

Program Evaluation

Programs & Services

Support is our structure.
Growth is our goal.



Our Mission & Vision

We uplift people and businesses through purpose-powered programs and manufacturing, creating inclusive opportunities for individuals with disabilities.

We Give Good Work Wings

VALUES

PEOPLE

We unlock human potential.

We uplift individuals to thrive through learning, leadership, and support.

QUALITY & EXCELLENCE

We hold ourselves to the highest standards.

Our culture of quality drives excellence in our manufacturing and programs.

PARTNERSHIP

We elevate each other.

We work with shared purpose to achieve more together than we could alone.

INTEGRITY

We act with honesty, transparency, & respect.

We earn trust by doing what's right for our people, our partners, and our communities.

Overview

During FY 2025—2026, Programs and Services advanced through a year of organizational renewal, program growth, and expanded participant impact while maintaining a strong commitment to quality supports.

Following the rebrand and refresh of the organization’s mission, vision, and values, the team strengthened core services, expanded day program admissions in INTERACT and Life Skills by 44% over the prior fiscal year, and continued to deliver meaningful outcomes across pre-ETS, Employment Services, Community Living, abilIT, and staff development initiatives.

The year also included successful participant milestones, the launch of a new partnership with Melwood Community Services, targeted direct support professional training, and continued investment in staff capacity.

Looking ahead, the primary opportunity is to translate this momentum into a more outcomes-driven narrative that clearly connects program growth, participant success, staff development, and strategic priorities for the coming year.

KEY FOCUS AREAS:



Strong program growth & reach



Meaningful participant outcomes & new opportunities



Investment in staff capacity & stronger services

2026 AT A GLANCE:

44%

Increase in Day Program admissions

139

Students Supported Through Pre-ETS

3

abilIT graduates

Annual Recap by Department

PRE-EMPLOYMENT TRANSITION SERVICES

Our pre-ETS team continues to prepare students for successful transitions from high school to employment, community participation, and/or postsecondary education. During this fiscal year, the team supported 139 students and achieved multiple student milestones. Our program continues as a strong performer in the state.

DAY SERVICES: INTERACT & LIFE SKILLS

INTERACT and Life Skills experienced tremendous growth in admissions, expanding day program admissions by 44% over the prior fiscal year. Our reach is now beyond Transylvania County. Our day program services continue to be dynamic and robust focused on community engagement and meaningful experiences.

EMPLOYMENT SERVICES

Our Employment Services team navigated a year of transition, including internal staffing changes and shifts within our EIPD partner team. Despite those challenges, the team is using creativity, collaboration, and new approaches to strengthen service delivery and create a more consistent experience for participants and partners. The Provider Innovation Grant awarded for FY 2027 will further reinforce these efforts and create opportunity to build on the team's progress.

COMMUNITY LIVING PROGRAM

Our Community Living Program is about living the life you choose. We are fortunate to have a consistent team of DSPs who care and show up for our residents. This spring, the Tanjer group home took their annual vacation to the beach, creating opportunities for relaxation, adventure, and plenty of fun. It's moments like this that capture the joy of the experience and that make community living so meaningful.

Annual Recap by Department

ABILIT: POWERED BY MELWOOD

We added abilIT in partnership with Melwood Community Services in October 2025 and graduated three participants in Cohort 1 in May 2026. Cohort 2 got underway in June 2026.



Congratulations to the first cohort of ALULA abilIT!



Pictured from left to right: Carla Hill, Programs Director; Erica Whitaker, abilIT Employment Development Specialist; Chelsea Goodman, abilIT graduate; Eliza Owenby, abilIT graduate; Brad Warfield, abilIT graduate; Erin Baty, abilIT Professional Skills Trainer; and Wes Shipley, abilIT Technical Trainer.

Programs & Services Impact

Our Programs & Services expand possibilities for belonging. We provide services and supports that inspire community engagement, employment opportunities, health & wellness, independent living, & self-advocacy.

Life Skills Day Program

Offers activities designed to enhance social, physical, & emotional well-being for individuals with complex needs. Promotes personal independence and freedom of choice. It also serves as support for care-givers.

