



Program Evaluation

Programs/Services Highlights

July 1, 2022 – June 30, 2023

Our 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.

There are many events to highlight. At the top of the list is our CARF survey (May 3 - 5, 2023) that resulted in a three-year accreditation. CARF is an independent peer review of an agency as whole. CARF reviewed our programs and services against one thousand one hundred and twenty-six (1,126) quality standards. The Accreditation Report identified **no recommendations** and **too many strengths** (16) to list here! According to CARF, “this accomplishment is achieved on only 3 percent of CARF surveys.” Being recognized at this level by our peers communicates excellence in the quality of our services and the meaningful opportunities provided to all individuals we support.

Annual Recap by Department

Pre-Employment Transition Services

In January, Pre-ETS expanded to cover Polk County High School. Now serving students in Transylvania, Henderson, and Polk counties.

In June, NC Vocational Rehabilitation Pre-Employment Transition leadership invited our Pre ETS team to participate on a statewide panel with three other Pre ETS providers. VR leadership commented, "We've identified practices that we'd consider the "best of the best," and we want to highlight them for our VR staff who work with transition-aged students and youth." Another recognition of the quality of TVS services.

Residential

Tanjer House vacationed at Surf City in August. Much fun was had by all!

"Dinner Club" was started in the group homes. This is an opportunity for residents to take turns inviting friends/family for dinner. The resident decides on the meal and helps with preparation for their guest.

Special Olympics held Regional Games on June 2 and all our residents participated in the Track and Field events. So many medals!



INTERACT and Life Skills

Developed a position called Community Engagement Specialist. The focus of the position is to identify, secure, develop, and implement opportunities for our participants that promote maximum participation in community life. We look forward to seeing how this can expand connections for the people we support.

Christmas Cruise 2023 – Destination – Good Times! INTERACT transformed Avery's Place into a cruise ship and participants enjoyed all the food, games, and FUN of a cruise, complete with Hawaiian shirts, karaoke, and dancing.



In February, **No Limits** artists filled up the Transylvania Community Arts Council gallery with our own show, “Just Passing Through”. This is always a way to connect with our community and share our passion for art.



Life Skills and INTERACT supervisors created **visual** Individual Support Plans for each participant. Pictures are used to help participants know their personal goals.

Employment Services

During this fiscal year, our Employment Services team has worked with 25 employers and successfully placed 17 individuals in jobs of their choice. This has been a challenging year. Our Vocational Rehabilitation partners had many personnel vacancies. Without VR counselors, we did not get regular referrals. This is turning around now, so we look forward to being able to serve more individuals in the 2023 -2024 fiscal year.

The Vocational Rehabilitation unit office in Forest City asked if TVS Employment Services would provide services in Polk County. This request was approved by NC DVR in June.

HOW DO WE GET IT DONE?

Our Direct Support Professionals and Supervisors make it happen every day! They are the implementors and facilitators of opportunity and **FUN** for our participants. Our DSPs work in INTERACT, Life Skills, Employment Services (Employment Specialists), Residential Services, and pre-Employment Transition Services (Transition Specialists). In each program, our DSPs show up every day to provide what is needed to promote person centered services. They are professional and competent in the work they do. **Our DSPs ROCK!** They bring life to the party.

The CARF surveyors (professionals who work in this field and review programs across the country) were quite impressed with our creativity. They commented about our community engagement with Blue Zones, the Brevard Rotary, Transylvania Arts Council, and much more. “Creativity runs rampant with TVS,” said one reviewer. She cited calendars/schedules with pictures, homes decorated by the residents, employers’ satisfaction with the support given to employees, connections for participants to community opportunities (Silvermont, yoga, Inclusive Drum Circle, etc.), and creative preparation of students transitioning from school to what’s next.



(A group photo was taken during the 2023 Harry Potter themed DSP week, not all DSPs are visible because they are wearing their clocks of invisibility.)

