

## **Year: October 2022 – September 2023**

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.

This report includes the following information:

### **AT A GLANCE OVERVIEW OF PERSONS SERVED: Pages 5 - 9**

#### **EMPLOYMENT SERVICES PROGRAM: Pages 10 - 19 (ECA Job Placement)**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Input Information
- Specific Program Measures
- Highlights

#### **EMPLOYMENT SERVICES PROGRAM: Pages 19 - 23 (Vocational Evaluation)**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

#### **EMPLOYMENT SERVICES PROGRAM: Pages 23 - 25 (Certified Nursing Assistant Training)**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

#### **EMPLOYMENT SERVICES PROGRAM: Pages 25-26 (Project Search)**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

#### **INTERPRETER SERVICES PROGRAM: Pages 26 - 30**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

**SPEECH PROGRAM: Pages 30 - 32**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

**OCCUPATIONAL THERAPY PROGRAM: Pages 32 - 34**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

**Senior Community Services Employment Program (SCSEP): Pages 34 - 37**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Community Service Assignments
- Highlights

**Learning Disability Evaluation: Pages 37 - 40**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

**COMMUNITY ASSISTING THE RE-USE OF EQUIPMENT PROGRAM: Pages 40 -47**

- Overview of Services
- Consumer Demographics
- Stakeholder Satisfaction Information
- Specific Program Measures
- Highlights

**MARKETING SERVICES: Pages 47 - 49**

- Overview of Services
- Summary
- Stakeholder Satisfaction Information
- Highlights

**DEPARTMENT SUMMARIES: Pages 49 - 53**

- Financial
- Human Resources
- Safety
- Intern/Practicum
- CARF Accreditation

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, 2022, to September 30, 2023, ECA served a total of 1682 individuals, in all of the services combined. This is 62 less people served than last program year. We provided services in 37 Alabama counties and 1 from Georgia. This is 1 less Alabama county than last year. Adult referrals continue to be minimal, although transition referrals and activities remain up. Pediatric programs have seen a slight decline in persons served. This is due in large part to staffing.

### **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 partnerships and education. Person served input and feedback is solicited through input forums 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.

## 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.

For the development of the Outcome Management Systems Report, each department has been directed to develop a system to track demographic information throughout the year on consumers served in each department, as well as, measures that indicate whether program goals and service outcomes have been met. For accredited programs, these goals are prioritized by program staff and, in some instances, certain goals may also be emphasized by the Alabama Department of Rehabilitation. At a minimum, the program objectives achieved will be around effectiveness, efficiency, service access, and consumer/stakeholder satisfaction with services.

For accredited Programs:

### Employment

- Effectiveness achieved is measured by determining the average wage in employment for consumers served.
- Efficiency is measured by the number of months from intake to job placement.
- Service access is measured by the time between when a consumer is referred and when the consumer is contacted by ECA staff.
- Consumer/Stakeholder satisfaction surveys will be used to measure the overall satisfaction with services delivered.

### Vocational Evaluation

- Effectiveness is the number of consumers referred who completed a vocational evaluation.
- Efficiency is measured by the average number of days from the completion of the vocational evaluation to when the referral source receives the evaluation report.
- Service access is the percent of consumers who were contacted by ECA staff within two weeks of referral.
- Consumer/stakeholder satisfaction surveys will be used to measure the overall satisfaction with services delivered.

At the end of the fiscal year ending September 30, the Executive Director sends out a template to each department supervisor. This template is identical to the department's section in previous published outcome management reports leaving blank the current years demographic

and outcome information along with a template for each department to report consumer disability categories on consumers served. A deadline of December 1 is generally given to have all templates back to the Executive Director to begin compiling the templates into the working documents. Once the document is completed, the Executive Director, checks the validity of the calculations by reviewing the information for demographic and outcome measures to ensure that all numbers add up to the number of consumers served throughout the year across all programs. If numbers do not calculate correctly, the template is given back to program staff to check against their statistics collected, corrected and returned back to Executive Director.

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. 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.

<b>GENDER</b>	<b>This Year</b>	<b>Last Year</b>
Male	842	876
Female	834	861
Unknown	6	7
<b>TOTAL</b>	<b>1682</b>	<b>1744</b>

<b>RACE</b>	<b>This Year</b>	<b>Last Year</b>
African American	1033	1138
Caucasian	474	461
Asian American	7	17
Hispanic	43	41
Native American	2	0
Other Pacific Islander	0	0
Multiple Ethnicity	4	0
Middle Eastern	0	0
Unknown	97	62
Other	22	25
<b>TOTAL</b>	<b>1682</b>	<b>1744</b>

<b>AGE</b>	<b>This Year</b>	<b>Last Year</b>
0-2	60	71
3-5	242	253
6-17	240	235

<b>COUNTY</b>	<b>This Year</b>	<b>Last Year</b>
Autauga	97	99
Baldwin	22	24
Barbour	0	2
Bibb	0	0

18-24	140	253
25-40	171	123
41-64	418	454
65-74	211	197
75-85	92	115
Unknown	108	43
<b>TOTAL</b>	<b>1682</b>	<b>1744</b>

Blount	0	0
Bullock	38	40
Butler	44	43
Calhoun	0	1
Chambers	9	7
Cherokee	0	0
Chilton	11	13
Choctaw	0	0
Clarke	0	1
Clay	3	3
Cleburne	0	0
Coffee	6	6
Colbert	0	0
Conecuh	1	0
Coosa	2	0
Covington	2	2
Crenshaw	37	15
Cullman	4	3
Dale	8	2
Dallas	24	29
Elmore	126	126
Escambia	6	8
Etowah	1	0
Fayette	0	0
Geneva	0	1
Hale	0	0
Houston	10	2
Henry	0	0
Jackson	0	0
Jefferson	21	18
Lamar	0	0
Lauderdale	0	2
Lee	45	46
Limestone	0	0
Lowndes	20	40
Macon	20	14
Madison	1	1
Marengo	0	0
Marion	0	0
Mobile	51	52
Monroe	0	0
Montgomery	946	1057
Morgan	0	0
Perry	85	2
Pike	49	25
Randolph	5	5
Russell	8	11
Shelby	3	2
St Clair	1	0
Talladega	24	20
Tallapoosa	20	13
Tuscaloosa	4	0

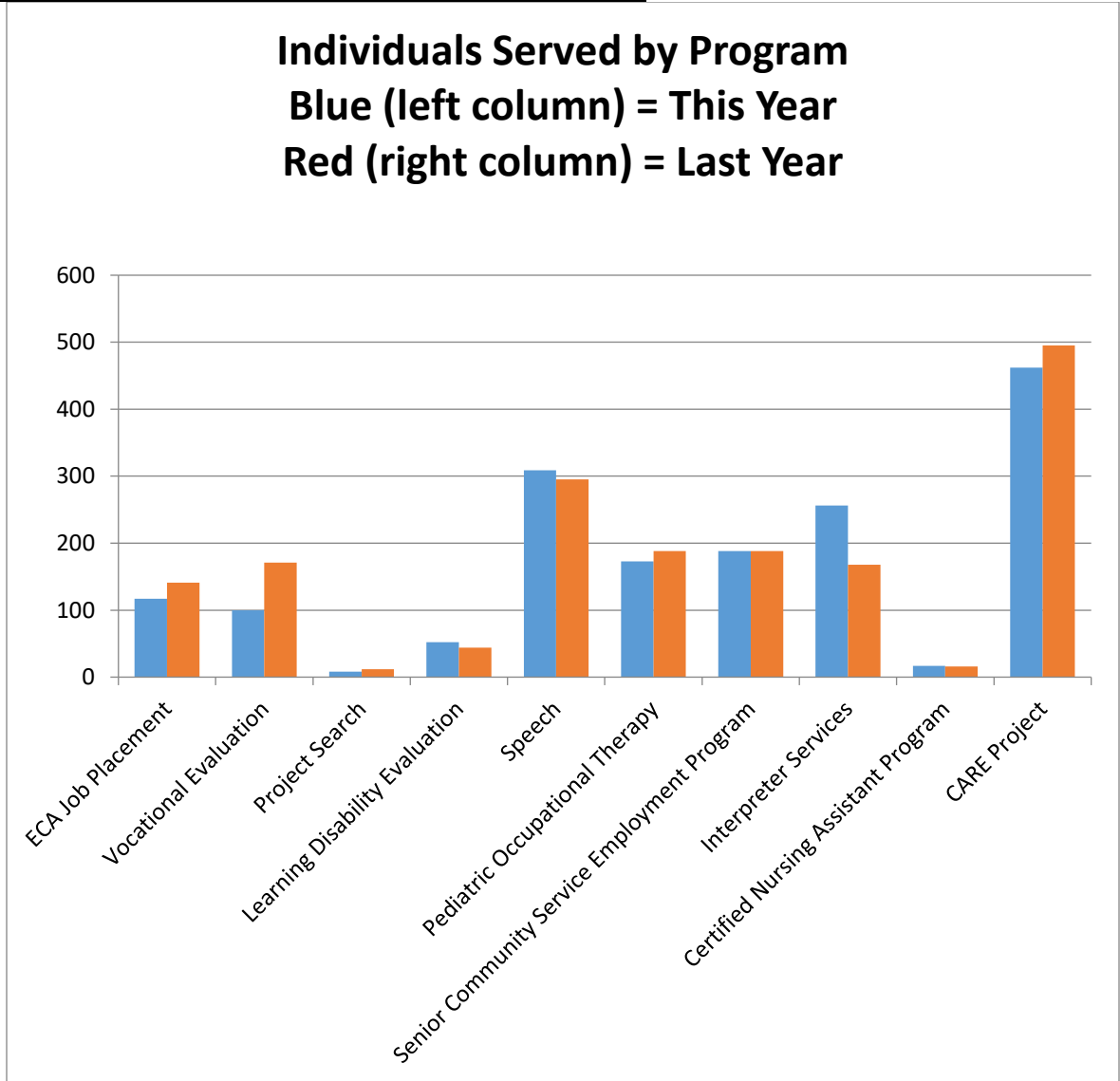
Walker	0	0
Washington	0	0
Wilcox	6	3
Winston	1	1
Georgia	1	0
Minnesota	0	0
Unknown	0	5
<b>TOTAL</b>	<b>1682</b>	<b>1744</b>

<b>Disability - Primary &amp; Secondary (Can Count More Than One for Each Person as Needed)</b>	<b>80</b>	<b>This Year 96</b>
<b>Infections and Inflammatory Diseases (i.e. Post-Polio Syndrome)</b>		2
<b>Neoplasms (i.e. Cancers)</b>	31	43
<b>Endocrine, Nutritional and Metabolic Diseases &amp; Immunity Disorders</b>	132	36
<b>Mental Disorders</b>		
Dementia	0	28
Other Psychological Disorders	115	93
Autism	174	193
Alcohol Abuse, Drug Abuse	2	12
Attention Deficit Disorder	92	84
Developmental Delays: Learning, Speech, Reading, Language	545	601
Other Mental Disorders	57	86
Mental Retardation	19	106
<b>Neurological Disorders: Diseases of the Nervous System and Sense Organs</b>		
Other Nervous System	105	108
Alzheimer's	2	9
Parkinson's	1	3
Multiple Sclerosis	1	17
ALS	0	1
Cerebral Palsy	15	21
Epilepsy and Seizure Disorders	11	12
Muscular Dystrophy	0	7
Blind and Visually Impaired	25	43
Deaf / Hearing Impaired	275	90
<b>Diseases of the Circulatory System</b>		
Other Diseases of the Circulatory System	165	509
Heart Disease	99	123

