

Easter Seals Central Alabama Annual Outcome Measurement System Report Program Year: October 2015 – September 2016

This document is an overview of the Outcome Measurement System (OMS) results utilized for specific program and administrative areas of Easter Seals Central Alabama. (Hereafter referred to as ESCA). The purpose of the Outcome Measurement System is to collect information about the services and persons served through the various programs offered and to promote quality improvement center-wide. Data collected provides information on: The needs of persons served, the needs of other stakeholders and business needs of the organization, and allows for comparative analysis.

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- Overview of Services
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The information compiled will be used in the following ways:

- Identify action plans and address any needed changes and/or improvements in the various programs and their designs
- Address staffing needs, training, responsibilities and performance
- Financial and resource planning
- Annual Report data
- Inform stakeholders, interested individuals and groups of various program data and achievements
- Used as a measurement tool along with the Strategic Plan
- Review the implementation of the mission and core values
- Organizational decision making
- Program service development

A. Overview of Services:

ESCA has been serving the needs of people with disabilities in South Central Alabama since 1961. The following is a breakdown of each program.

From October 1, 2015, to September 30, 2016, ESCA served a total of 1784 individuals, in all of the services combined. This is 334 less people served than last program year. We provided services in 35 Alabama counties, 2 from the state of Georgia, and 26 that were unknown. This is 1 less county than last year.

B. Consumer Demographics:

ESCA does not discriminate based on culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status or language. The purpose of tracking this demographic data is for our state and national funding sources.

C. Stakeholder Satisfaction Information:

Throughout the year, ESCA strives to collect feedback from persons served and other stakeholders to help improve the quality of services. We promote an understanding and appreciation of those served, of culture and language through community partnership and education. Person served input and feedback is solicited through input forum and advocacy meetings, discussions, monitoring, E-Mails, phone and written surveys, suggestion boxes, etc. Information collected is used to create, improve and/or modify services that meet or exceed the expectations of the persons served, the community at large and other stakeholders.

Input is very important to us, and all of the comments and suggestions will be reviewed by leadership and appropriate changes will be made to continually strive for performance improvement.

Efforts continue to obtain feedback from persons served and other stakeholders. Feedback, both positive and negative, is shared with staff members to improve program quality. Negative comments from individuals served are investigated to make program changes as needed.

The ESCA Human Rights Committee is responsible for reviewing OMS consumer satisfaction survey reports and to address any concerns or complaints brought to the attention of the committee. An increased rate of return for surveys is still a priority of our staff. We strive for a higher rate of return each and every year. Continued efforts to collect surveys after a variety of services are completed will be conducted by the appropriate staff. We plan to brainstorm as staff to come up with ways to improve our rate of return.

D. Specific Program Measures:

Different programs create goals for specific program measures. These are based on historical Center performance, local funding expectations, national averages, etc.

For the purpose of this report, CARF accredited programs are included. Other non-accredited programs are encouraged to expand goals for specific program measures. This is one area that has been identified that can be improved for all of the programs that we offer. This will help leadership stay on top of performance, and implement any necessary improvement techniques.

Program measures currently utilized will assess Efficiency which is defined as services provided in a timely fashion; Effectiveness which is defined as outcomes that are consistent with program plan; Service Access which is defined as persons getting into services; and Satisfaction which is defined as input from various stakeholders receiving services. ESCA staff will review outcomes and discuss any recommendations to make improvements in quality of program services and staff responsibilities, which will ultimately improve outcomes for individuals served. This information is reviewed regularly to ensure continued appropriateness as measures of quality improvement.

At the beginning of every program year, the program staff and leadership meet to review the outcomes for the past program year and to set goals for the new program year. This is done together with input from various stakeholders. ESCA utilizes past performance outcomes, industry standards and benchmarks to set appropriate and measurable goals. This year, our goals were influenced by the Alabama Department of Rehabilitation Services (ADRS) as our major funder. They allocated a specific amount of money for each of our programs, and gave us monthly goals in order to draw down this allotted money by the end of the program year.

E. Highlights:

Highlights from each program will be outlined. We do a lot community-wide that perhaps has not been tracked in reports past. This will allow each program to spotlight what they have done well during this reporting period.

AT A GLANCE OVERVIEW OF PERSONS SERVED

This is a summary of demographics for all of the programs housed at ESCA combined for this annual reporting period. Further down in the report, you will find this specific information for each individual program.

GENDER	This Year	Last Year
Male	845	887
Female	908	1208
Unknown	31	23
TOTAL	1784	2118

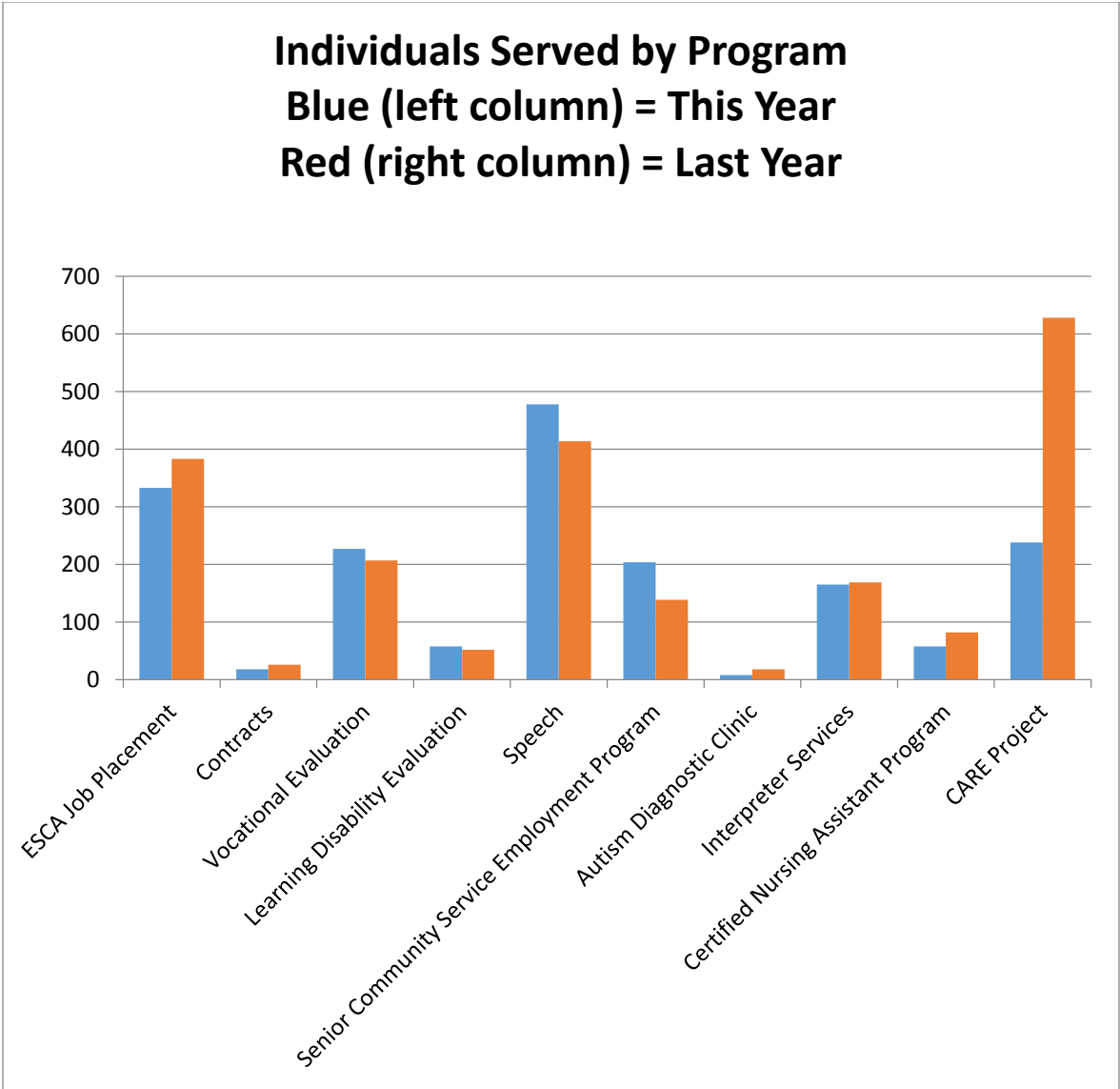
RACE	This Year	Last Year
African American	1203	1414
Caucasian	449	643
Asian American	6	12
Hispanic	23	17
Native American	1	2
Other Pacific Islander	0	0
Multiple Ethnicity	0	1
Middle Eastern	0	0

AGE	This Year	Last Year
0-2	64	70
6-17	196	162
3-5	258	247
18-64	1060	1360
65-74	107	213
75-85	29	66
Unknown	70	0
TOTAL	1784	2118

Unknown	102	29
TOTAL	1784	2118
COUNTY	This Year	Last Year
Autauga	118	121
Barbour	1	2
Bullock	1	17
Butler	19	40
Calhoun	0	2
Chambers	13	20
Chilton	7	18
Clay	5	3
Coffee	1	0
Coosa	10	7
Covington	3	2
Crenshaw	5	12
Cullman	1	0
Dale	2	3
Dallas	18	28
Elmore	103	152
Etowah	2	0
Houston	1	2
Henry	0	1
Jefferson	11	6
Lauderdale	0	1
Lee	35	66
Lowndes	23	48
Macon	29	16
Madison	3	5
Marengo	3	2
Marion	1	
Mobile	2	1
Monroe	0	2
Montgomery	1243	1436
Perry	2	1
Pike	27	30
Randolph	6	6
Russell	15	16
Shelby	2	0
Sumter	0	1
Talladega	14	18
Tallapoosa	28	25
Walker	1	2
Washington	1	1
Wilcox	0	1
Georgia	2	2
Unknown	26	2
TOTAL	1784	2118

Disability - Primary & Secondary (Can Count More Than One for Each Person as Needed)	This Year	Last Year
Infections and Inflammatory Diseases (i.e. Post-Polio Syndrome)	4	1
Neoplasms (i.e. Cancers)	23	24
Endocrine, Nutritional and Metabolic Diseases & Immunity Disorders	72	58
Mental Disorders		
Dementia	12	3
Other Psychological Disorders	188	244
Autism	54	33
Alcohol Abuse, Drug Abuse	85	103
Attention Deficit Disorder	76	58
Developmental Delays: Learning, Speech, Reading, Language	214	683
Other Mental Disorders	103	136
Mental Retardation	52	87
Neurological Disorders: Diseases of the Nervous System and Sense Organs		
Other Nervous System	14	50
Alzheimer's	51	0
Parkinson's		0
Multiple Sclerosis	4	7
Cerebral Palsy	10	44
Epilepsy and Seizure Disorders	16	13
Muscular Dystrophy	2	4
Blind and Visually Impaired	22	28
Deaf / Hearing Impaired	178	203
Diseases of the Circulatory System		
Other Diseases of the Circulatory System	53	56
Heart Disease	69	94
Stroke	30	19
Diseases of the Respiratory System		
Other Diseases of the Respiratory System	12	22
Emphysema	0	3
Asthma	28	34

Chronic Obstructive Pulmonary Disease	21	17
Diseases of the Digestive System	17	9
Diseases of the Genitourinary System	30	16
Diseases of the Skin and Subcutaneous	9	4
Diseases of the Musculoskeletal System and Connective Tissue		
Lupus	7	3
Arthritis	58	71
Other Diseases of the Musculoskeletal System and Connective Tissue	27	121
Osteoporosis	0	95
Scoliosis	21	5
Congenital Anomalies		
Other Congenital Anomalies	10	5
Spina Bifida	0	1
Cleft Palate	0	0
Down Syndrome and other Chromosome Anomalies	2	4
Conditions of the Perinatal Condition (i.e. Premies)	0	0
Symptoms, Signs, and Ill-Defined Conditions		
Other Symptoms, Signs, and Ill- Defined Conditions	0	0
Speech-Language & Voice Dysfunction (i.e. Aphasia, Speech Impairments)	486	8
Disease or Injury to Bone / Joint		
Other Disease or Injury to Bone / Joint (Other Orthopedic)	188	203
Head Injury	23	16
Spinal Cord Injury (Quadriplegia, Paraplegia)	15	47
Obesity	28	15
Well Elderly	15	11
Frail Elderly	16	38
Other Disabilities	174	253
Disadvantaged	0	0
Nondisabled	41	86
Unknown	0	0
TOTAL	2560	3,216



At a Glance Snapshot of Montgomery County Characteristics:

This is the county that we serve the most people from, and where our building is located.

