



2018

ANNUAL REPORT

Building Meaningful Lives

A LETTER

FROM OUR BOARD CHAIR



Dear Friends:

I am excited to present TransCen's 2018 Annual Report – **"Building Meaningful Lives"**

It was another successful year of providing innovative services to youth and adults with disabilities in their search for meaningful employment and community inclusion and providing trainings and consultation/technical assistance to those in the field who serve individuals with disabilities and share our vision – that there is a job for everyone who wants one, regardless of the nature of their disability. A major theme this past year, and in the year ahead is capacity building – both within TransCen – and for providers and stakeholders across the country whose services align with our mission.

We expanded our Employment & Support Services work in Maryland, and now serve Cecil and Harford Counties along with Montgomery County.

The Training & Technical Assistance division continues to be very busy, working to reach a greater number of individuals. The team worked across Michigan this year, on the state's Employment First initiative – and will continue this work through 2019. We hope to assist more states with this important work. We thank our many partners with whom we have been able to successfully collaborate to expand our reach.

In September 2018, we had a very successful, very fun "30 + 2 Anniversary Fundraiser," celebrating the organization's 32nd birthday. Building on this success, we are ramping up our fundraising activities and expanding our donor relationships. More exciting things will be coming in 2019 and beyond!

Our accomplishments this past year could not have happened without the support of our generous donors. Every donation received allows us to expand our impact in designing and implementing state-of-the-art services and trainings focused on employment for youth and adults with disabilities.

Lastly, an organization's success depends on its people. At TransCen, we are fortunate to have an excellent team of dedicated associates who work every day to improve the lives of people with disabilities.

Here's to another great year of improving the lives of people with disabilities through meaningful work and community inclusion! It is an honor for me to be affiliated with TransCen.

Oliver Moss
Chair, Board of Directors

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ABOUT US

TransCen, Inc. is a non-profit organization dedicated to improving the lives of people with disabilities through meaningful work and community inclusion.

Our work is driven by the belief that there is a job for everyone who wants one, regardless of the nature of their disability, or other barriers to employment, their need for workplace support and accommodation, or economic circumstance.

We have three locations in the US:

Rockville, MD TransCen Headquarters

San Francisco, CA WorkLink

Milwaukee, WI Creative Employment Opportunities - CEO

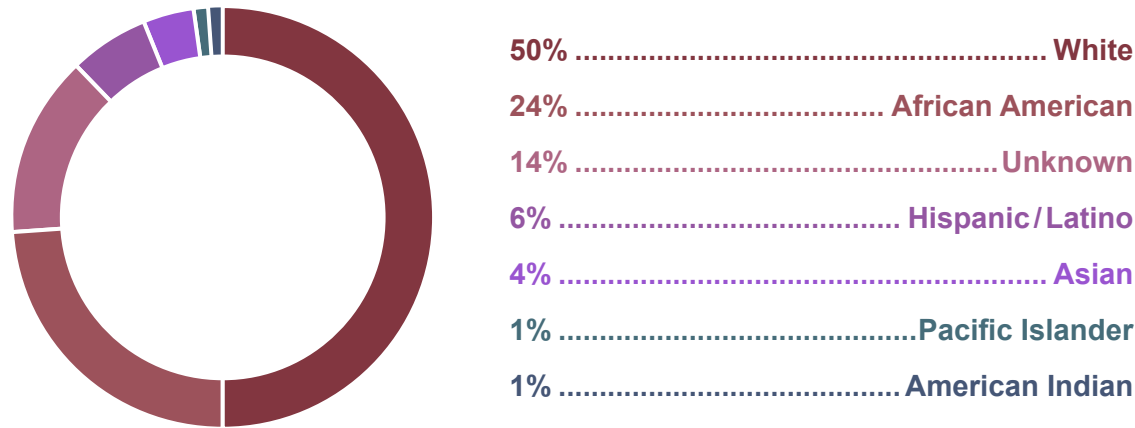
EMPLOYMENT & SUPPORT SERVICES

Our Employment & Support Services is where the “rubber meets the road” – our team works to individualize services – implementing state-of-the-art practices to assist individuals with disabilities obtain and maintain competitive integrated employment, consistent with their interests and goals. Our goal is to improve the lives of individuals through meaningful work and community inclusion!

The Employment & Support Services team is partnered with state vocational rehabilitation agencies, Regional Centers (WorkLink in CA), State Medicaid Home and Community-Based Services and Long-Term Care Service Providers (IRIS and Community Care, Inc., respectively, in WI) to provide services for eligible individuals. We also assist individuals who aren't eligible for these services through private pay, social security work incentives, and other grants.

IN 2018

104% INCREASE
IN INDIVIDUALS SERVED
376 TOTAL SERVED • AGES 16–60



78% INCREASE
IN INDIVIDUALS PLACED IN INTERNSHIPS IN 2018
100 TOTAL PLACEMENTS

54% INCREASE
IN INDIVIDUALS PLACED IN PAID EMPLOYMENT POSITIONS IN 2018
50 TOTAL PLACEMENTS (PART & FULL-TIME)

MEANINGFUL LIFE
Meaningful life services began in our WorkLink program in San Francisco by braiding employment and community services. The purpose is to connect individuals with disabilities to their local communities through participation in various activities – volunteering, joining a club, going to fitness other classes, meeting with friends – anything to get our participants to be more involved and integrated in their communities.

