

Easterseals Central Alabama Annual Outcome Measurement System Report Program Year: October 2018 – September 2019

This document is an overview of the Outcome Measurement System (OMS) results utilized for specific program and administrative areas of Easterseals Central Alabama. (Hereafter referred to as ECA). 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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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:

ECA 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, 2018, to September 30, 2019, ECA served a total of 2220 individuals, in all of the services combined. This is 47 more people served than last program year. We provided services in 39 Alabama counties, 3 from the state of Georgia, and 10 that were unknown. This is 3 more Alabama counties than last year.

B. Consumer Demographics:

ECA 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, ECA 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 ECA 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. ECA 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. ECA 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 have discontinued allocating a specific amount of money for each of our vocational programs, and have put less emphasis on monthly goals in order to draw down this allotted money by the end of the program year. This has negatively impacted the number of referrals from this agency.

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 ECA 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	1072	1040
Female	1118	1121
Unknown	30	12
TOTAL	2220	2173

RACE	This Year	Last Year
African American	1424	1366
Caucasian	640	648
Asian American	24	25
Hispanic	40	37
Native American	0	3
Other Pacific Islander	0	0
Multiple Ethnicity	0	2
Middle Eastern	2	0
Unknown	90	92
TOTAL	2220	2173

AGE	This Year	Last Year
0-2	106	98
3-5	321	295
6-17	248	241
18-24	253	261
25-40	256	269
41-64	685	657
65-74	191	192
75-85	115	122
Unknown	45	38
TOTAL	2220	2173

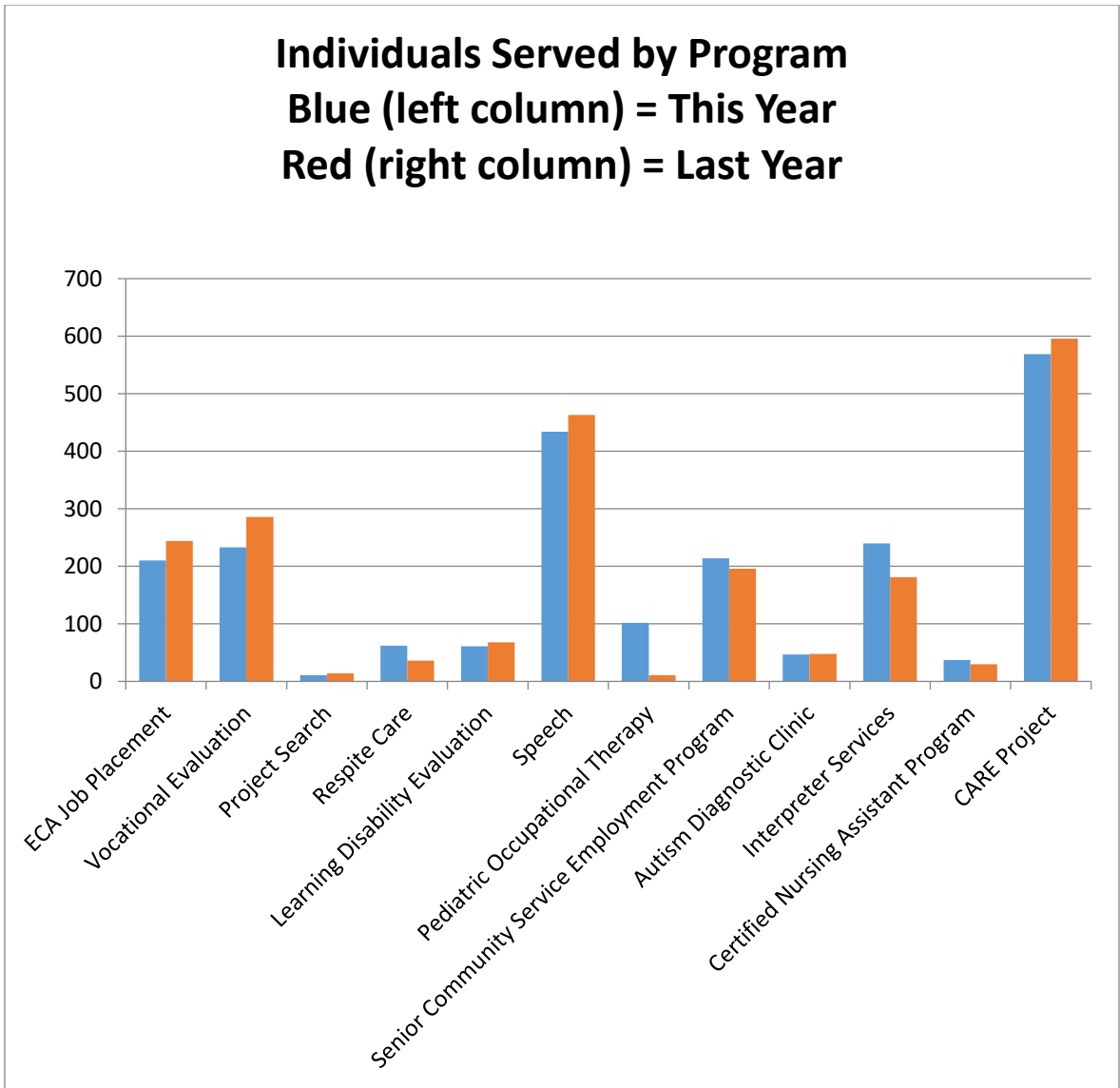
COUNTY	This Year	Last Year
Autauga	147	133
Baldwin	1	0
Barbour	0	1
Bibb	0	1
Blount	1	0
Bullock	37	13
Butler	35	30
Calhoun	1	0
Chambers	17	25
Chilton	11	11
Clay	6	6
Coffee	2	0
Conecuh	0	3
Coosa	14	9
Covington	0	1
Crenshaw	12	15
Cullman	1	6
Dale	7	1
Dallas	30	20
Elmore	173	183
Escambia	1	1
Etowah	0	0
Fayette	0	0
Hale	1	1
Houston	7	1
Henry	0	1
Jefferson	27	21
Lauderdale	0	0
Lee	50	67
Lowndes	25	23

Macon	31	31
Madison	1	2
Marengo	2	0
Marion	0	1
Mobile	4	3
Monroe	1	1
Montgomery	1449	1455
Morgan	1	0
Perry	3	1
Pike	40	31
Randolph	7	5
Russell	14	18
Shelby	1	0
Talladega	28	20
Tallapoosa	13	19
Walker	1	0
Washington	3	0
Wilcox	2	2
Georgia	3	5
Unknown	10	6
TOTAL	2220	2163

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	0
Neoplasms (i.e. Cancers)	48	65
Endocrine, Nutritional and Metabolic Diseases & Immunity Disorders	188	61
Mental Disorders		
Dementia	7	15
Other Psychological Disorders	173	203
Autism	218	77
Alcohol Abuse, Drug Abuse	60	66
Attention Deficit Disorder	95	89
Developmental Delays: Learning, Speech, Reading, Language	297	270
Other Mental Disorders	129	79
Mental Retardation	98	146
Neurological Disorders: Diseases of the Nervous System and Sense Organs		
Other Nervous System	131	226
Alzheimer's	5	1
Parkinson's	6	7
Multiple Sclerosis	7	13

Cerebral Palsy	21	24
Epilepsy and Seizure Disorders	15	11
Muscular Dystrophy	1	3
Blind and Visually Impaired	46	53
Deaf / Hearing Impaired	287	227
Diseases of the Circulatory System		
Other Diseases of the Circulatory System	46	1
Heart Disease	132	179
Stroke	80	60
Diseases of the Respiratory System		
Other Diseases of the Respiratory System	82	46
Emphysema	0	3
Asthma	19	26
Chronic Obstructive Pulmonary Disease	13	75
Diseases of the Digestive System	20	13
Diseases of the Genitourinary System	7	16
Diseases of the Skin and Subcutaneous	9	3
Diseases of the Musculoskeletal System and Connective Tissue		
Lupus	4	5
Arthritis	50	65
Other Diseases of the Musculoskeletal System and Connective Tissue	88	58
Osteoporosis	4	9
Scoliosis	10	4
Congenital Anomalies		
Other Congenital Anomalies	7	4
Spina Bifida	4	8
Cleft Palate	1	1
Down Syndrome and other Chromosome Anomalies	7	3
Conditions of the Perinatal Condition (i.e. Premies)	2	0
Symptoms, Signs, and Ill-Defined Conditions		
Other Symptoms, Signs, and Ill- Defined Conditions	9	0

Speech-Language & Voice Dysfunction (i.e. Aphasia, Speech Impairments)	421	401
Disease or Injury to Bone / Joint		
Other Disease or Injury to Bone / Joint (Other Orthopedic)	244	227
Head Injury	33	21
Spinal Cord Injury (Quadriplegia, Paraplegia)	37	35
Obesity	27	28
Well Elderly	32	7
Frail Elderly	8	24
Other Disabilities	11	259
Disadvantaged	8	43
Nondisabled	83	95
Unknown	60	146
TOTAL	3394	3501



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 = 35.9% African American = 59.0% Asian = 3.5% Hispanic = 3.2%	\$28,400.00	2.7%	85.2%	31.6%

EMPLOYMENT SERVICES PROGRAM (ECA Job Placement)

