



**WAKE COUNTY HUMAN SERVICES
SUPPORTIVE EMPLOYMENT PROGRAM
(SEP)**

ANNUAL PROGRAM REPORT

FY 2010-2011

Mission: To assist adults who have mental illness
obtain and maintain the employment of their choice

WAKE COUNTY SUPPORTIVE EMPLOYMENT PROGRAM FY 2010-2011

WAKE COUNTY VISION:

Wake County will be a great place to live, work, learn and play. It will be a place where people are self sufficient, enrich their lives, respect the environment, appreciate their heritage, participate in government and plan for a better tomorrow.

HUMAN SERVICES MISSION:

Wake County Human Services, in partnership with the community, will anticipate and respond to the public health, behavioral health, and the economic and social needs of Wake county residents. Wake County Human Services will coordinate and sustain efforts that assure safety, equity, access and well-being for all.

OVERVIEW OF SUPPORTIVE EMPLOYMENT PROGRAM AND SERVICES:

Supportive Employment Program (SEP) helps adults with severe and persistent mental illness who require intensive supports to obtain competitive employment. Employment planning, job development, job placement, job coaching and follow along supports are provided to help the individual achieve and maintain successful employment.

SEP Models

Individual Placement – Supported Employment Program uses a rapid job search and placement approach to help participants obtain competitive employment. Employment opportunities are developed with consumers on a one-on-one basis. Job coaches guide consumers through the job search process based on the consumers' interests and preferences. On-site and off-site job coaching is provided in accordance with consumer preference.

Small Business – The small business models of the SEP provide employment opportunities for consumers in a variety of small business settings that are managed by the program. This service model allows individual consumers to choose the work they would like to do (collating and assembly; light landscaping/cleaning or retail sales) and to exercise their preference for a non-integrated work environment (i.e., working on teams with others who have psychiatric disabilities). Workers earn a competitive wage.

SEP Services

Supportive Employment services are offered to meet the needs of the individual. Individuals are not required to participate in all services offered.

Vocational Assessment – Exploration with the consumer about the kinds of work that he or she may be interested in. Completing a vocational profile, career exploration, and developing an employment plan. Exploring opportunities in the community with the consumer for a job match and assessing job skills in a competitive work environment is an assessment option. Extended periods of assessment are avoided.

Job Finding – Individualized employment search that is based on consumer interests and preferences. The job search begins soon after entering the SEP. Job coaches provided one-on-one support to the consumer while in the process of finding a job. Activities such as resume writing, interview preparations, conducting job searches, and other job seeking skills are developed. Employment specialists provide assistance and preparation for specific employment challenges facing the consumer.

Job Supports – Include but are not limited to job coaches working with consumers at the job site to help them learn job tasks and develop specific job skills. Guidance and support are provided to employers. Advocating for changes in the work environment is provided as needed. Locating resources and linking consumers is offered as appropriate. Job supports facilitate success in maintaining employment.

Follow-Along- Job coaches continue meeting with the participant after stabilization in employment. Communication with the employer, family member, and treatment teams is maintained to support the consumer in his or her work when problems or situations that impact employment are identified.

Wake County's Supportive Employment Program incorporates the above traditional elements of a supported employment model. These are performed in a variety of settings unique to SEP including:

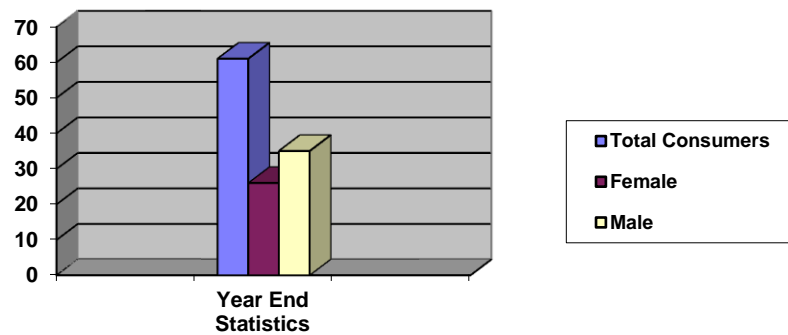
- Community Assessment – An assessment of employment readiness with an on-site job coach. These assessments are typically conducted at local businesses in the community.
- Collating Work Group – Consumers work on various office projects for Wake County departments and area businesses (e.g., Wake County Foster Care; Innovative Learning Group)
- Mobile Work Crew – Consumers, along with a job coach, travel the county performing grounds maintenance work for Wake County Field Services.
- The Daily Grind – Consumers, under the supervision of a crew leader, operate two small business “coffee shops” located in the Swinburne and Sunnybrook Human Services buildings. Consumers learn cash register, coffee preparation, shop set up/clean up and customer service skills.

