

Outcome Measurement Report
July 1st 2008 to June 30th 2009
Character of Caseload

Over the past year, NTI has served 115 individuals in Organizational and Community Employment. Our largest age groups are 21-30 and 41-50. Most frequently noted barriers to employment include: mild developmental disability and mental illness (primarily schizophrenia, depression and bipolar disorder). No significant changes were noted in the distribution of barriers to employment experienced by persons served. The largest gain in population occurred in the 21-30 age group. Community Employment Services noted decrease in population across the board. Most affected were Job Development at 12 less than last year and Supported Employment with a change of -17. Graduation to Placement and Follow Along and a decrease in referrals overall, combined resulted in these decreases. While last year saw improvements in these services the overall trend has been reduced population. Comparison of employability barriers across services is detailed in **Figure 1**. Age distribution across services is outlined in **Figure 2**.

Historical comparisons are included in Figures 3 and 4. **Figure 3** depicts the number of persons served per year from 1969 to current, while **Figure 4** indicates the total wages and benefits received each year by persons served in thousands of dollars.

ORGANIZATIONAL EMPLOYMENT SERVICES
(includes Production, Recycling and Custodial Training)

PRODUCTION

STAFF: 3 full-time and 1 part-time Training Supervisors.

PERSONS SERVED: Total: 50 this year, 44 current both quite similar to last year's numbers although days of attendance or been cut for many.

RECYCLING

STAFF: 1 Full-time Plant Manager 2 Training Supervisors
1 Full-time Shop Supervisor
2 full-time, 5 part-time and 2 part-time summer Production Workers

PERSONS SERVED: Total: 29 this year, 18 current

DESCRIPTION: Individualized instruction, practice and support are provided to eliminate and/or accommodate barriers limiting an individual's ability to perform meaningful paid work and in many cases, help prepare the individual for community employment. Persons served are paid for work performed based upon amount of product completed correctly. A variety of personal and social adjustment issues are also addressed based upon individual needs and preferences of persons served.

DISCUSSION: Forty-six of 52 objectives were met for a 88% attainment rate, 104% of expectation. Vocational advancement from our production area to community-based employment is to closely tied to the number of opportunities available. The Detroit Die enclave as well as a significant amount of subcontract work fell victim to Michigan's employment drought last year and has yet to pick up significantly.

A number of changes, mostly in Recycling, resulted in a large increase in average wage this year. Prior to the 25 ¢ raise in the minimum wage the base rate at Recycling was \$7.23. After the increase the base rate at Recycling increased to \$7.49. To make recycling more convenient, we've been accepting more types of

items which increases complexity of sorting requiring more hours of individuals at higher production rates. Also, provision of services under the Michigan Prisoner Reentry Initiative has introduced a couple of individuals (still considered persons served) producing at 100%, working 40 hours a week. Some individuals were also hired off the street to fill production demands but their rates are not included in these figures. Of course, we shouldn't be seeing this kind of increase again anytime soon.

GOAL: *	EXPECTED	NUMBER MET	% OF EXPECTED	
			2008	2009
Total participant objectives attained	85%	88% 46 (of) 52	109 %	104%
Participant earning rate increase (was \$6.75/hr. Now \$7.11/hr.) ^{\$\$}	+5% 34¢	+6% 36¢	142%	120%
Vocational advancement % of persons in Production/Recycling	20% (10persons)	24% (10 persons)	50%	100%
Minimize cost per \$ earned by client employees. ^{\$\$} (was \$1.23 now \$1.25)	-5% -6¢	+2% +2¢*	-----%%	-140%

* Measures include Organizational Employment Production and Recycling

\$\$ Cost per dollar earned indicates the amount spent on training staff wages and other direct costs related to service provision, divided by earnings of the persons served.

%% Updated allocations, comparisons not available.

FOLLOW-UP ON LAST YEAR'S RECOMMENDATIONS: Again, based on expected population shifts, the **number** of individuals advancing has been replaced by **percent** of persons served advancing to Community Employment Services.

Percent of objectives attained in Organizational Employment and Recycling has been increased from 80% to 85% as per last year's recommendation.

RECOMMENDATIONS:

Continue to provide work and meaningful activity for persons requiring or desiring extensive organizational support. Based on surveys of persons served and guardians, pride in work and interpersonal skills should be emphasized.

