

COMMUNITY WORKFORCE SOLUTIONS, INC.

2007-2008 Annual Report

Community Workforce Solutions, Inc. is a private, non-profit community rehabilitation agency dedicated to assuring that persons with disabilities or other barriers to employment are provided the opportunity to reach their vocational goals. Our mission places emphasis upon individual choice and empowerment with assessment, training, placement, and support services being offered on-site and in the community. Within this mission and as a part of a larger community, we strive to encourage business and community awareness and the removal of barriers to employment. All programs are designed to support a final goal of community employment.

MISSION STATEMENT

COMMUNITY WORKFORCE SOLUTIONS is dedicated to supporting persons with disabilities or other barriers to employment as each individual strives to achieve the employment and community integration goals of their choice.

VALUE STATEMENT

We respect the choices of and are committed to those we support. We value the trust placed in our organization and strive to maintain high ethical standards.

VISION STATEMENT

COMMUNITY WORKFORCE SOLUTIONS is committed to promoting an environment in which individual choice, self-sufficiency, and a true sense of belonging are hallmark. We are dedicated to supporting each individual in removing barriers to employment and community and fostering independence for a lifetime. We aspire to build partnerships and maintain sound financial management, enabling us to be the choice of the people and communities we support.

BOARD of DIRECTORS

Doug Brocker, President
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James A. King II, Treasurer
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Robert J. Wyatt III
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Peggie Simpson

Mark Williard
Paul A. Hoover III
Nancy Nutt, Secretary
Betsy Allen
H. Gray Hutchison
Hugh Stevens
Penny Young

LEADERSHIP

Roger McGee, Executive Director

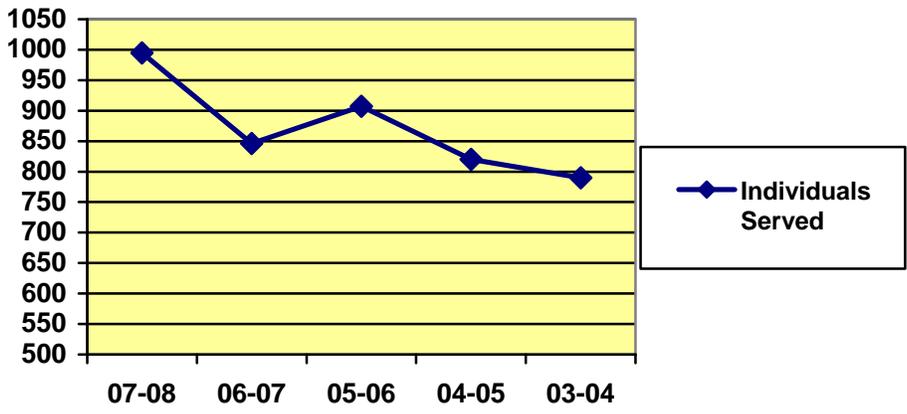
Kathryn F. Lamm, Assistant Director

Cheryl Howell, Operations Director, Raleigh

Sandra Waverly, Vocational Services Director, Henderson

We express our thanks to our communities, our referral & funding sources who work diligently to assure the availability & quality of services, professionals with whom we work side-by-side, and particularly the families and people we support who struggle daily to live their lives with dignity.

Persons Supported by Year (All Programs)