CONSUMER DEMOGRAPHICS

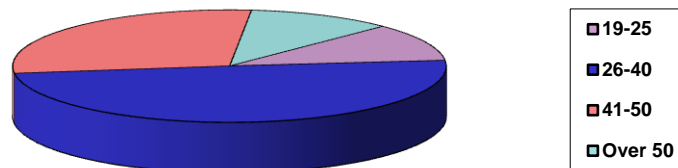
The Wake County Human Services Supportive Employment Program provides employment services and supports to persons diagnosed with severe persistent mental illness and overlapping disabilities. During FY 10-11, 27 new consumers were enrolled for services. These individuals, plus an additional 34 randomly selected consumers who attended intake appointments but did not ultimately enroll in Supportive Employment Program, were tracked for demographic purposes. The gender breakdown of these 61 individuals included fifty-seven percent (57%) male and forty-three percent (43%) female.

Consumers Seeking Supportive Employment Program Assistance

Gender

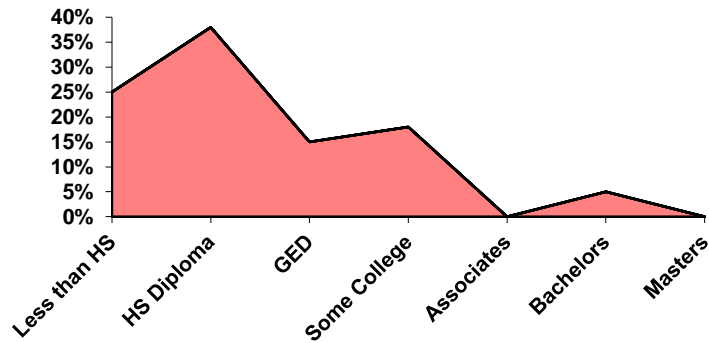


Age Group



- 11% ~ 19-25 years-old
- 50% ~ 26-40years old
- 29% ~ 41-50 years-old
- 10% ~50 years of age and older

Education

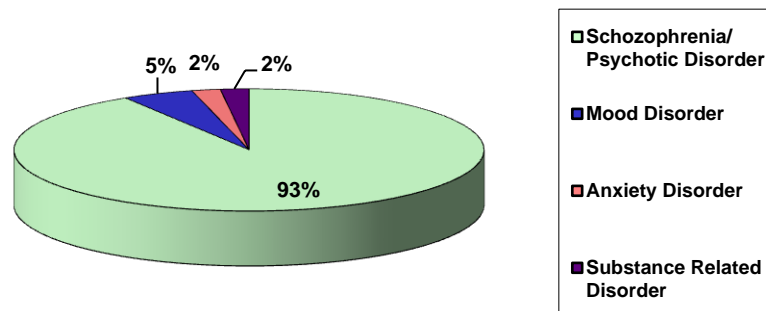


- 25% of participants have less than a high school diploma
- 38% of participants have earned a high school diploma
- 15% of participants have earned a GED
- 18% of participants have completed some college
- 0% of participants have earned an associate's degree
- 5% of participants have earned a bachelor degree
- 0% of participants have master's degrees

Population Served

Wake County Supportive Employment Program's target population is adults who have severe and persistent mental illness (although some also have overlapping disabilities); primary diagnoses of consumers seeking assistance are included in the demographic study and illustrated in the graph below.

Consumer DSM IV Diagnosis:



Performance Outcomes for FY 10-11

SEP will serve new consumers and those carried over from the previous year	89 consumers were served (27 new admissions and 62 carry overs from FY2009/2010)
Employment specialists (job coaches) will successfully place individuals into competitive employment.	Thirteen (13) individuals were placed into Fifteen (15) jobs
SEP consumers' earned income will meet or exceed \$8.00/hr.	SEP consumers' average wage was \$9.13 per hour
Consumers will have steady employment through SEP's small businesses and contracts	<p>11 different consumers worked steadily on SEP Mobile Work Crew servicing 12 Wake County parks</p> <p>13 different consumers worked in The Daily Grind coffee shops at two Human Services buildings</p> <p>7 different consumers worked on the Collating and Assembly Team (CAT) on multiple assignments/jobs</p> <p>2 different consumers provided clerical assistance at the NC Division of MH/DD/SA</p>

Accessibility Status Report

Supportive Employment Program is actively engaged in accessibility planning; addressing the needs of consumers, employees, stakeholders, community partners and referral sources.