County	Race	Per Capita Income	Unemployment Rate	High School Graduation Rate	College Graduate Rate
Montgomery	Caucasian = 37% African American = 56% Asian = 2% Hispanic = 3% Other = 2%	\$25,688	5.8%	64%	30.9%

EMPLOYMENT SERVICES PROGRAM (ESCA Job Placement)

Note: This is a CARF Accredited Program

1. Overview of Services:

The ESCA Job Placement Department (sometimes referred to as the Community Based Program) served 5 Alabama counties through funding from the Alabama Department of Rehabilitation Services (ADRS). This is 1 less county than last year. We served 330 different individuals. This is 53 less individuals than last year. An individual is defined as having received a service during this reporting period.

2. Consumer Demographics:

There were no persons served turned away due to ineligibility reasons during this reporting period.

GENDER	This Year	Last Year
Male	136	166
Female	194	217
TOTAL	330	383

RACE	This Year	Last Year
African American	277	303
Caucasian	52	77
Asian	0	2
Native American	1	1
TOTAL	330	383

AGE BREAKDOWN	This Year	Last Year
6-17	0	0
18-24	69	98
25-40	121	133
41-64	136	148
65-74	4	4
TOTAL	330	383

COUNTIES	This Year	Last Year
Autauga	6	10
Chilton	1	1
Crenshaw	0	0
Dallas	0	3
Elmore	16	17
Lowndes	7	21
Macon	0	0
Montgomery	300	331
TOTAL	330	383

JOB PLACEMENTS			
EMPLOYER	JOB TITLE	EMPLOYER	JOB TITLE
Walmart	Cart Pusher	Sleep Inn Suites	Housekeeper
Wendy's	Cashier	Alfa	Clerk
Gourmet Services	Kitchen Helper	Clean-Up	Floor Tech
T.A. Travel Center	Server	Wind Creek Hotel	Data Entry Clerk
Zaxby's	Cashier	Renfro's	Deli Clerk
MS Companies	Line Worker	Big Lots	Housekeeper
Montgomery City School System	Café Assistant	Ambassador Staffing	Banquet Worker
Jason's Deli	Dishwasher	Hope Services	Janitor
ASU	Cook	Central Alabama Food Services	Cook
Oxford Health	C.N.A.	Express Employment	Field Rep.
Gourmet Services	Cook	Market Source	Customer Service Rep.
Gourmet Services	Floor Attendant	Hogan Home Improvement	Laborer
Diversified Maintenance	Custodian	Big Lots	Maintenance Worker
Golden Living	C.N.A.	Autumn Assisted Living	Sitter
Elmore County School System	Sub Teacher	Auburn University Montgomery	Typist
Avis	Car Washer	Firehouse Subs	Cashier
Staton Correctional	LPN	McDonalds	Prep Cook
Avis	Car Washer	Burger King	Cashier
Cintas	Picker	Walmart	Cashier
MS Companies	Loader	John Knox Manor	Sitter
Aspire	Telemarketer	First Light Homecare	C.N.A.
Golden Coral	Cook	ABC Toys	Cashier
Diversified Maintenance	Floor Tech	ABM Facility	Janitor
TRC Staffing	Finance Collector	Autumn Place Assisted Living	Cook/Patient Care
Walmart	Team Associate	Motherly Care	Clerical Aide
Crowne Nursing Home	Housekeeper	Visiting Angels	Caregiver
Covenant Development Center	Daycare Teacher	Goodwill	Cashier/Stocker
Open Arms Child Development Center	Childcare Worker	Ms. Moore	C.N.A.
Koch Foods	Dishwasher	Garden Vision	Merchandiser
Dollar General	Cashier/Stocker	Sodexo	Housekeeper
MS Company	Presser	Knight's Inn	Housekeeper
Dalraida Baptist Church	Custodian	Malone Staffing	Driver
Montgomery Children's Speciality Center	C.N.A.	Big Lots	Maintenance Worker
Wind Creek Casino	Server	Vulcan Materials	Material Handler
Alabama Food Services	Café Worker	Corporate Facilities Management	Housekeeper
Montgomery Association for Retarded Citizens	Residential Aide	HealthSouth Rehab Hospital	Rehab Nurse
Diversified Maintenance	Housekeeper	Lear Corporation	Production Worker

Murphy USA	Cashier
Texas Road House	Cook
Walmart	Stocker
Sodexo	Housekeeper
MS Companies	Parts Inspector
Wesley Gardens	C.N.A.
Big Lots	Housekeeper
Family Guidance	Childcare Specialist
Walmart	Stocker
Koch Foods	Deboner
Sodexo	Housekeeper
Walmart	Maintenance Tech
Kohl's	Cashier
Diversified Maintenance	Floor Tech
Bargain Town	Cashier
Wind Creek Casino	Barback
Falls Facility Services	Housekeeper
John Knox	C.N.A.
Diversified Maintenance	Janitor
Diversified Maintenance	Janitor
UPS	Loader
Andersons	Packer
Smash Burger	Cook/Cashier
The Anderson	Packer
Koch Foods	Packer
Centaur Cleaning	Housekeeper
McDonalds	Prep Cook
Answered Prayers	Caregiver
Cash Savers	Cashier
Glovis	Driver
Zaxby's	Cook
Hardees	Cook
Self	Laborer
Madison Car Wash	Car Washer
Jackson Hospital	Nurse Support Tech
Sodexo	Housekeeper
Hardees	Cashier
Visiting Angels Healthcare	Caretaker

Egg & I	Hostess
Sodexo	Housekeeper
White Hall	Floor Tech

Placements by Staff by Month

MONTH	Mahone	Robinson	Baker	Liggett	Allen	Turner	This Year	Last Year
October15	2	4	1	3	2		12	13
November	4	4	1	4	1		14	5
December	4	2	0	1	2		9	6
January16	4	1	0	3	0		8	7
February	2	2	3	0	0		7	11
March	4	1	0	0	0		5	22
April	6	2	0	3	0		11	16
May	4	4	0	1	0		9	13
June	7	1	0	1	0		9	14
July	5	4	0	0	0		9	21
August	6	3	0	2	0		11	12
September	5	6	0	3	0	1	15	8
TOTAL	53	34	5	21	5	1	119	148

Placements by Type

TYPE	This Year	Last Year
Part-Time	76	99
Full-Time	43	50
TOTAL	119	149

Step 1 by Counselor

COUNSELOR	This Year	Last Year
<i>Cahalane</i>	0	1
<i>Mitchell</i>	0	7
<i>T. Hudson</i>	2	10
<i>Marshall</i>	17	15
<i>Moss (Ashley)</i>	1	53
<i>Richards</i>	20	26
<i>Rhodes</i>	11	7
<i>Dunn, G.</i>	12	10
<i>Bonner</i>	19	13
<i>Johnson</i>	2	13
<i>Flowers</i>	2	0
<i>Mansel</i>	7	10
<i>Moss (Kamika)</i>	1	0
<i>Jacoway</i>	0	0
<i>Garrison</i>	1	1
<i>Lewis</i>	31	0
<i>Mixon</i>	1	2
<i>Simmons</i>	0	1
<i>Pratt</i>	1	4

<i>Youse</i>	<i>9</i>	<i>0</i>
TOTAL	137	173

Total Billed to ADRS for Step 1's: \$226,722 (Combining Intake/STEP 1)

Step 1 Goal was 175 - Total 136 - 79%

Step 2 by Counselor

COUNSELOR	This Year	Last Year
<i>Johnson</i>	<i>4</i>	<i>7</i>
<i>Cahalane</i>	<i>0</i>	<i>0</i>
<i>Mitchell</i>	<i>0</i>	<i>6</i>
<i>T. Hudson</i>	<i>2</i>	<i>8</i>
<i>Marshall</i>	<i>9</i>	<i>11</i>
<i>Moss (Ashley)</i>	<i>4</i>	<i>43</i>
<i>Richards</i>	<i>17</i>	<i>9</i>
<i>Garrison</i>	<i>2</i>	<i>1</i>
<i>Dunn, G.</i>	<i>10</i>	<i>7</i>
<i>Flowers</i>	<i>0</i>	<i>0</i>
<i>Mansel</i>	<i>7</i>	<i>6</i>
<i>Rhodes</i>	<i>8</i>	<i>6</i>
<i>Jacoway</i>	<i>0</i>	<i>0</i>
<i>Armstrong</i>	<i>0</i>	<i>2</i>
<i>Youse</i>	<i>14</i>	<i>0</i>
<i>Pratt</i>	<i>1</i>	<i>2</i>
<i>Bonner</i>	<i>10</i>	<i>9</i>
<i>Lewis</i>	<i>5</i>	<i>0</i>
<i>Iser</i>	<i>1</i>	<i>0</i>
<i>Mixon</i>	<i>1</i>	<i>0</i>
<i>Moss (Kamika)</i>	<i>2</i>	<i>0</i>
TOTAL	97	117

Total Billed to ADRS for Step 2's: \$111,744

Step 2 Goal was 123 - Total was 97 - 79%

Step 3 by Counselor

COUNSELOR	This Year	Last Year
<i>Mitchell</i>	2	6
<i>T. Hudson</i>	4	5
<i>Marshall</i>	10	9
<i>Moss (Ashley)</i>	5	39
<i>Richards</i>	14	5
<i>Garrison</i>	1	0
<i>Dunn, G.</i>	17	7
<i>Flowers</i>	0	0
<i>Mansel</i>	5	5
<i>Rhodes</i>	5	8
<i>Armstrong</i>	0	1
<i>Pratt</i>	0	2
<i>Bonner</i>	7	6
<i>Johnson</i>	7	6
<i>Lewis</i>	4	0
<i>Youse</i>	6	0
<i>Isser</i>	2	0
<i>Moss (Kamika)</i>	1	0
<i>Mixon</i>	1	0
TOTAL	91	99

Total Billed to ADRS for Step 3's: \$128,160

Step 3 Goal was 92 - Total was 91- 99%

3. Stakeholder Input Information:

A. Persons Served

SECTION 1 – Consumer Advisory Meetings

25 consumers attended the Consumer Advisory Meeting on December 11, 2015 in the Kiwanis Training Room. These consumers who were attending Job Readiness Boot Camp were reminded to stay in close contact with their ESCA Job Placement Specialist after this training so that placement efforts could intensify. Consumers verbalized satisfaction with Boot Camp with several requesting more tours in future Boot Camps and recommending the training be increased to two weeks. The role of the VR Counselor was reviewed and consumers reminded that these Counselors funded this training in which they had been participating.

