

ANNUAL REPORT 2019

GROWING TOGETHER





A LETTER FROM THE BOARD CHAIR

OLIVER MOSS

Dear Friends,

I am excited to present TransCen's 2019 Annual Report – "Growing Together"

I am honored and privileged to be part of such a wonderful organization! It was another incredible year; thanks to the support of our donors, funders, partners, and all of our stakeholders, we are continuing with our mission of improving the lives of individuals with disabilities through meaningful work and community inclusion! As we reflect upon the past year, we are proud to share our accomplishments. A few highlights include:

- Securing a three-year accreditation from CARF (The Commission on Accreditation of Rehabilitation Facilities) at our San Francisco location, WorkLink. This was an incredible accomplishment for WorkLink and its staff! A three-year accreditation is the best possible outcome and the report contained complimentary feedback as a result of an in-depth site visit and evaluation, such as:
 - WorkLink delivers effective, high-quality employment support to individuals. The organization's culture of innovation and creativity sets a solid foundation for the efforts to understand the persons served and their interests and goals and subsequently drives the achievement of employment outcomes that are meaningful and valued. The organization's stakeholders express high praise for the staff members and leadership, and
 - The jobs secured by persons served through WorkLink helps them and fits extremely well with their interests and goals. The program does not simply seek to place the persons served in easy, convenient, entry-level positions. Persons served, with the assistance and ongoing support of program staff members, secure jobs that contribute directly to a high quality of life, including feelings of self-worth and personal achievement.
- Receiving a matching grant of \$10,000 from the Enterline Foundation in Buford, Georgia, to expand our Employment & Support Services in Maryland.
- Establishing TransCen's Webinar Series.
- Being represented at the European Union for Supported Employment conference in Amsterdam, Netherlands and conferences throughout the United States.

- The successful completion of the Rehabilitation Research and Training Center (RRTC) on Vocational Rehabilitation Practices for Youth and Young Adults grant. Check out the great information at www.vrpracticesandyouth.org.
- Re-establishing the Employer Leadership Awards Breakfast in our Milwaukee CEO location, honoring employers who have diversified their workforce to include employees with disabilities. This was featured in Milwaukee's local news.
- Making our Annual Fundraiser event bigger and better! In 2019 we had a theme, games and activities, more amazing auction items, and a larger group of attendees! Our Events Committee team members worked tirelessly to get this done and will continue to do so for our next events in 2020!

I would be remiss if I did not thank, applaud, and offer praise to our direct support professionals who are the backbone of TransCen, CEO, and WorkLink, and carry out our mission each day. Each TransCen associate provides invaluable support to the overall organization. On behalf of the Board of Directors, I want to especially thank Laura Owens, President of TransCen, for her leadership and tireless efforts in moving TransCen forward and pushing for new ideas and practices.

As we look ahead to the future and the opportunities we hope to create for those who need our assistance, we are inspired by the generosity of our growing loyal network of dedicated supporters.

Here is to another great year of improving the lives of people with disabilities through meaningful work and community inclusion!

Oliver Moss
Chair, Board of Directors

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CEO Atlantic Research Company (retired)



ABOUT TRANSCEN

TransCen is unique because our training and technical assistance is based on the work we do every day in providing community employment services to individuals with disabilities. Our training and technical assistance is highly sought after because we “bring the real world” into our work.

OUR MISSION

Dedicated to improving the lives of people with disabilities through meaningful work and community inclusion.

OUR VISION

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.

EMPLOYMENT AND SUPPORT SERVICES

San Francisco, CA | Milwaukee, WI and surrounding areas |
Montgomery, Cecil, & Hartford Counties, MD

EMPLOYMENT IS THE ANCHOR OF A MEANINGFUL LIFE!

IN 2019...

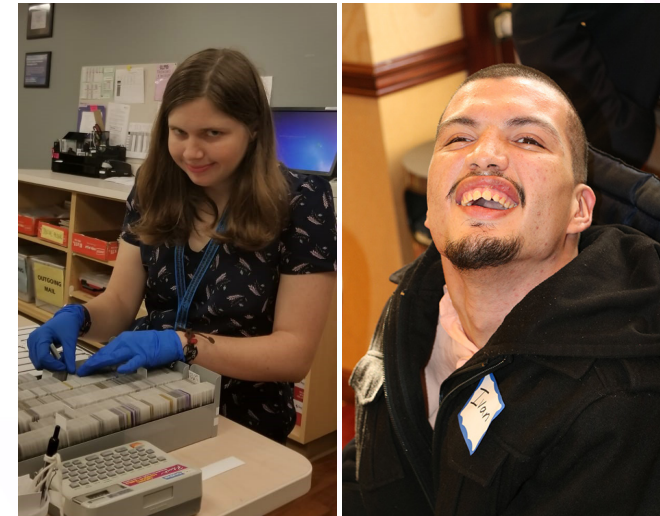
Over 300 individuals served | ages 16-68

Our method is simple – we provide an individualized approach to employment and career development by identifying the job seeker’s interests and goals. We then spend time learning about businesses so we can better identify areas where our candidates can provide value to the employer.

