



FY11 United Way Final Report

Program: Scholarship Programs

- On-Site
- Off-Site
- Community Placement
- Day Support

Date: August 8, 2011

While WorkSource Enterprises had four grants from the United Way - Thomas Jefferson Area for fiscal 2011, all were scholarship programs for individuals with disabilities. The four programs are designed to meet the individual needs of “clients” or “consumers” of WorkSource job training and employment services. While the four programs represent a spectrum of services based on the functional level of clients, they do not necessarily represent a continuum of services.

The **On-Site Program** provides job training and employment to individuals with disabilities through sub-contract work for regional firms. Typical work includes assembly projects, packaging and mailing services. Many of the individuals served by the on-site program have significant barriers to employment, such as multiple disabilities, little or no work history, limited family support and poor coping skills. Individuals participating in the on-site employment program are provided an opportunity to learn and to enhance basic entry-level work skills, while earning wages. Issues such as attendance, punctuality, staying on task, attention to detail, teamwork, quality and quantity of work are all addressed. The on-site program also serves as an invaluable tool in assessing one’s abilities to pursue other employment options.

While many of the individuals referred to the **Off-Site Program** also have significant barriers to employment, such as those listed above, they typically are able to work in a less structured environment. Once properly trained on a job, off-site clients can usually function with limited direction and minimum supervision. Since the off-site program consists of small businesses that sell goods and services to the federal government and to the public, the clients typically are high functioning, but require some level of support that might not typically be available in community jobs. The off-site program currently consists of *BreadWorks Bakery & Deli* and a division that provides housekeeping and custodial work to the Federal Executive Institute and the Charlottesville Federal Building. Some off-site clients eventually pursue jobs in the community utilizing WorkSource job placement services.

The **Community Placement** division serves approximately 72% of WorkSource clients. It serves adults with disabilities, students transitioning into the workplace and individuals with disabilities who are transitioning from welfare-to-work. During fiscal 2011, the program served 296 individuals and over 100 regional employers hired WorkSource clients.

The **Day Support Program** is a combination of pre-vocational, recreational and educational activities. Community integration is a major goal of the program. Participants typically have multiple disabilities and very limited vocational abilities.

While each of the foregoing WorkSource programs address varying vocational levels of individuals with disabilities, the community needs that are addressed by these programs are the same, i.e., to maximize the vocational potential of citizens with disabilities.

The following is in response to item #4 of the United Way Report - Impact Report - Community Needs or Issues Addressed by the Program.

Community Needs

While data from the 2010 Census was recently disseminated and is being reviewed, the following table summarizes local data and extrapolation of data from the U.S. Census Bureau:

“Pers. w Dis.” is the abbreviation used for “Persons with Disabilities” in the table.

Locality	2000 Census Data			2009 Census Estimates		Pers. w Dis. - 5 Yrs. +
	Population	Pers. w Dis. - 5 Yrs. + Number	Percent	Population	Population 5 Yrs. +	2009 Extrapolation
Charlottesville	40,089	5,871	14.64%	42,218	39,769	5,824
Albemarle	84,196	9,772	11.61%	94,908	89,308	10,365
Fluvanna	20,047	2,976	14.85%	25,732	24,034	3,568
Greene	15,244	2,294	15.05%	18,421	17,076	2,570
Louisa	25,627	5,319	20.76%	33,078	31,027	6,440
Nelson	14,445	3,348	23.18%	15,487	14,697	3,406
Total - TJPD	199,648	29,580	14.82%	229,844	215,912	32,173

Who Does WorkSource Serve?

The primary disabilities of WorkSource clients and specialized populations served in the year ended June 30, 2011 follows:

Disability/Population	Number	Percent
Intellectual and Developmental Disabilities	124	30%
At-Risk Students	72	18%
Mental Illness	61	15%
Learning Disability	57	14%
Physical Impairment	47	11%
Autism	17	4%
ADD/ADHD	11	3%
GED & ESL Students	10	2%
Hearing Impairment	6	1%
Former Substance Abuse	5	1%
Visual Impairment	1	1%
Total	411	100%

Funding from the United Way - Thomas Jefferson Area enables WorkSource to provide much-needed services to those least able to afford them.

FY11 United Way Final Report

Program: On-site Vocational Services
Agency: WorkSource Enterprises
Date: August 8, 2011

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information.**

The results for the year ended June 30, 2011 are shown in the table in item 3. While WorkSource continues to seek additional sub-contract work, the continued downturn in the economy has led many customers to retain work in-house or to limit the amount of their outside contracting. Additionally, most of the newer sub-contract opportunities are more complex and not as suitable for "lower functioning" clients.

