



Program Evaluation
July 1, 2018 – June 30, 2019

Programs/Services Highlights for 2018/2019

This program year brought many opportunities for individualized supports and services. From competitive employment, volunteer opportunities, to new living arrangements, our individuals and participants have thrived.

INTERACT and Life Skills participants have maintained a focus in developing competencies and self-esteem through visual and expressive art forms. The **No Limits** artists held an Open House at TVS, as well as, the annual Transylvania County Arts Council event in February. This year, participants developed an expressive visual art component and presented sign language to music in multiple venues including the Brevard Little Theatre, Transylvania County Detention Center, The Oaks, Koala, Anchor Baptist Church food pantry, TC Arts Council, as well as, Selica and Rosman Methodist Churches with our hand bell instructor, Kathy Palmer. Art continues to be a popular concentration for these group participants.

A new program, **Preparation for Employment Success**, was initiated in January 2019. The program, in partnership with Vocational Rehabilitation and Transylvania County high schools and West Henderson high school, served students with disabilities in four high schools. The program provided high school students exposure to job/career exploration counseling, self-advocacy skills, and work-based readiness training.

TVS has also partnered with Blue Ridge Community College to address health/wellness and vocational preparation through specific class and educational opportunities. Participants have enjoyed learning in classrooms arrangements in Brevard.

Programs and Services Recap

Programs/Community Inclusion Services

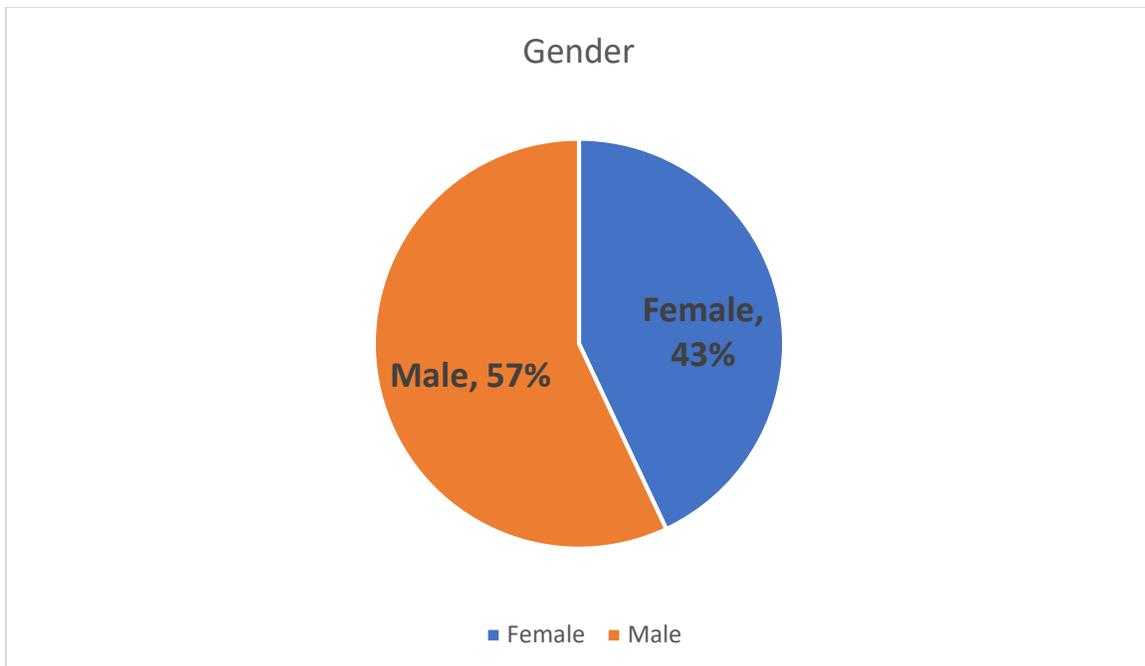
TVS provides services to meet the identified needs, goals, and preferences of the individual/family. Services assist and support participants in the life areas of interpersonal relations, use of leisure time opportunities, health and wellness promotion, learning/skill building, vocational development/employment, interacting with volunteers from the community in program activities, self-advocacy, volunteerism, communication and the development of independent community living skills.