The Employment & Support Services team partners with state Vocational Rehabilitation (VR) 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 community-based services for job seekers with disabilities. We also assist individuals who are not eligible for these services through private pay and other resources.

We provide employment and employment preparation services in all of our locations. Self-Advocacy Workshops are held throughout Montgomery County (MD) Public Schools and Skills to Pay the Bills Workshops are held in and around Milwaukee. We also provide Pre-Employment Transition Services (Pre-ETS) through VR in Maryland and Wisconsin, and Meaningful Life services in California.

Contact us for more information!



From top left: Megan, WorkLink client employed at Kaiser, Ivan aka “The Human Zamboni,” CEO client employed at Marquette Rec Center, clients from our WorkLink office volunteering at Muttville.

Almost 40 individuals were assisted in finding paid employment (part & full-time) or were provided internships! Some of the employers include:



Patty completed a work experience at Calvert Manor Nursing Home and was so successful that she was offered a permanent position as an Activities Assistant!

Steven wants to be a mechanic, so his Employment Consultant found him a work experience at Jiffy Lube as a Technician Trainee. He excelled and was offered a permanent position!



Meaningful Life

Originating at our WorkLink program in San Francisco, Meaningful Life is a goal-oriented, purposeful service, tailored to each individual. It braids employment and community services to teach essential skills that foster independence. The purpose of Meaningful Life services is to connect individuals with disabilities to their local communities through participation in activities of their choice – volunteering, joining a club, going to group fitness classes, attending educational and training classes, going out with friends – anything to get individuals with disabilities to be more involved in their communities and actively engaged!

WorkLink's Volunteer Training Program not only provides activities in the community for participants, it also teaches employability skills.

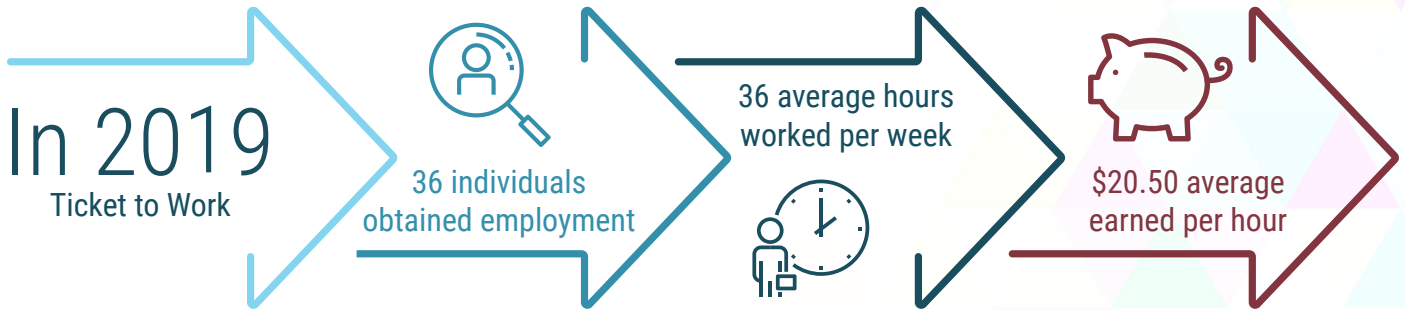
Community partners include: KALW Public Radio, Muttville Senior Dog Rescue, Save The Redwoods League, SF AIDS Foundation, Koret Family House, Project Open Hand, SF Food Bank, SF Recreation & Parks Nursery, and LEAP Arts Foundation.

“The WorkLink Team is my most dedicated and reliable group of volunteers, never missing a day and always volunteering with a smile and a positive attitude.”

– Jody Schaer –
Director of Volunteer Services
SF AIDS Foundation

Ticket to Work

TransCen is an Employment Network (EN) through the Social Security Administration and offers two phases of services that can help Social Security Disability beneficiaries succeed in finding and keeping a good job: Job placement assistance and job support services. The goal of the Ticket to Work program is to assist beneficiaries reach their employment goals - eventually decreasing their dependency on Social Security benefits.