INTERACT Day Program

Focuses on independent living skills, personal choice, community engagement, self-advocacy, & health and wellness. **INTERACT** was formed from the core principles of: Interact, Network, Teach, Engage, Relate, Achieve, Connect, Together.

Employment Services

Assists individuals achieve their desired employment outcomes along with learning the job tasks, develop relationships with co-workers, & create natural workplace supports & self-advocacy. Employment Specialists also support the needs of the community employers.

Pre-ETS

(Pre-Employment Transition Services)

Help students with disabilities between the ages of 14-21 prepare to transition from high school. Assist students identify & explore career interest while they are still in school with the goal of preparing students for post-secondary education, training, or employment.

Supported Community Living

Our two homes provide a safe & supportive environment for housemates to have self-directed lives within their own communities. DSPs promote personal choice, while residents learn new skills for independent living.

Supported Independent Living

Offers assistance to an individual living in their own home or apartment. DSPs help with all aspects of daily living including cooking, transportation, housework, health and wellness, & community engagement.

abilIT

A 14-week program that builds IT skills, prepares participants for industry-recognized certifications, and provides support toward employment in IT, cybersecurity, and tech-adjacent fields. In partnership with Melwood.

As of June 2026, we served:

- **62 clients** in Employment Services
- **23 employers** in the community
- **139 students** enrolled in Pre-ETS
- **45 participants** in Day Programs
- **7 individuals** in Community Living
- **2 individuals** in Supported Independent Living

Pre-ETS

Pre-Employment Transition Services

During the 2025-2026 academic year, Preparation for Employment Success provided pre-employment transition services to 139 students across eight schools. School partners included high schools in Henderson, Polk, and Transylvania counties, as well as one charter school in Henderson County. The program also served home-schooled students.

The program serves students with disabilities ages 14-21 by helping them explore employment and career opportunities. Activities include job exploration counseling, workplace readiness training, self-advocacy instruction, and work-based learning experiences. Services were delivered in ways that aligned with teacher needs and school district requirements.

SCHOOL	139 STUDENTS
Brevard High	38
East Henderson High	21
Fernleaf Community Charter	4
Hendersonville High	11
North Henderson High	28
Polk County High	12
Rosman High	9
West Henderson	13
Homeschool	3

CLASS OF 2026 OUTCOMES | 38 TOTAL GRADUATES

58%

graduates
employed

3%

pursuing post-
secondary education

5%

involved in other
day programs

26%

no services at
graduation

34%

received EIPD
services

INTERACT & Life Skills

We are growing—and so are the opportunities for the people we support. In 2025—2026, we welcomed eight new individuals, with four joining Life Skills and four joining INTERACT.

We expanded opportunities to build skills, explore interests, and express creativity while placing a greater focus on health, wellness, and movement through activities like pickleball, basketball, and swimming. Even everyday routines, like taking turns filling the ice water jug each morning, create opportunities to build independence, confidence, and healthy habits. **52%** of all enrolled INTERACT participants either had jobs or were in the job search process.

HIGHLIGHTS INCLUDE:



ServSafe Certification

Five participants earned ServSafe certification, with two more preparing to retest. One participant is already using the certification in a food industry job. Employers like the certification because it better their health ratings.



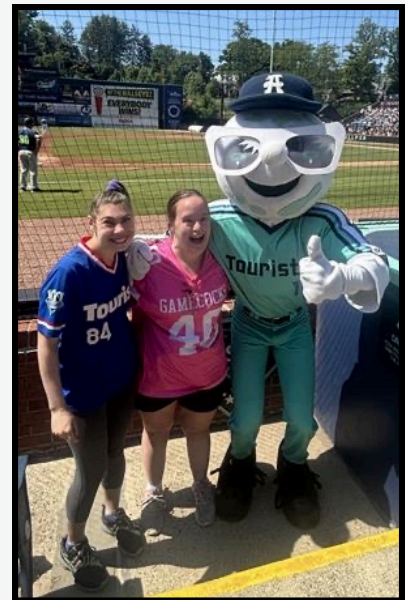
Digital Storytelling

Participants joined a Digital Storytelling class at BRCC, creating, editing, and narrating stories that reflected their interests and personalities.