Stroke	6	76
<b>Diseases of the Respiratory System</b>		
Other Diseases of the Respiratory System	137	59
Emphysema	2	0
Asthma	11	17
<b>Chronic Obstructive Pulmonary Disease</b>	0	88
<b>Diseases of the Digestive System</b>	1	5
<b>Diseases of the Genitourinary System</b>	0	1
<b>Diseases of the Skin and Subcutaneous</b>	0	0
<b>Diseases of the Musculoskeletal System and Connective Tissue</b>		
Lupus	3	0
Arthritis	21	192
Other Diseases of the Musculoskeletal System and Connective Tissue	164	58
Osteoporosis	4	0
Scoliosis	1	2
<b>Congenital Anomalies</b>		
Other Congenital Anomalies	2	4
Spina Bifida	0	1
Cleft Palate	0	0
Down Syndrome and other Chromosome Anomalies	8	4
<b>Conditions of the Perinatal Condition (i.e. Premies)</b>	0	0
<b>Symptoms, Signs, and Ill-Defined Conditions</b>		
Other Symptoms, Signs, and Ill- Defined Conditions	5	1
Speech-Language & Voice Dysfunction (i.e. Aphasia, Speech Impairments)	326	465
<b>Disease or Injury to Bone / Joint</b>		
Other Disease or Injury to Bone / Joint (Other Orthopedic)	464	229
Head Injury	42	42
Spinal Cord Injury (Quadriplegia, Paraplegia)	41	52
<b>Obesity</b>	7	19
<b>Well Elderly</b>	22	8



<b>Frail Elderly</b>	0	6
<b>Other Disabilities</b>	233	166
<b>Disadvantaged</b>	0	5
<b>Nondisabled</b>	50	4
<b>Unknown</b>	32	35
<b>TOTAL</b>	<b>3528</b>	<b>3862</b>



## 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 = 33.4% African American = 61% Asian = 3.5% Hispanic = 4.1%	\$32,769.00	4.6%	79.39%	31.5%

## 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 6 Alabama counties through funding from the Alabama Department of Rehabilitation Services (ADRS). We served 141 different individuals. This is 54 less 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	47	68
Female	70	73
<b>TOTAL</b>	<b>117</b>	<b>141</b>

RACE	This Year	Last Year
African American	82	84
Caucasian	34	57
Asian	0	0
Native American	1	0
<b>TOTAL</b>	<b>117</b>	<b>141</b>

AGE BREAKDOWN	This Year	Last Year
6-17	0	1
18-24	48	64
25-40	29	34
41-64	36	35
65-74	4	7
75 to 85	0	0
<b>TOTAL</b>	<b>117</b>	<b>141</b>

COUNTIES	This Year	Last Year
Autauga	10	18
Chilton	1	4
Crenshaw	1	1
Dallas	0	0
Elmore	20	26
Lowndes	1	1
Macon	1	0
Monroe	0	0
Montgomery	83	91
<b>TOTAL</b>	<b>117</b>	<b>141</b>

**JOB PLACEMENTS**

EMPLOYER	JOB TITLE
Kowaliga General Store	Food Prep/kitchen worker
Successful Living	Home Health Aide
Easterseals	Skills Instructor
Security Services	Security Officer
Montgomery Vascular Surgery Ctr.	Medical Assistant
Food Outlet	Produce Worker
Baptist Hospital	Patient Care Tech
Mcdonald's	Cashier
W.H. Hodges	Gen. Laborer
YMCA	Greeter/Scanner
Costco	Demonstrator
ADDUS home care	Home Health Care Aide
Hardees Restaurant	Food Prep/Cook
Waffle House	Server
Jack's Restaurant	Prep/Cook
Russell Do It Center	Warehouse Worker
Murphy USA	Cashier
Kelly Education Services	Sub. Teacher
Fresh Value	Stocker
John Knox	Receptionist
Diversicare	CNA.
Lowe's	CSR
Food Outlet	Produce Department

EMPLOYER	JOB TITLE
Kidz Zone Learning Academy	Teacher's Aide
Ultra Beauty	Stocker
U-Haul	CSR
Encompass Health	Dietary Aide
Lakeview Childcare	Childcare worker
Department of Veterans Affairs	Veteran Service Representative
Hertz Car Rental	Customer Service
Encomapss Health	Dietray Aide
Diversified Maintance	Custodian
Issac USA INC	Quality Assurance Staff
Little Caesars Pizza	Team Member
Beasley Allen Law Firm	Remoter Phone Contract Person
Cloverland AG	Cashier
Bojangles	Chicken Cook
Bojangles	Biscuit Maker
Renfroes Marker	Stocker
Alflac Insurance	Insurance Agent Sales Rep.
Saitel/Fondever	Customer Service Bank of America
Burlington	Stocker/Receiver
Home Care Assistant	Homecare Worker
New Horizon Re-School	Childcare Assistant
Stamp Idea Group	Facilities Support Specialist
SEI Security	Armed Security Guard

Montgomery Housing Authority	Maintenance Worker
Weiser Security	Security Officer
John Knox	CNA..
Mobis	Production Team Worker
Bojangles	Fry Cook
Bojangles	Team Member
Hyundai Manufacturing	Assembly Worker
Harborview Medical Center	Traveling Nurse
Montgomery County Library	Library Page
Store Room Fastners	Packer
STS Filing	File Production Worker

Encompass Health	Dietary Worker
Bed, Bath, and Beyond	Cashier
American Servco Inc.	Custodian
Food Outlet	Front End Cart Pusher
Surge/DAS	Production Worker/ Quality Assurance
Gunter Child Development Ctr.	Teacher's Assistant
Arrowhead Country Club	Dishwasher
Avis Car Rental	Car washer
Anthony Cleveland	Photographer Assistant
Twin City Security	Desk Monitor
Capitol Hill Rehab	Housekeeper

Capital Hill Rehab.	Housekeeper
Avis Car Rental	Car Detailer
Rainbow Fashions	Sales Associates

Montgomery Vet. Associates	Kennel Assistant
Crown Healthcare	Housekeeper
Kidz zone	Custodian ...

Montgomery Public Library	Library Page
Tractor Supply	Stocker
Montgomery Country Club	Dishwasher


### Placements by Staff by Month

MONTH	Mahone	Robinson	Coleman	This Year	Last Year
October	1	3	0	4	5
November	3	2	1	6	4
December	2	1	0	3	2
January	0	6	0	6	9
February	3	2	2	7	5
March	1	5	3	9	4
April	0	5	0	5	6
May	4	1	0	5	3
June	3	4	3	10	3
July	2	1	0	3	3
August	2	4	5	11	9
September	2	4	2	8	9
<b>TOTAL</b>	<b>23</b>	<b>38</b>	<b>16</b>	<b>77</b>	<b>66</b>

**Placements by Type**

<b>TYPE</b>	<b>This Year</b>	<b>Last Year</b>
Part-Time	39	40
Full-Time	38	26
<b>TOTAL</b>	<b>77</b>	<b>66</b>

**Job Prep Referrals by Counselor**

<b>COUNSELOR</b>	<b>This Year</b>	<b>Last Year</b>
<i>Rhodes, K.</i>	8	9
<i>Marshall</i>	8	11
<i>Orum, A.</i>	11	6
<i>Ellis, Darryl</i>	09	6
<i>Dunn, G.</i>	21	8
<i>Landrum, L</i>		1
<i>Johnson</i>	10	10
<i>Stephens</i>	1	10
<i>Mansel</i>	5	11
<i>Allen</i>	6	11
<i>Bonner</i>	2	3
<i>Garrison</i>	2	5
<i>Miree</i>	11	6
<i>Hill</i>	14	6
<i>Pratt</i>	3	1
<b>TOTAL</b>	<b>111</b>	<b>104</b>

**Total Billed to ADRS for Step 1's: \$105,600 (Combining Intake/STEP 1/Job Prep Job Development Referrals by Counselor)**

<b>COUNSELOR</b>	<b>This Year</b>	<b>Last Year</b>
<i>Johnson</i>	10	10

<i>Allen</i>	<i>6</i>	<i>11</i>
<i>Marshall</i>	<i>8</i>	<i>11</i>
<i>Hill</i>	<i>14</i>	<i>6</i>
<i>Orum</i>	<i>11</i>	<i>6</i>
<i>Ellis, Darryl</i>	<i>09</i>	<i>6</i>
<i>Garrison</i>	<i>2</i>	<i>5</i>
<i>Dunn, G.</i>	<i>21</i>	<i>8</i>
<i>Bonner</i>	<i>2</i>	<i>10</i>
<i>Mansel</i>	<i>5</i>	<i>11</i>
<i>Rhodes</i>	<i>8</i>	<i>9</i>
<i>Miree</i>	<i>11</i>	<i>6</i>
<i>Pratt</i>	<i>3</i>	<i>1</i>
		<i>0</i>
<i>Stephens</i>	<i>1</i>	<i>3</i>
		<i>1</i>
<b>TOTAL</b>	<b>111</b>	<b>104</b>

**Total Billed to ADRS for Step 2's: \$85, 500 (Combining Step2's/Job Development)**

**Job Retention Referrals by Counselor**

<b>COUNSELOR</b>	<b>This Year</b>	<b>Last Year</b>
<i>Hill</i>	<i>14</i>	<i>6</i>
<i>Marshall</i>	<i>8</i>	<i>11</i>
<i>Bonner</i>	<i>2</i>	<i>6</i>
	<i>2</i>	<i>5</i>
<i>Dunn, G.</i>	<i>21</i>	<i>8</i>
<i>Flowers</i>		<i>10</i>
<i>Mansel</i>	<i>5</i>	<i>11</i>
<i>Rhodes</i>	<i>8</i>	<i>9</i>
<i>Pratt</i>	<i>3</i>	<i>1</i>
<i>Johnson</i>	<i>10</i>	<i>10</i>
<i>Stephens</i>	<i>1</i>	<i>3</i>
		<i>1</i>
<i>Orum</i>	<i>11</i>	<i>6</i>
<i>Allen</i>	<i>6</i>	<i>11</i>
		<i>0</i>
<i>Miree</i>	<i>11</i>	<i>6</i>
<b>TOTAL</b>	<b>111</b>	<b>104</b>

**Total Billed to ADRS for Step 3's: \$114, 400 (Combining Step 3's/Job Retention)**

### 3. Stakeholder Input Information:

#### A. Persons Served

##### SECTION 1 – Consumer Advisory Meetings

No General case meeting was held due to COVID-19. We had two advisory meetings with our transition caseload students (Earn While You Learn and Summer JET).

