



TRANSCEN inc.
career and workforce development

2014 Annual Report

We are proud to submit the TransCen, Inc. Annual Report for 2014. This year was one of transition for TransCen. After 28 years, our president Richard Luecking retired. Rich has worked tirelessly since 1987 to build a strong and reputable organization that advances career and workforce development opportunities for youth and young adults with disabilities and other barriers to employment. Rich's vision, and that of founding members, Margit Meissner, Judy Borten, and Maggie Roffee, of assisting students with disabilities transition from school to work by focusing on inclusiveness, grew into a much greater mission, which continues to guide the organization of which we are so proud today. Through this vision and Rich's earnest dedication, TransCen, Inc. has become a leader in the industry with a national and international reputation for promoting employment and community participation of people with disabilities through direct services, consulting, technical assistance, and research.

Through an intensive recruitment process, we brought on a new President, Laura Owens. In Laura, the Board of Directors has found an able and highly qualified successor to lead TransCen, Inc. Laura comes to us with a background in K-12 education, higher education, and adult services. She is the founder of an adult service agency in Wisconsin (Creative Employment Opportunities) and an Associate

Professor at the University of Wisconsin – Milwaukee. Most recently she was the Executive Director of a national membership association, APSE (The Association of People Supporting Employment First). The Board and TransCen, Inc. associates are delighted to have her lead the organization after a successful transition from Rich.

Our thanks to Rich for his 28 years of dedicated service to making TransCen the leader in its field. We look forward to many years of collaboration and leadership from Laura.

This report summarizes the numerous projects, ongoing and new, that represent TransCen's critical role in advancing employment opportunities for youth and young adults with disabilities around the country. Included among our cutting edge projects, TransCen was awarded the management of the Maryland PROMISE initiative, as well as the Rehabilitation Research and Training Center (RRTC) on Vocational Rehabilitation Practices for Youth and Young Adults.


We look forward to continuing our work with our many partners as we continue to advance career and workforce development opportunities for youth and young adults with disabilities in the next year.


Oliver Moss, Chair



since 1986 Our work has been driven by
the belief that there is a job for everyone who wants one.

We believe that the nature of one's disability, the need for
support and accommodation, economic status and other life
factors should not be barriers to employment for anyone.





TransCen, Inc. is a non-profit 501(c) 3 organization dedicated to advancing career development, employment success, and community participation for people with disabilities and other barriers to employment. We do this through direct services, training, consultation, and research on a local, state, national and international level.

Our dynamic staff provide training and technical assistance covering a wide range of topics in the fields of secondary and post-secondary education and employment, ADA compliance, and career and workforce development.

TransCen will continue to be a learning organization that...

- links resources and leadership with results
- alters practices to better serve those around us
- translates knowledge from research into everyday practice
- contributes to policy development and practice in America and abroad
- works at the grassroots level and applies what we learn to national and global audiences

TransCen, Inc. has...



created over **90**
local, state and national programs



helped over **20,000** youth, adults,
and veterans become employed



trained over **126,450** individuals



received **22** awards



authored over **100** publications



conducted business in **50** states and
10 countries



meet julio

Julio Dominguez joined WorkLink this year after completing a high school transition program. He knew he wanted to work, but didn't know where. WorkLink gave him a chance to explore his interests, and with the help of an expert team, Julio obtained his first paid job at Starbucks where he learned customer service skills. WorkLink also assisted Julio in obtaining a second job at American Apparel, where he worked in the stockroom. After four years in this position, Julio wanted something more challenging; a position that was more career-oriented.

Julio decided to participate in WorkLink's Project SEARCH internship program, starting a year-long internship at Kaiser Permanente's San Francisco Medical Center. Here, Julio focused on materials management and working in the distribution center. He learned how to process incoming supplies, and distribute them throughout the hospital. Julio also learned soft skills such as time management and flexibility, and gained an understanding of the various employability issues that might come up on a job. Julio graduated from the program a polished professional – with solid skills and glowing letters of reference from his Kaiser managers.

Today, Julio is a valued member of the IDEO.org team. IDEO is a nationally recognized industrial engineering firm and IDEO.org is the company's non-profit division, dedicated to using IDEO's human-centered design methods to alleviate poverty or solve social issues. Julio's co-workers see him as a valuable asset, and he loves working with his creative co-workers—and "bowtie Thursdays." As his co-workers will attest, Julio is the first one to the office every morning and always has a smile on his face. Jessie Chamberlin, his supervisor, states that, "Aside from the amazing efficiencies Julio has created for our office, his presence and attitude have improved our office culture dramatically. He is friendly, engaging, and unbelievably thoughtful to everyone he comes in contact with and we're so grateful to have him on our team."