Continue efforts to prepare persons served, and staff, for transition to fully community-based services

ORGANIZATIONAL EMPLOYMENT CONSUMER and GUARDIAN COMMENTS

- Comments: "I would just like to say that without the people working for NTI I would still be stuck in my house doing nothing. NTI got me out and helped me to feel confident in myself in my job skills." , "I am very pleased with everything.", "I really like my job -- the only problem is not enough hours."
- "(My daughter) loves her work and the people she works with & for." "Thank you so much for the caring, patience and understanding you have shown." "We realize that our brother's handicap makes it hard for your staff to keep him on track. His true motivations are the chance to work for some money in a paycheck, and feeling proud when accomplishing something."
- "I appreciate that NTI has been a resource for L. because, although she has limitations, when health permits, she does seem to feel more productive & worthwhile when she is able to go to

work.”

- "Adapt for my capabilities -- pushes me to do better" "Got the bus issue fixed to be more independent" Individual clarified-- things NTI did for me.

EARNINGS OF PERSONS SERVED: Persons served at Chippewa County Recycling earned \$82,185 this year.

DESCRIPTION: Our recycling operation provides opportunities for individuals to participate in work that is important to the entire community. Instruction in proper work behavior, physical techniques, safety and work skills is provided. These services are offered in a community integrated industrial setting allowing individuals to participate in paid work while learning the skills needed to advance to a more independent competitive placement. Conveyor belts, forklifts, a bailer and can densifier are used to process materials. This provides excellent experience in industrial safety. Goal attainment data is included in Production table above.

CUSTODIAL TRAINING

STAFF: 1 Janitorial Grounds Maintenance Manager 1 Contract Site Supervisor
 5 Part-time Training Supervisors 1 Part-time Mechanic.
 1 Full-time Grounds Maintenance Production Worker
 4 Part-time Production Workers (snow removal)

PERSONS SERVED: 31 for the year, 28 current

GOAL:	EXPECTED	NUMBER MET	% OF EXPECTED	
			2008	2009
Total participant objectives attained	70%	43 (68%)	69%	97%
Participant earning rate increase (rate was \$13.80/hr) (now \$14.06/hr)	+5% 69¢	+1.9% 26¢	92%	38%
Maximize number served	35 persons	31 persons	97%	91%
Minimize cost per \$ earned by client employees (was \$0.32 is now \$0.33)	-5% -1.6¢	+3% +1¢	-----%	-63%

§ See explanation of cost per dollar earned beneath “Production” table page 1.

%% Updated allocations, comparisons not available.

DESCRIPTION: A work experience program in which individuals learn to perform diverse janitorial and grounds maintenance duties. Individuals train at various office, government service, and recreational sites in Sault Ste. Marie. Areas of instruction include; vacuuming, dusting, inventorying of supplies and use of commercial solutions, carpet cleaning, sweeping, floor stripping, waxing and buffing. Grounds work includes sweeping sidewalks and stairs, lawn mowing, raking, basic tree and shrub care, snow blowing and ice removal. Soo Locks and International Bridge Plaza contracts offer year-round grounds janitorial service, working with tourists, Corp. of Engineers and other personnel present. Equipment rental and maintenance contract has improved financial stability and offers some mechanical work possibilities.

CONTRACTS	DAYS / WEEK	AM	PM
Hiawatha Behavioral Health	5		X
Bridge Plaza	7	X	X
Economic Development Corp	3	X	
Sault Locks_	5	X	X
Sault Locks Visitors Center	7	X	X
Train Station	1		X
Customs and Border Control Train Station	1	X	

Miscellaneous janitorial services are also bid and provided upon request including one time cleaning floor maintenance, carpet shampooing and window cleaning.

DISCUSSION: Overtime amounts were not included in Janitorial or Recycling pay rate calculations. The vast majority of hours in Janitorial training were already paid at rates above the new minimum so the change in minimum wage had no effect. Sixty-five percent of training objectives were achieved. Not exceptional but better than last year.

FOLLOW-UP ON LAST YEAR'S RECOMMENDATIONS: Redirecting recorded objectives from social interaction to important aspects of performance at work (quality, quantity, attention to detail etc.) has in fact resulted in more improvement in those areas and better goal attainment. Also, with regard to last year's recommendations, staff are now using the 3.5 (almost always) rating more frequently, avoiding the trap between "usually" and "always" in their documentation, allowing more accurate reporting.