Note: This is a CARF Accredited Program

1. Overview of Services:

The ECA 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). We served 210 different individuals. This is 34 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	96	104
Female	114	140
TOTAL	210	244

RACE	This Year	Last Year
African American	180	204
Caucasian	30	40
Asian	0	0
Native American	0	0
TOTAL	210	244

AGE BREAKDOWN	This Year	Last Year
6-17	0	0
18-24	52	50
25-40	54	82
41-64	95	103
65-74	9	7
75 to 85	0	2
TOTAL	210	244

COUNTIES	This Year	Last Year
Autauga	8	8
Chilton	0	0
Crenshaw	0	0
Dallas	1	0
Elmore	17	19
Lowndes	2	2
Macon	0	0
Monroe	0	1
Montgomery	182	214
TOTAL	210	244

		JOB PLACEMENTS	
EMPLOYER	JOB TITLE	EMPLOYER	JOB TITLE
Cash Saver	Deli Worker	Chick-Fil-A	Kitchen Helper
Popeye Chicken	Cook	Auto connection Personnel	Material Handler
Diversified Maintenance	Custodian	MARC	Van Driver
Diversified Maintenance	Custodian	Popeye's	Cashier/Cook
McDonalds	Cashier	Town Place Suites	Houseman
Jani King	Janitorial	Renaissance Hotel	Banquet Server
Wal-Mart	Maintenance	Russel Brands	Packer
Burger King	Cook	Compass Group	Server
Learning Tree	Teacher	Renaissance Hotel	Server
E & S Clothing	Sales Rep.	Work Force	Warehouse Worker
I Hop	Server/Hostess	Gulf Coast Enterprises	Grounds Worker
Spur (BOE)	Staff Support	Rite Way Services	Janitor
Maxwell Commissary	Stocker	Goodwill	Janitor
Safety Net	Behavior Aide	Allied Security	Security Guard
Staff Nurse	LPN	PMC	Valet
Ollies	Sales Associate	Cash Saver	Carat Attendant
Self-Employed	Transporter	Chappy's	Prep. Worker
Self-Employed	Yard Maintenance	Rite Way	Janitor
Job Connection (DAS)	Production	5 Star Bails Bonds	Office Clerk
Job Connection (DAS)	Production	Diversified Maintenance	Housekeeper
Moe's	Cook	U.S. Gov. Treasury	Contract Rep.
Stockton Management	Area Supervisor	Premier Transportation	packer
Hamilton Inn	House Man	Renfros	Stocker
Compass Group	Assistant dishwasher	Fall Janitorial	Janitor
Lakeview Children	Children Assistant	Centaur Cleaning	janitor
Lakeview Children	Teacher Aide	Ross Dept. Store	Cashier
Cintas	Production Worker	YMCA Downtown	Laundry Worker
Mobis	Quality Inspector	UPS	Package Handler
Advance Auto	Driver	Circle K Cafe	Cook
Church's Chicken	Cook	Crothall Healthcare	Housekeeper
Capitol Hill	C.N.A.	UPS	Sorter
Piggy Wiggly	Cashier	TRC Convergent	Customer Care Specialist
Paymaster	Personal Assistant	Dollar General	Stocker/Janitor
Chick-Fil-A	Cook/Cashier		
Zaxby's	Cook		
Cleaners of America	housekeeper		
Applebee's	Custodian		
Allied Universal	Security Guard		
Rail Crew Express	Van Driver		
Girl Scouts	Outreach Specialist		
ATC Healthcare	Home Aide		

Placements by Staff by Month

MONTH	Mahone	Robinson	Liggett	Smith	Richardson	This Year	Last Year
October	2	3	1		3	9	8
November	2	2	0		1	5	12
December	3	1				4	4
January	4	3			3	10	6
February	6	1			1	8	7
March	3	1				4	13
April	3	2			1	6	11
May	5	1				6	7
June	2	2			1	5	5
July	3	3			4	10	10
August	2	2		1	1	6	8
September	1	4		3	2	10	14
TOTAL	36	25	1	4	17	83	105

Placements by Type

TYPE	This Year	Last Year
Part-Time	59	79
Full-Time	24	26
TOTAL	83	105

Job Prep Referrals by Counselor

COUNSELOR	This Year	Last Year
<i>Rhodes, K.</i>	5	0
<i>Marshall</i>	15	8
<i>Orum, A.</i>	8	0
<i>Richards</i>	12	3
<i>Dunn, G.</i>	2	3
<i>Turner, A.</i>	1	0
<i>Johnson</i>	14	1
<i>Flowers</i>	6	1
<i>Mansel</i>	2	0
<i>Moss (Kamika)</i>	10	7
<i>Jacoway</i>	0	0
<i>Garrison</i>	2	0
<i>Hill</i>	4	2
<i>Mixon</i>	0	1
<i>Orlschlager, K.</i>	1	2
<i>Pratt</i>	1	0
<i>Youse</i>	52	28
TOTAL	135	56

Total Billed to ADRS for Step 1's: \$ 97,000 (Combining Intake/STEP 1/Job Prep Step 1 Goal was 100 - Total 91 - 97% - Steps/Job Prep

Job Development Referrals by Counselor

COUNSELOR	This Year	Last Year
<i>Johnson</i>	14	5
<i>Moss</i>	10	10
<i>Marshall</i>	15	14
<i>Hill</i>	4	3
<i>Orum</i>	8	
<i>Richards</i>	12	14
<i>Garrison</i>	2	1
<i>Dunn, G.</i>	2	6
<i>Flowers</i>	6	3
<i>Mansel</i>	2	2
<i>Rhodes</i>	5	2
<i>Youse</i>	52	31
<i>Pratt</i>	1	0
<i>Turner</i>	1	0
<i>Orschlager</i>	1	0
<i>Iser</i>	0	2
<i>Mixon</i>	0	1
<i>Goode</i>	0	1
TOTAL	135	95

Total Billed to ADRS for Step 2's: \$ 115,500. (Combining Step2's/Job Development Step 2 Goal was 100 - Total was 76 - 95%)

Job Retention Referrals by Counselor

COUNSELOR	This Year	Last Year
<i>Hill</i>	4	3
<i>Marshall</i>	15	15
<i>Richards</i>	12	15
<i>Garrison</i>	2	1
<i>Dunn, G.</i>	2	5
<i>Flowers</i>	5	3
<i>Mansel</i>	2	2
<i>Rhodes</i>	5	1
<i>Pratt</i>	1	0
<i>Turner</i>	1	0
<i>Johnson</i>	14	3
<i>Orshlager</i>	1	0
<i>Youse</i>	52	22
<i>Orum</i>	8	0
<i>Moss (Kamika)</i>	10	
<i>Mixon</i>	0	1
TOTAL	134	76

Total Billed to ADRS for Step 3's: \$ 97,500 (Combining Step 3's/Job Retention)
Step 3 Goal was 92 - Total was 65- 88%

3. Stakeholder Input Information:

A. Persons Served

SECTION 1 – Consumer Advisory Meetings

24 consumers attended the ECA Boot Camp December 3-7, 2018 and participated in this Consumer Advisory Committee Meeting held in the ECA building in the new training room. Approximately 15 of these consumers had received other services here as well such as a Vocational Evaluation or Job Preparation Services. A number were complimentary of Boot Camp with several suggesting more computer training. Another suggested ECA consider holding a Job Fair specifically for people with disabilities and included this as a part of ECA Boot Camp. (there are many Job Fairs conducted throughout the year in our area that our consumers are encouraged to attend). One requested a Training Session for seniors that might address their unique barriers to employment. Finally one requested more comfortable chairs (more padded chairs from Job Lab have been brought in for other Boot Camps and could be used in future trainings).

The Consumer Advisory Committee composed of 33 consumers that attended the August 26-August 30, 2019, Boot Camp. The meeting was held once again in ECA Training room. Many of these currently had received other Employment Services at ECA included Vocational Evaluation, Job Preparation, and Job Development. Several were complimentary of the Boot Camp but said they would like more time during Boot Camp to spend time on resume development and more food choices. Another consumer suggested ECA provide basic computer training, and it was explained that periodically such training is provided. Job Prep Services do include some training in internet job searching. A lot of consumers expressed how much they had gotten motivated and benefited from Boot Camp.

Consumers were encouraged to let ECA Staff know of their interest in other types of training that might assist them in becoming employed.

SECTION 2 – Consumer Surveys

24 consumers that attended the ECA Boot Camp (December 3-7, 2018) completed a Satisfaction Survey on December 7, 2018. Question 1 asked - "I believe I am more prepared for finding a job because of Boot Camp." The rating scale went from 1 to 5 with 1 being "No, not really" and 5 being "Yes, I am much more prepared." 21 of 24 gave the highest rating of 5 with the average rating being 4.6. Question 2 asked - "Overall I was satisfied with Boot Camp". 19 of 24 gave the highest rating of 5 ("Very Satisfied") with the average rating being 4.8.

When asked to indicate "likes" for different parts of Boot Camp all parts seemed to be liked with ECA Staff Presentations being the most liked followed by Tour, Guest Speakers, Fashion Show, Money (stipend for attending), and Lunch.