SATISFACTION MEASURES

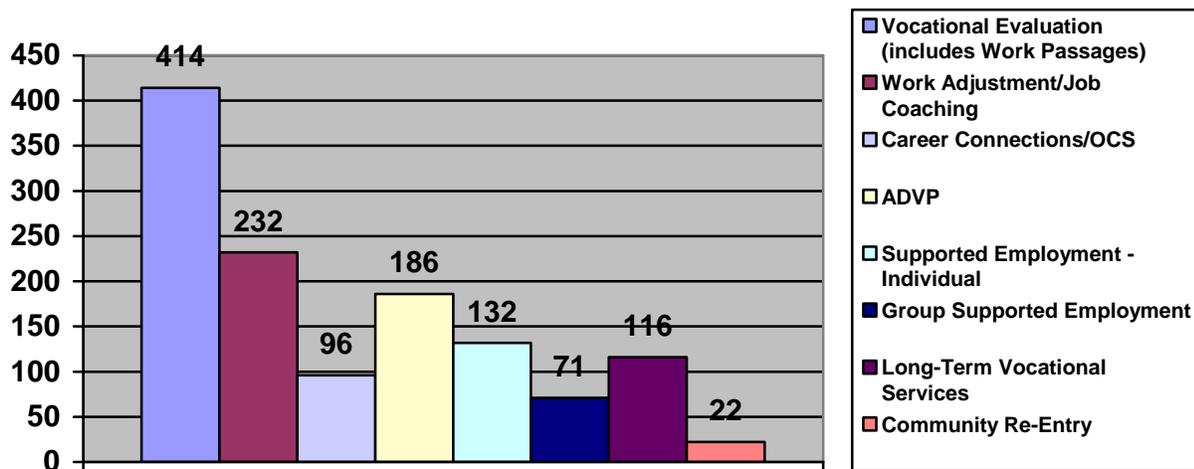
Each year, CWS institutes a number of measures soliciting input and satisfaction regarding our agency, programs & services. Input from all parties regarding our performance is crucial to program development, quality assurance and strategic planning. Several methods including surveys upon exit from a program and periodically for those in long-term services, advocacy meetings, informal information gathering, employer surveys, and periodic meetings with referral and funding sources are utilized to assess the satisfaction of persons served, their families, and referral and funding sources. This and other information continually guides and molds services allowing us to address community needs and trends and assure that the persons supported are benefiting from programs. Satisfaction measures continue to yield 90-95% positive responses to surveys. Such results have remained generally consistent over more than 12 years since instituting this practice. Surveys and other measures consistently yield 90-95% satisfaction on issues including quality of services, staff competency & responsiveness, dedication to addressing difficult and sensitive situations, timeliness of response to individual need, and the flexibility of individual programs as well as the Agency. A number of our new programs over the past several years were founded based on requests by funding and referral sources, signifying a confidence in our programs and responsiveness to community and individual needs. Satisfaction measures are relatively weaker in reference to the type and consistency of production work provided at the Agency. Although the numbers of persons requiring these services continues to decline across the industry, with the availability of the more desirable community based services, we continue to address this issue. The creation of a community based training module at Kroger has been a great addition to provide more consistent and relevant training options. NC MH/DD/SAS, DMA/Medicaid and Vocational Rehabilitation completed comprehensive program reviews at each site this past year. Findings indicated overall compliance with regulatory standards and recommendations were minimal.

NATIONAL ACCREDITATION

In April of 2008, all programs underwent a comprehensive survey process by CARF, including a review of the policies and practices of each program, plus those of leadership, human resources, business & financial practices, safety, accessibility, rights of persons served, input from stakeholders, adherence to legal requirements, and information & performance management, with full accreditation achieved (3 years). Review comments were positive and indicated particular strengths in staff competence, staff retention, personnel practices, safety and accessibility programs, outcomes process and commitment to continually improving services. CVS was noted to “not only apply the standards but to understand the philosophy behind them, assuring that it is on the leading edge of service provision and that the persons served are benefitting from the services offered”. This agency is proud to have maintained accreditation for over 30 years.

CVS referral sources include NC Division of Vocational Rehabilitation, Wake County Human Services, Five County Mental Health Authority, NC Division of Services for the Blind, Veteran’s Administration, Wake County Public School System, and various private rehabilitation sources, insurance companies, and attorneys.

Persons Served by Program (July 2007 – June 2008)
 Reflects Persons Served by more than 1 program
 (program descriptions, pages 8-9)



33% of persons working upon discharge participated in more than one agency program

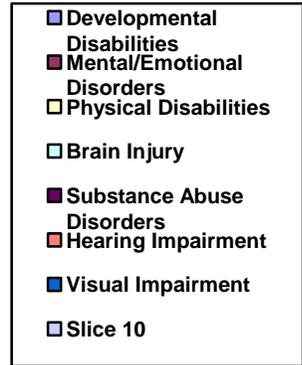
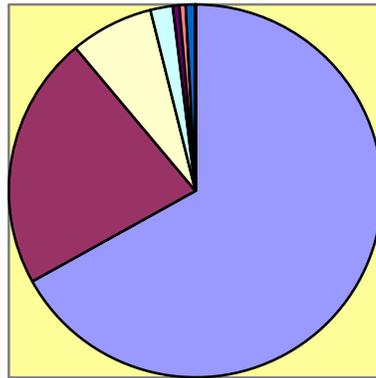
New Referrals July 1, 2007 – June 30, 2008 **612**

To Programs providing disability support services 434
 Work Passages (specific to Work First recipients) 178

Total number of persons served July 1, 2007 - June 30, 2008 **995**

Raleigh Site 464
 Work Passages 146
 Henderson Site 288

PRIMARY DISABILITIES OF PERSONS SERVED

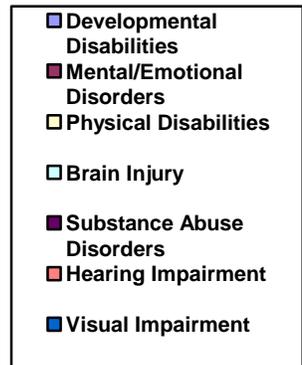
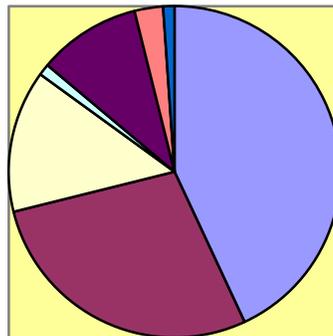