##### SECTION 2 – Consumer Surveys

Consumers were asked to complete a 3 question survey face to face. This survey involved students who were in the program from October 2022 until September 2023. The survey was presented to them on the third day of Job Readiness training. The job readiness training was conducted March 20-24 and June 12-June 14, 2023. Most of the students participated in the Earn While You Learn program and Summer JET’s program.

A lot of the consumers still don’t come to Easterseals therefore we reached out to Earn While You Learn and Summer Students. The group felt it was best to complete surveys with our school students in person as opposed to us not getting any response from general caseload consumers by phone. Hopefully next year we should be able to get some response from our general caseload.

55 consumers participated in the in person 5 question survey. When asked were/are they satisfied with services they received at Easterseals, all were satisfied. When asked were there any suggestions on how to improve the services offered, nothing was stated other than to have more summer jobs to choose from. When asked whether or not they believed they were more prepared after training, almost all sated they were more prepared for finding a job since participating in ECA programs. Almost all stated they enjoyed participating in the summer program and look forward to coming back next year. They stated all staff were friendly, hardworking and showed respect to the groups and made the classes fun.

#### B. Employers

##### Business Advisory Committee Agenda May 03, 2023

- I. Welcome /Easterseals Update – Varina Mead, Director of Marketing and Debbie Lynn, ECA Executive Director
- II. Introductions of Staff and Guests..... Shelinda Mahone, ECA Workforce Development Staff
- III. Enhance.....Shelinda Mahone, Workforce Development Director
- IV. Business Member’s Introduction .....How did you become familiar with Easterseals of Central Alabama?
- V. Senior Employment Service.....BJ Peters
- VI. Preparing High School Student for the Workforce ..... Jennifer Coleman, Employment Specialist

- VII. Vocational Evaluation .....Kathy King, Vocational Evaluator
- VIII. Work Base Learning Program.....Lisa Brown, Job Coach
- IX. Next big Fund raising event.....Varina Mead,  
Director of Marketing
- X. Outlook for Workforce Development .....Shelinda Mahone,  
Director of Workforce  
  
Training to better prepare our consumers for the workforce  
Support services for consumers once hired
- XI. How can this committee help? .....Lyona Robinson,  
Employment Specialist
  - Community work training/Job Leads
  - Workplace Tours/Mock Interviews/ Summer JET Program Special training/ Invite other to attend BAC meeting
- XII. Adjourn Closing Remarks..... Shelinda Mahone, Director of  
Workforce Development

Easterseals reviewed program and goals and activities. Lisa Brown Project Search Director talked about the Work Based Learning program with Renaissance. She explained what a Work Based Program is and how the school kids were doing at each site and how Renaissance Montgomery Hotel and Spa was involved with the whole program. She also talked about the students looking forward to summer JET program.

The meeting was held at Easteseals. 15 employers were invited and eight participated. The following staff participated: Debbie Lynn, Varina Mead, Shelinda Mahone, Lyona Robinson, Kathy King, Lisa Brown, Jennifer Coleman and Missy Byrd.

2<sup>nd</sup> Business Advisory Committee meeting will be December 6, 2023 at 10:00am

### **C. Counselor Advisory Input Meetings-**

The counselor Advisory Committee met on March 2, 2023 in ECA Training room with the following conselors present: Loraine Johnson, Jamie Brown, Stephanie Pratt, Latoya Allen, Carmen Hill, Faye Mansel, Kendra Rhodes, Jordan Miree, Unit Supervisor Mr. Melvin Walker, Haley Drakeford, Angela Orum, Eric Liddie, and Beverly Bonner. Pre-ETS specialist also in attendance Nancy Giles, Emma Isser (DSS). Easterseals staff present were Kathy King, Debbie Lynn, Shelinda Mahone, Lyona Robinson, Jennfer Coleman, and Missy Byrd. Intern Christopher Jenkins was also present.

We provided information on our new transition program called TRANSFRVR training. We talked about why we are implementing transfer, how we are going to implement the transfer training, when we going to start, where we start, where the training takes place, and what we need from them to get the training done. We also gave the hands on training with the virtual headset so they could see just how the students were going to use the headset. We also talked about upcoming things going on with transitional service such as Earn While you leand and summer JET program. We also gave a survery to the counselors to complete.



The counselor Advisory Committee met on July 27, 2023 in ECA Training room with the following counselors present: Loraine Johnson, Jamie Brown, Latoya Allen, Daryl Ellis and Kendra Rhodes. Easterseals staff present were Kathy King, Debbie Lynn, Shelinda Mahone, Lyona Robinson, Jennifer Coleman and Shanta Haney.

We provided updates on all our programs at ECA. We talked at length about our new virtual headset program. We explained how important it is to start the program at the beginning of the school year as appose to waiting until next year and not being able to finish it. We also thanked them for continuing to send referrals and we wre glad for the referrals to be picking up. We told them the Certified Nursing Assistant class will start on August 7, 2023. We asked for more Vocational Evaluation and Extended Evaluations.

We talked about other transitional services. We talked about the stand along classes such as 3C's, Workplace Etiquette, and anger Management.

We ended with giving the counselor a survey by using a QR code. They took it and the results will be added in. We will also send the survey out to the counselors who didn't attend. A school transition survey will be sent out through email.

#### **D. Counselor Satisfactory Survey**

Ten out of the thirteen ADRS Counselors utilized Easterseals Employment Services and completed satisfaction surveys in March 2023. It was done in Easterseal's training room. Three of the counselors did not complete the survey. We can only assume they forgot to complete it or took it with them by accident upon completion. This survey was completed at Easterseals in the Training room.

Question 1 asked if they felt their student would benefit from the Transfer VR training? All ten stated "yes, they felt their students would benefit from the TransferVR Training." One stated Absolutely! The visual aspect is very beneficial."

Question 2 asked if they thought their students what they would find the most exciting about the TransferVR training? Three stated, technology is something that is an interest to many. Seven stated, "the opportunity to feel like they are actually doing the work".

Question 3 asked whether or not this TransferVR training was helpful, and will they be making referrals to the program? All ten stated, "it was helpful and they all would be making referrals to the TransferVR training program."

Question 4 asked if they would like to see anything added to this TransferVR Training. Seven stated nothing at all, seemed like a good program for transition. One stated, "she would like to see if adults could participate in the program." One stated, if it could be tailored more to low vision and closed captions." One started, "a way for the narrator to repaeat instructions when given." They were told that another version of the program is coming out this fall and closed captions will be added.

Question 5 asked was transition their only caseload. All stated, "transition was not their only caseload."

All ten stated "yes, they felt their students would benefit from the TransferVR training". 10 ADRS Counselors completed Satisfaction Surveys during a meeting on July 27, 2023 in ECA Training room after completion of our meeting. Three other counselors that did not attend were given surveys through email link, and they completed it.

Question 1 asked if they felt the Employment menu provided enough of a variety to their consumers, and all 13 stated ECA provided enough variety.

Question 2 asked whether or not their consumers were seen in a timely manner upon enrollment. 11 stated my consumers are seen in a reasonable amount of time. 2 did not answer.

Question 3 asked, Does our staff respond to your emails and calls in a timely manner. All thirteen stated, "Yes, they are doing great with our consumers."

Question 4 asked whether they feel as if they are kept informed when there is a concern with one of Easterseals consumers. Everybody felt they were kept informed when issues came up with ECA consumers.

Question 5 asked regarding staffing arrangements, would it be better to meet monthly or weekly regarding their consumers. 10 stated they like the way we are doing it now . The other 3 stated they would like to go back to the old way. \*\* Started new way to do weekly staffing in August 2022\*

Questions 6 asked whether our reporting documentation from Vocational Evaluation and Job Placement detailed enough to be useful to them, 12 stated yes, it provided them with plenty of information. One stated its good information but would like to see it expanded.

Question 7 asked what do you feel we could do to improve the way we communicated information to them. Seven stated they liked the way we communicated information to them in person, email or text. Five did not answer.

Question 8 asked if they had visited the Easterseals Central Alabama website or do you follow us on any of our social media pages. Nine of the counselors had not seen the website and four stated they had and follow us on every platform.

#### 4. Specific Program Measures:

<b>Category</b>	<b>Applied To</b>	<b>Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Extenuating / Influencing Factors</b>
<b>Effectiveness: Average wage of all persons served placed in employment</b>	All Persons Served Placed in Employment This Year	Annually	Placement Records	Program Coordinator	\$7.60	\$11.76	
<b>Efficiency: Average # of months from intake to job placement</b>	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..
<b>Service Access: % of persons served who were contacted after referral in two weeks or less</b>	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.

<b>Consumer Satisfaction / Stakeholder Input: % of persons served who are satisfied overall with services received</b>	All Persons Served in Job Placement This Year	Annually	Follow-Up Report	Program Coordinator	95%	99%	Only 1 consumer indicated they were not satisfied it was due to them participating in another program
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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.

### **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 5 Alabama counties through funding from the Alabama Department of Rehabilitation Services (ADRS). We served 100 different individuals for Evaluation I's (Mobile Evaluations) and Evaluation III's (Vocational Evaluation plus Extended Evaluation) during this reporting period which is a decrease of 58.48 % over last year. An Evaluation I is a shorter term evaluation geared towards school students, and an Evaluation III is for two weeks with consumers participating in simulated work activities so that work habits and skills can be observed and reported including three half days of vocational evaluation with a transferable skills analysis using OASYS (when appropriate).

#### 2. Consumer Demographics

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

A total of 100 individuals from 5 different counties were served for 10 different Rehabilitation Counselors. An individual is defined as having completed an Evaluation I or Evaluation III. This is 71 fewer people than last year.

<b>GENDER</b>	<b>This Year</b>	<b>Last Year</b>
Male	52	105
Female	48	66
<b>TOTAL</b>	<b>100</b>	<b>171</b>

<b>RACE</b>	<b>This Year</b>	<b>Last Year</b>
African American	62	131
American Indian	1	
Asian American		3
Biracial	4	
Caucasian	27	37
Hispanic	6	0
<b>TOTAL</b>	<b>100</b>	<b>171</b>

<b>AGE BREAKDOWN</b>	<b>This Year</b>	<b>Last Year</b>

6-17	25	29
18-24	39	95
25-40	16	16
41-64	16	31
65-74	3	0
75-85	1	0
<b>TOTAL</b>	<b>100</b>	<b>171</b>

<b>COUNTIES</b>	<b>This Year</b>	<b>Last Year</b>
Autauga	4	6
Bullock	0	0
Chambers	0	0
Chilton	0	0
Dallas	0	0
Elmore	20	0
Jefferson	0	0
Lee	0	0
Lowndes	0	18
Macon	1	0
Montgomery	74	147
Perry	0	0
Pike	0	0
Russell	0	0
Tallapoosa	1	0
Wilcox	0	0
<b>TOTAL</b>	<b>100</b>	<b>171</b>

**Vocational Evaluations for Mobile/School (Evaluation I) and Extended Evaluations (Evaluation III)**

**Referrals for Evaluation I's by Counselor**

<b>COUNSELOR</b>	<b>This Year</b>	<b>Last Year</b>
Allen	0	10
Boyd	0	0
Brown	1	0
Drakeford	23	0
Hill	0	0
Hudson	0	0
Lewis	0	0
Johnson	22	32
Mitchell	0	0
Rhodes	0	17
SCSEP	8	0
<b>TOTAL</b>	<b>54</b>	<b>59</b>

**Referrals for Evaluation III**

COUNSELOR	THIS YEAR	LAST YEAR
COUNSELOR		
Allen	9	7
Armstrong	0	0
Bonner	0	9
Boyd	0	0
Brown	0	0
Dunn	10	2
Ellis	4	
Flowers	0	2
Garrison	2	1
Hill	2	1
Hudson	0	0
Jacoway	0	0
Johnson	6	5
Lewis	0	0
Mansel	0	0
Marshall	9	10
Morgan	0	0
Minor	0	0
Mitchell	0	0
Mixon	0	0
Pratt	1	0
Rhodes	3	6
Richards	0	0
Stephens	0	5
Storey	0	0
Turner	0	0
Walter	0	0
Youse	0	0
<b>Subtotals</b>	<b>46</b>	<b>48</b>
<b>TOTAL</b>	<b>100</b>	

### 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 and reviewed at least quarterly by the Evaluation staff in order to monitor quality control and satisfaction.

