



# FACILITIES FACETS



NEW JERSEY DIVISION OF VOCATIONAL REHABILITATION SERVICES

Volume IV Number 3

Summer 1986

## DVRS Marketing Plan

BY: George R. Chizmadia

The Division of Vocational Rehabilitation Services is undertaking the development of a marketing plan. It will emphasize the steps that DVRS can take to improve its relationships with employers and increase the number of competitive employment placements made with current clients.

The plan will focus on responsibilities for implementing the recommendations at the state, regional, and local office levels. It will make recommendations on the clarification of employer marketing responsibilities within local offices and the state office. At the same time it will compliment, but not replace, the current visibility advertising campaign which we are planning with the Ad Council.

The plan will include specific action steps that can be taken immediately, the near term, and the longer term. One of the local office action steps will be contacting the local Vocational Rehabilitation Facility in their area to ask for input and invite participation. When they do, I hope that all facilities will be prepared to get involved in this effort.

You can never overstate the importance of teamwork, especially at the local level where the client is actually served.

## People, Slots and Dollars

BY: John D. Kelliher

Chief, Rehabilitation Facilities

Every year around this time there is a great deal of confusion about the terms which were used to title this article: People, Slots and Dollars. I would like to take a moment to explain what they mean in our context.

Most facilities deal with more than one state agency. They must realize that all state agencies do not contract on exactly the same basis. We do not run the same programs and we do not keep statistics the same. This shouldn't come as a big surprise if we look around at facilities since the same is true of them. Take it from someone who deals with thirty plus facilities on a regular basis.

Under the Division of Vocational Rehabilitation Services (DVRS) system you are paid on the basis of Client Service Days (CSD). To make this a little easier for all of us to relate to we talk in terms of slots. A slot is equal to 220 CSD, or the number of days that go into serving one client for one year as negotiated between DVRS and the New Jersey Association of Rehabilitation Facilities (NJARF). This included allowance for sick days, vacation, holidays and lay-offs.

The CSDs which are provid-

ed to DVRS clients are delivered to a pool of clients. Every client who is certified by the facility specialist as eligible for the Extended Employment Program (EE) is eligible to have their CSD counted toward fulfilling the Committed Level of Service (CLOS) set forth in the DVRS EE contract.

Therefore if you have 100 slots under your DVRS EE contract you are expected to deliver 220,000 CSD (+or-10%) to eligible DVRS clients. If you fall below the 90% mark you will be penalized financially. If you serve more than 110% you will receive funds that are recouped from those who did not meet their contractual obligations or any other source that is available.

As you can see, if you have frequent shutdowns, or high absenteeism, or any other disruption, you may find that you need more than 100 clients to deliver the expected number of CSDs. If you for instance had a 30% absenteeism rate you might need 130 eligible people to deliver the 220,000 CSD that are called for in your contract. If you went with only 100 clients you might find yourself facing a CSD shortfall and being penalized at the end of the year.

As far as slot distribution is concerned the process is separate and distinct. Each year the performance of each facility is reviewed. Those facilities who exceeded their CLOS are compared to those who did not and efforts are made to shift slots around to balance out the inequities that creep in over a period of time. If a facility has not met its CLOS for two straight years they are a target to give up slots. If they have over-

served their contract and request an increase they are a likely recipient of slots. This considers the absolute number of slots and does not consider the plus or minus 10% allowance allowed for in the contract itself which is a fiscal matter only.

Many facilities hurt themselves by not getting required reports and documentation in on time at the end of the year. This failure can misrepresent your performance and cause action to be taken which would not otherwise have occurred. It helps us all if you report in a timely and accurate manner in all areas.

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### **Senate Approves Competition For Sheltered Workshops**

The Senate approved a bill June 25 that would authorize sheltered workshops to compete on the open market for \$50 million in government procurement contracts every year through 1991.

Sheltered workshop proponents killed two proposals that would have limited transferring contracts won through open competition to "set-aside" status under the Javits-Wagner-O'Day Act. The second would have prohibited sheltered workshops above a given size from winning contracts on the open market. Under the Senate bill (S. 2147), only 8 million worth of the government procurement contracts won nationally by sheltered workshops on the open market can be transferred to set-aside status.