The Consumer Advisory Committee met April 15, 2016 in the Kiwanis Training Room of ESCA with twenty-four consumers attending. These consumers were participants in the April 11th - 15th Boot Camp and several were also receiving Job Placement Services here. There was general consumer satisfaction with Boot Camp. One consumer suggested more business tours be included in Boot Camp and another that more business persons be involved in the training (one Human Resource Manager from Big Lots had been scheduled April 14th but was unable to participate). A third consumer suggested employers be included to interview persons for actual

jobs rather than practice interviews. One consumer indicated they really liked the I-Cepts Training that helped them feel more positive about themselves.

25 consumers participated in the ESCA Consumer Advisory Committee on September 16, 2016 in the Kiwanis Training Room. Most of these consumers were currently participating in Employment Services at ESCA though several had not yet begun their job search. Consumers expressed overall satisfaction with the Job Readiness Boot Camp in which they had been participating. There was a suggestion that more job opportunities be identified for ex-felons. Also, a number of consumers indicated a desire to learn more basic computer skills that could help them in job searching or that they could utilize on a job.

SECTION 2 – Consumer Surveys

26 consumers who participated in the Job Readiness Boot Camp December 7-11, 2015 completed a Satisfaction Survey. The first statement asked – “I believe I am more prepared for finding a job because of Boot Camp.” The average score was 4.7 with 5.0 being the very top rating of “Yes, I am much more prepared.” 21 of 26 consumers rated this a 5 and only 1 of 26 consumers indicated that they were not more prepared for finding a job after this training.

Statement two asked – “Overall I was satisfied with Boot Camp.” Average score was 4.6 out of 5 (very satisfied). All indicated they were at least “a little” satisfied with 18 of 26 indicating “very satisfied.”

Statement three asked consumers to indicate particular likes and all listings were liked much more than not. Below is a listing of how many of the 26 liked each choice –

- Tours – 21
- ESCA Staff presentations – 22
- Money & gas cards – 21
- Guest Speakers – 23
- Lunch 22
- Exercise – 19
- Fashion Show – 21

Question four asked for comments or suggestions. Of the 22 who offered a comment 18 had a positive comment and the other four had suggestions such as to extend the number of weeks of Boot Camp or have more fashion shows. One suggested less exercise.

In summary, consumers gave very positive ratings to this Boot Camp and seemed to feel they were more prepared for job hunting because of their participation in it.

Nine ADRS consumers completed Smart Work Ethics training with ESCA Job Placement Specialist Lyona Robinson on March 21, 2016. Each was asked to respond to two statements. The first statement asked “I believe I am more prepared for finding a job because of this training.” On a 1 to 5 scale with 1 being “No, not really” and 5 being “Yes, I am much more prepared”, the average rating was 4.8. The second statement asked, “Overall I was satisfied with this training” with all trainees giving the highest rating of 5 (Very Satisfied).

Based on responses to the two statements it would appear this Smart Work Ethics training for ADRS students at Lee High School was very successful.

Twenty-two consumers completed a Satisfaction Survey after completing Job Readiness Boot Camp April 11 – 15, 2016. Statement One read “I believe I am more prepared for finding a job because of Boot Camp.” 21 of 22 consumers gave the highest rating of 5 (Yes, I am much more prepared) with one consumer giving a 3 rating (A little more prepared). Statement Two read

“Overall I was satisfied with Boot Camp.” 21 of 22 consumers gave the highest rating (Very Satisfied) with one consumer giving a 4 rating.

When asked to list portions of Boot Camp liked best, ESCA Staff Presentations ranked first with 18 followed by Guest Speakers with 15. There were 12 votes for three things – Tours, Exercise, and Fashion Show.

In summary, it appears consumers felt by a wide margin that Boot Camp made them more prepared for finding a job and overall satisfaction with this training was very high.

A Consumer Satisfaction Survey was completed on September 16, 2016 by 24 consumers attending the ESCA Job Readiness Boot Camp. Statement 1 asked consumer to rate the following - “I believe I am more prepared for finding a job because of Boot Camp” with a 1 rating being “No, not really” and a 5 rating being “Yes, I am much more prepared.” The average rating of consumer’s responses was 4.7.

Statement 2 asked – “Overall I was satisfied with Boot Camp” with one rating being “No, not really” and a 5 rating being “Very satisfied.” The average rating of consumers was 4.9. Statement 3 asked consumers to circle favorite activities from a list. Below is a rank order of favorites –

- Guest Speakers (23)
- ESCA Staff Presentations (20)
- Lunch (18)
- Tour (15)
- Fashion Show (15)
- Exercise (12)

Statement 4 asked for comments or suggestions and almost all were very positive. A few comments are listed below:

“I really enjoyed myself while at the same time learning how to be prepared for a job.”

“I think the speakers did very good, they were repetitive with the information enough and it made me more confident and comfortable about getting a job.”

“It enlightened me in a lot of different areas. It’s going to be beneficial to me as I search for job placement.”

“Good program that taught me a lot about an interview.”

One consumer suggested we incorporate a Job Fair in the week of training and another indicated they would like more information on resources such as Clothes Closets, glasses, I.D’s, and Driver’s License.

B. Employers

The Business Advisory Committee was held on July 19, 2016, at ESCA in the Administrative Conference Room. Good input was provided by employers from Jimmy Johns, Regions, Compass Bank, and Career Center. Customer service skills are needed by all and it may be an area ESCA can strengthen in job training. Research by job seeker before interviewing also

important to show knowledge of company for which you are applying. Many job applicants not passing banking (cashier) assessment and this may relate to customer service skills.

C. Counselor Advisory Input Meetings

The Counselor Advisory Committee met February 25, 2016 in the Conference Room of ADRS. ESCA Staff attending were Ed Collier, Melanie Bush, Shelinda Mahone, Lyona Robinson, and Jerome Liggett. ADRS Counselors attending were Andrew Richards, Gloria Dunn, Darlene Flowers, Beverly Bonner, Kendra Rhodes, Faye Mansel, Sam Youse, and Loraine Johnson.

An ESCA update was provided by Ed Collier. Melanie Bush reviewed the different types of Evaluations and instruments used for each. Shelinda Mahone discussed planned Job Shops in March and an upcoming Boot Camp. Lyona Robinson provided an update on Smart Work Ethics.

Andrew Richards asked for comments regarding ESCA reports and there were none. Kendra Rhodes requested that no consumer be closed from ESCA Services without consulting the Counselor first. Gloria Dunn asked about possible job coaching and Ed Collier indicated ESCA could provide such. Loraine Johnson asked about possible JETS Training for transition students this summer and Ed Collier indicated providing such is being considered.

Counselors were encouraged to contact ESCA if they had any concerns about particular consumers or services here and these would be looked into and feedback given.

The Counselor Advisory Committee met in the 3rd floor Conference Room of ADRS on August 4, 2016. ADRS Counselors attending were Andrew Richards, Kendra Rhodes, Loraine Johnson, Darlene Flowers, Charles Lewis, Melissa Marshall, Sam Youse, Faye Mansel, and Gloria Dunn. ESCA Staff attending were Ed Collier, Shelinda Mahone, Jerome Liggett, and Melanie Bush.

Ed Collier reviewed upcoming Training – CNA – September 6th, 26th, and November 7th, Forklift August 23rd, Job Shops August 17th and 24th, Ex-Offenders Group August 23rd, Boot Camp – September 12th – 16th. Counselors were also thanked for the increased referrals which have put ESCA in an improved budget situation.

There were no suggestions offered by Counselors for new program ideas but Melissa Marshall suggested some current program refinements including better quality reports and making sure all were completed in a timely manner. Other Counselors indicated communication between Job Placement Specialist and Counselors was not always good. Gloria Dunn asked that persons referred by ESCA to ADRS for possible CNA Training be given more information on the ADRS referral process and Ed Collier will review this with ESCA SCSEP Receptionists.

4. Specific Program Measures:

<i>Category</i>	<i>Applied To</i>	<i>Measure</i>	<i>Data Source</i>	<i>Obtained By</i>	<i>Goal</i>	<i>Outcome</i>	<i>Extenuating / Influencing Factors</i>
Effectiveness: Average wage of all persons served placed in employment	All Persons Served Placed in Employment This Year	Annually	Job Placement Log	Program Coordinator	\$7.60	\$8.48	
Efficiency: Average # of months from intake to job placement	All Persons Served Placed in Employment This Year	Annually	Client Information Center	Program Coordinator	3 Months or Less	5.2 Months	9 of 101 consumers were in program over 1 year before acquiring job. This skewed results which would have been 3.6 months were they excluded.
Service Access: % of persons served who were contacted after referral in two weeks or less	All Persons Served in Job Placement This Year	Annually	Client Information Center	Program Coordinator	100%	100%	Excluding several who did not have correct phone or address in referral information.
Consumer Satisfaction / Stakeholder Input: % of persons served who are satisfied overall with services received	All Persons Served in Job Placement This Year	Annually	Follow-Up Report	Program Coordinator	95%	98.5%	Only 3 consumers were not satisfied, one of these because he was asked to take a drug test.

5. Highlights:

Although referrals trended down for the year primarily due to the retirement of the ADRS Counselor who was by far the largest consumer of ESCA services, the Goal for Step 3's was almost achieved at 99% indicating very few consumers that became employed lost their job before achieving closure.

Job Readiness Boot Camps continued to be very successful and consumer satisfaction ratings for them extremely high.

EMPLOYMENT SERVICES PROGRAM (Vocational Evaluations)

Note: This is a CARF Accredited Program

1. Overview of Services

The ESCA Employment Services Program Vocational and School Evaluation Department served 5 Alabama counties through funding from the Alabama Department of Rehabilitation Services (ADRS). We served 227 different individuals for Evaluation I's and II's and for Extended Evaluations during this reporting period. An Evaluation I is a shorter term evaluation geared more towards school students, and an Evaluation II is a longer term evaluation geared more towards potential employment consumers. Extended Evaluations are for two weeks and have consumers participate in work activities so that work habits and skills can be observed and reported.

2. Consumer Demographics

There were no persons served turned away due to ineligibility reasons during this reporting period.

A total of 227 individuals in 5 counties were served. An individual is defined as an Evaluation I or Evaluation II or an extended evaluation having been completed. This is 20 more people served than last year. This is 6 fewer counties than last year.

