



Program Evaluation

July 1, 2019 – June 30, 2020

## **Programs/Services Highlights for 2019/2020**

***TVS's mission is to provide quality employment, job training and residential & community services which serve to enhance the dignity and quality of life of individuals with disabilities and barriers to employment.***

While we hit the ground running in July 2019, providing individualized opportunities for life-long learning, volunteering, and community engagement. In March 2020, this came to a screeching halt as confronted the reality of the COVID-19 pandemic. We were quickly faced with how to maintain contact with participants and families while everyone complied with the Governor's Stay-at-Home order. We initiated weekly, sometimes daily, phone wellness checks with INTERACT and Life Skills participants. We contacted long-term supported employment recipients weekly, many of whom had been laid off. When NC received its Appendix K waiver approval, we quickly pivoted to utilizing Zoom to provide Telehealth, a way to restore and maintain some routine and consistency for those participants who could partake remotely. We had our first of many Zoom meetings on April 27, 2020. Never has service delivery changed so rapidly in order for individuals needing support to continue to receive supports in alternative ways and alternative locations.

During this time of reinventing how we provide services, TVS made the difficult decision to not renew the 14c certificate. TVS also made a commitment to hire individuals in part-time positions which opened the door for many individuals to apply for competitive jobs at excellent wages and receive ongoing job supports.

TVS Transition Specialists also had to learn the new language of virtual learning for the delivery of Pre-ETs services. They coordinated with teachers in order to continue to provide services remotely for students now receiving their assignments and instruction on-line.

TVS Employment Specialists continued to support individuals on jobs in essential businesses. For anyone wanting to seek employment or continue to work, they were there. Vocational Rehabilitation created flexibilities so that phone and virtual contacts became options for service delivery.

A very special art piece created by TVS 'No Limits' artists was selected by Arts Access in Raleigh, North Carolina. The "Art Unblocked" exhibit titled, *A Series of Fortunate Events* became an online museum due to COVID-19. All the showing art work was virtually visible from April through June. The exhibit features artists with disabilities from across North Carolina.



So many achievements have been overshadowed by the pandemic. One achievement cannot go unrecognized and that is the resilience of our Direct Support Professionals and Employment Specialists. For them, the mission continued in new venues and with new opportunities to support individuals who continued to need services and supports.

# Programs and Services Recap

## Day Programs /Employment Services/Community Living



**Our Programs & Services expand possibilities for our participants. We provide services and supports that inspire community engagement, employment opportunities, health & wellness, independent living, & self-advocacy.**

