



What a *difference*
a job makes.

Program Services Department 2024 Performance Outcome Report

The 2024 Fiscal Year was a fruitful period for the Program Services division at Wiregrass Rehabilitation Center, characterized by the introduction of innovative programs and an expanded service area. With an increase in referrals, program quality has improved alongside workforce enhancements, creating a greater opportunity to engage with people with disabilities. The outlook for the upcoming fiscal year is very encouraging. WRC plans to recruit an additional Employment Specialist (ES) to support Covington, Conecuh, and Butler Counties. Thanks to WRC's ongoing productive collaboration with the Alabama Department of Rehabilitation Services (ADRS), there will be continued space available for WRC to assist consumers at the local Vocational Rehabilitation Services (VRS) offices in Troy and Andalusia. Additionally, WRC has secured office space in Enterprise to provide greater convenience for consumers meeting with Employment Specialists in their local communities. The Program Services staff is committed to delivering excellent service to consumers and will participate in ongoing training in Supported Employment and Vocational Evaluation. While WRC will maintain its relationship with ADRS, it is also exploring additional programs within the surrounding counties that it serves to reach more individuals and encourage their self-sufficiency and independence through meaningful employment. In the summer of FY25, WRC will prepare for and conduct a survey by the Commission on Accreditation for Rehabilitation Facilities (CARF) at its facility. CARF is recognized internationally as the gold standard for accrediting rehabilitation facilities. By pursuing CARF accreditation, WRC emphasizes its dedication to excellence and outstanding service for consumers. WRC anticipates achieving a three-year accreditation, the highest level available from CARF.

As a Community Rehabilitation Partner for ADRS, Program Services' four Employment Specialists provided services across twelve counties, increasing enrollments from 557 to 634. The demographic profile shows an increase in female participants, a balanced racial distribution, and a focus on youth, with 63% of consumers being high school-aged. Most clients (67%) have Specific Learning Disabilities, indicating a tailored approach to employment support. By expanding our service area to include Conecuh County, with Houston and Henry counties, this will show the highest consumer percentages. The provided figures reflect service capacity rather than total need, with access influenced by social and economic factors across 8,416 square miles, totaling 17% of Alabama. Program Services distinguishes itself as a unique Community Rehabilitation Program due to its expansive campus and diverse departments, allowing individuals to access diverse services. While community-based and integrated models remain the most progressive approaches to rehabilitative counseling, having a facility with trained personnel on-site is crucial for many individuals at specific stages of their rehabilitation journey. In FY24, seventy-three consumers engaged in work, training, and evaluation at our campus. These services allow all rehabilitation team professionals to gain a comprehensive understanding of each individual's readiness to thrive in the community.

Career Employment Services – Job Preparedness, Job Development, Job Retention

WRC has successfully helped individuals gain and maintain employment through On-The-Job Training, Job Coaching, and support services. In fiscal year 2024, 66 consumers secured jobs for at least 90 days, with Employment Specialists achieving a 73% success rate in job readiness and a 90% rate for sustaining employment. Industry standards are 75%, allowing for a 25% withdrawal rate due to noncompliance, behavioral issues, or medical necessity.

Supported Employment

Individuals with severe disabilities benefit from a structured approach to employment called Supported Employment, which includes job carving, development, and coaching. The WRC saw nearly double the success in this area compared to FY23. Consumer choice is vital, making goal setting challenging; thus, services are adjusted interactively based on individual needs.