GENDER	This Year	Last Year
Male	127	86
Female	100	121
TOTAL	227	207

RACE	This Year	Last Year
African American	177	164
Caucasian	50	42
Asian American	0	1
Native Hawaiian or Other Pacific Islander	0	0
TOTAL	227	207

AGE BREAKDOWN	This Year	Last Year
6-17	29	21
18-24	103	68
25-40	42	33
41-64	51	69
65-74	2	14
75-85	0	2
TOTAL	227	207

COUNTIES	This Year	Last Year
Autauga	37	26
Chambers	0	5
Chilton	0	1
Dallas	0	10
Elmore	20	34
Lee	0	9
Lowndes	1	6
Montgomery	167	109
Perry	2	
Pike	0	1
Russell	0	4
Tallapoosa	0	2
Wilcox	0	0
TOTAL	227	207

(Vocational Evaluations including school and extended)

Referrals for Evaluation I's by Counselor

COUNSELOR	This Year	Last Year
Cahalane	0	0
Flowers	34	22
Boyd	0	0
Hudson	0	9
Lewis	18	
Johnson	28	
Mitchell	0	33
Rhodes	29	
SCSEP	18	49
Sunshine Center	1	
TOTAL	128	113

Referrals for Evaluation II's by Counselor

COUNSELOR	This Year	Last Year
Armstrong	0	0
Bonner	7	1
Browning	0	0
Dunn, G.	1	0
Goode	1	
Hudson	0	5
Iser	2	
Jacoway	1	0
Johnson	3	8
Mansel	1	2
Marshall	1	0
Mitchell	0	0
Mixon	0	0

Morgan	0	0
Moss	0	5
Pratt	0	1
Rhodes	2	
Richards	4	10
Sunshine center	0	16
Turner	0	0
Youse	9	
TOTAL	32	48

Referrals for Extended Evaluations by Counselor

COUNSELOR	THIS YEAR	LAST YEAR
Armstrong	0	1
Bonner	14	4
Boyd	0	0
Dunn	2	0
Flowers	1	0
Goode	11	6
Hudson	0	2
Jacoway	0	1
Johnson	3	6
Lewis	1	0
Mansel	1	1
Marshall	3	3
Moss	1	2
Morgan	0	0
Mitchell	0	0
Mixon	0	2
Rhodes	5	1
Richards	15	15
Turner	0	1
Youse	10	0
TOTAL	67	45

3. Stakeholder Satisfaction Information

Upon completion of their In-Center Evaluation, each consumer is asked to complete an Evaluation Department Satisfaction Survey. The completed surveys are collected from the suggestion box and reviewed at least quarterly by the Evaluation staff in order to monitor quality control and satisfaction.

From October 2015 to September 2016, 27 consumers completed their surveys providing the following results:

100% reported that the purpose of the vocational evaluation was made clear to them; comments included: “Very useful in highlighting new career goals”; “Very good”; “Good”; and “To see about your strengths and weaknesses.”

100% reported that the evaluation provided them with helpful information; comments included: “Great” and “Made me aware of my strengths.”

On a scale of 1 to 5 with 5 being the highest, 70% rated their satisfaction with the overall services provided by the Evaluation Department at a 5; 22% rated their overall satisfaction at a level 4; and 8% rated their overall satisfaction at a level 3.

No one offered any suggestions for improving the Evaluation Department.

General comments about any services that they received or services consumers felt were needed included: “Excellent experience in providing hopeful and potential for future prospects.” “Was an overall good experience and very helpful.” “Need help getting a job.” Everyone was great!” “Thanks for your help!” “Everyone was helpful, kind and considerate of my recent disability.” “I’m very grateful just hope I will get a job that fits me.””Thank you for your time and consideration.”

4. Specific Program Measures:

<i>Category</i>	<i>Applied To</i>	<i>Measure</i>	<i>Data Source</i>	<i>Obtained By</i>	<i>Goal</i>	<i>Outcome</i>	<i>Extenuating / Influencing Factors</i>
Effectiveness: # of persons served meaning a vocational evaluation was completed	All Persons Served Referred to Vocational Evaluation	Annually	Referral Face sheet	Chief Evaluator	170	208 ADRS 1 Sunshine Ctr. 18 SCSEP <hr/> 227 Total	128 Eval I (109 ADRS 1 SunshineCtr 18 SCSEP) 32 Eval II 67 Eval III
Efficiency: Average # of days from completion of vocational evaluation to sending out the report to the referral source	All Persons Served Who Completed a Vocational Evaluation	Annually	Vocational Evaluation Report	Chief Evaluator	14	10	Reports sent out 3 days earlier than expected
Service Access: % of persons served who were contacted after referral in two weeks or less	All Persons Served Referred to Vocational Evaluation	Annually	Referral Face sheet &/or Copy of File Letter	Chief Evaluator	100%	100%	Met Goal
Consumer Satisfaction / Stakeholder Input: % of persons served who are satisfied overall with services received	All Persons Served Who Completed a Vocational Evaluation	Annually	Satisfaction Surveys	Chief Evaluator	100%	100% 70 % Extremely Satisfied 22% Very Satisfied 8% Satisfied	Met Goal

5. Highlights:

- Supervising Job Coaches at Project Search
- Presenter/Facilitator at ESCA's Job Readiness Boot Camps
- Conducted Mobile Evaluations at various high schools
- Conducted CNA screenings
- Conducted Family Sunshine Center evaluations
- Conducted SCSEP evaluations
- Attended the Transition Conference in Opelika
- Attended Autism Conference in Tuscaloosa
- Served on the ESCA Safety Committee
- Served on the ESCA Medical Team
- Served on the ESCA Management Team
- Served on AARF Board & Attended AARF Annual Conference in Opelika
- Presenter/Facilitator at the Project Search Job Readiness Boot Camp

EMPLOYMENT SERVICES PROGRAM (Certified Nursing Assistant Training)

1. Overview of Services:

The ESCA Employment Services Certified Nursing Assistant Program served 58 consumers from 8 Alabama Counties during the program year. 35 of these consumers were funded by Alabama Career Centers, 12 by the Alabama Department of Rehabilitation Services, and 11 were self-payers. 24 less consumers attended CNA than last year.

ADRS referred 12 less consumers it is felt, in part, due to the retirement of the counselor who had referred more consumers to ESCA Employment Programs, including CNA, than any other counselor.

2. Consumer Demographics:

Seven consumers that applied for CNA were ruled ineligible due to either not passing the background, testing positive for drugs, or testing so low with reading that they could not understand the CNA textbook. All of these consumers were informed of the reason they were ineligible and given information on alternative services and supports.

GENDER	This Year	Last Year
Male	5	4
Female	53	78
TOTAL	58	82

RACE	This Year	Last Year
African American	52	62
Asian American	0	0
Caucasian	6	20
Hispanic/Latino	0	0
Native Hawaiian or Pacific Islander	0	0
Other (Indian)	0	0
TOTAL	58	82

AGE BREAKDOWN	This Year	Last Year
6-17	0	0
18-24	16	23
25-40	32	38
41-64	8	21
65-74	2	0
TOTAL	58	82

COUNTIES	This Year	Last Year
Autauga	1	8
Bullock	1	0
Butler	1	0
Chambers	0	1
Crenshaw	0	2
Elmore	4	6
Lowndes	3	3
Macon	1	0
Monroe	0	1
Montgomery	44	59
Pike	3	2
TOTAL	58	82

VR Referrals by Counselor

COUNSELOR	This Year	Last Year
Mitchell	0	4
Marshall	1	0
Moss, A.	0	2
Richards	1	4
Dunn, G.	4	4
Mansel	1	4
Jacoway	0	1
Rhodes	1	0
Armstrong	0	1

Lewis	1	0
Turner	1	0
Bonner	1	0
Johnson	1	4
TOTAL	12	24

3. Stakeholder Satisfaction Information:

15 CNA students completed Satisfaction Surveys and all 15 gave the highest rating for feeling the CNA training had fully prepared them for being a CNA. All 15 also gave the highest rating to indicate they would recommend this training program to others.

4. Specific Program Measures:

There are two program goals at this time:

1. Goal One - 90% of students that begin the class will successfully complete it (this requires an 80 average for classroom instruction, mastery of 22 skills, and successful completion of Clinicals). This goal was achieved with 90% of students successfully completing.
2. Goal Two - 80% of students attending class will become certified as a Nurse Assistant. This goal was not achieved as only 69% of students became certified. Several factors to note, however, are that 77% of those who completed the class did become certified and five other completers passed one part of the two-part Certification Exam and may yet become Certified.

SESSION	Students	Completers	Certified
10-19-15	11	10	8
1-25-16	10	9	4
2-22-16	6	6	6
3-14-16	9	8	6
7-4-16	10	9	7
8-8-16	4	3	3
9-26-16	8	7	6
TOTAL	58	52	40

5. Highlights:

Both day and evening classes continued to be provided. Individual instruction remains a strong point for this class allowing a number of students with intellectual disabilities and learning disabilities to successfully complete and find employment as a CNA.

EMPLOYMENT SERVICES PROGRAM (CONTRACTS)

1. Overview of Services:

This Program provides job readiness training for some consumers enrolled in Job Placement Services at ESCA. Through the performance of real work activities contracted with the local

business community, consumers can improve their work habits prior to seeking employment. This is temporary training, not employment, for which consumers are provided a training wage of \$7.50/hour.

2. Consumer Demographics:

There were no persons served turned away due to ineligibility reasons during this reporting period.

A total of 18 individuals were served with all residing in Montgomery County. An individual is defined as participating in training during this reporting period. This is 8 less individuals than last year.

GENDER	This Year	Last Year
Male	10	12
Female	8	14
TOTAL	18	26

RACE	This Year	Last Year
African American	18	26
Caucasian	0	0
TOTAL	18	26
AGE BREAKDOWN	This Year	Last Year
18-24	1	4
25-40	9	12
41-64	8	10
TOTAL	18	26

COUNTIES	This Year	Last Year
Montgomery	18	26
TOTAL	18	26

3. Stakeholder Satisfaction Information:

At this time, we do not do a separate satisfaction survey for the workshop area.

4. Specific Program Measures:

The goal was to bill out \$135,000. The actual amount billed out was \$109,137. This is \$25,863 less than budgeted.

5. Highlights

Six of the 18 trainees acquired employment following their job readiness training in the Work Center.

INTERPRETER SERVICES PROGRAM

1. Overview of Services:

This program provides qualified interpreter services to the state of Alabama. The interpreter services program received a total of 1800 requests for this reporting period. Of that number, 1112 requests were filled with staff or contract interpreters. The 688 requests that were not filled were rescheduled, cancelled, referred out or denied. The program served 165 individuals from 23 Alabama counties and 2 Georgia counties.

To comply with state law, all interpreters utilized are either licensed or permitted through the Alabama Board of Interpreters and Transliterators. Interpreters provided services in many settings including medical, educational, employment, mental health, religious, social services, community access, and other settings. This program also assists in educating the community about the Americans with Disabilities Act and how this law requires equal access to all persons with disabilities.

2. Consumer Demographics:

The program filled 1112 interpreter requests. This is 89 fewer filled assignments than last year. We interpreted for people from 23 Alabama counties and 2 Georgia counties which is consistent with last year. We served 165 different individuals this program year. This is 4 fewer individuals than last year.