Some comments on Boot Camp offered by participants included:

- "Boot Camp was very enjoyable and educational"
- "..it was very uplifting for me and gave me some ideas where to start looking for employment ."
- "I really feel like I am finally on the right track."
- "It was well organized"

“..I fell the instructors were very informative”

33 ECA consumers that attended the August 30, 2019, Boot Camp completed a Satisfaction Survey. Question 1 stated – “I believe I am more prepared for finding a job because of Boot Camp.” Consumers were asked to rate this on a 1-to-5 scale with 1 being “No, not really”, 3 being “A little more prepared”, and 5 being “Yes, I am much more prepared.” 30 of 33 consumers gave the highest rating (“yes, I believe I am much more prepared for finding a job”) of 5 with the average for all consumers being 4.5. Statement two asked “Overall, I was satisfied with boot camp” with 33 consumer giving the highest rating of 5 (“very satisfied”). The average rating was 5.

When asked to identify the part of Boot Camp liked best, all parts were liked by the majority of consumers with Guest Speakers (31) and ECA Staff Presentation second most. Third they enjoyed the variety of food served throughout Boot Camp. Some general comments offered by consumers regarding Boot Camp included –

“Great presentation were given
“Excellent Guest Speak, would love to hear him again”
“I learned a lot of information in a short amount of time”
“Could we have more people to come from outside to present”
“I enjoyed myself and met some really great people and learned a lot. Thank you!”

B. Employers

Business Advisory Committee Agenda May 30, 2018

- I. Welcome /Easterseals Update – Ed Collier
 - Two Employment Programs
 - Job Exploration Training/Boot Camps
 - Tours
 - Community Work Experiences
 - Employment
- II. Introductions of Staff and Guests
- III. Employer Input
 - SCSEP
 - Boot Camps
 - Jet Summer Program
 - Community Work Adjustments
 -
- IV. Accessibility – Harriette Dorosin
- V. Adjourn (Tour Available upon Request)

Frankie Thomas reviewed SCSEP Program Goals and activities. Cecily Darby of Prattville Y discussed their involvement the past three years in JETS and Mrs. Desiree Kelly of Crothall (Baptist Cleaning Crew) discussed opportunities at Baptist Hospital and utilization of Community Work Adjustment consumers.

Employers provided input as to Boot Camp training curriculum with several indicating soft skills training including working with others, dress and hygiene, punctuality and attendance, and listening skills. Mr. Williams with Youth Employment Services emphasized the importance of educating the community as to services being provided. Topics currently taught were on point with David Lewis of Y indicating appropriate use of social media is important topic. Meeting concluded with Accessibility Survey.

C. Counselor Advisory Input Meetings

The Counselor Advisory Committee met February 7, 2019 in the Administrative Conference Room of ECA. ADRS Counselors attending were Sam Youse, Kamika Moss, Andrew Richards, Melissa Marshall, and Stephaine Pratt. Employment coordinator Anna Taylor also was present. ECA Staff attending were Ed Collier, Lyona Robinson, Melanie Bush, and Shelinda Mahone, and Interns Nancy Giles, Andre Smith, Anne Ajuzie, and Catrice Alexander.

Counselors were given a February Job Placement Activity Schedule, a Flyer for upcoming Spring Break Camp for transition students, and a list of Transition Services offered by ECA. All were discussed as was a need to address consumer transportation to work outlined by Counselor Melissa Marshall. Sam Youse requested that ECA consider a way to provide extended time in the work center of consumers not yet ready for Placement Services and this will be researched by ECA.

Counselors were thanked by Ed Collier for their support of ECA.

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	Placement Records	Program Coordinator	\$7.60	10.32	
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	3.1	If three consumers who were placed in jobs after more than one year were excluded from stats, average time to placement would be 2.6 months..
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					95%	99%	Only 2 consumer indicated they were not satisfied

persons served who are satisfied overall with services received	All Persons Served in Job Placement This Year	Annually	Follow-Up Report	Program Coordinator			
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5. Highlights:

Referrals for Job Placement continued to decrease again this year and more staff time was allocated to vocational services for high school students with disabilities as ADRS placed increased emphasis on serving this population. Job Readiness Boot Camps rated high again in consumer satisfaction.

EMPLOYMENT SERVICES PROGRAM (Vocational Evaluation)

Note: This is a CARF Accredited Program

1. Overview of Services

The ECA Employment Services Program vocational and school evaluation department served 3 Alabama counties through funding from the Alabama Department of Rehabilitation Services (ADRS). We served 233 different individuals for Evaluation I's (Mobile Evaluations), II's (Vocational Evaluations) and for III's (Extended Evaluations) during this reporting period which is an decrease of 18 ½ % over last year. 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 simulated 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 233 individuals from 3 different counties were served for 12 different Rehabilitation Counselors. An individual is defined as an Evaluation I, Evaluation II, or Evaluation III having been completed. This is 53 fewer people than last year.

GENDER	This Year	Last Year
Male	116	140
Female	117	146
TOTAL	233	286

RACE	This Year	Last Year
African American	179	212
Asian	1	0
Caucasian	51	73
Latino	2	1
Native Hawaiian or Other Pacific Islander	0	0
TOTAL	233	286

AGE BREAKDOWN	This Year	Last Year
6-17	10	40
18-24	100	100
25-40	39	48

41-64	79	82
65-74	5	14
75-85	0	2
TOTAL	233	286

COUNTIES	This Year	Last Year
Autauga	0	13
Bullock	4	
Chambers	0	6
Chilton	0	0
Dallas	0	0
Elmore	35	33
Jefferson	0	0
Lee	0	6
Lowndes	0	1
Montgomery	194	221
Perry	0	0
Pike	0	4
Russell	0	2
Tallapoosa	0	0
Wilcox	0	0
TOTAL	233	286

(Vocational Evaluations including school, extended and SCSEP)

Referrals for Evaluation I's by Counselor

COUNSELOR	This Year	Last Year
Allen	3	0
Boyd	0	0
Cahalane	0	0
Flowers	0	1
Hill	25	22
Hudson	0	0
Lewis	0	0
Johnson	38	50
Mitchell	0	0
Rhodes	0	31
SCSEP	9	38
TOTAL	75	142

Referrals for Evaluation II's by Counselor

COUNSELOR	This Year	Last Year
Allen	1	0
Armstrong	0	0
Bonner	0	0

Browning	0	0
Dunn, G.	0	0
Garrison	0	3
Goode	0	0
Hill	0	2
Hudson	0	0
Iser	1	2
Jacoway	0	0
Johnson	0	0
Lewis	0	0
Mansel	1	0
Marshall	3	3
Mitchell	0	0
Mixon	0	0
Morgan	0	0
Moss	4	0
Pratt	0	0
Rhodes	1	3
Richards	3	1
Sunshine center	0	2
Turner	1	0
Walter	0	0
Youse	15	2
TOTAL	30	18

Referrals for Extended Evaluations by Counselor

COUNSELOR	THIS YEAR	LAST YEAR
Armstrong	0	0
Bonner	0	0
Boyd	0	0
Dunn	0	1
Flowers	0	3
Garrison	0	2
Goode	0	16
Hill	11	1
Hudson	0	0
Jacoway	0	0
Johnson	4	0
Lewis	0	0
Mansel	0	0
Marshall	35	21
Moss	13	14
Morgan	0	0
Minor	0	3
Mitchell	0	0
Mixon	1	0
Oelschlager	0	1
Rhodes	0	1
Richards	10	15

Turner	1	0
Walter	0	1
Youse	53	47
TOTAL	128	126

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 2018 to September 2019, 25 consumers completed their surveys providing the following results:

100% reported that the purpose of the vocational evaluation was made clear to them; comments included: “Awesome”; “I really enjoyed the layout in the room that I was testing in”; “I love the help so far”; “The evaluation was to learn my strengths and weaknesses and my most strong points”; “So wonderful”.

100% reported that the evaluation provided them with helpful information; comments included: “Awesome”; “A different way of thinking outside the box. Some testing was clear, but some to me was not clear because I study a little slow”; “Wonderful”.

On a scale of 1 to 5 with 5 being the highest, **88%** rated their satisfaction with the overall services provided by the Evaluation Department at a 5 & **12%** rated their overall satisfaction at a level 4. One commented, “Five and then a few more points!”

The following suggestions were offered for improving the Evaluation Department: “Awesome”; “Too many questions”; “Everyone was real nice and friendly. Nice staff with no problems”; “Everyone is so great and experienced”.

General comments about any services that they received or services consumers felt were needed included: “You go Ms. B, I would like to have you received a certificate of ‘Gosh You Sure Are Patient’ Award!”; “Awesome”; “Thank you to Ms. Bush”; “Excellent job”; “I feel very good about help so far!” “Best and most helpful service for my individual needs!”; “Everything was good”.

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	233 ADRS 9 SCSEP 0 Sunshine Ctr <hr/> 233 Total * 63 over goal or 37% over goal	66 Eval I (-38) 9 SCSEP I (-29) 30 Eval II (+12) 128 Eval III (+2)
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	11	Reports sent out on average 3 days sooner 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% 88 % Extremely Satisfied 12% Very Satisfied	Met Goal

5. Highlights:

- Supervising Job Coaches at Project Search
- Presenter/Facilitator at ECA's Job Readiness Boot Camps
- Conducted Mobile Evaluations at various high schools
- Conducted CNA screenings
- Conducted SCSEP evaluations
- Attended Autism Conference in Tuscaloosa
- Served on the ECA Safety Committee
- Served on the ECA Medical Team
- Served on the ECA Management Team
- Served on AARF Board
- Presenter/Facilitator at the Project Search Functional Assessments
- Member of ARA/NRA/VEWAA
- Maintained CVE Credentials

EMPLOYMENT SERVICES PROGRAM (Certified Nursing Assistant Training)

1. Overview of Services:

The ECA Employment Services Certified Nursing Assistant Program served 37 consumers from 6 Alabama Counties during the program year. Thirteen of these consumers were funded by Alabama Career Centers, four by the Alabama Department of Rehabilitation Services, 13 were

self-payers, five were funded by Genesis Healthcare, one by Capitol Hill Nursing Home, and one Scholarship Student.

