



**Abilities**

of Northwest Jersey Inc.

Opportunities • Growth • Independence

# ANNUAL REPORT

## FY 2012

*July 1, 2011 - June 30, 2012*

### MISSION STATEMENT

**Abilities of Northwest Jersey, Inc is dedicated to improving the employability and quality of life for people with disabilities by providing training and individualized services.**

# Board of Directors

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Michael Selvaggi, Esq. ~ Vice President  
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Anne Bennett ~ Director of Program Services  
Nina Denysenko ~ Certified Vocational Evaluator  
Terry O'Neill ~ Finance Manager  
Arlene Swanston ~ Human Resources Manager/ Corporate  
Compliance Officer  
Sue Zukoski ~ Director of Sales & Marketing

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Enid Logan ~ Community Volunteer  
Cathy Miller ~ Cathy Miller Photography  
Patti Sue Rossi ~ Rossi GMC  
Jennifer Travormina – Tavent Group

# ABILITIES' PROGRAMS

[www.abilitiesnw.com](http://www.abilitiesnw.com)

## Hackettstown Employment Center



999 Willow Grove Street  
Hackettstown, NJ 07840

908-850-8214

hec@abilitiesnw.com

## Phillipsburg Employment Center



340 Anderson Street  
Phillipsburg, NJ 08865

908-454-2579

pec@abilitiesnw.com

## Individual Specialized Program

22 Kayhart Lane  
Washington, NJ 07882

908-689-4674

isp@abilitiesnw.com



## Mary Apgar Employment Center

22 Kayhart Lane  
Washington, NJ 07882

908-689-2063

mec@abilitiesnw.com

## Washington Employment Center

264 Route 31 North, PO Box 251

Washington, NJ 07882

908-689-1118

wec@abilitiesnw.com



## Medical Special Needs Program

264 Route 31 North, PO Box 251

Washington, NJ 07882

908-689-6677

msn@abilitiesnw.com

## Employment Pathways



150 Boulevard, Suite 2

Washington, NJ 07882

908-689-7460

employmentpathways@abilitiesnw.com

## Community Rehabilitation Program

264 Route 31 North,  
PO Box 251

Washington, NJ 07882

908-689-1118

info@abilitiesnw.com



The Abilities Annual Report reviews outcome measures based on survey results from various stakeholders - service recipients, caregivers, family members, staff, and funding sources. This information is provided to the leadership and is utilized in making programmatic and agency decisions.

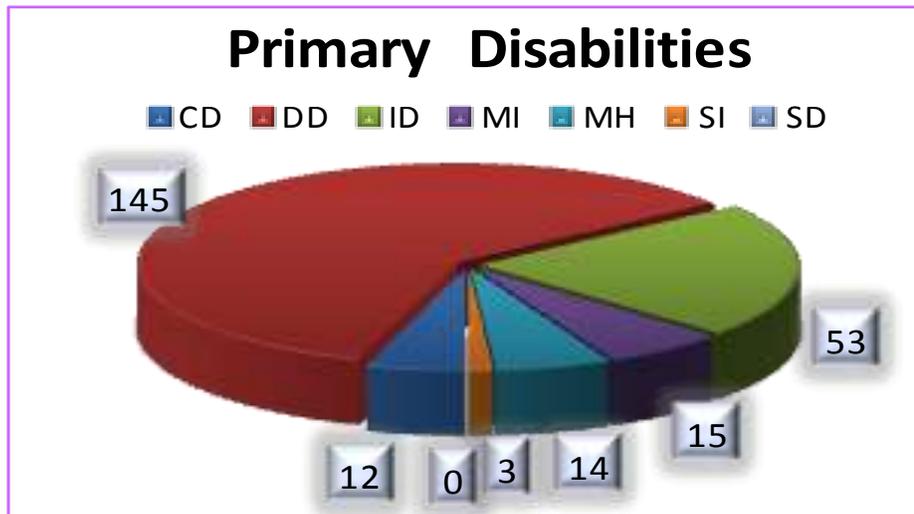
## PERSONS SERVED

In FY 2012, Abilities provided vocational rehabilitation and community employment services to over 300 individuals throughout Warren, Morris, and Hunterdon Counties. Abilities operates nine programs which include four employment centers, medical special needs, behavioral support, adult habilitation, extended employment, work adjustment training, vocational evaluation, supported employment, and transitioning services.