RECOMMENDATIONS: Over the next year, a concerted effort needs to be made to identify and obtain clearance for numerous individuals interested in janitorial work who have significant barriers to employment. This year we experienced problems filling unexpected vacancies and we certainly could provide services to more individuals than we serve at this time.

CUSTODIAL TRAINING CONSUMER COMMENTS:

- “Happiest I've ever been”
- “A lot of good experience – working out great – good crew.”
- I like grounds better than janitorial work. I love to snow blow, everything is good.

COMMUNITY EMPLOYMENT SERVICES (CES)

STAFF: 1/2 Vocational Services Director
1 full-time Lead Community Employment Specialist
4 part-time Community Employment Specialists

PERSONS SERVED: Employability Classes 0 (no change)* Job Exploration 8(-10), Supported Employment 21 (-17), Job Development 8 (-12), Placement 9 (-2), Follow along 21 (-3)

***yearly total (change from last year)**

DESCRIPTION: Community Employment Services prepare and place individuals whose interests and abilities point to competitive employment in sustained competitive community jobs. Services help

individuals clarify interests, strengths and readiness; and assist them in finding, choosing, obtaining and retaining a job of their choice. Every effort is made to help the individual assume ownership of and skill in their job. Assistance and encouragement in personal skills is provided since that is a major area of employer concern. Individual services are briefly described below.

Employability Classes address the application and interview process, interaction with others in the work place and the basics of surviving one's first job.

Job Exploration provides individuals with little or no work experience a chance to try supervised volunteer experiences at community job sites. Supervision is provided in groups of three or less.

Job Development is the process of locating a job in the community (or carving out a part of a job) that fits the interests and abilities of the individual. Screening, employer contacts, resumé writing, tours, job shadowing, individual volunteer job experiences, vocational classes and interview practice are tools often used by the job developer.

Supported Employment is on-the-job training for individuals who have obtained a paid position and who require extended and/or intensive assistance at a community site. At the beginning of the service, the coach works side-by-side with the individual to complete the task and provide training at the same time. Coaching is faded as appropriate, until the individual is independent.

Placement is assistance in obtaining a paid position, given to individuals who have advanced independence and work skills. Supervision is much less intense than in Supported Employment, as the individual is expected to be quite independent.

Follow Along involves occasional coaching contacts and assistance to make sure that the individual and their employer continue to work together and understand each other. Often, long term Follow Along is necessary for continued success. Coaches assess employer and employee satisfaction on an ongoing basis and intervene when necessary to maintain the placement. Occasionally, circumstances require return to more intensive job coaching to get over humps caused by advancements or changes in job duties, personal life or motivation.

GOAL:	EXPECTED	NUMBER MET	% OF EXPECTED	
			2008	2009
Number served	85	54	85%	64%
Average hours worked	15 hrs./wk	22.5 hrs./wk	87 %	150%
Job retention, 1 month	100%	100% (15)	100%	100%
Job retention, 4 months	90.00%	90% (9)	100%	100%
Average wage (last yr obj \$731 now \$7.64)	\$7.31	\$7.64	102%	105%
Cost per dollar earned \$2.95 now \$1.69	-10%	-43% - \$1.26	-----%%	430%
Employer Satisfaction (employer continues involvement) (29 last yr.)	98%	97% (34 of 35)	102%	98%

§ Cost per dollar earned indicates the amount spent on coaching staff wages and other direct training costs related to the service divided by earnings of the persons served. Hard figures were used whenever possible. When estimates were necessary, they were based on current wages, schedules and weeks of employment over the period measured.

%% Updated allocations, comparisons not available.

DISCUSSION: Community Employment received 18 fewer referrals this year. Over the past 11 years we have averaged 73 persons served per year in this service with a high of 89, four years ago. All services except employability classes decreased in enrollment. Employability Classes again received no referrals.

Average hours worked Increased from 13 hours per week to 22.5 per week. Average working CES participant wage was \$7.64 per hour, 33 ¢ more than last year. Of course, minimum wage has increased from \$7.15 / hour to \$7.40/hour. This average does not include those placed in NTI's janitorial services. As noted in the previous table, NTI Janitorial's wages are much higher.

Out of 17 placements that were achieved this year, 15 matured to one month or more and all 15 were still employed at the end of that period. Ten placements occurred at least four months ago and nine are still employed.