2. Consumer Demographics:

One consumer that applied for CNA was ruled ineligible due to not passing the criminal background. She was informed of the reason she was ineligible and given information on alternative services and supports.

GENDER	This Year	Last Year
Male	2	0
Female	35	30
TOTAL	37	30

RACE	This Year	Last Year
African American	26	20
Asian American	2	3
Caucasian	9	7
TOTAL	37	30

AGE BREAKDOWN	This Year	Last Year
6-17		0
18-24	9	8
25-40	22	13
41-64	6	9
65-74	0	0
TOTAL	37	30

COUNTIES	This Year	Last Year
Autauga	3	2
Bullock	1	0
Butler	1	0
Chambers	0	0
Crenshaw	0	0
Elmore	4	1
Lee	0	1
Lowndes	1	0
Marion	0	0
Macon	0	1
Monroe	0	0
Montgomery	27	24
Pike	0	1
TOTAL	37	30

VR Referrals by Counselor

COUNSELOR	This Year	Last Year
Allen, L.	0	0
Bonner	0	0
Dunn, G.	1	0
Flowers, D.	0	0
Grant, C.	0	0
Hill, C.	0	0
Johnson, L.	0	0
Lewis	0	0
Mansel	0	1
Marshall	1	0
Moss, K.	0	1
Rhodes	0	0
Richards	0	0
Turner	0	0
Youse, S.	2	1
TOTAL	4	3

3. 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 not achieved as 29 of 37 (78%) completed the class.
2. Goal Two - 80% of students who completed the class will become certified as a Nurse Assistant. This goal wasn't achieved as 79% of students completing the class became certified.

SESSION	Students	Completers	Certified
1/22/19	6	6	5
4/1/19	7	5	5
5/13/19	9	8	3
7/15/19	9	6	6
9/9/18	6	4	4
	37	29	23

5. Highlights:

The five CNA Classes included students with intellectual and mental disabilities, and one hearing impaired. Considering these factors CNA did well in having 29 of 37 students finish the class and 23 of 37 became certified.

EMPLOYMENT SERVICES PROGRAM (Project SEARCH)

Note: This is a collaborative effort involving the partnering agencies: Easterseals Central Alabama, Alabama Department of Rehabilitation Services, Baptist Medical Center South, Alabama State Department of Education, Alabama State Department of Mental Health, and Alabama Council for Development Disabilities. This project was launched in 2012.

1. Overview of Services

Project SEARCH is a one-year internship program for students with disabilities in their last year of high school. It is targeted for students in the Montgomery County public schools with IQ's below 70 whose goal is competitive employment in the community. Students participate in up to three internships to explore a variety of career paths. Each student works with a team that includes his or her family, a teacher, job coaches and a rehabilitation counselor to create an employment goal and to support the students during the transition from school to work. Students can participate in a variety of internships within the host site, (Baptist Medical Center South); acquire competitive, transferable, and marketable skills; gain independence, confidence, self-esteem, and maturity; obtain work -based individualized coaching, instruction, and feedback. Easterseals has a full-time and part-time job coach as well as a supervisor for those job coaches and is committed to helping interns secure employment at the completion of their internships.

2. Consumer Demographics

A total of 15 individuals from 5 different high schools served by 2 different Rehabilitation Counselors were interviewed for Internships. From the group, eleven (11) interns were selected for the program following the interview process consisting of at least one participant from each partnering agency.

GENDER	Interviewed	Chosen
Male	12	9
Female	3	2
Total	15	11

RACE	Interviewed	Chosen
African American	13	10
Caucasian	2	1
Hispanic	0	0
Total	15	11

AGE	Interviewed	Chosen
6-17	0	0
18-24	15	10
Total	15	11

COUNTY	Interviewed	Chosen
Montgomery	15	11
Total	15	11

COUNSELOR	Interviewed	Chosen
Johnson	8	6

Rhodes	7	5
Total	15	11

Referrals by High School

High School	Interviewed	Chosen
Carver	4	3
Jeff Davis	3	2
Lanier	4	3
Lee	2	2
Park	2	1
Crossing		
Total	15	11

It should be noted that six (6) of the eleven (11) students successfully completed the program. One (1) student **never** participated even though selected. The other two (2) did not complete due to serious behavioral problems, and two (2) due to attendance that prevented them from completing their internships, therefore preventing them from completing the program.

- Employment**

Five (5) students were employed at the end of their internships.

EMPLOYED	TITLE/DUTIES	AVERAGE WAGE	AVERAGE HOURS
Family Dollar	Stocker	\$ 9.75	16 hours /wk
Baptist Health	EVS	\$9. 25	40 hours/wk
Cyprus Tree Golf	Recreation Aide	\$7.25	24 hours+/wk
McDonald	Utility Worker	\$7.35	16 hours /wk
Morrison's Café	Dishwasher	\$ 8.25	16 +/wk

Note- one (1) of the students listed above participated in the program long after the cutoff deadline, but did not complete the program. This student was assisted with employment and is included in the count.

Two (2) students were unemployed at the end of their internships

REASONS FOR UNEMPLOYMENT

The first student had very serious hygiene issues that made it difficult to find employment. Job Coaches will continue to assist this student with finding employment before the February 2020 deadline.

The second student- Job Coaches will continue to assist this student with finding employment before the February 2020 deadline. Many applications done with no results to date.

RESPITE CARE PROGRAM FOR AIR FORCE FAMILIES

1. Overview of Services:

Respite Care is provided for Air Force families with children with special needs up to the age of 19. They receive 40 hours of free care a month. This past fiscal year, we had 18 Respite Care Providers serving 25 Air Force families.

2. Consumer Demographics:

GENDER	This Year	Last Year
Male	34	23
Female	28	13
TOTAL	62	36

RACE	This Year	Last Year
Caucasian	58	33
African American	4	3
TOTAL	62	36

AGE BREAKDOWN	This Year	Last Year
0-2	6	3
3-5	17	11
6-12	33	17
13-17	6	5
TOTAL	62	36

COUNTIES	This Year	Last Year
Autauga	18	12
Elmore	6	10
Montgomery	38	14
TOTAL	62	36

DISABILITY	This Year	Last Year
ADD/ADHD	1	2
Angleman Syndrome	1	1
Apert Syndrome	1	
Arthrogryposis	0	0
Asthma	0	2
Autism Spectrum Disorder	19	7
Developmental Delays	1	1

Downs Syndrome	1	
Epilepsy	0	0
Genetic Disorder	2	0
Hydrocephalus	0	0
Hypopituitary	1	1
Hypoplastic Left Heart Syndrome	1	1
Optic Nerve Hypoplasia	1	1
MCADD	1	
Speech Impairment	1	4
Spina Bifida	2	2
Vision Impairment	2	1

3. Stakeholder Satisfaction Information:

Parents’ comments: “This has been such a blessing!”
 “I can’t thank you enough for all you have done.”

Providers’ comments: “I would like to say THANK YOU for all your help, patience, and insights throughout the past 4 years.”
 “Thanks for all that you do!”

Comments from Child Care Aware: “I have appreciated the opportunity to get to work with you and know you through this program. You have done a wonderful job implementing and growing the program, providing such an important service to the families at Maxwell AFB. Thank you again for your level of care and devotion to this program and its families.”

4. Specific Program Measures:

We do not collect program measure information at this time.

5. Highlights:

Coordinator and providers participated in one training event at Maxwell Air Force.

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 2,080 requests for this reporting period. That number includes 208 canceled, denied or rescheduled requests. Of the 2,080 requests, 1,872 were filled by contract interpreters. The 208 requests that were not filled were rescheduled, cancelled, referred out or denied. The program served 240 individuals, (not including 13 public venues or situations where no names were available) from 29 Alabama counties and 1 Georgia county.

To comply with state law, all interpreters utilized are either licensed or permitted through the Alabama Board of Interpreters and Transliterators (ABLIT). 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 and consumers about the Americans with Disabilities Act and how this law requires equal access for all persons with disabilities. We also assist our consumers with making appointments, requesting services, locating community resources, etc.

2. Highlights:

We have continued our efforts to recruit contractors and have made contact with, and picked up, several new interpreters in Montgomery, Dothan, Huntsville, Birmingham and Georgia. However, we also lost a few Montgomery interpreters to: full-time employment; schools; relocations; and other agencies.

We picked up many assignments from parts of the State that were previously not receiving many services from Easterseals. We have increased our business by 26% with most of that increase coming from Lee, Pike, Talladega and Wilcox counties. These are counties that had large increases in the K-12 and Post-Secondary settings for 2018-2019.