**We served:\***

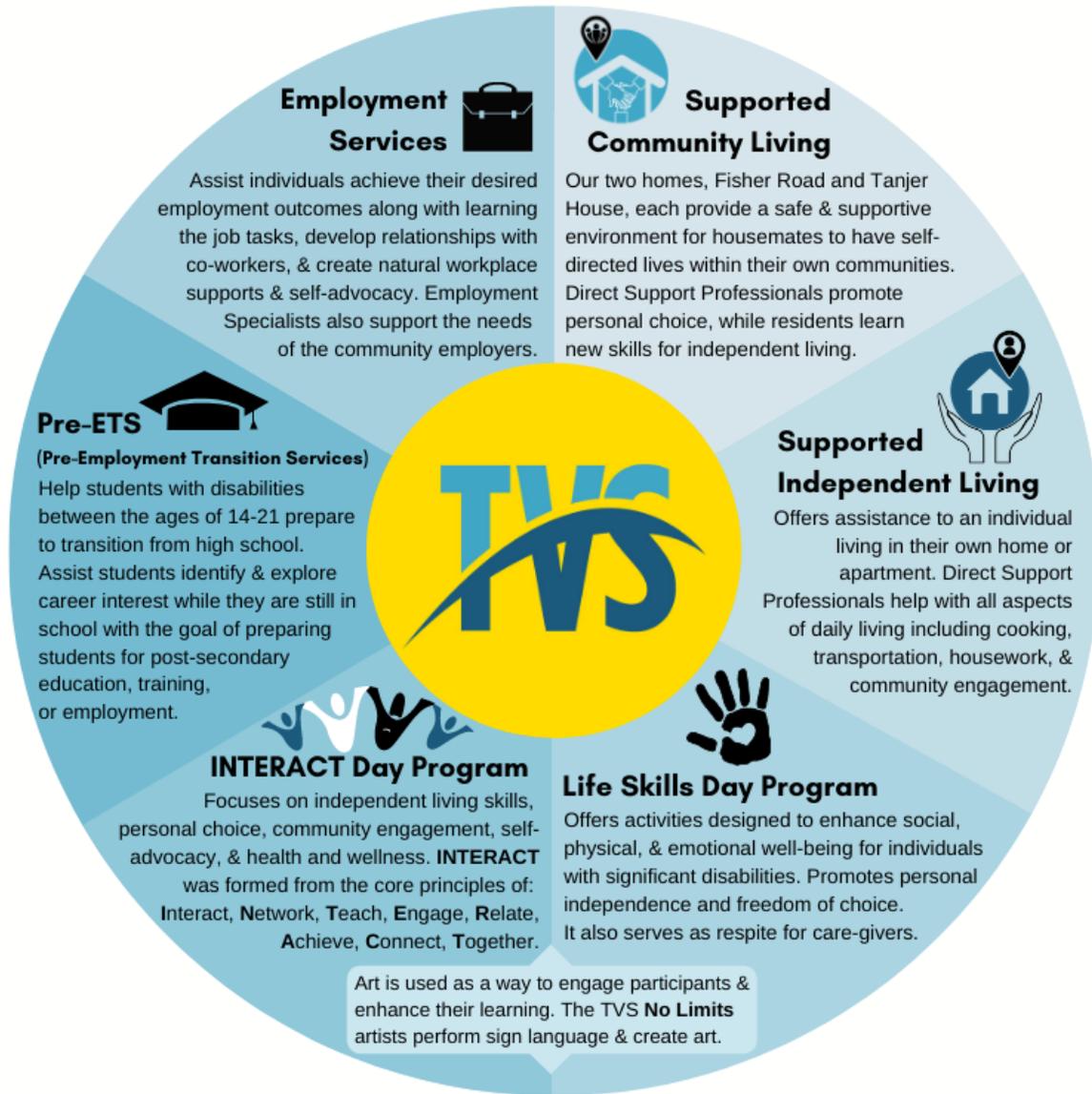
- **51 clients** in Employment Services
- **17 employers** in the community
- **154 students** in Pre-ETS
- **34 participants** in Day Programs
- **6 individuals** in Community Living
- **2 individuals** in Independent Living

\*As of June 30, 2020

**Questions? Contact us at:**



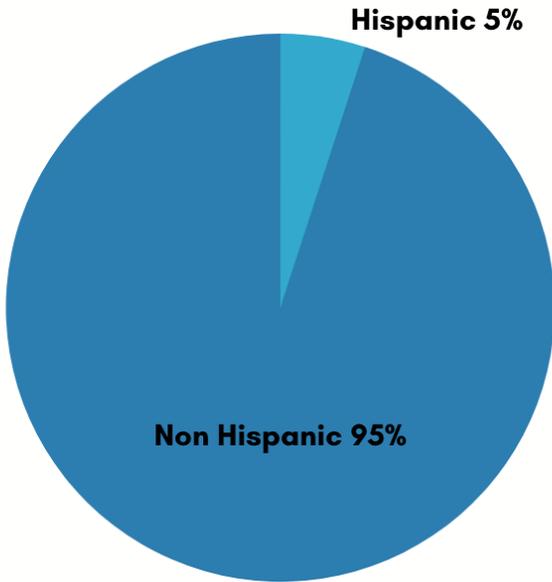
**programsetvsinc.org**  
**(828) 884-3195**