### *~Disabilities~*

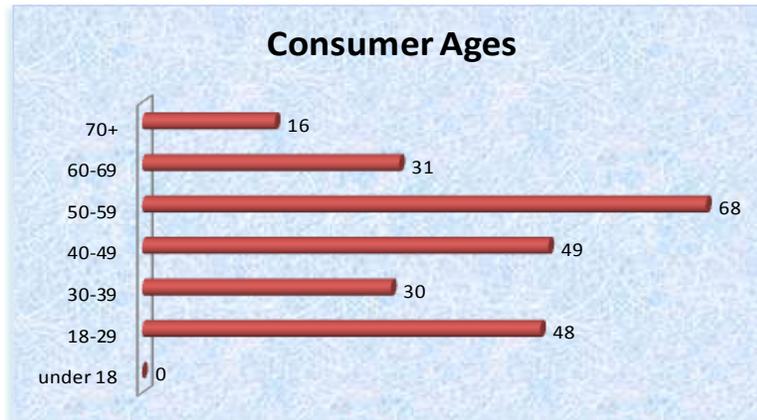
Abilities tracks the consumer's primary and secondary disabilities in order to provide appropriate program services. Out of the 242 consumers in day program at the end of FY 2012 – nearly 60% percent were diagnosed with a developmental disability, more than 21% were diagnosed with an intellectual disability, and 6% have a medical impairment. The following is a breakdown of the disabilities that are charted.

Cognitive Disabilities	CD	4.96%
Developmental Disabilities	DD	59.92%
Intellectual Disability	ID	21.90%
Medical Impairment	MI	6.20%
Mental Health Disorder	MH	5.79%
Sensory Impairment	SI	1.24%
Substance Disorder	SD	0.00%



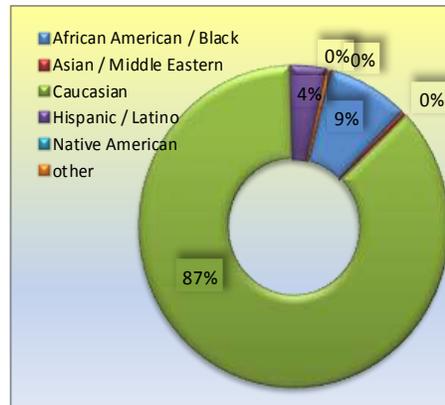
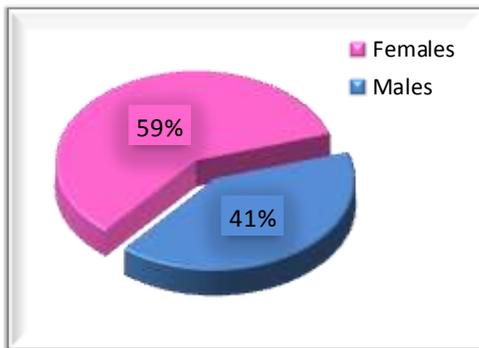
**~ Consumer Ages~**

Out of the 242 consumers, 28% fall in the 50-59 age range; 20% fell into the 18-29 year range as well as the 40-49 year range.



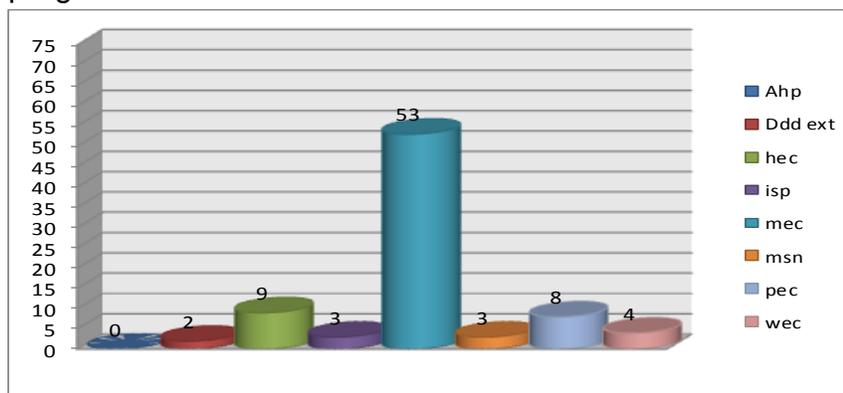
**~Gender & Ethnic Background~**

There are 143 females and 99 males; 87% percent of consumers are Caucasian, 9% are African American/Black and 4% are Hispanic/Latino.



