

**FUNDING AGREEMENT BETWEEN THE CITY OF FRANKLIN AND
TENNESSEE REHABILITATION CENTER AT FRANKLIN
COF Contract No. 2017-0161**

This Funding Agreement is effective as of July 1, 2017, between and among the City of Franklin, Tennessee, a political subdivision of the State of Tennessee (the "City") and TENNESSEE REHABILITATION CENTER AT FRANKLIN (the "Agency"), a Tennessee nonprofit subdivision of the State of Tennessee.

RECITALS

WHEREAS, Tennessee Code Annotated ("TCA") Section 6-54-111, as amended, authorizes a municipality's governing body to appropriate funds for the financial aid of any nonprofit charitable organization that provides year-round services benefiting the general welfare of the residents of the municipality or any nonprofit civic organization working to maintain and increase employment opportunities in the municipality; and

WHEREAS, the TCA also provides for the Comptroller of the Treasury to establish standard procedures to assist the municipal governing body in the disposition of funds so appropriated; and

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WHEREAS, the municipality wishes to comply with the following laws and rules:

1. A municipality may appropriate funds for only those nonprofit charitable organizations that provide year-round services benefiting the general welfare of the residents of the municipality, or any nonprofit civic organization classified under Sections 501(c)(4) or (6) of the Internal Revenue Code working to maintain and increase employment opportunities in the municipality. Municipalities may also provide funds for corporations that are subdivisions of the State of Tennessee and authorized to receive local funding from City and County governments under U.S. Code Title 26 section 170(c)1 and TCA 49-11-709.

2. The governing body of each municipality shall adopt an adequate agreement stating the purpose for which the funds are being appropriated, for each nonprofit organization that is to receive municipal funds.

3. The budget document of the municipality shall include the name of each nonprofit organization and the specific amount appropriated for each organization.

4. Municipal payments to nonprofit organizations shall be limited to the amounts appropriated for such purposes and in keeping with the municipality's guidelines for how the appropriated funds may be spent.

5. Pursuant to Tennessee Code Annotated §6-54-111(c), the Agency shall file with the City a copy of the annual report of its business affairs and transactions that includes, but is not limited to:

- (a) Either a copy of the Agency's most recently completed annual audit or an annual report detailing all receipts and expenditures in a form prescribed by the comptroller of the treasury (a blank copy of which is attached as Exhibit A) and certified by the chief financial officer of the Agency;
- (b) A description of the program that serves the residents of the municipality (a blank copy of which is attached as Exhibit B); and
- (c) The proposed use of the municipal assistance (a blank copy of which is attached as Exhibit C).

The report filed shall be open for public inspections during regular business hours of the City.

6. For appropriations to nonprofit civic organizations, notices shall be published in a newspaper of general circulation in the municipality of the intent to make an appropriation, specifying the intended amount and purpose; and

WHEREAS, the City and the Agency intend to enter into this agreement for the purpose of defining the Agency's use of the monies received from the City in fiscal year 2017-2018.

NOW, THEREFORE, in consideration of the mutual covenants and promises, the parties agree as follows:

1. TERM

This agreement shall be effective from and after the effective date and shall extend through June 30, 2018, unless otherwise terminated in accordance herewith.

2. OBLIGATIONS OF CITY OF FRANKLIN

2.1 In accordance with City guidelines after all administrative costs are deducted therefrom, the City will contribute to the Agency the amount of TWENTY-THREE THOUSAND ONE HUNDRED SEVENTY and 00/100 DOLLARS (\$23,170.00).

2.2 Payments will be made in quarterly installments, payable at or near the beginning of each quarter.

3. OBLIGATIONS OF THE AGENCY

3.1 Use of Funds. The Agency shall use the City funds for the sole and limited purpose of community and economic development of the City of Franklin according to the Statement of Work and Program Objectives provided in Exhibit B, a copy of which is attached hereto and incorporated by reference herein.

3.2 Work Plan. In order to accomplish the objective(s) set forth in paragraph 3.1, the agency shall submit to the City a Work Plan that describes, in detail, the efforts to be undertaken by the Agency to accomplish the performance objectives set forth in Exhibit B, a copy of which is attached hereto as Exhibit C and incorporated by reference herein. At a minimum, the Work Plan shall include that information required by Exhibit B. The Agency shall coordinate its performance under this Agreement with the City. The Agency shall advise and consult with the City Administrator or his/her designee, with respect to its performance under this Agreement.

3.3 Annual Budget. The Agency shall submit an annual budget in a form and on a schedule acceptable to the City. The annual budget shall contain a detailed analysis of the project administrative expenses for operations and reasonable estimates of the projected amounts to be spent for the services to be provided and Work Plan to be implemented for the calendar year. The budget shall be submitted to the City with this agreement.

3.4 Reporting. Pursuant to Tennessee Code Annotated §6-54-111(c), the Agency shall file with the City a copy of the annual report of its business affairs and transactions that includes, but is not limited to:

- (a) Either a copy of the Agency's most recently completed annual audit or an annual report detailing all receipts and expenditures in a form prescribed by the comptroller of the treasury (a blank copy of which is attached as Exhibit A) and certified by the chief financial officer of the Agency;
- (b) A description of the program that serves the residents of the municipality; and
- (c) The proposed use of the municipal assistance.