The legislation also requires that at least 75% of the direct labor used to produce items under the procurement contracts be per-

formed by physically or mentally disabled persons. And it allows small businesses who feel they have been adversely affected by a contract award to a sheltered workshop a 10-day appeal period.

A parallel bill has been introduced into the House (H.R. 3866) and initial hearings on it have been held by the Subcommittee on SBA & SBIC Authority, Minority Enterprise and General Small Business Problems.

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### In Memorium

We were saddened to learn of the death of Ms. Erika Sarason, Rehabilitation Counselor at M.C.V.R., on 7-30-86. Ms. Sarason was very special. Her longevity with M.C.V.R. (over 22 years) and the Rehabilitation Community and especially her caring and concern for the many clients she served during her professional experience. For her, each client represented a new challenge. To the

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family and friends of Erika, we say thank you for her valuable contribution toward improving the quality of life for the many persons she helped. We will miss her.

- Allen L. Waters

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### News! News! News!

Publications available at no cost:

\*Access American Department 585P

Consumer Information Center

Pueblo, CO 81009

Furnishes a worldwide listing of airports which provide services to disabled individuals.

\*Consumer's Resource Handbook

Consumer Information Center

Department P

Pueblo, CO 81009

Furnishes Info on Better Business Bureaus, Government Offices, Industry sources, etc.

\*"The United States

Welcomes Handicapped Visitors" By: Harold W. Snider on behalf of the Society for the Advancement of Travel for the Handicapped (SATH).

TO OBTAIN A COPY:

Send a legal size, self addressed envelope with 39 cents postage to:

SATH

26 Court Street

Suite 110

Brooklyn, NY 11242



\*A Guide to Business  
Credit and the Equal  
Credit Opportunity Act.

WRITE TO:

Publications Services  
Board of Governors of  
the Federal Reserve  
System  
Washington, DC 20551

\*Business Week/June 23  
1986 reported 10 million  
Americans carry a defec-  
tive gene that can cause  
cystic fibrosis. A test  
which is available to  
genetic counselors can  
identify carriers of the  
gene with 99% accuracy.

\*US News & World Report/  
June 9, 1986 reported  
children born with a  
sex-chromosome  
abnormality are at high  
risk of developing learn-  
ing problems.  
Approximately 1 in every  
400 kids have such abnor-  
malities.

\*Trentonian/June 4, 1986  
reported that Mattel,  
Inc. introduced a new  
line of dolls with dis-  
abilities. There are  
seven different dolls  
available.

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### **NJDVRS' 1985 Annual Report**

Copies of this publication  
are available upon request.  
Contact Ms. Nancy Dombrowski  
at 609-292-5987.

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### **NJDVRS Local Field Office Changes:**

Jersey City has new phone  
numbers:

Voice: 201-915-3426; 3427  
TTY/TDD: \*201-915-3452  
(\*TTY/TDD = Telecommunica-

tion devices for the deaf  
and hearing impaired)  
Atlantic City - has moved -  
the new address:  
2100 Atlantic Avenue  
Atlantic City, NJ 08401  
(The phone number remains  
the same) ..

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### **Computer Training**

Association for Systems Man-  
agement (ASM) Offers:  
Effective Data Management  
New York, NY  
September 17-19, 1986  
Assessing and Selecting Local  
Area Networks:  
Atlantic City, NJ  
October, 16-17, 1986  
For Further Info, references  
or to arrange "In-House"  
presentations contact:  
Thomas J. Bisacquino  
Director of Education, ASM  
216-243-6900

\*\*\*\*\*

### **Stout - Training**

Research & Training Center -  
Stout  
What:

Fundamentals of Voca-  
tional Evaluation

Where:

Atlantis Casino Hotel  
2500 Boardwalk  
Atlantic City, NJ 08401  
609-344-4000

When: October 27-31, 1986  
Enrollment is limited. Ap-  
plication deadline is  
September 17, 1986.

Tuition: \$275.00

For further information call:  
715-232-1379  
(\*A CRC Maintenance Approved  
Program)

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## Cornell Corner

Training  
Contract Procurement and  
Salesmanship  
September 24-26, 1986  
Cook Center, Rutgers  
University

Contact:  
607-256-7727 or 3054

Board of Directors Training  
In N.J.