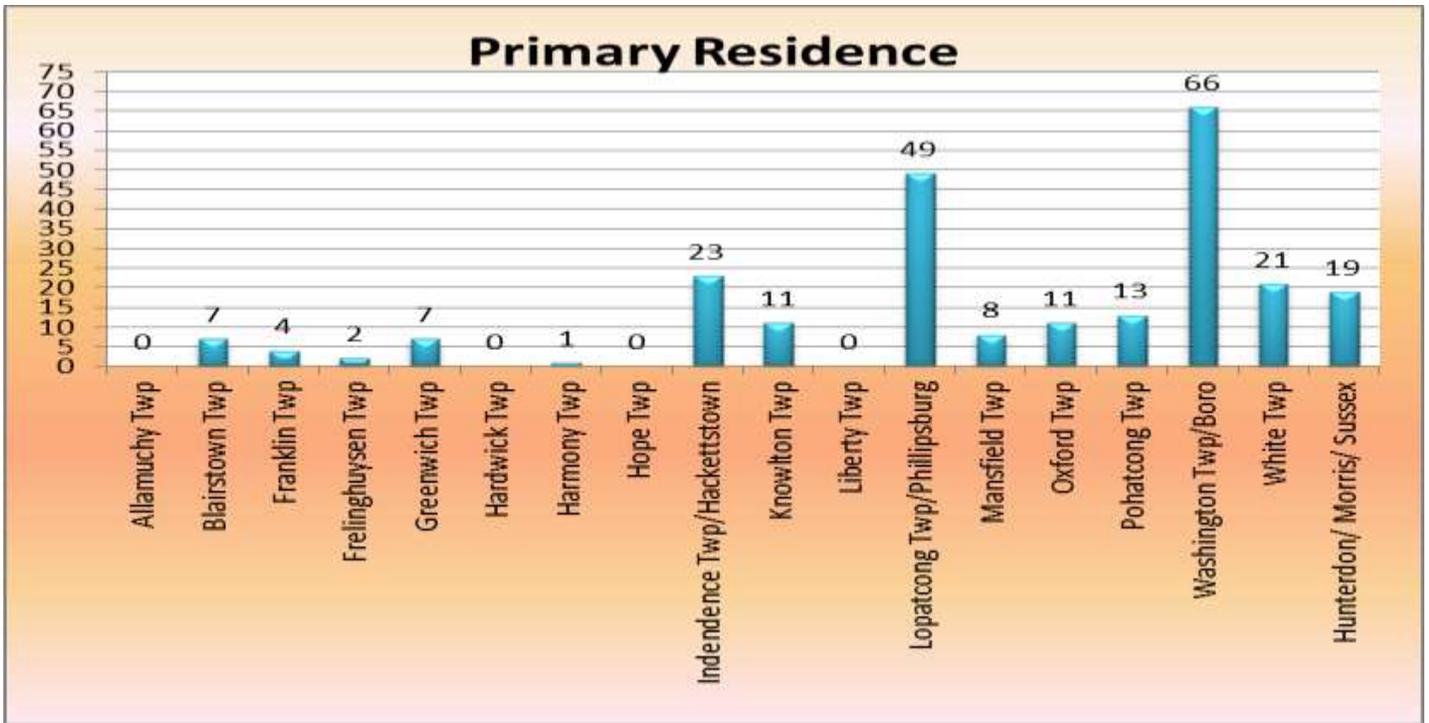
**~Respite~**

Abilities program served 82 consumers on a respite status during the FY 2012. The Mary Apgar Employment Center provided services to the majority of those consumers due to the Warren ARC respite home being in the catchment area of the MEC program.



**~Residence~**

Fifty-seven percent of consumers live in three townships: Independence (10%), Lopatcong (20%) and Washington (27%). The other 43% live in any one of more than 14 other townships or three other counties in the catchment area.



**TRANSPORTATION**

Abilities of Northwest Jersey, Inc. has served a transportation dependent population since the inception of service delivery. Less than 1% of the service recipients self-transport.

