

The Arc of Cumberland County

Supported Employment Services

Outcome Management Report



January 1, 2018 – December 31, 2018

Submitted by:

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The Arc of Cumberland County's Supported Employment Services (SES) is now in our twenty-second 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 2018:

- In the current evaluation period (1/1/18 to 12/31/18), the Arc of Cumberland County Supported Employment Services placed 66 individuals in competitive employment positions in their local communities in either newly developed or replacement work positions. A total of 106 consumers were referred to our agency for employment development and placement during this same time period. We currently serve 225 consumers in four counties of southern New Jersey; Atlantic, Cumberland, Gloucester, and Cape May.
- During 2018, 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.
- In 2018, The Arc of Cumberland County Supported Employment Services successfully completed the first formal SE Monitor Review, conducted by Program Planning and Development Specialists, Kathleen Kindya and Vito Palo, through DVR Community Rehabilitation Programs Unit. The review outlined the strengths of the services provided and added feedback to help improve said services. Specialized Supported Employment Services were introduced to the agency during the review and are being considered for future growth of services and potentially increase referrals.

- The Director of Employment Services and various Employment Specialists participated in multiple trainings to gain more knowledge on how to expand in Supported Employment and increase resources, in hopes to provide the best services to the community. The trainings included topics such as DVRS Community Based Work Evaluations, the United Way Workforce Learning Community, Internship Development and Supports, and Supported Employment.
- 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 2018, The Arc of Cumberland County Supported Employment Services program added 36 consumers to the New Jersey Division of Vocational Services long term follow along services program (total of 135 as of 12/31/18).
- The Arc of Cumberland County Supported Employment Services met all benchmarks associated with the grant extension from the United Way of Greater Philadelphia and Southern New Jersey (6/30/17 – 6/30/18) 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 30th, 2018. The agency was, once again, awarded a Core Impact general operating support grant from the United Way of Greater Philadelphia and Southern New Jersey for the fiscal year 2019-2021.

- 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 2018, we awarded 58 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 2018 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 nine-member staff has 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 2018 Outcome Management Report Supported Employment Services objectives, documentation of formal complaints or grievances reported in 2018, documentation of critical incidents reported in 2018, as well as a list of the objectives established for our 2019 Outcome Management Report is presented below:

Goal for Effectiveness: Performance Improvement

Primary Objective #1:

Increase the number of referrals from all sources (DVRS, CBVI, NJDDD) to 125 total in 2018.

There were 104 referrals from the *Division of Vocational Rehabilitation Services*, 1 referral from the *Commission for the Blind and Visually Impaired*, and 1 referral from the *Supports Program through NJ Division of Developmental Disabilities*, totaling in 106 new referrals. There have been changes in the eligibility for Supported Employment Services through *NJ Division of Vocational Rehabilitation Services*, which has impacted on our referral total.

The objective was not achieved

Goal for Efficiency: Financial Planning and Management

Primary Objective #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.*

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:

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.*

106 consumers were referred for services in 2018. 25 individuals did not fully participate or otherwise cooperate in the referral process, leaving 81 consumers eligible for study. Some of these individuals had successful initial contact but did not complete referral process. 99% of these 81 had successful contact with an Employment Specialist. Successful contact was made within an average of 3 days.

The objective was achieved

Goal for Business Practices: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #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.*

106 consumers were referred for services in 2018. 31 individuals did not fully participate or otherwise cooperate in the referral process, leaving 75 consumers eligible for study. 92% of these 75 had successful contact with an Employment Specialist. The initial intake meeting was held within an average of 8 days from when the referral was made.

The objective was achieved

Goal for Business Practices: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #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.*

71% of the consumers who completed their intake 2018 were placed within a year of their referral date. The average placement was made within 3 months of the referral.

The objective was achieved

Goal for Business Practices: Individual-Centered Service Planning, Design, and Delivery

Primary Objective #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.*

34 new placements were made in 2018. There were at least three new work placements in each county with the exception of Cape May. However, there were only two referrals from Cape May county, so there was no opportunity to create a third new work placement.

The objective was achieved

Goal for Effectiveness: Input from Persons Served

Primary Objective #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.

14 pre-placement surveys were returned indicating satisfaction with SES for an 88% rating. Out of the 14 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 #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.

17 of 18 intensive coaching surveys were returned indicating satisfaction with SES for a 94% rating. Out of the 17 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 #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 32 out of 36 consumers, stakeholders, and employers surveyed will express satisfaction in the services they receive from SES staff.

33 of 36 long term follow along surveys were returned indicating satisfaction with SES for an 92% rating Out of the 33 surveys received, the satisfaction rating was 100%. However, four surveys were not received which affected the overall percentage.

