



## FY11 United Way Mid-Year Report

**Program:** Scholarship Programs

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

**Date:** January 31, 2011

While WorkSource Enterprises has four grants from the United Way - Thomas Jefferson Area for fiscal 2011, all are 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 for any one individual.

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 70% 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 2010, the program served 293 individuals, of which approximately 170 were employed by 111 regional employers.

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.

While all WorkSource programs funded by the United Way promote self-sufficiency, three of the four programs specifically address employment for persons with disabilities. According to statistics recently released by the U.S. Bureau of Labor Statistics, the workforce participation rates for those between the ages of 16 and 64 was 20.1% in January of 2011 was 20.1% for those with disabilities, compared to 69.5% for those without disabilities.

The following table summarizes the number of people with disabilities in the Charlottesville area. It uses local data and extrapolation of data from the U.S. Census Bureau. While not all of the individuals who have a disability would necessarily need vocational rehabilitation services, the estimated number of persons with disabilities over five years of age is 32,173 for the Thomas Jefferson Planning District.

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

	2000 Census Data			2009 Census Estimates		Pers. w Dis. - 5 Yrs. +
	Population	Pers. w Dis. - 5 Yrs. + Number	Percent	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

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 Mid-Year Report

**Program:** On-site Vocational Services  
**Agency:** WorkSource Enterprises  
**Date:** January 31, 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 six months ended December 31, 2010 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.

- 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.**

Joe is a person with an intellectual disability who recently graduated from Charlottesville High School. While Joe could have remained in school due to his disability, he chose to leave school to seek employment. Joe's job coach worked with him and was able to place Joe in a part-time position with a local movie theater chain. Joe participates in the on-site program when he is not scheduled to work at the movie theater. Joe has been working successfully for the past six months and continues to do well thanks to the support of his job coach, his mother, his Region Ten case manager and training opportunities that are available to him from participation in the on-site program. Without the coordination of service providers, it is unlikely that Joe would be working in a job in the community.

**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:** 34

<b>Projected FY11 Outcomes</b>	<b>FY11 Indicators Tracked</b>	<b>FY11 Outcome Results (provide specific numbers and percentages)</b>
Shift five clients to community placement within 12 months.	Attendance, productivity and skill level reports.	As of December 31, 2010, three clients had transitioned to community employment.
Increase productivity for 30 clients by at least 5%.	Goal plans and monthly productivity reports	Twelve (12) clients improved their productivity by at least 5%.
Maintain a consumer satisfaction rating of 90%.	Annual satisfaction surveys.	The FY10 annual consumer satisfaction survey had a 100% satisfaction rating of “good-to-outstanding.”
For 41 clients to achieve 75% of their individual goals.	Individual service plans	As of December 31, 2010, fifteen (15) clients achieved at least 75% of their individual 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 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 six months ended December 31, 2010, wages earned by individuals in the on-site employment program were \$17,541. 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 Mid-Year Report

**Program:** Off-site Vocational Services  
**Agency:** WorkSource Enterprises  
**Date:** January 31, 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 six months ended December 31, 2010 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.**

Betty is a clerk at *BreadWorks* who has an intellectual disability. She has been an employee of BreadWorks since November of 1999. Prior to that time, Betty was a client of WorkSource and with support was able to make the transition to a full-time position. Betty has a son who she is raising on her own with some support from her aunt and case manager to assist with managing daily living. Due in large part to the regular support of her co-workers at *BreadWorks*, Betty has been able to successfully remain employed. The long-term support provided by her family, community agencies and WorkSource, along with her own dedication and commitment, has made this a unique success story.

**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:** 28      **Actual Number of Primary Beneficiaries:** 31

<b>Projected FY11 Outcomes</b>	<b>FY11 Indicators Tracked</b>	<b>FY11 Outcome Results (provide specific numbers and percentages)</b>
To shift two clients to community placement within 12 months.	Attendance, productivity and skill levels	As of December 31, 2010, no clients had moved to community employment yet.
Increase the productivity of 28 clients in the off-site program by 5%.	Productivity ratios.	Fifteen (15) clients improved their productivity by at least 5% as of December 31, 2010.
For 25 clients to achieve 75% of their individual goals.	Goal plans and productivity reports.	As of December 31, 2010, fourteen (14) clients achieved 75% of their individual 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 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 six months ended December 31, 2010, wages earned by individuals in the off-site employment program were \$182,858.