The report filed shall be open for public inspections during regular business hours of the City.

3.5 Insurance. The Agency shall maintain professional liability and general liability insurance coverages as are reasonably necessary to cover any liability arising out of the acts or omissions of the Agency and its employees. The Agency shall maintain workers' compensation insurance as required by the laws of the State of Tennessee.

The Agency shall require all third parties utilized by the Agency ("Contractors") to maintain professional liability and general liability insurance coverages as are reasonably necessary to cover any liability arising out of the acts or omissions of the Contractors and its employees. The Agency shall require contractors to maintain workers' compensation as required by the State of Tennessee. The contractor's general liability insurance shall be of sufficient limits to provide defense and settlement expenses for Agency that result from the contractor liability. To the extent permissible, the Agency shall require each Contractor to endorse the Agency as an additional insured on the Contractor's general liability policies.

To the extent permitted by law, the Agency shall require such Contractor to indemnify and hold the Agency harmless against any liability caused by acts or omissions of the Contractor and its employees.

Insurance information will be provided to the City upon request. The Agency shall notify the City immediately of incidents that could lead to a major claim against the Agency.

4. **RESTRICTION ON USE OF FUNDS**

The Agency does hereby warrant and represent that the City Funds shall not be utilized by either the Agency or any of its Contractors for the following purposes:

4.1 Any claim or litigation against the City or any department or division of the City.

4.2 Any political or levy campaigning purposes.

5. **RECORDS AND AUDITS**

5.1 **Accounting.** The Agency shall maintain full, accurate and complete financial and accounting books, records and reports (“Records”) of all direct and indirect uses and expenditures of the City Funds consistent with generally accepted accounting principles (GAAP).

5.2 **Maintenance of Records.** The Agency shall keep records relating to all uses and expenditures of the City Funds received pursuant to this Agreement. The Agency shall maintain a system of bookkeeping adequate for its operations hereunder and shall submit reports from such system to the City and the Agency on an annual basis for review and approval. The Agency shall keep and preserve for at least five (5) years following each calendar year all sales slips, rental agreements, purchase orders, sales books, cash register tapes, credit card invoices, payroll records, duplicate deposit tapes and invoices, bank accounts, cash receipts and cash disbursements, bank books and other evidence of receipts and expenditures for such period.

5.3 **Audit.** The City or the City’s designated representative, at the City’s cost and expense, shall have the right to audit the Agency’s Records at any time but shall not unreasonably interfere with the Agency’s business or operations in connection with any such audit. The Agency acknowledges that this Agreement may be subject to audit by the Auditor of the State of Tennessee.

5.4 **Repayment.** If an audit discloses the Agency has received or retained City Funds in error or in excess of those to which the Agency is entitled under this Agreement or has used the City Funds for a purpose not authorized by this Agreement, the Agency agrees to promptly repay to the City the full amount of such City Funds, with interest thereon at the rate equal to the 90-day U.S. Treasury Note at the time. In the event the Agency fails to promptly repay to the City the full amount of such City Funds, the City may elect to withhold said City Funds from any future payments to the Agency.

5.5 **Additional Remedies.** In addition to the repayment remedy set forth in paragraph 5.4 herein, the City may elect to terminate this Agreement as set forth in section 6, herein with a minimum of 30 days written notice to the Agency’s President and Chair of the Board with opportunity to cure any breach.

6. TERMINATION

If either party hereto breaches any term, condition, representation, warranty or covenant contained in this Agreement, or if the Agency engages in any malfeasance or misfeasance with respect to the City Funds, the non-breaching party may elect to terminate this Agreement with a minimum of 30 days written notice to the other party with opportunity to cure any breach.

7. MISCELLANEOUS PROVISIONS

7.1 The Agency and the City agree that, as a condition to this Agreement, they shall not discriminate against any employee on the basis of race, color, sex, religion, natural origin, handicap, or any other factor specified in Title VI of the Civil Rights Act of 1964, the Rehabilitation Act of 1973, the Americans with Disabilities Act, and subsequent amendments thereto, and all other federal and state laws regarding such discrimination.

7.2 The Agreement may be amended at any time, or any provision hereof may be waived, by written consent of all parties hereto.

7.3 This Agreement shall be governed by and construed under the laws of the State of Tennessee.

7.4 The Agency and the City shall conform to the requirements of all applicable laws and regulations of the State of Tennessee governing the execution of their respective duties under this Agreement.

(Signatures on next page)

IN WITNESS WHEREOF, THE PARTIES HAVE EXECUTED THIS Agreement as of
this 9 day of October, 2017 by

TENNESSEE REHABILITATION CENTER AT FRANKLIN

By: Diana Hague

Name: Diana Hague

Title: Region 6 Supervisor

Date: 9/4/17

CITY OF FRANKLIN

By: [Signature]
Dr. Ken Moore, Mayor

Date: 10-09-17

By: [Signature]
Eric Stuckey, City Administrator

Approved as to form:

By: Shauna R. Billingsley
Shauna R. Billingsley, City Attorney

EXHIBIT A

Annual Reporting Form for Nonprofit Organizations
Seeking Financial Assistance from Local Governments