67% Developmental Disabilities
 7% Physical Disabilities
 0.9% Blindness or Visual Limitations
 0.5% Deaf or Hard of Hearing

22% Mental/Emotional
 2% Traumatic Brain Injury
 0.6% Substance Abuse Disorders

Secondary Disabilities

44% of persons served had documented secondary disabilities

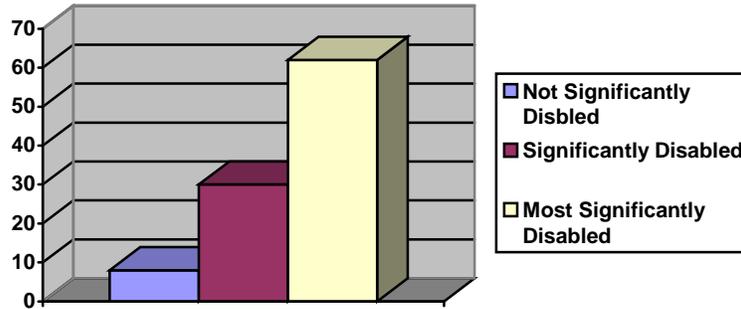


43% Developmental Disabilities
 14% Physical Disabilities
 10% Substance Abuse Disorders
 1% Blindness or Visual Limitations

28% Mental/Emotional
 .2% Traumatic Brain Injury
 3% Deaf or Hard of Hearing

Of 612 new referrals, no individual was denied access to services; Three (3) persons who had begun services were denied continued services, based on Admissions Criteria. More information may be obtained by contacting CVS.

**SEVERITY OF DISABILITY
(BASED ON FEDERAL CRITERIA)**



Ninety-two (92%) of persons supported were either significantly or most significantly disabled

EMPLOYMENT OUTCOMES

The goal of all programs is to provide supports to assist individuals in assessing, developing, and reaching individual employment goals. Our structure allows for persons to participate in only those programs related to their personal needs. Some persons participate with goals of identifying vocational/educational options, others wish to remain on-site, working toward a long-term goal of external employment, while others participate with the intent of competitive employment immediately. The following reflects the outcomes of persons having completed services from July 2007 – June 2008:

Placed and stabilized in competitive employment	86
Consumer successfully completed Work Adjustment Services-ready for employment	9
Completed Work Adjustment Services-ready for other education or training	7
Placed into competitive employment (to receive long-term follow-up)	69
 Total direct employment and training outcomes	 171

Persons are realizing vocational success in many types of jobs including:

Lobby Attendant	Cart Associate
Floor Technician	Silverware Wrapper
Banquet Server	Cashier
Sales Associate	Veterinary Assistant
Substitute Teacher	Teachers' Aide
Ticket Taker	Cook

Employers benefiting from persons supported through CWS:

McDonald's	Lowes Foods
Wendy's	Britthaven Nursing Center
Bandag	Revlon
Maria Parham Hospital	John Faucette Real Estate
Food Lion	Tabbs Creek Animal Hospital
Smithfield Barbeque	Pizza Hut
Cracker Barrel	Timberline
Builder's Discount Center	The Kiddie Ranch
City of Henderson	Tractor Supply Company
Santa Fe	Pizza Inn
Hillside Nursing Home	Wal-Mart

- Average Wage upon hire: - \$7.33/hour (Work Adjustment & Supported Employment)
- Average hours worked per week: - 25 hours/week (Work Adjustment & Supported Employment)
- Eighty percent (80%) of persons employed maintained jobs for more than 90 days
- 27 people maintained employment over 5 years and 8 persons maintained employment over 10 years
- 80% of persons successfully completing Kroger Training were successfully placed in employment
- 55% of individuals working are employed for more than 25 hours/week

OTHER SUCCESSFUL OUTCOMES

Completed services to enter other non-CWS based programs/vocational pursuits 148

PERSONS SUCCESSFULLY CLOSED FROM SERVICES 319

Our 2007-2008 Year

We often identify ourselves and our agency in terms of our resiliency to changes in standards, rules, and funding and in our ability become a better organization in the face of continued change. The changes to programs made in 2007-2008 resulted from hard fought battles over the past few years and leave us with a number of exciting ventures in the years to come. This year brought us:

- Three year Accreditation through CARF, all programs accredited
- Contractual agreement with Division of Vocational Rehabilitation to fund Durham program as outcome-based
- Creation of a Hot Dog Cart serving Henderson and surrounding area, providing training to persons traditionally receiving on-site services only
- Successful first year of Kroger Training Program
- Initiated expansion of services to work directly with Durham County Schools
- Developed Vance County Work First Program
- Rejuvenated Thrift Shop
- Created professional marketing materials
- Gained Certified Brain Injury staff
- Significant strides in technological resources for services staff
- Focus on improved human resource development/training/retention efforts
- Development of a more comprehensive safety education & emergency management program
- Added Health & Wellness component to Henderson site (already exists in Raleigh)
- Finalized Medicaid approval for Henderson

Continued struggles to secure consistent production work have led us to expand alternative training opportunities and a more comprehensive program has been designed for implementation in the upcoming year. Efforts this year will result in significant program and funding changes for the Henderson program in 2008-2009, with this being only the cusp of exciting changes for next year.

