



**TRANSCENA** inc.  
career and workforce development

○ 2011 Annual Report



allan

While in his last year of high school, Alan, a young man with intellectual disabilities determined to continually develop himself and pursue a career, enrolled in the Project SEARCH internship program at Kaiser Permanente.

TransCen's San Francisco-based employment program WorkLink, provided intensive on-the-job support as Alan successfully completed two rotations in Patient Transport. He learned to safely handle and transport patients using wheelchairs and gurneys, use a walkie talkie and communication log-in system, and navigate the hospital campus. In addition to on-the-job support, WorkLink staff provided extensive tutoring and practice experience to support Alan as he studied for and achieved certification for Basic Life Support (BLS), a requirement for employment in his medical career.

In addition to employment and continuing education services, Alan also received support in developing his social skills. WorkLink staff provided support to his family in how to report his earnings and manage his social security benefits.

Alan loved this internship and his enthusiasm was contagious. His manager reported that he raised the bar on customer service for the department. Once a job became available, Alan was hired and is now a permanent, on-call patient transporter for Kaiser Permanente-San Francisco. He is a union employee, working an average of 25-30 hours a week, at \$20.84. Alan is eligible to apply for other internal jobs within the company. When a scheduled position opens, Alan hopes to move into a fulltime position, where he will be eligible for benefits.

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

TransCen advances career and workforce development for people with disabilities and other barriers to employment. We do this through direct services, training, consultation, and research.

TransCen offers training and technical assistance covering a wide range of topics including job development/placement, workplace accommodations, benefits counseling, ADA compliance, secondary education transition and post-secondary education/training. TransCen staff work with customers to: determine their expectations, develop innovative skills and growth among staff and clients they serve, improve processes and performance, align resources, and build capacity in a process for continuous improvement.

### Customized Training and Consultation Services

Training and consultation are tailored to meet customer specifications and can be delivered in a variety of accessible formats on-site or on-line, including:

- On-site training
- Web-based training
- Train the trainer seminars
- Customized solutions using evidence-based practices
- Resource mapping and strategic planning
- Curriculum development, modification and implementation
- Conferences, institutes, summits, and seminars at the national, state, and local level
- Program evaluation and development
- Establishment and operation of advisory groups and collaborative interagency teams
- Stakeholder self-advocacy seminars
- Customer perception surveys
- In-the-field coaching/technical assistance
- Organizational assessments (including staff and stakeholder focus groups)
- Staff capacity building

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 global audiences

**National Center on Transition to Employment for Youth with Disabilities**

– Established in partnership with Virginia Commonwealth University, the Center’s purpose is to identify, research, and widely disseminate evidence-based practices that contribute to successful employment for youth with disabilities making the transition from school to adult life. [www.transitiontoemployment.org](http://www.transitiontoemployment.org)

**Add Us In (AUI)** – The U.S. Department of Labor’s Office of Disability Employment Policy (ODEP) awarded TransCen and collaborative partners one of four AUI national grants designed to identify and develop strategies to increase employment opportunities within the small business community for individuals with disabilities [www.dol.gov/odep/Addusin](http://www.dol.gov/odep/Addusin). Consortium partners include the Montgomery County Workforce Investment Board, the Hispanic Chamber of Commerce of Montgomery County and the Hispanic Business Foundation of Maryland [www.GenerationWork.net](http://www.GenerationWork.net)

**Mid-Atlantic ADA Center** – provides training, information and technical assistance on the Americans with Disabilities Act to businesses, government entities, and individuals throughout the six state Mid-Atlantic Region. The Center also conducts research on related topics. In 2011 the center launched a new website with information, downloadable training packages and resources. [www.ADAhospitality.org](http://www.ADAhospitality.org)

**National Youth Transition Center (NYTC)** – TransCen is one of 41 members of the National Youth Transitions Collaborative and has co-located offices housed in the NYTC developed by the HSC Foundation. The NYTC fosters national collaboration, active learning, debate, and capacity building among professional organizations that serve youth, adults, and returning veterans with disabilities.