Tennessee Rehabilitation Center - Franklin

Name of Nonprofit Organization

1405A Brookwood Ave Franklin Williamson TN 37064

Street Address

City

County

State

Zip

Annual Financial Report of Cash Receipts, Disbursements, and Balances

For the Fiscal Year from 2017 through 2018

Report Required by Title 5, Chapter 9, Part 1,

And Title 6, Chapter 54, Part 1, *Tennessee Code Annotated*

Receipts

Federal Grants

\$ Matching Funds

State Grants

Financial Assistance from Local

Governments

Donations and Gifts from Citizens

Membership Dues

Fees/Charges for Services

Fundraising Events

Sale of Assets

Loans-Borrowed Funds

Investment Income

Other Receipts

Total Receipts

\$ _____ (A)

Disbursements

Cash in Bank – Certificates of Deposits
Other Cash
Total Cash - at the end of the fiscal year

\$ _____ (E)

Please Explain Proposed Use of the Financial Assistance from Local Governments.

Please see Exhibit C.

I certify that this report accurately presents the cash receipts, disbursements, and balances of the
TN Rehabilitation Center for the fiscal year noted above.

Name of Nonprofit Organization

Person Preparing Report

Diana Hague

Printed Name

Diana Hague

Signature

Phone Number (631) 490-3948 Email Address diana.hague@tn.gov Date 9/28/17

EXHIBIT A

Should be
labeled
Exhibit B
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STATEMENT OF WORK AND PROGRAM OBJECTIVES

1. VR Mission: To assist individuals with disabilities receive timely and appropriate services that will enable them to enter or return to employment.
2. VR Mission: To provide services that will assist individuals with disabilities to become as self-sufficient as possible and enhance their self-esteem.
3. DHS Mission: "To offer temporary economic assistance, work opportunities and protective services to improve the lives of Tennesseans."
4. The agency 2017-2018 *EXHIBIT B Work Plan* includes work and program objectives in the following areas:
 - a) Comprehensive Vocational Evaluation Services.
 - b) Employee Development Services.
 - c) Job Readiness, Job Development, and Employment Placement Assistance.

EXHIBIT B

*Should
be labeled
Exhibit C
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WORK PLAN

1. Comprehensive Vocational Evaluation Services

- a) Assists in discovery of vocational interests, strengths, and weaknesses as well as the type of jobs or training in which the client can best perform.
- b) Determines employment aptitudes, interests and abilities.
- c) Involves career exploration and planning.
- d) Observation of work habits and behaviors.

2. Employee Development Services

- a) Assists with building physical work tolerance.
- b) Teaches valuable employment skills and allows client to gain actual work experience.
- c) Clients perform actual work for area businesses.
- d) Education through classes on various life skill topics such as budgeting, basic interview practice, and application of basic computer skills.

3. Job Readiness, Job Development, and Employment Placement Assistance

- a) Job Readiness instruction, resume creation and development, interview skills practice, online job searching/applications, and assistance with completing applications.
- b) Job Coaching services.
- c) Job Retention services.
- d) Supported Employment Services.

EXHIBIT C

WORK PLAN

The Agency 2017-2018 Annual Work Plan(how the funds will be used) shall include:

1. Expenditures of Salaries to employees of the TRC at Franklin.
2. Other expenditures to include travel, printing, utilities, maintenance and supplies(among other expenses) of the TRC at Franklin.

**NON-PROFIT ORGANIZATION
REQUEST FOR CITY OF FRANKLIN FUNDS
2017-18 FISCAL YEAR**

Organization Name: Tennessee Rehabilitation Center at Franklin Phone: 615-790-5509

Contact Person & Title: Amber Chessor, Manager

Mailing Address: 1405-A Brookwood Avenue, Franklin, TN 37064

Federal Identification # (if applicable): N/A

E-mail address: Amber.Chessor@tn.gov

Number of Active Participants in Organization: 129

If necessary, use separate sheet to provide requested information.

Does this organization charge fees to participants? Yes _____ No X

If Yes, please itemize the structure utilized:

If No, please explain: Funding received from Williamson County and the City of Franklin is matched with federal monies to provide services to individuals with significant disabilities living in Williamson County. No fees are charges to the client.

Please provide the approximate number of clients served by your program on a yearly basis: 129. All funds provided by the Williamson County Commission must be used to provide assistance to Williamson County citizens only. Please provide documentation to show the expenses used for service to Williamson County citizens:

All clients served by the Tennessee Rehabilitation Center at Franklin are Williamson County residents. During FY 15-16 129 individuals with disabilities were served.

List ANY agency (or agencies) in Williamson County which you consider may directly, or indirectly, provide the same or similar services as those provided by your agency. If such an agency exists, please list the similarities:

Waves, Inc. is a residential sheltered workshop providing services to individuals with severe cognitive disabilities. They are a fee for service agency and require participants to be recipients of Social Security Disability benefits.

Center for Living and Learning is a residential facility with sheltered workshop providing services to the individuals with severe and emotional disabilities. The center is a fee-for-service agency.

Unless prohibited by law, please provide documentation that your organization made a good faith effort to collect donations from private sources. The Tennessee Rehabilitation Center at Franklin receives local funding that is matched with federal dollars and is administered by the State of Tennessee. The State of Tennessee does not permit fundraising.