INTERACT	24
Life Skills	16
Respite	7
Individual Services	23
Community Housing	7
Supported Living	1

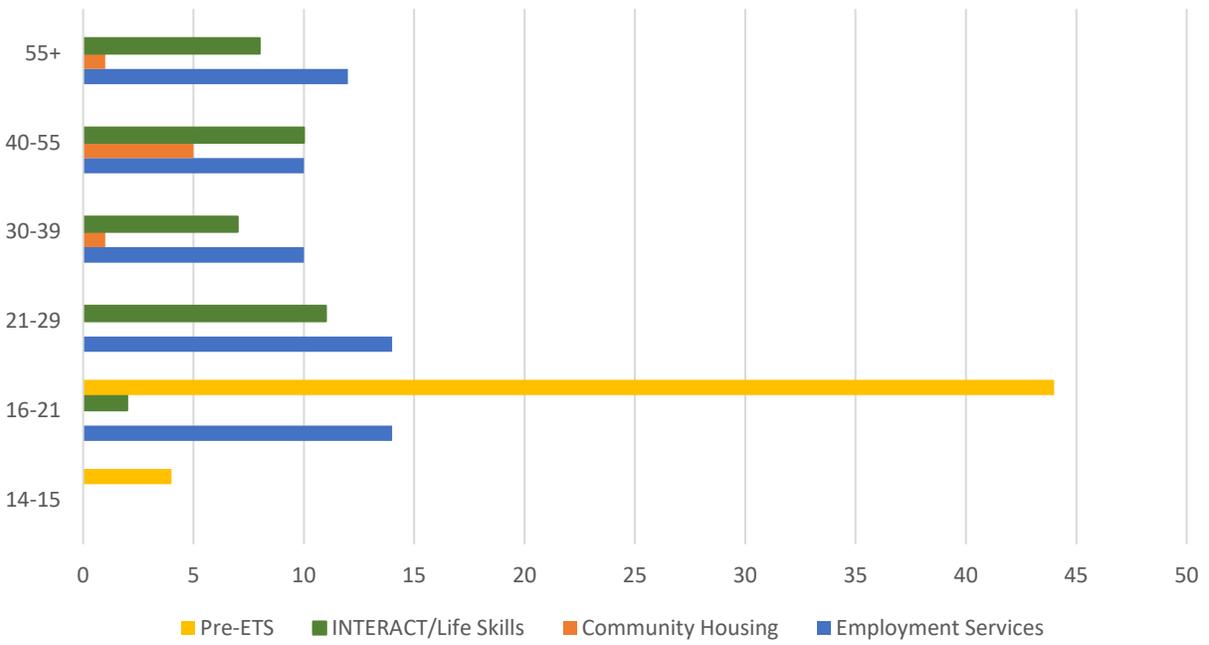
Served 43 individuals (unduplicated)