From October 2022 to September 2023, 40 consumers completed their surveys providing the following results:

**100% reported that the purpose of the vocational evaluation was made clear to them;** four commented: “Very understanding of my condition and my will to want to work.”; “From the beginning Mr. Scott was clear about everything. I so enjoyed this program and look forward to the future.”; “They did excellent job – really excellent job.”; “I was very satisfied with how this experience turned out.”

**100% reported that the evaluation provided them with helpful information;** three commented: “All info provided made feel like I can do more than I thought I could.”; “This was very helpful.”; “Everything I’ve learned and alone here made me proud of myself. This program helped me build confidence and I am happy and proud of myself.”

On a scale of 1 to 5 with 5 being the highest, **95% (38 out of 40)** rated their satisfaction with the overall services provided by the Evaluation Department at a 5 (Highly Satisfied) and **5% (2 out of 40)** rated their overall satisfaction at a level 4 (Very Satisfied). No one commented.

The following suggestions were given for improving the Evaluation Department: “Hire me on sight as motivator.”; “Maybe have some hiring managers around at the very end of training for helpful hints of the job hunting process.”

General comments about any services that they received or services consumers felt were needed included: “Helping me find a job with my disability and helping me receive SS check and Disability.”; “Understanding.”; “More people need to know of the help given here. This program is a real blessing!”; “Ms. King and Mr. Scott are great.”; “Fork lift driving trucks, and would like to know where if any help is available to actually find a job.”

#### 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>
<b>Effectiveness: # of persons served meaning a vocational evaluation was completed</b>	All Persons Served Referred to Vocational Evaluation	Annually	Referral Face Sheet	Chief Evaluator	170	100 ADRS	54 Eval I 46 Eval III <hr/> 100 Total (-70 no longer providing Enhanced or Eval II)
<b>Efficiency: Average # of days from completion of vocational evaluation to sending out the report to the referral source</b>	All Persons Served Who Completed a Vocational Evaluation	Annually	Vocational Evaluation Report	Chief Evaluator	14	14	Met Goal
<b>Service Access: % of persons served who were contacted after referral in two weeks or less</b>	All Persons Served Referred to Vocational Evaluation	Annually	Referral Face sheet &/or Copy of File Letter	Chief Evaluator	100%	100%	Met Goal
<b>Consumer Satisfaction / Stakeholder Input: % of persons served who are satisfied overall with services received</b>	All Persons Served Who Completed a Vocational Evaluation	Annually	Satisfaction Surveys	Chief Evaluator	100%	100%  95% Extremely Satisfied	Met Goal

						5% Very Satisfied	
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## 5. Highlights:

- Conducted Mobile Evaluations at various high schools
- Conducted CNA screenings
- Served on the ECA Personnel Committee
- Served on the ECA In-Service Committee
- Served on the ECA Management Team
- Member of VECAP
- Implemented the use of Wide Range Achievement Test 5 (WRAT5) and participated in training
- Attended the following professional development conferences and seminars: AL-APSE 2023 Celebrating Inclusion, Freedom, and Independence (June 28-30, 2023); Job Analysis/Transferable Skills Analysis (December 8, 2022); Using Video Modeling to Support Individuals with Developmental Disabilities (February 16, 2023); Commercial Work Samples – MECA System and Valpar (March 23, 2023); Techniques for Vocational Experts to Defend Report/Services in Forensic Settings (May 23, 2023); Understanding Vocational Possibilities and Implications for Applicants and Recipients of Social Security Benefits (August 24, 2023)

## **EMPLOYMENT SERVICES PROGRAM (Certified Nursing Assistant Training)**

### 1. Overview of Services:

The ECA Employment Services Certified Nursing Assistant Program served 17 consumers from five Alabama Counties during the program year. Five were self-pay, two were Career Centers, and ten were funded by vocational rehab.

### 2. Consumer Demographics:

GENDER	This Year	Last Year
Male	2	3
Female	15	13
<b>TOTAL</b>	<b>17</b>	<b>16</b>

RACE	This Year	Last Year
African American	12	13
Latino	1	0
Caucasian	4	3
Hawaiian	0	0
<b>TOTAL</b>	<b>17</b>	<b>16</b>

<b>AGE BREAKDOWN</b>	<b>This Year</b>	<b>Last Year</b>
6-17	0	0
18-24	6	7
25-40	4	5
41-64	7	3
65-74	0	1
<b>TOTAL</b>	<b>17</b>	<b>16</b>

<b>COUNTIES</b>	<b>This Year</b>	<b>Last Year</b>
Autauga	1	2
Butler	0	0
Crenshaw	1	1
Elmore	1	3
Macon	0	1
Monroe	0	0
Montgomery	14	9
<b>TOTAL</b>	<b>17</b>	<b>16</b>

### **VR Referrals by Counselor**

<b>COUNSELOR</b>	<b>This Year</b>	<b>Last Year</b>
Allen, L.	2	1
Dunn, G.	2	2
Hill, C.	0	0
Mansel	3	2
Marshall	0	1
Career Center	2	3
Johnson, Loraine	2	1
Orum, Angela	0	1
Ellis, Darryl	1	0
<b>TOTAL</b>	<b>12</b>	<b>11</b>

### **3. Specific Program Measures:**

There are two program goals at this time:

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. Eighty-eight percent of those starting the class completed the class.

Goal Two - 80% of students who completed the class will become certified as a Nurse Assistant. This goal was achieved as 93% of students completing the class became certified.



SESSION	Students	Completers	Certified
10/10/22	6	6	5
05/01/23	6	6	5
08/07/23	5	5	5
<b>Total</b>	<b>17</b>	<b>17</b>	<b>15</b>

#### **4. Highlights:**

The Covid 19 pandemic continues to impact the CNA program. To maintain social distancing, the classes were purposely small to keep the instructor and students safe. Although the number served was reduced, the pass rate was still over 85%.

### **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 the 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 the job coaches and is committed to helping interns secure employment at the completion of their internships.

#### **2. Consumer Demographics**

A total of 9 individuals from 4 different high schools were interviewed for Internships. From the group of 9 interns, 8 were selected for the program.

GENDER	Interviewed	Chosen
Male	6	5
Female	3	3
<i>Total</i>		

RACE	Interviewed	Chosen
African American	9	8
Caucasian	0	0
<i>Total</i>		

AGE	Interviewed	Chosen
18-24	9	8
<i>Total</i>		

**COUNSELORS**

Johnson      Rhodes      Allen      Drayfer

**Referrals by High School**

High School	Interviewed	Chosen
Carver	1	1
JAG	4	4
Lanier	1	1
Percy Julian	2	2
Park Crossing	1	1

**Employment**

5 interns are employed at the end of their internships.

Job	Hours	Wage	Integrated	Ongoing
Renaissance Hotel	30	Typical	Yes	Yes
Wendy's	15	Typical	Yes	Yes
Stuart Grubb	16	Typical	Yes	Yes
Artist Resolution	20	Typical	Yes	Yes
Tropical Food Mart	20	Typical	Yes	Yes

**3 interns are unemployed at the end of their internships**

**REASONS FOR UNEMPLOYMENT**

Two interns who are brothers lack support to gain and maintain stable employment. Job coaches worked diligently to assist with job placement. The last job interview set with local dry cleaners, the interns lack of transportation is a major factor. One intern due to hyper-salivation has been difficult in sustaining employment. Job coaches are working with company for creative employment options that will support intern in sustaining a job.

**ASL INTERPRETING PROGRAM**

**1. Overview of Services:**

This program provides qualified interpreter services to the state of Alabama.

The interpreting program has seen a 13.6% increase in requests filled during the 2022-2023 program year. We received a total of 1,506 requests for this reporting period. That number

includes 196 canceled, denied, rescheduled or referred out requests. Of the 1,506 requests, 1,310 (**plus 3 funded by the United Way**) were filled by contract interpreters. The program served 256 individuals (not including many public venues or situations where no names were available) from 22 Alabama counties.

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 others.

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:

Our Interpreter Program is in constant recruiting mode. We have picked up three interpreters from New York and one in Tallahassee, FL. Our out of state interpreters are helping us cover the ever increasing request for online services. The Tallahassee interpreter is also covering a school in Dothan.

Requests for services have been steadily increasing. We are doing our best to meet the demand with only 4 interpreters from Montgomery to Troy.

## 3. Consumer Demographics:

The Interpreting Program filled 1313 interpreter requests for the program year 2022-2023. Last year, PY 2021-2022 we filled 984.

We interpreted for people from 22 Alabama counties (22 last year). We served 256 different individuals this program year which is an increase of 52% over last year (168 individuals). This large increase may be due to better tracking of individuals.

