



Program Evaluation

July 1, 2020 – June 30, 2021

## Programs/Services Highlights for 2020/2021

***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.***

We have completed another challenging year of adapting services and supports to safely respond to the needs of our participants during the reality of the COVID-19 pandemic. We began the fiscal year with INTERACT and Life Skills allowing up with no more than 10 people, including staff, in the program so we could ensure masking and physical distancing. We continued to provide day services in our group homes or individual's homes utilizing ongoing service delivery flexibilities put in place by the state. We learned very quickly that Zoom is our friend! We continue to connect with others utilizing this platform.



Our “In the Loop” newsletters were utilized to provide information to families/guardians and participants about adapting to change during COVID, responding to loneliness, workplace etiquette during the pandemic, and the resiliency of our Pre-ETs students. Our newsletters provided uplifting articles about the creativity of our “No Limits” artists and the partnership with the Haven to create murals at the site.

Art continues to be our **passion**. Even though we could not open our traditional holiday art sale to the public, we held the art sale for TVS employees and participant family members. It was well received. Our strong “No Limits” art program, has continued to produce amazing art. We had 3 artists participate in the Arts Access, *A Series of Fortunate Events - Art Unblocked 2021 - Online Exhibition*. Again in 2021, this was a virtual event that ran from April through June.

# *A Series of Fortunate Events, Art Unblocked, 2021*



**Amber Fields**

Title: The Art of Sunshine

Amber was born and raised in Brevard, NC. She is a talented artist, drawing upon her extraordinary sense of touch to craft her artwork. Amber is an exuberant, joyful person who loves to socialize. Her greatest passion is music, especially singing. She had the privilege of being a member of a traveling band in middle school.



**Kristen Hodsdon**

Title: NBC Peacocks

My name is Kristen Hodsdon. I live with my sister and brother-in-law in Penrose, NC. I am an artist. My favorite form of art is coloring. I have completed many books of art, with more coming! I am working on more art to sale and display. I do not have a website, but do sell my work locally.

My mom worked with NBC, in Queens, NY. She was an Assistant Manager in the mail office. She was a hard worker. I miss her. I think of her when I see the NBC Peacocks. This piece is for her.



**Andrew Szott**

Title: Bach in D Minor

Andrew was born in Asheville, NC and grew up in the Fletcher and Brevard area. Passionate about music, he plays the guitar and mandolin and has an impressive record collection. Andrew is a history buff and has a particular interest in the military.

## 2020-2021 Monthly Recaps:

- **October 2020**, TVS successfully achieved a 3-year CARF re-accreditation. The accreditation review was all virtual, with one reviewer in Missouri and one reviewer in California. It was a little less personal than previous reviews when reviewers visited all our sites and we could “show off” in person.
- **December 2020**, when COVID-19 vaccines became available, we helped staff, residents, and day program participants access vaccines on site at our group homes, at TVS, and in other locations in Transylvania county. Vaccinations were voluntary and were believed to be a positive step to getting back to some sense of “normal”.
- **January 2021**, we lost a beloved INTERACT participant suddenly. Our group decided to name the in progress modular unit in her memory. “Avery’s Place” opened in May 2021 with classroom space for INTERACT participants and office space for Employment Services.
  - With the completion and licensure “Avery’s Place,” participants were able to return to our day programs at the schedule that they had prior to March 2020. We were also able to admit individuals who had been on the waiting list.
  - We have continued all services with caution and safety in mind. We participated in outdoor activities that allowed for physical distancing, and have maintained small groups. We have also utilized Zoom to connect and engage with community groups. Zoom has allowed our participation in Brevard Rotary meetings. **We BELONG.**
- **May 2021**, Avery’s Place officially licensed for operation.
- **June 2021**, by the end of June 2021, most participants have returned to a schedule that is comfortable for them and their family members and are attending as they were in July 2019. This was after slowly ramping up day program services We have not yet fully engaged with our former volunteer opportunities.
- **June 2021**, Cornhole Event with Brevard Rotary.