ALULA Quilt Project

Participants are creating an “ALULA quilt,” building fine motor skills while learning hand sewing and sewing machine techniques.



Day Program participants enjoy an Asheville Tourist baseball game.

GROWING LEADERSHIP

We established Team Lead roles for INTERACT and Life Skills, elevating deserving staff while adding support and consistency for DSPs and participants. We also created three Subject Matter Expert roles - **Self-Advocacy, Community Engagement, and Aging Adults and Disability** - to deepen expertise and strengthen our focus in these areas.

Community Partnerships

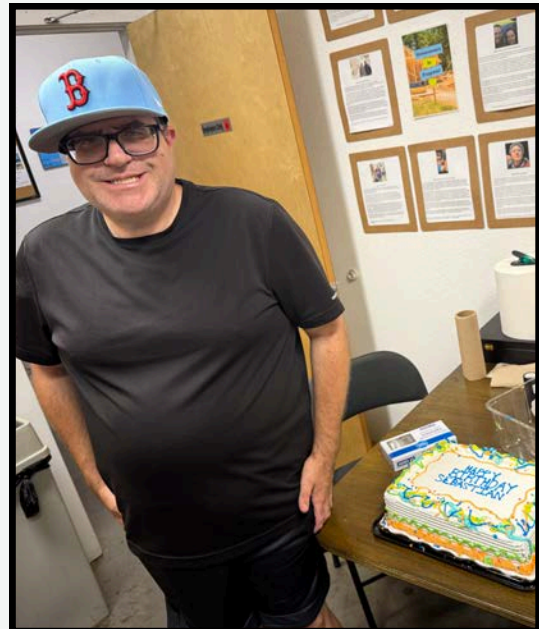
Everyone deserves the opportunity to belong, contribute, and make a difference. Through volunteer opportunities and community connections, our participants build relationships, discover new possibilities, and share their talents with the communities around them. These experiences create meaningful connections—and help build a community where everyone has a place to shine.

VOLUNTEERING

- The Boys and Girls Club
- Bread of Life
- Brevard Fire Department
- Free Rein
- The Family Place
- Habitat for Humanity
- Hospice Home Store
- Hunger Coalition - Mary C. Jenkins Community Center
- Meals on Wheels
- Mountain Sun School — Learning Buddies
- North Carolina Forest Service
- The Haven
- The Park at Flat Rock
- Safe's Attic
- Sharing House
- Tiger Town
- Transylvania County Animal Shelter
- Transylvania County Library

PARTICIPATION

- Yoga at the Library
- Cookbook Club
- Stride for Health
- Silvermont
 - The Card Club
 - Art Group
 - Lunch Plus



Day Program participant volunteering at Habitat for Humanity Restore is celebrated with birthday cake.

Supporting Individuals & Families

ALULA's programs create impact beyond the individual participant by helping families and caregivers maintain employment and access needed support.

13

individuals are able to work because they have access to support that reduces their caregiving responsibilities

12

families receive support through services provided to their family member for a portion of the day

Program Growth & Participation

Our programs continue to grow in response to increasing community needs, expanding access to services and opportunities for individuals and families across the region. The following data highlights recent program growth, participation, and geographic reach.

10

new abilit participants

4

new Life Skills participants

4

new INTERACT participants

6 out of 8

new participants from Henderson County

Community Living

Through Community Living, residents are supported in building lives that reflect who they are, what matters to them, and the goals they want to pursue. Community Living includes two welcoming group homes as well as Supported Living services for individuals who choose to live in their own home or apartment. Each person's support is shaped around their preferences, strengths, routines, and needs, so they can feel connected, respected, and supported in everyday life. During FY 2026, we served 7 individuals in our group homes and 2 individuals through Supported Living.

FUN FACT!

7 of 9 individuals supported have part-time or full-time jobs in our community.

Supports may include:

Community Engagement

Spiritual Activities

Employment Support

Transportation

Access to needed Medical Care

Social Activities

Recreational Activities

Daily Living Supports



Residents enjoying coffee at Cup and Saucer in downtown Brevard.

