

FINAL
Employment Services Organization Advisory Committee (ESOAC)
July 13, 2010 Meeting Minutes
DRS Central Office

Members Present: ESOAC Chair: Beth Tetrault, Chris Lavach, Bruce Patterson, Phil Black, Sharon Harrup, Mark Peterson, Bruce Phipps, and Nova Washington, Bill Smith for Gary Juskowiak, Beth Dugan

Members Absent: Emily Helmboldt, Sylvia Ross, Quintin Mitchell, Charles Layman

Guests Attending: Robin Metcalf, Sharon Barton, Alisha Meador, Karen Tefelski, Joanne Ellis, Rex Parr, Linda LaMona, Marshall Henson, John Craig, Ron Burnop, Joan Harmon, Pat Vinson, Evan Jones, Thomas Johnson, Thalia Simpson-Clement, Sharon Taylor, Veronica Rhame, Shirley Lyons, Helen Butler, Shalene Hart, Dennis Brown, Dave Wilber, April Keeler, Chuck McElroy, Kelly Lambert, and Rob Froehlich.

DRS Staff Attending: Kathy Hayfield, Donna Bonessi, Tim Olive, Kirsten Rowe and Carrie Worrell.

Call to Order:

Beth Tetrault, Chair, called the meeting to order at 9:30 AM and asked that all present introduce themselves starting with the Committee members.

Draft Minutes Review and Approval

The chair asked if there were any changes or corrections to the minutes of the previous meeting. The approved minutes are available on the ESSP Website under Minutes at (<http://www.vadrs.org/essp/>).

Public Comments

Karen Tefelski reminded everyone about the Collaborations Conference and asked for sponsors for the conference. Karen handed out Sponsorship Brochures to attendees.

Kirsten Rowe announced that CESSI will be holding several webinars for providers that are interested in becoming Employment Networks (EN). She also announced that DRS will offer Technical Assistance to ESO's that wish to apply to become an EN.

Old Business

GWU TACE Program Update

Rob Froehlich discussed the recent ACRE certificate training held in Richmond. Approximately 30 people participated in the successful training. The next component of training will be online and will begin in October 2010. Participants who complete both the online and face to face training will be eligible for the ACRE certification.

An additional face to face training will be held in Morgantown WV on August 24 & 25. Virginians are welcome to participate in this training.

The TACE will develop a CRP liaison regional committee to discuss issues and success to the programs. It is anticipated that this committee will begin in January 2011.

Information about additional training offered by the TACE Program can be found on their website at www.gwrcrc.org. Contact information-- mkuletz@gwu.edu.

New Business:

ESO Survey Report Presentation:

Tim Olive reported on the survey findings for the last ESO survey that was done in 2009. The full report is attached.

Bruce Phipps. made a motion to have a committee review the full report and bring recommendations back to the next meeting. Chris Lavach seconded the motion. The motion was approved unanimously by the Committee.

Wage and Statistical Research Update:

David Dean presented findings from VCU's longitudinal study of DRS consumers served in supported employment by ESOs. Summary Report Attached.

Public Comments

None

Commissioner Rothrock Comments:

Commissioner Rothrock welcomed the committee and made the following points:

- Ability One Magazine featured two Virginia ESO's in the most recent issue: MVLE for their Northrup Grumman Partnership and Rappahannock Goodwill for their laundry Service to Air Force One. The Commissioner stated that he will share information about ESO's success with Ability One contracts when he presents to the Disability Commission in July.
- Commissioner noted that financially the agency is doing well. The agency is at 72% spending of ARRA funds. Only 8-10 of 85 VR agencies in the country have spent 50%.
- The agency received 10 proposals in response to the most recent RFP and six proposals will be funded.
- The Commissioner discussed working on a cultural change at DRS to help improve response time to consumers.
- Commissioner Rothrock had two requests for attendees: 1st request was for 2-3 people to bring ideas to the Commissioner regarding federal match funding. The 2nd request was around Executive Order #2 and adopting regional rates for ESO services in place of the time-consuming POS process. The Commissioner asked for 2-3 people to help identify how to implement the regional rate structure and potential issues that may arise from a regional structure. Anyone interested in these two requests should send their names to Donna Bonessi or Kathy Hayfield by 7/23/10.

Public Comments:

Karen Tefleski stated that she felt that rates should remain individualized and that they worked hard to get Medicaid Waiver rates in line with DRS rates.

Bruce Phipps stated that service rates need to meet costs of organizations and that ESO's could bring down service rates if rates are no longer tied to costs.

Rex Parr stated he felt regional rates could lead to a reduction in rates.

Chuck McElroy wondered whether increased rates would impact DRS' budget.

Rob Froehlich stated that the TACE center is gathering local fiscal representatives from each state to discuss match requirements. TACE will share information with DRS.

Bruce Patterson asked commissioner Rothrock about Services to Veterans. The Commissioner stated that Secretary Hazel has formed a group to focus on employment services for Virginia's Veterans. Commissioner Rothrock is heading up this group. The Commissioner further stated that Governor McDonnell has established the Virginia Prisoner and Juvenile Offender Re-entry Council. He stated that DRS will take an active role in this effort. The Goodwill's are very active in prisoner re-entry services.

LTESS steering committee joined the ESOAC at the table for the joint discussion

ESOAC/LTESS Steering Sub - Committees Recommendations

The subcommittee met in June to discuss issues related to merging the two committees. Sharon Harrup presented the recommendations to the larger group. The recommendations are attached.

Bruce Phipps recommended including the following:

- When to make the transition to a new structure

- Look at how nominations will be handled.

- Structure is subject to amendment and how to do so.

- Recommended that the chair should have a two year term rather than a three year term as proposed.

Rex Parr stated he felt the merging of the two committees may lead to 3-4 committees rather than two and wanted to know how voting rights would be structured regarding EES and LTESS.

Bruce Phipps made a motion to accept the general recommendations of the subcommittee and establish a working committee to review the details of the recommendations. Sharon Harrup Seconded the motion. The motion passed on a vote of 13-1.

Sub - Committee members

- Bruce Phipps

- John Craig

- Bruce Patterson

- Alisha Meador

- Chris Lavach

- Sharon Barton

- Sharon Harrup

Adjourn The Chairperson adjourned the meeting at 12:00 PM

2010 Meeting Schedule:

January 12, 2010

April 13,, 2010

July 13, 2010

October 12, 2010

Note: VTC sites at Abingdon, Roanoke, Portsmouth, Danville and Fairfax have been confirmed for these dates.

Attachment A

ESOAC/LTESS Steering Committee Recommendations

It is the recommendation of the LTESS Steering Committee/ ESOAC Subcommittee that the two existing committees be combined into one body with the same number of members, 24, and be called the Employment Service Organization Advisory Council (ESOAC). The statutory requirement remains intact as you still have one body of constituents that will make decisions based on General Assembly directives for the distribution of LTESS dollars.

Membership of the newly formed ESOAC shall consist of:

- Two positional seats elected from the three recognized Statewide trade associations:
 - VaACCSES
 - APSE
 - Virginia Goodwill Network
- Fifteen seats to be filled through a Nominating Committee process. In an effort to keep this body in balance, the Nominating Committee shall, in collaboration with DRS Technology and Employment Support Services staff, develop a matrix of potential membership taking into consideration the following criteria:
 - Service Lines (EES Vendors, LTESS Vendors)
 - Geographic Location
 - Race
 - Gender
 - Size of Organization
 - For Profit/Not for Profit Status
- Three non-voting seats representing:
 - NISH
 - DBHDS
 - DRS

A three year term will be served with each member who will be eligible for re-election for one additional term (a total of six years). Should a committee member be elected to fulfill an unexpired term, he/she will be permitted to fulfill the unexpired term and then be eligible to serve two additional terms. Initial terms should be established to ensure that no more than one third of the committee members rotate off each year.

Officers of this committee shall be elected annually by a simple majority vote of the committee. Officers shall include:

- Chair – May serve three one year terms.
- Vice Chair – It is anticipated that the Vice Chair will assume the Chair position once the seated Chair has fulfilled his/her maximum three years.

There shall be three Standing Committees of the ESOAC. Standing Committee members of this body shall be appointed by the Chair. Standing Committee members are to be appointed on an annual basis. There shall be no term limits on committee membership and there shall be no maximum number of committee members required.

Standing Committees shall include:

- LTESS Committee – membership is limited to organizations receiving LTESS funds
- EES Committee – membership is limited to organizations receiving EES funds
- Nominating Committee - this committee is charged with presenting a slate of officers and presenting a list of names for full committee membership as recommendations to the Commissioner for appointment.