The success of this agency must be attributed to the dedicated and extremely capable staff with whom we are fortunate to have as CVS employees. The administration wishes to congratulate and express our deeply felt thanks to each employee who has chosen to be a part of this agency. We honor your patience and willingness to put forth your talents and that measure of effort necessary to positively affect the lives of persons with disabilities.

COMMUNITY WORKFORCE SOLUTIONS, INC.
PROGRAMS & SERVICES

VOCATIONAL EVALUATION - confirms/develops vocational goals, and may entail standardized testing, situational assessment, on-site or in the community, simulated work, or a combination. Evaluation goals may include assessment of educational/training potential, specific job goals, barriers to employment or identification of accommodations/needs to enhance employability. **WORK PASSAGES** is a specialized evaluation program designed for Work First participants, providing options of testing, situational assessment and exploration. These persons may not have specific disabilities.

WORK ADJUSTMENT - assists the consumer in developing work skills/behaviors necessary to find/maintain employment. Services may be completed on-site through work services or in the community through volunteer experiences. Individual counseling, classroom training, job exploration, and job seeking skills training are also utilized to prepare an individual for employment success. **JOB PLACEMENT/JOB COACHING** is most often the next step for persons who require specialized, intensive services in the job seeking process and/or in training for their new job. Job coaching allows for one-on-one support in matching the individual with the job and in providing an array of consumer needs including employer education, training in job duties and orientation, emotional support, work related social skills, job integration, and the development of accommodations, as well as family and other natural supports.

SUPPORTED EMPLOYMENT – intensive and multi-dimensional program which provides job placement and training to persons with more significant limitations. Individual assessment, job development, often including significant accommodation, employer education, and intensive job training are provided. Continued success on the job is greatly enhanced by the provision of long-term support and intervention when needed.

LONG TERM VOCATIONAL SERVICES (LTVS) – a minimum of twice monthly contact with employee and employer to maximize employment retention and job performance. Staff will provide a variety of supports as needed, including crisis intervention, re-training, working with new supervision or management, and support with transportation and other personal issues affecting the individual's ability to maintain work. Services are designed to remain as long as the individual is employed, and may be terminated only by the person served.

GROUP SUPPORTED EMPLOYMENT – provides intensive training with constant supervision for a group of up to 8 persons per supervisor at job sites in the community. Consumers are in competitive work situations, but are provided additional support and accommodation not available in an individual employment site. Many will move into individual Supported Employment through this process.

COMMUNITY PATHWAYS - program combines the resources of the traditional on-site Adult Developmental Vocational Program (ADVP) and Supported Employment (above). Services are based on a person centered planning process and may include on-site and community based services in support of the individual's vocational and community integration goals. Individuals may only require Job Development, Coaching and long-term vocational supports or may be in need of pre-vocational services including volunteer work, vocational exploration, job try-outs, and/or on-site activities with instruction in work skills and appropriate work habits and behaviors. Program design allows for activities of daily living, compensatory education, training in self-advocacy and building self-esteem, with increasing focus upon community inclusion, as the individual works toward greater independence in work and community integration. For persons hoping to improve their community skills and knowledge, selective visits to local businesses for job tours or trials and volunteer work experiences provide exposure to varying types of jobs and tasks.

CAREER CONNECTIONS - - provides community based assessments, job development, job coaching and follow-up services for students in Wake & Durham Counties as they prepare for transition from school to work.

THRIFT SHOP –This is a unique opportunity to allow consumers to function in a retail atmosphere. Located in Henderson, consumers are involved in all aspects of the business including merchandise pick-up, sorting and pricing, sales, customer service, merchandise display, cash register operations and certain business practices.

COMMUNITY RE-ENTRY – Designed for persons with a history of psychiatric hospitalizations who are striving for employment and interaction in the community.

KROGER TRAINING SERVICES: In partnership with Kroger Grocery Stores in Raleigh, persons may be trained in many jobs available in retail grocery stores and general customer service skills. Each person's training program is individualized to need. Upon completion, employment with Kroger may be offered per their needs, or CVS will provide job development to find a job utilizing this training depending on the individual's desired employment.