# Programs and Services Recap

## Day Programs /Employment Services/Community Living



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

### We served:\*

- **52 clients** in Employment Services
- **21 employers** in the community
- **114 students** in Pre-ETS
- **35 participants** in Day Programs
- **7 individuals** in Community Living
- **2 individuals** in Supported Independent Living

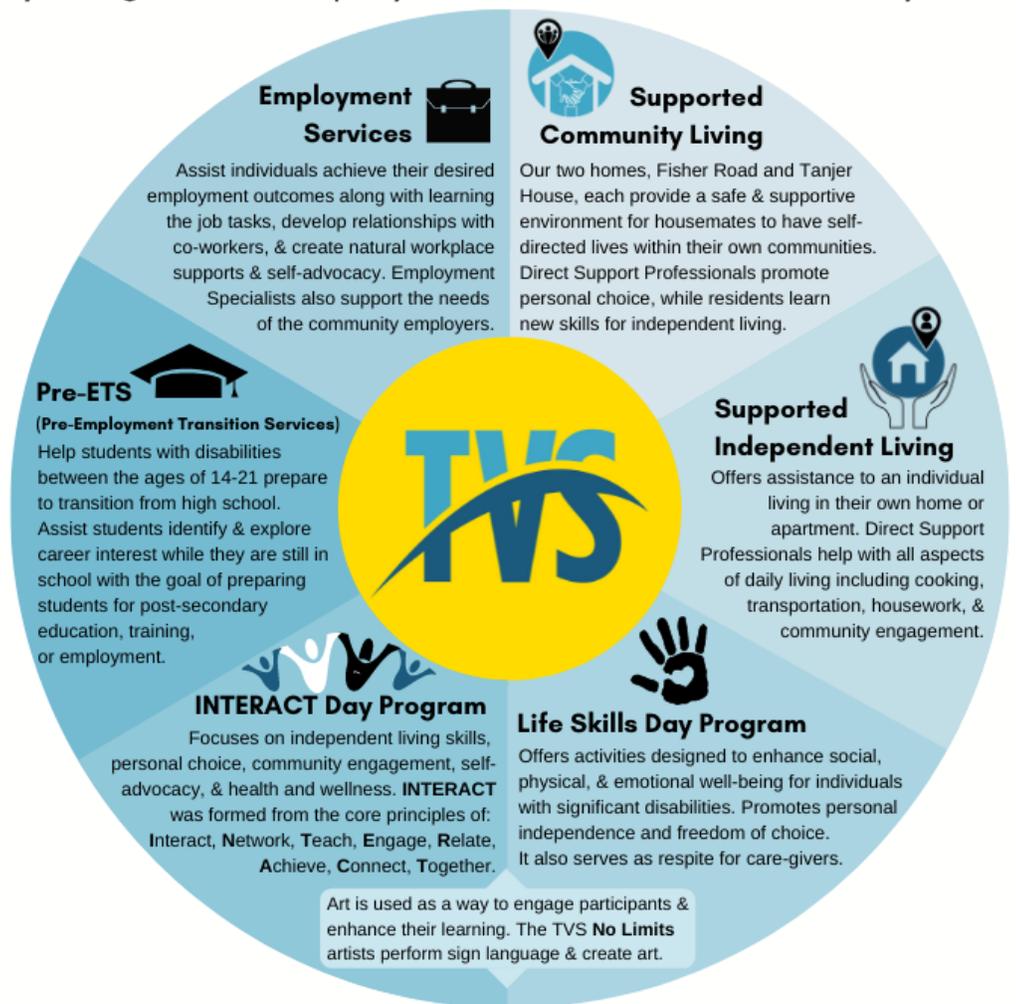
\*As of June 30, 2021

### Questions? Contact us at:

 [programs@tvsinc.org](mailto:programs@tvsinc.org)  
(828) 884-3195

# Programs and Services Recap

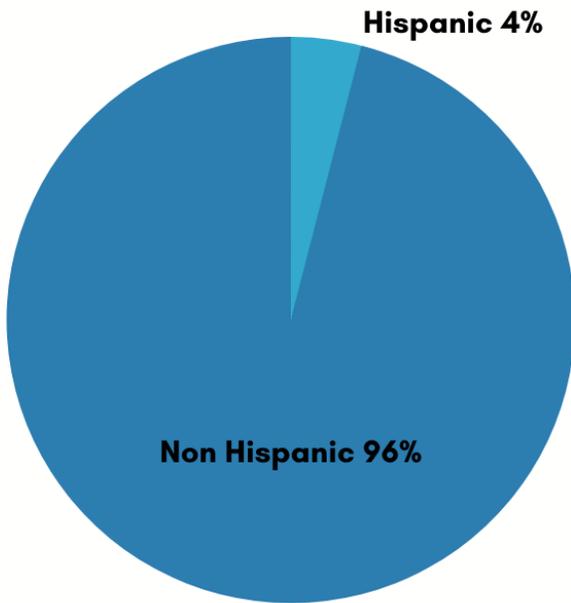
## Day Programs /Employment Services/Community Living



