

Program Services Department – 2023 Performance Outcome Report:

In 2023, the Program Services department moved ahead with full steam, obtaining numbers that looked like the numbers before the COVID-19 pandemic hit in early 2020. This year was all about re-building. Program Services went through some personnel changes. However, despite some turnover, there were no lacks in service provision. The total number of consumers that received services from the department was 557 which was a major increase from the last two years – with 2022 having 412 and 2021 having 321. This increase in numbers for individuals wanting rehabilitative services is positive and is indicative of a strengthening workforce.

Individuals with disabilities or vocational barriers to employment are an untouched market that are willing to train and work. WRC continued to work diligently in the 11-county catchment area to maximize the potential of those who are willing to work. The demographic distribution of the consumers has remained relatively consistent over the past two years. In 2023, 72% of the consumers identified as male and 28% identified as female. The ratio of males to females is 70:30 and was consistent with previous year's ratios. The consumer's race was also like previous years. 50% identified as white and 45% identified as African American. This leaves 5% who identified as Pacific Islander, Native American, or Hispanic. The consumer's age ranged from 18 and under to somewhere between 30 and 65. 24% of the consumers were 18 or younger, 52% were between the ages of 19 to 29, and 24% were between the ages of 30 and 65.

Program Services has continued to serve 11 counties and has had a similar distribution of consumers across all of those counties. Houston County has the largest number of consumers with 37%, Dale County accounts for 17%, Coffee County accounts for 13%, Henry County accounts for 8%, and Barbour County, Bullock County, Pike County, Crenshaw County, Butler County, and Covington County all account for the remaining 24%. The area that WRC services is a total of 7,588 square miles, which is 15% of the total area of Alabama.

WRC was very successful at getting individuals jobs this year – 70% of the consumers were hired to work in the community! In Career Employment Services, 18% were removed for non-compliance. The remaining 11% had to leave the programs for various reasons including (but not limited to) medical concerns, behavioral concerns, or removed themselves from the program. Some services were used more than others, but 29% of the consumers completed the Career Employment Service. Transportation Services were popular with 22% as well as Driver's Education and Permit Testing. The Job Exploration Training (J.E.T.) program saw a high amount of interest with 64 students during the summer, accounting for 11% of the department's total services. Work Site Tours and SkillUp! Classes accounted for 17% of overall services. Supported Employment, Job Sampling, and Vocational Evaluations accounted for 8% of

departmental services, and work programs like Work-Based Learning (WBL) and Paid-Work Experience (PWE) accounted for 3%, and Special Services accounted for 2% of the department's services.

WRC also prides itself on working with all consumers, no matter their disability. The distribution of disability types was consistent with previous years. Due to the large number of students that Program Services works with, 44% of the consumers have a Specific Learning Disability (SDL) – this is to be expected. Individuals with cognitive impairments accounts for 22% of the consumer population, psychological impairments account for 16%, and autism spectrum disorder (ASD), blindness, Cerebral Palsy, Expressive Communication Disorder (ECD), and physical disabilities account for the remaining 18%.

Supported Employment was very successful this year and will only become more successful over the course of the next year. This is because consumers in Covington County will now be receiving services from Program Services! Over the past year, Supported Employment Services (SES) provided 20 services which was a decrease from last year, however this should trend more positively with the acquisition of Covington County in our catchment area. Job Sampling and Vocational Evaluations always keep the Program Services department busy. Over 20 consumers worked at WRC throughout the year. Of those 20 consumers, three were offered full-time jobs in the community! Paid Work Experiences/Work Based Learning were also extremely busy with 83 consumers participating. As an organization, WRC also provided all consumers in the Dothan area with transportation. This service accounted for 99% of all special services requested. The fiscal year is somewhat predictable with an average of 46 services completed each month. Every month's average consists of about 8% of the organization's total revenue.

New beginnings are on the horizon for the program Services department. The Self-Sufficiency Program will begin soon and will be available to everyone receiving SNAP benefits. This program will train and prepare all of its individuals to be ready to join the workforce in the future. Additionally, Program Services is beginning a new partnership with The Alabama Community College Systems (ACCS) to help develop supplemental training and provide education to the already existing members of the WRC community!

Program Services Department's Performance Outcome Report