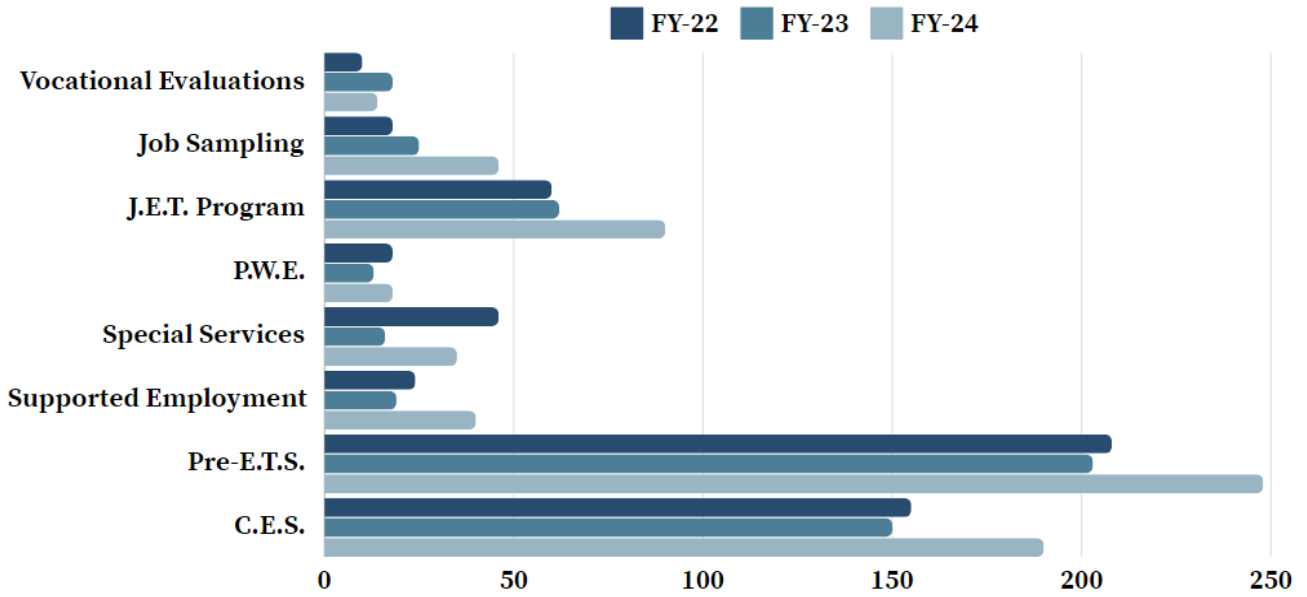
Job Exploration Training

Through collaboration with VRS, WRC offers a robust summer work program, Job Exploration Training (JET), for 11th and 12th graders. In FY24, eighty-six students from various counties participated, gaining firsthand experience with local businesses for at least three weeks. Thanks to ADRS, participants received fair wages, and many extended their work, leading to nine job offers from sixty businesses. The program authorized 1,467 workdays, contributing thousands of hours to the community. Following its success, WRC expects even greater achievements in FY25.