Programs and Services Recap

Day Programs /Employment Services/Community Living



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

We served:*

- **54 clients** in Employment Services
- **25 employers** in the community
- **185 students** in Pre-ETS
- **37 participants** in Day Programs
- **7 individuals** in Community Living
- **3 individuals** in Supported Independent Living

*As of June 30, 2023

Questions? Contact us at:



programs@tvsinc.org
(828) 884-3195

Programs and Services Recap

Day Programs /Employment Services/Community Living

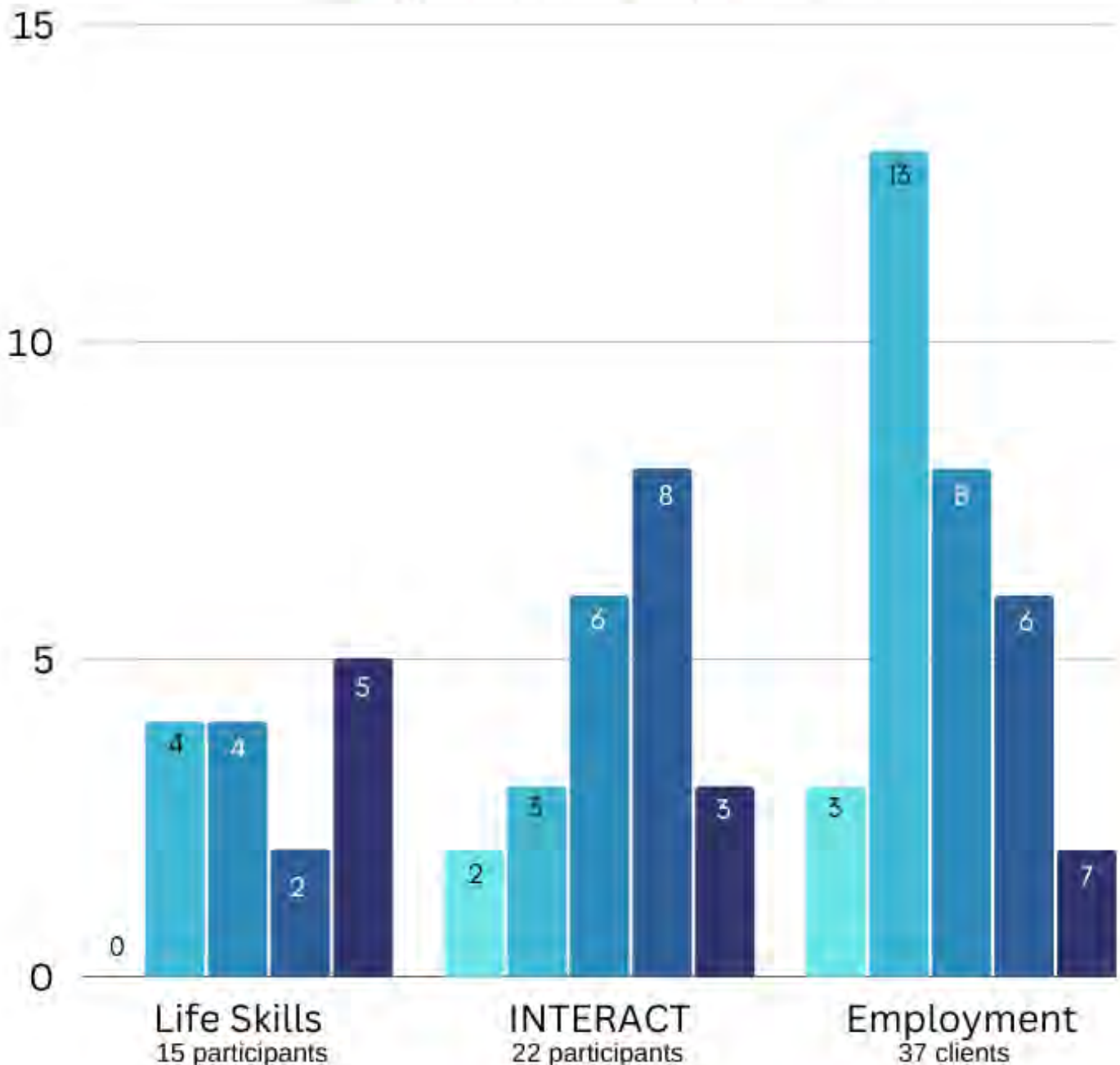


2022-2023 TVS Program

Participants by Age and Program

*does not include Pre-ETS data

Age 16-20 Age 21-29 Age 30-39
Age 40-55 Age 55+



SERVICES PROVIDED

(Innovations waiver, B3 Medicaid, in lieu of services, state funded, 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 for their members. Through our LME/MCO contracts with Vaya Health and Alliance Behavioral Healthcare, we provide:

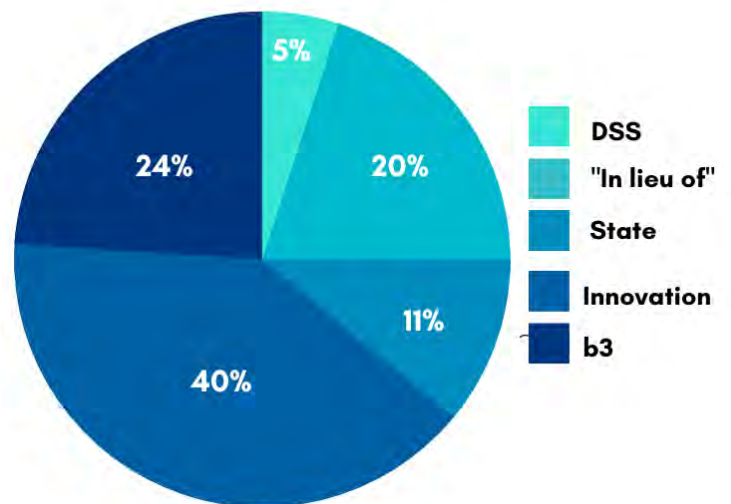
**Individuals may receive more than one of these services.*

2	ADVP	22	Long Term Vocational Supports
21	Day Support – Group/Individual	3	Respite Non-Institutional Based
1	Community Living and Support	5	Residential Supports
9	Community Networking - Individual	8	Supported Employment
1	Individual Habilitation/Personal Assistance:	1	Supported Living
9	Long-term Community Supports (Level 1, Level 2, Level 3, Level 4, and Level 5)	3	State Adult Day Care

FUNDING

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Service Funding



COMMUNITY INVOLVEMENT OPPORTUNITIES

Whether through formal volunteering or sharing in the life of our wonderful community, belonging is what it is all about. Community engagement is our chance to connect in a way that creates long-term and sustainable opportunities for involvement. *We want to be missed when we aren't there.*

GIVING Back!

Arts Access	Elves of Brevard	Rotary Club of Brevard
Blue Zones Walking Moai Group	Haven of Transylvania County	Sharing House
Bread of Life	Hospice Home Store - Brevard	Silvermont
Brevard Clay	Hospice Home Store - Hendersonville	The Park at Flat Rock
Brevard College	Inspire Inclusion Dance	Tiger Town Thrift Store
Brevard Music Center	Meals on Wheels	Transylvania County Animal Shelter
Carl Sandburg Home	NC Arboretum	Transylvania County Arts Council
Cindy Platt Boys & Girls Club	Racquet Club - Brevard	Transylvania County Fire Department
Community Garden	ReStore	Transylvania County Library
Cradle of Forestry	Rise & Shine	

EMPLOYMENT/COMMUNITY ACTIVITIES



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.

Components of Community Living include:

- Community Engagement
- Spiritual Activities
- Employment
- Transportation
- Access to Needed Medical Care
- Social Activities
- Recreational Activities
- Daily Living Supports



During the 2022-2023 fiscal year, we served 7 individuals in our group homes and 3 in supported living.

EMPLOYMENT SERVICES 2022-2023

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.

Contract performance for VR contract year 7/1/22 – 6/30/23

- Work Adjustment Placements: 2 out of 10 20%
- Work Adjustment Closures (90 days on job after coaching is completed): 2 out of 8 25%
- Supported Employment placed and trained: 4 out of 13 30%
- SE closure (90 days on job after intensive training is completed): 6 out of 12 50%

