

# **The Arc of Cumberland County**

## **Supported Employment Services Outcome Management Report**



**January 1, 2017 – December 31, 2017**

**Submitted by:**

**Nicole M. Sikking, Director of Employment Services**

**May 2018**

The Arc of Cumberland County's Supported Employment Services (SES) is now in our twenty first year of providing individual supports in the development and maintenance of community based employment for persons with disabilities. This service has been granted the maximum three-year accreditation from CARF in six consecutive surveyor reviews beginning with the initial 2001 survey process and most recently with the June 2016 survey. The supported employment services and executive staff from the Arc of Cumberland County continue their commitment to providing comprehensive and quality support services to our consumers, their stakeholders, and the business communities of Cumberland, Cape May, Atlantic and Gloucester Counties in the State of New Jersey.

Listed below are a few highlights of 2017:

- In the current evaluation period (1/1/17 to 12/31/17), the Arc of Cumberland County Supported Employment Services placed 60 individuals in competitive employment positions in their local communities in either newly developed or replacement work positions. A total of 115 consumers were referred to our agency for employment development and placement during this same time period. We currently serve 238 consumers in four counties of southern New Jersey; Atlantic, Cumberland, Gloucester, and Cape May.
- In 2017, Supported Employment Services hired 2 additional full time employment specialists to make up for the loss of previous employment specialists, as well as to meet the demand of our additional referrals for service and our increase in staff size.
- During 2017, the Arc of Cumberland County Supported Employment Services continued to provide services to consumers referred from the New Jersey Commission for the Blind and Visually Impaired.
- The Executive Director has made multiple presentations on Supported Employment Services and other agency programs to participating members of the Children's Interagency Coordinating Council, the United Way of Greater Philadelphia and Southern New Jersey, the Cumberland County Human Services Advisory Council, the New Jersey Council of Executive Directors of the Arcs, and to a variety of community business leaders and other local civic organizations during the past year.
- The Director of Employment Services continued to meet with the Southern New Jersey Employer Coalition for Healthcare Workforce Expansion in hopes to gain insight on the expectations Healthcare Employers have for their potential employees.

- Anne Dillon, one of our Employment Specialists, continues to serve on the Youth Advisory Committee (formerly the Youth Investment Council) of the Workforce Investment Development Board serving Atlantic and Cape May Counties.
- Arc of Cumberland County Supported Employment Services continues to provide quality staff training which includes CPR, First Aid, Overview of Developmental Disabilities, Diversity Training, Abuse and Neglect Training, Working with Family and Emergency Preparedness Training. We also offer Employment Specialist Training and certification programs through the Integrated Employment Institute and The Boggs Center on Developmental Disabilities. Additional training opportunities are provided to SES staff through the College of Direct Support for staff working with individuals through New Jersey Division of Developmental Disabilities.
- In 2017, The Arc of Cumberland County Supported Employment Services program added 33 consumers to the New Jersey Division of Vocational Services long term follow along services program (total of 138 as of 12/31/17).
- The Arc of Cumberland County continued to manage a three year demonstration grant from the United Way of Greater Philadelphia and Southern New Jersey (7/1/14 – 6/30/17) for the purposes of *“increasing the number of low skilled and entry level jobseekers and workers who obtain educational or work related credentials that improve their prospects for employment, advancement, and retention”* (Cumberland County) and *“improving workplace and educational success resulting in increased household financial stability for individuals and families “* (Atlantic and Cape May Counties). This grant was extended for one year, now with an end date of June 30<sup>th</sup>, 2018. During 2017, our supported employment services met all benchmarks associated with this grant.
- In conjunction with the above referenced grant, the Arc of Cumberland County Supported Employment Services continued to offer our Soft Skills Training Module that is used to assist our consumers in understanding some of the not so obvious daily requirements of their work positions. In 2017, we awarded 64 Soft Skills Training Certificates to our consumers of supported employment services who successfully completed this training.
- The Arc of Cumberland County Supported Employment Services sponsored two achievement awards to graduating members of the class of 2017 from the Atlantic County Special Services School District.

