



Program Evaluation

July 1, 2021 – June 30, 2022

## Programs/Services Highlights for 2021/2022

*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.*

Another year filled with challenges, and yet, we maintained our focus on providing exceptional supports for our participants and residents. It was a year of rebuilding and reengaging. We are still not at full pre-COVID community engagement and we are continuing to utilize virtual platforms to stay safe and connected. Zoom is still our friend!

Good news! Our **Pre-Employment Transition Services** team completed an entire school year, face to face, in the schools reaching 126 students!!! This made for a dynamic and productive school year for our staff and the students they serve. Our Program Review completed in February 2022 included an onsite observation of our team providing instruction for a class of students. Our team was complemented on their engagement of students, the relatability to the student of the material/lesson presented, and the overall effectiveness of the lesson. As always, Quality is our goal.

**Residential Services--** Our group home residents continue to live their best lives!! After a year without vacationing, our group home residents have plans for the BEACH. One group headed out in May. The other is heading out in August.

**INTERACT** and **Life Skills** continue to pursue opportunities to Give Back to our community and to participant in art opportunities. In February, our No Limits artists filled up Transylvania Community Arts Council space with our own show. Several No Limits artists participated in an TC Arts open art show, "Flower Power", alongside other community artists. Currently, we have artists' works represented in Raleigh in the Series of Fortunate Events art exhibit, a juried show.

<https://sites.google.com/artsaccessinc.org/sofe2022movement/home>

Our **Employment Services** team assists individuals to achieve career goals and supports individuals with job maintenance. This year, the Employment Services team has worked with 22 employers and successfully placed 22 individuals on jobs of their choice.



Zinnias Andi Williams, artist

# Flower Power

an exhibition of  
fine art and craft

May 5 - June 4, 2022

## CALL for ARTISTS

visit website for details

Transylvania Community Arts Council

349 South Caldwell Street  
Brevard, NC 28712

828.884.2787  
www.tcarts.org



## Flower Power, Transylvania Community Arts Council 2022

TC Arts announced an open call for artists to submit artwork for the exhibit, Flower Power. Flower Power was open to artists of all ages who wanted to exhibit original artwork that depicted the theme of the exhibition. All forms of art including painting, drawing, photography, graphics, printmaking, digital art, sculpture, ceramics, wood, jewelry, fiber, glass, and clay, among others, will be accepted. Our serious artists responded and participated in this community wide invitation.

**INCLUSION at its finest!**

# 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:\*

- **58 clients** in Employment Services
- **22 employers** in the community
- **126 students** in Pre-ETS
- **34 participants** in Day Programs
- **8 individuals** in Community Living
- **2 individuals** in Supported Independent Living