## **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 Mid-Year Report

**Program:** Community Placement Services  
**Agency:** WorkSource Enterprises  
**Date:** January 31, 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 six months ended December 31, 2010 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.**

Bill is a recent graduate from Monticello High School who has an intellectual disability. He lives in Albemarle County with his parents and sister. With the invaluable assistance of his WorkSource job coach, Bill was able to obtain full-time employment at the University of Virginia School of Medicine's Center for Comparative Medicine. Bill's earns approximately \$22,500 and has full benefits. Bill recently completed six months on the job and is beginning to transition to a follow-along status indicating that he no longer needs intensive on-site training. In addition to the support of his job coach, Bill has enjoyed the active support of his co-workers and managers.

**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:** 294

<b>Projected FY11 Outcomes</b>	<b>FY11 Indicators Tracked</b>	<b>FY11 Outcome Results (provide specific numbers and percentages)</b>
To maintain 65% of all community placements for a minimum of six months.	Community placements	As of December 31, 2010, 57% of community job placements of clients have been maintained for at least six months
To add twenty-five new employers during the current year.	Report on new employers	Eighteen (18) new employers were added in the first six months of FY 2011.
To maintain a job coach utilization rate of 80% or greater.	Monthly billing statistics	The utilization rate was 70.11% for the six months that ended December 31, 2010.
75% of the adult participants attain 80% of their individual goals.	Goal plans	As of December 31, 2010, over two-thirds (67%) of the adult participants had achieved at least 80% of their goals.
Maintain a 90% consumer satisfaction rate	Client responses to the satisfaction survey	Based on the FY 2010 satisfaction survey, 100% of the Placement respondents rated services received as “good-to-outstanding.”

**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 \$615,000 in taxable wages during the six months ended December 31, 2010. 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 Mid-Year Report

**Program:** Day Support Services  
**Agency:** WorkSource Enterprises  
**Date:** January 31, 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 six months ended December 31, 2010 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. In late spring of 2010, the U.S. Senate failed to approve extension of Medicaid funding in a timely manner. Consequently, between July 1, 2010 and September 30, 2010, Virginia decreased all Medicaid Waiver rates by 5%. 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.**

Charlie is a 2010 graduate of Charlottesville High School who has a severe intellectual disability, as well as a mental health disability. Charlie and his father would like to have Charlie working in the community, but Charlie's poor response to his medication make that option highly unlikely at this time. Without funding available for a day program, Charlie's father faced the prospect of having to leave his job as a school teacher to provide supervision for his son at home. Charlie's Region Ten case manager approached WorkSource about providing services to Charlie until community resources could be identified and accessed. Working with the Department of Rehabilitative Services counselor, WorkSource was able to provide time-limited services in the on-site program. After those funds were exhausted, WorkSource provided unfunded services on an interim basis. In December of 2010, Charlie received approval for a Medicaid Waiver slot that will fund day support activities, as well as in-home services. Eventually residential services will also be an option. This success story serves as an example of the coordination that routinely takes place between multiple agencies. In this instance, that collaborative approach enabled a father to continue working and a client to access services in the community without interruption.

**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:** 45

<b>Projected FY11 Outcomes</b>	<b>FY11 Indicators Tracked</b>	<b>FY11 Outcome Results (provide specific numbers and percentages)</b>
100% of the clients should access community resources.	Individual service plans and case notes	All clients (100%) have 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.
85% of the participants will attain 50% of their individual goals.	Individual service plans	Thirty-two (32) clients (71%) have achieved success on 50% of their individualized goals.
Maintain an attendance rate of 85% as a measure of consumer satisfaction.	Daily attendance rates	The attendance rate was 92% for the six months ended December 31, 2010.

**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. The price per unit of service is \$26.45 for a client receiving “regular” intensity services 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.