Thirty four of last year's 35 employers remain open to accepting new persons served by NTI. We lost a vending customer due to lack of communication regarding availability of preferred items and delivery schedules. We now maintain closer contact, requesting feedback from existing customers. Two new businesses were picked up, "Up North Bookstore" and the "Habitat Restore". Community Employment Services' cost per dollar earned measure decreased by almost half. This was the result of some decrease in staff payroll (full-time person being replaced with part-time), and increases in wages of persons served, no doubt reflecting the minimum wage increase.

FOLLOW-UP ON LAST YEAR'S RECOMMENDATIONS:

During the second half of 2008, we attempted to pinpoint Supports Coordinators' questions were gaps in understanding the NTI's services and the application process. SurveyMonkey was used (online customer developed survey service).

Topics in which major interest was demonstrated include, beginning with most important:

- Work opportunities
- Range of services
- Referral/admission process
- Payroll practices with regard to persons served

No one suggested that cooperation or professionalism required improvement which was nice to hear. "Range of services" was perceived by many as needing improvement, (41.7%) of those responding.

Summary of survey results are provided as an addendum to this report.

A PowerPoint presentation is under development to address needs listed. Also, with assistance from MARO, our state association we are developing a promotional video presentation that provides descriptions of services provided and information of interest to the general public.

In completion of their survey, a Supports Coordinator suggested Development of class which would address interpersonal or soft skills required to survive Community Employment. Such classes actually

were available and were reinitiated on a more personal level but did not receive financial support from funding agencies.

In an attempt to respond to funding agencies' requests for increased movement from organizational employment to Community Employment, our staff identified the following obstacles:

Of 49 people involved in recycling & production as of July 2009,

- 19 **are** currently receiving CES services.
- Of the remaining 30,
- 18 **have refused**,
- 8 have had CES services in the past,
- 2 left in July,
- 1 had just begun services and
- 2 more had colorful backgrounds temporarily precluding successful community employment.

**PARTICIPATING EMPLOYERS
2008-2009**

<p style="text-align: center;"><u>Maintained</u></p> <p>Big Lots BP Pickford Market Chippewa County Animal Shelter Chippewa County Health Department Chippewa County Service & Supply Detroit Die Family Dollar Glen's JoAnn Fabrics Kinross IGA Kmart McDonald's Ashmun Riverview Matheny's Landscaping Penny's Kitchen Pizza Hut</p>	<p>Lockside Golf & Grill Sault Area Public Schools Soo SuperValu Hearthside Tendercare Wal-Mart Little Caesars Parker's True Value Hardware Tech Optics Whiskey River Building Supply Upward Bound Bayliss Public Library Michigan Commission for the Blind Rudyard Collision Rudyard BP Save-A-Lot Varsity Grill Bayliss Public Library Family Video <u>Wendrik Truss</u></p>	<p style="text-align: center;"><u>NTI Community-based employment opportunities:</u></p> <p>International Bridge Plaza Corp of Engineers (Soo Locks) Visitor Center (Soo Locks) Vending Goodwill enclave Off-site Custodial Services</p> <p style="text-align: center;"><u>New Employers</u></p> <p>Up North Used Books Habitat Restore</p> <p style="text-align: center;"><u>Employers Lost</u></p> <p>Precision Edge</p> <p style="text-align: center;"><u>Business closed</u> <u>(None)</u></p>
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RECOMMENDATIONS:

General promotional presentation and communications directly addressing the needs and interests of Supports Coordinators should be completed and put to use. Also suggested last year was continued investigation of new service possibilities. While maintaining an open mind in this area it appears that development of new contracts/work opportunities might be more fruitful than development of new services.

More Enclave, Job Exploration and other introductory CES services should be developed to address continuing expansion of interests in Community Employment which would allow increased supervision and flexibility – required entry levels.

REHABILITATION ASSESSMENT

STAFF: 1

PERSONS SERVED: 3

GOAL:	EXPECTED	NUMBER MET	PERCENT ATTAINED	
			2008	2009
Positive completion	100%	3	100%	100%
Counselor regards as helpful	100%	3	100%	100%
Minimize completion time (<14 days)	<14 days average	38 days *	100%	NA

*Special circumstances surrounded all three evaluations. In two cases, persons served attended one or two days a week, missing several days for personal reasons. The other, required a meeting with caregivers that was delayed due to their schedules. Time from last meeting to finish report was 2 days.

DESCRIPTION: Rehabilitation Assessment is a comprehensive process of measuring vocational and interpersonal skills and interests toward development of vocational and educational goals. This process includes two phases:

- the use of work samples, standardized tests and checklists.
- situational assessment (real and/or simulated work) usually provided in our Production or Job Exploration services.