\*As of June 30, 2022

### Questions? Contact us at:

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

## Programs and Services Recap

### Day Programs /Employment Services/Community Living



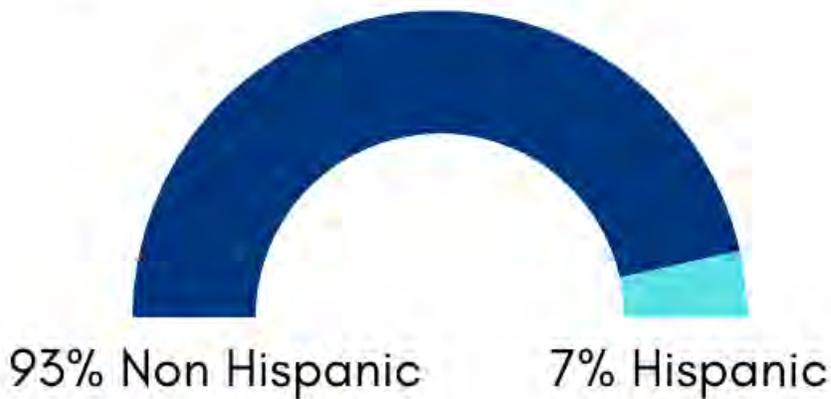
# WHO WE SERVE

## *Program Participant Descriptors*

### Program Participants by Gender

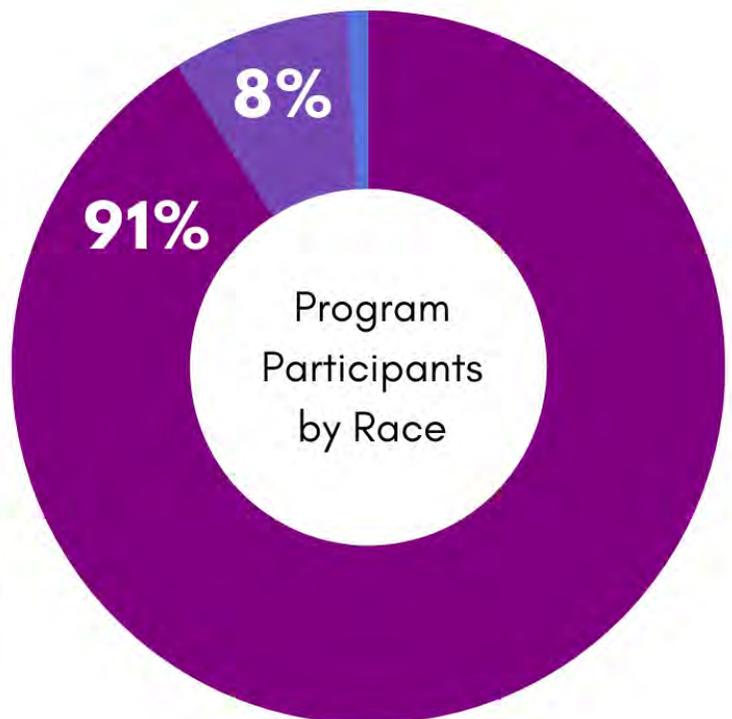


### Program Participants by Ethnicity



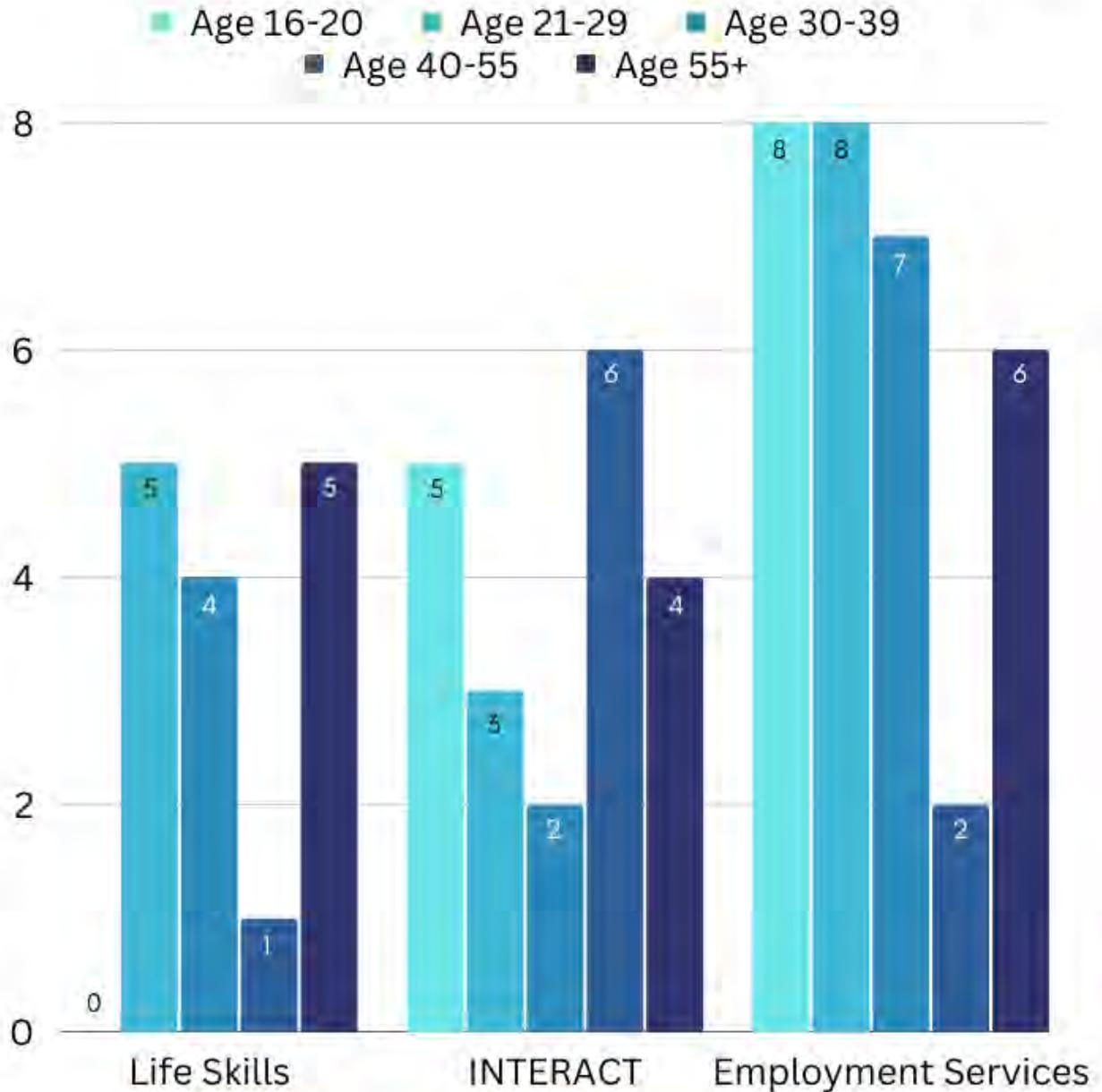
**91%** White  
**1%** Multiracial

**8%** Black/African American



# 2021-2022 TVS Program Participants by Age and 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. 