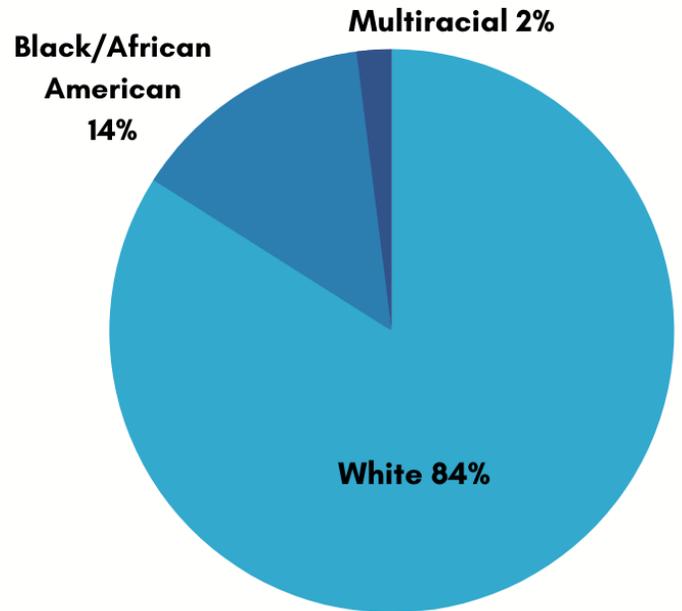
# WHO WE SERVE

## *Program Participant Descriptors*

All Program Participants by Ethnicity



All Program Participants by race

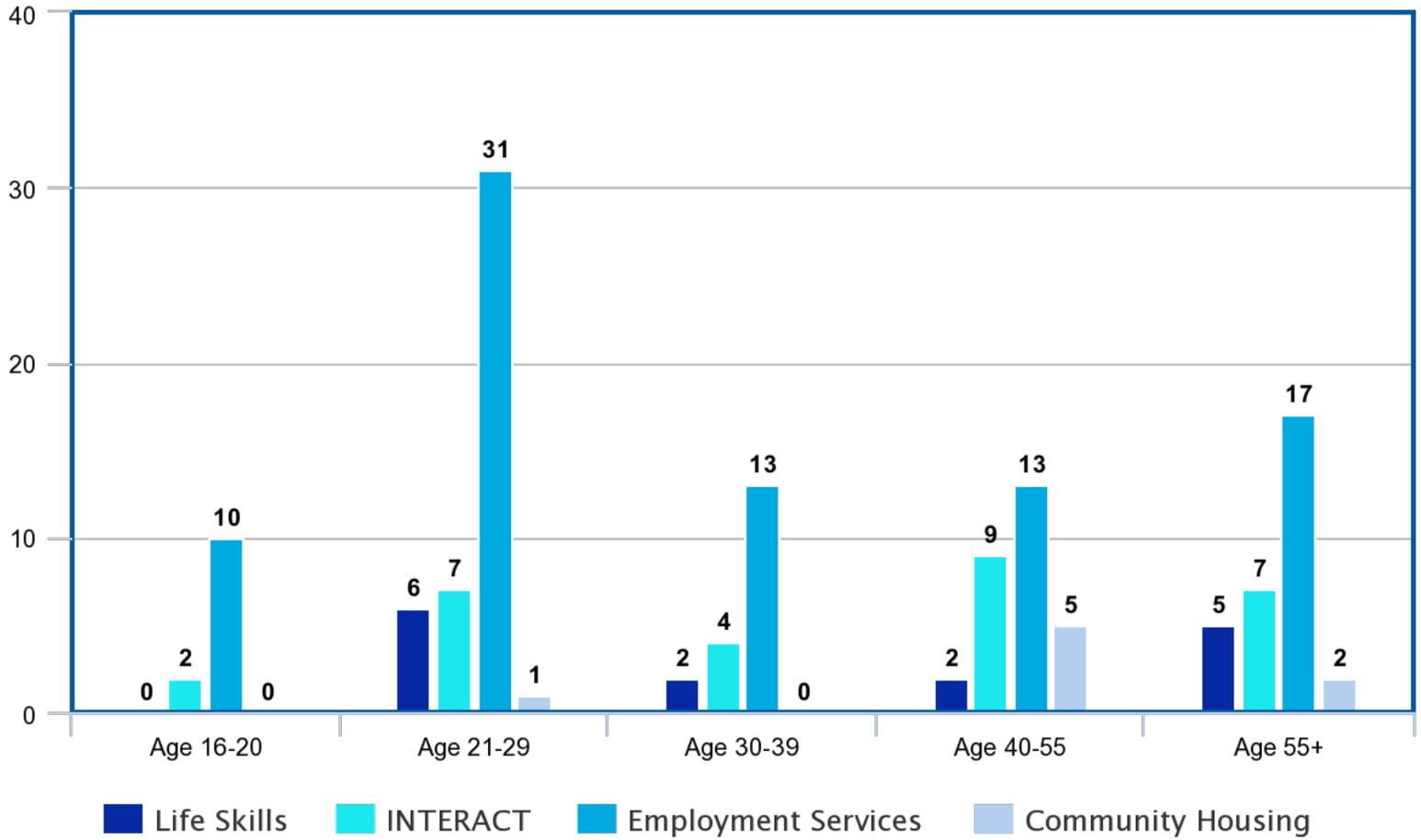


All Service Participants by Gender



# 2020-2021 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, Level 2, and Level 5
- 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 for Medicaid and Medicare to be provided via Telehealth or in the home of the participant. This continued, to some extent, until we opened Avery's Place on May 17, 2021. This additional space allowed all participants wanting to return to INTERACT to be able to attend the day program at a pre- pandemic schedule and gave us the space to practice a level of physical distance.

Community Networking and other individual services continued to be limited due to ongoing COVID-19 concerns. Participants were able to explore opportunities to maintain community connections utilizing Zoom. One example was participation in Brevard Rotary meetings via Zoom.

## ***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.

COVID-19 concerns and precautions continued to make us take a pause from our usual volunteer fervor. We were limited, primarily, to activities that could be done outside. Even these, were slow to resume. We joined Brevard Rotary through Zoom and were welcomed into that group. We look forward to resuming and increasing our call to volunteerism when it is safe.