GENDER	This Year	Last Year
Male	59	67
Female	86	79
Unknown	20	23
TOTAL	165	169

RACE	This Year	Last Year
African American	71	76
Caucasian	56	68
Hispanic	3	2
Multiple Ethnicity	0	0
Unknown	35	23
TOTAL	165	169

AGE BREAKDOWN	This Year	Last Year
3-5		
6-17	8	5
18-24	12	9
25-40	44	43
41-64	77	79
65-74	9	10
75-85		
Unknown	15	23
TOTAL	165	169

COUNTIES	This Year	Last Year					
Autauga	10	8			Lee	13	20
Baldwin		1			Macon	1	1
Calhoun		2			Marengo		1
Chambers	3	3			Marion	1	
Chilton	1	3			Mobile	2	1
Coffee	1				Montgomery	95	89
Covington	3	1			Muscogee, GA	1	1
Cullman	1				Perry		1
Dale	2	3			Pike	2	5
Dallas	5	7			Russell	1	1
Elmore	3	7			Shelby	2	
Etowah	2				Talladega	1	1
					Tallapoosa	1	4

Henry		1			Troup, GA	1	
Houston	1				Tuscaloosa		1
Jefferson	11	6			Walker	1	7
					TOTAL	165	169

Summary of Services

Filled: 1112

Of those filled:

1095 were billed to the business (Last year 1185)
 17 were done free through United Way (Last year 16)

Hours of those filled:

3122.5 hours billed to the business (Last year 3815)
 39 hours were done free through United Way (Last year 28)

Who filled them:

222 by JCCD staff (Last year 211)
 this year 20% (Last year 18%)
 890 by contract interpreters (Last year 990)
 this year 80% (Last year 82%)

Breakdown of number filled by month:

MONTH	This Year	Last Year
October	107	154
November	78	108
December	69	83
January	88	102
February	119	109
March	112	119
April	107	116
May	72	61
June	74	70
July	57	90
August	89	85
September	140	104
TOTAL	1112	1201

Why some were not filled:

90 were denied due to various reasons (Last year 159)
 - Mostly because there was no interpreter available or business refused to pay
 1 was referred out (Last year 0)
 597 were cancelled for various reasons: by requestor or inclement weather (Last year 644)
 - Most were post-secondary classes that were scheduled and then cancelled or changed to another date and/or time.

SETTING	This Year	Last Year
	BILLED	BILLED
Community Access	122	82
Employment	107	104
Medical	313	292
Mental Health	28	23
Schools	9	10
Post Secondary Education	516	674
TOTAL	1095	1185

This Year	Last Year
UNITED WAY	UNITED WAY
4	3
7	10
4	1
0	2
0	0
2	0
17	16

This Year	Last Year
TOTAL	TOTAL
126	85
114	114
317	293
28	25
9	10
518	674
1112	1201

Breakdown by county of service for # of assignments:

COUNTIES	This Year	Last Year				
Autauga	50	24		Marion	1	
Baldwin	0	1		Montgomery	723	735
Calhoun		1		Mobile	14	1
Cullman	1	0		Muscogee, Ga	3	1
Chambers	16	5		Perry		1
Chilton	1	3		Pike	2	94
Coffee	1	0		Russell	1	1
Covington	4	1		Shelby	3	
Dale	5	16		Talladega	2	1
Dallas	10	12		Tallapoosa	4	30
Elmore	11	14		Troup, GA	40	34
Etowah	1			Tuscaloosa		18
Henry		1		Walker	147	103
Houston	1					
Jefferson	10	8				
Lee	58	92				
Macon	3	3				
Marengo		1		TOTAL	1112	1201

3. Stakeholder Satisfaction Information:

A. Community Events:

Pamela Whitson represents ESCA Interpreting Department at AIDB events as well as hosting ESCA socials for the community.

4. Specific Program Measures:

We do not track program goals for this program.

5. Highlights:

1. .We obtained 2 new contract interpreters and 2 new business contracts.

SPEECH PROGRAM

1. Overview of Services:

The speech program served 13 Alabama counties. This is 4 counties less than last year. Our speech language pathologists treat language disorders related to aphasia, articulation, cerebral palsy, delayed language, laryngectomy, stuttering, and voice disorders. We served 478 different individuals during this reporting period. This is 64 more than last year. An individual served is defined as speech therapy and/or an evaluation was completed.

2. Consumer Demographics:

There were no persons served turned away due to ineligibility reasons during this reporting period. If testing reveals that they do not need therapy, then we do not see them. Also, if they allow their Medicaid to expire, then we have to discontinue services until it is reinstated.

*Note: For this report, demographics for this program are counted for all persons served during the reporting period.

GENDER	This Year	Last Year
Male	322	281
Female	156	133
TOTAL	478	414

RACE	This Year	Last Year
African American	296	257
Caucasian	153	136
Hispanic	17	13
Asian American	5	2
Native (American or Alaskan)		0
Unknown	7	6
TOTAL	478	414

AGE BREAKDOWN	This Year	Last Year
0-2	62	65
3-5	250	227
6-17	149	109
18-24	17	13
TOTAL	478	414

COUNTIES	This Year	Last Year
Autauga	19	14
Bullock		2
Butler	6	5
Chilton	2	0
Coosa	2	1
Crenshaw	2	1
Dallas	6	4
Elmore	25	18
Jefferson		0
Lee		3
Lowndes	10	8
Macon	1	1
Monroe		1
Montgomery	387	347
Pike	12	4
Sumter		1

Talladega	1	1
Tallapoosa	5	2
Wilcox		1
TOTAL	478	414

3. Stakeholder Satisfaction Information:

- Our theme for Speech Camp this year was “Animals.” We had a great turnout but attendance was still lower this year.
- Positive feedback was documented from the parents who completed the Summer Seals Speech Camp evaluation forms.

4. Specific Program Measures:

We do not track program goals for this program.

5. Highlights:

- Kaylyn King was here from NOVA as graduate student clinician in fall semester. Kaylyn continued with us in the Spring Semester.
- We also had AU student, Annie Moody.
- All SLPs attended Annual awards banquet—Lillie Mastin was our speech client of the year.
- We learned that Emily Stewart was expecting a baby— all were soooo excited
- Christmas party was attended with some fun games.
- Warren-Averitt provided a very special Christmas party for the speech department clients. Fun was had by all as Santa was present. The kids participated in some craft activities and took home some special treats.
- New AU students: Lizzy McIntyre and Kaleigh Cook arrived in January and were here until April 2016
- Emily and Caroline attended a Play Therapy Conference February 2016 for CEUs
- Kathy attended Autism Conference at UA in February 2016 and manned a booth concerning ESCA.
- Crawfish Boil was held for the last time at Rock Bottom Pub—April 2nd. Attended by all speech department SLPs.
- May 18, 2016 Emily Stewart went on maternity leave.
- May 25th Emily had a beautiful baby girl, Evelyn Ann Stewart!!!!
- Summer brought new AU student, Lydia Allison ☺
- In late June Emily decided to be a stay at home mom so we posted her job.
- Several people were interviewed for the SLP position with final selection being two wonderful part-time SLPs, Brook Robinson and Sarah Haley.
- The Sensory Wall was installed and painted---what a refreshing change to the lobby. It was completed on July 19, 2016. All the kiddos enjoy the fun things to do and look at.
- August 19, 2016 Cindy attended a conference on Anxiety Disorders and Intervention in children.
- September 2016 Kaylyn King began her full time externship and
- September 16, 2016 All SLPs attended Annual conference at Montevallo on Language Intervention with children to complete their CEUs for 2016.
- New children’s books were added to the lobby.

SENIOR COMMUNITY SERVICE EMPLOYMENT PROGRAM (SCSEP)

1. Overview of Services:

The Senior Community Service Employment Program, (SCSEP), served 13 Alabama counties. This program is for those who are age 55 and older with a limited income. It is designed specifically for older workers and involves placement at a host agency within the community. People who are unemployed are given the opportunity to train in the program for up to two years while learning new skills and improving skills through community service training assignments. We served 204 different individuals during this reporting period.

2. Consumer Demographics:

Seven applicants in Montgomery, Lee, and Russell counties were determined ineligible to participate in the Senior Community Service Employment Program due to their household income being above 125% of the Federal Income Guideline. Income calculations were explained to applicants. All applicants were referred to the nearest one-stop center in their area for employment opportunities.

A total of 204 individuals in 13 counties were served. An individual is defined as a non-duplicated person served during the reporting period.

GENDER	LAST YEAR	THIS YEAR
Male	36	52
Female	103	152
Unknown	0	0
TOTAL	139	204

RACE	LAST YEAR	THIS YEAR
African American	123	182
Caucasian	16	22
Hispanic or Latino	0	0
Other	0	0
TOTAL	139	204

AGE BREAKDOWN	LAST YEAR	THIS YEAR
55 - 59	47	76
60 - 64	42	58
65 - 69	32	45
70 - 74	11	17
75 - Over	7	8
TOTAL	139	204

COUNTIES	LAST YEAR	THIS YEAR
Autauga	7	16
Chambers	9	10
Clay	3	5
Coosa	2	8
Elmore	6	12
Lee	14	16

Macon	4	15
Montgomery	52	75
Pike	6	9
Randolph	6	6
Russell	9	12
Talladega	14	12
Tallapoosa	7	8
TOTAL	139	204

EDUCATION COMPLETED	LAST YEAR	THIS YEAR
8 th Grade & Under	12	19
9 th Grade - 11 th Grade	22	32
High School or Equivalent	70	103
1 - 3 Years of College	21	24
Post-Secondary Educ.	0	2
Associate's Degree	7	12
Bachelor's Degree	3	4
Master's Degree	4	8
TOTAL	139	204

Other Demographic Characteristics:

204 persons age 55 years and older participated in the 13-county region. SCSEP serves in Montgomery, Autauga, Elmore, Macon, Pike, Lee, Russell, Chambers, Clay, Coosa, Talladega, Tallapoosa, and Randolph counties.

Individuals with a family at or below poverty level = 189

Individuals with disabilities = 63

Individuals with low literacy skills = 68

Individuals residing in rural areas = 54

Individuals with low employment prospects = 184

Individuals who are homeless or at risk of homelessness = 122

Displaced homemakers = 28

Veterans (or spouses) = 31

Individuals receiving public assistance = 134

Individuals with severely limited employment prospects = 2

Hip = 7

Back Injury = 45

Knee = 30

Individuals age 75 and over at date of report = 11

Individuals with severe disability = 28: The breakdown is as follows:

Heart Disease/Heart Condition = 6

Stroke = 4

Asthma = 4

Attention Deficit Disorder = 2

Arthritis = 6

Neoplasms (or Cancers) = 4

Multiple Sclerosis = 2

3. Stakeholder Satisfaction Information:

The Charter Oak Group, LLC, mailed satisfaction surveys to participants, host agencies, employers. Few surveys were undelivered due to improper mailing addresses. Survey results unavailable.