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, State Adult Day Care funding)*

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

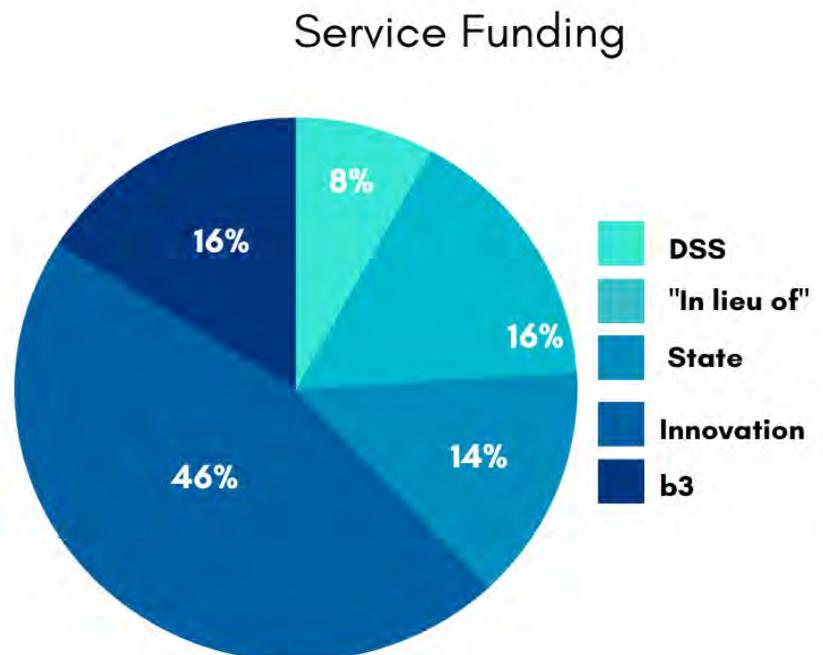
- ADVP
- Day Support –Group/Individual
- Community Living and Support
- Community Networking- Individual
- Individual Habilitation/Personal Assistance
- Long-term Community Supports
  - Level 1, Level 2, Level 4, and Level 5
- Long Term Vocational Supports
- Respite Non – Institutional Based
- Residential Supports
- Supported Employment
- Supported Living