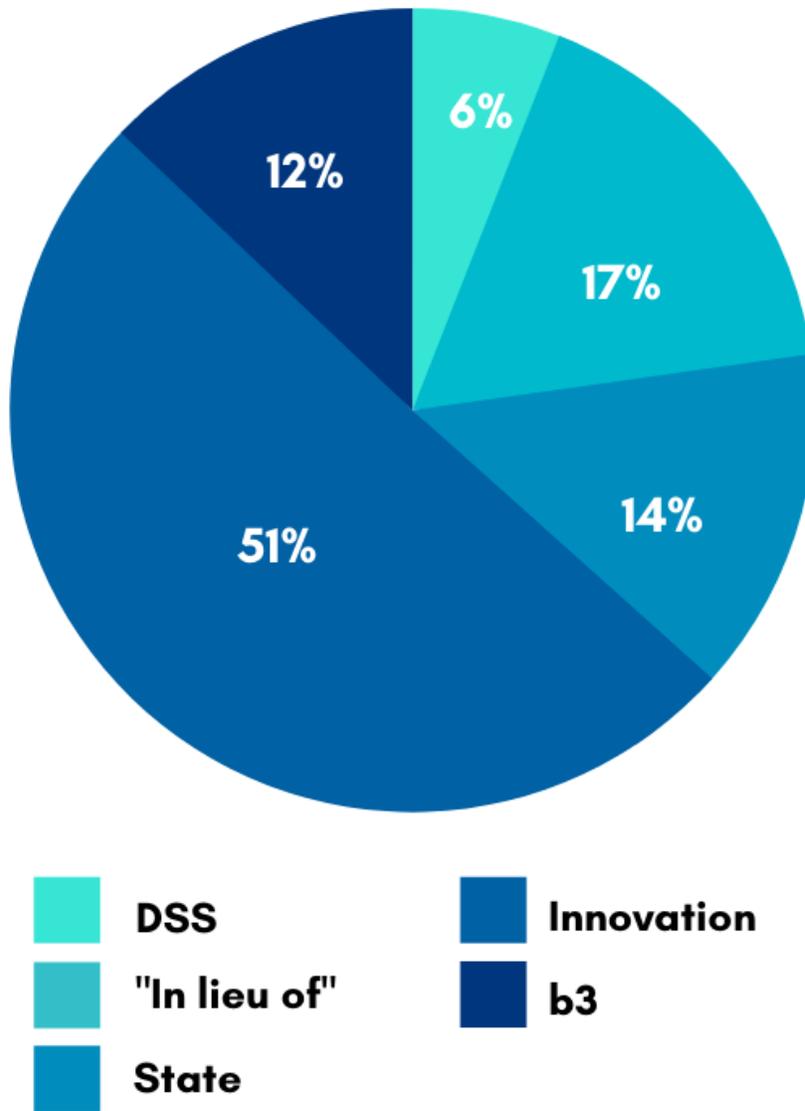
### ***GIVING Back!***

<b>Volunteer Locations</b>	<b>Participants</b>
Brevard Rotary	15
Four Seasons Home Store - Hendersonville	1
Free Rein	3
Meals on Wheels	4
ReStore - Habitat for Humanity	2
Safe's Attic	1
Tiger Town Thrift Store	2
The Elves of Brevard	21
The Haven	2
Transylvania County Animal Shelter	5
Transylvania County Library	4
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 the Managed Care Organizations to provide pre-approved services to their members.

## Service Funding

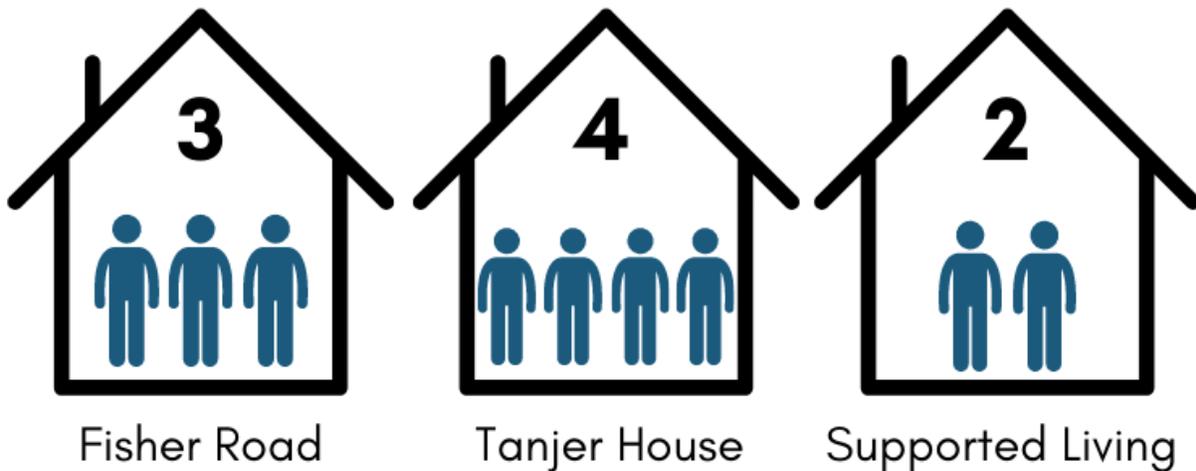


# COMMUNITY LIVING

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 to have relationships with friends, family and significant others. *TVS provides individualized supports and services to assist individuals achieve success and individual satisfaction through supported Community Living in one of our group homes, or, supported Independent Living provided 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



### Contract performance for VR contract year 7/1/2020 – 6/30/2021

- Work Adjustment Placements: 5 out of 10 50%
- Work Adjustment Closures (90 days on job after coaching is completed): 5 out of 8 63%
- Supported Employment placed and trained: 9 out of 11 82%
- SE closure (90 days on job after intensive training is completed): 10 out of 10 100%

This fiscal year numbers reflects some challenges. In the area of Work Adjustment, referrals were low, most likely due to COVID and that an individual could more easily find a job on their own in the current economy. Our Supported Employment numbers continued to be strong. We needed to increase our contract with VR to complete their fiscal year.

