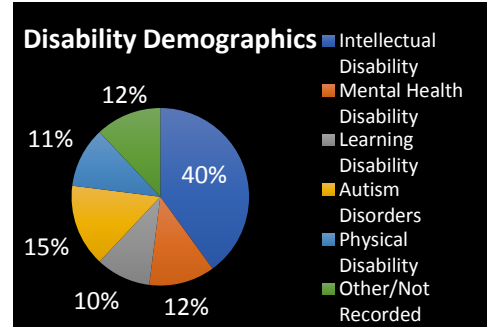
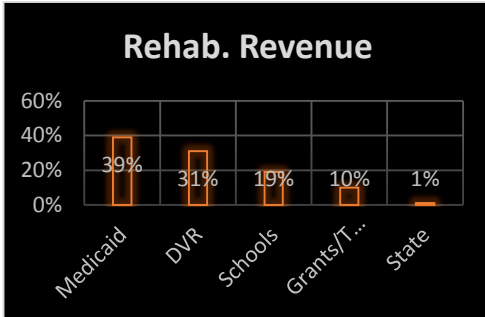


# ServiceSource Delaware Regional Office - Employment Services

## 2018 Outcomes - Overview and Highlights

Throughout FY 2018 ServiceSource Delaware served **1,220** individuals

- Point in time funding sources:** Medicaid at 39% of all Rehabilitation revenue was our largest source of funding followed by DE DVR at 31%, FrameWorks for Success School to Careers Transition Program (19%), and DDDS State (1%), SSA Ticket to Work, United Way & other Grant revenue (10%).



### Ethnic Background:

48% Caucasian  
 31% African American  
 09% Hispanic  
 04 % of other cultural background  
 08% no response

### Gender Breakout:

59% Males  
 41% Females

### Age Breakout

33% 16 to 26  
 30% 27 to 40  
 33% 41 to 65  
 04% 66+

### Primary Residence:

- 82% DE
- 15% PA
- 03% Other

Employment Services Revenue for 2018: \$1,737,770

Employer Satisfaction: 100%  
 Participant Service Satisfaction: 98%



During FY 2018 ServiceSource Delaware Regional Office served on average, **325 people a day**.

- Service Site locations:** 3030 Bowers Street, Wilmington Riverfront Community Center, Dover Retirement Center, ServiceSource Delaware Government contract sites, varied community locations and private employers.

### Job Placement & Supports

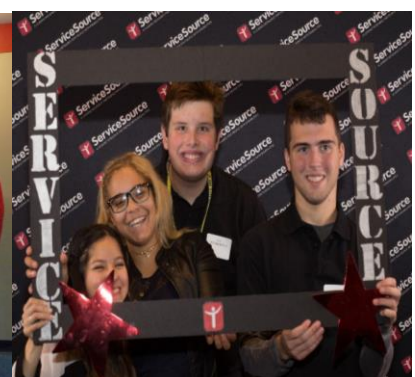
- 66 People received Community Based Employment Assessment Services.
- 51 people assisted in securing employment through ServiceSource Delaware.
  - 81% job retention rate
    - Average wage - \$9.97. Average hours worked per week - 28 hour. Based on 51 individuals working 28 hrs. / wk. x 52 wks. / yr. @ \$9.97/hour, approximate total wages earned annually = \$740,332. Using a federal tax rate of 15%, combined individuals contributed approximately \$111,050 in federal taxes, as well as, DE state taxes.
- 86 people employed, as of 6/30, on SSDE government contracts located in DE, PA, MD, Washington DC & TX.