Vocational Rehabilitation Contract



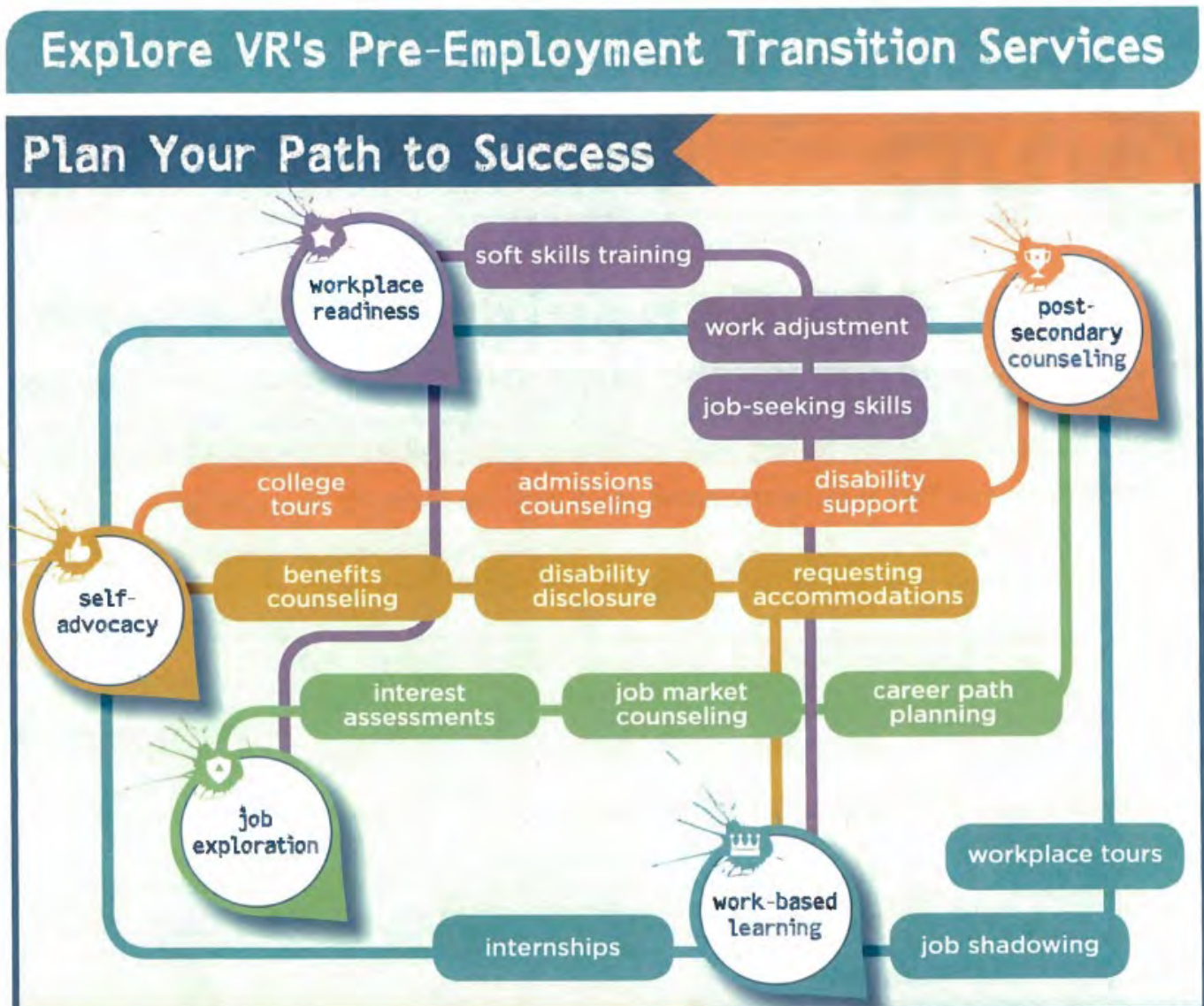
***THANK YOU* to our Community Employer Partners!**

- Ace Hardware / McNeely's
 - Amazon
 - Brevard College
 - Brevard Music Camp
 - Camp Bow Wow
 - Cracker Barrel
 - Creekside Market
 - Dollar General – Arden
 - Dollar General – Brevard
 - Dollar General – Pisgah Forest
 - Dollar General – Rosman
 - EnMarket
 - Food Matters
 - Ingles – Brevard
 - Ingles – Howard Gap
 - Ingles – Mills River
 - Ingles – Spartanburg Hwy
 - New Excelsior
 - Salty Landing
 - Sav-Mor
 - Transylvania County
 - Transylvania Vocational Services (TVS)
 - Wal-Mart – Brevard
 - Wal-Mart – Hendersonville
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PRE-ETS (PRE-EMPLOYMENT TRANSITION SERVICES)

Our program, ***Preparation for Employment Success***, contracted with NC Vocational Rehabilitation in January 2019. During the 2022-2023 academic year, we served 185 students.