Gender	This Year	Last Year
Male	98	61
Female	154	105
Unknown	2	2
<b>Total</b>	<b>256</b>	<b>168</b>

Race	This Year	Last Year	Age	This Year	Last Year
Black	91	74	Child	21	14
White	87	69	20-30	28	18
Hispanic	2	1	30-40	24	19
Other	2	0	40-50	32	29
Unknown	74	24	50-60	28	22
			60-70	24	23
			70-100	14	15
			Unknown	85	28
<b>TOTAL</b>	<b>256</b>	<b>168</b>	<b>Total</b>	<b>256</b>	<b>168</b>

**Individuals served in each county**

COUNTIES	This Year	Last Year			Lee	27	23
					Lowndes		0
Autauga	8	5			Macon		0
Blount		0			Marengo		0
Bullock		0			Madison	1	1
Calhoun		0			Marion		0
Chambers	3	3			Mobile		1
Culbert		0			Monroe		0
Chilton		3			Montgomery	129	94
Coffee	5	2			Muscogee, GA		0
Covington	1	1			Perry	1	0
Cullman	4	2			Pike	16	11
Dale	8	2			Russell	1	0
Dallas	3	2			Shelby	2	0
Elmore	1	0			Talladega	11	6
Hale		0			Tallapoosa	5	3
Henry		0			GA		0
Houston	10	1			Tuscaloosa	4	0
Jefferson	14	7			Walker		0
					Wilcox	1	1
					Winston	1	
Coosa		0			Unknown		0
St. Clair		0			<b>Total</b>	<b>256</b>	<b>168</b>

**Summary of Services 2022-2023**

**Filled: 1,310**

**Of those filled: 1,310 were billed to the business**

**Last year: 980**

**I am aware of 3 services being**

**Billed to United Way -- Last year: 4**

**Hours of those filled: 4,326.0**

**hours billed to business**

**Last year 3,278.9**

**I am aware of 8 hours billed through United**

**Way -- Last year 9**

**Who filled them: Contract Interpreters filled 1,310 assignments.**

**Last year 984**

**Breakdown of number filled by month:**

MONTH	This Year	Last Year
October	158	107
November	92	90
December	86	61
January	124	96
February	144	109
March	131	103
April	132	30
May	82	58
June	70	48
July	68	51
August	96	112
September	127	115
<b>TOTAL</b>	<b>1,310</b>	<b>980</b>

**Why some were not filled:** There were 166 requests canceled, rescheduled, denied, or referred out. The denied requests were due to having no one available. However most of those denied were rescheduled for another date or time. Likewise, many of the canceled requests were also rescheduled for another date or time. Last year: 169

SETTING	This Year	Last Year
	BILLED	BILLED
Community Access	65	70
Employment	56	29
Medical	532	462
Mental Health	2	8
Schools	543	110
Post-Secondary Education	112	301
<b>TOTAL</b>	<b>1,310</b>	<b>980</b>

This Year	Last Year
UNITED WAY	UNITED WAY
	1
2	
1	2
	0
	0
	1
3	4

Total This Year	Last Year
TOTAL	TOTAL
65	71
58	29
533	464
2	8
543	110
112	302
<b>1,313</b>	<b>984</b>

**Breakdown by county of service for # of assignments:**

COUNTIES	This Year	Last Year		Cont. COUNTIES	This Year	Last Year
Autauga	18	19		Marion		0
Blount		0		Montgomery	554	529
Bullock		0		Monroe		0
Colbert		0		Mobile		1
Cullman	6	1		Muscogee, Ga		0
Chambers	3	13		Perry	1	0
Chilton		1		Pike	230	108
Coffee	10	4		Russell	1	0
Covington	1	2		Shelby	2	0
Dale	16	5		Talladega	280	111
Dallas	3	8		Tallapoosa	49	19
Elmore	7	2		Troup, GA		0
Etowah		0		Tuscaloosa	1	0
Henry		1		Winston	1	0
Houston	57	2		Coosa		0
Jefferson	10	9		Madison		1
Lee	27	93		Hale		0
Macon	3	2		Lowndes		1
Marengo		0		Wilcox	26	48
St Clair		0		Childersburg	4	
Unknown		0		<b>TOTAL</b>	<b>1,310</b>	<b>980</b>

**4. Stakeholder Satisfaction Information:**

The interpreting staff works with our clients, in the office, over the phone, through text messages and emails. We encourage, empower, inform, and assist our clients regarding: securing appointments, resources within our community, and their rights under the ADA.

## 5. Specific Program Measures:

- We do not track program goals for this program

## Speech Program

### 1. Overview of Services

The Easterseals Central Alabama Speech Department served 309 different individuals during this reporting period. Completion of service delivery is defined as a speech/language evaluation, and speech treatment plan is administered. The speech program served 16 Alabama counties, 3 counties less than the previous year. Our speech language pathologists provide speech treatment, evaluations for individuals at risk for phonological/articulation delays, receptive and expressive language delays, social pragmatic communication delays, stuttering, voice disorders, feeding difficulties, and/or clients with limited verbal skills that may need an alternative form of communication using signs, a picture exchange system or a communication device that may secondary to Aphasia, Autism Spectrum Disorder, Downs Syndrome, Attention Defective Disorders or Developmental Delays of Learning, Speech, Language, Phonological Awareness and/or Reading, etc.

### 2. Consumer Demographics

There were no individuals turned away from our services during this reporting period. If testing revealed that they were ineligible for speech therapy, then we would not recommend speech treatment. Although, if they allow their medical insurance to expire i.e, Medicaid, and/or Private Insurance, or if they are in violation Easterseals Attendance Policy , newly revised on April 1 2023, then ECA has the right to discontinue services until it's reinstatement.

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

Gender	This Year	Last Year
Male	217	221
Female	92	74
<b>TOTAL</b>	<b>309</b>	<b>295</b>

RACE	This Year	Last Year
African American	185	200
Caucasian	93	59
Hispanic/Latino	17	19
Asian American	4	7
Native (American/Alaskan)	0	0
Other	10	10
<b>TOTAL</b>	<b>309</b>	<b>295</b>

Age Breakdown	This Year	Last Year
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0-2 years	20	36
3-5 years	151	142
6-17 years	137	116
18-24 years	0	0
65-74 years	1	1
75-85 years	0	0
<b>TOTAL</b>	<b>309</b>	<b>295</b>

<b>COUNTIES</b>	<b>This Year</b>	<b>Last Year</b>
Autauga	18	10
Baldwin	0	1
Bullock	4	5
Butler	6	7
Chilton	3	3
Coffee	0	1
Coosa	0	0
Conecuh	1	1
Crenshaw	1	3
Dallas	6	13
Elmore	21	22
Etowah	0	0
Escambia	0	1
Jefferson	1	3
Lauderdale	0	1
Lee	1	0
Lowndes	5	5
Macon	0	0
Montgomery	233	213
Perry	2	1
Pike	1	3
Shelby	0	1
Tallapoosa	1	0
Wilcox	2	1
<b>Total</b>	<b>309</b>	<b>295</b>

<b>Discharged</b>	
Meeting All Goals	11
Meeting some goals	19
Meeting no goals	6

<b>TOTAL</b>	36
<b>Evaluations</b>	
Speech/Language Evaluations	142
Food School Evaluations	16
<b>TOTAL</b>	158

### 3.Stakeholder Satisfaction Information

There were no satisfaction surveys completed for this program.

### 4.Specific Program Measures

We do not track program goals for this program.

### 5.Highlights

- November 2022: The speech client of the year was Lamont Jefferson and Hannah Tremlett attended the banquet and presented the award to him.
- During the 2023 fiscal year, Hannah Tremlett, CCC-SLP, Katie Black, SLP-CF and Mary Elizabeth Johns, OTR/L completed four 12 week Food School Sessions.
- January 2023 Two part time Auburn Graduate Interns began Lindsey Shepard and Victoria Slayton.
- April 2023 Revised Easterseals Attendance Policy
- May 2023 Celebrated May is Better Speech and Hearing Month
- May 2023 Hannah Tremlett resigned her position as Director of Speech Therapy to relocate to Tuscaloosa, Alabama with her husband.
- June - July 2023 Food School Session completed by Mary Elizabeth Johns, OT and Katie Black, CF
- June 2023 Debbie Lynn, Director of Easterseals Central Alabama became Head of the Speech Department with the 2 remaining Certified and Licensed Speech Language Pathologists.
- June 2023 Two Clinical Fellows - Katie Black and Lexie Yoon began their Clinical Fellow Years under the Supervision of Certified SLPs - Kathy Welch and Tammy Trammell with a combined 60+ years of experience.
- September 2023 The Speech Department received a \$2,000.00 grant from Nick's Kids to expand our Augmentative Communication Device Training Program to provide a variety of software for training purposes and I pads equipped with AAC software to be lent to clients as they await ACT evaluation for a personal device from CRS (Children's Rehabilitation Services of Alabama).

## OCCUPATIONAL THERAPY PROGRAM

### 1. Overview of Services:

The Occupational Therapy program served 173 clients this reporting period. An individual served is defined as a person receiving occupational therapy and/or an evaluation was completed. The program served 15 counties. The occupational therapist treated disorders related to motor delay, attention deficit disorder, Autism Spectrum Disorder, Down syndrome and cerebral palsy.



## 2. Consumer Demographics:

There were no persons that were turned away from receiving services 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 insurance 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	135	142
Female	38	46
<b>Total</b>	173	188

RACE	THIS YEAR	Last Year
African American	110	116
Caucasian	45	49
Hispanic	9	8
Asian American	2	7
Native (American or Alaskan)	0	0
Unknown or Other	7	8
<b>Total</b>	173	188

AGE BREAKDOWN	THIS YEAR	Last Year
0-2	19	25
3-5	90	96
6-17	64	67
18-24	0	0
<b>Total</b>	173	188

COUNTIES	This Year	Last Year
Autauga	17	12
Baldwin	0	1
Bullock	5	6
Butler	5	3
Chambers	1	0
Chilton	3	1
Crenshaw	0	1
Dallas	5	8
Elmore	13	22
Escambia	0	1
Jefferson	3	3
Lauderdale	0	1
Lee	1	0
Lowndes	3	1
Macon	0	1
Montgomery	112	123
Perry	2	1

Pike	1	1
Russell	0	1
Shelby	0	1
Tallapoosa	1	0
Wilcox	1	
<b>TOTAL</b>	<b>173</b>	<b>188</b>

### 3. Stakeholder Satisfaction Information:

- Positive feedback was documented from the parents who completed the yearly consumer report survey.

### 4. Specific Program Measures:

- We do not track program goals for this program.

### 5. Highlights:

- All OT staff attended the Annual awards banquet—Zyndella Arrington was our OT Child Client of the Year.
- We had 3 occupational therapy students complete their level two fieldwork in our department.
- We had 2 occupational therapy students complete their level one fieldwork in our department.
- We had 1 occupational therapy assistant student complete their level two fieldwork in our department.
- We have had 14 pre-occupational therapy students observe and volunteer time in our department.
- Mary Elizabeth Johns, OTR/L completed four 12-week food school sessions.
- Nicole Ndaira, COTA/L completed three 8-week hippotherapy programs.
- Peyton Czerwonka, COTA/L became a certified kinesiotaping practitioner.

## **SENIOR COMMUNITY SERVICES EMPLOYMENT PROGRAM**

### Overview of Services:

The Senior Community Service Employment Program, (SCSEP), served 16 Alabama counties during the reporting year, PY 2022. 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 (CSA). We served 300 different individuals during this reporting period.

### 1. Consumer Demographics:

Three applicants were found ineligible for 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. Also, two applicants did not qualify for enrollment in SCSEP Program because they were under age requirements. One was 54 years old and the other applicant was 53 years and 9 months old. The age factor was explained to both applicants.

They were encouraged to return when they reach the right age of 55 years and over. All applicants were referred to the nearest one-stop centers in their areas for employment opportunities. A total of 300 individuals in 16 counties were being served during this reporting period. An individual is defined as a non-duplicated person served during the reporting period.