Several methods are utilized to provide curb-to-curb service. Abilities provides twenty fixed routes daily throughout the entire catchment area. Thirteen vehicles are lift equipped, which includes six mini-buses granted to the agency by NJ Transit, through the Federal Transportation Administration Section 5310 program. The fleet carries approximately 190 consumers daily. In FY 2012 (July 1, 2011 – June 30, 2012) 346,917 miles were logged.

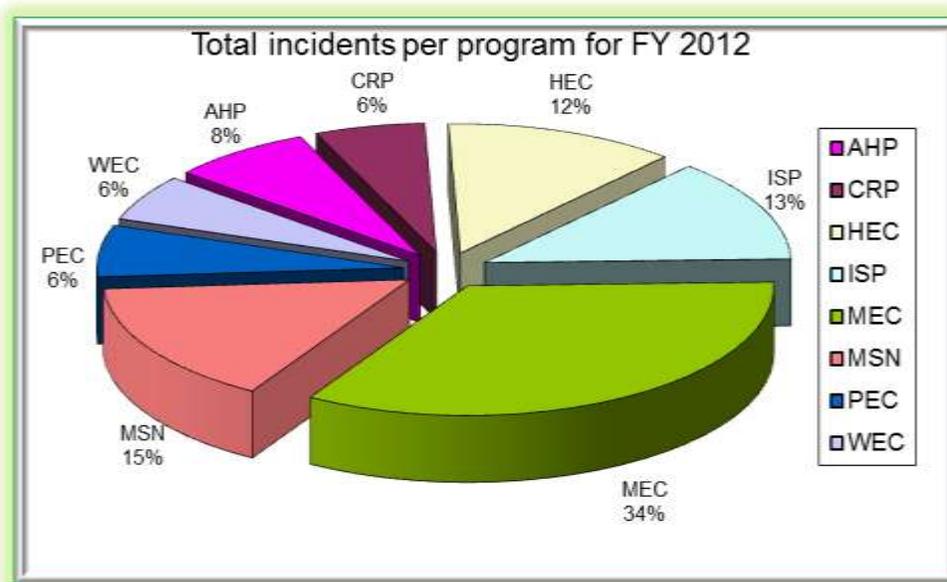
A second option is the County of Warren paratransit service currently operated by Easton Coach. The agency is under contract with the paratransit operator to provide six daily runs. Sixty to seventy consumers use this service.

Paratransit also offers the Route 57 Shuttle, a low cost to no fare shuttle service, operating in looped runs, with hourly stops at Abilities. Consumers can elect to meet the shuttle anywhere along the route and arrive at Abilities within agreed upon arrival times.

## INCIDENTS

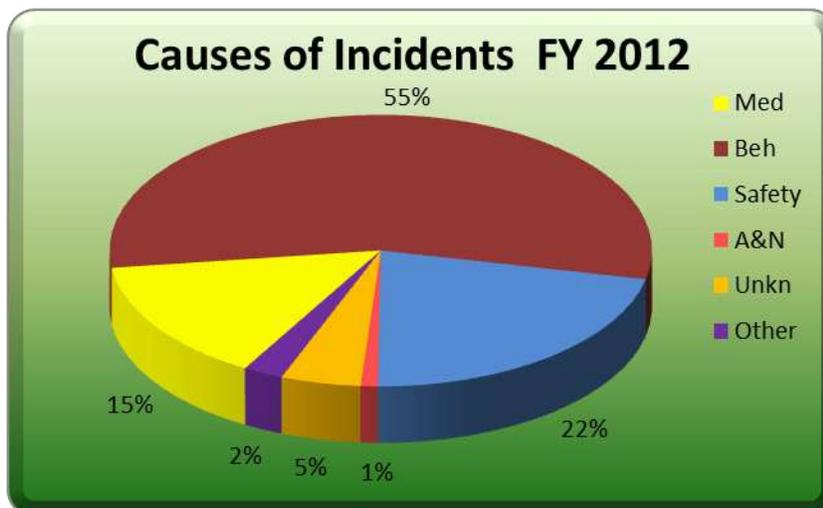
In FY 2012 there were a total of 284 reportable incidents. Overall, 236 Abilities “In House Incident Reports” were completed and 48 DDD “Unusual Incident Reports” filed. Abilities In House Incident Reports are completed when a situation occurs that does not meet DDD UIR reporting requirements, but is still considered unusual.