Non-Profit Organization Request for Williamson County Funds - Page Two

Organization: Tennessee Rehabilitation Center at Franklin

NOTE: If necessary, please use a separate sheet in this format for the inclusion of additional expenditures or revenue line items)

EXPENDITURES:	Actual 2015-16	Expended 2016-17	Requested 2017-18
Salaries	\$151,676	\$154,703	\$180,991
Benefits	\$77,628	\$95,668	\$111,925
TOTAL:	\$229,304	\$250,371	\$292,916
OTHER EXPENDITURES:			
Travel	\$4,000	\$5,000	\$5,150
Printing	\$50		
Utilities	\$12,150	\$11,600	\$11,948
Maintenance	\$3,800	\$4,200	\$4,326
Professional Services-Non-State	\$750	\$850	\$876
Supplies	\$2,100	\$1,400	\$1,442
Rent and Insurance	\$77,500	\$81,998	\$84,458
Equipment	\$500	\$500	\$515
Training	\$200	\$300	\$309
Computer Related Items	\$1,000	\$1,500	\$1,545
Professional Services From Other State Agencies	\$6,050	\$6,800	\$7,004
Total Other	\$108,100	\$114,148	\$117,573
TOTAL BUDGET	\$337,404	\$364,519	\$410,488

Non-Profit Organization Request for Williamson County Funds - Page Three

REVENUES: (include any fund raising events)	2015-16	2016-17	2017-18
Williamson County Government	\$67,816	\$67,816	\$67,816
City of Franklin	\$22,495	\$22,495	\$23,169
Federal Government	\$236,183	\$278,972	\$278,972
TOTAL REVENUES	\$326,494	\$369,283	\$369,957

Organization: Tennessee Rehabilitation Center at Franklin

Personnel & Salary Information

Personnel (list by Positions)	Salary 2015-16	Salary 2016-17	Salary 2017-18
Manager	\$39,996	\$42,108	\$43,368
Evaluator	\$31,645	\$32,585	\$32,585
Secretary	\$26,820	\$27,960	\$28,800
Rehabilitation Assistant	\$24,695	\$24,174	\$24,174
Placement Counselor	\$31,645	\$32,585	\$32,585

List any equipment owned by this organization funded, in whole or in part, by Williamson County. Please indicate what it is used for, how it is maintained and where it is stored (use a separate sheet if necessary): N/A



Division of Rehabilitation Services
Tennessee Department of Human Services

State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

ORGANIZATION

State of Tennessee
Department of Human Services
Division of Rehabilitation Services

Tennessee Rehabilitation Center at Franklin
1405-A Brookwood Avenue, Franklin, TN
615-790-5509
FAX 615-790-5972
<http://www.tennessee.gov/humanserv/rehab/trc.htm>

LEADERSHIP

Diana Hague, Regional Supervisor
Amber Chessor, Manager, Tennessee Rehabilitation Center at Franklin

STAFF

Tammy Paris, VR Counselor
Mary Hartley, VR/TRC Secretary
*Vacant, Vocational Evaluator
Brian Pierce, Rehabilitation Assistant
*Vacant, Employment Counselor

*TRC Franklin utilizes regional staff during periods that require additional assistance.