WHO WE SERVE

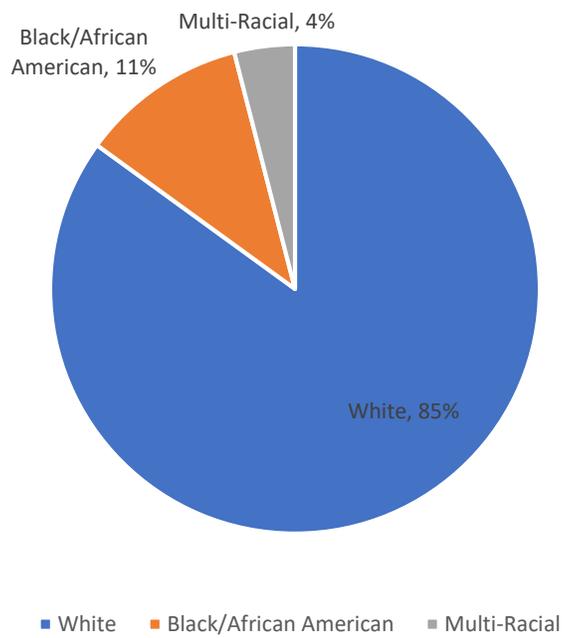
Program Participant Descriptors

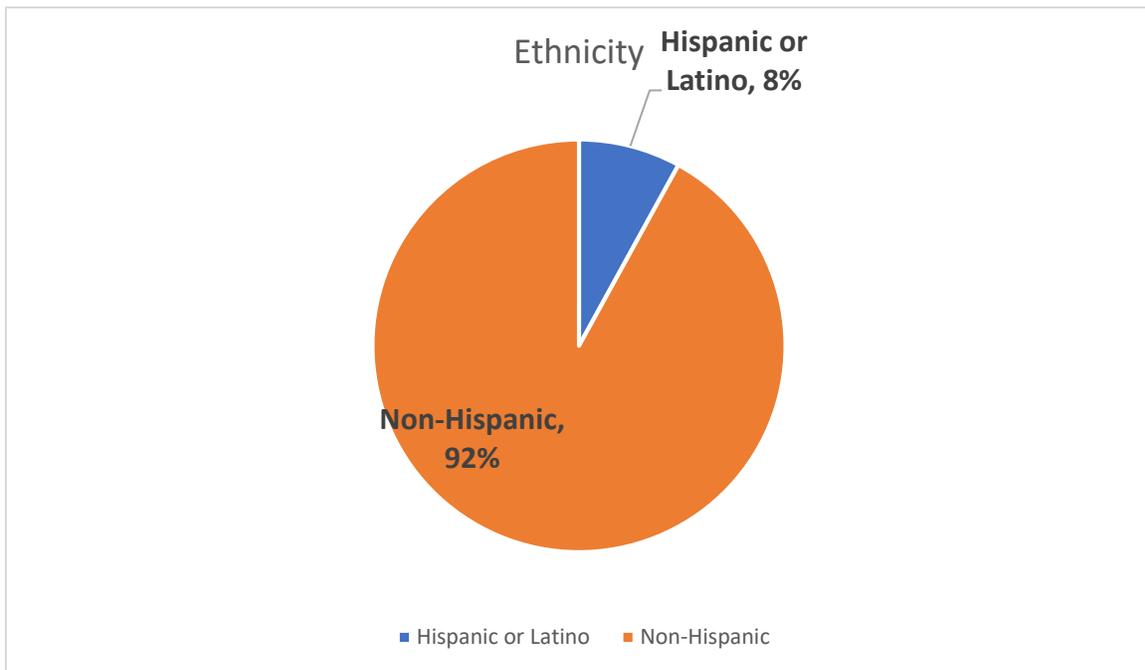


AGE & Program



Race





WHAT WE DO

Our **INTERACT** and **Life Skills** programs provide enrichment, socialization, and meaningful opportunities for participants to interact with others, network, teach/learn, engage in new opportunities, achieve outcomes, create, and grow. Our days are rich with opportunities to explore, to sample, to succeed, and to take risks. Our Direct Support Professionals make it happen! They are the implementors and facilitators of opportunity and change.