Attn: Rutgers University  
When: October 10 & 11, 1986  
Look For Details in the  
Mail.

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## Job Fair 1986

Project Match - October 23,  
1986  
Employment Opportunities for  
Job Ready Disabled  
Individuals

Contact: Charles Newman  
201-820-3121

\*\*\*\*\*

## NJ Transit

### Transit Information Center (TIC)

The following telephone num-  
bers and times of the day  
when someone will be avail-  
able to assist you with re-  
servations' or any question  
regarding travel.

Hearing Impaired Persons

9:30 AM - 5:30 PM

1-800-772-2287

Need Lift Equipment

(Call 24 hours in  
advance)

1-800-772-2287

Questions regarding bus  
and rail route schedules  
can be directed to the  
center between 6 a.m. and  
midnight 7 days a week.

1-800-772-2222

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## National Industries

National Industries for the  
Severely Handicapped is of-  
fering Interest Free Loans  
of up to \$10,000 designed to  
help work center gain  
Javits-Wagner-O'Day set-  
aside contracts for more  
info contact:

Michael Marcellino, Jr. at  
703-560-6800

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## Medically Needed Program

New Jersey officially  
starts \$80 million  
"medically needy" program  
Tuesday, July 1, to provide  
financial assistance to an  
estimated 200,000 low-income  
working residents with  
costly medical bills who do  
not qualify for Medicaid or  
welfare.

The program expected to  
provide services totaling  
\$80 million in state and  
federal funds to: 100,000  
children under 21, 900,000  
elderly persons, 12,000 deaf  
and blind people and 2,000  
pregnant women.

Some of the services the  
program will pay for include  
physician, dental, optome-  
trist and clinic care; medi-  
cal equipment, such as wheel-  
chairs and hospital beds,  
and laboratory and X-rays  
services.

It also will help people  
obtain eyeglasses, hearing  
aids, orthopedic shoes and  
artificial limbs, and will  
include medical transporta-  
tion, psychological care,  
and home health care ser-  
vices. The program also  
will cover podiatry, chiro-  
practic and medical day care  
and prescription drugs.

However, the program does  
not provide long term or  
institutional care other

than in-patient hospital care for pregnant women.

Eligibility will be tailored to meet the needs of low-income working persons who have high medical bills but whose assets and incomes are too high to make them eligible for assistance under the present Medicaid standards.

For example, a family of four may qualify for participation in the program if it has a maximum monthly income of \$625 with current assets of \$5,300 or less.

Under the program, applicants with incomes exceeding the limit may become eligible at a later date under a "spend down" concept which allows them to deduct the cost of medical bills or their total income. Deducting such costs would bring down their income to the program's limit, at which time they would be eligible for assistance.

For example, a disabled man with high medical and dental bills whose assets total \$2,000 could be eligible for the program even if his monthly income of \$533 is \$200 over the monthly limit for one person.

He would become eligible for the program if he spends an average of \$200 a month on medical bills for six months.

Medicaid, jointly funded by the state and federal governments, pays for medical care for welfare clients and elderly poor and disabled people. However, its low-income standard has screened out thousands of working poor people in the state from receiving assistance because their incomes and assets are just above the welfare level.

For more information, peo-

ple may call the Human Services toll-free hotline, 1-800-624-4684, Monday through Friday from 9 a.m. to 5 p.m.

Applications may be made through county welfare agencies or boards of social services where the staffs will be able to determine a person's eligibility for the new Medically Needy program.

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## Central Jersey Report

BY: Allen L. Waters, Facility Specialist

Since few highlights in Central Jersey Facilities were shared, I took the opportunity to review an old article by James R. Dudley and Mina S. Schart entitled "THE MISSING LINK IN EVALUATING SHELTERED WORKSHOP PROGRAMS: THE CLIENT'S INPUT". Some of the concerns generated dealt with the extent of client involvement and participation in determining and planning for their vocational future - are clients actively involved or is this strictly a task left to the "professionals"? Is your facility obtaining honest feedback on its programming from all possible sources or are you only listening to those who tell you what you want to hear? What is your facility doing different now versus ten years ago to prepare the clients for outside employment? Are you doing your best to develop an effective program or only providing a "refuge from the outside world"? What are the perceptions of your client's disabilities and the barriers to employment? Is your facility a part of the solution, or problem?

