

**COMMUNITY WORKFORCE SOLUTIONS, INC.**  
**Annual Report**  
**July 1, 2008 – June 30, 2009**

**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**

Mark Twisdale, President  
Penny McGhee-Young, Vice-President  
James A. King II, Treasurer  
Nancy Nutt, Secretary  
Robert J. Wyatt III  
Michael Lord  
Peggie Simpson  
Pat Gilliard

Mark Williard  
Doug Brocker  
Jim Howard  
Betsy Allen  
Susan Stevens  
Hugh Stevens  
Eric Hobbs

**LEADERSHIP**

*Roger McGee, Executive Director*

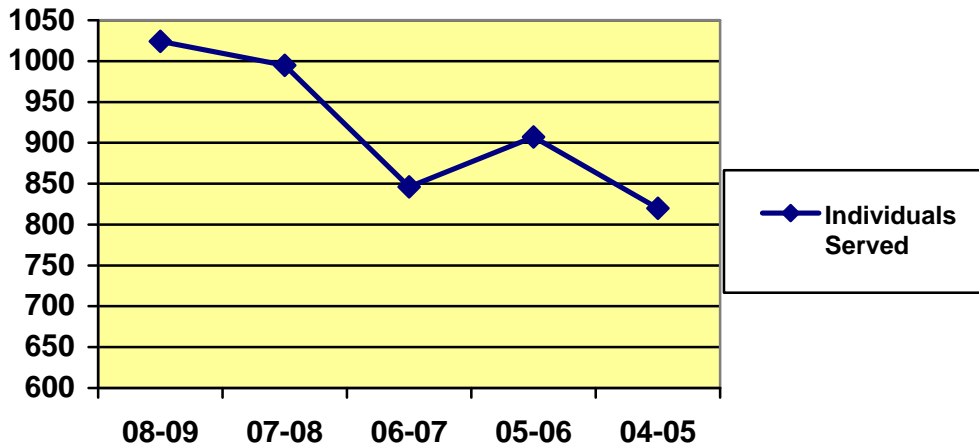
*Kathryn F. Lamm, Assistant Executive Director*

*Cheryl Howell, Director of Operations, Raleigh*

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.

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*Persons Supported by Year (All Programs)*



### 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. CWS 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. Yearly reports are submitted to CARF to maintain standing and a full agency and program review will occur in 2011.

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### REFERRAL & FUNDING SOURCES

CWS 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, Durham County Public School System, Work First of Wake County, Work First of Vance County, and various private rehabilitation sources, insurance companies, and attorneys.

## NEW REFERRALS JULY 1, 2008 – JUNE 30, 2009

To Programs providing disability support services	527
Work Passages (specific to Work First recipients)	192

<b>Total New Referrals</b>	<b>719</b>
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### TOTAL NUMBER OF PERSONS SERVED JULY 1, 2008 - JUNE 30, 2009

Raleigh Site	604
Work Passages	127
Henderson Site	293

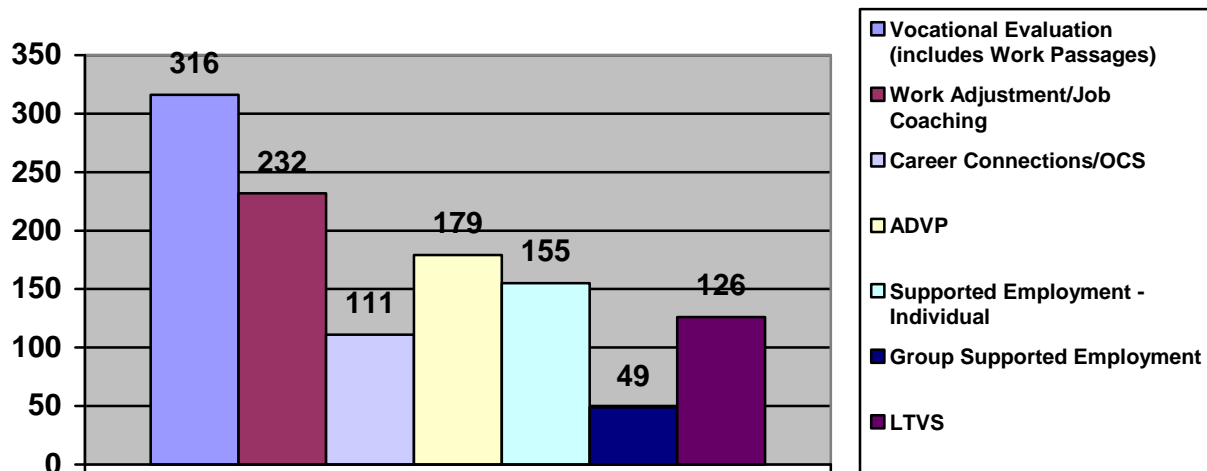
<b>Total Served</b>	<b>1024</b>
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## ADMISSIONS

Of 719 new referrals, no individual was denied access to services. Two (2) persons actively receiving services no longer met eligibility criteria and were denied continued services. More information may be obtained by contacting CVS.