3. Consumer Demographics:

The program filled 1,872 interpreter requests in PY 2018-2019 (1,485 in 2017-2018). This is an increase of 387 assignments over last year which is a 26% increase. We interpreted for people from 29 Alabama counties and 1 Georgia county. This is an increase of 5 counties served over last year. We served 240 different individuals this program year. This is 102 more individuals than last year.

GENDER	This Year	Last Year
Male	96	49
Female	130	61
Unknown	14	28
TOTAL	240	138

RACE	This Year	Last Year		AGE	This Year	Last Year
African American	93	59		0-5	6	1
Caucasian	116	48		6-17	11	3
Hispanic	4	3		18-24	18	12
Other	1	0		25-40	67	30
Unknown	26	28		41-64	95	44
TOTAL	240	138		65-74	21	9
				75-85	2	11
				Unknown	20	28
				TOTAL	240	138

COUNTIES	This Year	Last Year					
					Lee	18	18
					Lowndes	1	0
Autauga	7	10			Macon	1	2
Blount	1	0			Marengo	2	0
Bullock	1				Madison	1	0
Calhoun	0	0			Marion	0	1
Chambers	7	6			Mobile	3	1
					Monroe	1	0
Chilton	4	1			Montgomery	107	56

Coffee	1	0			Muscogee, GA	2	1
Covington		1			Perry	2	0
Cullman	1	5			Pike	9	8
Dale	6	1			Russell	1	1
Dallas	3	1			Shelby	1	3
Elmore	2	5			Talladega	11	2
Hale	1	0			Tallapoosa	2	1
Henry		0			Troup, GA		0
Houston	6	0			Tuscaloosa		1
Jefferson	25	10			Walker	1	1
					Wilcox	2	
Coosa		1			Unknown	10	0
					Total	240	138

Summary of Services

Filled: 1,872

Of those filled:

- 1,854 were billed to the business
 - Last year 1,485
- An additional 18 were done free through United Way
 - Last year: 22

Hours of those filled:

- 7,901.40 hours billed to the business
 - Last year 5,516.75
- 34 additional hours were done free through United Way
 - Last year 43

Who filled them:

- Contract Interpreters
 - 1,872 assignments covered
 - Last year 1,431

Why some were not filled:

- There were 208 requests canceled, rescheduled, denied or otherwise not filled. Some were client requests without a paying source. Most cancelations were connected to schools, college classes, or medical appointments.
 - Last year the cancelation/denied number was 143
- I found 2 assignments that were referred out.
 - Referrals are typically court related
 - Last year 1

Breakdown of number filled by month:

MONTH	This Year	Last Year
October	215	142
November	130	109
December	114	56
January	134	127
February	187	160
March	170	166
April	188	165
May	130	106
June	121	79
July	127	79
August	158	134
September	198	162
TOTAL	1,872	1,485

SETTING	This Year	Last Year
	BILLED	BILLED
Community Access	100	98
Employment	101	118
Medical	505	359
Mental Health	33	11
Schools	374	114
Post-Secondary Education	741	785
TOTAL	1854	1485

This Year	Last Year
UNITED WAY	UNITED WAY
1	5
11	11
5	5
	0
	1
1	
18	22

Total This Year	Last Year
TOTAL	TOTAL
101	103
112	129
510	364
33	11
374	115
742	785
1872	1507

Breakdown by county of service for # of assignments:

COUNTIES	This Year	Last Year		Cont. COUNTIES	This Year	Last Year
Autauga	22	34		Marion		1
Blount	2	0		Montgomery	890	1086
Bullock	1	0		Monroe	1	0
Calhoun		0		Mobile	4	2
		6		Muscogee, Ga	3	4
Cullman	1			Perry	2	0
Chambers	46	36		Pike	308	56
Chilton	7	2		Russell	10	2
Coffee	2	0		Shelby	1	3
Covington		3		Talladega	220	20
Dale	8	7		Tallapoosa	7	2
Dallas	7	11		Troup, GA		0
Elmore	7	11		Tuscaloosa		4
Etowah		0		Walker	1	123
Henry		0		Coosa		1
Houston	12	0		Madison	1	1
Jefferson	84	18		Hale	1	0
Lee	113	49		Lowndes	1	
Macon	3	3		Wilcox	106	
Marengo	1	0		TOTAL	1872	1485

4. Stakeholder Satisfaction Information:

- Community Events:

-- Pamela Whitson represents ESCA Interpreting Department at AIDB and community events

5. Specific Program Measures:

- We do not track program goals for this program.

SPEECH PROGRAM

1. Overview of Services:

The speech program served 14 Alabama counties. This is 1 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 434 different individuals during this reporting period. This is 29 less 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	305	323
Female	129	140
TOTAL	434	463

RACE	This Year	Last Year
African American	262	242
Caucasian	132	169
Hispanic	19	27
Asian American	15	22
Native (American or Alaskan)	0	1
Unknown	6	2
TOTAL	434	463

AGE BREAKDOWN	This Year	Last Year
0-2	70	80
3-5	214	259
6-17	139	117
18-24	9	7
65-74	1	0
75-85	1	0
TOTAL	434	463

COUNTIES	This Year	Last Year
Autauga	39	18
Bullock	9	3
Butler	13	9
Chilton	3	0

Conecuh	0	2
Crenshaw	3	7
Dallas	10	3
Elmore	37	30
Jefferson	0	1
Lee	1	2
Lowndes	5	8
Macon	1	1
Montgomery	306	375
Morgan	1	0
Pike	5	2
Russell	0	1
Talladega	0	1
Wilcox	1	0
TOTAL	434	463

3. Stakeholder Satisfaction Information:

There were no satisfaction surveys conducted during this reporting period.

4. Specific Program Measures:

We do not track program goals for this program.

5. Highlights:

- October 2018—Speech Interns from Auburn—Bailey and Mary Katherine. The Speech Department attended a seminar at Faulkner that focused on Attention Deficit Disorders
- November 2018—Annual Awards Banquet—Speech Department Child of the Year—
- December 2018—Christmas Party for Speech/OT clients sponsored by Warren Averett. The kids had a great time. We all attended the annual staff Christmas Party.
- January 2019—celebrated Kathy’s 20 year anniversary and Tammy’s 1 year anniversary at Easterseals Central Alabama
- February 2019—The speech department made valentines for the children’s parents/caregiver
- March 2019—SOS food school began with Briana Adair assisting Crystal Coffman from OT with it.
- April 2019---Crawfish Boil was a success with several from the speech department taking part.
- May 2019—Briana’s 1 year work anniversary
- June 2019—second round of Food School with Briana assisting Crystal
- August—Cindy’s 17th work anniversary. Hired Crystal Ulat as a part-time SLP. New full time externs from Faulkner University—Molly and Kelsey.
- September—Cindy announced her retirement effective October 11th.

OCCUPATIONAL THERAPY PROGRAM

1. Overview of Services:

The Occupational Therapy program has grown substantially over the past year, serving a total of 102 clients by the end of the reporting period. An individual served is defined as a person receiving occupational therapy and/or an evaluation was completed. The program served 11 counties. The Occupational Therapists and Certified Occupational Therapy Assistant treated disorders related to motor delay, attention deficit disorder, autism, Down Syndrome, and other medical conditions.

2. Consumer Demographics:

There were no children served turned away due to ineligibility reasons during this reporting period. If testing reveals that he/she does not need therapy, then the individual does not receive therapy thereafter. Also, if an individual allows his/her Medicaid to expire, then we are required 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	74	5
Female	28	6
Total	102	11

RACE	THIS YEAR	Last Year
African American	49	4
Caucasian	41	6
Hispanic	4	0
Asian American	5	0
Native (American or Alaskan)	0	0
Unknown or Other	3	1
Total	102	11

AGE BREAKDOWN	THIS YEAR	Last Year
0-2	19	1
3-5	54	3
6-17	29	7
18-24	0	0
Total	102	11

COUNTIES	This Year	Last Year
Autauga	13	1
Bullock	4	0
Butler	1	0
Chilton	1	0
Dallas	4	0
Elmore	10	0
Lee	2	0

Macon	1	0
Montgomery	62	10
Perry	1	0
Pike	3	0
TOTAL	102	11

3. Stakeholder Satisfaction Information:

- This year our lead therapist had her dog, Sienna, certified to be a therapy dog. Sienna attended many local events including the sensory friendly performance at the Alabama Shakespeare Festival and the baseball clinic with the Montgomery Biscuits for children with special needs.
- Several children and caregivers provided positive feedback regarding having the therapy dog present.

4. Specific Program Measures:

We do not track program goals for this program.

5. Highlights:

- The OT department celebrated 1 year of service on August 15, 2019.
- Allie Nicole Ndaira was hired for the Certified Occupational Therapy Assistant position on April 15, 2019.
- OT staff attended the Annual awards banquet—Lena Wright was elected our child client of the year.
- We have had 11 pre-occupational therapy students come, observe, and volunteer time in our department.
- Sienna the Rhodesian Ridgeback was certified as a therapy dog in November 2018. She provided animal assisted therapy 2-3 days per week in Occupational Therapy and attended most special Easterseals events.
- The OT clinic hosted their first Master’s level Occupational Therapy student in from May-August 2019.
- Food School, a Sequential-Oral-Sensory Approach to Feeding opened in March 2019 to serve children who have difficulty eating.

Senior Community Service Employment Program

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 214 different individuals during this reporting period.