Incident reports are reviewed by the Incident Review Committee. Trends are noted, recommendations are made and when necessary information is given to one of the other Abilities Committees to take action.



Trending of Incidents:

The top three leading causes of incidents in FY 2012 were 163 behavioral incidents (aggressive episodes, inappropriate physical activity), 64 safety incidents (falls, injuries, etc.), and 43 medical incidents (health conditions that warranted attention).



The Agency was recognized for its exemplary transportation service by CARF, an international accreditation authority. The accreditation outcome summary stated, "Although many persons served reside in rural communities, Abilities of Northwest Jersey has been successful in assisting persons served in overcoming this barrier to employment."

## **COMMUNITY INTEGRATION**

Abilities of NW Jersey, Inc. makes every effort to incorporate community integration into their program options. In FY 2012 the majority of employment centers participated in community integration on an individualized basis.

### *\*~\*Hackettstown Employment Center*

Consumers participated in the Meals At Home volunteer program and the seniors attended a nutrition program on a weekly basis. Consumers also went out to lunch, took walks, picked up supplies at the food bank and store, and delivered completed contract. They also enjoyed visiting other Abilities programs.

### *\*~\*Mary Apgar Employment Center*

Consumers participated in delivering Meals on Wheels and having lunch at the Senior Nutrition Program on a weekly basis. Staff and consumers collected pet supplies and took the donations to an animal shelter. Consumers participated in a tour of the Workshop and Printshop, and visited HEC. They enjoyed picnics at the park, going to the library, shopping and lunch out.

### *\*~\*Medical Special Needs*

The program holds an annual prom for all participants, their families/caregivers and other programs are invited to attend. They held the first annual "Wheel & Walk-a-thon" to raise money for program supplies.

### *\*~\*Individual Specialized Program*

Consumers assisted with weekly deliveries of meals for Meals on Wheels. They also enjoyed visiting the MSN program for their annual Prom; going to the library, out to lunch and having picnics in the park.

### *\*~\*Phillipsburg Employment Center*

Consumers enjoyed weekly trips to the YMCA for swimming, Senior Nutrition Program and bowling alley. They visited the library and Warren County Farmers Fair. PEC also operates the "Branching-Out Food Pantry". Consumers went to the local food bank to get food for the pantry, stocked the shelves, and bagged food for the families using the Pantry.

### *\*~\*Washington Employment Center*

WEC has been running the "Coffee Shop", located in the Community Rehabilitation Program, since October 2006.

## **BRANCHING-OUT FOOD PANTRY**

The Branching-Out Food Pantry has been serving the community of Phillipsburg and Warren County since June 2004. The Food Pantry began serving 34 families when the doors were officially opened to the public. As of June 2012 the pantry was serving approximately 205 families each month; 351 adults and 182 children, for a total of 533 people in need in the Phillipsburg area.

The pantry distributes a variety of food: frozen meats, juices, paper products, baked goods and vegetables both canned and fresh when in season. The pantry also has a thrift shop that offers all kinds of items, for a small donation (one dollar or less). The consumers from PEC assist with buying the products at the food bank, loading and unloading vans, taking inventory, cleaning the storage area, and packing the food products. The pantry offers a unique opportunity to give back to the community and allows our consumers to learn new skills. The pantry is open two days a week, Tuesday and Thursday, from 10:00 am to 11:15 am.

The pantry holds fundraisers each year. This year's candle sale raised \$180.

## **THE COFFEE SHOP**

The Coffee Shop currently employs six consumers. The job description includes but may not be limited to product set up and break down, money skills, housekeeping and customer service. The shop continues to offer a variety of hot and cold drinks and an ongoing variety of snacks. There is a special item offered once a week that should complement an individual's lunch from home. For the fall and winter months, the Shop is offering dessert items on alternate Fridays until the end of the year. Beginning the first of the year we will offer soup on those alternate Fridays. When program hours allow, consumers have suggested developing a baking and/or cooking program. This suggestion is currently being considered and several attempts have been made to determine whether or not this can be incorporated into the Coffee Shop schedule. Microwaves are provided for individuals to heat their food items at break and lunch times. Coffee Shop staff provides instruction or direction to any consumer requiring assistance when using the microwave. The Coffee Shop has hosted celebrations for the entire building, including picnics and carnivals. The Coffee Shop continues to seek new and exciting ways to expand and welcome all suggestions.