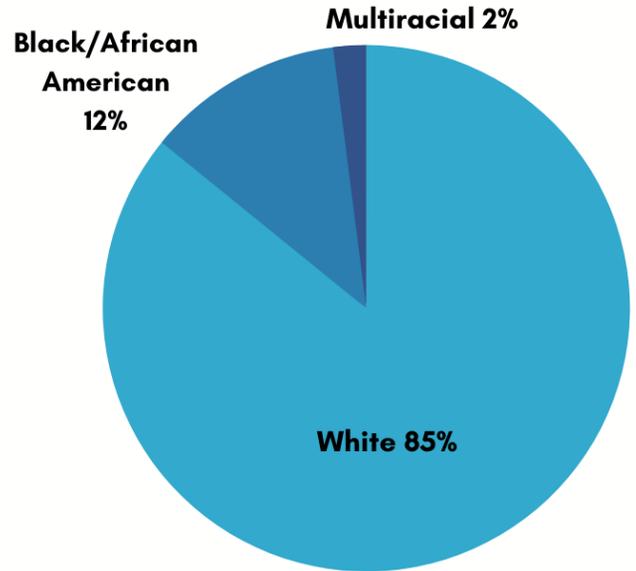
# WHO WE SERVE

## *Program Participant Descriptors*

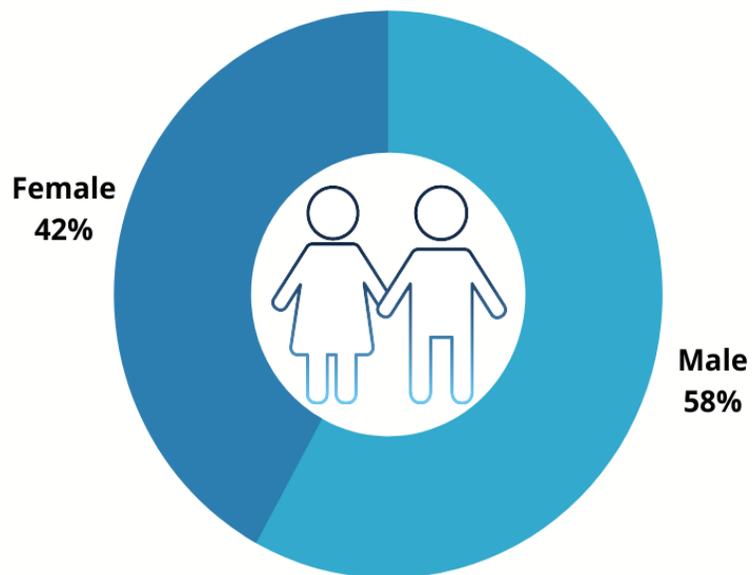
All Program Participants by ethnicity



All Program Participants by race

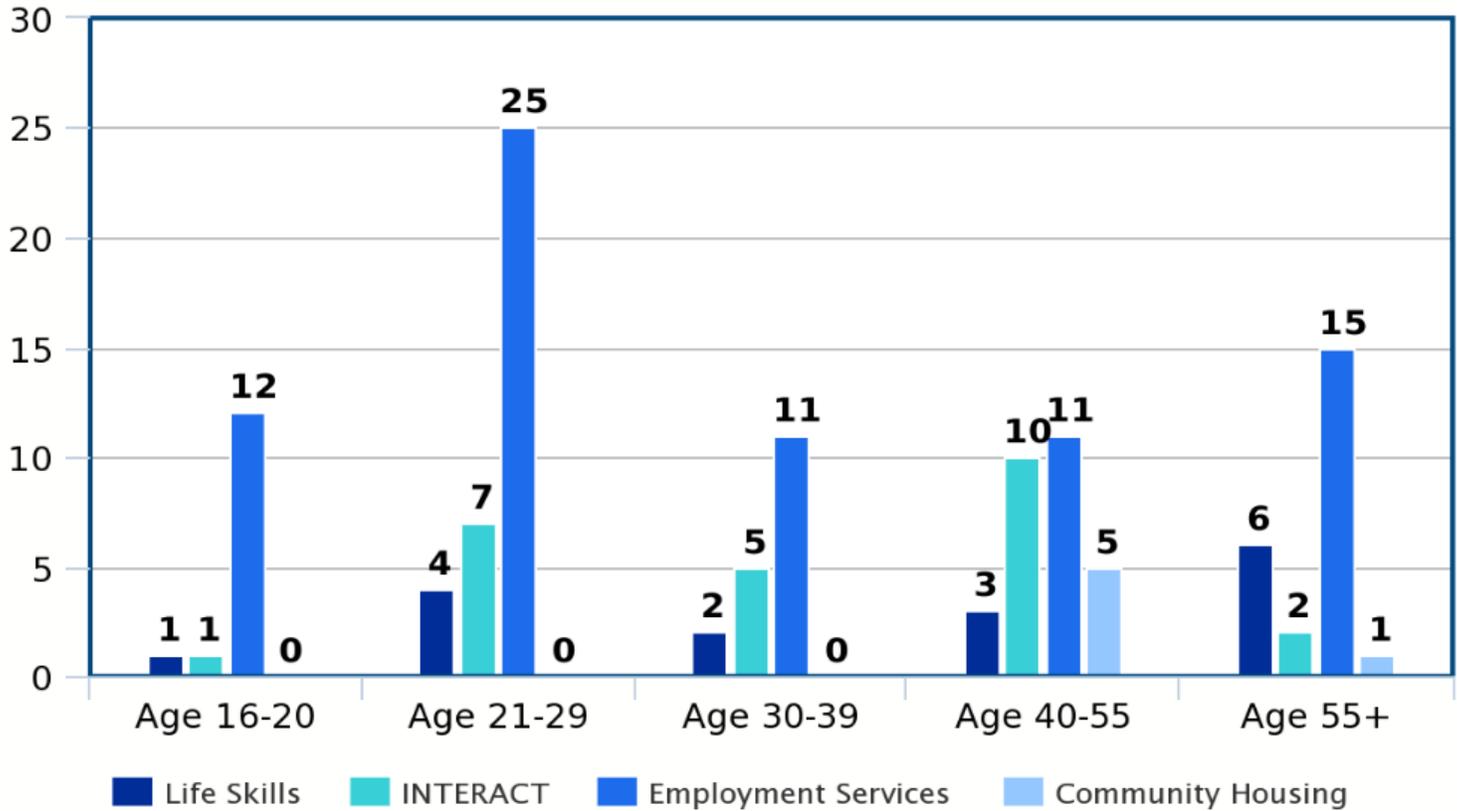


All Service Participants by Gender



# 2019-2020 TVS Program Participants by Age & Program

\*does not include Pre-ETS data



## WHAT WE DO

Our **INTERACT** and **Life Skills** programs provide enrichment, socialization, and meaningful opportunities for participants to interact with others, network, teach/learn, engage in new opportunities, achieve outcomes, create, and grow. Their days are rich with opportunities to explore, to sample, to succeed, and to take risks. Our TVS Direct Support Professionals help make it happen! They are the implementors and facilitators of opportunity and change.

## ***Services Provided***

*(Innovations waiver, B3 Medicaid, in lieu of services, state funded)*

Through our LME/MCO contracts with Vaya Health and Alliance Behavioral Healthcare, we provide:

- ADVP
- Day Support –Group/Individual
- Community Living and Support
- Community Networking- Individual
- Group Living
- Individual Habilitation/Personal Assistance
- Long-term Community Supports – Level 1 and Level 2
- Long Term Vocational Supports
- Respite Non –Institutional Based
- Residential Supports
- Supported Employment
- Supported Living

In response to the COVID-19 crisis, many of these services were approved by the Centers or Medicaid and Medicare to be provided via Telehealth or in the home of the participant.