Recommendations Submitted on behalf of the Study Group:

- Sharon Barton, RSVP
- John Craig, Didlake
- Sharon Harrup, STEPS
- Linda LaMona, Goodwill of the Valleys
- Chris Lavach, The Choice Group
- Alisha Meador, Stand Up
- Bruce Patterson, ServiceSource

Attachment B

**Year 2: Using the Longitudinal Administrative Rehabilitation/Occupational Data Repository (LARODR)
to Assess the Economic Impacts of Employment-Related Programs and Services for Virginians with
Disabilities**

**Extract from Deliverable 5, Part A:
Examining the Service Receipt and Employment Outcomes
for Consumers of Services from Employment Service Organizations
Purchased by the Virginia Department of Rehabilitation Services**

**A Presentation to the Employment Service Organization Advisory Committee
Virginia Department of Rehabilitative Services
8004 Franklin Farms Drive
Richmond, Virginia 23229**

July 13, 2010

Presented by:

David H. Dean, Ph.D.
Robert M. Schmidt, Ph.D.
Department of Economics
Robins School of Business
University of Richmond
Richmond, VA 23173

Comparing VR Closure Statuses Across Three Groups of ESO-Service Recipients

Table 1A: Number of DRS Applicants in SFY 2000 Receiving ESO Services, by VR Administrative Closure Status				
	Type of ESO Service:			
VR Application Outcome:	JCTS	Supported Employment (SE)	Both JCTS & SE	Total
Withdrawal	0	1	0	1
Dropout	1	12	0	13
Not Rehabilitated	99	383	56	538
Rehabilitated	154	688	140	982
Still Active	7	6	7	20
Total	261	1090	203	1554

Table 1B: Number of DRS Applicants in SFY 2007 Receiving ESO Services, by VR Administrative Closure Status				
	Type of ESO Service:			
VR Outcome:	JCTS	Supported Employment (SE)	Both JCTS & SE	Total
Withdrawal	0	3	0	3
Dropout	1	10	0	11
Not Rehabilitated	39	82	3	124
Rehabilitated	78	173	16	267
Still Active	182	672	37	891
Total	300	940	56	1,296

Table 1C: Number of DRS Closures in SFY 2006 Receiving ESO Services, by VR Administrative Closure Status				
	Type of ESO Service:			
VR Outcome:	JCTS	Supported Employment (SE)	Both JCTS & SE	Total
Too Severe	0	1	0	1
Withdrawal	1	0	0	1
Dropout	4	18	0	22
Not Rehabilitated	160	486	55	701
Rehabilitated	248	862	121	1,231
Total	413	1,367	176	1,956

**Table 2: Number and Percent of ESO Recipients Closed in SFY 2006,
by Primary Disabling Condition**

Primary Disability	JCTS Receipt		SE Receipt		Both JCTS & SE Receipt	
	Number	Percent	Number	Percent	Number	Percent
Visual	1	0.2	6	0.4	0	0.0
Hearing/Speech	32	7.8	39	2.9	16	9.1
Musculo-Skeletal	69	16.7	70	5.1	20	11.4
Internal	14	3.4	23	1.7	5	2.8
Cognitive Impairment	74	17.9	482	35.3	39	22.2
Learning Disability	37	9.0	89	6.5	16	9.1
Mental Illness	107	25.9	374	27.4	43	24.4
Substance Abuse	7	1.7	11	0.8	4	2.3
Traumatic Brain Injury	13	3.2	69	5.1	10	5.7
Other Physical	2	0.5	8	0.6	1	0.6
CI not MR,LD,MI	31	7.5	102	7.5	10	5.7
Other Mental	26	6.3	94	6.9	12	6.8
All Disabilities	413		1,367		176	

**Table 3: Number of SFY 2006 DRS Closures Receiving ESO Services
and the Amount of ESO Service Provision, by VR Administrative Closure Status**

VR Outcome	JCTS Receipt		SE Receipt		Both JCTS & SE Receipt		
	Number	Mean	Number	Mean	Number	Mean JCTS	Mean SE
Too Severe	0		1	\$123	0		
Withdrawal	1	\$275	0		0		
Dropout	4	\$119	18	\$490	0		
Not Rehabilitated	160	\$1,927	486	\$2,390	55	\$1,259	\$1,964
Rehabilitated	248	\$3,394	862	\$3,858	121	\$2,734	\$2,515
All Closure Statuses	413	\$2,787	1,367	\$3,289	176	\$2,273	\$2,343

**Table 5: Employment History for DRS Closures in Fiscal Year 2006
Receiving Supported Employment, Job Coach Training Services or Both**

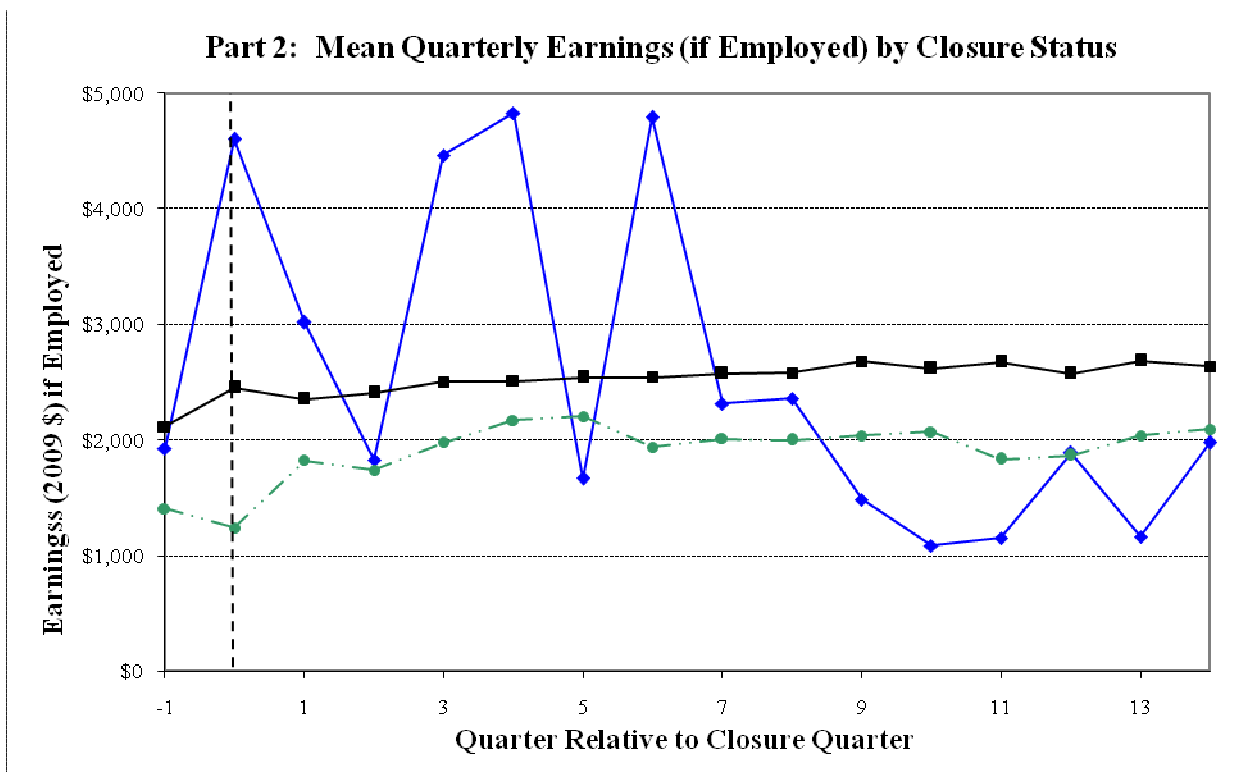
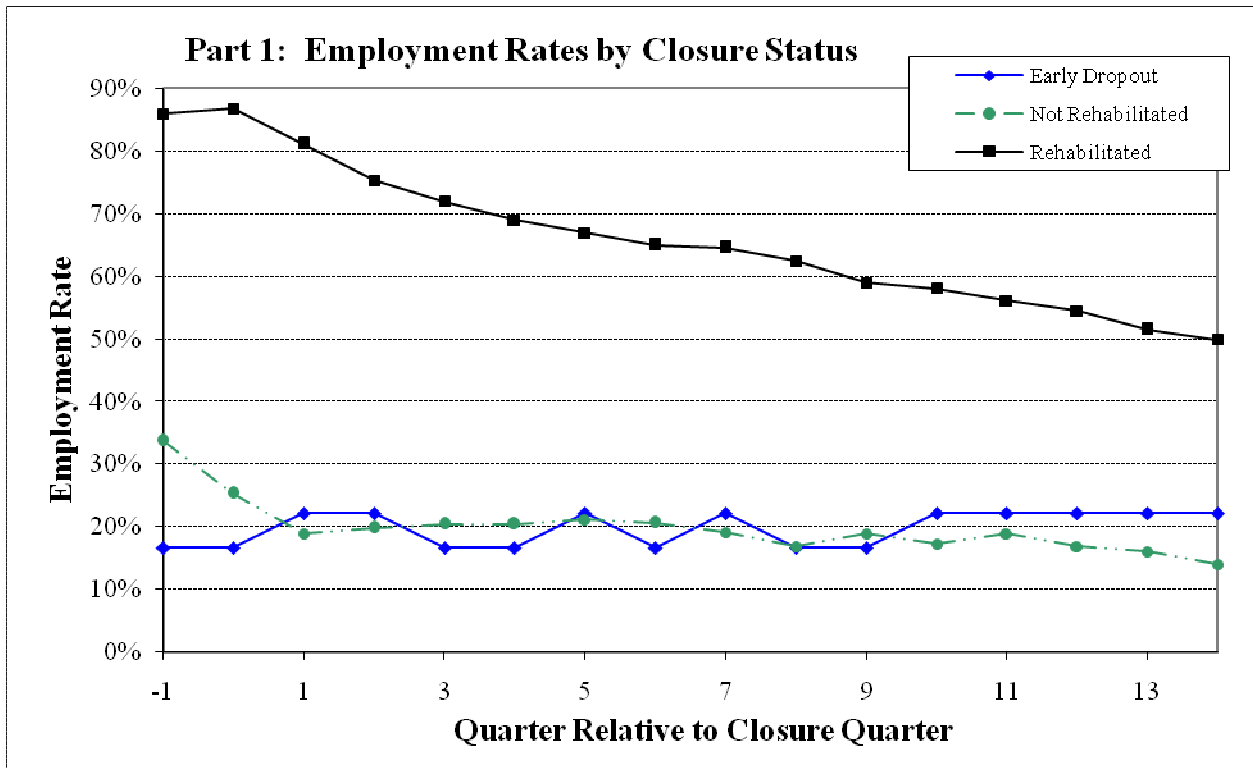
Part 1: Employment Rates by ESO-Service Receipt Status