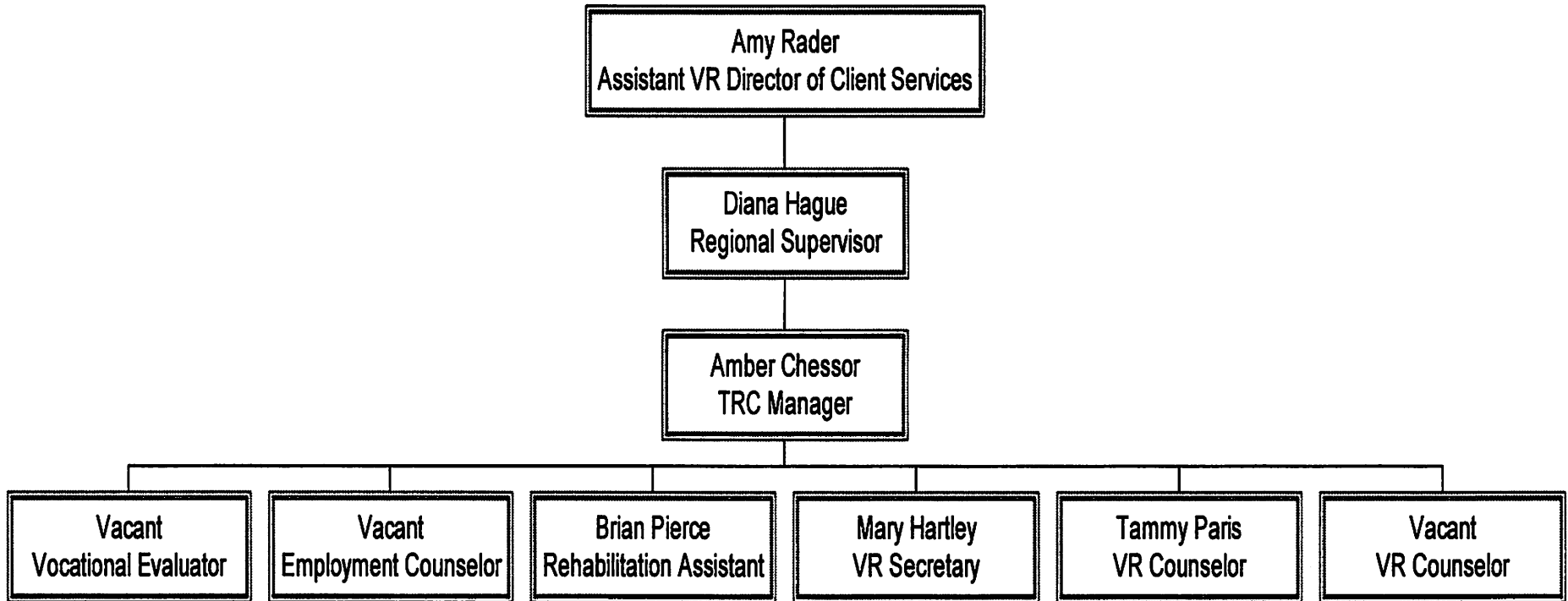
PROGRAM/SERVICES

Comprehensive Vocational Evaluation Services
Employee Development Services
Community Employment Services: Job Development



State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

TENNESSEE REHABILITATION CENTER AT FRANKLIN ORGANIZATIONAL CHART





Division of Rehabilitation Services

Tennessee Department of Human Services

State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

1. OVERVIEW

- I. Governance Vision
- II. Accreditation
- III. Purpose of Outcome Management Report

2. STAKEHOLDERS

- I. Demographics
- II. Expectations
- III. Satisfaction

3. REVIEW OF PREVIOUS YEAR'S PERFORMANCE

- I. Overall Accomplishment of Goals – All programs
- II. Individual Program Accomplishments
 - a. Comprehensive Vocational Evaluation Services
 - (1) Overall Accomplishment of Goal
 - (2) Efficiency, Effectiveness, Access, Cost and Satisfaction Measures
 - b. Employee Development Services
 - (1) Overall Accomplishment of Goal
 - (2) Efficiency, Effectiveness, Access, Cost and Satisfaction Measures
 - c. Community Employment Services
 - (1) Overall Accomplishment of Goal
 - (2) Efficiency, Effectiveness, Access, Cost and Satisfaction Measures
- III. Creativity in Service Delivery
- IV. Summary of Strengths

4. BUSINESS PRACTICES

- I. Human Resources
 - a. Utilization of Staff Resources (Teamwork)
 - (1) Credentials
 - (2) Training Initiatives
 - (3) Technology Utilization
 - b. Utilization of Volunteers/Interns
 - c. Utilization of Partnerships
- II. Fiscal Accountability
- III. Safety
 - a. Annual Review of Safety
 - b. Annual Review of Accessibility
 - c. Annual Review of Risk
- IV. Business Environment
 - a. Trends in Environment of Business Community
 - b. Unemployment Averages
 - c. Economic Growth
 - d. Local Business Profile
 - e. Tennessee Occupation Projections
 - f. Occupations TRC/DRS Clients Closed Successfully Employed
 - g. Marketing



5. SUMMARY OF OUTCOME MANAGEMENT REPORT

OVERVIEW

The TRC at Franklin network is a state operated program offering comprehensive vocational evaluation, employee development services and community employment services. The Tennessee Facilities network was established by a legislative act in 1965. The program is operated by the Tennessee Department of Human Services, Division of Rehabilitation Services

I. Governance Vision

To enhance the development of a diverse workforce so that individuals with disabilities can achieve and maintain meaningful careers. The six Guiding Values of the Division of Rehabilitation Services as lead by Assistant Commissioner Asst. Commissioner to Cherrell Campbell-Street are:

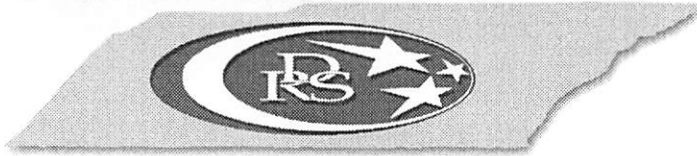
- Mutual accountability of DRS and clients throughout the VR process
- Client ability, capacity, and commitment to work
- Clear communication of expectations
- Service tailored to a client's individual needs to achieve successful employment outcomes
- Collaboration with employers and other agencies and entities to enhance quality services and successful outcomes
- Dedicated, knowledgeable, and creative staff

II. Accreditation

The Tennessee Rehabilitation Center at Franklin has been accredited for a period of three years by the Commission on the Accreditation of Rehabilitation Facilities. CARF accredited programs and services have demonstrated that they substantially meet internationally recognized standards. The three year accreditation achieved in 2016 held by the TRC represents the highest level of achievement.

III. Purpose of the Outcome Management Report

The purpose of the Outcome Management Report is to internally review and assess the service delivery and accomplishments of the Center. The following annual report contains information for the Fiscal Year 2016-2017. The performance areas and standards for each are listed separately.