Behavioral observations are recorded in all areas of work including physical capabilities, interests, communication skills, learning style, tolerance, habits, productivity and attention to task/quality control. Adaptive behavior evaluations are available to assess the individual's independence in the community. Rehabilitation Assessment recommendations include strengths, suggested growth areas, suggested educational activities and current vocational interests.

DISCUSSION: Two individuals evaluated were referred by EUPISD's Rudyard Service Center. The other individual was referred by Sue saysSault High's Special Education Department. One of the Rudyard referrals was due to a special request from the parent. While all three could benefit from NTI's services we expect that two will be referred. One point of interest is that we recently located an online interest inventory which may also be useful in Job Development services.

FOLLOW-UP ON LAST YEAR'S RECOMMENDATIONS: Last year's recommendations were followed in that we continue to provide evaluations when requested but have not made any special attempts to market the service.

RECOMMENDATIONS: Perhaps rather than start to finished report, we should measure from last day of attendance/input to report completion. Three working days should be appropriate.

JOB EDUCATION AND TRAINING (JET)

Job Education and Training (JET), previously Work First, is a service provided under contract with Michigan Works. JET received 652 referrals from the Department of Human Services and Friend of the Court in the first five months of the fiscal year. Populations served include participants in Custodial Parent, Non-Custodial Parent, and Non-Cash Recipient Programs in Chippewa, Luce and Mackinac Counties.

The purpose of these services is to assist individuals in becoming independent from publicly funded financial and other assistance programs by helping them obtain gainful employment.

Appropriate work-related activities include employment or educational components, or a combination of both. A variety of supportive services may be authorized in order to address barriers to employment. The goal for each participant is self-sufficiency and subsequent case closure.

GOALS	EXPECTED	NUMBER MET	PERCENT ATTAINED	
			2008	2009
Percent of total participants who attended an activity Participants = 449	Total percentage for Michigan (96.5%)	435 96.9%		100%
Percent of those attending who achieve competitive employment Attending = 435	Total percentage for Michigan (27.9%)	134 30.8%		110%
Percent of those attending who remain employed after 90 days Attending = 435	Total percentage from Michigan (13.8%)	64 14.7%		107%

Note: Individuals in more than one JET program are counted only once.
 Figures from: Welfare Reform monthly report for October 1, 2008 to May 31, 2009.

ACCESSIBILITY

Organizations such as ours have a responsibility to improve the community's understanding of accessibility issues. The organization at each individual associated with it should recognize problems, suggests solutions and provide information at every opportunity. Public speaking, community involvement and provision of good examples facilitate acceptance of individuals with barriers to employment and community access.

ACCESSIBILITY GOALS	EXPECTED	NUMBER MET	PERCENT ATTAINED	
			2008	2009
N T I physically accessible	remove all internal barriers found	6 of 6	100%	100%
Provide educational exposure to new health-care professionals	10 practicum students	6	10%	60%
Improve community awareness of N T I and its services	2 promotional activities	8	400%	400%

DISCUSSION: We continue to follow up on recommendations generated by internal accessibility assessment and general observation. Listed below are this year's accomplishments and jobs yet to be tackled. The HBH nurse, who teaches at a LSSU brought six students through this year. . With regard to improving community awareness of NTI's services, our esteemed Director made presentations to six community organizations and we managed a display for both days of the School to Work Transition Conference. NTI also participated in the chili cook-off, a major local event, with involvement of persons served. With technical assistance from our state association MARO, our initial prototype video presentation is now under revision. We also hosted the "Business after 5:00" program this September.

DONE

- Accessibility Assessment of NTI and Chippewa County Recycling buildings, program accessibility, nondiscrimination in employment policies and practices, communication accessibility, meetings and conferences and website accessibility was conducted in December of 2008 recommending the following:
 - improve handicap parking markings-- accomplished
 - adjustments to be made to a few doors-- accomplished
 - two runners without beveled edges – one replaced, one eliminated
- Procedure, for deciding whether accommodations fundamentally alter services (CARF suggestion), received administrative review and was eliminated due to the fact that we have no recollection of issues in this area.
- Review of policies and procedures is ongoing including making sure that no policy or procedure discriminates with regard to disabilities.
- Handicapped parking spots moved to more solid pavement with new signings and new lines painted.