<u>Quarter</u> <u>ESO Receipt Status</u>	<u># Cases</u>	<u>Pre-Clo</u>	<u>Clo.</u>	<u>Quarters Following Closure Quarter</u>								<u>Years Following Clo</u>		
		<u>1st Qtr</u>	<u>Quarter</u>	<u>1st Qtr</u>	<u>2nd Qtr</u>	<u>3rd Qtr</u>	<u>4th Qtr</u>	<u>5th Qtr</u>	<u>6th Qtr</u>	<u>7th Qtr</u>	<u>8th Qtr</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Supported Employment	1,367	66.4%	63.9%	58.2%	54.8%	52.9%	51.0%	50.0%	48.5%	47.8%	45.6%	66.6%	57.9%	51.6%
Job Coach Training	413	62.2%	59.8%	57.4%	54.7%	52.3%	49.6%	47.9%	46.7%	45.5%	45.8%	67.1%	58.4%	51.6%
Both SE & JCTS	176	65.9%	68.2%	59.1%	55.7%	56.8%	56.8%	53.4%	50.0%	50.6%	48.9%	67.0%	59.1%	54.5%

Part 2: Mean Earnings if Employed by ESO-Service Receipt Status

<u>Quarter</u> <u>Application Status</u>	<u>Pre-Clo</u>	<u>Clo.</u>	<u>Quarters Following Closure Quarter</u>								<u>Years Following Clo</u>		
	<u>1st Qtr</u>	<u>Quarter</u>	<u>1st Qtr</u>	<u>2nd Qtr</u>	<u>3rd Qtr</u>	<u>4th Qtr</u>	<u>5th Qtr</u>	<u>6th Qtr</u>	<u>7th Qtr</u>	<u>8th Qtr</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
Supported Employment	\$1,985	\$2,288	\$2,294	\$2,319	\$2,441	\$2,472	\$2,484	\$2,464	\$2,492	\$2,505	\$7,746	\$8,247	\$8,344
Job Coach Training	\$2,339	\$2,987	\$3,008	\$2,986	\$3,177	\$3,253	\$3,108	\$3,285	\$3,463	\$3,332	\$9,895	\$10,499	\$11,075
Both SE & JCTS	\$2,221	\$2,665	\$2,778	\$2,721	\$2,908	\$2,839	\$2,995	\$2,695	\$2,829	\$2,901	\$9,578	\$9,807	\$8,902

**Chart 1: Employment History for DRS Closures in Fiscal Year 2006
Receiving Supplemental Employment Services
by Closure Status of Program Exiters**





Employment Service Organization Inventory

STATEWIDE & DRS REGIONAL BACKGROUND STATISTICS

**Prepared By
Tim Olive
Policy & Planning Analyst-II**

July 2010

Virginia Department of Rehabilitative Services
8004 Franklin Farms Drive
Richmond, Virginia, 23229

EMPLOYMENT SERVICE ORGANIZATIONS INVENTORY
DRS STATE and REGIONAL STATISTICS

July 2010

I. EXECUTIVE SUMMARY

Every three years, the Virginia Department of Rehabilitation Services compiles statistical data on the number of consumers served and employment services provided to consumers from the DRS vended Employment Service Organizations (ESOs). The present survey will compare five DRS regional areas of the State. The ESO Survey was sent out electronically to all sixty-eight ESO executive directors on October 9, 2009. The last survey was returned on January 22, 2010. One Employment Service Organization did not participate in the survey due to becoming a vendor of DRS in 2008; therefore a total of sixty-seven surveys were submitted. Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State. Regional data sections marked with an asterisk (*) have been negatively impacted as a result of data not being broken out into proper regions.

CONSUMER PROFILE BY GENDER AND ETHNICITY

White males and females made up over fifty-seven percent (57%) of the consumers served by ESOs, down a percentage point from 2006. Black males and females made up over thirty-nine percent (39%) of the consumers served by ESOs, up two percentage point from 2006. The number of Hispanic males and females remained at two percent (2%) as compared with 2006 statistical data. All other gender/race groups remained consistent with the 2006 survey.

CONSUMER PROFILE BY AGE

Just over seventy-two percent (72%) of consumers fell within the age range of 22 to 49 as compared with seventy-four percent (74%) in 2006. The 50 and older population went up three percentage points to eighteen percent (18%) when compared with the 2006 data. The 18 to 21 age range decreased by approximately one percent when compared with 2006 data. Only two regions (Northern and Blue Ridge Regions) reported serving consumers in the 15 to 17 age range.

ENROLLMENT BY PRIMARY DISABILITIES

Intellectually disabled consumers rank as the largest disability category served by ESOs with mental health consumers ranking second. Consumers with learning disabilities are the third largest disability category served by ESOs.

EMPLOYMENT CATEGORIES

Food Service (22%), material handling (7%), retail (20%), and janitorial (18%) made up sixty-seven percent of the total jobs performed by consumers.

CONSUMER EMPLOYMENT*

FY 2006 had approximately 11,212 consumers receiving services from DRS vended ESOs. FY 2009, ESOs had approximately 7,346 consumers receiving services for a decrease of thirty four percent. The number of consumers working in integrated facilities decreased by five percent from FY 2006 to FY 2009.

CAPACITY

Ninety-four percent (63 ESOs) of the sixty-seven ESOs responding to the survey indicated that they were not at full capacity when serving consumers. Some of the issues preventing full capacity include lack of referrals, availability of long term follow along funding, lack of work contracts, client transportation, and lack of Medicaid Waiver slots.

TRANSPORTATION

Independent and Public Transportation for FY 2009 combined make up over forty-seven percent of transportation used by consumers. Consumers use of specialized transportation increased by five percent from FY 2006 to FY 2009. Transportation provided by the ESOs increased by one percent.

ESO SATISFACTION SURVEY

Twenty-six percent (26%) of the ESOs responding to the survey indicated that they experienced problems when receiving referrals from the DRS field staff. Some of the issues listed were problems getting psychological/psychiatric information, philosophical differences with DRS staff, order of selection process, and state budget constraints.

Seventy-eight percent of the ESOs responding to the survey indicated that they actively market employment services to the local DRS field offices. Most ESOs have regular contact with the DRS field offices and some on a daily basis. Sixty-eight percent indicated that their marketing efforts have been successful.

Seventy-one percent of the ESOs responding to the survey indicated that they had no problems receiving referral background information to begin working with the consumer.

Ninety-one percent of the ESOs responding to the survey indicated that they had no problems when scheduling planning meetings or on-site job visits with the DRS field staff.

Sixty-seven percent of the ESOs responding to the survey indicated that the DRS counselors and job placement staff share job leads with their employment specialist.

Forty-eight percent of the ESOs responding to the survey indicated that they partnered with DRS on a project in the community to increase employment opportunities for mutual consumers. Ninety-seven percent felt that the partnership was beneficial when achieving mutual goals.

Seventy-three percent of the ESOs responding to the survey indicated that DRS counselors authorize units of service consistent with the hours requested by the job coach.

Eighty-nine percent of the ESOs responding to the survey indicated that DRS field counselors and staff respond to ESOs phone calls, faxes, and e-mails in a timely manner.