## ***Giving Back is our passion!***

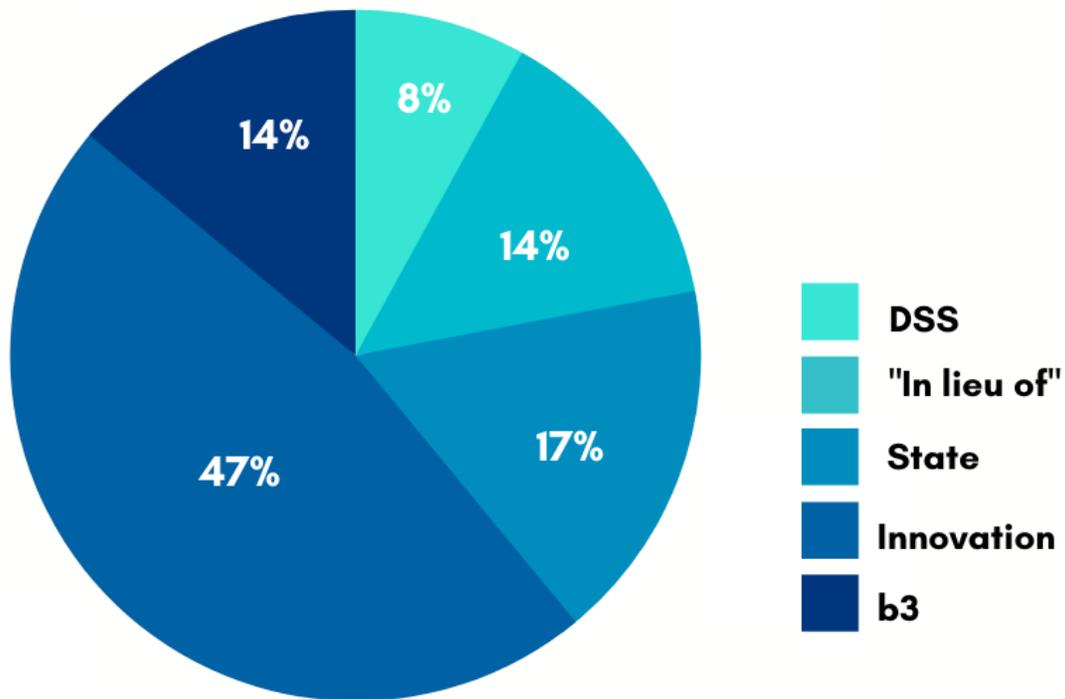
Whether through formal volunteering or sharing in the life of our wonderful community, giving back is what our participants enjoy. Individuals choose their personal preferences that offer opportunities to share their personal gifts and create their own fulfillment and meaningful day experiences. Sadly, in March these opportunities abruptly came to an end due to COVID-19. We look forward to resuming and increasing volunteerism when it is safe.

## **GIVING Back!**

Volunteer Locations	Participants
Anchor Baptist Church - Food Pantry	1
Brevard Elementary School - Backpack Buddies	3
Cat Café	4
Cindy Platt Boys & Girls Club	3
Dupont State Forest	1
Four Seasons Home Store - Hendersonville	1
Free Rein	24
Meals on Wheels	11
Mountain Sun Community School - Reading Buddies	5
Pisgah Forest Elementary School	1
ReStore - Habitat for Humanity	3
Safe's Attic	3
Special Olympics	11
Tiger Town Thrift Store	2
The Elves of Brevard	21
The Haven	4
The Oaks	16
Transylvania County Animal Shelter	5
Transylvania County Library	2
Village of Flat Rock - The Park	2

## **FUNDING**

Our primary service partners and funders for day and residential services are Vaya Health, Transylvania County Department of Social Services (DSS), and Alliance Health. We maintain annual contracts with DSS and these Managed Care Organizations to provide pre-approved services to their members.