<b>GENDER</b>	<b>LAST YEAR</b>	<b>THIS YEAR (2022)</b>
Male	45	54
Female	143	134
Unknown	0	0
<b>TOTAL</b>	<b>188</b>	<b>188</b>
<b>RACE</b>	<b>LAST YEAR</b>	<b>THIS YEAR</b>
African American	138	149
Caucasian	40	35
Hispanic or Latino	3	1
Other	7	3
<b>TOTAL</b>	<b>188</b>	<b>188</b>
<b>AGE BREAKDOWN</b>	<b>LAST YEAR</b>	<b>THIS YEAR</b>
55 - 59	35	35
60 - 64	68	72
65 - 69	60	63
70 - 74	20	15
75 - Over	5	3
<b>TOTAL</b>	<b>188</b>	<b>188</b>
<b>COUNTIES</b>	<b>LAST YEAR</b>	<b>THIS YEAR</b>
Autauga	7	7
Chambers	4	4
Clay	3	3
Coosa	2	2
Elmore	8	8
Lee	13	13
Macon	2	2
Montgomery	32	32
Pike	5	5
Randolph	5	5
Russell	7	7
Talladega	13	13
Tallapoosa	8	8
<b>TOTAL</b>	<b>-</b>	<b>-</b>
<b>Baldwin</b>	<b>22</b>	<b>22</b>
<b>Escambia</b>	<b>6</b>	<b>6</b>
<b>Mobile</b>	<b>51</b>	<b>51</b>
<b>TOTAL</b>	<b>188</b>	<b>188</b>

<b>EDUCATION COMPLETED</b>	<b>LAST YEAR</b>	<b>THIS YEAR</b>
8 <sup>th</sup> Grade & Under	8	4
9 <sup>th</sup> Grade - 11 <sup>th</sup> Grade	30	28
High School or Equivalent	102	96
1 - 3 Years of College	18	26
Post-Secondary Educ.	4	8
Associate's Degree	8	10
Bachelor's Degree	10	12

Master's Degree	8	4
<b>TOTAL</b>	<b>188</b>	<b>188</b>

### 1. Other Demographic Characteristics:

300 persons age 55 years and older participated in the ECA 16-county service region. ECA SCSEP serves in Montgomery, Autauga, Elmore, Macon, Pike, Lee, Russell, Chambers, Clay, Coosa, Talladega, Tallapoosa, Randolph, Baldwin, Escambia, and Mobile Counties.

Individuals with a family at or below poverty level = 194

Individuals with disabilities =75

Individuals with low literacy skills = 93

Individuals residing in rural areas =94

Individuals with low employment prospects = 296

Individuals who are homeless or at risk of homelessness = 167

Displaced homemakers = 56

Veterans (or spouses) = 37

Individuals receiving public assistance = 136

Individuals with severely limited employment prospects = 55

Individuals who failed to find employment after utilizing Title I = 79

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

- Hip Injury = 12
- Back Injury = 22
- Knee/Joint Injury = 28
- Neck/Back Injury = 13

Individuals age 75 and over at date of report = 26

Individuals old enough for but not receiving SS Title II = 6

Individuals with severe disability = 10

The breakdown is as follows:

- Heart Disease/Heart Condition = 0
- Stroke = 3
- Spinal Cord = 0
- Asthma = 2
- Arthritis = 3
- 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 were accurate on file.

### 4. Specific Program Measures:

Allocated slots = 188

Hours worked = 126115

Persons served carried over from the previous program year = 184

New participants enrolled = 131

Program exits =131

Program exits for employment = 55  
 Average wage per hour for placements = \$11.00  
 Average hours worked per week = 16.9

<b>Core Performance Measures</b>	<b>Goal Last Year (%)</b>	<b>Goal This Year (%)</b>
Community Service	69.8	61.2
Entered Employment	66.7	86.4
Employment Retention	67.4	85.8
Average Earnings	5705	4137
Service Level	171.4	167.6
Service to Most in Need	2.98	3.50

\*55 persons were gainfully employed; SCSEP program had 92 participants that co-enrolled with ECA Employment Services during the program year. ADRS and ADHR continued to support SCSEP enrollment efforts through referral services during the program year 2022.

## 5. Community Service Assignments

Number of participants providing service to general community = 224  
 Total number of hours worked in service to general community = 91268  
 Number of participants providing service to the elderly community = 113  
 Total number of hours worked in service to the elderly community = 25425  
 Total number of participants providing community service = 225  
 Total number of hours worked in community service = 126115

## 6. Highlights

55 Older workers returned to the workforce and self-employment, part-time/full-time. Several Host Agencies were able to honor their commitment by hiring older workers in the areas of Food Services and Nutrition, Parks and Recreation, Library Circulation, and Home Health Care Services. Participants participated in area local Job Fairs, Outreach Events, and Job Readiness workshops. Participants also learned and acquired new job search skills in virtual technology or distant training, and internet/online trainings. Most Participants took and completed Courses in different subject areas during the year. Participants also utilized the GetSetUp online Training Program facilitated by our SCSEP National Workforce Development (WFD) Division. GetSetUp online training program is ongoing and allows participants' participation year-round learning in different subject areas. Participants took every Training opportunity offered to them during the Program Year 2022.

Over all, there were 184 new participants enrolled for the year, 55 Older workers returned to the workforce, there were total of 49 CSA/Placements for the year, and there were 4 vacancies needed to be filled at the end the year. Number of Authorized or Modified Positions stands at 188.

## LEARNING DISABILITIES EVALUATION PROGRAM

### 1. Overview of Services:

The Learning Disabilities (LD) Evaluation Program served 9 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. The College Prep Program was offered at Alabama State University for the summer 2023. We served 52 different individuals during this reporting period.

## 2. Consumer Demographics:

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

A total of 52 individuals in 9 counties were served. An individual is defined as an evaluation was completed. We served 8 more individuals than last year. We served 4 more counties than last year.

<b>GENDER</b>	<b>This Year</b>	<b>Last Year</b>
Male	25	15
Female	27	29
<b>TOTAL</b>	<b>52</b>	<b>44</b>

<b>RACE</b>	<b>This Year</b>	<b>Last Year</b>
African American	19	19
Caucasian	33	25
Multi Ethnicity		0
<b>TOTAL</b>	<b>52</b>	<b>44</b>

<b>AGE BREAKDOWN</b>	<b>This Year</b>	<b>Last Year</b>
6-17	4	2
18-24	32	37
25-40	13	1
41-64	3	4
<b>TOTAL</b>	<b>52</b>	<b>44</b>

### Breakdown of Counties Served:

<b>COUNTIES</b>	<b>This Year</b>	<b>Last Year</b>
Autauga	14	7
Bullock		0
Chilton	4	2
Dallas	1	0
Elmore	4	8
Jefferson	2	
Lee	1	2
Macon		0
Montgomery	24	25
Tallapoosa	1	0
Shelby	1	
<b>TOTAL</b>	<b>52</b>	<b>44</b>

## Referrals by Counselor

COUNSELOR	This Year	Last Year
Marshall	5	1
Richards		4
Garrison	6	3
Dunn	3	1
Flowers		2
Johnson	1	6
Brown	1	0
Easley		2
C. Hill	6	9
Mansel	5	3
Rhodes	3	5
Pierce		0
Falkowski		0
Allen	4	4
Orum	5	0
Robinson		0
Miree	3	1
Stephens	1	1
Bonner		1
Barrentine		1
<b>TOTAL</b>	<b>52</b>	<b>44</b>

Ellis	6
Knight, K	1
Taylor, V	1
Drakeford	1

### 3. Stakeholder Satisfaction Information:

During this fiscal year feedback conferences were held primarily in-person and occasionally via Zoom to review the final assessment results with the consumer, family members as appropriate, the Vocational Rehabilitation Counselor, and the Learning Disability Program Manager. At the end of each feedback, we welcome verbal comments regarding the purpose of the assessment, level of satisfaction with services, suggestions for improvement of the program, and general comments. These responses have all been very positive throughout the transition process from the pandemic until now. We continue to receive calls, emails and text messages from individuals served and/or their parents, telling us of their academic successes and thanking us for our help. Efforts will be made to maintain an accurate record of all satisfaction survey results for the fiscal year 2023-2024.

### 4. Specific Program Measures:

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

### 5. Highlights:

- One staff member volunteered at our second annual Golf Tournament at Arrowhead Country Club on October 21, 2021, benefitting Easterseals Central AL

- Staff attended the ECA Annual Meeting and Awards event on November 10, 2022
- Staff volunteered and/or contributed to the December 3, 2022 Trot for Tots walk/fundraiser for the Hippotherapy program offered through the OT department
- Staff attended the Easterseals Alabama Annual Awards Luncheon on December 7, 2022
- Staff volunteered and/or contributed to the Annual Crawfish Boil, April 8, 2022; this is an annual ECA fundraiser for services related to autism
- One staff member participated in our annual College Prep Program held on June 14-17, 2023, hosted on the campus of Alabama State University.
- One staff member serves as Treasurer of the Learning Disability Association of Alabama. Attended zoom board meetings and participated in training webinars, presentations, etc.
- One staff member attended the Alabama APSE (Association for Persons in Supported Employment) conference in Montgomery in June
- One staff member has attended multiple VECAP (Vocational Evaluation and Career Assessment Professionals) forums and educational seminars, both in-person and virtually, throughout the year
- One staff member serves as the chair of the Accessibility Committee and on the Safety Committee; other staff member serves on the Personnel Committee and also chairs the In-service Training Committee

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

**1. Overview of Services:**

The Community Assisting the Re-use of Equipment (CARE) Program served 20 Alabama counties for the fiscal year 2022-2023. 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 2022-2023, CARE served 462 individuals giving out 603 pieces of equipment and 3,084 in supplies. That is 33 less individuals and 64 less pieces of equipment than Fiscal Year 2021-2022. The total savings to the consumer was \$248,098.00 a savings of \$22,495.00 less than Fiscal Year 2021-2022.