Ninety-five percent of the ESOs responding to the survey encountered no problems with getting answers to questions submitted to DRS at all levels.

Eighty-five percent of the ESOs responding to the survey found the ESOAC/LTESS committee meeting and regional vendor forums/chats helpful when problem solving and expressing views to DRS.

JOB COACH DATA*

Approximately two hundred and seven job coaches provided individual supported employment services statewide in FY 2009. This is a thirty-one percent decrease in job coaches (individual supported employment) from FY 2006. Approximately one hundred and seventy-six job coaches provided enclave and mobile work crew services statewide in FY 2009. This is a thirteen percent increase in job coaches (enclave/mobile work crew) from FY 2006. Job coaches with less than three years of employment made up forty-two percent of job coaches statewide in FY 2006 with thirty-six percent of job coaches having five or more years of employment. In FY 2009 job coaches with less than three years of employment made up thirty-nine percent of job coaches with forty-two percent of job coaches having five or more years of employment. In FY 2006 forty-five percent of the job coaches had a Bachelor's Degree and thirty-six percent had just a high school diploma. In FY 2009 fifty percent of the job coaches had a Bachelor's Degree and twenty-seven percent had a high school diploma. The remainder had either an Associate's Degree or graduate degree. In FY 2006 twenty-five job coaches provide sign language services during Individual SE Services. FY 2009 twenty-two job coaches provide sign language services during Individual SE Services. In FY 2006 ten job coaches provide sign language services for Enclave and Mobile Work Crew Services. In FY 2009 ten job coaches provide sign language services for Enclave and Mobile Work Crew Services. Thirty job coaches provided bilingual language services for Individual SE Services during FY 2006. In FY 2009 four job coaches provided bilingual language for Individual SE Services. Thirty-eight job coaches provided bilingual language services for Enclave/Mobile Work Crew Services during FY 2006. Twenty-one job coaches provided bilingual language services for Enclave/Mobile Work Crew Services during FY 2009. The salary range for job coaches statewide that provide Individual SE Services was \$21,778 to \$43,000 in FY 2006. The salary range for job coaches statewide that provide Individual SE Services was \$22,436 to \$45,960 in FY 2009. The salary range for job coaches statewide that provide Enclave and Mobile Work Crew Services was \$20,269 to \$32,637 in FY 2006. The salary range for job coaches statewide that provide Enclave and Mobile Work Crew Services was \$20,144 to \$37,733 in FY 2009.

EMPLOYMENT SERVICE ORGANIZATIONS INVENTORY DRS REGIONAL STATISTICS FOR 2009

STATEWIDE & DRS REGIONAL BACKGROUND STATISTICS

I. INTRODUCTION

Every three years, the Virginia Department of Rehabilitation Services compiles statistical data on the number of consumers served and employment services provided to consumers from the seventy-two DRS vended Employment Service Organizations. The present survey will compare statistical data over five DRS regional areas of the State. The ESO Survey was sent out electronically to all sixty-eight ESO executive directors on October 31, 2009. The last survey was submitted on February 22, 2010. One Employment Service Organizations did not participate in the survey process.

Employment Service Organizations were asked to indicate what timeframe they collected their outcome measurement data. The three timeframes most commonly used are from January through December (Calendar Year), July through June (State Fiscal Year), and September through October (Federal Fiscal Year). By allowing the organizations to respond to one of the three options, this ensured that the most recent data for one full year was obtained from all of the Employment Service Organizations. Fifty-three percent reported their outcome measurement data from January 1st to December 31st. Forty-six percent reported their outcome measurement data based on the State Fiscal Year which runs from July 1st through June 30th. Only one percent follows the Federal Fiscal Year which runs from October 1st through September 30th.

EMPLOYMENT REPORTING PERIODS

Employment Service Organizations were asked to indicate what timeframe they collected their outcome measurement data. The three timeframes most commonly used are from January through December, July through June (State Fiscal Year), and September through October (Federal Fiscal Year). By allowing the organizations to respond to one of the three options, this ensured that the most recent data for one full year was obtained from all of the employment service organizations. The table below shows how the sixty-eight Employment Service Organizations responded to this question*.

January 1, 2008 – December 31, 2008-35 ESOs

July 1, 2007 – June 30, 2008-31 ESOs

October 1, 2007 – September 30, 2008-1 ESOs

***(One Employment Service Organizations did not complete the survey. Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)**

II. CONSUMER PROFILE

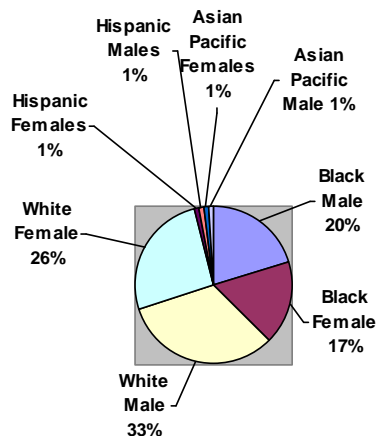
GENDER AND ETHNICITY

STATEWIDE PERCENTAGES

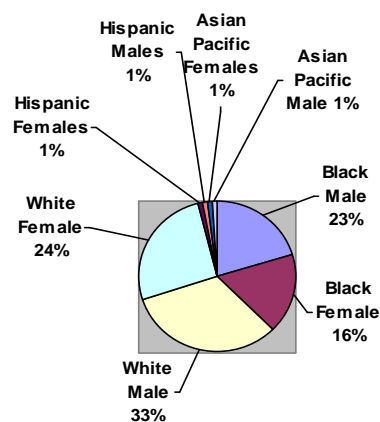


Gender and Ethnicity

■ FY 2006 Gender and Ethnicity



■ FY 2009 Gender and Ethnicity



White males and females made up over fifty-nine percent in FY 2006 and fifty-seven percent in FY 2009 of the consumers served by Employment Service Organizations. The Northern Region had the highest percentage of White consumers at thirty percent with the Southwest Region having the lowest percentage at just over fifteen percent in FY 2006. In FY 2009 the Northern Region continued to have the highest percentage of White consumers at forty-seven percent with the Southwest Region having the lowest percentage at just over six percent. Black males and females made up over thirty-seven percent of the consumers served by Employment Service Organizations in FY 2006. Black males and females made up over thirty-nine percent of the consumers served by Employment Service Organizations in FY

2009. The Eastern Region-Tidewater had the highest percentage of black consumers at thirty-six percent with the Southwest Region having the lowest percentage at just over three percent in FY 2006. The Eastern and Eastern-Tidewater Regions had the highest percentage of black consumers at thirty-two percent with the Southwest Region having the lowest percentage at just over one percent in FY 2009. The number of Hispanic males and females remained at two percent as compared with 2006 statistical data. Of services to Hispanic population, the Northern Region had the highest percentage at eighty-five percent with the Southwest Region having the lowest at one percent of Hispanic consumers.

REGIONAL PERCENTAGES-2009

	Southwest Region	Southwest Region %	Northern Region	Northern Region %	Eastern Region	Eastern Region %	Eastern Region Tidewater	Eastern Region-Tidewater %	Blue Ridge Region	Blue Ridge Region %
Total Population	303	4.2%	3,124	42.6%	1,633	22.3%	1,072	14.6%	1,214	16.6%
RACE										
Black Male	10	.6%	511	30.6%	546	32.7%	377	22.6%	229	13.7%
Black Female	3	.3%	388	33.7%	359	31.2%	212	18.4%	191	16.6%
Black	13	.5%	899	31.9%	905	32.1%	589	20.9%	420	14.9%
White Male	143	6%	1,180.00	48%	435	17.7%	259	10.6%	443	18.1%
White Female	127	7.3%	811	46.6%	269	15.5%	189	10.9%	345	19.9%
White	270	6.5%	1,991.00	47.4%	704	16.8%	448	10.7%	788	18.8%
American I M	17	50%	13	38.3%	1	3%	2	5.9%	1	3%
American I F	0		1	33.4%	0		1	33.4%	1	33.4%
American I	17	46%	14	37.9%	1	2.8%	3	8.2%	2	5.5%
Asian Male	1	1%	86	82.7%	6	5.8%	10	9.7%	1	1%
Asian F	0		55	79.8%	6	8.7%	8	11.6%	0	
Asian	1	.6%	141	81.6%	12	7%	18	10.5%	1	.6%
Hispanic M	1	.9%	95	84.9%	6	5.4%	8	7.2%	2	1.8%
Hispanic F	1	1.2%	74	85.1%	5	5.8%	6	6.9%	1	1.2%
Hispanic	2	1.1%	169	85%	11	5.6%	14	7.1%	3	1.6%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

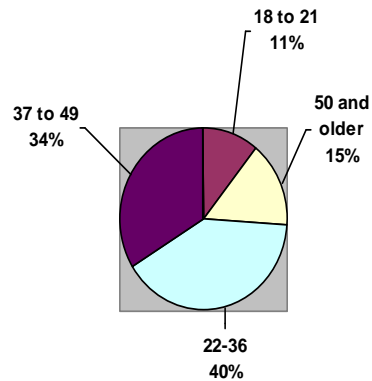
AGE BACKGROUND

STATEWIDE PERCENTAGES

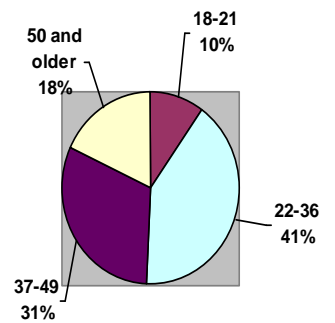


Age Background

■ 2006 Consumer Age



■ 2009 Consumer Age



Seventy-two percent (72%) of consumers fell within the age range of 22 to 49 with the Northern Region having the highest percentage at fifty-eight percent and the Southwest Region having the lowest percentage at just over eight. The 50 and older population increased by three percent when compared with the 2006 data. The Northern Region having the highest percentage at thirty-five percent with the Southwest Region has the lowest percentage at just over four percent. The 18 to 21 age range decreased by approximately one percent when compared with 2006 data. The Blue Ridge Region having the highest

percentage at fifty-nine percent with the Southwest Region having the lowest percentage at one percent.