Through our contract with Transylvania County Department of Social Services, we provide:

- State Adult Day Care

## 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.



## Volunteering

Whether through formal volunteering or sharing in the life of our wonderful community, giving back is what our participants enjoy.

COVID-19 concerns have continued to make us take precautions with our usual volunteer fervor, but, we continue to make an impact in our community. We look forward to resuming and increasing our call to volunteerism when it is safe.



**Image:** Participant at Free Rein.

## ***GIVING Back!***

<b>8</b>	Meals on Wheels
<b>1</b>	Bread of Life
<b>12</b>	Elves of Brevard
<b>1</b>	Tiger Town Thrift Store
<b>1</b>	Brevard Fire Department
<b>4</b>	Transylvania County Animal Shelter
<b>1</b>	Cindy Platt Boys & Girls Club
<b>11</b>	Free Rein
<b>4</b>	Transylvania County Library
<b>1</b>	The Haven
<b>2</b>	Habitat for Humanity ReStore
<b>2</b>	Hospice Home Store – Hendersonville & Brevard

# COMMUNITY LIVING

Our residents live their best lives. TVS **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 Housing



During this year, we served 8 individuals in our group homes and 2 in supported living.

# PARTNERSHIPS

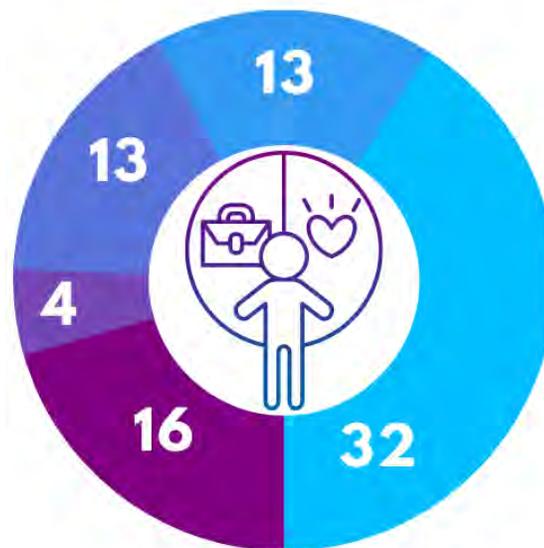
It is often said that “we are better together.” This is certainly true in our work to help individuals who face barriers to employment. Our partners are many, including the individual desiring work, the Division of Vocational Rehabilitation, our high schools, and local employers and businesses.

## 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.

### Vocational Rehabilitation Contract



- 16** Referrals
- 4** Vocational Evaluations
- 32** Supported Employment Long Term
- 13** Work Adjustment Job Coaching
- 13** Supported Employment

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.

### Contract performance for VR contract year 7/1/2021 – 6/30/2022

- Work Adjustment Placements: 9 out of 10 90%
- Work Adjustment Closures (90 days on job after coaching is completed): 7 out of 8 90%
- Supported Employment placed and trained: 10 out of 13 77%
- SE closure (90 days on job after intensive training is completed): 10 out of 12 83%

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!**

Ace Hardware	Gaia Herbs – Mills River
Brevard College	Ingles – Brevard
College Walk Senior Living	Ingles – Hendersonville
Community	Ingles – Mills River
Cracker Barrel	Morrison’s Health Care
Cricket	New Excelsior
Critter Cuts	Papa John’s Pizza
Dollar General – Pisgah Forest	Sav-Mor
Dollar General – Rosman	Salty Landing
Dollar General – Arden	Transylvania County Administration
EnMarket Station	TVS
The Falls Landing	Wal-Mart