1. Consumer Demographics:

Four 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 centers in their areas for employment opportunities. A total of 214 individuals in 13 counties were being served during this reporting period. An individual is defined as a non-duplicated person served during the reporting period.

GENDER	LAST YEAR	THIS YEAR
Male	46	49
Female	150	165
Unknown	0	0
TOTAL	196	214
RACE	LAST YEAR	THIS YEAR
African American	168	187
Caucasian	24	25
Hispanic or Latino	0	0
Other	4	2
TOTAL	196	214

AGE BREAKDOWN	LAST YEAR	THIS YEAR
55 - 59	54	56
60 - 64	68	80
65 - 69	52	51
70 - 74	14	19
75 - Over	8	8
TOTAL	196	214
COUNTIES	LAST YEAR	THIS YEAR
Autauga	14	15
Chambers	9	10
Clay	5	6
Coosa	8	9
Elmore	13	8
Lee	18	20
Macon	12	12
Montgomery	76	82
Pike	8	10
Randolph	5	6
Russell	10	10
Talladega	12	16
Tallapoosa	6	10
TOTAL	196	214

EDUCATION COMPLETED	LAST YEAR	THIS YEAR
8 th Grade & Under	11	12
9 th Grade - 11 th Grade	24	28
High School or Equivalent	114	117
1 - 3 Years of College	14	19
Post-Secondary Educ.	7	7
Associate's Degree	10	8
Bachelor's Degree	6	13
Master's Degree	10	10
TOTAL	196	214

1. Other Demographic Characteristics:

214 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 = 214

Individuals with disabilities = 73

Individuals with low literacy skills = 86

Individuals residing in rural areas = 51

Individuals with low employment prospects = 214

Individuals who are homeless or at risk of homelessness = 134

Displaced homemakers = 72

Veterans (or spouses) = 30

Individuals receiving public assistance = 98

Individuals with severely limited employment prospects = 0

Individuals who failed to find employment after utilizing Title I = 9

Most common Disability issues posing barriers for participants during the year include:

- Hip Injury = 4
- Back Injury = 28
- Knee/Joint Injury = 22
- Neck/Back Injury = 4

Individuals age 75 and over at date of report = 15

Individuals old enough for but not receiving SS Title II = 0

Individuals with severe disability = 18

The breakdown is as follows:

- Heart Disease/Heart Condition = 4
- Stroke = 3
- Spinal Cord = 0
- Asthma = 3
- Arthritis = 6
- Cancer = 2

3. Stakeholder Satisfaction Information:

The Charter Oak Group, LLC, mailed satisfaction surveys to participants, host agencies, employers. 100 % of the surveys were delivered this year to the respective stakeholders. SCSEP Office mailed pre-survey letters to participants and employers to ensure 100% of surveys are delivered. Staff ensured that all mailing addresses are accurate on file.

4. Specific Program Measures:

Allocated slots = 108

Hours worked = 91150

Persons served carried over from the previous program year = 96

New participants enrolled = 118

Program exits = 90

Program exits for employment = 52

Average wage per hour for placements = \$8.75

Core Performance Measures	Goal Last Year (%)	Goal This Year (%)
Community Service	80.8	77.3
Entered Employment	61.9	64.8
Employment Retention	97.3	69.7
Average Earnings	7116	5525
Service Level	181.5	198.1
Service to Most in Need	2.87	2.64

*52 persons were gainfully employed; 1 OJE successfully completed and hired by 3 Fold Home Care Services, a Group Home Health Facility, full-time, as a Direct Support Professional (DSP), starting @ \$8.50 an hour.

5. Community Service Assignments

Number of participants providing service to general community = 198
 Total number of hours worked in service to general community = 85711
 Number of participants providing service to the elderly community = 14
 Total number of hours worked in service to the elderly community = 5439
 Total number of participants providing community service = 214
 Total number of hours worked in community service = 91150

6. Highlights

52 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. Participants also learned and acquired new job skills such as Home Health Aide, First Aid CPR and CIP Training opportunities offered to them towards the beginning of the period. There were 118 new participants enrolled for the year. . There were total of 54 CSA/Placements for the year, and there were 16 vacancies needed to be filled. Number of Authorized Slots or Positions still stand at 108. Overall, the year ended strong and in a positive column.

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 61 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 61 individuals in 8 counties were served. An individual is defined as an evaluation was completed. We served 7 fewer individuals than last year. We served the same number of counties as last year.

GENDER	This Year	Last Year
Male	33	40
Female	28	28
TOTAL	61	68

RACE	This Year	Last Year
African American	30	30
Caucasian	30	36
Multi Ethnicity	1	2
TOTAL	61	68

AGE BREAKDOWN	This Year	Last Year
6-17	5	15
18-24	47	43
25-40	6	4
41-64	3	6
TOTAL	61	68

Breakdown of Counties Served:

COUNTIES	This Year	Last Year
Autauga	9	8
Bullock	1	0
Chambers	0	2
Chilton	2	3
Crenshaw	1	0
Dallas	0	0
Elmore	8	10
Lee	2	8
Lowndes	0	0
Macon	0	0
Montgomery	37	33
Russell	0	1
Talladega	0	0
Tallapoosa	1	3
TOTAL	61	68

Referrals by Counselor

COUNSELOR	This Year	Last Year
Bonner	0	0
Marshall	9	6
Moss, K.	3	2
Richards	1	2
Garrison	3	4

Dunn	1	0
Flowers	10	10
Radavsky	0	1
Johnson	6	9
Brown	1	3
Easley	1	0
Stephens	0	0
C. Hill	3	6
Mansel	2	0
Thomas	0	7
McClanahan	0	0
Rhodes	17	12
Lewis	0	0
Pierce	0	1
Jones	1	3
Private	0	2
TOTAL	61	68

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, 2018 through September 30, 2019, 33 persons served completed their survey with the

following results:

100% reported that the purpose of the learning disability assessment was made clear to them and provided helpful information. Comments included: “It was explained very well to me and I clearly understood the review of information”; “was explained clearly in ways I could fully understand”.

On a scale of 1 to 5, with 5 being the highest, 91% rated their satisfaction with the overall services provided by the Learning Disability Program at level 5; and the remaining 9% rated their overall satisfaction at level 4.

There were no suggestions for improving the learning disability program only compliments.

General comments about any services that were received or services that persons served believed they might need included: “I am so thankful for the help we received. As a parent of a child with a disability it can be challenging to find the best help for my son. Ms. _____ was the right person who helped us greatly.”; “The staff here at Easterseals were very accommodating, professional and personable. They helped make the experience a delight.”; “The entire process has been informative and insightful.”

4. Specific Program Measures:

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

5. Highlights:

- Participated actively in and/or contributed to the Annual Easterseals Walk-n-Roll fundraising event in October 2018
- Attended the Montgomery Area Committee on Employment of People with Disabilities (MACEPD) Annual Awards Luncheon in October 2018
- Attended the ECA Annual Meeting and Awards Luncheon in November 2018
- Actively participated throughout the year in the Montgomery Area Committee on Employment of People with Disabilities

- Attended the Easterseals Alabama Annual Meeting & Awards Luncheon at Wynlakes in December 2018
- Attended the Annual ADHD Conference at the University of Alabama Tuscaloosa in January 2019
- Volunteered and/or contributed to the 15th Annual Crawfish Boil in April 2019; this is an annual ECA fundraiser for services related to autism
- Participated in the ECA annual College Prep Program held at Auburn University Montgomery in June 2019
- Staff served on the Accessibility Committee and the Personnel 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 adults. We served 47 individuals from 6 counties.

2. Consumer Demographics:

GENDER	This Year	Last Year
Male	38	40
Female	9	8
TOTAL	47	48

RACE	This Year	Last Year
African American	19	16
Caucasian	21	5
Hispanic/Latino	3	1
Other	2	1
Unknown	2	25
TOTAL	47	48

AGE BREAKDOWN	This Year	Last Year
0-2	8	13
3-5	30	21
6-17	9	14
TOTAL	47	48

COUNTIES	This Year	Last Year
Autauga	5	6
Bibb	0	1
Butler	1	1
Chilton	0	1

Dallas	3	2
Elmore	6	6
Montgomery	29	28
Pike	3	0
Russell	0	2
Tallapoosa	0	1
TOTAL	47	48

3. Stakeholder Satisfaction Information:

There were no satisfaction surveys done during this reporting period.

4. Specific Program Measures:

We do not collect program measure information at this time.

5. Highlights:

We continue to partner with Dr. Bodiford and this partnership is fully functional. We established an additional partnership with Dr. Beth Long to to autism testing beginning in October 2019.

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

1. Overview of Services:

The Community Assisting the Re-use of Equipment (CARE) Program served 26 Alabama counties for the fiscal year 2018-2019. 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 2018-2019, CARE served 569 individuals giving out 1,203 pieces of equipment and 1,042 in supplies. That is 27 less individuals and 105 more pieces of equipment than Fiscal Year 2017-2018. The total savings to the consumer was \$317,758.12 a savings of \$40,286.54 more than Fiscal Year 2017-2018.