Division of Rehabilitation Services
Tennessee Department of Human Services

State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

2. Stakeholders

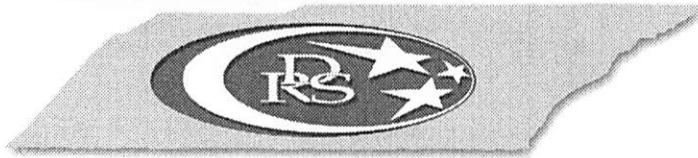
I. Demographics

Race	Number Served	% of Population Served
African American	11	11%
Asian	9	9%
White	77	77%
Hispanic/Latino	2	2%
Native (American or Alaskan)	0	0
Native Hawaiian or Other Pacific Islander	1	1%

Disability	Number Served	% of Population served
Acquired Brain Injury (TBI)	3	3%
Alcohol and/or Other Addiction	0	0%
Development Disabilities (including SLD)	31	31%
Dual Diagnosis – AOD/DD	5	5%
Dual Diagnosis – AOD/MH	21	21%
Dual Diagnosis -- MH/DD	5	5%
Hearing Impairments	3	3%
HIV Positive/AIDS	0	0%
Mental Disorders	14	14%
Physical Disabilities	12	12%
Visual Disabilities	4	4%
Other (Seizure Disorder & Speech Impairments)	2	2%

Gender	Number Served	% of Population Served
Male	42	42%
Female	58	58%

Age	Number Served	% of Population Served
<17	5	5%
18-40	81	81%
41-65	14	14%
66+	0	0



Division of Rehabilitation Services
Tennessee Department of Human Services

State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

II. Expectations

Clients:

- Prompt and efficient services that will lead to independence, self-satisfaction, improved self-esteem and satisfactory employment
- Services that are individualized and easy to access
- To be treated with dignity and respect
- To be accurately informed of choices and options
- Choice and control of services
- Involvement in planning the services and outcomes they receive
- Evaluations that result in awareness of interests and abilities
- Development of marketable job skills specific to desired employment outcomes
- Employment in the field of their choice
- Good wages, stability and jobs they like

Referring Counselors:

- Prompt efficient service delivery for clients
- To be actively involved in planning services
- Accurate and timely communication
- Individualized services leading to the employment of persons with disabilities
- Community and Funding Sources:
- Accountability
- Service impact in the community and a return on their investment
- Good public image
- Satisfied customers
- Employment for program participants

Employers:

- Reliable workers
- Qualified employees
- Support and follow up
- Fast response on needs and requests

TRC Board Members

- Accurate information of program services, needs, and problems
- Opportunity to give input and assistance

Staff:

- A meaningful career in a pleasant work environment
- Support, tools and training to effectively perform
- Independence to do the job
- Success for program participants



Division of Rehabilitation Services
Tennessee Department of Human Services

State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

Rights of Persons Served:

Pursuant to the State of Tennessee's policy of non-discrimination, the Department of Human Services does not discriminate on the basis of race, sex, religion, color, national or ethnic origin, age, disability, or military services, in its policies, or in admission or access to, or treatment in, its services or activities. Advocacy services as well as formal grievance procedures are in place to assist individuals dissatisfied with services.

III. Satisfaction

99% of Responses Rated as Good to Excellent

(Scale: Excellent, Good, No Opinion/Neutral, Satisfactory, Poor)

Comprehensive Vocational Evaluation Services *Served by Regional Staff

- The purpose of the Center was explained to me.
- I had an active part in my vocational evaluation.
- The Evaluator helped me to understand the results of my evaluation.
- The evaluation helped me plan for the future.
- The evaluation results showed my ability and interests.
- I was treated fairly with courtesy and respect.

Employee Development Services

- The purpose, policy and rules of the Center were explained to me. 100%
- I had an active part in developing my work adjustment plan. 91%
- My job skills and work behaviors were discussed with me on a regular basis. 98%
- I received a variety of training experiences and work experiences. 95%
- The training I received has prepared me to go to work. 90%
- I was treated fairly with courtesy and respect. 100%

Community Employment Services * Served by Regional Staff

- The purpose of job placement services was explained to me.
- I was involved in developing my job plan.
- Staff understood my job needs and knew about employers and area job openings.
- TRC Placement services were useful to me in learning how to get and keep a job.
- I was treated fairly with courtesy and respect.

Vocational Rehabilitation Referring Counselors

- The services I requested for my client were provided timely and efficiently. 100%
- Services provided were useful in planning and delivering services. 95%
- Reports, documentation and staffings were provided as appropriate. 98%
- I was involved in decisions regarding services provided to my client. 100%
- Services provided have made a positive impact on the quality of life of my client. 95%
- Are you aware of any accessibility issues? No



Division of Rehabilitation Services
Tennessee Department of Human Services

State of Tennessee
Department of Human Services
Division of Rehabilitation
Services

3. REVIEW OF PREVIOUS YEARS PERFORMANCE

I. Overall Accomplishment of Goal

Three Year History/Past Performance

There were 50 total program referrals during FY 2015-16. This was a decrease over last years' referrals. State wide goals, actual performance, and efficiency ratings are listed below.