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

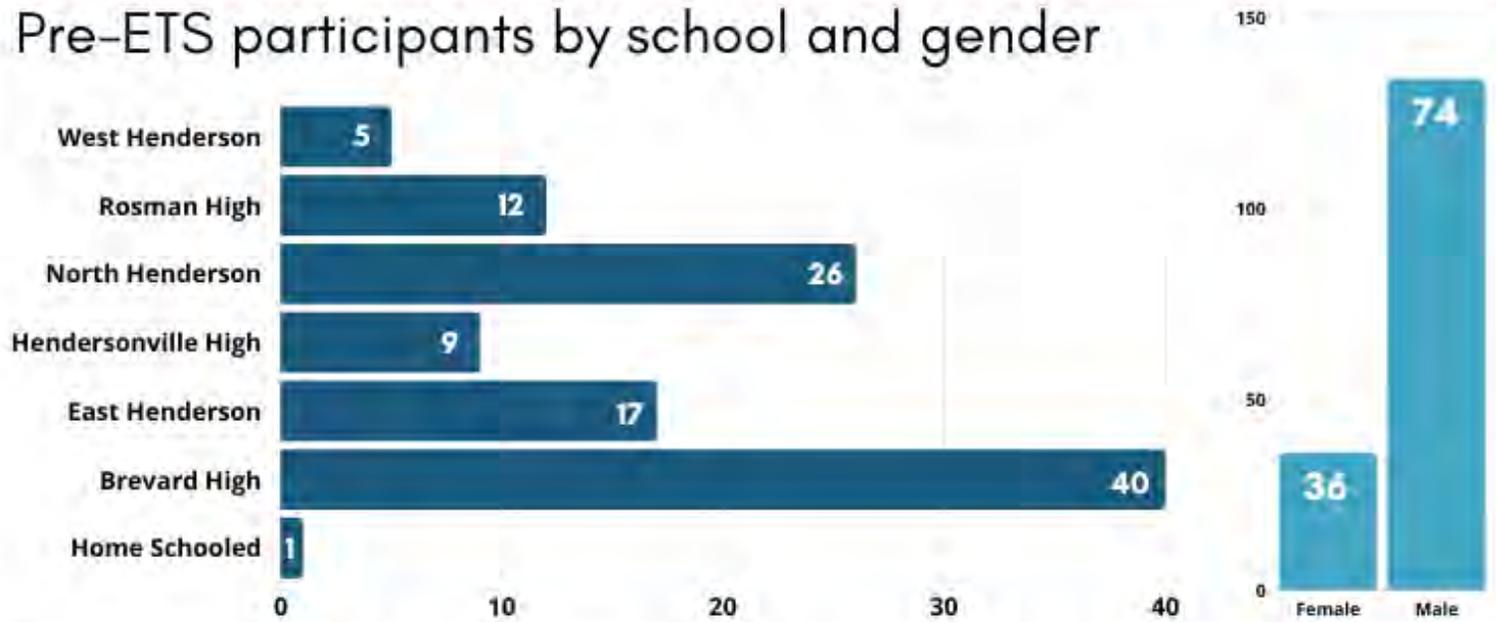
***Preparation for Employment Success*** began in January 2019. This was our first full academic year since the program started. And our Transition Specialists delivered services in person!! Such a thrill after a year of virtual instruction.

TVS provides this program in partnership with Transylvania and Henderson County high schools. The program, funded by NC Division of Vocational Rehabilitation, provides pre-employment transition services 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. These services were delivered to students with both the needs of teachers and requirements of school districts in mind.