RECOMMENDATIONS

- Accessibility assessment suggested the following be addressed when remodeling and/or upon receipt of request:
 - switch remaining round doorknobs to levers
 - lower countertop in kitchen area-- At present, coffee cups and microwave are accessible to persons using wheelchairs. Tables can be used for preparation and assistance is available for other activates.
 - add grab bars behind toilets

REVIEW OF INELIGIBLE PERSONS

In terms of services other than Ticket-to-Work, no one has been found "ineligible" in the strict sense of the word by NTI. Attendance by individuals who have previously attended but had shown little or no interest in participation in the past are accepted but such referrals are not actively sought. In a couple of cases, individuals have attended only briefly if immediately available work experiences were unsatisfactory matches.

Previously, individuals applying through the Ticket-to-Work program typically withdrew those applications after discovering that they would have to forgo their benefits when their earnings hit certain levels. Now participation to and including placement, without loss of benefits has been made possible by Social Security which should improve involvement from this point on. A few calls were received from out of our service area. We referred these individuals to their local service providers.

SATISFACTION OF PERSONS SERVED

Primary outcomes expected from each service have been identified. Recognizing that individuals attend for different sets of reasons, persons served and guardians are asked two questions: "**How important is this outcome to you?**" (**Importance**) and "**How well did we do on these outcomes?**" (**Satisfaction**). This sharpens the satisfaction measure by avoiding random answers from individuals to whom a particular objective may not apply. When viewing the charts, **Please note that interest and satisfaction data are provided adjacent to each other on the same charts, they do NOT represent expected versus actual measures.**

ORGANIZATIONAL EMPLOYMENT SERVICES PERSONS SERVED and GUARDIANS (See Figure 5)

Importance -- Ninety-seven (97) individuals, persons served and guardians combined, responded to the survey. **Access to services**, a new measure, received a (100%) importance rating. **Work that I feel proud of** (98%) and **Training that helps me get along with others** (98%) had been tied for 1st place the last two years as well. **A chance to work for money** was second at (92%) **Training on new jobs** rated (79%) while **Helping me get a community job** brought up the rear at (58%).

Satisfaction -- helping to get a community job received a satisfaction rating of (96%) while 100% of all persons served and guardians returning surveys were satisfied with all five other measures.

COMMUNITY EMPLOYMENT SERVICES PERSONS SERVED and GUARDIANS (See Figure 6)

Importance -- Thirty-six (36) surveys were completed by Community Employment Services participants and guardians. One hundred percent (100%) of persons returning CES surveys felt that **Access to services**, and **Building good work habits** were very important with **Improving self-confidence** close behind at (97%). **Expanding interests** (92%) and **Maintaining their job** (89%) share 2nd place. **Learn job seeking skills** (78%) and **Getting a community job** (75%) brought up the rear.

Satisfaction -- Satisfaction was rated at 100% across-the-board, as it was last year as well.

REHABILITATION ASSESSMENT PERSONS SERVED & PARENTS

All three Rehabilitation Assessment's received positive reviews from referring teachers and parents.

FOLLOW-UP AFTER COMPLETION OF SERVICES

Six individuals responded to follow-up surveys. All respondents indicated that quality of services and interaction with staff were important elements of their relationship with NTI. Four of the six respondents, 67% stated that range of services provided and accessibility of services were also important to them. All respondents indicated satisfaction with all elements they thought were important. Two respondents indicated that they were just taking a break from work. One indicated interest in more training/instruction in things such as getting one's self up in the morning. One person felt that attending for longer periods of time on fewer days would be helpful. Another thought that our evaluation of her son was very accurate.

SUMMARY OF RECOMMENDATIONS & PROGRESS

ORGANIZATIONAL EMPLOYMENT: Continue to provide work and meaningful activity for persons requiring or desiring extensive organizational support. Based on surveys of persons served and guardians, pride in work and interpersonal skills are more important than money or community placement and should continue to be developed in each individual.

As we prepare persons served to enter competitive community employment we will need to identify new populations to serve and/or make efforts to prepare the organization and staff for transition to fully community-based services

CUSTODIAL TRAINING : Over the next year, a concerted effort needs to be made to identify and obtain clearance for numerous individuals interested in janitorial work who have significant barriers to employment. This year we experienced problems filling unexpected vacancies and we certainly could provide services to more individuals than we serve at this time.

COMMUNITY EMPLOYMENT SERVICES: More Enclave, Job Exploration and other introductory CES services should be developed to address continuing expansion of funding agency and parents' interests in Community Employment which would allow provision of quality Community Employment Services for those require high-frequency, ongoing support.