During FY 2012, Employment Pathways served over 90 consumers in pre-placement, intensive training, and follow along activities. We also served 17 students in our transition program.

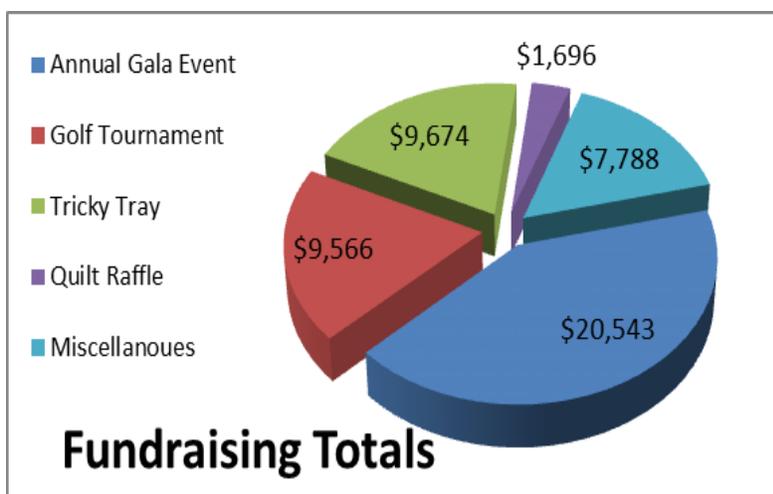
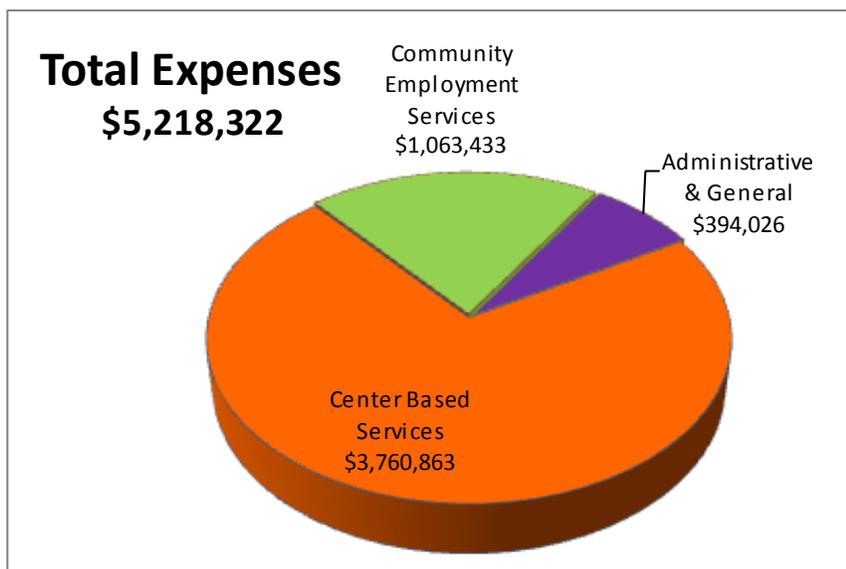
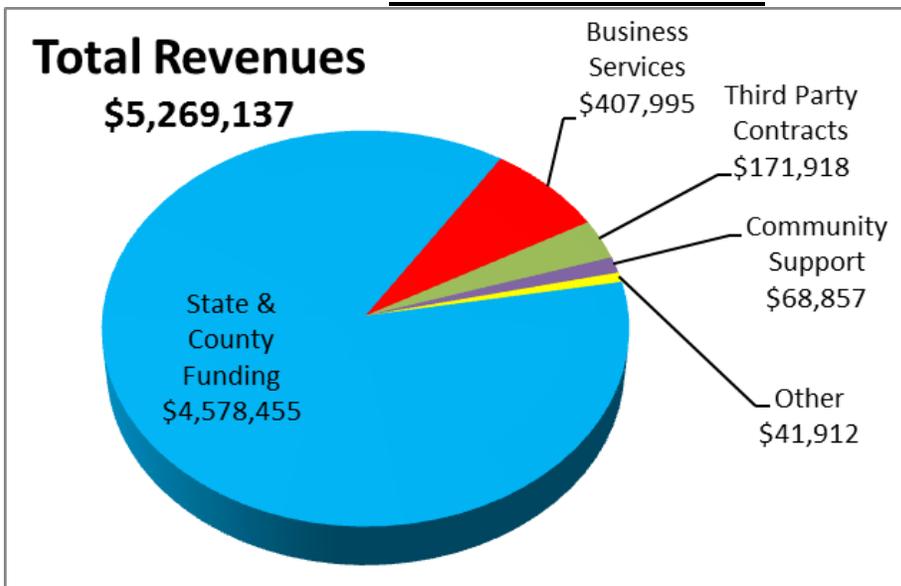
The staff provided follow along services to an average of 60 consumers on a monthly basis. There were paid job sampling opportunities for 31 consumers participating in pre-placement activities. Twelve consumers obtained jobs working between 4 hours to 40 hours weekly and had an average hourly starting wage of \$8.60.