With the economic downturn, WorkSource has been forced to limit the participation in the on-site program for clients who are dually enrolled in the Day Support program. For demographic purposes, these dually-enrolled clients will now be counted in the Day Support program and not the on-site program. This resulted in a reduction in the number of participants in the on-site program for fiscal 2011.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Hector is a long-term client of WorkSource with a serious mental illness and working in the community is not an option for him. While Hector reports that he takes his medications in the prescribed doses and appropriate frequencies, his attendance is sporadic and unpredictable. To complicate matters even further, he is very selective about the type of work that he will perform. While third-party funding is extremely difficult for someone not working in the community, it is non-existent for someone who does not work between 70 and 80 hours per month in an on-site program. Thanks to the flexibility and individualized nature of our program, Hector is able to work on those days when he is feeling well. During FY 11, Hector's productivity rate increased dramatically and approximated 70% by the end of the year. In addition to earning wages, Hector really enjoys participating in the program when he is able. While he also receives services from the Region Ten Community Services Board, his services at WorkSource are supported by United Way scholarship funds and WorkSource reserves.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Projected Number of Intended

FY11 Primary Beneficiaries: 50 **Actual Number of Primary Beneficiaries:** 37

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
Shift five clients to community placement within 12 months.	Attendance, productivity and skill level reports.	Two clients transitioned to community employment during FY 11.
Increase productivity for 30 clients by at least 5%.	Goal plans and monthly productivity reports	Twenty (20) clients improved their productivity by at least 5%.
Maintain a consumer satisfaction rating of 90%.	Annual satisfaction surveys.	The FY 11 annual consumer satisfaction survey had a 75% satisfaction rating of “good-to-outstanding.”
For 41 clients to achieve 75% of their individual goals.	Individual service plans	Twenty-seven (27) clients achieved at least 75% of their individual goals during FY 11.

4. Impact Report.

Community Needs or Issues Your Program Addresses

Please see response on page 2.

Your Program’s Solutions that United Way Community Impact Funds Support

Individuals are provided an opportunity to learn appropriate work behaviors in a production facility setting. Wages are earned for the work performed. Individualized goal plans reflect a commitment to foster independence and to move toward job stability, whether in a WorkSource employment program or in the community.

Services are coordinated with agencies such as the Region Ten Community Services Board, the local office of the Virginia Department of Rehabilitative Services and local Departments of Social Services.

Actual Results

For the year ended June 30, 2011, wages earned by individuals in the on-site employment program were \$34,561, which was up approximately 8% over FY 2010. Families are assured that their family members are in a safe environment and can continue their own employment without having to leave their relative unattended at home.

Financial Impact of Donations

United Way funds are frequently used as a “bridge” to other funding sources or as a last resort for individuals who have a need but cannot qualify for other funding for some reason. Based on the fiscal 2011 fee schedule for the Virginia Department of Rehabilitative Services, the daily rate for on-site services was \$36.33. As wages are earned, taxes are paid by the individual and other family members continue to work. There is a multiplier effect that is provided by the United Way funds that goes beyond mere service provision.

FY11 United Way Final Report

Program: Off-site Vocational Services
Agency: WorkSource Enterprises
Date: August 8, 2011

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information.**

The results for the year ended June 30, 2011 are shown in the table in item 3. In addition to owning and operating *BreadWorks Bakery & Deli*, WorkSource also maintains two large housekeeping/custodial contracts with the federal government that provide job training and employment for clients enrolled in the off-site program. WorkSource has contracts with the Office of Personnel Management (OPM) and the General Services Administration (GSA), to provide services at the Federal Executive Institute (FEI) and Federal Courthouse, respectively.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

Perry is a very high functioning client with autism. While his productivity rate as a custodian at BreadWorks is above 80% and he works a full 40-hour week, he lacks the social skills and self-confidence to work in a community setting. While WorkSource staff encourages and supports clients who are ready, willing and able to work in community employment, it strongly believes that "consumer choice" is critical and should be respected. While community placement is discussed with Perry, he has made a deliberate decision not to pursue it.