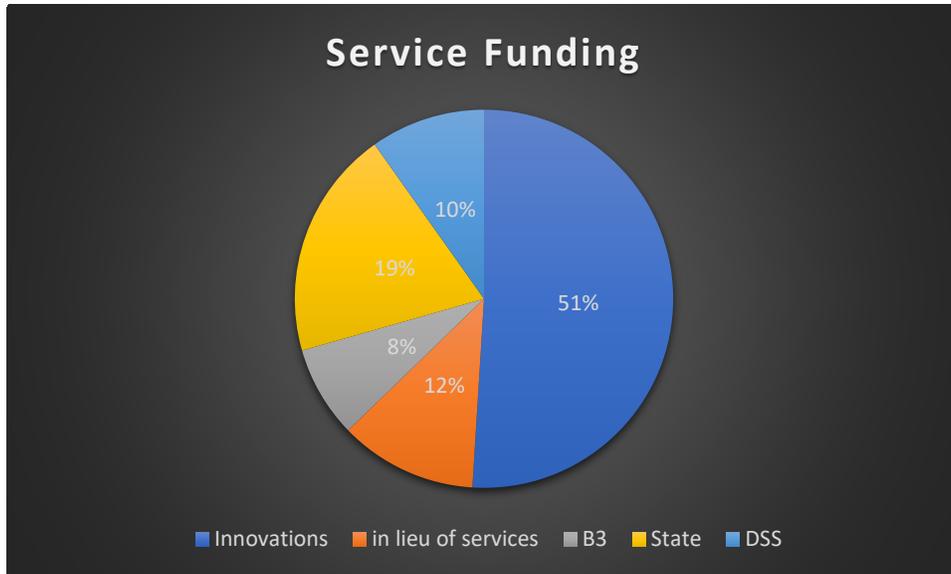
Our residential opportunities include our two wonderful group homes. The supports provided are person-centered, addressing individual desires and goals. While group living is not for everyone, our supported living services provide for individuals who prefer to reside in their own home or apartment. Tailored support for each person is our purpose.

Services Provided

(Innovations waiver, B3 Medicaid, in lieu of services, state funded)

- ADVP
- Day Support – Group/Individual
- Community Living and Support
- Community Networking – Individual
- Individual Habilitation/Personal Assistance
- Long-term Community Supports – Level 1 and Level 5
- Long Term Vocational Supports
- Respite Non – Institutional Based
- Residential Supports
- Supported Employment
- Supported Living

FUNDING



Giving Back is our passion!

Whether through formal volunteering or sharing in the life of our wonderful community, giving back is what our participants enjoy. Individuals choose opportunities that offer opportunities to share their personal gifts and create their own fulfillment and meaningful day experiences. Below are some of our opportunities.

	Participants
Anchor Baptist Church – Food pantry	1
Bread of Life	10
Brevard Elementary School	15
Brevard Little Theatre	1
Bound for Glory Literacy Camp	4
Cindy Platt Boys and Girls Club	3
Four Seasons Home Store - Hendersonville	1
Free Rein	28
Friends for Life Treasure Shop	1
Friends Forever Farm	5
Kingsbridge House	12
Meals on Wheels	8
Mountain Sun Community School- Reading Buddies	5
Pisgah Forest Elementary School	1
Project Linus	3
ReStore –Habitat for Humanity	2
Safe’s Attic	3
Serpentarium	2
Special Olympics	11
Tiger Town Thrift Store	2

The Elves of Brevard	22
The Haven	4
The Oaks	12
Transylvania County Animal Shelter	5
Transylvania County Arts Council	5
Transylvania County Library	1
Village of Flat Rock- The Park	2

COMMUNITY HOUSING

Community living means being able...

- to live where and with whom you choose
- to work
- to participate in community activities based on personal interests
- to have relationships with friends, family and significant others.

TVS provides individualized supports and services designed to assist individuals to achieve success in and satisfaction with community living. Whether it is a vacation at the beach, participation with a team of their choice on the Transylvania County Special Olympics, or attending performances at the Flat Rock Playhouse, there are always opportunities for personal pursuits and experiences.