**Maryland Seamless Transition Collaborative (MSTC)**

– aims to improve postsecondary outcomes of students with disabilities through a sequential delivery of specific transition service components beginning in early high school. TransCen is a partner with the Maryland Department of Rehabilitation Services and eleven school districts in operating the Collaborative [www.seamlesstransition.org](http://www.seamlesstransition.org)

TransCen staff and work were featured on several federal websites related to disability employment initiatives including:

**Employment Network** – U.S. Social Security Administration’s Ticket to Work program at [www.choosework.net](http://www.choosework.net)

**Integrated Employment Toolkit** – U.S. Department of Labor/Office of Disability Employment Policy (ODEP) available online at [www.dol.gov/odep/](http://www.dol.gov/odep/)

**Customized Employment** – U.S. Dept of Labor, Office of Disability Employment Policy (ODEP) website [www.dol.gov/dol/media/webcast](http://www.dol.gov/dol/media/webcast)

**International initiatives**

**Brazil** – TransCen participated in an exchange program with Universidade do Estado do Rio de Janeiro (UERJ) in Brazil to share research and practice on transition and employment.

**Australia** – TransCen’s WorkLink staff began developing a series of customized webinars built on past cross country exchange with partner AbilityEmployment.

**Graphic Design USA** – awarded the 2011 American In-house Design Award to TransCen, Inc. for the TransCen 2010 Annual Report.

**financial statement**

October 2010 – September 2011

TransCen maintains over \$1,000,000 in unrestricted reserves

<p><b>Total Income \$4,240,478</b></p>		
<p><b>\$452,889</b> Other Revenue</p>	<p><b>\$738,910</b> Purchase of Service, Inc. (mg)</p>	<p><b>\$3,048,679</b> Government Grants</p>
<p><b>Total Expenses \$4,399,754</b></p>		
<p><b>\$712,547</b> General Administration</p>	<p><b>\$1,159,745</b> Mid-Atlantic ADA Center</p>	<p><b>\$2,527,462</b> Employment &amp; Technical Assistance Programs</p>

## 25<sup>th</sup> Anniversary Gala Celebration

TransCen hosted a gala honoring individuals who have made exceptional contributions as leaders and partners during the past 25 years. Since its inception, TransCen's collaborative work resulted in employment for more than 17,000 youth, adults, and veterans with disabilities. In addition, 126,450 employers, educators, service providers, government officials, families, and advocates received training and technical assistance to further advance the employment of individuals with disabilities across the nation, and in emerging international partnerships.



Dr. Rich Luecking, Dick Marriott, and Oliver Moss



Oliver Moss, Bill Borten, Judy Borten, Dr. Karen Carpenter, Dr. Edward Marram, and Dr. Rich Luecking



TransCen Staff represented at the gala



Mark Trezise, youth speaker.



### *Global Sponsor \$10,000*

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Select Staffing of Illinois

### *Mentors \$2,500*

The HSC Foundation  
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Carolyn & Dr. Jerrold Post  
Maggie & Larry Roffee  
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### *Friends \$500*

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David & Denise Serls  
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Dr. George Tilson in Memory of Maggie Leedy  
Nina Swan Toups



It is with great pride that we share the TransCen Annual Report for 2011. This marks 25 years of service dedicated to improving educational and employment success as well as full community and civic participation for youth, adults, and veterans with disabilities.

This report summarizes key initiatives undertaken in 2011 as well as highlights from the last quarter century. It is a glimpse of TransCen's expansive body of work advancing career and workforce development for individuals with barriers to employment.

We continue to operate employment programs at the grassroots local level as well as manage and collaborate on initiatives at the regional and state levels, across the nation, and within emerging international partnerships. We look forward to working with long-time and future partners to further build our record of leading edge contributions—direct services, training and consultation, and research that expands knowledge and practical applications in the field.

To those who have shared our vision, thank you for making our first 25 years so productive. For those of you yet to be involved with TransCen, let us show you the transforming power of volunteerism, collaboration, and strategic workforce investment.

Oliver Moss, Chair

**board of directors**



Standing: Jessica Lux, Oliver Moss, Margaret Roffee, Richard Luecking, Juliana Taymans & Bill Borten. Sitting: Margit Meissner and Judy Borten. (Not shown Carolyn Post & Joseph Hawkins)

**Oliver Moss** chair  
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**Carolyn Post** vice-chair  
Parent

**Richard Luecking, Ed.D.** president  
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**Juliana Taymans, Ph.D.** secretary  
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**Margaret Roffee, M.A.**  
U.S. Business Leadership Network



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