Specific Program Measures:

Allocated slots = 115

Hours worked = 100,476

Persons served carried over from the previous program year = 112

New participants enrolled = 92

Program exits = 98

Program exits for employment = 51

Average wage per hour for placements = \$9.87

Core Performance Measures	Goal Last Year (%)	Goal This Year (%)
Community Service	76.4	80.0
Entered Employment	60	71.0
Employment Retention	86.1	100.0
Average Earnings	\$9.58	9.45
Service Level	172.9	177.4
Service to Most in Need	2.36	2.89

51 persons gainfully employed; 1 OJE successfully completed and hired by Big Lots Distribution Center, full-time or 40 hours per week @ \$11.50 an hour.

Community Service Assignments

Number of participants providing service to general community = 134

Total number of hours worked in service to general community = 60,741

Number of participants providing service to the elderly community = 71

Total number of hours worked in service to the elderly community = 39,735

Total number of participants providing community service = 204

Total number of hours worked in community service = 100,476

4. Highlights

Fifty-one older workers returned to the workforce in self-employment, part-time/full-time. Several Host Agencies honored their commitment by hiring older workers in Food and Nutrition, Parks and Recreation, Library Circulation, and Home Health. Participants participated in Boot Camps, local Job Fairs, and Job Readiness workshops.

LEARNING DISABILITIES EVALUATION PROGRAM

1. Overview of Services:

The Learning Disabilities (LD) Evaluation Program served 8 Alabama counties. This program offers a comprehensive assessment to identify accommodations and strategies for individuals who have learning disabilities and/or attention deficit disorder. A summer College Preparation Program is available to assist those who are preparing for post-secondary settings, and subsequently, the world of work. We served 58 different individuals during this reporting period.

2. Consumer Demographics:

There were not any persons served turned away due to ineligibility reasons during this reporting period.

A total of 58 individuals in 8 counties were served. An individual is defined as an evaluation was completed. We served 6 more individuals than last year. We served one less county than last year.

GENDER	This Year	Last Year
Male	36	25
Female	22	27
TOTAL	58	52

RACE	This Year	Last Year
African American	15	14
Caucasian	43	37
Multi Ethnicity	0	1
TOTAL	58	52

AGE BREAKDOWN	This Year	Last Year
6-17	4	2
18-24	47	38
25-40	6	9
41-64	1	3
TOTAL	58	52

Breakdown of Counties Served:

COUNTIES	This Year	Last Year
Autauga	10	6
Chambers	0	1
Chilton	1	2
Dallas	2	1
Elmore	4	3
Lee	3	8
Lowndes	0	0
Macon	1	0
Montgomery	25	21
Russell	0	1
Tallapoosa	12	9
TOTAL	58	52

Referrals by Counselor

COUNSELOR	This Year	Last Year
Boyd		0
Mitchell	1	3
Hudson	2	1
Marshall	2	1
Moss	1	1
Richards	3	5
Garrison	3	3
Dunn	2	9
Flowers	7	3
Radavsky	0	1
Johnson	9	0
Brown	12	9
Easley	3	5
Stephens	0	1
Cahalane	0	2
Mansel	0	1
Thomas	0	1
McClanahan	0	2
Rhodes	6	3
Lewis	2	0
Pierce	2	0
Jones	3	0
Private	0	1
TOTAL	58	52

3. Stakeholder Satisfaction Information:

Following the completion of the Learning Disability assessment, a feedback is held with the person served, family members and/or others as appropriate, the Vocational Rehabilitation Counselor, and the Learning Disability Program Manager. At the close of the feedback session, the person served is asked to complete a Satisfaction Survey. The surveys are retained in a separate file for each fiscal year and are reviewed to monitor the level of satisfaction with the program and to consider any suggestions for improvement. For the period of October 1, 2015 through September 30, 2016, 21 persons served completed their survey with the following results:

100% reported that the purpose of the learning disability assessment was made clear to them. Comments included: "Very informative", "Everything was explained clearly and I really appreciate all their help.", "I am grateful for this process and the wonderful people who helped me."

100% reported that the assessment provided helpful information. Comments included: "Eye opening", "Yes, it will provide accommodations to weak and deficient areas while in school."

On a scale of 1 to 5, with 5 being the highest, 90% rated their satisfaction with the overall services provided by the Learning Disability Program at level 5; and the remaining 10% rated their overall satisfaction at level 4.

Suggestions offered to improve the Learning Disability Program included: "Make available information during the elementary school years." Positive comments included: "It's a super good program I'm thankful to have gotten to participate in. The ladies were awesome."

General comments about any services that were received or services that persons served believed they might need included: "This was very helpful", "Great experience" and "This was excellent!"

4. Specific Program Measures:

We did not measure program goals for the program this reporting period.

A goal for the next program year is to set and obtain program goals.

5. Highlights:

- Attended the Montgomery Area Committee on Employment of People with Disabilities (MACEPD) Annual Awards Luncheon in October 2015
- Attended the ESCA Annual Meeting and Awards Luncheon in November 2015
- Actively participated in the Montgomery Area Committee on Employment of People with Disabilities
- Attended the Easter Seals Alabama Annual Meeting & Awards Luncheon at Wynlakes in December 2015
- Attended the 15th Annual Autism Conference at the University of Alabama Tuscaloosa in February 2016
- Volunteered and/or contributed to the 12th Annual Crawfish Boil in April; this is an annual ESCA fundraiser for services related to autism
- Attended the Alabama Association of Rehabilitation Facilities (AARF) Annual Training Conference in August; held at the Marriott Grand National in Auburn/Opelika
- Volunteered for and supported "Wine & Dine in Wonderland", a fundraising benefit held in April 2016
- Participated in the "Hop in for Easter Bunny Visits & Photos" partnership with Eastdale Mall, with proceeds benefiting ESCA
- Participated in the ESCA annual College Prep Program held at Auburn University Montgomery in June
- Participated actively in and/or contributed to the Annual Easter Seals Walk with Me event in October 2015
- Staff member served as the Chairperson of the Accessibility Committee; other staff also served on this Committee

AUTISM SPECTRUM DISORDERS DIAGNOSTIC CLINIC PROGRAM

1. Overview of Services:

The Center provides a clinic that features a multi-disciplinary approach to provide a clinical diagnosis for children on the Autism Spectrum. The clinic will serve ages eight months to seven years. We served 8 individuals from 3 counties. This is 10 less individuals than last year, and fewer counties than last year.

2. Consumer Demographics:

GENDER	This Year	Last Year
Male	6	14
Female	2	4
TOTAL	8	18

RACE	This Year	Last Year
African American	5	5
Caucasian	1	10
Hispanic/Latino	1	1
Other	1	2
TOTAL	8	18

AGE BREAKDOWN	This Year	Last Year
0-2	0	5
3-5	8	12
6-17	0	1
TOTAL	8	18

COUNTIES	This Year	Last Year
Autauga	1	1
Butler	1	1
Chilton	0	1
Elmore	0	4
Lee	0	1
Montgomery	6	9
Talladega	0	1
Tallapoosa	0	0
TOTAL	8	18

3. Stakeholder Satisfaction Information:

Eight of the eight parents whose child was evaluated in the autism diagnostic clinic completed surveys.

On statement 1 - The application process was handled with courtesy and efficiency.

Of those completing satisfaction surveys, 100% strongly agreed.
 On statement 2 – The time between application completion & provision of services was timely.
 Of those completing satisfaction surveys, 100% strongly agreed.
 On statement 3 – Staff was friendly and professional.
 Of those completing satisfaction surveys, 100% strongly agreed.
 On statement 4 – Feedback was provided in a professional and helpful manner.
 Of those completing surveys, 100% strongly agreed.
 On statement 5 – Information concerning what services were needed and how to obtain those services was provided at the time of the feedback.
 Of those completing surveys, 100% strongly agreed.

On statement 6 – What did you find most helpful about the evaluation process?

1. Clients were impressed with the way we tested their children.
2. Clients found our clinic very helpful in helping them understand their children’s problems.
3. Our staff was wonderful.

On statement 7 – What do we need to change to make it a better service?

1. Shorten the time between evaluation and feedback. It takes a month to get results.

4. Specific Program Measures:

We do not collect program measure information at this time.

5. Highlights:

We are excited that we have partnered with Dr. Bodiford at River Region Psychiatry. We look forward to working with them in the upcoming year to serve even more families in the River Region seeking autism services.

COMMUNITY ASSISTING THE RE-USE OF EQUIPMENT PROGRAM (CARE)

1. Overview of Services:

The Community Assisting the Re-use of Equipment (CARE) Program served 25 Alabama counties for the fiscal year 2015-2016. The program helps individuals acquire free durable medical equipment and supplies. Equipment is refurbished, repaired and sanitized before it is given away. For the Fiscal Year 2015-2016, CARE served 238 individuals giving out 260 pieces of equipment and 174 in supplies. That is 12 more individuals and 167 fewer pieces of equipment than Fiscal Year 2014-2015. The total savings to the consumer was \$494,888.43, a savings of \$20,197.57 less than Fiscal Year 2014-2015.

2. Consumer Demographics:

GENDER	This Year	Last Year
Male	92	196
Female	135	432
Unknown	11	0
TOTAL	238	628

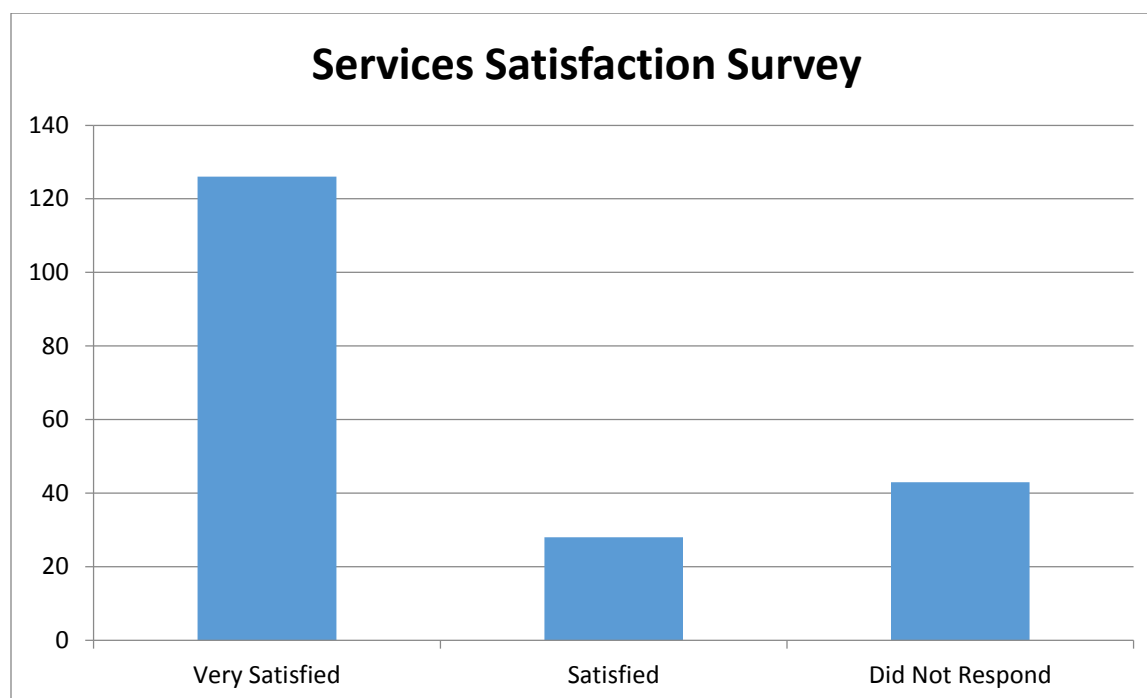
RACE	This Year	Last Year
African American	110	385
Caucasian	66	236
Hispanic / Latino	2	1
Asian	1	5
Indian	0	1
Unknown	59	0
TOTAL	238	628
PRIMARY DISABILITY	This Year	Last Year
ALS	1	6
Amputation	13	32
Cancer	6	10
Cardiovascular	19	24
Cerebral Palsy	6	38
Deaf /or Hard of Hearing	0	5
Mental Health	11	32
Musculoskeletal Disorders	8	116
Neurological Not listed	26	92
Other	32	18
Other Health Impairment	88	96
Rheumatological	2	35
Skeletal Disorder	11	76
Spinal Cord Injury	9	34
Traumatic Brain Injury	4	12
Vision Loss	2	2
TOTAL	238	628
SECONDARY DISABILITY	This Year	Last Year
Amputation	2	15
Cardiovascular	1	8
Cerebral Palsy	0	24
Deaf or Hard of Hearing	1	1
Mental Illness	3	10
Musculoskeletal Disorders	1	18
Neurological Not listed	3	23
Other	2	20
Other Health Impairment	3	82
Rheumatological	1	4
Skeletal Disorder	1	34
TOTAL	18	239