**2. Consumer Demographics:**

GENDER	This Year	Last Year
Male	207	187
Female	253	303
Unknown	2	5
<b>TOTAL</b>	<b>462</b>	<b>495</b>

RACE	This Year	Last Year
African American	315	342
Caucasian	116	109
Hispanic / Latino	7	8
Asian	1	0
American Indian	0	0
Unknown	23	36



<b>TOTAL</b>	<b>462</b>	<b>495</b>
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<b>PRIMARY DISABILITY</b>	<b>This Year</b>	<b>Last Year</b>
Amyotrophic Lateral Sclerosis (ALS)	0	1
Amputation (amp)	40	43
Autism	5	1
Cancer (CA)	26	29
Tracheostomy	0	1
Circulatory_Cardiovascular	237	273
Cerebral Palsy (CP)	10	18
Deaf /or Hard of Hearing (HD)	14	16
Dementia	0	0
Diabetic (DI)	121	131
Down Syndrome	3	0
Mental Health (MTL)	29	22
Musculoskeletal Disorders (MSK) (Arthritis, Lupus, Scoliosis, Spinal Bifida)	164	203
Neurological (NEURO) Alzheimer's (AD), CIPD, MS, MD, Parkinson's, Sciatica, Epilepsy & Seizure Disorders	97	129
Obesity	4	1
Other Health Impairment (OHI)	93	96
Other/Unknown	1	0
Respiratory Disease Syndrome (RDS)	90	101
Rheumatologically	0	0
Schizophrenia	1	0
Skeletal Disorder (Bone/Joint) (b. jt.)	113	130
Sleep Apnea	45	38
Spinal Cord Injury (SCI)	39	46
Spinal Stenosis	1	0
Traumatic Brain Injury (TBI)	10	14
Vision Loss (Vf)	23	32
<b>TOTAL</b>	<b>1166</b>	<b>1325</b>
<b>SECONDARY DISABILITY</b>	<b>This Year</b>	<b>Last Year</b>
Amputation (amp)	0	0
Cardiovascular	0	0
Cerebral Palsy (CP)	0	0
Deaf or Hard of Hearing	0	0
Mental Illness	0	0
Musculoskeletal Disorders	0	0
Neurological Not listed	0	0
Other Health Impairment (OHI)	130	11
Other/Unknown	6	32
Rheumatologically	0	0
Skeletal Disorder	0	0

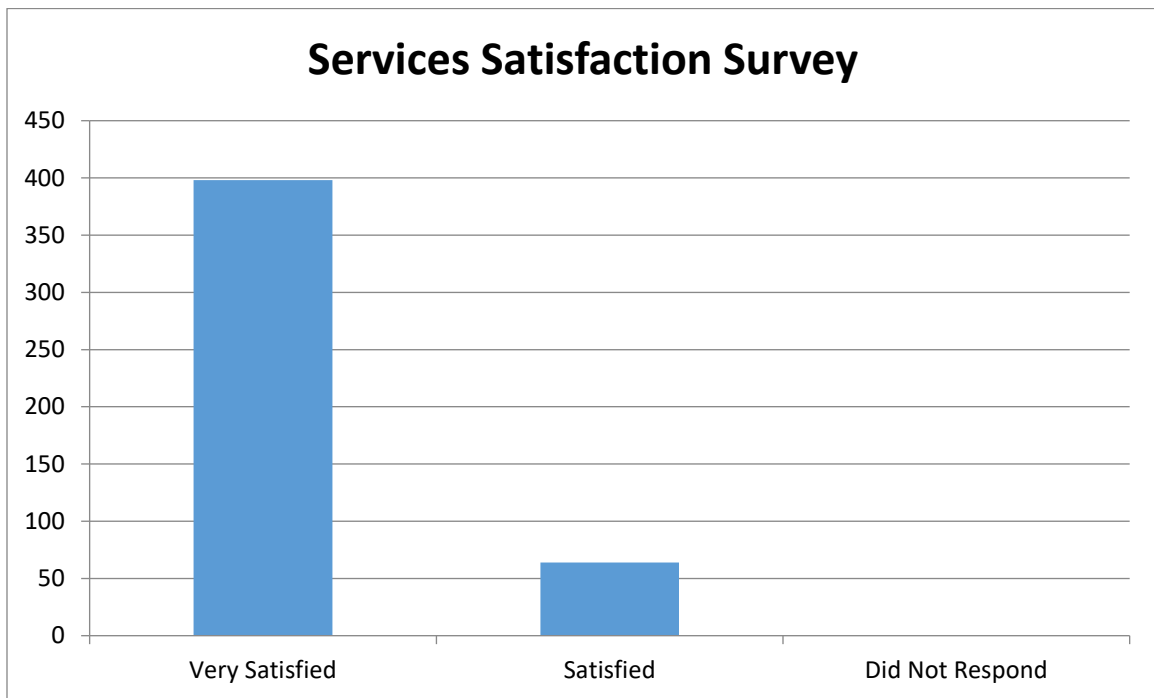
<b>TOTAL</b>	<b>136</b>	<b>43</b>
<b>GRAND TOTAL</b>	<b>1302</b>	<b>1368</b>

<b>AGE</b>	<b>This Year</b>	<b>Last Year</b>
0-2	0	4
3-5	1	1
6-17	10	0
18-24	7	20
25-40	57	48
41-64	189	227
65-74	101	85
75+	74	95
Unknown	23	15
<b>TOTAL</b>	<b>462</b>	<b>495</b>

<b>COUNTY OF RESIDENCE</b>	<b>This Year</b>	<b>Last Year</b>
Autauga	18	29
Baldwin	0	0
Barbour	0	1
Bibb	0	0
Bullock	29	27
Butler	33	33
Calhoun	0	1
Carroll	0	0
Chambers	1	0
Chilton	0	0
Choctaw	0	0
Clarke	0	1
Clayton	0	1
Coffee	1	3
Conecuh	0	0
Crenshaw	34	9
Clay	0	0
Coosa	0	0
Covington	1	0
Cumberland	1	0
Dale	0	0
Dallas	9	6
DeKalb	0	0
Elmore	38	34
Escambia	0	0
Etowah	1	0
Fayette	0	0
Geneva	0	1
Hale	0	0
Houston	0	1
Jackson	0	0
Jefferson	1	3
Lauderdale	0	0
Lee	2	8
Limestone	0	0
Lowndes	11	15
Macon	16	10
Madison	0	0
Marengo	0	0
Mobile	0	0
Monroe	0	0
Montgomery	234	299
Perry	0	0
Pike	26	5
Randolph	0	0
Russell	0	3
Saint Clair	1	0
Shelby	0	0

Sherburne	0	0
Talbot	0	0
Talladega	0	1
Tallapoosa	3	2
Walker	0	0
Washington	0	0
Wilcox	2	1
Winston	0	1
Unknown	0	0
<b>TOTAL</b>	<b>462</b>	<b>495</b>

**2. Stakeholder Satisfaction Information:**



Of the 462 persons served, 462 completed surveys. 398 stated that they were 'very satisfied' with the service, 64 stated they were 'satisfied' with the services they received, and 0 'did not respond'.

**4. Specific Program Measures:**

<b>Equipment Loaned Out</b>	<b>This Year</b>	<b>Last year</b>
Adaptive Telephone	0	0
Adult Cane	29	30
Adult Folding Walker - 2 Wheel - 3 Wheel	84	85
Adult Manual Wheelchair	51	89
Adult Power Chair	19	18
Adult Quad Cane	24	15
Adult Folding Walker - No Wheels	0	1

Aspirator Easy Vac	0	1
Auto Wheelchair Lift	2	2
Bath Chair/Stool/Bench	29	34
Bath Transfer Seat	16	13
Batteries & Chargers	8	12
Bed Assist Rail	7	7
Bed Standard-Electric	1	0
Bed Table/Tray	13	8
Bed Trapeze	4	5
Bedside Commode	54	56
BiLevel CPAP Unit	1	0
Blood Glucose Monitor	1	6
Blood Pressure Machine	2	3
Children's Bath Chair/Sling	2	0
Children's Car Seat	0	0
Children's Standard Rollator/Walker/Scooter	1	0
Children's Wheelchair Stroller	4	0
CPAP Cleaner Machine	0	2
CPAP Machine	19	9
Crutches	14	27
Cushions/Wedges	1	4
Electric Heater	0	1
Forearm Platform Attachments	0	0
Geriatric Chair	2	2
Grab Bars	14	9
Grabbers	1	2
Hearing Aid	5	1
Hemi Walker	1	3
Hospital Bed/Mattress/Rails (Standard and Bariatric)	42	49
Humidifier	1	0
IV Pole	1	1
Kangaroo Feeding Pump	2	0
Knee Scooter	5	4
Lift Chair	3	6
Merlin At Home Transmitter	1	0
Mini Bike Exerciser	2	3
Nebulizer	5	7
Orthopedic Knee/Wrist/Foot/Back	7	16
Oxygen Concentrator/Tank	7	8
Patient Care Bed	0	5
Patient Hoyer Lift (Manual or Electric) / Patient Ceiling Lift	13	14
Pediatric Gait Trailer	1	0

Pediatric Tumble Form 2 Feeder Seat & Positioner	0	1
Pediatric Vest	0	1
Pocket Talker Pro	0	0
Prone Stander	0	0
Pulse Oximeter	1	1
Raised Toilet Seat	12	18
Ramp for Home	3	2
Rollator - 2 Wheel - 4 Wheel - Seat	45	44
Rolling Shower Chair	0	0
Scooter	0	1
Slide Transfer Board	4	9
Sock Aid	0	3
Stair Lift	2	0
Stand Assist	1	0
Suction Pump Aspirator	3	3
Therapy Equipment, Misc.	0	0
Therapy Table	0	0
Toilet Safety Frame	5	2
Transport Wheelchair	21	21
TTY Phone	0	0
Upright Walker -7 Wheels - Seat	0	2
Uneasy Assist Lift Seat	1	0
Video Phone	0	0
Vision Aids Misc.	0	0
Walker Tray	1	0
Wigs and Care Kit	2	0
Miscellaneous	3	0
<b>Subtotal for Equipment Given Out</b>	<b>603</b>	<b>667</b>
<b>SUPPLIES GIVEN OUT</b>	<b>This Year</b>	<b>Last Year</b>
Arm Sling	1	0
Basket / AMW or Rollator	0	1
Bath Sponge for Back	0	2
Batteries & Chargers	5	6
Bed Pads (Disposable/Washable)	112	145.5
Bed Pan	5	0
Bed Rail	0	1
Bladder Leakage Pads / Men & Women	32	7
Blood Pressure Machine Accessories	1	0
Cane	1	0
Catheter & Syringes	0	25
CPAP Mask/Tubing/Filters	87	0

Cushion/Donut/Pillow	12	19
Diapers (Adult & Pediatric)	380	274.5
Dressing Stick	2	1
Eye Glasses	2	4
Gait Belt	8	3
Gloves	10	14.5
Glucose Monitor Accessories	40	20
Grabber	1	5
Hospital Bed Sheet/Pillow Case/Gown/Mattress	6	59
Humidifier	0	1
Kangaroo Feeding Pump Supplies	21	8
Miscellaneous	819	554
Nebulizer Kit	11	0
Nutrition	41	44
Orthopedic	15	25
Ostomy	791	513
Oxygen Tank & Concentrator Accessories	49	0
Pill Organizer	2	2
Pulse Oximeter	1	3
Respiratory Kits & Accessories/BiPAP/CPAP/Nebulizer	0	79
Shoe & Insoles	2	0
Sling for Patient Lift	4	4
Sock Aid	2	3
Socks	39	0
Suction Pump Accessories	0	0
Surgical Tape/Tubing/Misc. Supplies	0	0
Trach Care	0	0
Walker Accessories	4	4
Wedges	6	11
Wheelchair (AMW & APC) Foot Rest/Arm Pads/Harness	5	12
Wigs	7	0
Wipes	24	38
Wound Care	536	655
<b>Subtotal Supplies Given Out</b>	<b>3084</b>	<b>2543.5</b>
<b>Total</b>	<b>3687</b>	<b>3210.5</b>

VALUE OF EQUIPMENT LOANED OUT	<b>This Year</b>	<b>Last Year</b>
(if purchased new)	<b>\$248,098.00</b>	<b>\$270,593.00</b>

SAVINGS OF COST OF EQUIPMENT LOANED OUT TO ADRS	<b>This Year</b>	<b>Last Year</b>
(if purchased new)	<b>\$19,563.00</b>	<b>\$18,252.00</b>