For those of you who can provide a truly satisfactory



answer to these concerns, the challenge is to do better. For you who are unable to provide a satisfactory answer, the challenge is to try harder. Recognizing tight resources and past achievements, we all can play an effective role toward "Making the best better", Are you doing your part???

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### Happenings in North Jersey

By: Carroll J. Mrowicki, Facility Specialist

Congratulations to the staff of Harbor House, Psycho-Social Center in Paterson, New Jersey who recently moved into their new facility.

Congratulations are also due for Mike Myers at Boland Rehabilitation in Newark and Donna Horan of Occupational Center of Hudson County, who recently were promoted to the position of Director of Professional Services at their facilities.

Welcome back and congratulations to Tara Moses of OCHC in Jersey City who recently had a baby boy named Andrew.

\*\*\*\*\*

### South Jersey News

BY: James Agre, Facility Specialist

The following changes recently occurred in the South Jersey area:

\*New Director at Atlantic Opportunity Center, Ms. Linda Carney.

\*New Vocational Services Director at Cumberland Guidance Center Ms. Louise Alexander.

\*New Vocational Services Director at TRIS Ms. Susan Beadle.

\*New Vocational Services Director at AAMH of Mercer County Ms. Robin Read.

\*New Director of Services at Goodwill of South Jersey Mr. Joseph Doney.

\*Ms. Diana Carter has been promoted to Work Adjustment Counselor at Occupational Training Center of Burlington County.

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### Aiming for September/October 1986 Distribution

The NJDVRS Facilities Unit publication titled Vocational Rehabilitation Facilities Directory/Fee Schedule is currently being updated and revised. Printing and distribution will be completed by the end of September or early October.

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### Conference Announced

The New Jersey Coalition on Disabilities Alcoholism and Drug Abuse will hold its First Annual Conference October 27, 1986, at the Somerset Marriott Hotel. Professional registration fee is \$35.00. The conference will run from 8:30 to 4:30. For further information call 201-340-3700 from 9-5 weekdays.

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### Food for Thought:

Coming together is a beginning. Keeping together is progress. Working together is success.

- Henry Ford

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Happiness makes up in height for what it lacks in length.

- Robert Frost

## Disability Code Change

Division of Vocational Rehabilitation Services/Regional Services Administration. Administration (DVRS/RSA) Disability Codes have been changed as follows:

Code 630, 632 - Specific Learning Disability changed to:

Code 700 - Specific Learning Disability

Please note this in filling out your Monthly Sheltered (Extended) Employment Population Update (MSEPU) forms.

\*\*\*\*\*

## Attention - Executive Directors and Key Financial Personnel

### Do You Want To?

- ° Improve Agency Cash-Flow
- ° Not worry about monthly Reports to funding sources and Board of Directors being completed accurately and on time.
- ° Have staff and client payrolls prepared by one person from start to finish.
- ° Have instant access to critical management information.
- ° Spend less, or no time, with state auditors and more on the golfing course or at the local pub or spa.

THEN:

Attend the coming NJRF-DVRS sponsored seminar on computer-oriented facility management planned for this fall or winter.

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## Work Behavior Key to Employment

BY: Larry Conti

At the Work Activity Training Center (WATC) program directors' meetings in March and June 1986, Ron Martin and Tom Buffuto respectively, in their presentations addressed the question of "What does an individual need to move on to employment?" They spoke of what makes for a good job coach and employment program. As the purpose of the WATC's is to prepare people for employment, it is important to focus on the above question. Actually, the following pertains not only to WATC's but also Adult Training Centers (ATC), the Extended Employment program and any program preparing individuals for employment.

A research article from Virginia Commonwealth University stated that "the most critical aspects of an individual's capacity for employment are: parent support, a friendly social personality, and a desire to work....I.Q. scores, test scores, or academic abilities are not necessarily important features of the successfully employed retarded worker." Both Ron and Tom supported these findings from personal experience.