AGE	This Year	Last Year
0-2	2	0
3-5	0	8
6-17	6	24

18-24	7	56
25-40	30	86
41-64	89	278
65-74	28	142
75+	21	34
Unknown	55	0
TOTAL	238	628

COUNTY OF RESIDENCE	This Year	Last Year
Autauga	18	41
Barbour	1	2
Bibb	0	0
Bullock	0	15
Butler	11	34
Chambers	0	1
Chilton	2	10
Clark	0	0
Crenshaw	3	9
Clay	0	0
Coosa	0	4
Covington	0	1
Dallas	5	3
Elmore	19	57
Escambia	0	0
Fayette	0	0
Hale	0	0
Houston	0	2
Lauderdale	0	1
Lee	3	11
Lowndes	2	10
Macon	10	10
Madison	3	5
Marengo	3	1
Montgomery	126	393
Perry	0	0
Pike	1	12
Russell	2	1
Shelby	0	0
Talladega	0	1
Tallapoosa	2	1
Walker	0	2
Washington	1	1
Unknown	26	0
TOTAL	238	628

3. Stakeholder Satisfaction Information:



Of the 238 persons served, 195 completed surveys. 126 stated that they were 'highly satisfied' with the service, 28 stated they were 'satisfied' with the services they received, and 43 'did not respond'.

4. Specific Program Measures:

Equipment Loaned Out	This Year	Last year
Adaptive Telephone	0	2
Adult Cane	15	19
Adult Folding Walker with Wheels	21	24
Adult Manual Wheelchair	52	62
Adult Quad Cane	6	13
Adult Stander	0	0
Adult Walker, no wheels	1	0
Auto Chair Lift	1	2
Bath Chair/Stool	13	23
Bath/Transfer Bench	6	9
Bedside Commode	11	23
Bed Table/Tray	3	6
BiLevel CPAP	1	0
Blood Pressure Kit/Accessories	1	1
Children's Manual Wheelchair/Stroller	3	3
Children's Bath Chair/Sling	1	1

Children's Car Seat	0	0
Children's Standard Walker/Scooter	0	0
CPAP Machine/Accessories	18	16
Cushions/Wedges/Pillows	2	4
Crutches	1	4
Elevated Toilet Seat	3	9
Forearm Attachments	0	2
Gait Trainer	3	5
Glucose Monitor & Accessories	1	5
Grab Bars/Grabbers	3	2
Hemi Walker	2	1
Hospital Bed/Mattress/Rails (Standard and Bariatric)	15	56
Hoyer Lift - Manual/Electric	5	32
Kaye Walker	0	1
Knee/Wrist/Foot Brace	10	7
Oxygen Concentrator	3	2
Patient Care Bed/ Surgical	0	1
Pediatric Crutches	1	2
Pediatric Standing Frame	3	0
Pocket Talker Pro	0	0
Power Chair	13	20
Prone Stander	0	0
Reclining Lift Chair / Lift Seat	1	4
Rollator - 3 wheel/4wheel	13	15
Rolling Shower Chair	0	3
Strap stand	0	0
Therapy Equipment, Misc.	3	6
Therapy Table	0	0
Toilet Seat Safety Frame	0	1
Transfer Board	3	7
Transfer Wheelchair	10	10
Scooter	5	4
TTY Phone	0	1
Nebulizer& Kits	2	5
C-PAP Mask	0	1
Bed Trapeze	1	9
Heating Pad	0	1
Video Phone	0	1
Vision Aids Misc.	0	1
Wig and Care Kit	0	1
Miscellaneous	4	

Subtotal for Equipment Given Out	260	427
	This Year	Last Year
SUPPLIES GIVEN OUT		
Diapers/Adult/Pediatric	62	65
Batteries	0	2
Bed Pads (Disposable/Washable)	10	60
Catheter & Syringes	0	2
Surgical Tape/Tubing/Misc. Supplies	6	6
Wound Care	0	9
Ostomy	13	5
Orthopedic	0	4
Nutrition	25	16
Hospital Bed	14	10
Miscellaneous	43	16
Trach Care Supplies	0	4
Respiratory Kits	1	2
Subtotal Supplies Given Out	174	201
Total	434	628

VALUE OF EQUIPMENT LOANED OUT	This Year	Last Year
(if purchased new)	494,888.43	\$515,086.00

SAVINGS OF COST OF EQUIPMENT LOANED OUT TO ADRS	This Year	Last Year
(if purchased new)	129,066.00	\$49,471.00

TOTAL NUMBER OF REQUESTS FILLED	This Year	Last Year
	303	628

TOTAL ITEMS DONATED	This Year	Last Year
	788	510

5. Program Highlights

.There were no program highlights submitted for this program year.

Marketing Services

1. Overview of Services:

The Marketing Department promotes the ESCA mission through community outreach and by implementing all fundraising activities. The Marketing Department also coordinates volunteer activities and special projects.

During this reporting period, we conducted community outreach in various mediums reaching countless people through events, networking opportunities, social media, television, radio and print.

2. Summary:

- FY 2016 – ongoing social media campaigns running on facebook pinterest, Instagram and twitter providing ongoing threads of information and images to connect.
- October 2, 2015 – Went on WSFA news to discuss ESCA programs
- October 8, 2015 – Went on radio, Mix 103, to discuss walk and ESCA programs
- October 10, 2015 – Walk-n-Roll fundraiser event
- November 4, 2015– Special Friends Day at the Fair held. Over 2,000 people in attendance.
- October 2, 2015 – Annual Awards Invitations are sent out
- November 12, 2015 – Annual Awards Luncheon held at ESCA
- November 13, 2015 – Photoshoot for the new ESCA website, out at AUM
- November 18, 2015 – CARE Project attending, and having a booth at, a large Assistive Technology Conference
- December 9, 2015 – Davita donation check presentation to CARE
- December 10, 2015 – Rotary Club check presentation for Wine and Dine
- December 15, 2015 – Meet with Montgomery Biscuits to discuss Autism game
- January 11, 2016 – Attended an Autism Networking meeting
- January 12, 2016 – Attended a PRCA meeting at Capital City Club to network
- January 13, 2016 – Attended LogoBranders open house marketing expo
- January 15, 2016 – Attended an International Paper Community Advisory Committee meeting and received donation check
- January 21, 2016 – Attended awards luncheon from Working Women’s Association
- January 21, 2016 – Meeting to design new ESCA website
- February 1, 2016 – Begin to organize April marketing events and presentations
- February 3, 2016 – Meet with Jackson Hospital to discuss Patient Care Guide
- February 10, 2016 – Begin discussions on a parent workshop for summer in partnership with Great Leaps Learning Center
- February 10, 2016 – Meet with Eastdale Mall to discuss year partnership outline
- February 11, 2016 – Meet on ESCA website development
- February 12, 2016 – Meet with CARE Project to discuss upcoming marketing needs for program
- February 17, 2016 – Fliers produced and started in circulation for parenting workshop
- February 19, 2016 – Design meeting on ESCA website
- February 22, 2016 – Marketing campaign begins for CARE supply drive
- February 25, 2016 – Board meeting presentation
- February 29, 2016 – Begin marketing campaign for book signing at ESCA
- March 1, 2016 – Meeting with ASL Program to discuss marketing needs
- March 3, 2016 – Join Lyona at Lee High School to take pics for program
- March 6, 2016 – Supply drive for CARE
- March 17, 2016 – Book signing

- March 19, 2016 - Easter Tea at Eastdale Mall
- March 26, 2016 - Easter Tea at Eastdale Mall
- April 2, 2016 - Autism Acceptance Day, ESCA had booth at community event
- April 2, 2016 - Annual Autism Crawfish Boil
- April 21, 2016 - Held booth at Disability Summit
- April 27, 2016 - Went on WSFA TV to discuss parenting workshop
- May 9, 2016 - Launch crowdise site for walk
- May 9, 2016 - Work on design of website
- May 11, 2016 - Meet with Biscuits
- May 24, 2016 - Crawfish Boil reception
- June 5, 2016 - Disability Day at the Montgomery Biscuits
- June 14, 2016 - Meeting with Great Leaps to discuss workshop
- June 18, 2016 - ASL Deaf Potluck
- June 28-29, 2016 - Wellness Coalition booth set-up
- July 5, 2016 - Meet with Debbie to discuss walk plan
- July 19, 2016 - Attend Pike County United Appeal meeting in Troy
- July 21, 2016 - Deliver fliers/posters to Ben Lott for Alfa partnership on walk
- July 25, 2016 - Meet with Debbie to discuss walk progress
- July 28-29, 2016 - ESCA to hold booth at First Teacher Conference in Montgomery
- August 1, 2016 - Meet with Debbie to discuss walk progress
- August 2, 2016 - Meet with WSFA to discuss digital marketing
- August 9, 2016 - Get marketing materials to Biscuits for charity night
- August 13, 2016 - Hold booth at Pike County United Appeal
- August 22, 2016 - Meet with Debbie to discuss walk progress
- August 22, 2016 - Sensory wall dedication in lobby
- August 24, 2016 - RSA State RRUW campaign kick off
- August 25, 2016 - Meet with Eastdale Mall to discuss Christmas plans
- September 14, 2016 - Present to Wetumpka office of Alabama Power

3. Stakeholder Satisfaction Information:

We did not collect satisfaction data during this reporting period.

It is a goal for the next reporting period to track satisfaction data.

4. Highlights

Completed 2 successful fundraisers in our community to benefit ESCA programs and persons served.