PARTNERSHIPS

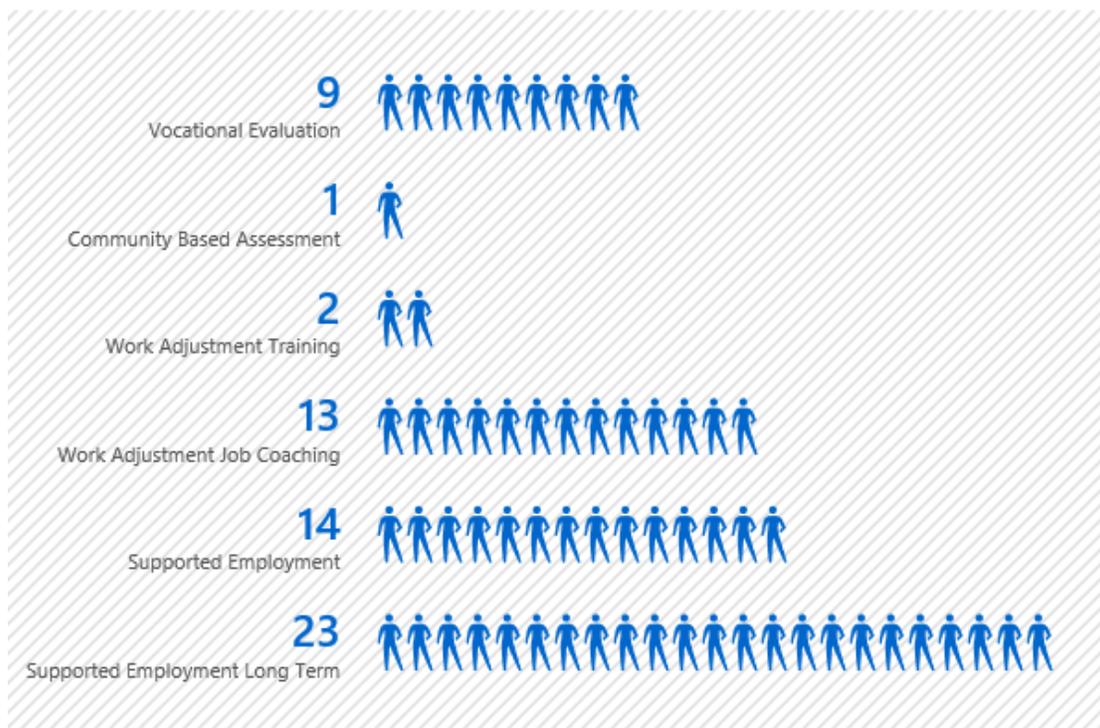
It is often said that “we are better together.” This is certainly true in our work to help individuals who face barriers to employment. Our partners are many, including the individual’s desiring work, the Division of Vocational Rehabilitation, our high schools, and local employers and businesses.

EMPLOYMENT SERVICES

Through our partnership with NC Vocational Rehabilitation, TVS provides individualized Community Employment Services to help people achieve identified employment outcomes. Employment Supports include:

- Identification of employment/career opportunities and resources in the local job market
- Development of realistic employment goals
- Establishment of service plans to achieve employment outcomes
- Identification of resources to achieve and maintain employment
- Coordination of and referral to employment-related services.

Vocational Rehabilitation Contract



TVS assists individuals identify vocational interests and career pathways through Vocational Evaluation/Community-based assessments and Employee Development supports.

Contract performance for VR contract year 10/1/18 – 9/30/19

- Work Adjustment Placements: 50% (9 out of 18)
- Work Adjustment Closures (90 days on job after coaching is completed): 59% (10 out of 17)
- Supported Employment placed and trained: 85% (11 out of 13)
- SE closure (90 days on job after intensive training is completed): 92% (11 out of 12)