## COMMUNITY LIVING

Our **Community Living** opportunities include our two wonderful group homes. The supports provided are person-centered, addressing individual desires and goals. While group living is not for everyone, our Supported Living service provides for individuals who prefer to reside in their own home or apartment. Tailored support for each person is our purpose.

Community Living means being able to live where and with whom you choose; to work; participate in community activities based on personal interests; and have relationships with friends, family and significant others. TVS provides individualized supports and services to assist individuals with disabilities achieve success in and individual satisfaction through Supported Community living in one of our group homes or supported Independent Living. In the individuals' own home or apartment. The overall goal is to assist individuals to live their best life.

## Community Housing



## PARTNERSHIPS

It is often said that “we are better together”. This is certainly true in our work to help individuals who face barriers to employment. Our partners are many, including the individual desiring work, the Division of Vocational Rehabilitation, our high schools, and local employers and businesses.

## Employment Services

Through our partnership with NC Vocational Rehabilitation, TVS provides individualized Employment Services to help people achieve identified employment outcomes.

Employment Services include the following supports:

- Identification of employment/career opportunities and resources in the local job market
- Development of realistic employment goals
- Establishment of service plans to achieve employment outcomes
- Identification of resources to achieve and maintain employment
- Coordination of and referral to employment-related services.

Our Employment Services team worked steadily throughout the year to meet the needs of employment seekers. Employment

Specialists ensured that employer COVID-19 protocols were complied with by the individuals supported.

## Vocational Rehabilitation Contract



Referrals



Vocational Evaluations



Work Adjustment Job Coaching



Supported Employment



Supported Employment Long Term

### Contract performance for VR contract year 7/1/19 – 6/30/2020

- Work Adjustment Placements: 9 out of 13 69%
- Work Adjustment Closures (90 days on job after coaching is completed): 6 out of 11 54%
- Supported Employment placed and trained: 7 out of 11 63%
- SE closure (90 days on job after intensive training is completed): 7 out of 10 70%

In past years, the above percentages have averaged between 90-100%. This year with the COVID-19 pandemic, numbers reflect the hardships and challenges we continue to overcome.