The off-site program provides a supportive environment for individuals who, for whatever reason, are not capable or interested in working in the community. Similar to Hector in the on-site program, United Way scholarships and WorkSource reserves are used to fund services that he receives. Perry truly appreciates the opportunity to work at BreadWorks and is a key player in the critical role of maintaining a safe and sanitary workplace.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Projected Number of Intended

FY11 Primary Beneficiaries: 34 **Actual Number of Primary Beneficiaries:** 32

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
To shift two clients to community placement within 12 months.	Attendance, productivity and skill levels	One client had moved to community employment during FY 11.
Increase the productivity of 28 clients in the off-site program by 10%.	Productivity ratios.	One client improved their productivity by over 10% during FY 11 and another six achieved productivity levels of 90% or greater.
For 25 clients to achieve 75% of their individual goals.	Goal plans and productivity reports	Twenty (20) clients achieved 75% of their individual goals during FY 11.

4. Impact Report.

Community Needs or Issues Your Program Addresses

Please see response on page 2.

Your Program’s Solutions that United Way Community Impact Funds Support

Individuals are provided an opportunity to develop job skills in an “integrated” setting. Wages are earned for the work performed. Individualized goal plans reflect a commitment to foster independence and to move toward job stability, whether in a WorkSource employment program or in the community.

Services are coordinated with agencies such as the Region Ten Community Services Board, the local office of the Virginia Department of Rehabilitative Services and local Departments of Social Services.

Actual Results

For the year ended June 30, 2011, wages earned by individuals in the off-site employment program were \$379,410 which is an 8.6% increase over FY 10.

Financial Impact of Donations

United Way funds are frequently used as a “bridge” to other funding sources or as a last resort for the individual who has a need but cannot qualify for other funding for some reason. Based on the fiscal 2011 fee schedule for the Virginia Department of Rehabilitative Services, the daily rate for off-site services was \$53.65. As wages are earned, taxes are paid by the individual and other family members continue to earn wages and to pay taxes. There is a multiplier effect that is provided by the United Way funds that goes beyond mere service provision.

FY11 United Way Final Report

Program: Community Placement Services
Agency: WorkSource Enterprises
Date: August 8, 2011

1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal.

The results for the year ended June 30, 2011 are shown in the table in item 3. While the number of clients served by the Community Placement Services slightly exceeded expectations, the downturn in the regional economy continues to present challenges for WorkSource clients. This is particularly true of the high school students who are vying for part-time employment.

2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.

While WorkSource success stories are typically very positive and uplifting, Jane's story reminds us of the critical importance of individualized services and the benefits of working collaboratively with other agencies to provide comprehensive services. WorkSource staff has worked with Jane since she was a high school student. Jane's job coach helped her to secure a job in the laundry department of a hotel. During a routine follow-along visit, Jane indicated to her job coach that she wanted to change jobs. In the course of trying to learn why Jane wanted to leave a good job in a geographic area where employment opportunities are limited, the job coach discovered that Jane was being sexually harassed by a co-worker and was sexually assaulted by a former co-worker.

While an incredibly unfortunate and disturbing, WorkSource moved quickly to contact the appropriate authorities and to secure the collaboration of appropriate experts to support Jane. The fact that the job coach knew the client well was a major factor in Jane opening up to her family and others about the horrendous set of circumstances that she endured. While some employment-related follow-along services are typically paid for by the Department of Rehabilitation Services, the number of hours spent working with Jane, her family, the employer and various authorities was significant. While communication and site visits with Jane are ongoing and other agencies are actively involved in providing services, this unfortunate situation highlights the critical need for United Way scholarships to fund services that are essential, but don't always fall neatly within the bounds of certain public funding.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Projected Number of Intended FY11 Primary Beneficiaries: 289 **Actual Number of Primary Beneficiaries:** 296

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
To maintain 66.67% of all community placements for a minimum of six months.	Community placements	As of year-end, 75% of community job placements of clients had been maintained for at least six months
To add twenty-five (25) new employers during the current year.	Report on new employers	Forty-one (41) new employers were added in FY 2011.
To maintain a job coach utilization rate of 85% or greater.	Monthly billing statistics	The job coach utilization rate was 72.83% for the year that ended June 30, 2011.
Maintain a 90% consumer satisfaction rate	Client responses to the satisfaction survey	Based on the FY11 satisfaction survey, 100% of the Placement respondents rated services received as “good-to-outstanding.”
75 % of the adult participants attain 80% of their individual goals.	Goal plans	During FY11, 68% of the adult participants have achieved at least 75% of their goals.

4. Impact Report

Community Needs or Issues Your Program Addresses

Please see response on page 2.

Your Program’s Solutions that United Way Community Impact Funds Support

Individuals are provided an opportunity to obtain and maintain employment in the community in “integrated” settings. Competitive wages are earned. Many clients receive full fringe benefits, have significant tenure and have received wage increases.