# Pre-ETS Program Breakdown

July 1, 2021 – June 30, 2022

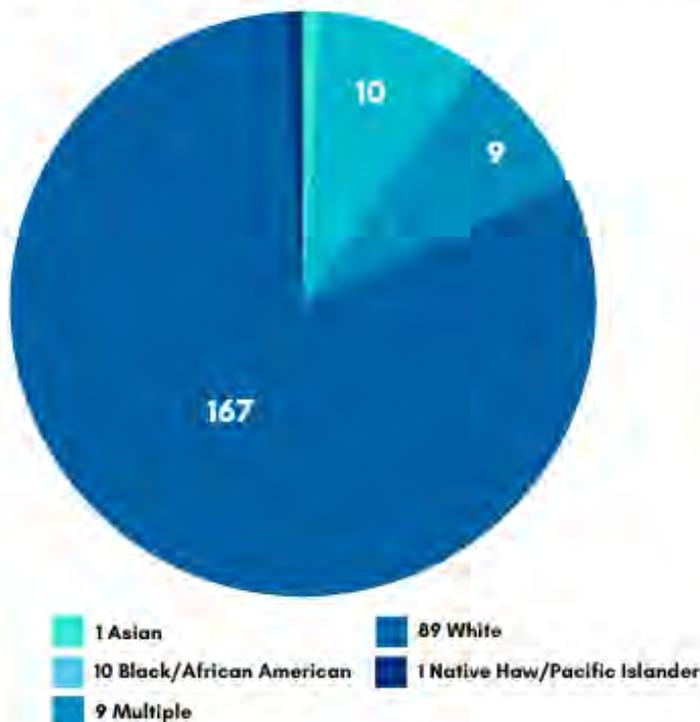
## Pre-ETS participants by school and gender



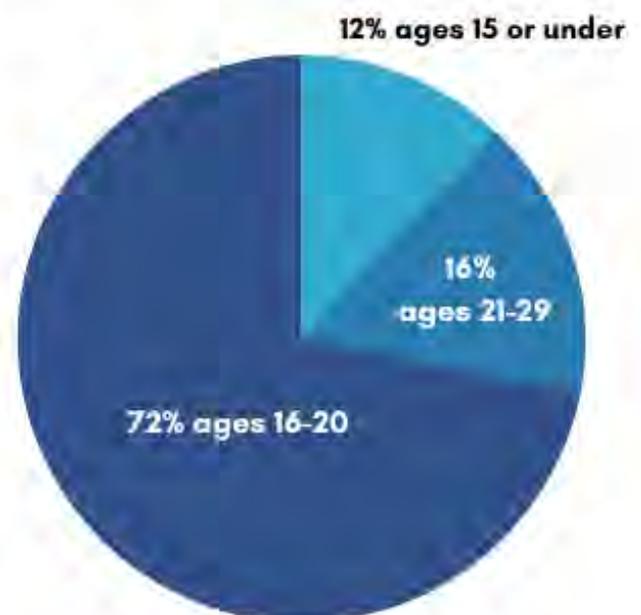
## Participants by ethnicity



## 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.

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

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

During this fiscal year, we have been able to re-engage in our community to achieve these goals. While not as active as pre-COVID, we are getting back out there, following all safety precautions, and focusing on the requests and needs of our participants to ensure meaningful experiences.



## ***Program and Service Monitoring***

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. Each of these reviews help us maintain a focus on opportunities for improvement in the work we do in all programs.

Our programs and residential services continue to receive praise from reviewers, as well as members of our community who observe our involvement in local activities and events. TVS continues to look for opportunities to expand services and community living options.

## ***Survey Results***

We continue to receive high positive approval ratings for our programs and individual services from program participants, stakeholders, and employers. 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.

### **2021-2022 TVS Survey Results**

Employer Satisfaction	98.60%
Day Program Participant	96.30%
Stakeholder Satisfaction	97.77%
Residential Participants	99.59%
Supported Employment	96.88%
Work Adjustment	93.00%

## ***Thank you***

Thanks to our dedicated team of Direct Support Professionals, Employment Specialists, Transition Specialists, Residential – DSPs, and each Program Supervisor/Manager for your outstanding work and creativity. We continue to maintain a focus on the Direct Support Professional as an important career.