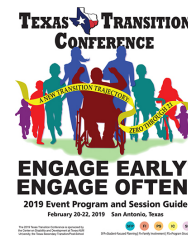


TRAINING & TECHNICAL ASSISTANCE

In 2019, we provided innovative trainings and technical assistance projects throughout the country, serving thousands of individuals.

Our training and technical assistance is based off the work we do in supporting individuals with disabilities every day in all three of our locations. Our trainings are designed to develop and enhance skills in transition and customized employment, self-advocacy, and work readiness for youth and adults with disabilities, and improve processes and performance in organizational change and build capacity.

Our Training & Technical Assistance team presented at over 10 international, national, and local conferences, including:



SPOTLIGHT ON...

Employment First in Michigan

TransCen's team of trainers secured a two+ year contract with the state of Michigan's Developmental Disabilities Council to provide a series of trainings and technical assistance projects throughout the state focused on capacity building, seamless transition, family engagement, and service transformation. The project is a collaborative project with many state agencies working with our trainers, including Michigan Rehabilitative Services (VR agency), Michigan Bureau of Services for Blind Persons, Michigan Developmental Disabilities Council, and the Michigan Department of Education.

Customized Employment in Wisconsin

TransCen trainers provided a statewide training series sponsored by the Wisconsin Department of Vocational Rehabilitation. The training focused on Customized Employment and was developed to increase provider capacity and employment outcomes for individuals with disabilities. This project included a mix of virtual and in-person training and technical assistance. Our trainers led interactive webinars, which guided participants through the topic and its principles; answered questions, led activities, provided tools and resources, and field-based work to reinforce what was taught.

Texas Family Engagement

TransCen is a leading expert on working with families to develop high expectations for employment and working with service providers, VR, teachers, and others on how to involve and work collaboratively with families when assisting students with disabilities as they transition from school to work. This past year, sponsored by several state Education Services Centers (school districts), our trainers traveled throughout the Lone Star State providing trainings for families, teachers, and providers on family engagement and the transition process.



RESEARCH & DISSEMINATION

The research projects on which we work contribute to new knowledge and effective evidence-based practices in the fields of transition, disability employment, and community inclusion for youth and adults with disabilities.



National Technical Assistance Center on Transition

www.transitionta.org

This project works with State and Local Education Agencies and State VR agencies in implementing evidence-based and promising practices ensuring students with disabilities graduate prepared for success in post-secondary 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. Funded by the U.S. Department of Education's Office of Special Education Programs and the Rehabilitation Services Administration, Cooperative Agreement Number H326E140004.



Rehabilitation Research & Training Center on VR Practices & Youth

www.vrpracticesandyouth.org

This 5-year project ended most of its work in 2019. It addressed the gaps between knowledge and practice to improve VR practices and employment outcomes for youth and young adults with disabilities. Our work was in partnership with U of MD, UMass Boston, and Mathematica. Funded by the U.S. Department of Health and Human Services, Administration for Community Living, Grant Number 90RT5034.



YES! (Youth Employment Solutions) Center

www.yestoemployment.org

This national training and technical assistance center serves the current Partnerships in Employment (PIE) states (UT, SC, KY, NY, HI, and the District of Columbia) 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, our team has supported these states in their efforts. Funded by the U.S. Administration for Community Living, Department of Health and Human Services, Grant Number 90DNTA0001.



SPOTLIGHT ON...



Mid-Atlantic ADA Center

www.adainfo.org

TransCen is fortunate to have administered the Mid-Atlantic ADA Center since 1996. The Mid-Atlantic ADA Center is one of ten regional centers providing information, guidance, and training on the Americans with Disabilities Act. Funded by the U.S. Administration for Community Living, Department of Health and Human Services, Grant Number 90DP0089.

This year, the Center provided information, guidance and training on topics such as reasonable accommodation in employment, facility access, ADA enforcement, employment issues, effective communication, accessible technologies, and emergency preparedness for people with disabilities.

An average of 52% of technical assistance survey respondents achieved an "implementation" outcome (e.g., an architect made a change in a facility design, an employer provided a reasonable accommodation to an employee, a public entity developed a policy on conducting accessible public meetings).



received 1,700+ individual requests for information & guidance



provided 100+ presentations, workshops, and webinars, reaching nearly 6,800 participants.



52% of TA survey respondents achieved an "implementation" outcome



I thoroughly enjoyed the training sessions and the overall conference...Thank you once again for the opportunities you provided ... It was a great learning tool.