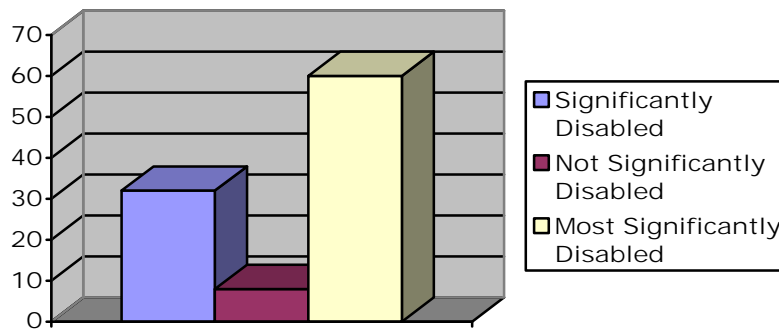
### Persons Served by Program (July 2008 – June 2009)

Reflects those persons who were served by more than 1 program  
(program descriptions, pages 9-10)



**34% of persons receiving service participated in more than one agency program**

## SEVERITY OF DISABILITY (BASED ON FEDERAL CRITERIA)



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

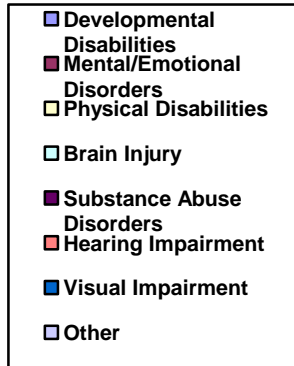
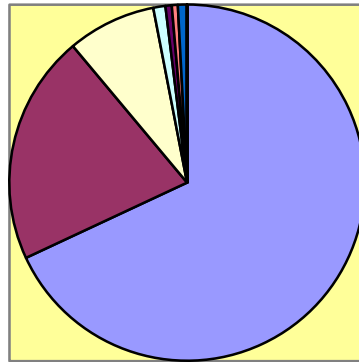
## SATISFACTION MEASURES

As in previous years, CVS and our individual programs maintain great interest in the opinions of the people served and other stakeholders, instituting a number of measures soliciting input and satisfaction measures. This input 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 13 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. Our new programming in Henderson and Raleigh arose out of needs and concerns expressed through many of these practices. The creation of community based training modules at Kroger and now within Wake Med have been great additions to provide more consistent and relevant training options, and have been applauded by both referral sources and persons served.

Further, comprehensive program reviews at each site by NC MH/DD/SAS, DMA/Medicaid and Vocational Rehabilitation were completed, with findings indicating overall compliance with regulatory standards. No significant recommendations were made.

## PRIMARY DISABILITIES OF PERSONS SERVED

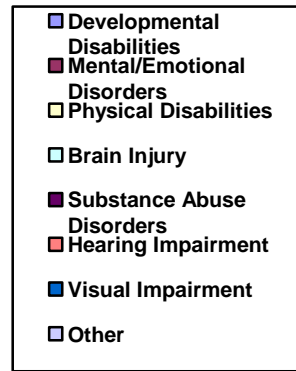
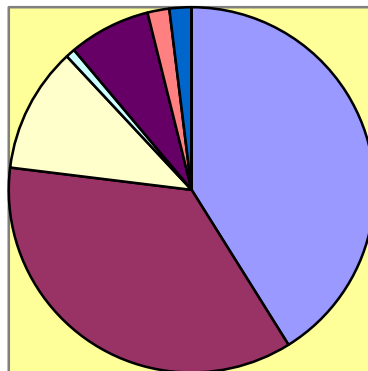


68% Developmental Disabilities  
 8% Physical Disabilities  
 <1% Blindness or Visual Limitations  
 <1% Deaf or Hard of Hearing

21% Mental/Emotional  
 1% Traumatic Brain Injury  
 <1% Substance Abuse Disorders

## Secondary Disabilities

**49% of persons served had documented secondary disabilities**



41% Developmental Disabilities  
 11% Physical Disabilities  
 7% Substance Abuse Disorders  
 2% Blindness or Visual Limitations

36% Mental/Emotional  
 1% Traumatic Brain Injury  
 2% Deaf or Hard of Hearing

- Referrals to all programs increased by 18%
- 58% of our population ranged in age from 21 to 49
- 58% of our population was male, with 42% female
- Served more African American individuals (62%) with 35% being Caucasian
- 68% of persons served had earned a high school education

## EMPLOYMENT OUTCOMES

The ultimate 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 2008 – June 2009:

<b>Placed and stabilized in competitive employment</b>	<b>68</b>
<b>Successfully completed Work Adjustment Services- ready for employment</b>	<b>8</b>
<b>Completed Work Adjustment Services- ready for other education or training</b>	<b>3</b>
<b>Placed into competitive employment (to receive long-term follow-up)</b>	<b>61</b>
<b>Total direct employment and training outcomes</b>	<b>140</b>

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

Library Page	Cart Associate
Lobby Attendant	Silverware Wrapper
Floor Technician	Cashier
Banquet Server	Veterinary Assistant
Sales Associate	Teachers' Aide
Substitute Teacher	Cook
Ticket Taker	Florist Assistant
Meat Cutter	Game Room Attendant
Home Aide	