REGIONAL PERCENTAGES-2009

Age Range	Southwest Region %	Northern Region%	Eastern Region%	Eastern Region-Tidewater %	Blue Ridge Region %
15 -17		16.7%			83.4%
18 - 21	1%	23.6%	14.7%	25.7%	35.2%
22 - 36	4.4%	28.7%	23.9%	22.3%	20.9%
37 - 49	3.5%	29.2%	20.2%	22.1%	25.2%
50 -64	4.9%	27.7%	20.2%	20.8%	26.6%
65 +	3.8%	41.6%	18.9%		35.9%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

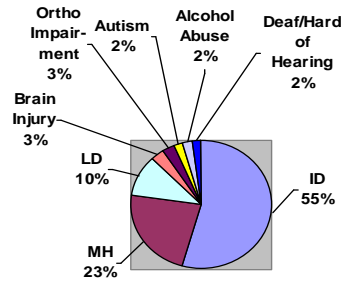
PRIMARY DISABILITY

STATEWIDE PERCENTAGES

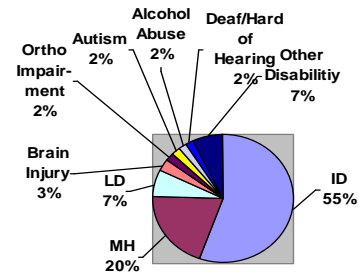


Primary Disability

- **2006 Primary Disability**



- **2009 Primary Disability**



Employment Service Organizations over the years have collect disability data for strategic planning purposes. This is data is important when determining the need to expand employment services in a particular locality with an underserved population. Many facility-based programs were founded by concern parents of young adults with similar disabilities needing structured employment environments. In earlier years, intellectually disabled and the blind/visually impaired were the largest disability categories receiving the most notice as well as funding. The picture today shows the expansion of employment services for mental health consumers now ranking as the second largest disability category behind, intellectually disabled. Through better diagnostic testing, consumers that were considered to be intellectual disabled are now being diagnosed as having a learning disability. Consumers with learning disabilities are the third largest disability category served by Employment Service Organizations.

REGIONAL PERCENTAGES-2009

Disability	Southwest Region %	Northern Region%	Eastern Region%	Eastern Region-Tidewater %	Blue Ridge Region %
Alcohol	12.3%	49.7%	11.7%	14.8%	11.7%
Autism	0.00%	59.7%	15.1%	10.8%	14.6%
Down's Syndrome	1.6%	26.4%	7.6%	39.1%	25.6%
Blind	10.4%	27.3%	23.4%	5.2%	33.8%
Cardio	0.00%	54.6%	9.1%	0.00%	36.4%
CP	1.3%	33%	29.2%	8.9%	27.9%
DHH	7.2%	30.4%	32.6%	12.2%	17.7%
Diabetes	0.00%	12.5%	8.4%	4.2%	75%
BI	.6%	58.6%	20.8%	6.6%	13.7%
LD	17.8.%	29.3%	21.1%	14.1%	17.8%
MI	11.6%	45%	11.6%	16.3%	15.7%
ID	10.1%	40.8%	22.4%	11.6%	15.3%
Neuro	0.00%	17.5%	16.6%	1%	65.1%
Ortho	0.00%	4.8%	27.1%	2.4%	65.9%
Speech	0.00%	0.00%	33.4%	0.00%	66.7%
Spinal Cord	0.00%	25%	50%	25%	0.00%
Spina Bifida	0.00%	0.00%	50%	0.00%	50%
Other	30.3%	43.6%	19.8%	0.00%	6.5%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

EMPLOYMENT CATEGORIES

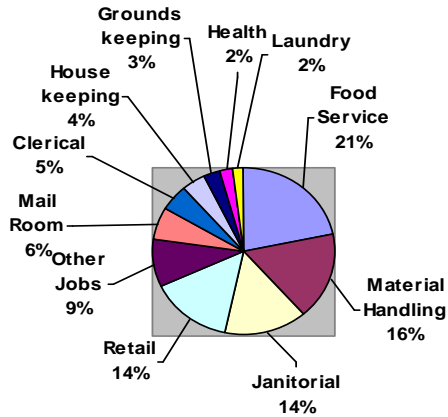
Food Service (22%), material handling (7%), retail (20%), and janitorial services (18%) made up sixty-seven percent of the total jobs performed by consumers. Other jobs include landfill worker, animal care/grooming, auto detailing, security work, assembly jobs, and concierge just to mention a few.

STATEWIDE PERCENTAGES

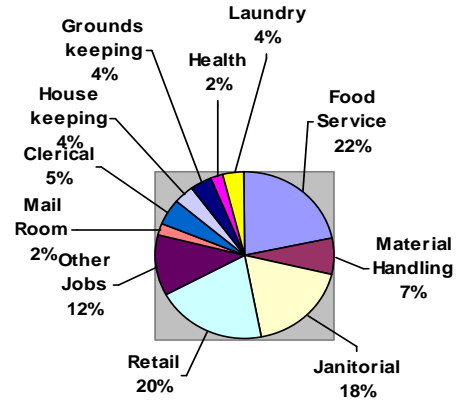


Employment Categories

FY 2006



FY 2009



REGIONAL PERCENTAGES-2009

	Southwest Region %	Northern Region%	Eastern Region%	Eastern Region-Tidewater %	Blue Ridge Region %
Clerical	1.4%	67.2%	20.2%	4.1%	7.4%
Food Ser	8.1%	18.1%	35.6%	23.9%	14.6%
Health	0.00%	32.5%	8.2%	13.6%	46%
Groundskping	11.3%	24.3%	33.7%	14.1%	16.9%
Housekeeping	0.00%	25.7%	50.5%	9.2%	14.7%

Janitorial	6.2%	29.7%	36.2%	20.8%	7.3%
Laundry	0.00%	33.6%	31.5%	34.3%	.8%
Mail room	0.00%	81.6%	1.6%	12.4%	4.7%
Material Handling	3.7%	32.6%	29%	24.5%	10.5%
Professional	.9%	33.4%	58.4%	4.2%	3.4%
Retail	7.5%	34%	23.5%	21.4%	13.8%
Child Care/Teachers Aide	37%	37%	6.6%	8.7%	10.9%
Trades	19.2%	19.2%	38.3%	14.9%	8.6%
Other jobs	29%	29%	24%	7%	11.3%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

The Eastern Region had the largest percentage of food service workers at thirty-six percent with the Southwest Region the lowest at eight percent. The Northern Region had the largest percentage of material handling workers at thirty-three percent with the Southwest Region the lowest at four percent. The Eastern Region had the largest percentage of janitorial workers at thirty-six percent with the Southwest Region the lowest at six percent. The Northern Region had the largest percentage of retail workers at thirty-four percent with the Southwest Region the lowest at eight percent.

III. ESO PROFILE

CONSUMERS SERVED

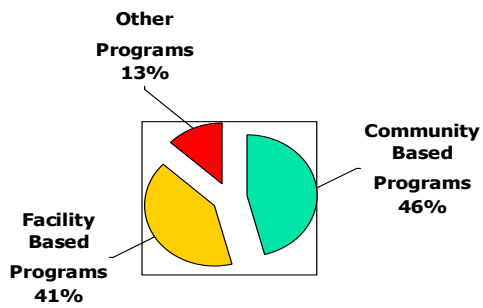
FY 2006 had approximately 11,212 consumers receiving services from DRS vended ESOs. FY 2009, ESOs had approximately 7,346 consumers receiving services for a decrease of thirty four percent. DRS spent \$16,564,358 for all case services in FY 2006 and \$15,842,541 in FY 2009 for a five percent decrease. The Order of Selection process and state budget restraints played a big part in reducing the number of referrals to the ESOs.