The following businesses have all employed consumers: Shop-Rite, McDonald's, Friendly's, 10-31 Inc, A&P, Weis, Stop & Shop, Century Wire, Staples, Holiday Inn Express, Brakely Care Center, Aramark, Taylor Rental, Quick Chek, The House of the Good Shepherd, Kohl's, Wal-Mart, Sodexo Food, Sear's, Club Metro, Hackettstown Hospital, Marriott, Canteen Vending, PCFAWC, Abilities of Northwest Jersey, Inc., Service Management and Regal Cinema, Staff Management, Burger King, Weeping Willow Garage, Target and Mechanical Precision Inc.

One hundred percent of individuals placed in community employment, that returned satisfaction surveys, said they were satisfied with their jobs and all were satisfied with Employment Pathways services. 100% of employers and caregivers, that returned surveys, were also satisfied with Employment Pathways services

Six school districts sent students to participate in transition services. Students were given an opportunity to sample jobs and work at the Abilities Employment Centers. Four students were seniors and all were transitioned into working at the Abilities site where they had job sampled.

**FINANCIAL STATEMENT**



## **SATISFACTION SURVEY RESULTS**

### **Consumer Survey:**

The consumer survey was distributed in June 2012 to 218 consumers in all of the employment centers and the CRP (Employment Pathways conducts their own survey). One hundred thirty three surveys were returned for a 61% response rate, down from 67% in FY 2011. Not all respondents answered every question.

Ninety-one percent of the consumers who responded stated they were happy at Abilities, an increase of 4% from FY 2011. Ninety three percent felt safe in their programs. Ninety three percent also stated that their program was neat and clean, a 7% increase from last year. All of these results were higher than in FY 2011.

Seventy-six percent stated they were satisfied with the amount of work/activities they are given to do, this was an 8% decrease from last year. 74% noted that they understood how they got paid, also a decrease from 80% in FY 2011. Dissatisfaction continues to be due to inconsistent or lack of contract work. Consumers want to be busy and many of them noted this on the comment section of the survey.

Eighty nine percent of respondents said the staff was nice to them; while 92% said that the staff explained things so they understood them.

Only 50% of respondents said they did want to work in the community, while 29% said they did not and 12% did not answer the question.

Ninety two percent of respondents would recommend Abilities to a friend. This is up from 90% in FY 2011.

Consumers were asked what they thought would make Abilities better. Most comments were related to having work on a constant / consistent basis; as well as having a better variety of jobs to do.

### **Caregiver Survey:**

The caregiver surveys were sent out to 133 caregivers with individuals in the employment centers and the CRP (Employment Pathways conducts their own survey). One survey was sent per household, group home or address. Fifty six surveys were returned for a 42% response rate, down from 43% in FY 2011. All positive responses were slightly lower than last year.

Ninety five percent of the respondents stated they were satisfied with the Abilities programs that their individuals attend. Positive comments included: "All the staff are great. Do not know where we would be without this program"; "Keep up the excellent work"; "My daughter loves Abilities. She enjoys being with her friends there and is very comfortable with the staff. The smile on her face when she comes home with her check says it all."

Ninety six percent of caregivers reported that the program(s) their individual(s) attend were welcoming and inviting. 93% also agreed that the programs were neat and clean.

Ninety three percent of the caregivers agreed that the staff was courteous and respectful to them; noting that "Communication is excellent". Ninety five percent of respondents also stated that their concerns were addressed in a timely manner. Satisfaction with communication between Abilities staff and caregivers remained high at 95%.