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

Bojangles  
Brevard College  
Critter Cuts  
Dollar General – Pisgah Forest  
Dollar General – Cedar Mountain  
Dollar General – Hwy 191  
EnMarket Station  
The Falls Landing  
Food Matters Market  
Ingles – Brevard  
Ingles – Hendersonville

Ingles – Mills River  
Little Caesars  
Morrison’s Health Care  
New Excelsior  
Nanna’s & Mommy’s  
Papa John’s  
SavMor  
Starbucks – Brevard Ingles  
Transylvania County  
TVS  
Wildflower Media

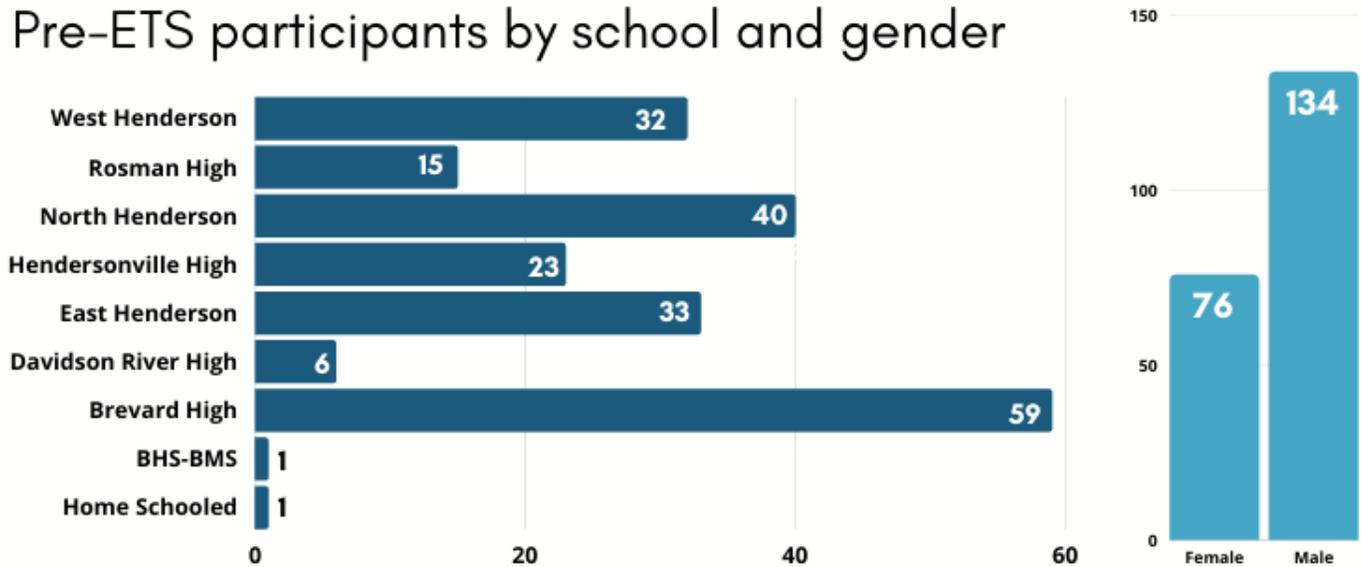
## **Pre-ETS (Pre-Employment Transition Services)**

***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. With the pandemic still in force, we continued a hybrid of virtual classes and face to face instruction throughout the 2020 – 2021 academic year. Milestones were delivered to students based on the needs of teachers and requirements of school districts. When students were allowed to return to school for face to face instruction, our Transition Specialists learned what teachers and parents knew, kids need and, for the most part, want to be in school.