STATEWIDE PERCENTAGES

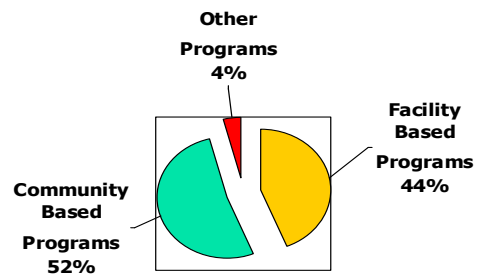


Consumers Served

■ **FY 2006 Consumers Served**



■ **FY 2009 Consumers Served**



Other programs would include day health & rehabilitation, job centers, etc.

The table below provides a comparison of employment programs for the three year periods.



Consumers Employed

- | | |
|-----------------------|-----------------------|
| ■ FY 2006 | ■ FY 2009 |
| ■ Facility Based-53% | ■ Facility Based-46% |
| ■ Mobile Work Crew-4% | ■ Mobile Work Crew-6% |
| ■ Enclave-9% | ■ Enclave-12% |
| ■ Individual SE-34% | ■ Individual SE-36% |
| ■ Total: 9,720 | ■ Total: 7,043 |

REGIONAL PERCENTAGES-2009

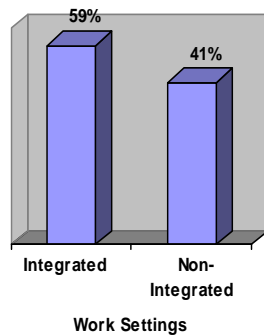
Facility Based	Southwest Region %	Northern Region %	Eastern Region %	Eastern-Tidewater Region %	Blue Ridge Region %
Employed Yr	28.7%	25.5%	13.5%	9.9%	22.6%
Facility Integration					
W Non	46.5%	12.3%	11.4%	7.5%	22.6%
Segregated Consumers	13.3%	27.8%	12.1%	22%	25%
Com Based					
Mobil	12.7%	53.4%	13.9%	5.1%	15.1%
Enclaves	9.1%	49.2%	24.1%	9.5%	8.4%
Individual	11.9%	33.3%	31.4%	17.6%	6.0%
#crews/enclave	18	96	34	13	26

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

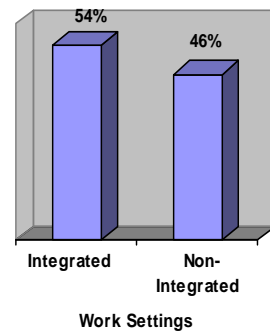
The number of consumers working in integrated facilities decreased by five percent from FY 2006 to FY 2009.

Facility-Based Integrated Employment Setting

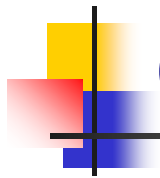
Consumers Working on FY 2006
Facility Contracts



Consumers Working on FY 2009
Facility Contracts



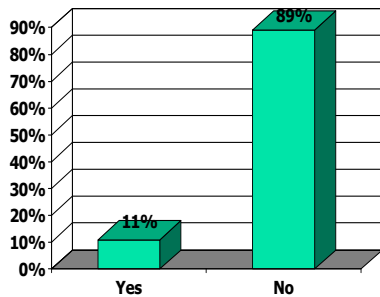
Ninety-four percent (63 ESOs) of the sixty-seven DRS ESOs responding to the survey indicated that they were not at full capacity. Some of the issues preventing full capacity include lack of referrals, availability of long term follow along funding, lack of work contracts, client transportation, and poor economy.



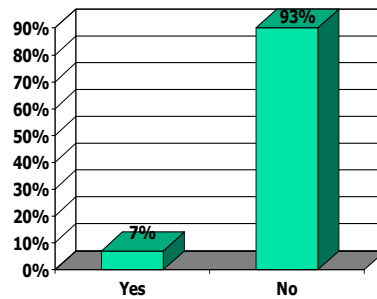
Current Capacity-FY2006

Are you presently at full Capacity?

FY 2006



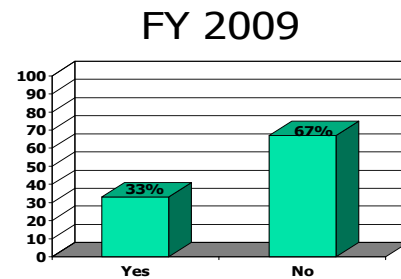
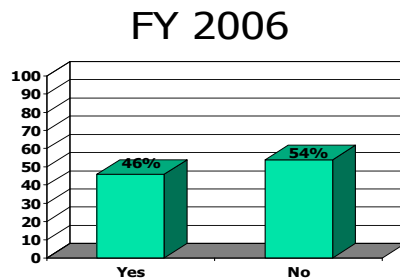
FY 2009





ESO Waiting List

Do you have a Waiting List?



ESOs indicating that they had a waiting list declined thirteen percent from FY 2006 to FY 2009. FY 2006 had one hundred and ninety-nine consumers on waiting lists to receive employment services. FY 2009 had two hundred and eleven consumers on waiting lists to receive employment services.

Which will have the greatest impact on your organization's ability to increase services to persons with disabilities over the next three years?



Greatest Impact When Serving Additional Consumers

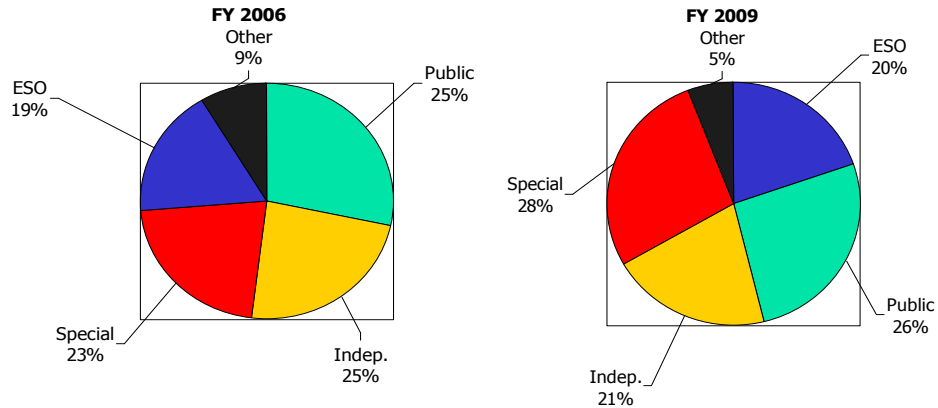
1. Changes in State Funding
2. Changes in Federal Legislation
3. Lack of Referrals
4. Lack of Transportation
5. Lack of Private Funding
6. Inadequacy of Organization's Transportation
7. Staff Limitations
8. Other Factors

The results combined the significant and most significant answers to obtain the rankings with 1 highest to 8 lowest.

What would your estimate as being the annual number of consumers who use the following categories of transportation?




Consumer Transportation



Independent and Public Transportation for FY 2009 combined make up over forty-seven percent of transportation used by consumers. Consumers use of specialized transportation increased by five percent from FY 2006 to FY 2009. Transportation provided by the ESOs increased by one percent.

How many vehicles purchased with grant funds over the past 10 years for all passenger vehicles are still in use?



Operational Vehicles Purchased With Grant Funds

FY 2006	FY 2009
DRS Grants-54	DRS Grants-18
Virginia Department of Rail/Transportation-49	Virginia Department of Rail/Transportation-62
Other Grant Funds-63	Other Grant Funds-23

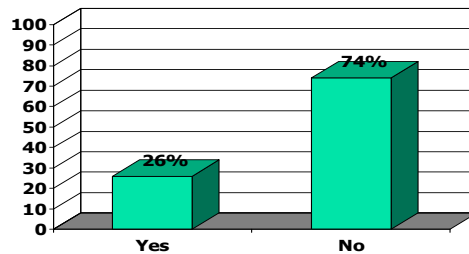
The purchase of vehicles using DRS Grants decreased sixty-seven percent from FY 2006 (54) to FY2009 (18). The lack of Economic Development and Establishment Grant Funding from DRS over the last three years has had an impact on this decrease. Other grant funds for vehicles decreased sixty-four percent from FY2006 to FY2009. Other grant funds include the John Randolph Foundation, KOVAR, ALCOA Corporation, and local government funding.

Twenty-six percent of the ESOs responding to the survey indicated that they experienced problems when receiving referrals from the DRS field staff. Some of the issues listed

were problems getting psychological/psychiatric information, philosophical differences with DRS staff, order of selection process, and state budget constraints.