TOTAL NUMBER OF REQUESTS FILLED	<b>This Year</b>	<b>Last Year</b>
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	462	495
TOTAL ITEMS DONATED	This Year	Last Year
	631	683

## 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 22/23 – ongoing social media campaigns running on Facebook, Pinterest, Instagram, LinkedIn and Twitter providing ongoing threads of information and images to connect.
- FY 22/23 – ongoing programmatic marketing to each of Easterseals Central Alabama's programs.
- FY 22/23 – ongoing internal communications between staff and programs to increase internal knowledge of programs and services
- October 2022:
  - Special Friends Day 2023 – 553 participants attended
  - Golf Tournament – 120 players participated
  - An OT/Speech professionals group met at Easterseals and toured the facility
- November 2022:
  - Worked with AUM marketing students to develop marketing plans for Easterseals fundraisers and events
  - Staff marketing committee met
- December 2022:
  - Trot for Tots -
- January 2023:
  - Conducted an executive meeting preparing for the Easterseals Young Professionals (YP) board to kick off
  - Crawfish planning meetings started
  - Participated in the Regional Autism Network (RAN) board meeting helping raise awareness of Easterseals programs and services
  - The first YP social took place with 6 members in attendance
- February 2023:
  - Participated in a Community Resources Expo – Frazier Church
  - Board development for governing and YP boards
  - Went on TV to discuss the Autism Crawfish Boil
- March 2023:
  - Went on TV to discuss the Autism Crawfish Boil

- Spoke at the Autauga County Children’s Policy Council
- Participated in Schmooz-a-Palooza with the Prattville Chamber to network and spread awareness
- Promoted Hippotherapy on television and social media
- April 2023:
  - Put together promotional boxes for local pediatrician office
  - Crawfish Boil took place at Montgomery Biscuits Stadium
  - Participated in the Partners in Care Summit allowing me the opportunity to network with area families raising children with special needs
  - Met with the Alabama National Fair to begin talks for Special Friends Day
  - Autism-Friendly Game Day with the Montgomery Biscuits
- May 2023:
  - Hosted a Disability Expo meeting to plan Disability Expo
  - Hosted a golf tournament planning meeting
- June 2023:
  - Promoted College Prep program
  - Hosted a Disability Expo planning meeting
  - Golf meeting
  - Attended a Montgomery Chamber of Commerce “Business After Hours” networking event at the Montgomery Regional Airport
  - Hosted a table with information at the AL-APSE conference
- July 2023:
  - Golf planning meeting
  - Coordinated the ad placement for the Central AL. Inc magazine photo shoot and advertising information
- August 2023:
  - Golf planning meeting
- September 2023:
  - Promoted Hippotherapy
  - Promoted Food school
  - Participated in an Alabama State University resource fair
  - Hosted an informational booth at the Resources in the Outfield special needs expo

### 3. Stakeholder Satisfaction Information:

See attached

### 4. Highlights

Completed 3 successful fundraiser in our community benefitting ECA programs and persons served.

The gross profit is as follows:

Crawfish Boil

Last year = \$41,200

This year = \$44,500.00

Trot for Tots:

Final event = \$2,382.00

Eagles Fore Easterseals:

Last year = \$20,000

This year = \$30,000.45



## DEPARTMENT SUMMARIES:

### A. Financial

#### Functional Expenses

This year = \$ 5,833,378  
Last year = \$5,880,638

#### Revenue

This year = \$5,917,965  
Last year = \$5,465,737

#### Net Assets

This year increase = \$38,480  
Last year decrease = \$49,268

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	1,718,320	1,360,557
Senior Community Service Employment	SCSEP	1,718,320	321,498
Rehab Service/Voc Rehab Grant to States	LD/College Prep	209,616	171,087
CARE Project	CARE	78,000	78,000
LD in Mobile, AL	LD in Mobile, AL	205,692	189,001
Children's Rehabilitation Services	Parent Consultant	715,468	397,301
Rehab Service	Project Search	71,942	47,074
Social Security-Work Incentives Planning	SSB	456,742	406,091
Social Security-Work Incentives Planning	SSI	544,315	474,380

### B. Human Resources

During this reporting period, 12 staff members were hired.

During this reporting period, 13 staff members left employment with ECA

### C. Safety:

**The ECA Safety Committee met quarterly in the 2022/2023 fiscal year – December 7, 2022, April 28, July 24, and September 12, 2023.** Committee members were Scott Pritchard, Chairperson; Lyona Robinson, Harriette Dorosin and Jennifer Coleman. Critical Incidents, Safety 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 *sixteen critical incidents* recorded from 10/01/2022-09/30/2023. Of these, one was a medical emergency as the consumer was taken to the hospital. Debriefings were held promptly following each incident. A breakdown of incidents by quarter is described below, along with any recommendations for improvement.

*Three Safety drills* were conducted during this fiscal year – Bomb--01/18/23; Tornado--04/05/23; and Fire--05/3/23. Two water Utility Failures occurred during this year on 03/01/23 and 04/28/23. A *fourth drill*, Aggressive but Non-Violent Behavior, was conducted on 12/06/23.

*In-Service Trainings* were conducted Medical Emergency/Disaster Plan including Critical Incidents, Cyber Security, Fire Suppression, Non-Violent Crisis Intervention, Accessibility, Safe Driving, Infection Control, Cultural Competency, and Customer Service. Competency testing was

required for participants of each training. Training was also conducted on the new AED (Automatic External Defibrillator) device received in September.

On February 2, 2023 *CPR training/First aid training* was conducted by the American Red Cross CPR trainer. All four members of the Medical Team, plus another individual, participated and successfully completed the training.

Titan Fire & Security conducted their *annual fire alarm inspection* on May 10, 2023. The addressable fire alarm control panel, notification booster panel, cellular communicator, alarm initiating devices, alarm supervisory devices, alarm notification devices, auxiliary control/interface devices and supervising station monitoring were inspected and were all operating properly. It was noted that "Inspectors Replaced the Fire Alarm Back up Batteries after they failed discharge test; 2 each; 12Volt 8 Amp Hour."

The *Fire Marshall conducted an inspection* on June 1, 2023 - no recommendations or issues were noted at that time.

The *ECA Semi-Annual Comprehensive Internal Health & Safety Self-Inspections* were conducted by Maintenance Director Scott Pritchard on November 28, 2022, May 16, 2023 and August 21, 2023. This ten-point inspection *includes accessibility* for parking areas, outdoor access, public rest rooms, and communication. No problems or need for improvements and any of the areas were noted at that time.

An *externally conducted Health and Safety Inspection* of the premises was conducted on September 14, 2023 by Brad Nolen, Risk Manager, from Irwin Siegel Agency. It was noted that the fire alarm system, the fire extinguishers, and the sprinkler system were also independently inspected in late April and/or early May 2023. After the September 14, 2023 inspection, the following five minor recommendations were made. Each has been completed at the time of this report.

- Install GFCI outlet for coffeemaker in Learning Tree, or move coffeemaker to breakroom equipped with GFCI.
- Remove the computers in front of the electrical box in IT room in main building.
- Install a GFCI outlet for the washing machine in the Work Center.
- Place a MSDS book in the janitor's closet in the main building.
- Replace cover on electrical junction box in the Work Center.

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

**The ECA Safety Committee met on December 7, 2022 in the Client Information Center Conference Room to review health/safety activities during the first quarter from October, November and December of 2022.** Members present were Scott Pritchard, Lyona Robinson and Harriette Dorosin.

There were *three critical incidents* during this first quarter. One child in OT was having a temper tantrum and while kicking, he kneed the therapist, hitting her big toe and causing it to bleed. A second child in OT bumped into another child causing him to fall and bust his lip. The third was a medical incident involving a staff person injuring several toes when a hallway door swung over her foot causing pain and bruising. A worker comp form was completed and a visit was scheduled. It was recommended that the gap under the door be reduced. De-briefings were held promptly following each incident.

During the 1<sup>st</sup> quarter of fiscal year 2022/2023, we had no drills or utility failures. *Staff Meeting trainings* included Cyber Security in October, United Way Campaign presentation in November & Cultural Competency in December.

**The ECA Safety Committee met on April 28, 2023 in the Client Information Center Conference Room to review health/safety activities from the second quarter from January, February and March of 2023.** Members present were Scott Pritchard, Lyona Robinson and Harriette Dorosin.

There were *three critical incidents* during this reporting period, two involving kids in OT hitting and accidentally head butting therapists. Therapists will continue to educate and encourage impulse control. The third incident involved a client in the Rotary Work Center whose blood sugar and blood pressure warranted calling the paramedics; after receiving IV fluids client was taken to the hospital.

During this second quarter we had a Bomb drill and a Utility Failure (water). *Staff Meeting trainings* included Review and Discussion of CARF Accessibility Categories in the CARF Manual/Accessibility Surveys for staff to complete in January, Driver Safety Training in February and Fire Extinguisher Training in March.

**The ECA Safety Committee met on July 24, 2023 in the Client Information Center Conference Room to review health/safety activities from the third quarter from April, May and June of 2023.** Members present were Scott Pritchard, Lyona Robinson, Harriette Dorosin and Jennifer Coleman.

There were *five critical incidents* during this reporting period, three involving kids in OT tackling, kicking, biting and scratching therapists plus one of a kid punching himself in the eye with a squig. The fourth incident involved a kid in the Speech department biting the cheek of the SLP. Therapists will continue to educate and encourage impulse control. The fifth incident was a medical incident in SCSEP when a client became ill after taking meds without eating. It was recommended that a blood pressure cuff be readily available on the adult side; this has been done. It was also recommended that a wheelchair be readily available in the SCSEP area; This has been done.

During this third quarter we had a severe weather (Tornado) drill, a Fire drill, a separate Fire Drill & Fire Alarm Safety Check, a Fire and Life Safety Inspection by the Fire Marshall and a Utility Failure (water). *Staff Meeting trainings* included Customer Service Training & Online Payroll Portal Training in April; and Distribution and review of updated Employee Safety Handbook, Critical Incident Reports, & Causes of Distraction in May.

**The ECA Safety Committee met on September 12, 2023 in the Client Information Center Conference Room to review health/safety activities from the fourth quarter from July, August & September of 2023.** Members present were Scott Pritchard, Lyona Robinson and Harriette Dorosin.

There were *five critical incidents* during this reporting period. Three incidents involved kids in OT with such behaviors as hair pulling, scratching, attempting to bite, and hitting. Two incidents involved kids in Speech with such behaviors as pulling the SLP to the floor causing knee and back pain; and deep scratches on top of SLP's hand. Therapists will continue to educate and encourage impulse control.

During this quarter we had no drills or utility failures. *Staff Meeting trainings* included Handwashing and Infection Control in July; Non-Violent Crisis Intervention in August; and training on ECA's new AED (Automatic External Defibrillator) device in September. Debbie Lynn,

Executive Director, announced that the Active Shooter training, originally scheduled for July, has been re-scheduled for our next staff meeting, October 25, 2023. This training will be led by the Chief of Police on the Auburn University of Montgomery campus.

#### **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 2021, 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 accountable and hold ourselves to high standards. The next reporting period will be for October 1, 2023, to September 30, 2024.

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