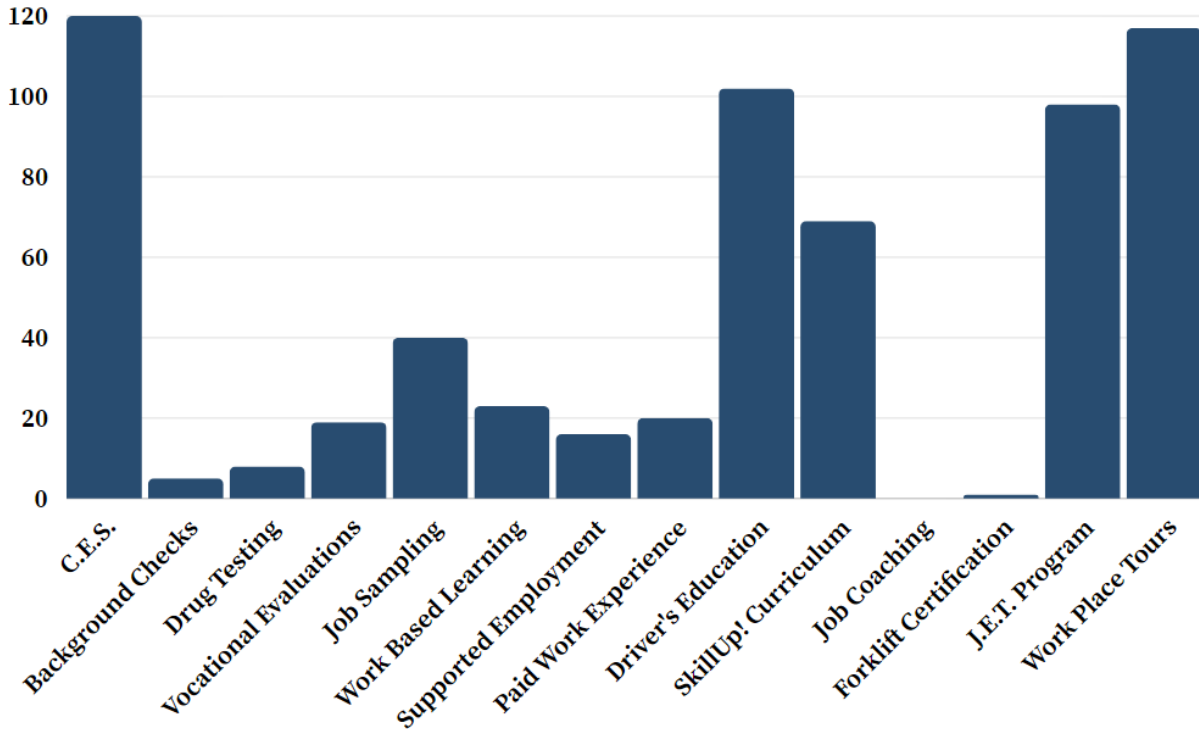
Looking Forward

Preparing for the next Fiscal Year is already promising. The strategic plans are being meticulously laid out, with a focus on sustainable growth and innovation. Teams across departments have been collaborating to identify new opportunities and streamline operations for maximum efficiency. The finance department has been busy analyzing trends and forecasting to ensure the budget aligns with our ambitious goals. Meanwhile, leadership is committed to fostering a culture of inclusion and development, investing in training programs that will empower employees and enhance their skills. This initiative-taking approach not only boosts morale but also equips the team to tackle challenges with confidence. As we move forward, there is a palpable sense of excitement and optimism. The groundwork being set now promises to yield fruitful results, driving the organization toward a prosperous and dynamic future.

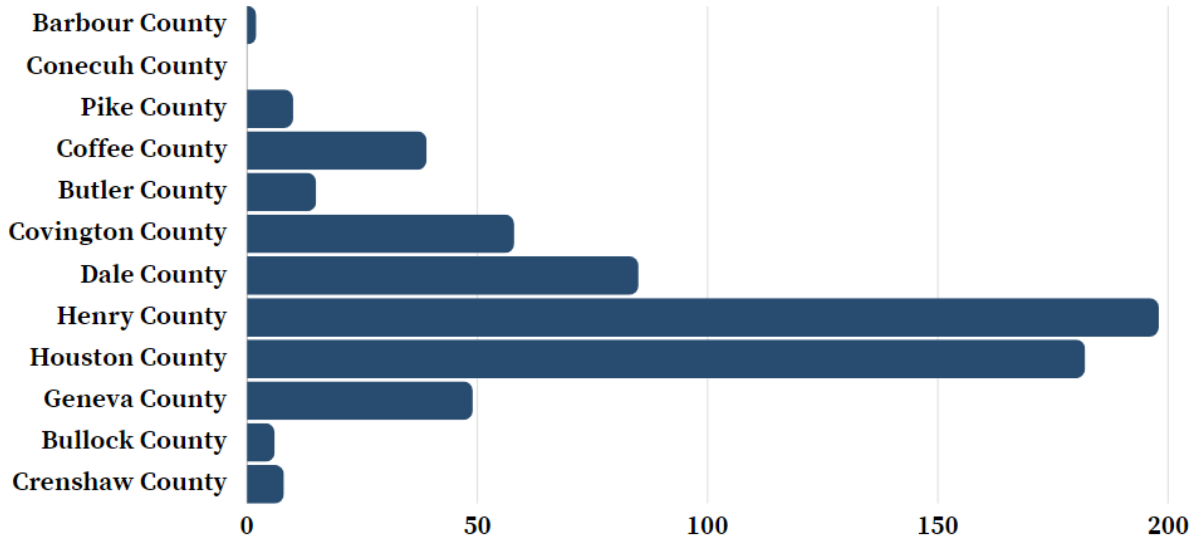
Services Performed by Program Services



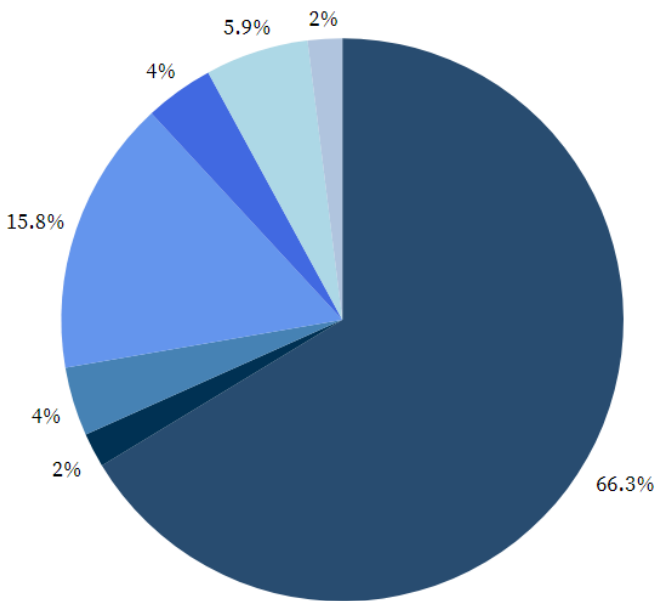
Referral Breakdown by Service:



Referral Breakdown by County:



Referral Breakdown by Disability:



Key:

- Specific Learning Disabilities (66.3%)
- Cognitive Impairments (15.8%)
- Autism Spectrum Disorders (5.9%)
- Physiological Disorders (2%)
- Musculoskeletal Disorders (2%)
- Neurological Disorders (4%)
- Psychiatric Disorders (4%)