Employment Services

ALULA Employment Services provides individualized Community Employment Support to help people achieve identified employment outcomes. Staff turnover in the department, combined with EIPD counselor vacancies, reduced our capacity to accept referrals and meet contracted service numbers.

Employment Services provides these supports:

- Identification of employment/career opportunities and resources in the local job market
- Development of realistic employment goals
- Establishment of service plans to achieve employment outcomes
- Identification of resources to achieve and maintain employment
- Coordination of and referral to employment-related services

AVERAGE STATISTICS

18 average hours worked per week

\$13.17
average rate of pay per hour

EIPD CONTRACT DATA

18

Referrals

3

CBA Evaluations,
Situational Assessments

9

Supported
Employment

9

Work Adjustment
Job Coaching

28

Long-term Supported
Employment

2

Internships

Employment & Workforce Outcomes

ALULA's Employment Services Program continues to expand employment opportunities for individuals facing barriers to work while strengthening partnerships with local employers. The following data highlights employment placements, retention, employer engagement, and program reach from July 1, 2025, through June 30, 2026, demonstrating the program's impact on sustained employment and workplace success. Employment Services also provides ongoing employer education, training, and follow-up support.

12

job placements
with **15** employers

30+

individuals employed
6+ months

4

new employers

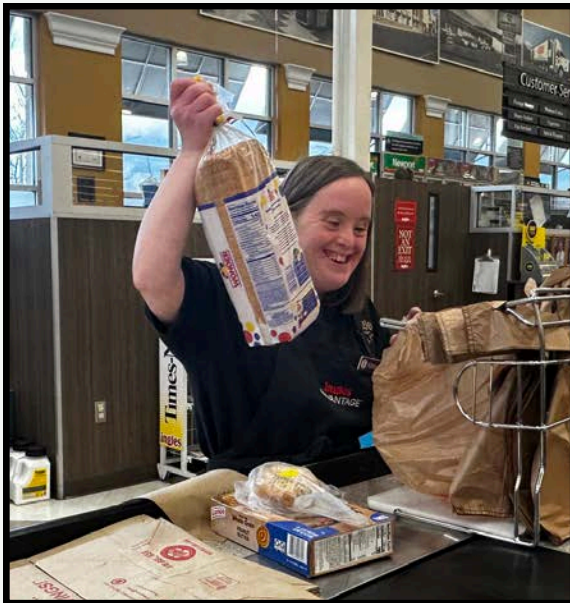
2-3

average employer
referrals monthly

Community Employers

LOCATIONS

- Ace Hardware (McNeeley's)
- ALULA/TVS
- Bojangles
- Brevard College
- Dollar General
- Dover Foods
- Dunkin Donuts
- Encore/Shoe Dept.
- EPIC Theater
- Falls Landing
- Food Matters
- Goodwill
- Ingles
 - Brevard
 - Hendersonville
 - Mills River
- Kid City USA
- Lowe's
- McDonald's
- Sav-Mor
- Transylvania County
- Transylvania County Schools



Kathleen employed with supports at Ingles in Brevard.



Derrick working for Transylvania County.

Building Confidence through Employment

CELEBRATING 5 YEARS OF EMPLOYMENT SUCCESS

Joshua Iverson has been employed at Dollar General for five years through ALULA's Community Supported Employment program, delivered in partnership with the NC Division of Employment and Independence for People with Disabilities (EIPD). Through individualized support focused on his strengths, interests, and employment goals, Josh has developed the skills and confidence to succeed in his role.

"I like working there because of the people I work with," Josh shares. "They all take care of me."

During his employment, Josh has taken on increasing responsibilities, including stocking, cleaning, and customer service. His store manager, Eric Hemphill, has witnessed his growth firsthand and describes Josh as a valued member of both the store team and the community.

"Josh went from being shy when asked a question to being able to effectively help the customer," Hemphill says. "Josh also came to me and asked for more responsibility."

Josh's five-year employment milestone demonstrates the impact of individualized supported employment in helping individuals with disabilities achieve sustained employment, build workplace skills and confidence, develop meaningful relationships, and strengthen their connection to the community.



Joshua Iverson celebrates five years at Dollar General with Manager Hemphill.