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**Employers benefiting from persons supported through CWS:**

TJ Maxx	Lowe's Foods
Durham County Library	Britthaven Nursing Center
Dept. of Motor Vehicles	Revlon
Maria Parham Hospital	John Faucette Real Estate
Kroger	Tabbs Creek Animal Hospital
Comfort Health Services	Pizza Hut
Cracker Barrel	Evergreen Seed Company
Builder's Discount Center	The Kiddie Ranch
City of Henderson	Tractor Supply Company
Santa Fe	Bearpond Freshmarket
Hillside Nursing Home	Wal-Mart
Morton's Nursery	Aycock Recreation Center
Oxford Manor	Granville Paving
ARC of Vance County	Hampton Inn

- Average Wage upon hire: - \$7.57/hour (Work Adjustment & Supported Employment - Raleigh)
- Average Wage upon hire: - \$6.94/hour (Supported Employment - Henderson)  
(Minimum Wage \$6.15 as of 7-1-08; increasing to \$6.55 on 7-24-08)
- Average hours worked per week: - 26 hours/week in Raleigh area and 21 hours/week in Henderson area (Work Adjustment & Supported Employment)
- Seventy four percent (74%) of persons obtaining employment through Supported Employment maintained jobs for more than 90 days
- 30 people maintained employment over 5 years and 7 persons maintained employment over 10 years
- 80% of persons completing Kroger Training and placed into employment maintained the job for at least 90 days
- Five individuals moved from long term on-site services into Supported Employment
- 63% of individuals working are employed for more than 25 hours/week (Work Adjustment & SE Raleigh)/32% employed through Henderson SE are working more than 25 hours/week

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**OTHER SUCCESSFUL OUTCOMES**

Completed services to enter other non-CWS based programs/vocational pursuits	220
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<b>PERSONS SUCCESSFULLY CLOSED FROM SERVICES</b>	<b>360</b>
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## Our 2008-2009 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 economic challenges of 2008 that continue today, have presented our Agency, our funding sources, the people we support and our communities with hardships not experienced in our lifetimes. This year has thus been a year of struggle to maintain our programs. In a year where most similar agencies have experienced significant hardship, we are proud that we were able to see maintain our programs and see significant progress in several programs. In this trying year we are pleased to have accomplished a great deal, including:

- Henderson Program completely redesigned with new program applauded by persons served, families, other professionals and funding sources. Entailed extensive retraining for all employees.
- Henderson MI program launched with a Car Wash initiated to support group.
- All Henderson Community Pathways participants were provided community-based integration and exploration activities of their choice.
- Sixty percent (60%) of persons in long-term on-site services participated in Supported Employment activities, including volunteering, job club, job seeking skills training, career exploration in the community, community based training and other similar activities.
- Ninety five percent (95%) of Henderson Community Pathways participants were involved in daily wellness programming, including exercise, nutrition, and preparing healthy meals.
- Awarded “mini-grant” through NC Eat Smart, Move More and awarded Regional Recognition of Excellence.
- Awarded Incumbent Workforce Development Grant providing training and consultation designed to prepare for ISO certification.
- “Pirate’s Cove” snack cantina in Raleigh became a successful training module as well as being financially successful.
- Developed on-site training modules in Henderson, including snack cantina, laundry, janitorial, and sewing.
- Developed comprehensive data system to be implemented in 09-10.
- Implemented website changes, with the website now being a critical component of our marketing efforts.
- Developed and initiated sales and marketing training for job coaches.
- Initiated a “creative arts” component for Community Pathways participants.
- Excellent placement success noted in our newest programs: Kroger Training Program & Durham Career Connections (OCS).

Cuts in DHHS funding for the 09-10 year will make the upcoming year even more difficult. It will be our task to maintain our programs with the quality standards with which this Agency has always been identified. Despite this, we remain on the cusp of several new and exciting endeavors, including the creation of a brain injury program and additional community based training in the Durham and Henderson areas.

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The success of this agency must be attributed to the dedicated, capable and caring staff we have the privilege to count 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. The road you have chosen to travel in your professional life is one of great strife. We applaud your desire to remain a part of this unique community and to diligently 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** – This evaluation process works with each individual to confirm/develop 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** – This program assists the individual 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 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** – This intensive and multi-dimensional program 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)** – This service offers 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** – This program provides intensive training with constant supervision for a group of up to 8 persons per supervisor at job sites in the community. Persons served 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. Mobile lawn service crews are located at both sites, plus a Hot Dog Cart works primarily in the Henderson community, providing food service and customer service training.

**COMMUNITY PATHWAYS** – This 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** - This program 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 persons served to function in a retail atmosphere. Located in Henderson, individuals 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 BASED TRAINING SERVICES** – In partnership with Kroger Grocery Stores and Wake Med in Raleigh, persons may be trained in many jobs available in retail grocery stores, the health care industry, and general customer service skills. Each person's training program is individualized to need. Upon completion, employment with these community sites 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.