Both found that client interest in obtaining employment is one of the biggest factors in getting a job. But that no matter how interested the client, if the parents or guardian emphatically say "no" you are spinning your wheels, as parental support is vital.

The third factor, good social skills and a pleasant personality are also impor-



tant. Is it surprising that this is true? It should not be. For every worker including you and I need these skills to obtain and maintain employment. The most frequent reasons workers are fired are for fighting with the supervisor and/or co-workers, and not consistently coming to work.

You will notice there has been no mention of whether the individual can do a specific job, punch a time clock or count to ten. There is a difference between "work" or "job" skills and work behavior. It is the job of the centers to train people in appropriate work behavior. After that, employment programs such as Project H.I.R.E. or the Transitional Employment Program can teach specific job or job skills on the actual job. For no matter how many jobs a person knows or what their job skills, if they do not have appropriate work behavior they will not maintain employment.

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### **State Bar Sponsors Free Speakers Bureau**

Attorneys from the New Jersey State Bar Association's Speakers Bureau are available to speak to business, educational, civic and social organizations on a wide range of law topics. Some of the subjects include: adoption, divorce law, juvenile delinquency, legal concerns of the elderly, criminal law, rights of the mentally handicapped, women's rights, etc. An expert New Jersey lawyer can be selected to speak to your group upon request.

For further information on

the Speakers Bureau, call the NJSBA Speakers Bureau at (609) 394-1101.

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### **PIP Alive And Well**

The Placement Incentive Program will continue to operate in Fiscal Year 1987 so keep those placements coming.

\*\*\*\*\*

### **Supported Work**

Supported Work is coming in one form or another. Give it some thought. Come up with an idea - let us know. Maybe there will be some money for it in the near future.

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### **DVRS Marketing Plan**

Call your Local Office Manager and ask him/her about it. That's the best way to make sure you have a part in it.

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### **Interesting Fact:**

A study of 792 placements of sheltered employees in competitive jobs here in New Jersey found that 80% of those placed were in their first or second year of Extended Employment.

\*\*\*\*\*

# Basic DVRS Program

Facility Quarterly Report 3-86 YTD

Traditional

Facility Name	DVRS Refer	Start Eval	Start WAT	Start Skill	Other Spon	Drop Eval	Drop WAT	Drop Skill	Comp Place	Shelt Place
Abilities NW	21	20	10	0	57	6	0	0	1	8
Abilities So.	103	74	55	0	97	31	27	0	11	42
Assoc Craft	132	78	29	13	23	34	7	5	18	22
A C O C	78	56	39	0	1	23	6	0	0	37
August Hoehe	24	18	15	0	91	1	0	0	1	22
Boland Rehab	101	54	20	19	168	27	9	7	20	12
Camden UTC	51	42	36	0	1	8	3	0	4	20
Cumberland	75	81	57	0	33	27	10	0	35	29
Edison SW	0	1	0	0	32	0	0	0	0	0
Friendship H	85	88	71	10	539	21	11	0	75	5
Goodwill NJ	231	186	91	15	51	21	11	2	51	15
Goodwill So.	73	39	30	0	3	19	5	0	8	22
Highlands	30	21	19	0	119	3	1	0	5	14
H O T C	78	51	31	7	296	10	13	2	13	3
Jersey Cape	23	18	9	0	0	5	2	0	2	6
JVS	125	59	43	0	0	9	8	0	15	15
Joseph Fineman										
Mormouth CVR	96	95	32	0	161	34	8	0	7	8
OC Essex	116	69	55	0	266	11	6	0	3	46
OC Hudson	47	44	25	0	150	13	5	0	0	24
OC Union	50	33	24	0	219	9	11	0	8	43
OTC Handi. CK	39	25	22	0	64	6	4	0	3	7
OTC Burlington	100	80	53	0	10	18	11	8	8	10
OTC Mercer	67	51	32	12	16	8	2	1	11	41
Ocean Co. OC	22	22	13	0	57	5	2	0	4	13
Raritan Valley	93	64	52	0	172	17	8	0	16	36
St. John of God	20	12	10	6	0	5	0	0	10	7
Salem Co. OC	22	31	26	0	0	9	5	0	11	12
Thrift Shop Un	26	10	10	0	10	3	0	0	3	9
OTC SOMERSET	18	0	10	0	30	0	2	0	0	12
West Essex	172	80	63	0	27	13	24	0	12	22
West Hudson	3	0	0	0	15	0	0	0	0	1
Wrk Opp Ctr	38	32	27	0	120	4	3	0	7	9
State TOTALS	2159	1534	1009	82	2828	400	204	25	361	572
Year Ago	2179	1641	1018	110	2435	575	206	38	394	525
Two Year Ago	2176	1680	904	113	1919	615	245	32	372	490
Three Year Ago	2481	1747	1014	132	1589	508	200	39	237	502
Four Year Ago	2174	1647	849	163		270	138	26	315	
Five Year Ago	2029	1455	968	164		248	106	12	310	