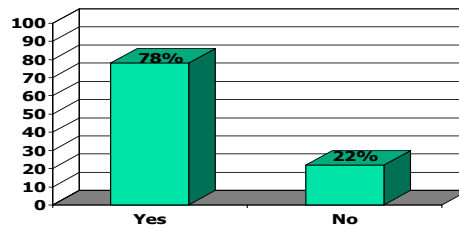
ESO Satisfaction Survey

Has your organization experienced problems when receiving consumer referrals from the DRS field staff?



ESO Satisfaction Survey

Does your organization actively market employment services to the local DRS field offices?

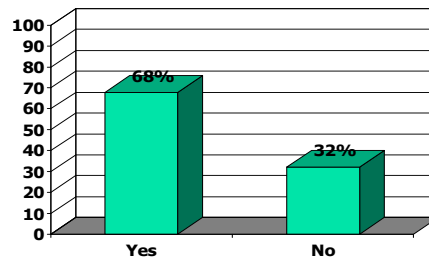


Seventy-eight of the ESOs responding to the survey indicated that they actively market employment services to the local DRS field offices. Most ESOs have regular contact with the DRS field offices with some on a daily basis. Sixty-eight percent indicated that their marketing efforts have been successful.



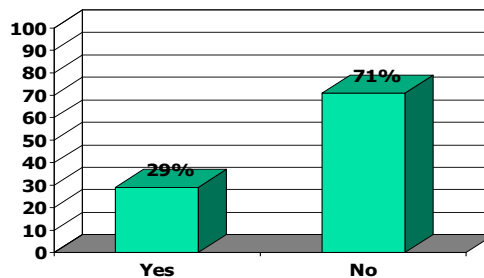
ESO Satisfaction Survey

If you answered yes to the previous question, then has your marketing resulted in increased referrals?



ESO Satisfaction Survey

Has your organization had problems receiving referral background information to begin working with the consumer (participant ID, psychological, medical, certificate of eligibility, etc.)?

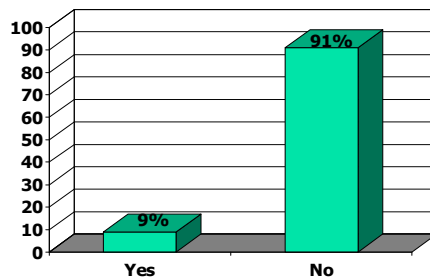


Seventy-one percent of the ESOs responding to the survey indicated that they had no problems receiving referral background information to begin working with the consumer.

Ninety-one percent of the ESOs responding to the survey indicated that they had no problems when scheduling planning meetings or on-site job visits with the DRS field staff.

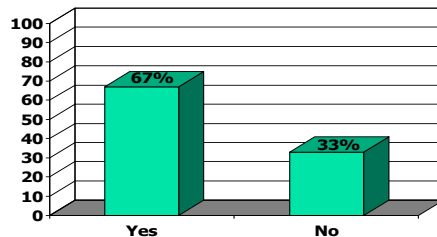
ESO Satisfaction Survey

Has your organization encountered problems scheduling planning meetings or on-site job visits with the DRS field staff?



ESO Satisfaction Survey

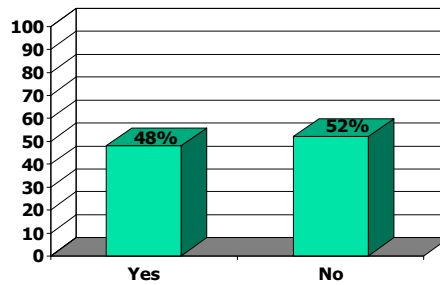
Do the DRS counselors and job placement staff share job leads with your employment specialist?



Sixty-seven percent of the ESOs responding to the survey indicated that the DRS counselors and job placement staff share job leads with their employment specialist.

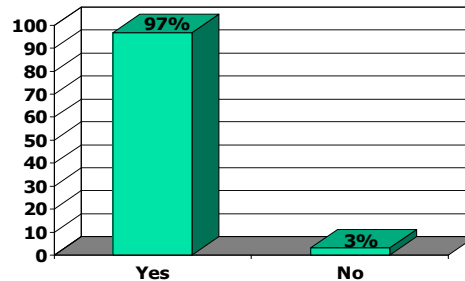
ESO Satisfaction Survey

Has your organization partnered with DRS on a project in the community to increase employment opportunities for mutual consumers?



ESO Satisfaction Survey

If you answered YES to the previous question, then did your organization find this partnership beneficial when achieving mutual goals?



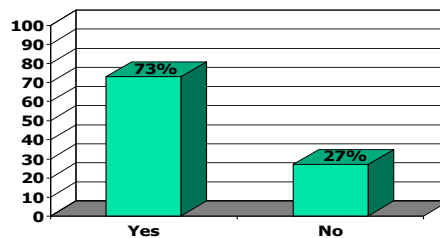
Forty-eight percent of the ESOs responding to the survey indicated that they partnered with DRS on a project in the community to increase employment opportunities for

mutual consumers. Ninety-seven percent felt that the partnership was beneficial when achieving mutual goals.

Seventy-three percent of the ESOs responding to the survey indicated that DRS counselors authorize units of service consistent with the hours requested by the job coach.

ESO Satisfaction Survey

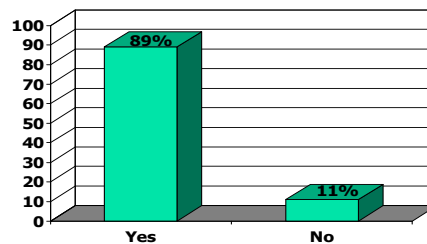
Does the DRS counselor authorize units of service consistent with the hours requested from the job coach?



Eighty-nine percent of the ESOs responding to the survey indicated that DRS field counselors and staff respond to ESOs phone calls, faxes, and e-mails in a timely manner.

ESO Satisfaction Survey

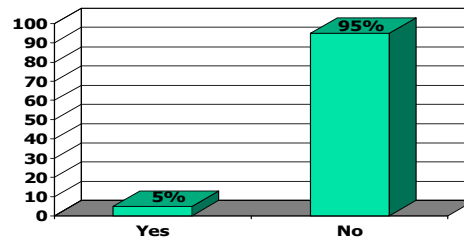
Do the DRS field counselors and staff respond to your organization's phone calls, faxes, and e-mails in a timely fashion?



Ninety-five percent of the ESOs responding to the survey encountered no problems with getting answers to questions submitted at all levels.

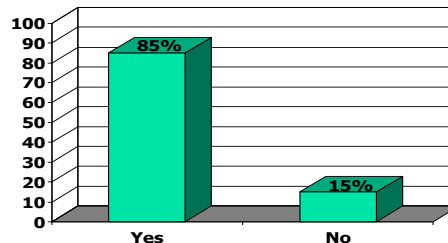
ESO Satisfaction Survey

Has your organization encountered problems with getting answers to questions submitted to DRS at all levels?



ESO Satisfaction Survey

Does your organization find the ESOAC/LTESS committee meetings and regional vendor forums/chats helpful when problem solving and expressing views to DRS?



Eighty-five percent of the ESOs responding to the survey found the ESOAC/LTESS committee meeting and regional vendor forums/chats helpful when problem solving and expressing views to DRS.

Approximately three hundred job coaches provided individual supported employment services Statewide in FY 2006. In FY 2009 approximately two hundred and seven job

coaches provided individual supported employment services. This is a thirty-one percent decrease in job coaches (individual supported employment) from FY 2006. The Eastern Region had the largest percentage of job coaches at thirty-two percent and the Southwest Region with the lowest percentage at six percent in FY 2006. In FY 2009 the Northern Region had the largest percentage of job coaches at forty percent and the Southwest Region with the lowest percentage at six percent.



Job Coach Data

Individual SE Job Coaches-2006

	<u>Employed</u>	<u>Statewide %</u>
■ Southwest Region	16.5	6%
■ Northern Region	81.5	27%
■ Eastern Region	97	32%
■ Eastern Region-Tidewater	64	21%
■ Blue Ridge Region	41	14%

Individual SE Job Coaches-2009

	<u>Employed</u>	<u>Statewide %</u>
■ Southwest Region	12.5	6%
■ Northern Region	84	40%
■ Eastern Region	45	22%
■ Eastern Region-Tidewater	35	17%
■ Blue Ridge Region	31	15%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

Approximately one hundred and fifty-six job coaches provided enclave and mobile work crew services Statewide in FY 2006. Approximately one hundred and seventy-six job

coaches provided enclave and mobile work crew services Statewide in FY 2009. This is a thirteen percent increase in job coaches (enclave/mobile work crew) from FY 2006. The Northern Region had the largest percentage at fifty-seven percent and the Blue Ridge and Southwest Regions had the lowest at six percent in FY 2006. The Northern Region had the largest percentage at fifty-one percent and the Eastern Region-Tidewater had the lowest at six percent in FY 2009.