The objective was achieved

Agency Conclusions

The Arc of Cumberland County Supported Employment Services achieved eight of the nine objectives that were established for the 2018 period of study. The objective that was not achieved was related to increase in referrals. We believe the first goal was not met because there were changes in eligibility for Supported Employment Services through NJ Division of Vocational Rehabilitation Services, which had an impact on our referral total. Moving forward, we are researching ways to expand our services to meet the changes in the referral process. We are hopeful that broadening our services will increase the amount of referrals, and ultimately allow us to provide greater supports to our community.

The Arc of Cumberland County Supported Employment Services successfully met the objectives listed in the Core Impact grant from the United Way of Greater Philadelphia and Southern New Jersey. The Arc of Cumberland County SES has been awarded another Core Impact grant for the fiscal year 2019-2021. Our Soft Skills Training has made an impact in helping our consumers better themselves for employment in the community. We are now developing ways to expand our Soft Skills Training to identify additional tools needed to maintain employment. We are also researching ways to focus on providing more services to the “Opportunity Youth” (ages 15-25), which is the transition age range that is targeted in the new grant from the United Way of Greater Philadelphia and Southern New Jersey.

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 2018 Outcome Management Report performance objectives with our Supported Employment Services staff and obtain their input in the development of our 2019 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, 2019 to December 31, 2019.

We include the following reports and notifications to service recipients.

Report of Critical Incidents

During the reporting period of January 1, 2018 to December 31, 2018, 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, 2018 to December 31, 2018, there were no formal complaints or grievances reported to agency personnel.

**Primary objectives for the next year of study
(January 1, 2019 to December 31, 2019) will be:**

1. **Expand the Arc of Cumberland County SES to provide a new Specialized Supported Employment Service.**
2. **Increase the number of referrals from all sources (DVRS, CBVI, NJDDD) to 125 total in 2019.**
3. **Place a minimum of 60% of consumers between the ages of 15-25.** *All consumers between the ages of 15-25 who have completed their intake meetings with their Employment Specialist between January 1, 2019 and December 2019 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.*
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. **50% of consumers placed within 2019 will retain their position for at least 90 days.** *All consumers who have successfully found employment between January 1, 2019 and December 2019 will be studied. Consumers who do not cooperate with the Employment Specialist during this 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 2019 and January 2020 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 2019 and January 2020 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 2019 and January 2020 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 2018 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

AC Convention Center - Security

ACSSSD Bus Aide

AC Linen

AC Airport - Utilities

Ace Hardware

Allied Barton - Security

Acme Somers Point, Ocean City,

Amazon

Cape May, Wildwood

Arby's

AC Medical Center - Dietary
AtlantiCare
Auto Zone
Bally's
Bally's Convention Services
Bally's Spa
Big Lots *Vineland, EHT*
Bill's Wonderland of Pets
BJs Mays Landing
Boardwalk Hall
Burlington Coat Factory
Caesars - EVS, Retail, Wardrobe
Chartwells Stockton
Christmas Tree Shop
Compass Academy
Cumberland Mall Maintenance
CVS
Deveroux
Dollar Tree
Elwyn
Ambassador Hamilton Mall
Five Below
Golden Nugget - EVS
Good Will *Glassboro, Millville, EHT*
Hard Rock
Heritages
HMS Host

Home Depot *Deptford, Mays Landing, Absecon*
Ideal Institute
Infinite Herbs
Inspira - Dietary
Island Gym
South Jersey Auto Body
Johnny Rockets
Landshark
Lilliston Chrysler Dodge Jeep Ram
Lincoln Specialty Care Center
Marshalls
Mainland HS – Nutri-Serve Dietary
Meadowview Nursing Home
Ocean Casino
Old Navy
Omni Bakery
Outback Steakhouse
Peach Country Tractor
One Atlantic Restaurant
Pizza Hut
PJ's Car Wash
Pleasantville School Maintenance
Popeye's
Red Lobster
Regal Cinemas
Richmond Ave School Dietary

RLS Logistics

Sam's Club *Mays Landing,*

Deptford

Savoy Inn

Shop Rite *Millville, Bridgeton,*

Washington Twp, Somers Point,

EHT, Hammonton, Absecon,

Galloway

Sodexo

Staiton's

Stockton University - Custodial,

Admissions, Banquets

Sun Catcher Day Care

Tropicana - Housekeeping,

Receiving, Security, Buffet

Seaview Hotel

Sheppard Bus

United Health Care

Victoria Manor - Dietary

Wal Mart *Vineland, Millville,*

Bridgeton, Mays Landing, EHT,

Turnersville, Hammonton

Washington Inn Restaurant

Wawa *Millville, Deptford,*

Glassboro, Northfield, Mays

Landing