2. Consumer Demographics:

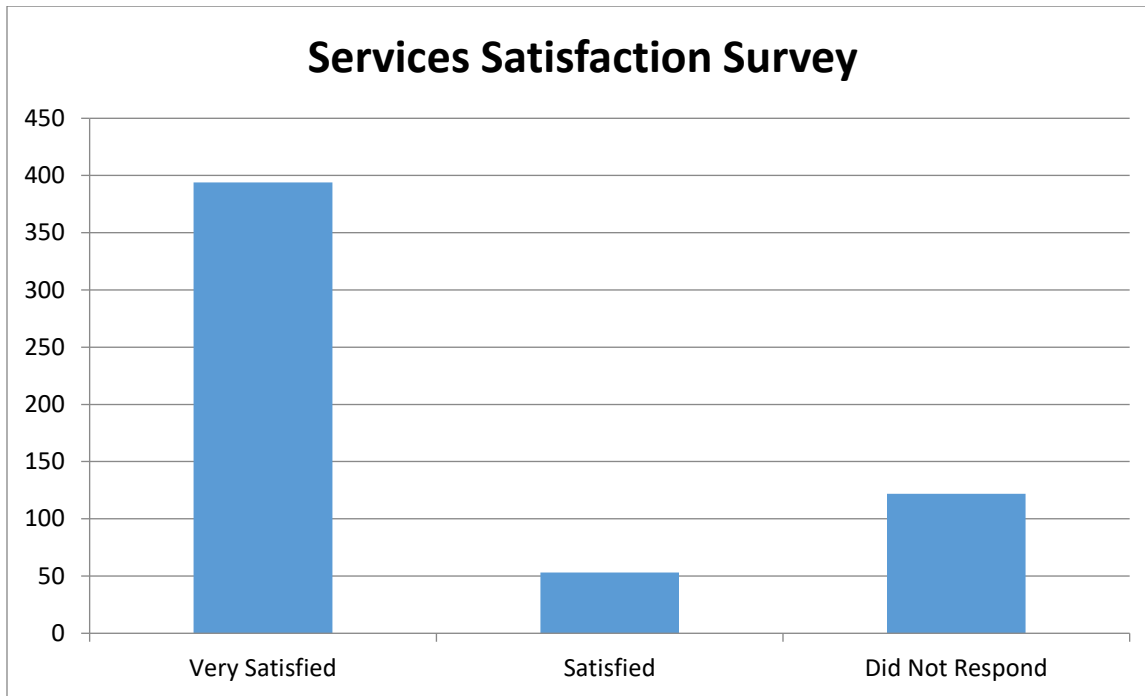
GENDER	This Year	Last Year
Male	220	242
Female	333	351
Unknown	16	3
TOTAL	569	596

RACE	This Year	Last Year
African American	385	367
Caucasian	126	171
Hispanic / Latino	8	6
Asian	1	0
Indian	2	2
Unknown	47	50
TOTAL	569	596
PRIMARY DISABILITY	This Year	Last Year
ALS	0	1
Amputation	36	26
Cancer	35	41
Cardiovascular (Heart)	111	124
Cerebral Palsy	16	18
Deaf /or Hard of Hearing	33	30
Mental Health	41	40
Musculoskeletal Disorders (Arthritis, Lupus)	79	57
Neurological (Alzheimer's, MS, MD, Parkinson's)	150	104
Other	0	61
Other Health Impairment	27	415
Rheumatologically	2	1
Skeletal Disorder (Bone/Joint)	108	140
Spinal Cord Injury	34	34
Traumatic Brain Injury	21	12
Vision Loss	32	39
Respiratory Disease (COPD)	148	00
Circulatory (Stroke)	1	
Diabetes	116	00
TOTAL	990	1143
SECONDARY DISABILITY	This Year	Last Year
Amputation	0	0
Cardiovascular	0	0
Cerebral Palsy	0	0
Deaf or Hard of Hearing	0	0
Mental Illness	1	0
Musculoskeletal Disorders	0	0
Neurological Not listed	0	0
Other	62	0
Other Health Impairment	48	0
Rheumatological	0	0
Skeletal Disorder	0	0
TOTAL	111	0

AGE	This Year	Last Year
0-2	3	1
3-5	0	1
6-17	5	10
18-24	8	12
25-40	68	77
41-64	271	269
65-74	85	89
75+	104	108
Unknown	25	29
TOTAL	569	596

COUNTY OF RESIDENCE	This Year	Last Year
Autauga	30	41
Baldwin	0	0
Barbour	0	1
Bibb	0	0
Bullock	17	11
Butler	19	19
Calhoun	1	0
Carroll	1	0
Chambers	0	2
Chilton	1	3
Clark	0	0
Coffee	1	0
Conecuh	0	2
Crenshaw	8	5
Clay	0	1
Coosa	5	1
Covington	0	0
Dale	1	0
Dallas	9	10
Elmore	40	57
Escambia	1	1
Fayette	0	0
Hale	0	0
Houston	1	1
Jefferson	2	1
Lauderdale	0	0
Lee	7	6
Lowndes	16	13
Macon	16	16
Madison	0	1
Marengo	0	0
Mobile	1	0
Monroe	0	0
Montgomery	375	383
Perry	0	1
Pike	10	7
Randolph	1	0
Russell	3	3
Shelby	0	0
Talladega	1	2
Tallapoosa	0	2
Walker	0	0
Washington	1	0
Wilcox	1	0
Unknown	0	6
TOTAL	569	596

3. Stakeholder Satisfaction Information:



Of the 569 persons served, 447 completed surveys. 394 stated that they were 'highly satisfied' with the service, 53 stated they were 'satisfied' with the services they received, and 122 'did not respond'.

4. Specific Program Measures:

Equipment Loaned Out	This Year	Last year
Adaptive Telephone	0	0
Adult Cane	33	33
Adult Folding Walker with Wheels	71	90
Adult Manual Wheelchair	82	90
Adult Quad Cane	11	19
Adult Stander	0	0
Adult Walker, no wheels	2	5
Auto Chair Lift	0	2
Bath Chair/Stool	39	52
Bath/Transfer Bench	18	15
Bedside Commode	83	110
Bed Table/Tray	10	8
BiLevel CPAP	7	7
Blood Pressure Kit/Accessories	0	3
Children's Manual Wheelchair/Stroller	1	3
Children's Bath Chair/Sling	0	2

Children's Car Seat	0	2
Children's Standard Walker/Scooter	0	1
CPAP Machine/Accessories	84	55
Cushions/Wedges/Pillows	12	14
Crutches	16	16
Elevated Toilet Seat	16	12
Forearm Attachments	2	4
Gait Trainer	0	7
Geriatric Chair	3	0
Glucose Monitor & Accessories	2	9
Grab Bars/Grabbers	21	12
Hemi Walker	2	3
Hospital Bed/Mattress/Rails (Standard and Bariatric)	448	293
Hoyer Lift - Manual/Electric	36	20
Kaye Walker	0	6
Orthopedic Knee/Wrist/Foot/Back Brace	36	31
Oxygen Concentrator/Tank	15	8
Patient Care Bed/ Surgical	4	0
Pediatric Crutches	0	0
Pediatric Standing Frame	2	3
Pocket Talker Pro	0	0
Power Chair	35	29
Prone Stander	0	0
Reclining Lift Chair / Lift Seat	8	9
Rollator - 3 wheel/4wheel	36	29
Rolling Shower Chair	0	0
Strap stand	0	0
Therapy Equipment, Misc.	0	0
Therapy Table	0	0
Toilet Seat Safety Frame	0	0
Transfer Board	7	10
Transport Wheelchair	15	9
Scooter	0	2
TTY Phone	0	0
Nebulizer& Kits	10	21
C-PAP Mask	0	0
Bed Trapeze	8	4
Heating Pad	0	0
Video Phone	0	0
Vision Aids Misc.	0	0
Wig and Care Kit	0	0

Miscellaneous	28	50
Subtotal for Equipment Given Out	1203	1098
SUPPLIES GIVEN OUT	This Year	Last Year
Diapers/Adult/Pediatric	264.5	283.5
Batteries	4	0
Bed Pads (Disposable/Washable)	175	156.5
Catheter & Syringes	18	11
Surgical Tape/Tubing/Misc. Supplies	8	1
Wound Care	121	211
Ostomy	123	277
Orthopedic	4	3
Nutrition	63	65
Hospital Bed	12	4
Miscellaneous	178.5	164.5
Trach Care Supplies	7	0
Respiratory Kits	64	33
Subtotal Supplies Given Out	1042	1209.5
Total	2245	2,307.5

VALUE OF EQUIPMENT LOANED OUT	This Year	Last Year
(if purchased new)	317,758.12	277,471.58

SAVINGS OF COST OF EQUIPMENT LOANED OUT TO ADRS	This Year	Last Year
(if purchased new)	23,969.98	36,098.75

TOTAL NUMBER OF REQUESTS FILLED	This Year	Last Year
	569	596

TOTAL ITEMS DONATED	This Year	Last Year
	3140.50	1,477.50

5. Program Highlights

There were no program highlights submitted for this program year.