Job Coach Data

Enclaves/Mobile Work Crew Job Coaches-2006

	<u>Employed</u>	<u>Statewide %</u>
■ Southwest Region	9.5	6%
■ Northern Region	89	57%
■ Eastern Region	25	16%
■ Eastern Region-Tidewater	23	15%
■ Blue Ridge Region	9.75	6%

Enclaves/Mobile Work Crew Job Coaches-2009

	<u>Employed</u>	<u>Statewide %</u>
■ Southwest Region	19	11%
■ Northern Region	90	51%
■ Eastern Region	42.50	24%
■ Eastern Region-Tidewater	11	6%
■ Blue Ridge Region	14	8%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

In FY 2006 forty-five percent of the job coaches had a Bachelor's Degree and thirty-six percent had just a high school diploma. In FY 2009 fifty percent of the job coaches had a Bachelor's Degree and twenty-seven percent had a high school diploma. The remainder had either an Associate's Degree or graduate degree.



Job Coach Data

Education Level-2006

	<u># Coaches</u>	<u>Statewide %</u>
■ Masters Degree	67	14%
■ Bachelor Degree	217.5	45%
■ Associate Degree	28.25	6%
■ High School Diploma	176	36%

Education Level-2009

	<u># Coaches</u>	<u>Statewide %</u>
■ Masters Degree	59	14%
■ Bachelor Degree	213	50%
■ Associate Degree	38	9%
■ High School Diploma	115	27%

Job coaches with less than three years of employment made up forty-two percent of job coaches statewide in FY 2006 with thirty-six percent of job coaches having five or more years of employment. In FY 2009 job coaches with less than three years of employment made up thirty-nine percent of job coaches with forty-two percent of job coaches having five or more years of employment.



Job Coach Data

Job Coach Years of Employment-2006

	<u>#Coaches</u>	<u>Statewide %</u>
■ More than Five Years	160.5	36%
■ Three to Five Years	98.25	22%
■ Less Than Three Years	191	42%

Job Coach Years of Employment-2009

	<u>#Coaches</u>	<u>Statewide %</u>
■ More than Five Years	159	42%
■ Three to Five Years	72	19%
■ Less Than Three Years	148	39%

FY 2006 twenty-five job coaches provide sign language services during Individual SE Services. FY 2009 twenty-two job coaches provide sign language services during Individual SE Services.



Job Coach Data

Individual SE Job Coaches with Sign Language Skills-2006

	<u># Coaches</u>	<u>Statewide %</u>
■ Southwest Region	0	0%
■ Northern Region	7	28%
■ Eastern Region	6	24%
■ Eastern Region-Tidewater	8	32%
■ Blue Ridge Region	4	16%

Individual SE Job Coaches with Sign Language Skills-2009

	<u># Coaches</u>	<u>Statewide %</u>
■ Southwest Region	0	0%
■ Northern Region	5	23%
■ Eastern Region	4	18%
■ Eastern Region-Tidewater	9	41%
■ Blue Ridge Region	4	18%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

In FY 2006 ten job coaches provide sign language services for Enclave and Mobile Work Crew Services. In FY 2009 three job coaches provide sign language services for Enclave and Mobile Work Crew Services.



Job Coach Data

Enclave/Mobile Work Crew Job Coaches with Sign Language Skills-2006

	<u># Coaches</u>	<u>Statewide %</u>
▪ Southwest Region	1	10%
▪ Northern Region	4	39%
▪ Eastern Region	1	10%
▪ Eastern Region –Tidewater	2	20%
▪ Blue Ridge Region	2.25	22%

Enclave/Mobile Work Crew Job Coaches with Sign Language Skills-2009

	<u># Coaches</u>	<u>Statewide %</u>
▪ Southwest Region	0	0%
▪ Northern Region	1	33.4%
▪ Eastern Region	0	0%
▪ Eastern Region –Tidewater	1	33.4%
▪ Blue Ridge Region	1	33.4%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

Thirty job coaches provided bilingual language services for Individual SE Services during FY 2006. In FY 2009 four job coaches provided bilingual language for Individual SE Services. The Northern Region had the highest percentage at seventy-seven percent and the lowest in the Southwest and Blue Ridge Regions at three percent in FY 2006. The Blue Ridge Region had the highest percentage at fifty percent and the Southwest and Eastern -Tidewater Regions had no bilingual language job coaches for Individual Supported Employment in FY 2009.



Job Coach Data

Individual SE Job Coaches-Bilingual-2006

	<u>#Coaches</u>	<u>Statewide %</u>
■ Southwest Region	1	3%
■ Northern Region	23	77%
■ Eastern Region	3	10%
■ Eastern Region – Tidewater	2	7%
■ Blue Ridge Region	1	3%

Individual SE Job Coaches-Bilingual-2009

	<u>#Coaches</u>	<u>Statewide %</u>
■ Southwest Region	0	0%
■ Northern Region	1	25%
■ Eastern Region	1	25%
■ Eastern Region – Tidewater	0	0%
■ Blue Ridge Region	2	50%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

Thirty-eight job coaches provided bilingual language services for Enclave/Mobile Work Crew Services during FY 2006. Twenty-one job coaches provided bilingual language services for Enclave/Mobile Work Crew Services during FY 2009. The Northern Region had the highest percentage at ninety percent and the Southwest and Eastern-Tidewater Regions had no bilingual job coaches for Enclaves and Mobile Work Crews.



Job Coach Data

Enclave/Mobile Work Crew Job Coaches-Bilingual-2006

	<u>#Coaches</u>	<u>Statewide %</u>
■ Southwest Region	1	3%
■ Northern Region	37	97%
■ Eastern Region	0	0%
■ Eastern Region-Tidewater	0	0%
■ Blue Ridge Region	0	0%

Enclave/Mobile Work Crew Job Coaches-Bilingual-2009

	<u>#Coaches</u>	<u>Statewide %</u>
■ Southwest Region	0	0%
■ Northern Region	19	90%
■ Eastern Region	1	5%
■ Eastern Region-Tidewater	0	0%
■ Blue Ridge Region	1	5%

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

The salary range for job coaches statewide that provide Individual SE Services was \$21,778 to \$43,000 in FY 2006. The salary range for job coaches statewide that provide Individual SE Services was \$22,436 to \$45,960 in FY 2009.



Job Coach Data

Individual SE Job Coach Salary Range-2006

- Southwest Region \$18,500 to \$36,000
- Northern Region \$21,000 to \$55,000
- Eastern Region \$25,000 to \$38,000
- Eastern Region- Tidewater \$23,388 to \$45,000
- Blue Ridge Region \$21,000 to \$41,000
- Statewide Average \$21,778 to \$43,000

Individual SE Job Coach Salary Range-2009

- Southwest Region \$23,920 to \$43,000
- Northern Region \$15,000 to \$53,498
- Eastern Region \$21,500 to \$53,306
- Eastern Region- Tidewater \$32,760 to \$37,000
- Blue Ridge Region \$19,000 to \$43,000
- Statewide Average \$22,436 to \$45,960

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)



Job Coach Data

Enclave/Mobile Work Crew Job Coaches Salary Range-2006

- Southwest Region \$18,720 to \$22,000
- Northern Region \$21,000 to \$47,000
- Eastern Region \$26,000 to \$37,889
- Eastern Region-Tidewater \$15,000 to \$31,295
- Blue Ridge Region \$20,625 to \$25,000
- Statewide Average \$20,269 to \$32,637

Enclave/Mobile Work Crew Job Coaches Salary Range-2009

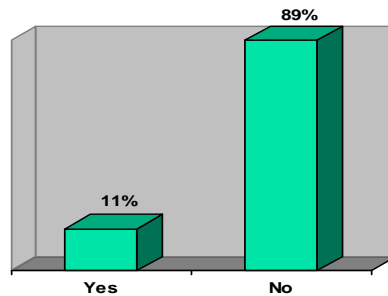
- Southwest Region \$23,400 to \$30,096
- Northern Region \$15,000 to \$35,360
- Eastern Region \$20,800 to \$53,306
- Eastern Region-Tidewater \$18,000 to \$30,000
- Blue Ridge Region \$23,000 to \$27,000
- Statewide Average \$20,040 to \$35,152

The salary range for job coaches statewide that provide Enclave and Mobile Work Crew Services was \$20,269 to \$32,637 in FY 2006. The salary range for job coaches statewide that provide Enclave and Mobile Work Crew Services was \$20,040 to \$35,152 in FY 2009.

(* Two Employment Service Organizations failed to separate their operating divisions according to proper regions of the State.)

Job Coach Data

- Do you provide any incentive pay to employment staff?



Job Coach Data

What is the average amount of incentive pay awarded per staff member per year?

1. Varies by Year
2. Based on Productivity
3. \$150.00 per year
4. \$350.00 per year
5. \$7,500 per year

Eighty-nine percent of the ESOs responding to the survey indicated that they do not provide incentive pay to employment staff. Those that provide incentive pay vary from year to year in dollar amounts depending on productivity.