IN 2018



26 individuals served in the San Francisco area.



TICKET TO WORK

TransCen has been a multi-state Employment Network with the U.S. Social Security Administration since 2007. As an **Employment Network (EN)**, we provide and coordinate the delivery of services to Social Security beneficiaries with disabilities and offer choices, opportunities, and supports needed for individuals to find and keep employment, increase their earnings through work, and reduce their reliance on cash benefits to the greatest extent possible.

AS A TICKET TO WORK EN, TRANSCEN PROVIDES:

Job placement assistance though providing on the job search strategies and job support services. We focus on matching interested individuals with jobs that meet their skills and abilities.

IN 2018



43

individuals served



36

obtained employment



34

average hours worked weekly



\$19.09

average earnings per hour

TRAINING & TECHNICAL ASSISTANCE

TransCen has an impressive team of trainers located throughout the country who have expertise in the areas of transition practices, customized employment, and organizational change, among many other topics.

41% INCREASE

IN TRAININGS IN 2018

In 2018, our trainers increased their outreach, providing **41% more trainings** than the previous year. Our trainers worked collaboratively with the Michigan Developmental Disabilities Council and the Michigan Association of Rehabilitation Organizations throughout 2018–2019 to provide a series of trainings and technical assistance for service providers on capacity building, family engagement, service transformation and statewide systems change, and seamless transition. We also provided a Transition Boot Camp for providers in northern Illinois through Infinitic in Chicago and continued our work in Vermont providing training and technical assistance for implementing Pre-Employment Transition Services in all Vermont High Schools, with a particular focus on providing training and technical assistance to teams of Transition Counselors and Youth Employment Specialist staff.

We work with our Training & Technical Assistance customers to develop individualized and innovated services. Some of our most popular Training & Technical Assistance topics include, but are not limited to:

- **Service Transformation/Provider Transformation/ Organizational Change**
- **VR Practices/Pre-Employment Transition Services**
- **Customized Employment (Discovery, Employer Engagement, and Systematic Instruction)**
- **Family Engagement**
- **Collaboration and Seamless Transition**
- **Self-Directed IEPs**

RESEARCH & DISSEMINATION

TransCen has partnerships with many organizations, agencies, and other groups on various federal, state, and foundation grants. The projects on which we work contribute to new knowledge and evidence-based practices in the field of transition, disability employment, and community inclusion for youth and adults with disabilities. In **2018** we worked on the following federally-funded projects:



Mid-Atlantic ADA Center & ADA Leadership Network
www.adainfo.org

Providing information, guidance, and training on the Americans with Disabilities Act.



Rehabilitation Research and Training Center on VR Practices and Youth
www.vrpracticesandyouth.org

Addressing the gaps between knowledge and practice to improve VR practices and employment outcomes for youth and young adults with disabilities.



Virginia Commonwealth University Research Study on Customized Employment
<https://drrp.vcurrctc.org/>

Studying the effects of customized employment on the employment outcomes of transition-age youth with autism and/or intellectual disabilities. In partnership with the VCU School of Education.



SOCIAL PROBLEM-SOLVING PILOT PROJECTS

Social Problem-Solving/POISE
Project funded by the Stackner Family Foundation (Wisconsin).

Mentoring program to assist individuals with autism, improve communication, social interactions, and problem solving to improve postsecondary education and employment outcomes and to improve and maintain relationships.

Social Problem-Solving for Young Adults with Autism and/or Mental Health Disability
Project funded by the Greater Milwaukee Foundation.

Assisting individuals with autism and/or mental health disabilities with transitioning to postsecondary education/training or to employment.

SPOTLIGHT ON



Maryland PROMISE
www.mdtransitions.org

This year marked the final year of the **Maryland PROMISE** grant. **Maryland PROMISE** provided enhanced and coordinated services and supports to Maryland youth receiving Supplemental Security Income (SSI) benefits. **TransCen** worked in partnership with the **Maryland Department of Disabilities** and **WayStation, Inc.** The project's impact is presented below:

IN 2018

1,000 YOUTH SERVED



93%
of youth and their families had family plans completed.



86%
of youth and their families had job development plans completed.



89%
of youth and their families had benefits counseling conducted.



77%
youth obtained an unpaid work experience.



67%
youth obtained a paid work experience.



National Technical Assistance Center on Transition (NTACT)
www.transitionta.org

Assisting State & Local Education Agencies, State Vocational Rehabilitation Agencies, and Employment providers in implementing evidence-based practices ensuring students with disabilities graduate prepared for success in postsecondary education and employment. In partnership with the University of North Carolina at Charlotte, University of Oregon, Western Michigan University, and the Transition Coalition at the University of Kansas.

IN 2018



7

states developed cross-agency leadership teams to improve collaboration, transition service delivery, and student outcomes.



42

state teams met at the Center's Capacity Building Institute to set goals and strategize, focusing on improving competitive integrated employment and post-secondary education outcomes.