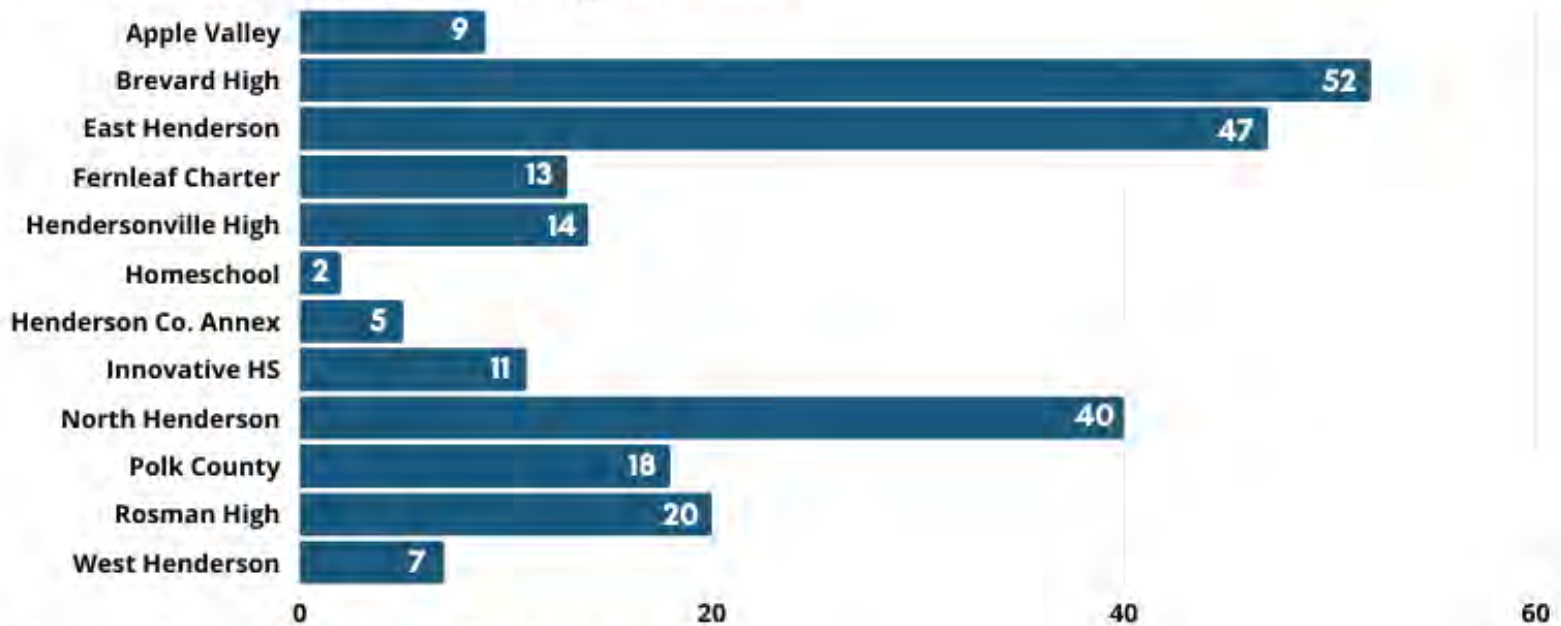
Our school partnership expanded during this academic year to include Polk County High School. We continued serving Transylvania and Henderson County high schools, one charter school and one middle school in Henderson County. The program provides pre-employment transition services to students with disabilities 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, 2022 – June 30, 2023

Pre-ETS participants by school



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 support to meet the needs of each individual and his or her family/guardian, focusing on the requests and needs of our participants to ensure that they are engaged in meaningful experiences.

Our overall performance focus for the year included five major life areas:

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



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. 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 and reviews our Pre-Employment Transition Services contract annually. Vaya Health Care Coordinators monitor service provision to their members monthly, visiting their members at TVS and at our group homes. 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 positive approval ratings for our programs and individual services provided to 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.

2022 – 2023 Survey Results

Employer Satisfaction	95.1%
Day Program Participants	94.12%
Stakeholder Satisfaction	88.80%
Residential Participants	97.10%
Supported Employment	88.43%
Work Adjustment	86.11%

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.

TVS is fortunate to have a Board of Directors very dedicated to our mission. **Thanks for your support!**