Total Program Referrals (CVES, EDS, CES)	FY 12-13	FY 14-15	FY 15-16
	44	100	50

	FY 13-14	FY 14-15	FY 15-16
Vocational Evaluation (Goal 101)	25= 26%	55 =51%	25= 26%
Employee Development (Goal 28)	4 = 15%	11 = 37%	9 = 32%
Employment Services (Goal 20)	9 =32%	10 = 50%	10 = 50%

II. Individual Program Accomplishments

a. Comprehensive Vocational Evaluation Services (CVES)

	FY 12-13	FY 14-15	FY 15-16
Referrals	21	55	25
Admissions	23	55	25
Discharges	25	55	25

Effectiveness	CVES Completed (Goal 107)	
Efficiency	Admissions Completing CVES: (Goal 100%)	51%
	Average length of time from admission to completed report: (Goal 10 days)	<10 days
	Average length of time from referral to evaluation:(Goal 10 days)	<10 days
Access	Appointments Kept by Clients (Goal 80%)	100%
Satisfaction	Clients Reporting Overall Good to Excellent Satisfaction (Goal 95%)	98%
Cost	TRC Daily Cost	\$371.49

b. Employee Development Services (EDS)

	FY 13-14	FY 14-15	FY 15-16
Referrals	13	11	9



Division of Rehabilitation Services

Tennessee Department of Human Services

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 Services

Admissions	9	11	9
Discharges (Goal 30)	5	11	9

Effectiveness	EDS Completed - Obtained Employment, Entered Employment Services or Training, Achieved 1 or more EDS Objectives (Goal 30)	9
Efficiency	Average Length of Time Required to Complete Program (120 Days)	90
	Admissions Successfully Completing Program: (Goal 75%)	82%
Access	Appointments Kept by Clients (Goal 89%)	100%
Satisfaction	Clients Reporting Overall Good to Excellent Satisfaction (Goal 90%)	95%
Cost	Daily Cost of Services (Goal >\$39/Day)	\$2016.06
	Wages earned by training participants	\$260.32

c. Community Employment Services (CES): *Served by Regional Staff

	FY 13-14	FY 14-15	FY 15-16
Referrals	16	11	10
Admissions	10	11	10
# Placements	9	8	5
Average Starting Wage	\$291.47	\$291.47	\$300.00

EFFECTIVENESS	Percentage of consumers placed in jobs (Goal 60%)	83%
	Average Starting Wage (Hourly) (Goal \$7.25)	\$8.00 /hour
EFFICIENCY	% OF Clients Placed Within 3 Months (Goal 33%)	60%
	% OF Clients Placed Within 6 Months (Goal 50%)	80%
ACCESS	# Days from Referral to Employment Plan	10 days
SATISFACTION	Percentage of customers who give high satisfaction on individual outcomes (Goal 95%)	98%
	Cost per Consumer Receiving Services (Goal \$7000)	\$2,000

III. Creativity in Service Delivery



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During Disability Employment Awareness Month (October), the Disability Resource Fair was held at Freedom Middle School. There was a large turnout and many individuals were educated about the Tennessee Rehabilitation Center in Franklin. There were several applications taken for services as a result of this community event. This event was worked in collaboration with ARC and Williamson County Schools.

Job Readiness Classes

TRC at Franklin implemented the use of the State of Tennessee website, Jobs4tn, to assist our clients with resume' preparation and job searches.

The TRC at Franklin offers many classroom activities to help prepare clients for work. These include the following:

- Appropriate Dress for an Interview
- Resume' Completion
- How and When to Disclose Your Disability
- Soft Skills
- Working as Part of a Team
- Working Individually
- Techniques for Job Search
- Mock Interviewing

IV. Summary of Strengths from CARF

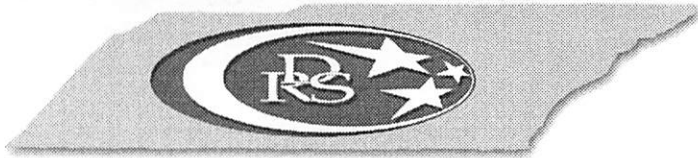
Staff members at all locations appear to have a good general understanding of health and safety issues.

The technology plan currently being used appears to benefit the organization's affiliation with state government and the resources that are available to TRC as a result of this affiliation. The plan is comprehensive and sweeping in nature and covers all technological issues needed for safe and secure operation of the organization's technology systems.

Staff members demonstrate a high level of care, compassion, and energy toward persons served, employers, and family members. Family members interviewed indicated how TRC and the TRC staff members have changed the lives of persons served.

TRC has an excellent comprehensive vocational evaluation program. It uses a wide variety of the most current assessment tools and provides an extremely thoughtful and thorough evaluation of each person's vocational skills and support needs. Staff members are very knowledgeable, qualified, and experienced.

The employee development program has utilized creative approaches to learning activities that address job readiness and other employment-related skills.



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The organization has developed an excellent job readiness assessment and training report for persons served to ensure that all pertinent job readiness factors are addressed prior to beginning placement.

The organization's physical sites are very well maintained, clean, and organized, creating a welcoming atmosphere for persons served, employees, and customers.

Feedback from the many persons served, employers, and referral sources interviewed during the survey process regarding TRC's staff members and services was extremely positive. All expressed a great deal of gratitude for the services and support received, and all were complimentary of the program staff.

4. BUSINESS PRACTICES

I. Human Resources

a. Utilization of Staff Resources

All staff: TRC Safety Procedures
Blood Borne Pathogens
Title VI
Motor Voter
HIPAA
Defibulator Training
CPR
First Aid

b. Utilization of Volunteers/Interns

TRC recruits interns and job coaches.