## *THANK YOU* to our community Employer Partners!

Bojangles

Bi-Lo

Blue Ridge Health & Rehab

The Ktchn

Brevard College

EnMarket

The Falls Landing

Food Lion

Food Matters Market

Holiday Inn of Brevard

Ingles – Brevard

Ingles – Hendersonville

Ingles – Mills River

Starbucks – Ingles

Kelly's Restaurant

New Excelsior

Nanna's & Mommy's,

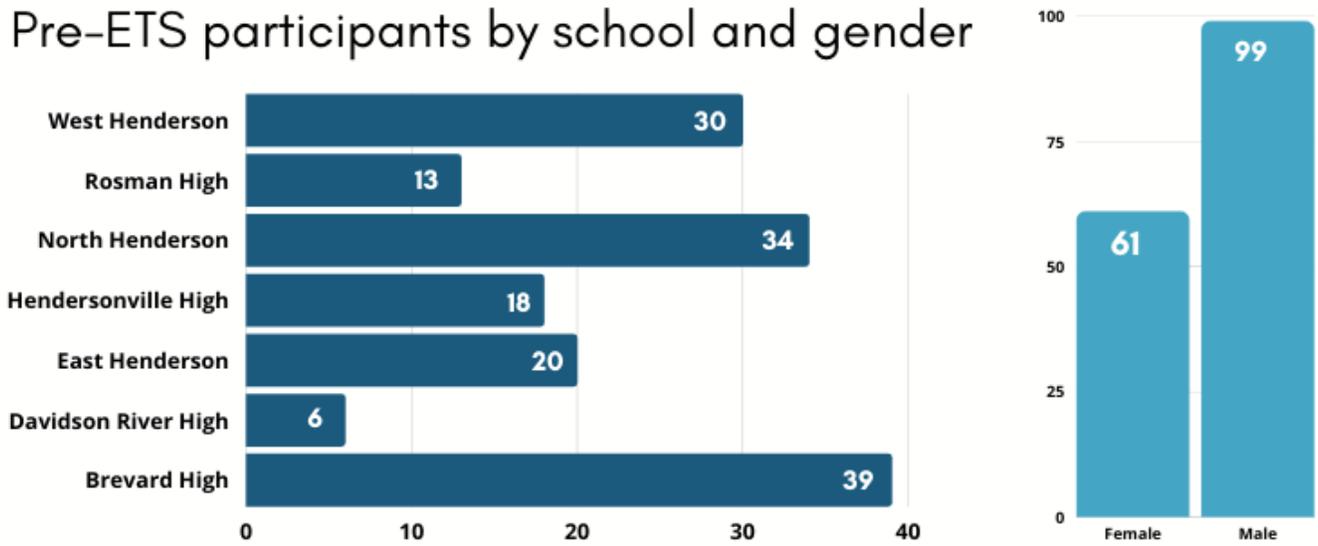
TooTank's Tees

SavMor

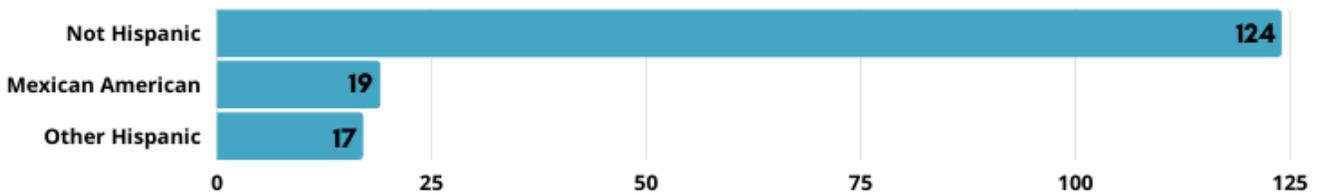
TVS

**Preparation for Employment Success** began in January 2019. The program, funded by NC Division of Vocational Rehabilitation, provides pre-employment transition services (Pre-ETS) to students with disabilities between the ages of 14 and 21. Activities are designed to assist students gain exposure to employment and career possibilities through job exploration counseling, workplace readiness training, instruction in self-advocacy, and work-based learning experiences. TVS provides this program in partnership with Transylvania and Henderson County high schools. COVID-19 pushed everything to a virtual platform in March 2020. We have continued to maintain strong connections with the teachers and students of most of the schools we started with in August 2019.

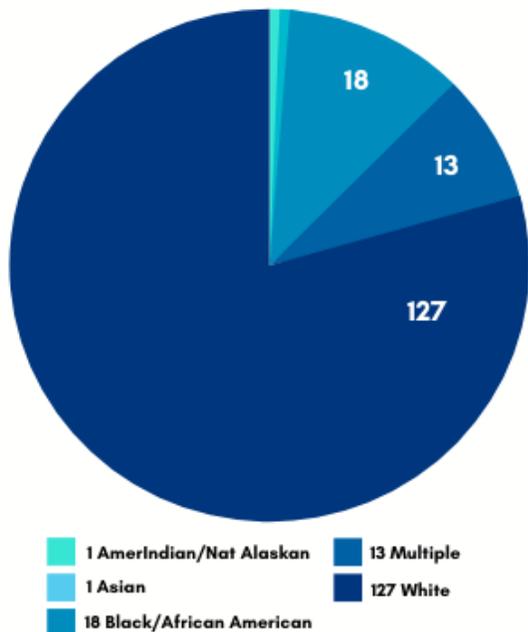
### Pre-ETS participants by school and gender