Dover Senior Center Participants



Home Starter Kits for Veterans



FrameWORKs students

**“Reaching New Heights”** All students set to graduate July 2018 have already secured employment prior to graduating. Since the inception of the program over 60 youth have secured employment. The **Frameworks to Success School to Careers program**, funded by Brandywine School District & New Castle County Vocational Technical School District, continues to be very successful; serving 22 students this year. Students collectively participated in over **700 community-based work experiences at 40 plus different business sites.**



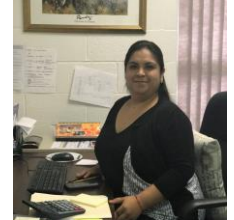
ServiceSource Delaware (SSDE) received grants this year from the **United Way, Bank of America, Crystal Trust, Marmot Foundation, Crestlea, Laffey McHugh, DE Financial Education Fund, Jessie Ball Dupont Fund (JBD) & ServiceSource Foundation.** Grants support, in part, youth with disabilities paid work experiences, financial coaching & SSA benefits counseling services, autism employment services & capital projects. In addition, the JBD feasibility grant affords us the opportunity to develop a plan toward **transitioning our Material Handling Training program location to a partnership with a local Business.**

The Delaware Division of Vocational Rehabilitation awarded ServiceSource Delaware (SSDE) a contract to provide a **four-week long, paid internships for students with a disability.** During FY 2018, sessions were held **Dover Downs, Embassy Suites/Homewood Suites in Newark, the Westin Hotel and Walgreen’s Retail Stores in Wilmington, Smyrna, Dover & University Plaza.** Internships afforded **39 students the opportunity to explore careers & gain experience work** in a variety of hospitality or retail industry occupational areas while earning a wage. The program will be expanding to Marshalls Department Store next fiscal year.



**The Riverfront Community Center completed its 3rd full year of operation with 24 individuals who participated in over 700 community activities** including **advocating** in Dover at Legislative Hall for the Governor and General Assembly to pass the McNesby Full Funding for Adults with ID Act. As well as, **giving back to the community through volunteering** with **Meals on Wheels, Forget me Not Families, Inc. & the Sunday Breakfast Mission.** Three individuals are also employed and attend the Riverfront Center when not scheduled to work.

**FinanceABILITY**, in partnership with **DE StandbyMe**, provides **Financial Coaching and Social Security Benefit Counseling** services to people with disabilities. **What makes this program unique is our Financial Coach, is also a certified Social Security Work Incentives Counselor (CWIC).** The program serves an average of 30 people each month & this past year **held over 430 meetings** with individuals throughout the state. **58% improved their credit, 44% acted to reduce their debt & 30% received SSA benefit counseling.** **Services are funded, in part, through a grant from the Delaware Financial Literacy Education Fund.**



**Two (2) additional** SSDE staff passed their exam & are now **Certified Employment Support Professionals (CESP)** – CESP was established in 2011 by APSE to set standards of knowledge, skills & abilities for employment support professionals. **SSDE now has a total of seven (7) CESP staff.**

SSDE’s **Warrior Bridge program** distributed **Home Start-up Kits to 37 homeless veterans with disabilities** transitioning to their own home or apartment.

March 2018 - **ServiceSource DE** was awarded a **three (3) year accreditation from CARF.** CARF accreditation signals a service providers commitment to continually improving services, encouraging feedback, and serving the community.

**As we celebrated our 60th year of service,** ServiceSource Delaware held its **25th annual awards ceremony** at the Chase Center on the Riverfront on October 18th. Over 300 people attended the luncheon which was highlighted by the presentation of the **2017: Employer of the Year** award to **Skipjack Dining** and **the Community Partner of the Year** to **Delaware Technical Community College – Stanton.** **Two other major awards were presented.** The 2017 **Community Placement of the Year** award was presented to **Brett Freeburg**, a Production Associate with Masley Enterprises Inc. and the 2017 **AbilityOne Employee of the Year** award was presented to **Danielle Holding** a Food Service Worker at the Dover Airforce Base.



All incidents/accidents or abuse and human rights violations are reported following the ServiceSource Accident/Incident Reporting and Abuse & Human Rights Incident Reporting policies. As required by the State of Delaware, any incidents involving a DE Division of Developmental Disability Services (DDDS) funded individual are reported through a computer reporting system – Therap. Therap allows all parties (state, residential, vocational) involved with a DDDS participant immediate access to reports. All reported incidents are reviewed monthly at the Health and Safety Team Meeting. **During FY 18, no major incidents related to Human Rights occurred. Additionally, no formal grievances and/or complaints were received.**