- The Arc of Cumberland County Supported Employment Services program has continued its partnership with the New Jersey One Stop Career Center Job Connections, a funded agency of the Workforce Investment Act, in an attempt to engage new funding sources and increase our consumer base.
- The Arc of Cumberland County Supported Employment Services program is an authorized vendor of supported employment job development and intensive support services to eligible consumers enrolled in the New Jersey Division of Developmental Disabilities Self Directed Day Services program.
- We have a highly competent, experienced and diverse team of Employment Specialists. Our ten-member staff have over 100 years of cumulative experience in working with persons with cognitive and intellectual disabilities

The Director of Employment Services will be responsible for collecting all data used in the evaluation of Outcome Management Report performance objectives. The results of our 2017 Outcome Management Report Supported Employment Services objectives, documentation of formal complaints or grievances reported in 2017, documentation of critical incidents reported in 2017, as well as a list of the objectives established for our 2018 Outcome Management Report are presented below:

### ***Goal for Effectiveness: Performance Improvement***

#### **Primary Objective #1:**

**Increase the total number of referrals from all sources (DVRS, CBVI, NJDDD) to 165 total in 2017.**

**There were a total of 115 referrals from *the NJ Division of Vocational Rehabilitation Services*. There were no new referrals from *Commission for the Blind and Visually Impaired* or *the NJ Division of Developmental Disabilities*. Referrals decreased during a period while we were searching for qualified replacements to fill unexpected vacancies in the Supported Employment Staff. There were also changes in the eligibility for Supported Employment Services through *NJ Division of Vocational Rehabilitation Services*, which had an impact on our referral total.**

***The objective was not achieved***

## ***Goal for Efficiency: Financial Planning and Management***

### **Primary Objective #2:**

**Maintain SES at a profitable status.** *Data from the agency final report of expenditures for 2017 will be used to evaluate this objective.*

**During the evaluation period, the Arc of Cumberland County Supported Employment Services revenues exceeded expenses as documented in the agency final report of expenditures.**

***The objective was achieved***

## ***Goal for Efficiency: Individual-Centered Service Planning, Design, and Delivery***

### **Primary Objective #3:**

**Meet newly referred consumers within 14 days of funding agency referral receipt.** *Funding agency referrals will be date stamped upon their receipt by the department director and used as the date the referral will be hand delivered to the Employment Specialist. Referrals from 2017 in which consumers actively participated in the intake process (kept appointed meeting times, returned telephone messages in a timely manner, etc.) will be studied. SES employment specialists will begin the formal intake process at the time of this initial meeting.*

**115 consumers were referred for services in 2017. 36 individuals did not fully participate or otherwise cooperate in the referral process, leaving 79 consumers eligible for study. 85% of these 79 consumers received their intake assessment within 14 days or less.**

***The objective was achieved***

## ***Goal for Business Practices: Input from Persons Served***

### **Primary Objective #4:**

**Provide a minimum of 3 formal training sessions per year to all SES staff that average 25 hours of employment per week. Topics will be specifically related to the provision of supported employment services and will be identified and selected by both the department supervisor and the staff person.**

**The number of training sessions conducted during 2017 exceeded the minimum criteria established for this objective.**

***The objective was achieved***

## ***Goal for Effectiveness: Input from Persons Served***

### **Primary Objective #5**

**Obtain an 88% satisfaction rating from pre-placement consumers and their stakeholders surveyed during the January 2017 and July 2017 process. A minimum of 14 out of 16 consumers and stakeholders surveyed will express satisfaction in the services they receive from SES staff.**

**15 pre-placement surveys were returned indicating satisfaction with SES for an 94% rating. Out of the 15 surveys received, the satisfaction rating was 100%. However, one survey was not received which affected the overall percentage.**