Launching abilIT

Launched in 2026, abilIT is a 14-week technology career program helping individuals with disabilities and veterans build skills for careers in IT, cybersecurity, and technology-adjacent fields. In partnership with Melwood, participants receive hands-on technical training, soft-skills development, certification preparation, and individualized employment support—creating new pathways to meaningful, competitive careers.

The program has also strengthened ALULA's partnership with Through the Trees, creating additional opportunities for participants to gain hands-on experience, build professional connections, and explore technology careers. This growing collaboration reflects the power of community partnerships to expand pathways to employment and independence.

“I was pretty timid in the beginning,” Goodman said. “But as I’ve gained knowledge and had people there to guide me, I’ve become much more confident. The hands-on experience has been incredibly beneficial because this is the kind of work many people in IT do every day.”

Chelsea Goodman,
ALULA abilIT graduate

NATIONAL IMPACT

281 graduates
+ growing

74% completion
rate

\$20.11
average hourly pay

100%
tuition-free training

Services Provided

Innovations Waiver, 1915i Medicaid, in-lieu-of services, state-funded services, and State Adult Day Care funding through DSS

Our primary service partners and funders for day services, residential services, and long-term supported employment are Vaya Health and the Transylvania County Department of Social Services (DSS). We maintain annual contracts with DSS and Vaya Health to provide pre-approved services for their members. Long-term Supported Employment is available to individuals who have received Supported Employment through our contract with EIPD.

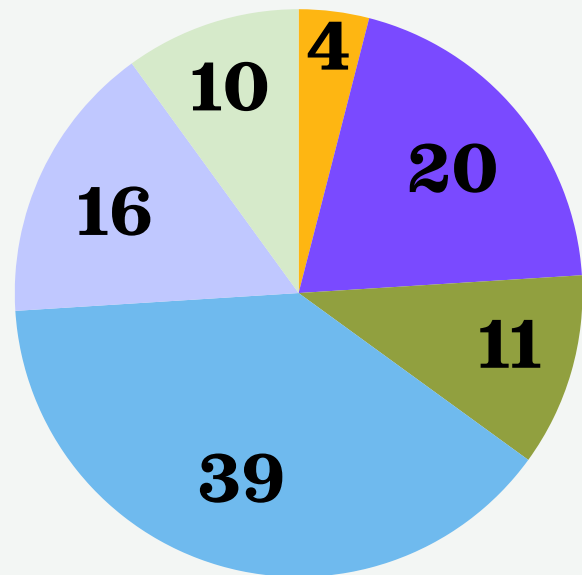
Through our contract with the Transylvania County Department of Social Services, we provide the following service:

- State Adult Day Care

Service Funding

● DSS
 ● "In Lieu of"
 ● State
 ● Innovations

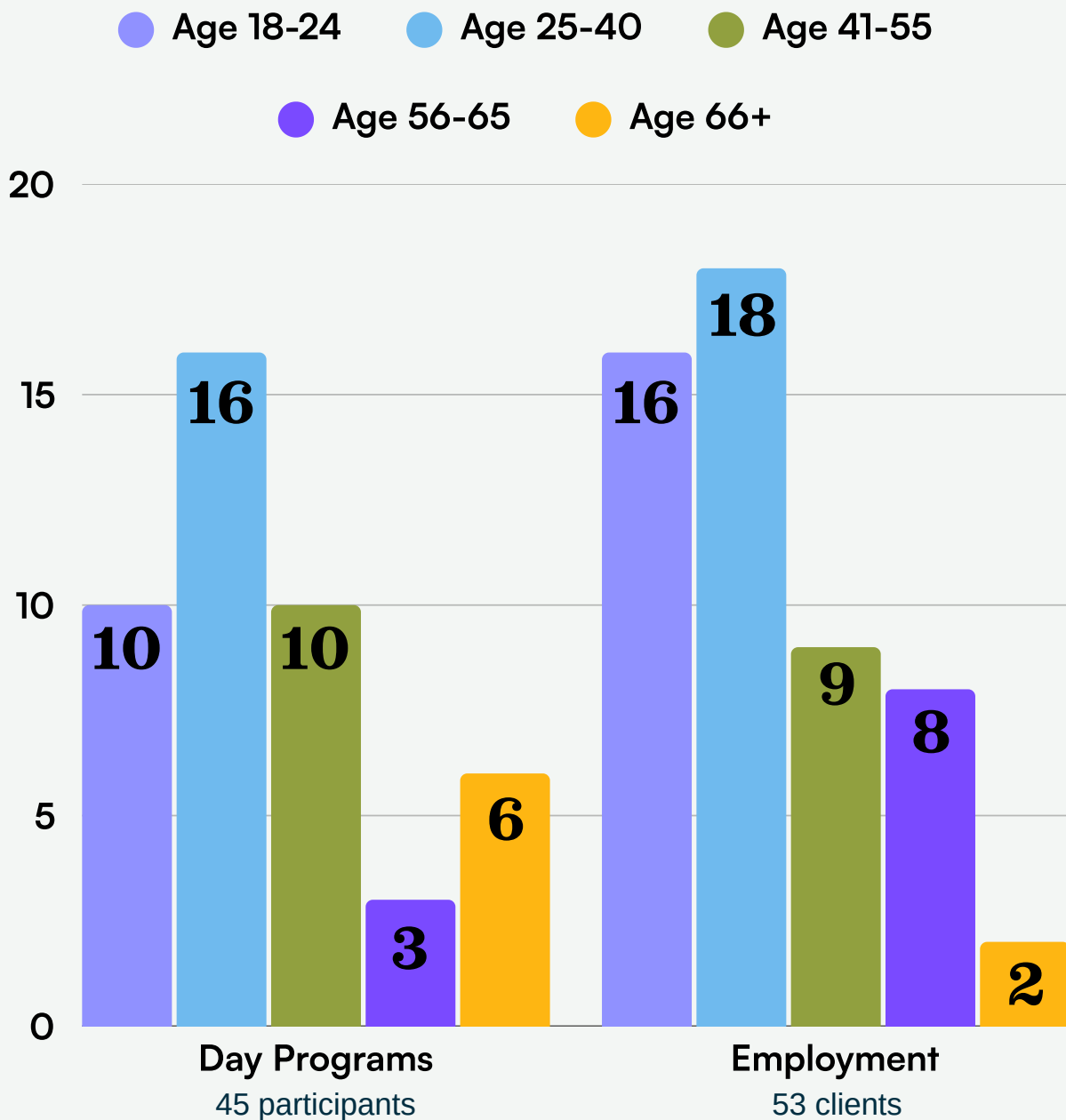
● 1915(i)
 ● Unfunded



Through the Vaya Health contract, we provide the following:

Adult Development Vocational Program	Respite - Non-Institutional Based
Day Support - Group & Individual	Residential Supports
Community Living & Support	Respite - 1915(i)
Community Networking - Individual	Supported Employment
Long-term Community Supports Levels 1, 2, 4, and 5	Supported Employment IDD Maintenance - 1915(i)
Long-term Vocational Supports	Support Living

Participants by Age & Program



Investing in our People

Investing in our people means investing in the people we serve. Through professional development, leadership training, and opportunities to grow, we equip our team with the skills and support they need to create meaningful experiences and lasting impact. This year, our investments in staff development helped strengthen our teams and build an even stronger foundation for the future.

DIRECT SUPPORT WORKER RETENTION GRANT

Through the Direct Support Worker Retention Grant from the North Carolina Department of Health and Human Services, ALULA invested in the continued growth of our Direct Support Professionals, providing three Leadership Fundamentals trainings to strengthen skills, build connections, and support the people who make meaningful experiences possible for our participants.



PROVIDER INNOVATION GRANT

Through the FY 2027 Provider Innovation Grant, ALULA will continue investing in Employment Services, creating new opportunities to strengthen service delivery, support participants, and build on the team's progress.

A Lifetime of Opportunity

FROM FIRST JOB TO RETIREMENT

After 49 years of workforce, Rob McGuire celebrates retirement, a milestone that reflects the long-term impact of our Programs team and competitive employment services.

Rob began his first work experience at ALULA, then TVS. in 1976. With the support of our Programs team, he developed the skills and confidence to pursue competitive employment in the community.