Services are coordinated with agencies such as the local office of the Virginia Department of Rehabilitative Services and local Departments of Social Services.

Actual Results

Individuals in the community placement programs earned approximately \$1,225,474 in taxable wages during the fiscal year ended June 30, 2011. For most clients, entitlements and benefits, such as Supplemental Security Income (SSI) and Social Security Disability Insurance (SSDI), decrease as earnings increase.

Financial Impact of Donations

United Way funds are frequently used as a “bridge” to other funding sources or as a last resort for the individual who has a need, but cannot qualify for other funding for some reason. Based on the fiscal 2011 fee schedule for the Virginia Department of Rehabilitative Services, the hourly rate for community placement services was \$65.31.

FY11 United Way Final Report

Program: Day Support Services
Agency: WorkSource Enterprises
Date: August 8, 2011

- 1. For the current funding period, please highlight your program's goals, activities and results, noting any changes to your original plan/proposal. Include any relevant budget and/or financial information.**

The results for the year ended June 30, 2011 are shown in the table in item 3. Historically, the Commonwealth of Virginia is near the bottom of the list for Medicaid expenditures for persons with intellectual disabilities. Most clients in the Day Support program are funded through the state's Medicaid Waiver program. Due to federal and state delays in Medicaid funding approval, Virginia decreased all Medicaid Waiver rates by 5% for the first quarter of FY 11. As previously discussed, the continued economic downturn has decreased the amount of work in the on-site program and most of the clients dually enrolled in the On-Site program have been shifted back to the Day Support program on a full-time basis.

- 2. Please share a success story from your program. We are especially interested in stories that show a long-term impact on a person or family, and stories that show collaborations or referrals with other community programs in meeting a client's multiple needs.**

In a previous report to the United Way, WorkSource profiled a long-term client who participated in many different programs over the years. As Cary aged, work in the on-site assembly and packaging operation and janitorial division became increasingly difficult for him and his performance declined rapidly. Since Cary did not meet certain requirements for Medicaid funding, United Way scholarships and WorkSource reserves were utilized to provide Day Support services. While Cary really missed working, he quickly became engaged in the Day Support activities and enjoyed them immensely. While he recently moved to New York to be closer to his family, he and his relatives were very appreciative of the fact that lack of funding did not prevent Cary from remaining at WorkSource until he relocated to New York.

3. Complete the following Outcome Measurement update (based on your application for funding) for the fiscal year to date.

Projected Number of Intended FY11 Primary Beneficiaries: 45 **Actual Number of Primary Beneficiaries:** 46

Projected FY11 Outcomes	FY11 Indicators Tracked	FY11 Outcome Results (provide specific numbers and percentages)
100% of the clients should access community resources.	Individual service plans and case notes	All clients (100%) participated in various community activities including volunteering with Meals on Wheels, field trips, outings to the library, restaurants and activities sponsored by the City of Charlottesville's Therapeutic Recreation Program during FY 11.
85% of the participants will attain 50% of their individual goals.	Individual service plans	Twenty-four (24) clients (55%) achieved success on 50% of their individualized goals. Thirty-five (35) clients (80%) met at least 33% of their individual goals.
Maintain an attendance rate of 85% as a measure of consumer satisfaction.	Daily attendance rates	The attendance rate was 93.5% for the year ended June30, 2011.

**4. Impact Report.
Community Needs or Issues Your Program Addresses**

Please see response on page 2.

Your Program's Solutions that United Way Community Impact Funds Support

Individuals are provided an opportunity to participate in a structured day activity program. Individualized programming focuses on independent living skills, communication skills, adult basic education, socialization skills, etc. Activities take place on-site and in the community. As previously discussed, some participants are able to participate in the on-site employment program and earn wages for the work performed.

Services are coordinated with agencies such as the Region Ten Community Services Board and the local Departments of Social Services.

Actual Results

Please see table above.

Financial Impact of Donations

Rates for Day Support services are based on the level of support, as prescribed by Medicaid regulations, required for each participant. Due to delays by the federal government in approving Medicaid funding, there was a 5% reduction in these rates for the first quarter of FY 11 – July 1, 2010 through September 30, 2010. The rates were \$25.13 for a client receiving “regular” intensity services and \$35.77 for “high” intensity services. The rate cuts were restored for the balance of fiscal 2011 (October 1, 2010 through June 30, 2011) and the price per unit of service was \$26.45 for regular intensity and \$37.65 for high intensity services. The unit of service is defined as 1 to 2.99 hours and most Day Support clients receive two units of service per day.