REHABILITATION ASSESSMENT: Perhaps rather than start to finished report, we should measure from last day of attendance/input to report completion. Three working days should be appropriate.

ACCESSIBILITY: No immediate needs were identified in terms of physical accessibility to buildings or services any updating a remodeling of facilities will include consideration of accessibility issues. Reasonable accommodations will continue to be developed and provided as accessibility issues are identified or reported.

MARKETING/PUBLIC RELATIONS: General promotional presentation and communications directly addressing the needs and interests of Supports Coordinators should be completed and put to use. Also suggested last year was continued investigation of new service possibilities. While maintaining an open mind in this area it appears that development of new contracts/work opportunities might be more fruitful than development of new services.

Karl E. Monroe

09/10/08

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Date

Figure 1

**NORTHERN TRANSITIONS INC.
EMPLOYMENT BARRIER DISTRIBUTION BY SERVICE / SITE
JULY 2008 to JUNE 2009**

Employment Barrier	Organizational Employment Sites			Community Employment Services							All Services		
	OEP	REC	JAN	JXS	CESC	JD	SE	ENC	PLA	FA	EVA	TOTAL	PERCENT
Traumatic Brain Injury	1	3	2	1	0	1	2	0	3	0	0	6	5%
Learning Disabled	0	1	6	1	0	0	0	1	0	0	0	9	8%
Profound D.D.	0	0	0	0	0	0	0	0	0	0	0	0	0%
Severe D.D.	5	0	0	0	0	0	0	0	0	0	0	5	4%
Moderate D.D.	10	6	0	2	0	0	6	2	1	0	0	12	10%
Mild D.D.	19	18	9	3	0	1	11	8	3	8	1	34	30%
Autism	2	1	0	0	0	0	0	0	0	1	2	5	4%
Alcohol Related	0	0	0	0	0	0	0	1	0	0	0	2	2%
Mental Illness (Neurosis)	4	6	4	1	0	1	2	2	1	5	0	16	14%
Mental Illness (Psychosis)	4	7	7	0	0	1	0	1	1	6	0	13	11%
Spinal Cord Injury**	0	0	0	0	0	0	0	0	0	0	0	0	0%
Cerebral Palsy	1	1	1	0	0	0	0	0	0	1	0	2	2%
Other Physical Disabilities	2	0	3	0	0	0	0	0	0	0	0	5	4%
Hearing Impaired/deaf	1	0	0	0	0	0	0	0	0	0	0	1	1%
Speech & Language**	0	0	0	0	0	0	0	0	0	0	0	0	0%
Seizure Disorder**	0	0	1	0	0	1	0	0	0	0	0	1	1%
MPRI**	1	4	1	0	0	3	0	1	0	0	0	4	3%
Totals*	50	47	34	8	0	8	21	16	9	21	3	115	100%

** new categories

NTIP---Production at NTI

REC---Recycling

JAN---Soo Locks and Border Patrol Station (Janitorial, Grounds Maintenance, Visitor Center, Janitorial Training)

JXS----Job Exploration Service

CESC----Community Employment Service Classes

JD----Job Development

SE----Supported Employment

ENC----Enclave

PLA---Placement

FA----Follow Along

EVA---Vocational Evaluation

* Please note that the sum of individual column totals is greater than the total number of individuals served due to the fact that many individuals participate in more than one service.

Figure 2

**NORTHERN TRANSITIONS INC.
AGE DISTRIBUTION BY SERVICE / SITE
JULY 2008 to JUNE 2009**

Age Range	Organizational Employment Sites			Community Employment Services							All Services		
	OEP	REC	JAN	JXS	CESC	JD	SE	ENC	PLA	FA	EVA	TOTAL	PERCENT
< 21 years	3	0	0	0	0	0	0	0	0	0	1	4	3%
21 to 30 years	13	14	4	3	0	3	10	8	5	2	2	28	24%
31 to 40 years	6	7	6	1	0	2	3	2	2	4	0	7	6%
41 to 50 years	12	16	10	3	0	3	5	3	2	7	0	29	25%
51 to 60 years	10	9	11	1	0	0	3	3	0	7	0	39	34%
61 to 70 years	4	1	1	0	0	0	0	0	0	1	0	4	3%
> 70 years	2	0	2	0	0	0	0	0	0	0	0	4	3%
Totals*	50	47	34	8	0	8	21	16	9	21	3	115	100%

NTIP---Production at NTI

REC---Recycling

JAN---Soo Locks and Border Patrol Station, Janitorial, Grounds Maintenance, Visitor Center

JXS----Job Exploration Service

CESC----Community Employment Service Classes

JD----Job Development

SE----Supported Employment

ENC----Enclave

PLA---Placement

FA----Follow Along

EVA---Vocational Evaluation

* Please note that the sum of individual column totals is greater than the total number of individuals served due to the fact that many individuals participate in more than one service.