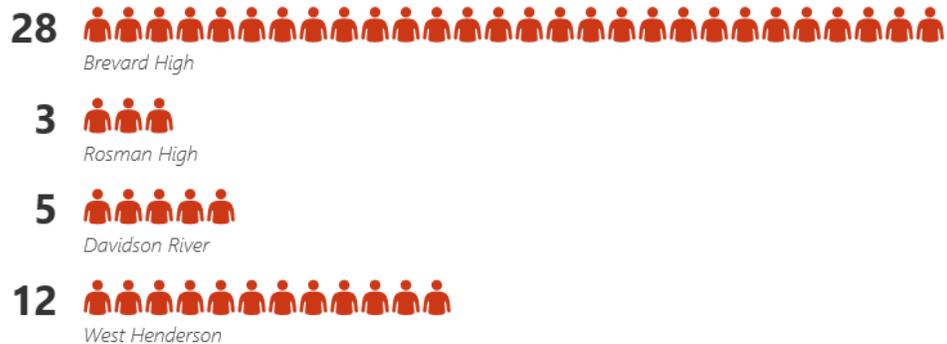
THANK YOU to our community Employer Partners!

Accordius Health at Brevard	Advent Health
Animals of Eden	Asheville Tourists
Bi-Lo	Blue Ridge Health & Rehab
Brevard College	Burger King
Connestee Falls	EnMarket
Falls Landing	Food Lion
Food Matters Market	Gaia Herbs
Holiday Inn of Brevard	Ingles
Kelly’s Restaurant	Mitchell-Bissell Industries
Nanna’s & Mommy’s, Too	New Excelsior
Tank’s Tees	The Ktchn
The Oaks	TVS
WalMart	Workout Anytime

Preparation for Employment Success began in January 2019. The program, funded by NC Division of Vocational Rehabilitation, provides pre-employment transition services (Pre-ETs) to students with disabilities between the ages of 14 and 21. Activities are designed to assist students gain exposure to employment and career possibilities through job exploration counseling, workplace readiness training, instruction in self-advocacy, and work-based learning experiences. TVS provides this program in partnership with Transylvania and Henderson County high schools.

TVS served 48 students in 4 high schools

PRE-ETS STUDENTS SERVED BY SCHOOL 2018 - 2019



Performance Evaluation/Program Outcome Summary

Person-centered services, quality service delivery, compliance, and customer satisfaction are our values. We strive to provide services and supports to meet the needs of each individual and his or her family/guardian.

TVS programs and services are monitored and reviewed by Transylvania County Department of Social Services, NC Division of Health Services Regulation, Vaya Health, and the NC Division of Vocational Rehabilitation at intervals determined and established by the funder. Transylvania County Department of Social Services monitors our Life Skills program monthly. The NC Division of Health Services Regulation completes annual reviews of Tanjer House and Fisher Road Group Home. NC Division of Vocational Rehabilitation monitors our VR contract and service records every 6 months. Vaya Health Care Coordinators monitor service provision to their members on a monthly basis.

Our overall performance goals for the year were to focus in four major areas:

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

To achieve these goals, our participants have enjoyed memberships at the Brevard Racquet Club where they can swim, participate in classes, and use the fitness equipment. Our participants continue to attend classes supported through our partnership with Blue Ridge Community College. These classes included Health Matters, Focusing on Healthy Lifestyle, and Skills to Pay the Bills, Focusing on Employability Skills, and Skills Needed for Independent Living. We provide many opportunities for self-expression. Art is our heart. Giving back to this amazing community is our passion.

Our group homes continue to receive praise from our licensing reviewers, as well as, members of our community who observe our involvement in local events and activities. Our residents are encouraged to live the life they choose. Whether it be “chilling” in front of the TV after a long day, going to dinner with their friends, attending the worship service of their choice, or participating in Special Olympics, their lives are fulfilling. While group living can be challenging, it is our ongoing objective to provide person-centered opportunities for every resident. TVS continues to expand community living options for individuals who want to live independently. Our team provides support to individuals who live in their own homes or apartments.

As we have gathered program participant, stakeholder, and employer satisfaction surveys, we continue to receive highly positive approval ratings for our programs and individual services.