– Conference Participant –
Mid-Atlantic ADA Update





FUNDRAISING, DONATION & FINANCIAL REPORT

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

\$8,000
IN DONATIONS RECEIVED



\$13,000
IN FUNDRAISING CLEARED

Social Problem-Solving Projects:

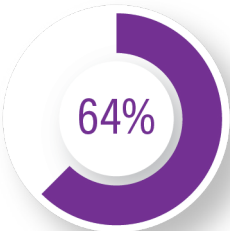
Social Problem-Solving/POISE is a mentoring program that helps individuals on the Autism Spectrum to improve communication, social interactions, and problem solving leading to successful postsecondary education and employment outcomes, and improved relationships. Funded by the Stackner Family Foundation (Wisconsin).

“
I have help on campus for classes, but this helps me to figure out how to have conversations with people. I want to have friends.
– G. –
Social Problem-Solving Participant
”

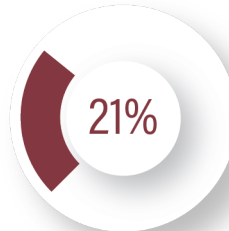
“
Now I understand why I need to follow directions from my manager. Thank you for talking me through this with POISE so I can keep my job.
– A. –
Social Problem-Solving Participant
”

Social Problem-Solving for Young Adults with Autism and/or Mental Health Disability is a program that assists individuals with autism and/or mental health disabilities develop problem-solving skills to navigate the social interactions in postsecondary education and employment. Funded by the Greater Milwaukee Foundation.

TOTAL REVENUE
\$4,418,300



GOVERNMENT GRANTS
\$2,827,712



PURCHASE OF SERVICE REVENUE
\$927,843



OTHER REVENUE
\$662,745

TOTAL EXPENSES
\$4,409,900



TRANSITIONAL SERVICES / PROGRAM SERVICES
\$3,527,920



MANAGEMENT & GENERAL
\$881,980

MEET JERICO

Galley Assistant, Hornblower's Cruises and Events



I do almost everything. I receive shipments and put them away. Organize the big refrigerator at the parking lot, and also the dry storage...I do almost everything. The boat cruises around Alcatraz, Pier 39, the Golden Gate Bridge.

– Jerico –
WorkLink Client

After working part-time for several years in the kitchen at Mission Bowling Club, Jerico dreamed of getting a full-time position where he would be “working on a cruise ship that sailed internationally.” Jerico was soon referred to WorkLink for assistance. He explained that “it took me almost two years to get a job. It was hard to find a job after I graduated.” His Employment Consultant looked into what working on a cruise ship was like, and if there were opportunities located in San Francisco. While cruise lines ported in San Francisco, Jerico and his Employment Consultant soon learned that if he got a job on a cruise liner, Jerico would need to be away from home for weeks at a time – something that wouldn’t work for him. As an alternative to ocean-going vessels, the Employment Consultant suggested Hornblower Cruises, a company that cruised locally, hosting boat parties and events on San Francisco Bay. Jerico loved the idea. He had gone out on a Hornblower cruise when he was young and really enjoyed it. With the help of his Employment Consultant, Jerico found a part-time Galley position posted on the company’s website. The position matched Jerico’s skills and experience and with help from WorkLink, Jerico submitted his resume and contacted Hornblowers.



During the informational interview, Hornblower’s Executive Chef expressed his concern about the produce and incoming products not being organized and shelved properly. The disorganization made it difficult for kitchen staff to find what they needed which resulted in over-ordering or produce going bad and having to be thrown out. After meeting with Jerico and his Employment Consultant, the Executive Chef adjusted the position to focus on the needs on the dock and in the storage areas of the boats. Jerico’s Employment Consultant helped him complete the job application and on-boarding paperwork, obtaining the Transportation Worker Identification Credential, and learning nautical/sailing terms and important safety procedures for “man over board” and abandoning a ship.

Jerico was the perfect candidate and was put in charge of processing daily deliveries and organizing the dry goods storage areas on the dock and on the boats. Jerico quickly proved himself and was given additional hours and job duties. Jerico is now working full-time with benefits and was recently given a raise. While he continues to manage the shipments and storage areas, Jerico is now “cruising on the boats” supporting the Galley crew and serving team. He said it was odd at first to “work on a moving boat”—but that he is getting used to it.

The management team and chefs at Hornblower say that Jerico is one of their most dependable employees, “with a work ethic second to none.” The Captain stopped Jerico’s Employment Consultant the other day to say what a pleasure it was to work with him – and have him onboard.

Congratulations on a job well done, Jerico!



Photo from <https://www.hornblower.com/san-francisco/>



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