Figure 3

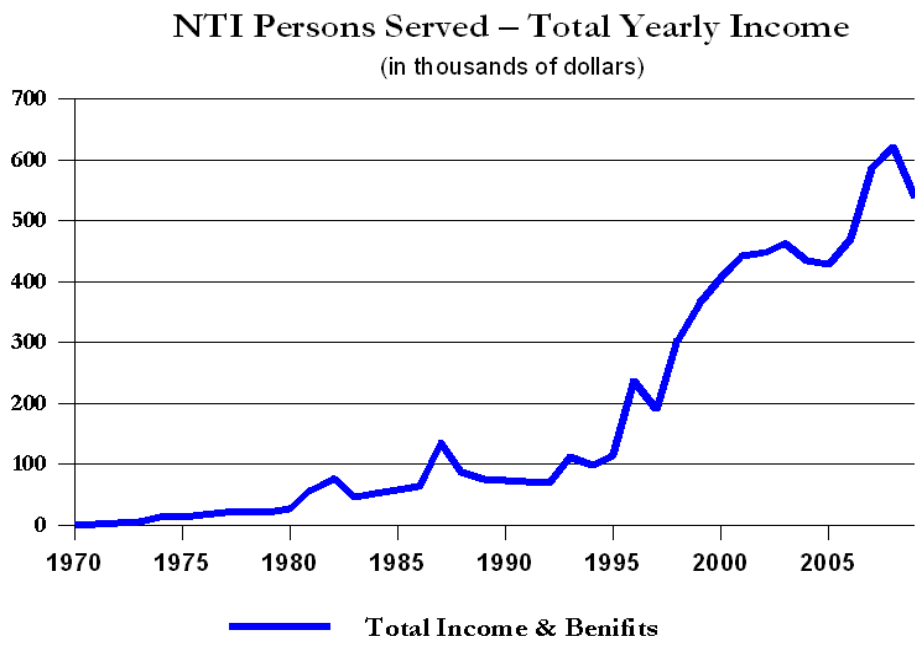


Figure 4

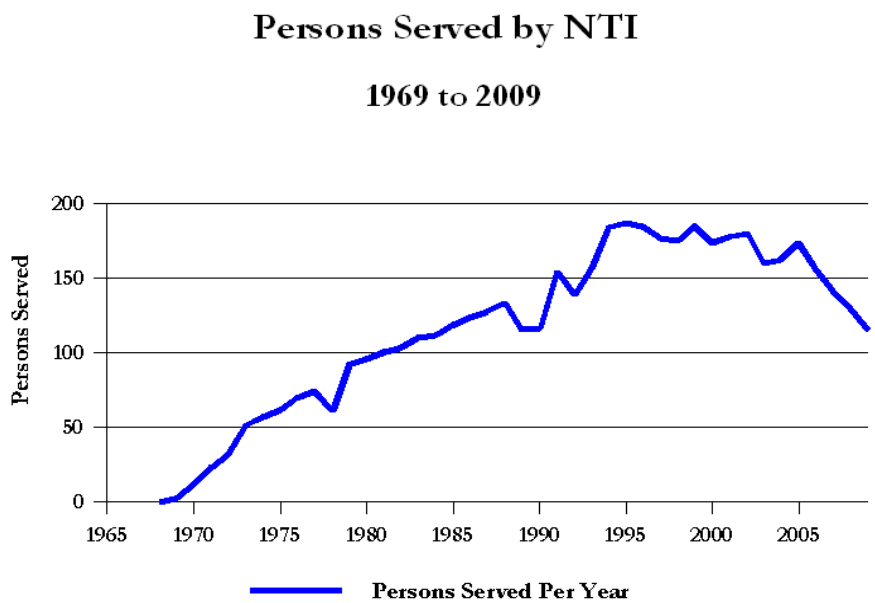


Figure 5



Figure 6