***The objective was achieved***

## ***Goal for Effectiveness: Input from Persons Served***

### **Primary Objective #6**

**Obtain an 89% satisfaction rating from intensive coaching consumers, their stakeholders, and their employers surveyed during the January 2017 and July 2017 process. A minimum of 16 out of 18 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.**

**16 of 18 intensive coaching surveys were returned indicating satisfaction with SES for an 89% rating. Out of the 16 surveys received, the satisfaction rating was 100%. However, two surveys were not received which affected the overall percentage.**

***The objective was achieved***

## ***Goal for Effectiveness: Input from Persons Served***

### **Primary Objective #7**

**Obtain an 89% satisfaction rating from follow along consumers and their employers surveyed during the July 2017 and January 2018 process to measure satisfaction of services provided between January 1<sup>st</sup>, 2017 to December 30<sup>th</sup>, 2017. A minimum of 32 out of 36 consumers and employers surveyed will express satisfaction in the services they receive from SES staff.**

**32 of 36 long term follow along surveys were returned indicating satisfaction with SES for an 89% rating. Out of the 32 surveys received, the satisfaction rating was 100%. However, four surveys were not received which affected the overall percentage.**

***The objective was achieved***

## ***Goal for Effectiveness: Program/Service Structure***

### **Primary Objective #8**

**Implement a digital recording system for all program documentation.**  
*Appropriate hardware and the digital system will be available to all employment specialists who have a caseload of ten or more consumers.*

**The digital recording system is developed and functioning. We have transferred current consumer files to the digital formats. The SES staff is now submitting most of the files to SES Director electronically. This objective was partially achieved, however proper hardware was not found at this time. The full implementation date has been moved due to complications with selecting the proper hardware needed, as well as the change in recent staff.**

***The objective was not achieved***

## ***Goal for Effectiveness: Individual-Centered Service Planning, Design, and Delivery***

### **Primary Objective #9**

**Make consumer work placements at 25 new employment sites (At least three in each of the four counties).** *New sites are defined as those physical locations that have not been used for prior consumer placements.*

**The SES staff worked hard to create 39 new employment sites in the community. There were 11 new work placements in Cumberland County, 17 in Atlantic County, 8 in Gloucester County, and 3 in Cape May County.**

***The objective was achieved***

## ***Goal for Effectiveness: Program/Service Structure***

### **Primary Objective #10**

**Review all consumer records on an annual basis.** *All consumer records will be reviewed, organized, and updated as needed during the evaluation year.*

**The SES staff was able to review, organize, and update records as needed. This process was completed by January 2018.**

***The objective was achieved***

### ***Agency Conclusions***

*The Arc of Cumberland County Supported Employment Services achieved eight of the ten objectives that were established for the 2017 period of study. The objectives that were not achieved were related to increase in referrals and the digital system implementation. We believe the first goal was not met because there was an unexpected change in staff. During this time, we were not able to accept incoming referrals as quickly as before. We are now fully staffed and able to take on the amount of referrals needed to meet this goal. In addition, there were changes in eligibility for Supported Employment Services through NJ Division of Vocational Rehabilitation Services, which also had an impact on our referral total.*

*The second goal was not met due to the inability to find a suitable hardware to meet our needs. We will continue working with new prototypes until we find a system that works well with our new digital documentation and matches the needs of the program. We are hopeful that the proper hardware will be found in 2018. We are still confident that this new system will allow for a more efficient and effective method of program documentation.*

*The results from our third full year of participation in the demonstration grant from the United Way of Greater Philadelphia and Southern New Jersey have continued to be promising. The grant was extended for an additional year, with a new end date of June 30<sup>th</sup>, 2018. Our Soft Skills Training has made an impact in helping our consumers better themselves for employment in the community. The SES Director has presented a successful status updates during United Way meetings in 2017. The board members of the United Way have been very receptive to the information. We have applied for the renewal of the grant from the United*

*Way of Greater Philadelphia and Southern New Jersey, hoping to expand on the Soft Skills Training Module in 2018.*