# Sheltered DVRS Program

## Facilities Quarterly Report 3-86

Sheltered	No. Cl E.E.	A D A E.E.	Wait List	Hour Wage	Clnt Plcd	Wage After	Time in one	E.E. in one-3	in Years Thr-5	Over 5
Abilities NW	46	40	0	\$0.91	1	\$3.35	1	0	0	0
Abilities So	131	123	0	\$0.94	4	\$3.39	2	2	0	0
Assoc Craft	61	45	0	\$1.18	2	\$4.18	0	2	0	0
A C O C	164	92	0	\$1.51	0	\$0.00	0	0	0	0
August Hoehne	76	69	0	\$0.73	4	\$3.76	1	1	1	1
Boland Rehab	85	58	0	\$0.80	0	\$0.00	0	0	0	0
Camden OTC	60	60	6	\$1.10	4	\$0.00	3	0	1	0
Cumberland	7	62	0	\$0.92	5	\$4.19	2	3	0	0
Edison SW	13	11	0	\$1.86	0	\$0.00	0	0	0	0
Friendship H	62	58	0	\$1.51	3	\$0.00	1	1	0	1
Goodwill NJ	48	38	0	\$1.80	3	\$3.50	0	0	0	0
Goodwill So.	56	49	0	\$2.10	5	\$3.00	3	1	1	0
Highlands	48	37	0	\$0.99	3	\$3.82	2	1	0	0
H O T C	40	37	0	\$1.61	0	\$0.00	0	0	0	0
Jersey Cape	56	43	0	\$1.30	1	\$4.00	1	0	0	0
Jewish Voc S	77	50	0	\$1.84	2	\$4.75	2	0	0	0
Joseph Fineman		closed								
Monmouth CVR	58	48	0	\$1.22	0	\$0.00	0	0	0	0
OC Essex	271	232	0	\$1.15	6	\$4.85	2	4	0	0
OC Hudson	77	65	0	\$1.44	0	\$0.00	0	0	0	0
OC Union	244	218	0	\$1.13	5	\$3.80	2	3	0	0
OTC Handi. CK	129	67	0	\$1.31	4	\$3.85	2	0	1	1
OTC Burlington	111	89	0	\$1.24	0	\$0.00	0	0	0	0
OTC Mercer	108	98	0	\$0.90	3	\$3.50	0	2	0	1
Ocean Co. OC	85	85	0	\$1.03	3	\$3.50	0	3	0	0
Raritan Valley	158	133	0	\$1.10	4	\$4.13	1	1	2	0
St. John of God	50	55	0	\$0.93	0	\$0.00	0	0	0	0
Salem Co. OC	69	53	0	\$1.05	2	\$5.88	1	1	0	0
Thrift Shop Un	34	29	0	\$1.60	3	\$3.65	2	1	0	0
OTC Somerset	45	47	0	\$1.54	0	\$0.00	0	0	0	0
West Essex	99	89	0	\$1.53	8	\$4.75	4	4	0	0
West Hudson	27	19	0	\$0.00	0	\$0.00	0	0	0	0
Work Opp Ctr	104	92	0	\$0.76	3	\$3.65	1	1	0	1
----- TOTALS	2699	2290	6	\$1.18	78	\$3.65	33	31	6	5