SPOTLIGHT ON



The YES! (Youth Employment Solutions) Center
www.yestoemployment.org

A national training and technical assistance center serving Partnerships in Employment (PIE) states working toward the goal of improving competitive, integrated employment outcomes for transition-aged youth and young adults with intellectual and developmental disabilities. In partnership with **TASH**.

IN 2018



Provided assistance with developing parent training materials so families can make informed decisions about competitive employment.



Provided a Transition Boot Camp that helped improve collaboration among state agencies serving youth.



Provided presentations on employer engagement, effective communication, and outreach at a meeting of participating states.



Provided a nationwide dialogue on how to provide work opportunities to youth who are still in school.

FUNDRAISING SNAPSHOT

THANK YOU
and sincere gratitude to the generosity of our donors and supporters!

IN 2018



\$11,000
in donations received



\$8,500
in fundraising cleared

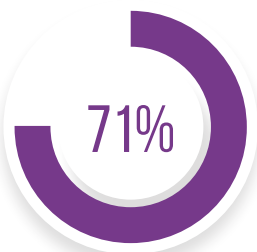
This year we held our first organization-wide annual fundraiser at our headquarters office in Rockville, MD.

Marking our “30+2” Anniversary, we brought together supporters, donors, community members, clients and their families to celebrate **TransCen’s** 32 years of providing employment services to youth and adults with disabilities.

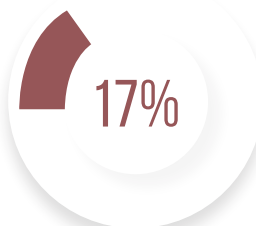
We also held a fundraiser at Mezeh Restaurant in Gaithersburg, MD. We anticipate holding more fundraisers in collaboration with local restaurants in the coming years. They are a fun way to engage the community and spread awareness about **TransCen’s** mission.

FINANCIAL SNAPSHOT

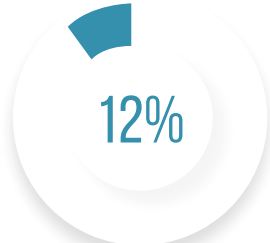
TOTAL REVENUE: \$4,761,100



GOVERNMENT GRANTS
\$3,380,381



PURCHASE OF SERVICE REVENUE
\$809,387



OTHER REVENUE
\$571,332

TOTAL EXPENSES: \$4,743,400

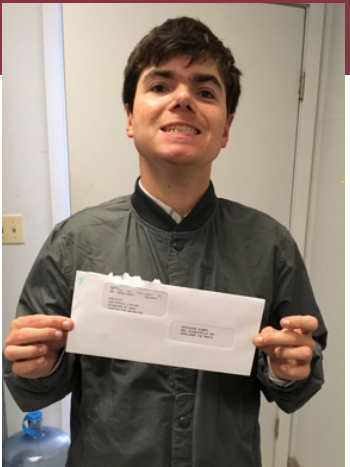


TRANSITIONAL SERVICES / PROGRAM SERVICES
\$4,079,324



MANAGEMENT & GENERAL
\$664,076

SUCCESS STORY

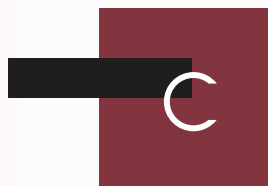


MEET STEPHEN

Stephen came to **WorkLink** from a high school transition program. He had very little work experience, was quite anxious about the idea of going to work, and had difficulty describing his skills and what kind of work he wanted to do. **WorkLink's** team provided an opportunity for Stephen to try-out the idea of work and different experiences by placing him in a variety of volunteer positions – but treating them like a job. **WorkLink's** team required Stephen to be on time, sign in and out, focus on his tasks, problem solve various situations, and report to each volunteer coordinator what he had accomplished. At the same time, **WorkLink's** team worked with Stephen to identify what kind of jobs he liked and those he didn't. As Stephen's anxiety waned and he gained more experience, the **WorkLink** team raised the bar. Stephen was placed in the Project SEARCH program, a Monday-Friday internship program at the Kaiser Permanente Medical Center. There, he learned to work in a professional setting and became much more confident and independent.

When the **WorkLink** team sat down with Stephen to review his internship and volunteer experiences, they learned he was extremely interested in first response, safety, civil service, and disaster preparedness. He loved the police force and the fire department and had spent many of his Saturdays hanging out with the firemen at a fire house in his neighborhood and doing "ride-alongs" with the Oakland Police. Stephen has a collection of over 350 patches from police stations and fire departments around the country.

To make the idea of work more motivating and enjoyable for Stephen, **WorkLink's** team explored employment opportunities in this career field. During **WorkLink's** research they came across GALLS, a wholesale uniform company that outfits law enforcement, fire, military, EMS, and other civil servants. **WorkLink** approached the company about creating a customized job for Stephen supporting the sales team. GALLS's Regional Manager was thrilled about the idea. The Regional Manager was impressed with Stephen's interest in their market and his resume. He was hired to work 12 hours a week to start. Stephen is over the moon—and loving his new position, where he earned his very first paycheck.



TRANSCEN inc.
career and workforce development

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