*We continue to seek out new business partners everyday in our attempt to build strong and lasting relationships with the business community that we both serve and represent at the same time. We are proud of our past accomplishments and equally excited about our opportunities for the continued provision of service excellence in the future.*

*We will discuss the information obtained in the study of our 2017 Outcome Management Report performance objectives with our Supported Employment Services staff and obtain their input in the development of our 2018 Outcome Management Report goals and objectives. We will continue the practice of mixing both qualitative and quantitative goals and objectives in future reports.*

*The period of study for our next Outcome Management Report will be from January 1, 2018 to December 31, 2018.*

*We include the following reports and notifications to service recipients.*

### **Report of Critical Incidents**

During the reporting period of January 1, 2017 to December 31, 2017, there were no reportable critical incidents identified by our agency staff members, our SES consumers, or their employers. A critical incident is defined as: 1.) A medical situation which occurs at the work site where formal medical treatment is required by a consumer and/or staff member either at the work site or in the office of a local health care establishment or 2.) A work situation in which the police or other emergency officials must respond to the actions of one of our consumers and/or staff members or 3.) The occurrence of a major fire, bomb threat, or terrorist threat at the work site and 4.) The allegation of physical or verbal abuse by a consumer, an Arc of Cumberland staff member, or by the co-worker of a consumer when an Arc consumer or Arc staff worker are identified as the source of the alleged abusive action.

### **Review of Formal Complaints/Grievances**

During the reporting period of January 1, 2017 to December 31, 2017, there were no formal complaints or grievances reported to agency personnel.

**Primary objectives for the next year of study  
(January 1, 2018 to December 31, 2018) will be:**

1. **Increase the number of referrals from all sources (DVRS, CBVI, NJDDD) to 125 total in 2018.**
2. **Maintain Supported Employment Services at a profitable status.** *Data from the agency final report of expenditures for 2018 will be used to evaluate this objective.*
3. **To make initial contact with consumer within 7 days of receiving the referral from DVR.** *Funding agency referrals will be date stamped upon their receipt by the department director and used as the date the referral will be hand delivered to the Employment Specialist. Successful contacts from 2018 in which consumers answer the outreach will be studied. Those who are unable to be contacted will be noted.*
4. **Meet newly referred consumers within 14 days of funding agency referral.** *Funding agency referrals will be date stamped upon their receipt by the department director and used as the date the referral will be hand delivered to the Employment Specialist. Referrals from 2018 in which consumers actively participated in the intake process (kept appointed meeting times, returned telephone messages in a timely manner, etc.) will be studied. SES employment specialists will begin the formal intake process at the time of this initial meeting.*
5. **Place a minimum of 60% of consumers referred for supported employment services into competitive work positions within the year.** *All consumers who have completed their intake meetings with their Employment Specialist between January 1, 2018 and December 2018 will be studied. Consumers who do not cooperate with the employment development process will not be studied for this objective and their lack of cooperation will be noted.*
6. **Make consumer work placements at 25 new employment sites (At least three in each of the four counties).** *New sites are defined as those physical locations that have not been used for prior consumer placements.*
7. **Obtain an 88% satisfaction rating from pre-placement consumers and their stakeholders surveyed during the July 2018 and January 2019**

**process.** *A minimum of 14 out of 16 consumers and stakeholders surveyed will express satisfaction in the services they receive from SES staff.*

8. **Obtain an 89% satisfaction rating from intensive coaching consumers, their stakeholders, and their employers surveyed during the July 2018 and January 2019 process.** *A minimum of 16 out of 18 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.*
9. **Obtain an 89% satisfaction rating from follow along consumers and their employers surveyed during the July 2018 and January 2019 process.** *A minimum of 16 out of 18 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.*

The Director of Employment Services and of Employment Services will be responsible for obtaining the above information. She will analyze the data to determine trends and barriers to goal achievement. As barriers are identified, remediation plans will be developed to address each barrier individually.

The Arc of Cumberland County Supported Employment Services would like to recognize the support of our 2017 business partners in our efforts to provide quality employment support services to our consumers, their employers & stakeholders.