The net profit is as follows:

Crawfish Boil
 This year = \$22,300
 Last year = \$22,327

Walk N Roll
 This year = \$15,140
 Last year = \$19,500

Wine and Dine
 This year \$7,700
 Last year \$15,000

LEADERSHIP

1. Overview of Services:

Leadership analyzes and uses the input gathered in program planning, performance improvement, strategic planning, organizational advocacy, financial planning and resource planning. Leadership is valued very highly at ESCA. This “team” consists of the Board of Directors, Business Advisory Council, Executive Director, and the Management Team, as well as other stakeholders. Together with staff, they ensure that the mission and vision are being carried out per the Strategic Plan. Leadership is sensitive and responsive to changing demands, markets and services.

2. Summary:

- Business Advisory Council (BAC) held quarterly meetings, and discussed ways to get more employers involved in services from ESCA. This committee is primarily comprised of Human Resource managers.
- Person served forums and advocacy meetings were held quarterly to ensure feedback from persons served.
- Board of Directors’ meetings were held regularly
- Satisfaction Information was collected, analyzed and maintained

3. Stakeholder Satisfaction Information:

These comments and suggestions for improvement will be utilized by the Executive Director to address staff training needs, overall ESCA improvement, the personnel performance appraisal process and inter-office communication.

i. ESCA Personnel – Barriers Identified

The barriers that were identified were addressed by the Accessibility Committee. The Accessibility Plan has been revised and updated accordingly based on the input received. The accessibility committee will meet quarterly to review and update the plan. Also, the plan includes barriers noted by the external accessibility inspection that was conducted in this program year by an ADA specialist, as well as barriers noted by ESCA personnel.

Personnel, persons served and other stakeholders were involved in the process of identifying and planning for the removal of barriers.

Barriers are identified and addressed in the following areas:

- **Architectural**
- **Environmental**
- **Attitudinal**
- **Financial**
- **Employment**
- **Communication**
- **Transportation**
- **Community Integration**
- **Other**

Note: Please see the Accessibility Plan for more information regarding specific barriers identified, the timeline for removal and the progress on those goals.

ii. Input Forums

Input of person served is used to:

- Improve the results of services
- Determine resource allocation
- Further staff development
- Guide strategic positioning
- Guide marketing or community outreach
- Modify the performance improvement system to ensure its relevancy

Throughout the year, input forums and advocacy meetings for persons served are held in designated service areas to obtain feedback from persons served. This information is collected and reviewed by leadership and by the Human Rights Committee.

Leadership and personnel also met with stakeholders during periodic counselor advisory meetings. Feedback is encouraged during these sessions, and the input is used to drive and improve programs and services received.

iii. Complaint, Grievance or Incident Summaries

Upon intake, persons who wish to receive services from ESCA, receive information for them to keep regarding the grievance and appeal process. This information is given in the Person Served Handbook and is explained in their preferred mode of communication.

All complaints and incidents that pertain to ESCA are channeled through a formal grievance process, reviewed by the Executive Director and the Human Rights Committee, and are addressed in writing in a timely manner.

NOTE: There were no formal complaints during this reporting period.

iv. Board of Directors

Last year, the board met four times throughout the year. They participated in various surveys and self-assessments.

4. Highlights:

- Staff participated in several required annual in-services on a variety of timely topics, with both internal and external presenters
- Staff attended a variety of conferences, workshops and trainings throughout the state

5. Department Summaries:

Financial:

Functional Expenses

This year = \$4,689,631
Last year = \$4,404,382

Revenue

This year = \$4,812,165
Last year = \$4,516,948

Net Assets

This year \$84,333
Last year increase = \$131,948

Efforts will continue to actively search for more funding.

Grants / Contracts / Awards

NAME OF PROGRAM	NAME OF GRANT	AWARD AMOUNT	TOTAL AWARDS EXPENDED
Senior Community Service Employment	SCSEP	\$1,057,109	\$227,336
Senior Community Service Employment	SCSEP	\$1,041,359	\$830,591
Rehab Service/Voc Rehab Grant to States	LD/College Prep	\$208,517	\$191,154
Assistive Technology Star Program	STAR	\$268,946	\$262,525
CARE in conjunction with STAR	CARE	\$23,000	\$22,942
Mobile LD	Mobile LD	\$167,773	\$160,793
Children's Rehabilitation Services	Parent Consultant	\$634,377	\$445,778
Rehab Service	Project Search	\$81,043	\$61,817
Social Security-Work Incentives Planning	SSB	\$462,534	\$436,117
Social Security-Work Incentives Planning	SSI	\$267,872	\$118,747

Human Resources

As a non-profit organization, ESCA has a considerable investment in its staff. Therefore, it is of interest to the organization to evaluate the circumstances surrounding the separation of a staff member, whether voluntary or involuntary.

Exploring a staff member's reasons for resigning, or the factors resulting in a reduction in force or termination, enables ESCA to better evaluate whether the work environment is conducive to staff satisfaction or to determine if changes can or should be made.

ESCA leadership, along with the personnel committee, review specifics regarding staff that leave employment. HR policies, procedures and practices are reviewed and considered accordingly to maintain effectiveness of administration, and integrity of services provided.

During this reporting period, 3 staff members were hired.

During this reporting period, 2 staff members left employment with ESCA

The breakdown of staff by program is as follows:

Current Staff	Full-Time	Part-Time	Vacancies
ESCA Job Placement	5	1	0
Vocational and School Evaluation	1	1	0
Certified Nursing Assistant Instructor	0	2	0
Interpreter Services	0	3	0
Speech	4	2	0
Maintenance	1	0	0
Senior Community Service Employment	1	4	0
Learning Disabilities Evaluation Program	2	1	0
Autism Spectrum Disorders Clinic	0	0	0
Community Assisting the Reuse of Equipment	1	0	0
Rotary Work Center	1	1	0
Marketing and Leadership	2	0	0
Business Office	2	1	0
<i>Total</i>	<i>20</i>	<i>16</i>	<i>0</i>

C. Safety:

Critical Incident Summary:

The Safety Chair submitted an analysis of all critical incidents / critical Incident report summary to leadership.

The ESCA Safety Committee met quarterly in 2016 – January 13th, April 20th, July 13th, and October 7th. Committee members were Ed Collier, Donnie Martin, Jerome Liggett, Scott Pritchard, and Melanie Bush. Critical incidents, disaster drills, building inspections, and health/safety in-service trainings were reviewed each meeting. Other health/safety concerns were also discussed and planning for the next quarter was done.

There were four Critical Incidents recorded in 2016. De-briefings were conducted promptly following each. Only one de-briefing yielded a recommendation for additional action. This incident involved a young child patient in Speech that hit, pinched, scratched, and kicked his Therapist during a speech therapy session. It was recommended that this child's behavior be monitored closely and if not improved his services here be discontinued so there would be no further risk of injury to his Therapist. The other incidents involved a Staff Member being involved in a car accident, a trainee scraping her knee when she fell on the sidewalk, and a trainee in the Work Center cutting their arm when walking too close to a stack of door hinges.

- Trends:

No particular trends were noted in these incidents.

- Actions for Improvement:

None were noted

- Necessary Training and Education of Personnel:

Seven Emergency Drills were conducted. Two involved medical incidents, one a utility failure (busted water main), one fire drill, one bomb threat drill, a weather drill (possible tornado activity identified in Western part of County), and a "talk through" drill involving a person with a weapon in the building. Each drill was reviewed by the Safety Team for possible performance improvements.

In-Service trainings were conducted on Medical Emergency/Disaster Plan including Critical Incident Reporting and MSDS Books, Safe Driving, Infection Control, Non-Violent Crisis Intervention, Fire Suppression, and Driver Training regarding the transporting of consumers with a disability and their unique needs.

- Prevention of Recurrence:

The Executive Director will analyze this report annually along with Management Team and make any recommendations regarding prevention techniques/strategies. The Safety Committee will review incident reports quarterly and make recommendations regarding prevention techniques or plans for improving safety. A de-briefing will be conducted following each incident by the Executive Director and Safety Team Chair and will include additional staff if warranted.

- Internal and External Reporting:

Internal Safety Inspections were conducted March 17th and October 6th by Safety Committee member Scott Pritchard and some minor corrective actions taken like replacing light bulbs and the battery in an emergency light. An external building inspection was conducted by the ESCA Insurance Company, Irwin Siegel Agency, on February 10th with one recommendation for a guard on a saw in the Work Center (this machine currently not in use). Fire alarm testing was completed by Furlong Security September 8th and Brendles inspected and serviced fire extinguishers on September 9th. The Montgomery Fire Department conducted a Safety Inspection October 17th and had two recommendations - one to remove some combustible material from an electrical/mechanical room and the other to install a quick release locking mechanism on an exit door. Both these things were corrected by Scott Pritchard as noted in the re-inspection report done by Montgomery Fire Department on November 22nd.

Maintenance Director Scott Pritchard continues to maintain and do safety checks on ESCA vehicles. He keeps a maintenance log on each vehicle as well. Vehicles have a first aid kit. Baptist Medical Security continues to patrol the ESCA campus.

D. Intern / Practicum Student Opportunities:

ESCA believes in promoting a learning environment. As a result, we have partnered with several local universities to provide a nurturing atmosphere to both graduate and undergraduate students alike. We believe that this can only benefit community rehabilitation programs, and the field of rehabilitation services, which as a result, will benefit our persons served and stakeholders. Our staff trained and mentored several interns during this reporting period.

E. CARF Accreditation:

Easter Seals Central Alabama maintained CARF accreditation during this reporting period. The annual conformance to quality report was reviewed and submitted.

Daily efforts continue to monitor our conformance to the CARF Community and Employment Services standards.

We had a CARF survey in September 2015, and were awarded with the highest outcome, which is a 3 year accreditation.

ESCA has never received less than a 3 year outcome, since being one of the first organizations to be accredited by CARF in the early 1970's.

The following plans, activities or policies were reviewed or revised during this reporting period:

- Ethical Codes of Conduct
- Corporate Compliance
- Strategic Plan
- Legal Requirements
- Budget
- Fiscal Policies and Procedures
- Audit
- Billing Records Review
- Risk Management Plan
- Insurance Package

- Safety Procedures
- Competency Based Training
- Performance Appraisals
- Review of Contract Personnel
- Emergency Procedures
- Emergency Drills
- Emergency Medical Info for Personnel & Persons Served
- Critical Incident Analysis
- Transportation Procedures
- External Inspections
- Internal Inspections
- Verification of Personnel
- Job Descriptions
- Intern and Volunteer Handbook & Agreements
- Personnel Policies
- Technology and System Plan
- Rights of Persons Served
- Grievances or Complaints
- Accessibility Plan & Status Report
- Reasonable Accommodation Documentation
- Outcomes and Performance Improvement Plan
- Person Served Handbook
- Person Served Individualized Service Plan
- Satisfaction Surveys
- Vocational Evaluation Plan & Report
- Job Readiness Training Curriculum

REPORT CONCLUSION:

The information contained in this comprehensive report will be analyzed by leadership, as we continually strive for performance improvement. ESCA places a high value on meeting our mission in an effective and efficient way. We believe that the outcomes collected in this report will be a testament to our stakeholders that we are doing what we are supposed to do. The next reporting period will be for October 1, 2016, to September 30, 2017.

Please feel free to give ideas for improving this report, or suggestions for information that you would like to see tracked and included.

Respectfully submitted by:
Debbie W. Lynn