Over the decades, he secured and maintained positions at Goodwill Industries in Brevard, EnMarket, and Ingles Markets, demonstrating reliability and strong job performance.

Most recently, Rob returned to TVS Inc. as a Production Associate, bringing his career full circle. His 49-year journey represents sustained employment, meaningful community partnership, and the measurable outcomes of individualized support.

Rob's career stands as a clear example of ALULA's mission in action. When competitive employment is paired with consistent guidance and long-term support, success is not short term. It lasts a lifetime.



Congratulations Rob!

Programs Kind Words

The impact of these experiences is best captured in the words of those who experienced them firsthand.

“ I love coming here and doing art and making new friends.

INTERACT, Program Participant

“ We are very grateful to have a place where Karl can go and enjoy life with other people. We love that he is able to be a part of things we cannot do for him right now. The staff are all friendly and helpful.

Life Skills, Program Participant Guardian

“ I would highly recommend Ms. Jessica Casey and Mrs. Montana White for their hard work and dedication as Pre-ETS Transition Specialists and the work they do with my students at North Henderson High School. They are experts at helping students connect what they learn in the classroom to real life scenarios and real-life experiences.

Jason Rollins, North Henderson High School, OCS Teacher

“ The most rewarding part of my job is celebrating the successes of our participants. The most fun is doing something different every day.

INTERACT, DSP, Robin

Summary Results

We believe the best way to strengthen our programs is to listen to the people who experience them. Our satisfaction surveys give participants, families, stakeholders, and employers an opportunity to share their experiences and provide meaningful feedback on the quality of our services, relationships, and supports. These insights help us celebrate what's working and identify opportunities to keep growing, improving, and uplifting the people we serve.

SATISFACTION CATEGORY	PERCENTAGE SCORE
Program Participant	95.63%
Programs Stakeholder	97.14%
Supported Employment	100%
Work Adjustment	97.22%
Long Term Follow Up	90.40%
Residential Participant	99.79%
Residential Stakeholder	96.92%

Advocacy & Thought Leadership

ALULA continued to strengthen its voice in the community through meaningful engagement with elected officials and community leaders. During the year, ALULA welcomed visits from Senator Corbin and candidate Jamie Ager, providing opportunities to share our mission, highlight the impact of our programs and services, and advocate for policies that support individuals with disabilities, meaningful employment, and strong communities.



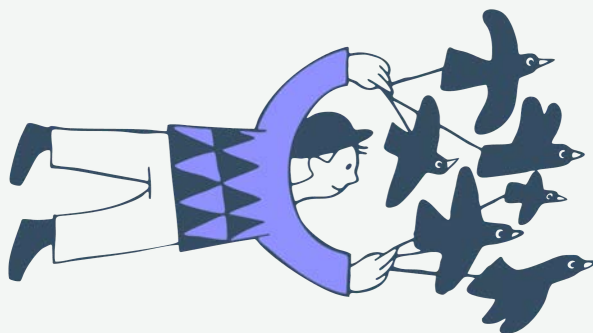
Pictured from left to right: Joe DePippo, ALULA BOD Chair; Carla Hill, Programs Director; Beth Rich, SVP Federal Business Development; Jamie Ager, NC Congressman Candidate; Lora Allemeier, CEO; Jeff Luttrell, Director of People & Culture.

Gratitude

Good work happens because good people show up every day with purpose, creativity, and a commitment to helping others thrive. We are deeply grateful to our dedicated Direct Support Professionals, Employment Specialists, Transition Specialists, Residential DSPs, and every Program Supervisor and Manager who bring our programs to life. Your compassion, flexibility, and determination create opportunities, build confidence, strengthen families, and help the people we serve reach their goals.

We are equally grateful for our Board of Directors, whose leadership, commitment, and belief in our mission help guide ALULA forward. Their continued support ensures that we can grow our programs, respond to the needs of our communities, and continue creating meaningful opportunities for individuals with disabilities.

To every member of the ALULA team and our Board: thank you for giving your time, talents, and heart to the work we do. Together, we are uplifting people, strengthening communities, and giving good work wings.

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