It is Supportive Employment Program's goal to identify, remove, and prevent barriers for persons with disabilities within the organization and community. Supportive Employment's plan seeks to identify and address barriers in the areas of architecture, environment, attitudes, finance, employment, communication, transportation, as well as in other areas where accessibility issues have been or may be identified. The plan is reviewed frequently to document the organization's progress in the process of barrier removal. Copies of the Accessibility Plan as well as the 2010-2011 Accessibility Status Report are available by contacting Anthony Zarcone, SEP Team Leader at tzarcone@wakegov.com

Customer Satisfaction Surveys

Supportive Employment Program conducts a yearly customer satisfaction survey designed to measure satisfaction with the services provided by the program and to gauge the levels of consumer choice and involvement in service planning. The survey was formatted as a questionnaire containing 14 questions with fixed responses and one open-ended question that enabled consumers to make general

comments. Respondents were allowed to remain anonymous. The survey took approximately 20 minutes to complete.

A cover letter and survey were mailed or handed out to 65 consumers who had received SEP services during FY 10/11. Responses were received from 26 consumers. Customer surveys provided valuable information concerning a variety of program areas. Below, three main areas of service are outlined:

Intake

Consumers responding to questions concerning their experience during the intake process in SEP reported the following:

- 60% reported having their intake appointment scheduled within two weeks of initial contact
- 88% specifically recalled receiving and reviewing a brochure outlining their rights as a consumer of Wake County Human Services.
- 100% reported being informed of their status with SEP and 100% reported being treated with respect during the initial interview and intake process

Job Coaching

Consumers responding to questions concerning their experience with SEP job coaching and placement reported the following:

- 93% developed an employment plan with their job coach during their first week in SEP
- 89% recalled discussing and/or being given the opportunity to ask questions about their job seeker agreement with their job coach during their first meeting
- 96% had their phone calls returned within two days (69% of these calls were returned within 24 hours according to returned surveys)
- 96% had regularly scheduled appointments with job coaches
- 79% found a job with the help of their job coach (19% were still in the process of looking for work at the time their survey was completed)
- 75% of those who felt they needed such help, received resume assistance

Accessibility

Consumers responding to questions in this area reported the following:

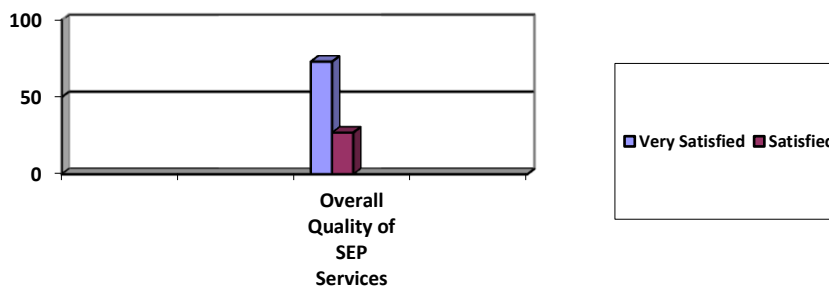
- 92% of those who felt they needed such assistance, received help with necessary accommodations to allow them to achieve employment
- 96% of those who felt they needed assistance in understanding how work might affect the benefits they received, were given such assistance either directly by SEP staff or via referral
- 96% had accessibility issues and/or barriers to employment (i.e.; transportation; finances; work environment) addressed with them directly by SEP staff

The comments to the open-ended question on the survey are included below:

I love working and being on the job—SEP helped me learn how to be on time and how to work with people.

*I love my job and the people, and I love my job coach!
I'm very thankful to have this job—my job coach has helped me a lot. Thank you all!
I'm very pleased to be working with this program.
I appreciate the program's help because it's hard to get a job on my own.*

In response to the question "Overall, how satisfied are you with the supported employment services you received?" 73% responded "Very Satisfied" and 27% "Satisfied" as the chart illustrates.



In addition to consumer surveys, SEP sent out a link to online surveys to fourteen partner organizations and employers with whom the program had worked during the report year. The results from the two returned surveys revealed a 100% satisfaction level on the part of employers and partners. The employers and partners extremely satisfied with the services of SEP job coaches and trainers, and were also pleased with the quality of the work done by the consumer/employee referred by SEP.

Below are the comments from employer and partner surveys:

My overall experience has been extremely positive. Jerome is an excellent employee. He asks questions when he doesn't know how to handle the situation and we have very open communication. He interacts very well with all the staff and asks about them if he doesn't get to see them for a while.

It has been a pleasure working with SEP. It is the little things like making packets that has kept the clinic afloat.

Contact Person: Anthony Zarcone
Supportive Employment Program Coordinator
220 Swinburne Street
Raleigh, NC 27620
919-212-7104
Tzarcone@wakegov.com