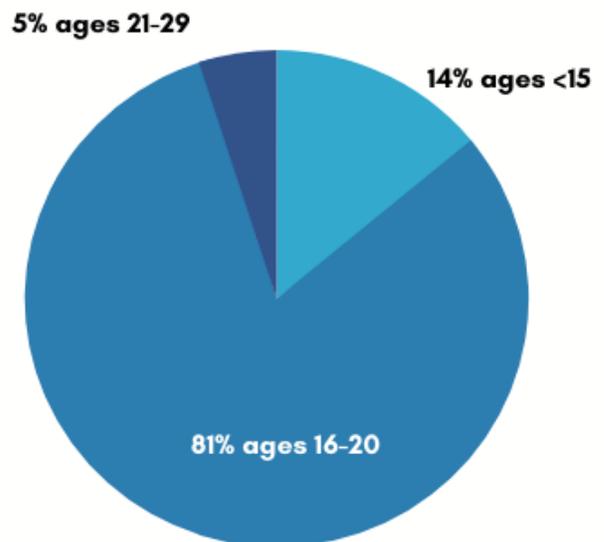
### Participants by ethnicity



### Participants by race



### Participants by age



## ***Performance Evaluation/Program Outcome Summary***

Person-centered services, quality service delivery, compliance, and customer satisfaction are our values. We strive to provide services and supports to meet the needs of each individual and his or her family/guardian.

TVS programs and services are monitored and reviewed by Transylvania County Department of Social Services, NC Division of Health Services Regulation, Vaya Health, and the NC Division of Vocational Rehabilitation at intervals determined and established by the funder. Transylvania County Department of Social Services monitors our Life Skills program monthly. The NC Division of Health Services Regulation completes annual reviews of Tanjer House and Fisher Road Group Home. NC Division of Vocational Rehabilitation monitors our VR contract and service records every 6 months. Vaya Health Care Coordinators monitor service provision to their members on a monthly basis.

This year, COVID-19 has postponed our CARF reaccreditation. We are looking forward to the to-be-determined date.

Our overall performance goals for the year were to focus in four major areas:

- Health and wellness
- Independent living skills
- Self-advocacy
- Community engagement

To achieve these goals, our participants have enjoyed membership at the Brevard Racquet Club where they can swim, participate in classes, and use the fitness equipment. Our participants continue to attend classes supported through our partnership with Blue Ridge Community College. The classes included *Health Matters*, focusing on healthy lifestyle, and *Skills to Pay the Bills*, focusing on employability skills and skills needed for independent living. Our No Limits art program continues to provide many opportunities for self-expression. Art is our heart. Throughout the COVID-19 crisis we have continued to engage participants in person and virtually to participate in sign language as well as the ongoing classes.

Our group homes continue to receive praise from our licensing reviewers, as well as members of our community who observe our involvement in local events and activities. Our residents are encouraged to live the life they choose. Whether it be “chilling” in front of the TV after a long day, going to dinner with their friends, attending the worship service of their choice, or participating in Special Olympics, their lives are fulfilling. While group living can be challenging, it is our ongoing objective to provide person-centered opportunities for every resident. TVS continues to expand community living options for individuals who want to live independently.

## ***Survey Results***

As we have gathered input from program participants, stakeholders, and employers through satisfaction surveys, we continue to receive highly positive approval ratings for our programs and individual services.

Our survey questions are designed to gather information about satisfaction, such as how participants are treated, are they engaged in decision making to their satisfaction, stakeholder involvement, resident satisfaction with where and with whom they are living, and much more.

<b><u>Program</u></b>	<b>Participant Satisfaction</b>	<b>Stakeholder Satisfaction</b>
<b>INTERACT</b>	94.20%	96.20%
<b>Life Skills</b>	94.70%	98.90%
<b>Residential</b>	98.97%	97.50%

<b><u>Employment Services</u></b>	<b>Satisfaction</b>
<b>Employer Partnership</b>	95.31%
<b>Long Term Vocation Support</b>	100%
<b>Long Term Vocation Support Discharge</b>	100%
<b>Vocation Evaluation</b>	100%
<b>Supported Employment</b>	90.28%
<b>Work Adjustment</b>	97.26%