2014 highlights

Direct Service Programs



WorkLink — Based in San Francisco, CA, WorkLink provides transition and employment services to job seekers with significant disabilities. The services assist individuals achieve employment customized to their individual skills, interests, and support needs. In 2014, **21 individuals** who participated in WorkLink services were either working in supported employment (SE) positions in the community or a hybrid of SE and day services. WorkLink also began job development services for **7 additional individuals**. WorkLink has been operated by TransCen, Inc. since 1996 and is funded by the Golden Gate Regional Center and by the California Department of Rehabilitation (DOR). (www.worklinksf.org)



Add Us In — Add Us In is a partnership between TransCen, Inc., the Hispanic Business Foundation of Maryland, the Hispanic Chamber of Commerce of Montgomery County, and the Montgomery County Workforce Investment Board. This initiative is designed to identify and develop strategies to increase employment opportunities within the small business community for individuals with disabilities. In 2014, over **150 small and mid-sized businesses were contacted**, and through these relationships, **63 internships, job try-outs and/or direct hires** were obtained. Add Us In is funded by the U.S. Department of Labor's Office of Disability Employment Policy. (www.dol.gov/odep/Addusin/)



Montgomery County (Maryland) Public Intern Project — The Montgomery County Public Intern Project was established in 2007 to create flexible and customized work opportunities in County departments for individuals with significant disabilities. With TransCen’s assistance, the County established a disability hiring preference and a Non-Competitive Hiring Initiative. In 2014, **four public intern participants** were hired in County merit positions as GS-5 Office Assistants in the Department of Health & Human Services, the Department of Environmental Protection, and the Department of Corrections, through the new Noncompetitive Hiring Initiative. A Scanning/Office Assistant position was also created through a consulting contract for another public intern participant in the Department of Finance.



YWD: Youth Employment Service & Summer Youth Employment Project — TransCen’s Youth Employment Services (YES) and Summer Youth Employment (SYE) Projects through the Maryland Division of Rehabilitation Services (DORS) were so successful in 2011-2013, the projects were continued in 2014.

- **Summer Youth Employment** — DORS counselors referred **25 eligible youth** to participate in a six week internship, working up to 30 hours a week. Interns received a bi-weekly stipend provided by DORS. The SYE staff exceeded expectations by obtaining **29 internships for qualified individuals**. The youth interns also received on-site, post-placement job supports, and follow-up services. With the new skills gained through their SYE participation, **two youth were directly hired** by their employers.

- **YWD: Youth Employment Service** — In partnership with Montgomery Works: Workforce Investment Board, the YES Program conducts career exploration workshops, targeting 250 youth to participate each year. In 2014, **258 youth participated** in both “Are You Ready to Work?” and “Why Should I Hire You?” workshops. Thirty-four active youth graduated from high school with a diploma or a certificate of completion and many went on to attend college. After being exposed to various employment fields through the workshops, **21 youth received employment services** and obtained paid employment in fields including retail, child care, hospitality, banking/finance, and clerical work.

Grants and Projects



Mid-Atlantic ADA Center — (www.adainfo.org) In 2014, the ADA Center sponsored **150 training sessions, training nearly 7,000 participants** on a wide variety of topics related to the ADA. Highlights include:

- Webinars: The ADA In Focus webinar series included topics on traumatic brain injury and effective communication in correction facilities and employment settings. Seven sessions of the series were presented and attracted **1,200 people** nationwide. Center staff presented other webinars for over **400 participants** including the popular three-part series on the 2010 Standards for Accessible Design.