Marketing Services

1. Overview of Services:

The Marketing Department promotes Easterseals Central Alabama's mission through community outreach, education 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 2018 - ongoing social media campaigns running on Facebook, Pinterest, Instagram, LinkedIn and twitter providing ongoing threads of information and images to connect.
- October 3, 2018 - Special Friends Day at the Fair, hosting roughly 1000 special needs children and adults
- October 5, 2018 - Meeting with the River Region Disability Expo Committee to discuss the upcoming expo, where Easterseals is a co-sponsor.
- October 13, 2018 - Easterseals Walk-n-Roll fundraiser
- October 15, 2018 - Participate as an Easterseals representative at the Autism Inter-Agency Council meeting
- October 15, 2018 - Do a presentation on Easterseals services at a Kiwanis Club meeting
- October 26, 2018 - Easterseals had an informational booth set-up at the Learning Disabilities Conference
- November 6, 2018 - Meet with BBVA/Compass Bank to discuss a debit card for their members that would donate to Easterseals with every transaction
- November 8, 2018 - Easterseals Central Alabama Annual Awards Luncheon
- November 29, 2018 - Do a presentation on Easterseals Services at a Rotary Club meeting in Tallassee
- December 5, 2018 - Easterseals Alabama Awards Luncheon
- December 10, 2018 - Meeting with Marketing Director of River Region United Way to discuss marketing strategy
- January 10, 2019 - Easterseals had an informational booth set-up at the Right Start Fair on Maxwell Air Force Base
- January 10, 2019 - Meeting with the Montgomery Biscuits to discuss the Autism Disability Friendly Baseball Game and Baseball Camp
- January 16, 2019 - Began talks with Over the Edge fundraising on a new event
- January 17, 2019 - Check presentations from both Alfa and the Working Women's Association
- January 18, 2019 - Meeting with Child Protect Marketing Manager to discuss the set-up for their Junior Board
- January 18, 2019 - Meeting with the Alabama Shakespeare Festival to discuss their Autism-Friendly showing, partnering with Easterseals
- January 22, 2019 - Meeting with a local high school cheerleader who is wanting to partner with us to offer special-needs cheer
- February 5, 2019 - Began social media data collection via a metrics database
- February 13, 2019 - State United Way kickoff campaign event where Easterseals had an informational booth
- March 1, 2019 - Sunrise Rotary event where Easterseals had an informational booth
- March 2, 2019 - Health Kids Expo event where Easterseals had an informational booth set up
- March 8, 2019 - Project Search Open House event
- March 9, 2019 - Resource Roundup Disability Expo - Easterseals had an informational booth set up
- March 11, 2019 - Sent out an employment programs survey to ADRS counselors
- March 21, 2019 - PR sent out to Montgomery Business Journal
- March 21, 2019 - Talk to the staff at Alabama Shakespeare Festival (ASF) about Autism and what Easterseals provides
- March 23, 2019 - Autism-Friendly showing of Winnie the Pooh at ASF

- March 27, 2019 - Appear on WAKA to promote Crawfish Boil
- April 3, 2019 - Family Fun day in Elmore County where Easterseals had an informational booth set-up
- April 6, 2019 - Family fun day in Autauga County where Easterseals had an informational booth set-up
- April 11, 2019 - Hands On River Region event where Easterseals had an informational booth set-up
- April 12, 2019 - Attended an International Paper grant award presentation in Prattville
- April 24, 2019 - Went on WAKA tv to discuss Easterseals and the Disability Expo we sponsored
- May 2, 2019 - River Region Disability Expo, sponsored by Easterseals Central Alabama, had over 500 local individuals attend seeking disability services
- May 3, 2019 - Easterseals had an informational booth set-up at the Partners in Care Summit in Prattville
- May 15, 2019 - Talked about Easterseals services at an Alzheimer's Caregivers meeting
- June 3, 2019 - Joined Facebook fundraising platform allowing followers to fundraise on Easterseals behalf
- June 11, 2019 - Attended a public relations conference
- June 19, 2019 - Participated in a childcare focus group at Family Guidance Center, networking with childcare professionals and expressing the needs of children with special needs.
- July 10, 2019 - Attended an AL-APSE conference as an Easterseals representative, networking and holding an informational booth
- July 24, 2019 - Went on WAKA tv
- July 27, 2019 - Family Caregiver meeting at Maxwell Air Force Base. Easterseals spoke with families and held an informational booth at the event.
- September 10, 2019 - Participated in the Children's Policy Council meeting in Prattville
- September 21, 2019 - Spoke with families and held an informational booth set-up at the Special Needs Expo at Frazer Church

3. Stakeholder Satisfaction Information:

See attached

4. Highlights

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

The gross profit is as follows:

Crawfish Boil

This year = \$45,255

Last year = \$50,172

Walk-n-Roll

This year = \$15,147

Last year = \$19,371

DEPARTMENT SUMMARIES:

A. Financial

Functional Expenses

This year = \$5,683,146

Last year = \$5,354,485

Revenue

This year = \$5,922,481

Last year = \$5,253,954

Net Assets

This year \$51,661

Last year increase = \$24,443

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	\$985,554	\$219,175
Senior Community Service Employment	SCSEP	\$985,554	\$762,472
Rehab Service/Voc Rehab Grant to States	LD/College Prep	\$214,085	\$201,617
Assistive Technology Star Program	STAR	\$248,654	\$248,654
CARE in conjunction with STAR	CARE	\$23,000	\$23,000
LD in Mobile, AL	LD in Mobile, AL	\$173,475	\$169,626
Children's Rehabilitation Services	Parent Consultant	\$674,200	\$538,141
Rehab Service	Project Search	\$78,335	\$73,441
Social Security-Work Incentives Planning	SSB	\$417,344	\$378,216
Social Security-Work Incentives Planning	SSI	\$304,056	\$243,208
Social Security-Work Incentives Planning	SSI-POD	\$97,162	\$68,766
Social Security-Work Incentives Planning	SSI-POD	\$220,297	\$198,472

B. Human Resources

During this reporting period, 4 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	Contract	Students	Vacancies
ECA Job Placement	4	0	0	4	0
Vocational and School Evaluation	1	1	0	0	0
Certified Nursing Assistant Instructor	0	0	2	0	0
Interpreter Services	0	1	1	0	0
Speech	4	1	0	3	0
Pediatric Occupational Therapy	2	1	1	0	0
Maintenance	0	1	0	0	0
Senior Community Service Employment	1	2	0	0	0
Learning Disabilities Evaluation Program	2	1	0	0	0
Community Assisting the Reuse of Equipment	0	2		0	0
Rotary Work Center	0	1	0	0	0
Marketing and Leadership	2	0	0	0	0
Business Office	5	0			0
<i>Total</i>	<i>21</i>	<i>11</i>	<i>4</i>	<i>7</i>	<i>0</i>

C. Safety:

Safety Committee Summary:

The ECA Safety Committee met quarterly in 2019 - January 9th, April 17th, July 24th, and October 29th. Committee members were Ed Collier, Melanie Bush, Patti Weldon, and Scott Pritchard. In October, Andre Smith was added to the committee following the retirement of Ed Collier.

Critical Incidents, Disaster Drills, Building Inspections, and Health/Safety In-Service Trainings were reviewed each quarter. Other health/safety matters such as building maintenance and security were also discussed along with planning for the next quarter.

There were fourteen Critical Incidents recorded in 2019. De-briefings were held promptly following each incident. Five incidents involved Speech Therapists being scratched or struck by young patients. Four incidents involved consumers in the adult vocational program – two falls, a seizure and one fainting. Two incidents involved OT being scratched and struck by a young patient and one incident of reporting to Child Protective Services of bruises on a child OT patient's legs. Two incidents involved staff members – one fell and the other involved an allegation of misconduct which was thoroughly investigated and proven to be false. The final incident involved an elderly participant in SCSEP with a medical emergency possible stroke in which 911 was contacted and the participant was transported to the local hospital. No trends were noted in these incidents.

Six Emergency Drills were conducted – Active Shooter, Tornado, Fire, Bomb, Utility Failure, and Medical Emergency. Several performance improvement suggestions were made.

In-Service Trainings were conducted on Medical Emergency/Disaster Plan including Critical Incidents and MSDS utilization and locations, Fire Suppression, Non-Violent Crisis Intervention, Safe Driving, Infection Control and Work Place Violence. Competency Testing was required for participants of each training.

Two Internal Building Safety Inspections were conducted by Maintenance Director Scott Pritchard in the new building on December 12th and May 1st with no recommendations made. An external inspection by the Irwin Siegel Agency was conducted on February 14th. No recommendations were noted. On May 20th, Brendle serviced all 20 fire extinguishers. On May 23rd Titan Fire & Security conducted a Fire Alarm Inspection which resulted in three recommendations which were corrected on the same day. On June 21st, Brendle conducted an annual inspection of the Sprinkler System. No recommendations were noted. On July 9th, the Montgomery Fire Department conducted an inspection. It was recommended that the toilet tissue be moved out of the janitorial closet that housed the water heater which was corrected on the same day. On September 9th, DMR Technical Services conducted a mold-related observation, sampling and analysis which indicated an absence of mold in the building.

Maintenance Director Scott Pritchard continues to maintain ECA vehicles and keep maintenance records on each. Vehicles have a first aid kit. Baptist Security continues to patrol campus.

CARF Survey in September 2018 recommended that driving records be reviewed regularly, not just upon hire, and this policy has been implemented and includes an annual review of driving records of all drivers.

D. Intern / Practicum Student Opportunities:

ECA 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:

Easterseals 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 2018, and were awarded with the highest outcome, which is a 3 year accreditation. ECA 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. ECA 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, 2019, to September 30, 2020.

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