The number of caregivers who support community employment for their consumers dropped again, to 35%. Eighteen percent said they did not support community employment for their consumers, while 28% noted that the question did not apply and 18% did not answer.

Satisfaction with transportation dropped to 87% this year. Seven percent of respondents noted that the transportation question did not apply. There were no comments indicating there was a problem with transportation.

There were two respondents who requested a call and the Quality Improvement specialist spoke to both parties; their concerns were addressed and information received was shared with the appropriate individuals.

### **Business Services Survey:**

Surveys were sent out to 103 businesses and 31 were returned for a 30% response rate. This is not an ideal number of responses and these results may not portray a true assessment. However, the responses that were received were overwhelmingly positive.

"Excellent services and always pleasant to work with!"

"Always pleased with you with and staff. Keep up the good work."

"Great product and service. Thank you very much!"

"The Print Shop is always a pleasure to work with. Great Job!"

"Terrific Job! Exceeded my expectations"

"We Love Abilities"

"It is always a pleasure to work with Ginger and Roxann! Very professional!"

"Wonderful job, as always"

### **Funding Partner Survey:**

(Satisfaction Survey for Funding Sources)

Twenty five surveys were sent to Abilities Funding Partners to assess our Program Services; 4 were sent back completed. This is down from 8 responses last year. Everyone was satisfied with the services Abilities provides.

## **ABILITIES PRINT SHOP**

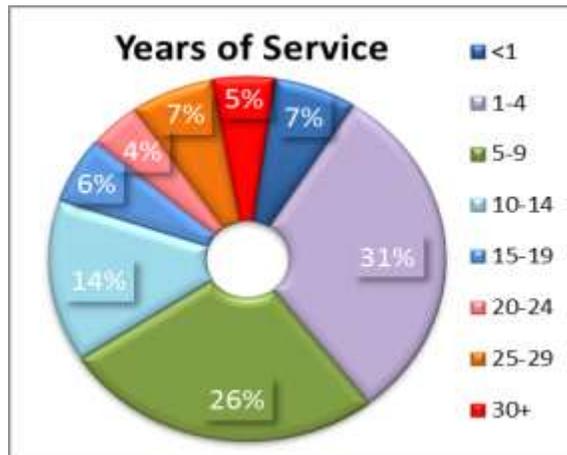
Abilities Print Shop began in 1987 with a onetime grant from DDD. A manual rotary printer, dryer and other equipment needed to offer custom screen printing was purchased. In the past 25 years, Abilities custom screen printing has developed a growing list of satisfied customers, providing print services to local schools, small business, charitable organizations and many others, while offering training opportunities to persons with disabilities. With dedicated staff and the ability to please one customer at a time and word of mouth referrals, Abilities has been able to expand print services. Abilities screen printing is competitive in pricing for single and multicolor printing, and can offer custom printing of names and numbers through the addition of heat press application.

In 2005, when customers began to request embroidery services, Abilities purchased a two head Melco embroidery machine. Abilities is able to custom embroider company logos and provide stock design set-up while at the same time offering opportunities to the individuals that we serve. Items as thin as a silk scarf or as thick as a leather jacket can be embroidered.

Today, Abilities Print Shop is known for offering competitive pricing, quality products and as a one-stop print shop that can print anything that covers you from your head to your toes. Abilities print services has also initiated a promotional product resource service and can provide subliminal printing of name badges and plaques.

## **HUMAN RESOURCES**

At the end of FY 2012 Abilities had 118 employees- 76 full time, 28 part time and 14 substitute staff. Nineteen staff members have been employed by Abilities for 20 years or more, 8 of whom have been employed for 25 to 29 years and 6 staff members who have been employed for 30+ years. Twenty four have been employed for 10 to 19 years; while 67 employees have been with Abilities for one to nine years and 8 staff members were hired this year.



# CELEBRATING 38 YEARS OF SERVICE AND COUNTING...

In 2012 Abilities of Northwest Jersey, Inc. provided service to individuals with disabilities, who reside in Warren County and surrounding areas, for the 38<sup>th</sup> year in a row. From our humble beginnings in 1974, in a house with 6 staff (consisting of the Executive Director, a secretary, a facility case manager, two program staff and a van driver) and initially serving 13 consumers -



- to our current Agency Headquarters and four other buildings; now employing over 120 staff and serving more than 400 individuals annually.