

COMMUNITY WORKFORCE SOLUTIONS

EMPOWERING PEOPLE.
PROMOTING INDEPENDENCE.



COMMUNITY WORKFORCE SOLUTIONS

Community Rehabilitation Program founded in 1964.

Provide employment and community integration services in Wake, Vance, Granville, Franklin, and Warren Counties.

Operate Gateway Clubhouse, a program for individuals with brain injuries, founded in 2010.

TRANSITION TO EMPLOYMENT

WHAT IS CURRENTLY OFFERED

Vocational Evaluation

Supported Employment

Project SEARCH

Culinary Training

Pre-Employment Transition Services

VOCATIONAL EVALUATION

Vocational Rehabilitation funded

Goals:

- To confirm/identify appropriate job goals

- Identify strengths and/or barriers to employment

- Make recommendations about other services/training

Intended to be a time-limited service

SUPPORTED EMPLOYMENT

Vocational Rehabilitation funded initially

Includes job development and placement assistance

Completing applications and Interviewing skills

Once employment obtained, job coaching provided to help learn job duties/set up accommodations

Completing orientation paperwork/process for non-readers

Task list

Picture schedule

Watch with alarm for reminders to take/come back from breaks

LONG TERM VOCATIONAL SUPPORT

Key component of Supported Employment Service

Supports individuals with more significant needs in maintaining employment

Funded via single stream funding or 1915 (b)(c) waiver

On average support 45 – 50 people per year with this service

Number of People	Length of time on the job
2	21+ years
2	16 - 20 years
8	11 – 15 years
16	5 – 10 years

PROJECT SEARCH

Business-led collaboration that enables young adults with disabilities to gain and maintain employment through training and career exploration

Individuals participate in three ten-week internships at a local host business site which is currently DHHS - Dix campus

In addition to the internships, there is a classroom component with an instructor from Wake Tech

Trained staff assist with job development, job coaching, and follow-up services upon graduation or shortly before

PROJECT SEARCH FY 16-17 OUTCOMES

100% of those that graduated became employed

Average Hourly Wage: \$9.93

Average Hours per Week Worked: 22

PROJECT SEARCH



CULINARY TRAINING

Provided in conjunction with Wake Tech Community College

Three industry-recognized certificates available

Kitchen Cook Certification

Restaurant Server Certification

ServSafe Food Handler Certification

Concludes with an employer brunch prepared by the students

CULINARY TRAINING OUTCOMES

Three classes held with 26 students trained
Employers hiring graduates



CULINARY TRAINING OUTCOMES

"Jessica is still with us and doing a good job and has been improving over the last few months!"

Lucky 32, February 2018



AN EMPLOYER'S PERSPECTIVE



Chef Gregg Hamm

President/Executive Chef, Chef Hamm Inc.

Executive Director Central Carolina Culinary Institute, CCCC



A SUCCESS STORY

Keith is a graduate of the hospitality and the culinary training programs.



A SUCCESS STORY

Keith is learning many things while working, but the most important thing he is taking from work is socialization. Keith is slow to warm up to people so knocking on doors and being able to say "Housekeeping" in a clear loud voice before entering was a challenge. It took a few weeks, but now he walks up to the doors with confidence. Recently, Keith has built up his confidence and is able to approach hotel patrons and ask questions like "Is there anyone else in the bathroom?" While this may seem like a small thing, approaching people he does not know and initiating conversation is a huge step in progress with his communication.

We are proud to have been a part of Keith's journey but even more proud of Keith for working hard to overcome his challenges and gain full-time employment. His success is a direct result of his hard work and the collaboration between Wake Tech and CWS

A SUCCESS STORY

When I interviewed Keith for the first time, he was very quiet and nervous as most applicants are. At first, I was a bit concerned about how he would interact with co-workers and/or his supervisors on a daily basis being that he was so quiet and we are in the hospitality industry. My concerns were short-lived as I saw Keith grow in confidence and skills in a short period of time. He is diligent in his daily routine and seems to look forward to coming to work everyday. He even reminded me that it was his birthday a few weeks ago!

Research shows that employers with previous experience in hiring individuals with disabilities are more likely to do it again! I feel that if we look beyond our fear of the unknown and give individuals an opportunity, we may surprise ourselves. I have found this experience is not only rewarding for the individuals with disabilities but for the employers as well.

Elizabeth Garcia, Director of Human Resources
Winwood Hospitality Group

CHALLENGES AND OPPORTUNITIES

Funding for supported employment

Increased rates for Long Term Vocational Support

Funding for Project SEARCH

Increased rates to Community Rehabilitation Program

Lack of funding for partnerships such as Wake Tech

Need funding mechanism for job coach who supports the instructor

CHALLENGES AND OPPORTUNITIES

Lack of benefits counseling

Being addressed via Pre-Employment Transition Services

Family education

Benefits counseling and early discussion of employment in educational settings

Hours of the day involved in structured activity

Alternative services or collaboration with community colleges

CHALLENGES AND OPPORTUNITIES

Uncertainty of funding for Long Term Vocational Supports and other services aimed at supporting employment for individuals with I/DD

Restoration of single stream funding

Difficulty in offering programs in rural counties

Flexibility to be more creative in providing tailored services

Collaboration on transportation solutions

WHAT TYPES OF JOBS DO PEOPLE GET

Production Assistant

Order Puller

Housekeeper

Receptionist

Personal Care Aide

Warehouse Worker

Maintenance Worker

Shipping and Receiving Clerk

Pharmacy Service Representative

Lead Teacher

Dining Room Attendant

Cashier

Food Service Worker

Assembler

Customer Service Representative

Laundry Attendant

Dishwasher

EMPLOYER SAMPLING

Aramark

Maria Parham Hospital

Quality Inn

Hampton Inn

McDonald's

Peace College

Revlon

Publix

Independence Village

Café Carolina

BJ's Warehouse

Sunnybrook Rehabilitation

Planet Fitness

North Carolina State University

ACS State Healthcare

Bailey Farms

Lucky 32

Lowe's Home Improvement

Target

Lowes Foods

Food Lion

Kroger

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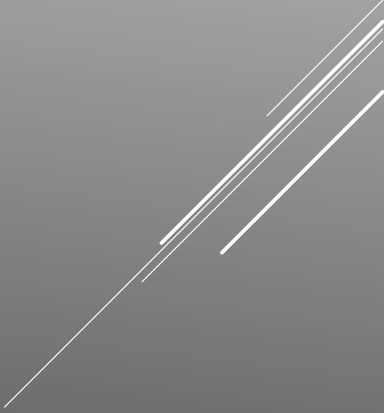
QUESTIONS?

Contact: Cheri Howell, Assistant Director
chowell@nc-cws.org

OR

Julie Griffin, Vocational Services Director
jgriffin@nc-cws.org

919-231-3325

A series of several thin, parallel white lines of varying lengths and orientations, located on the right side of the slide, extending from the middle towards the bottom right corner.