- Customized Training: The ADA Center developed and presented **23 customized training sessions** in 2014. These trainings were provided to state and local governments, the federal government, and non-profit agencies.
- Assistive Technology Consortium: The Center's Assistive Technology Consortium conducted **37 trainings** for **800 people**, using a newly developed curriculum on assistive technology and emergency evacuation.
- ADA Leadership Network: The ADA Leadership Network continues to grow. In 2014, the ADA Center held 4 two-day "train the trainer" events, adding **48 experienced trainers** to the Network. ADA Leadership Network members conducted **53 sessions** using training modules developed by the Northwest ADA Center at Cornell University.
- Annual Conference: The ADA Center's 21st Annual Mid-Atlantic Update Conference took place in September, 2014 in Baltimore, MD. Nearly **300 people** representing state, local, and federal government agencies, businesses, and non-profit organizations participated in **20 sessions** with 4 topical tracks: employment, state and local government, access and design, and general ADA topics. Equal Employment Opportunity Commissioner Chai Feldblum delivered the keynote address.
- Outreach: The ADA Center's online presence continued to grow in 2014, especially with social media. The Center has over **2,000 Twitter followers** and over **500 Facebook fans**.

PROMISE — The PROMISE initiative is intended to improve the provision and coordination of services for youth Social Security Income (SSI) recipients and their families. The services help youth recipients achieve better outcomes, including graduating from high school ready for college and a career, completing post-secondary education and job training, and obtaining competitive employment in an integrated setting. As a result, these youth can achieve long-term reductions in reliance on SSI. TransCen, Inc., together with the Maryland Department of Disabilities and Way Station, Inc., is leading this **five-year model demonstration and research project** for the state of Maryland, which is one of six participating sites. Recruitment and enrollment activities started in April 2014, and **by the end of the year, 28% of the target population had enrolled in the pilot program**. Services for youth and their families are provided and a key feature of the intervention includes career and work-based learning experiences. PROMISE is a joint initiative of the U.S. Department of Education, the U.S. Social Security Administration, the U.S. Department of Health and Human Services, and the U.S. Department of Labor.

(www.mdpromise.org)

Center on Transition to Employment for Youth with Disabilities —

The purpose of the Center on Transition to Employment for Youth with Disabilities is to identify, research, and disseminate evidence-based practices which contribute to successful employment outcomes for youth with disabilities making the transition from school to adult employment. Through **six discrete studies** (ongoing in

2014), the Center researched strategies and circumstances that produce optimal employment and career achievement for youth who continue to transition from school to adult life with much lower prospects for employment success than their non-disabled peers. TransCen, Inc., together with the Virginia Commonwealth University Rehabilitation Research Training Center, is partnering in the operation of the Center, which is funded by the National Institute on Disability and Rehabilitation Research in the U.S. Department of Education.
(www.transitiontoemployment.org)

Training, Consultation and Technical Assistance

TransCen's dynamic and expert staff provide trainings, consultations, and technical assistance covering a wide range of topics to various entities. Some of the topics covered in 2014 included secondary education, school-to-work transition, employment, ADA compliance, organizational change services, and career and workforce development. TransCen provided these services to federal, state, and local government entities, school districts, professional and advocacy organizations, employment service organizations, and private businesses.

Additional 2014 TransCen Highlights

- Completed our 3rd year with the Iowa Departments of Education, Vocational Rehabilitation, and Developmental Disability Council to improve systems so that Iowa youth with developmental disabilities transition from secondary education to fully integrated, competitive employment. In 2014, TransCen provided technical assistance to **five designated sites in Iowa** serving as Model Employment Transition Sites (METS);
- Provided organizational transformation consultation as part of Ohio's Employment First Initiative to **10 adult service providers** in 2014;
- In partnership with the Community College System of Vermont for Employment Specialists, developed a curriculum to train employment specialists;
- Developed curriculum and a "train the trainer" instruction for Opportunity Source (Northwest Community Action Programs (NOWCAP) of Wyoming, Inc.), an organization assisting individuals with disabilities in finding employment;
- Provided a customized employment curriculum and a "train the trainer" instruction for the District of Columbia government; and
- Provided ACRE (Association of Community Rehabilitation Educators) training and certificates for a **third cohort of employment specialists** in Michigan.

financial statement

October 2013 - September 2014

Total Revenues: \$4,170,476

9%

\$390,808

Other Revenue

15%

\$617,038

Purchase of Service
Revenue

76%

\$3,162,630

Government Grants

Total Expenses: \$4,032,229

12%

\$471,656

General Administration

25%

\$1,017,069

Mid-Atlantic ADA
Center

63%

\$2,543,504

Employment and
Technical Assistance
Programs

board of directors

Oliver Moss chair
Bank of America/Merrill Lynch

Carolyn Post vice-chair
Parent

Laura Owens president
TransCen, Inc.

Joseph Hawkins, Jr. treasurer
Westat

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Margit Meissner
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