**The New Jersey Division of Vocational Rehabilitation Services  
Atlantic County, Cumberland County, Gloucester, and Cape May County  
Offices**

**The New Jersey Division of Vocational Rehabilitation Services Long Term  
Follow-Along program – Trenton NJ**

**The New Jersey Commission for the Blind and Visually Impaired**

**The New Jersey Division of Developmental Disabilities**

Caesars Atlantic City

Acme Supermarket – Somers Point

Tropicana Casino & Resort

Shop Rite - Vineland

LC3 8 Ball Atlantic City Airport

Shop Rite - Millville

Host Marriot - Pomona	Mainland Regional High School
Red Lobster - Vineland	Richard Stockton College of NJ
BJ – EHT	Tru Value Hardware - Margate
Acme Supermarket - Mays Landing	Goodwill Industries - EHT
PJ's Car Wash – EHT	Regal Cinemas –Mays Landing
Chartwells, Inc.	Arby's - Cape May Court House
Black Olive	AC Linen – Pleasantville
Acme – Wildwood	Acme – Ocean City
Allied Barton Security	Wawa - Millville
Shop Rite-Hammonton	WalMart- Mays Landing
All About Care - Vineland	Bally's Atlantic City
WalMart- Vineland	Acme Supermarket – Brigantine
Shore Medical Center	Regal Cinemas - Vineland
FAA Tech Center – Pomona	C&R Horse Farm
Stockton Seaview Hotel & Resort	Target - Millville
Marshalls – Mays Landing	Christmas Tree Shop
Outback Steakhouse – Egg Harbor Twp.	Acme Supermarket - Avalon
Acme Supermarket – Brigantine	McDonalds - Wildwood
Shop Rite – Absecon	Neuro-Restorative Healthcare
Wawa – Mays Landing	Shop Rite – Somers Point
Kiddie Corner Day Care	Washington Inn
Amish Market – Mullica Hill	McDonalds - Pleasantville

Lincoln Specialty Care Center	Avalon Public Works
Westies – Wildwood	Coast Guard Station – Cape May
BJ’s – Vineland	K Mart - Pleasantville
JR’s Fresh Market	K Mart – Somers Point
Compass Academy – Vineland	Arc of Atlantic County
Burger King – Galloway	Joe Canals – EHT
McDonalds - Mays Landing	Pleasantville School District
Linwood Convalescent Center	Atlantic City School District
Sun Catcher Day Care	Genesis Healthcare – Victoria Manor
Spring Oak Assisted Living	Maurice River School District
AtlantiCare – KidsCare	Shop Rite – English Creek
Shore Medical Center	WalMart – Bridgeton
Shop Rite – Bridgeton	Harrah’s Casino & Resort
Just 4 Wheels	Atlantic County Govt. – Stillwater
Sheppard Bus Service	Friendly’s - Northfield
Cumberland County College	Goodwill Industries - Millville
Big Lots – Bridgeton	Amazon Packaging
Assempak – Vineland	Shop Rite – Mullica Hill
K Mart – Rio Grande	Home Deport – Vineland
Golden Corral – EHT	Shop Rite – EHT
Toys R Us – Mays Landing	Ivy Acres – Vineland
F&S Produce – Bridgeton	Millville Housing Authority

Pete's Diner	PetSmart – Mays Landing
Golden Nugget Call Center	Wawa – Northfield
Cumberland County College	Elwyn New Jersey
Burlington Coat Factory – Vineland	Buffalo Wild Wings – Sicklerville
Seabrook Production	Wawa – Glassboro
WalMart – Williamstown	Shop Rite – Rio Grande
Savoy Inn	WalMart – Pleasantville
Famous Daves – Mays Landing	Wawa – Vineland
ACUA	Pizza Hut – Vineland
Target – Williamstown	Home Depot – Absecon
Sam's Club – Williamstown	Rowan Maintenance

AtlantiCare Regional Medical Center - City Campus  
AtlantiCare Regional Medical Center – Mainland Campus