The TRC at Franklin maintains a pool of available job coaches whose services are authorized through case service dollars. The TRC has utilized job coaches this year that have greatly benefitted the clients they worked with in helping them become successful employees.

c. Utilization of Partnerships

WIA membership – Each region's Regional Supervisor is a voting member of the Workforce Investment Area Board and as such there is an active partnership between WIA and TRC/DRS. As a result, there have been several joint marketing events with local HR Associations.

TRC Franklin is also a member of the Williamson County Chamber of Commerce.

II. Fiscal Accountability



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Three Year History/Past Performance

	FY 13-14	FY 14-15	FY16-17
Total Administrative Budget	\$340,150	\$337,404	\$337,404
\$ Local Funding Requested	\$90,311	90,311	\$90,311
\$ Local funding received.	\$90,311	90,311	\$90,311
Total Expenses – Balance Available from June Expenditure Analysis	\$331,315	\$249,612	\$249,612

The community TRC's cannot function without adequate local funding. Therefore the number one priority of the TRC's is to maintain adequate funding. The TRC at Franklin received \$90,311 in local funding.

III. Safety

a. Annual Review of Safety

The Community TRC network has a formalized safety procedures manual that is followed by all Centers.

The TRC at Franklin had 0 workman's compensation claims this year.

b. Annual Review of Accessibility

Attitudinal Barriers:

Attitudinal barriers observed in clients served center around loss of SSI/SSDI benefits, and the plan of action to remediate this situation is to make timely referrals to the benefits specialist. Barriers that exist with families of clients served also include loss of benefits and fear of change within the family. These barriers can be improved by educating the family, and a referral to the benefits specialist. We believe that the previously identified staff barrier of average or below understanding of cultural diversity has substantially improved through DRS sponsored Cultural Diversity training, as well as classes that are included in master's in rehabilitation counseling programs completed by many of our staff.

Architectural Barriers:

Directional braille signage needed in the lobby and outside the TRC building to accommodate clients who are blind. Other directional signage is needed for the outside and inside of the building to be in compliance with ADA regulations.

Communication Barriers:

Communication barriers have been reduced substantially in recent years with the use of voice mail, e-mail communication, specialty counselors for the deaf and hard of hearing, Spanish in the Workplace classes offered to DRS staff, and increased knowledge of and cooperation with other community agencies providing related services.



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Transportation Barriers:

Public transportation options in the City of Franklin have improved with the city trolley system and the Regional Transit Authority which allows local residents to commute to the Greater Nashville area. TRC staff work closely with contract transportation providers as a means of transportation for individuals living in rural Williamson County.

Environmental Barriers:

TRC will review the provision of work setting accommodations to include lighting for clients with Autism..

Financial Barriers:

TRC staff work with local funding sources to secure adequate funding for center operation costs. Our advisory board members, represent us during our annual budget presentations and reviews.

c. Annual Review of Risk

The TRC at Franklin follows the Risk Management Plan adopted by the community TRC's of Tennessee. Each contract job is considered in light of any potential risks and avoided if they cannot be modified to reduce any potential risks. Training has been provided to clients and staff on the use of fire extinguisher, eye wash station, and clearance of walkways (both inside and outside the building). Plans are in place to control other risks to include: loss of reputation, loss of community funding, general and professional liability, property loss, vehicle related risks, contractual risks, and business loss. The TRC at Franklin has been successful in identifying, assessing, monitoring, and controlling risks this fiscal year.

IV. Business Environment

a. Trends in Environment of Business Community

Williamson County is home to 20 of the 50 fastest growing companies in the Nashville region and this includes Nissan North America.

b. Unemployment Averages

Williamson County's unemployment rate in December 2016 was 4.40%.

c. Local Business Profile

Williamson County also has a workforce that is 32% entrepreneurs.

d. Tennessee Occupation Projections

The following areas are the fastest growing occupations in Williamson County:

- 1) Professional and technical services
- 2) Administrative Support Services
- 3) Ambulatory Health Care Services
- 4) Food services and drinking places
- 5) Educational services



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e. Occupations of DRS Clients Closed Successfully Employed

This year Franklin VR/TRC closed cases successfully in the areas of food service, hospitality, and retail trade.

5. SUMMARY OF OUTCOME MANAGEMENT REPORT

Fiscal year 2016-2017 was a time of reorganizing at TRC Franklin. We experienced several months of vacancies in the positions of VR counselors, vocational evaluator, secretaries, and employment counselor. The positions are in the process of being posted and filled within the next fiscal year.

Due to these vacancies there were several numerical areas throughout this report that reflected low percentages of production. Although the center was understaffed, Franklin staff members continuously worked closely together to ensure client services were provided.

Our funding through Williamson County and the City of Franklin remained the same as for fiscal year 2015-2016. During the month of October we celebrated Disability Awareness by participating in collaboration with ARC and Williamson County Schools recognizing successful employment options and opportunities for the disabled population in Williamson County.

We maintain relationships with Williamson County schools and continue building partnerships with educators to help students become familiar with VR and the opportunities VR provides through new legislation in regards to Workforce Innovation and Opportunity Act (WIOA). VR is also offering multiple services through the Pre-Employment Transition Services program.

Submitted by: _____
TRC Manager Date