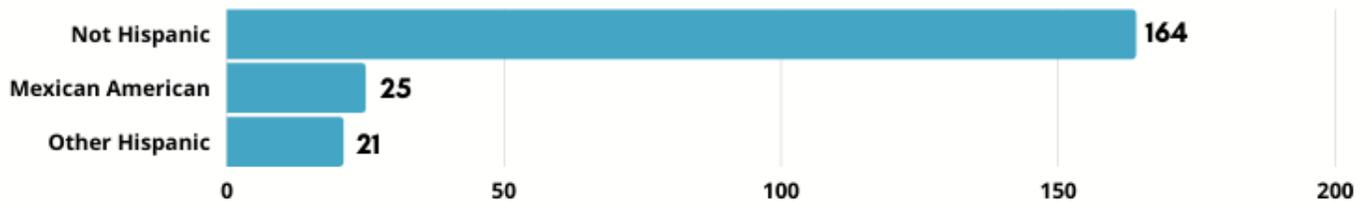
# Pre-ETS Program Breakdown

July 1, 2020 – June 30, 2021

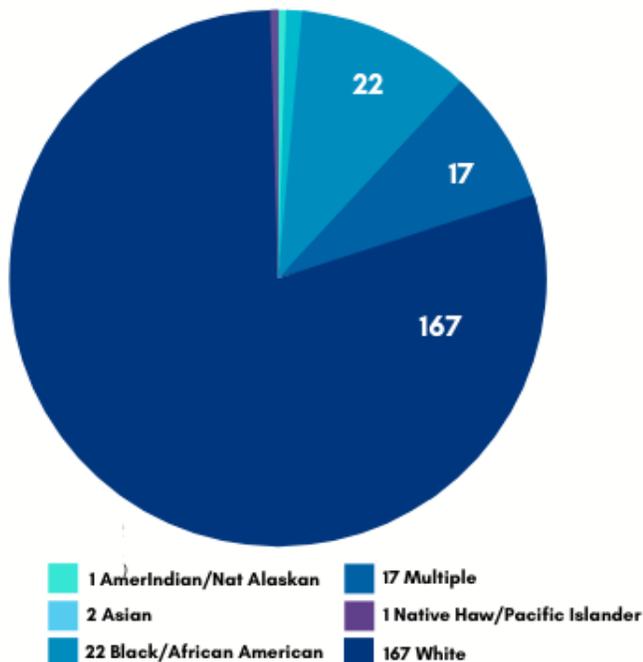
## Pre-ETS participants by school and gender



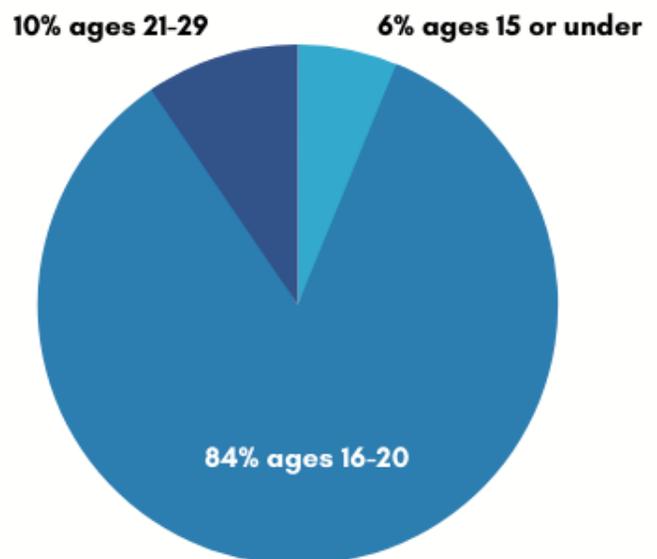
## Participants by ethnicity



## 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.

<u>Program</u>	<u>Participant Satisfaction</u>	<u>Stakeholder Satisfaction</u>
INTERACT	99.54%	92.50%
Life Skills	96.30%	99.05%
Residential		97.50%

<u>Employment Services</u>	<u>Satisfaction</u>
Long Term Vocation Support	100%
Long Term Vocation Support Discharge	100%
Vocation Evaluation	100%
Supported Employment	97.20%
Work Adjustment	98.33%

## ***Thank you***

Thanks to our dedicated team of Direct Support Professionals, Employment Specialists, Transition Specialists, Residential – DSPs, and each Program Supervisor, we completed another successful COVID year with very little turnover. Our Professional Development Plan continues to be meaningful to staff. TVS Leadership, with the support of our Board of Directors, has ensured a competitive salary for employees that promotes the field of **Direct Support** as a career, not just a job.