



TRANSCEN inc.

A YEAR OF GROWTH

2021 ANNUAL REPORT

TransCen.org

LETTER

FROM THE BOARD CHAIR



Dear Friends,

I join TransCen's board and team in presenting our **2021 Annual Report**. This has been an accomplishment-filled year despite the ongoing pandemic, and I am honored to be part of such a great organization. In 2021, thanks to the support of our donors, funders, partners, and all of our stakeholders, we were able to advance our mission of improving the lives of individuals with disabilities through meaningful work and community inclusion!

In 2021 we began to emerge from the COVID pandemic. Clients were hired, we trained some 2000 professionals, families and individuals, and we continued and expanded our popular webinar series. Our highly-skilled team worked with clients one-on-one, three of whom you will meet in this report as we share their success stories. Our training and research programs had a strong performance in 2021 despite ongoing challenges. We owe the leadership and staff of TransCen our gratitude for their steady achievements and passion for our mission. TransCen truly moved forward during 2021.

On behalf of the Board of Directors, I want to especially thank Laura Owens, President of TransCen, for her creative leadership and steadfast efforts to ensure the organization's continued success.

In 2022 we will have big things on the horizon. Our strategic plan outlines strengthening and unifying the TransCen brand and programs and investing in our resources - which we will be able to achieve thanks to your ongoing support. We could not accomplish more meaningful work and meaningful days for our clients without you.

Thank you for your continued support,

A handwritten signature in blue ink that reads "Oliver M. Moss".

Oliver Moss

Chair, Board of Directors

OVERALL HIGHLIGHTS

IN 2021



165

CLIENTS SERVED
Through Direct Services



220

TOTAL TRAININGS
Produced & Conducted



6,000+

INDIVIDUALS TRAINED
Virtual & In Person Events



991 **PEOPLE**
RECEIVED
TECHNICAL ASSISTANCE
Mid-Atlantic ADA Center Project

TRANSCEN INC

TRAINING AND CONSULTING DIVISION



The pandemic forced the Training and Consulting team to shift to virtual training as our primary training mode in 2020. Kudos to the entire TransCen team who helped us provide quality virtual training. As the restrictions eased, the demand for in person training grew. Now, the Training and Consulting team utilizes a combination of virtual and training options, which has increased our reach and capacity. In 2021, TransCen provided training and consultation services to over 30 federal, state and local agencies, training over 2000 professionals, families, and individuals, and providing more than 30 webinars with an estimated 3000 attendees.

IN 2021



Provided consultation services to over **30 federal, state and local agencies**



Trained over **2000** professionals, families, and individuals



Presented 30+ webinars with an estimated 3000 attendees

In an effort to improve post-school outcomes for students with disabilities, Utah's State Board of Education partnered with TransCen, Inc's training team to provide virtual training and technical support on Building Meaningful Lives for students with disabilities. Site-based teams from across the state participated in a series of facilitated conversations and guided practice to implement the tools and strategies presented in a 3-part Building Meaningful Lives webinar series. Teachers selected a student and then meet with this individual and his/her family or network of support to complete a profile and life skills assessment. Through a series of Community of Practice meetings the teams learned to use profiling tools to create person-centered instructional plans that focus on critical life skills and set students on pathways to post-school success.

2022-2023 will be an exciting time for the TransCen Training and Consultation Division. We are launching an online job coaching orientation to meet the demand for easy, effective onboarding of new employment consultants. This will be our first entry into formal e-learning education, but certainly not the last. In addition, TransCen will be finalizing our "Meaningful Day Guide" which promotes individual-driven approaches to day services.

TRANSCEN INC

CREATIVE EMPLOYMENT OPPORTUNITIES (CEO)



In 2021, TransCen's Milwaukee Office, Creative Employment Opportunities (CEO), provided training to 13 individuals on soft skills such as communication, enthusiasm and attitude, problem solving, teamwork, networking, and professionalism adapting the Skills to Pay the Bills curriculum from the Office of Disability Employment Policy (ODEP).

In the fall of 2021, we were able to begin our first Project SEARCH site at Froedtert Hospital with eight interns. In 2022, our goal is to start two more sites.

The CEO team assisted 18 individuals in completing paid internships in local businesses including manufacturing, gas stations, and retail stores. Interns are paid through the Division of Vocational Rehabilitation (DVR).

A total of 17 individuals were offered permanent employment in new positions in 2021.

In 2021, 40 individuals received on the job skill instruction and coaching to assist them to work as independently as possible in the community.

Some individuals have been employed for many years in their current positions and others obtained employment for the first time in 2021.

WORKLINK



In FY 2021, WorkLink's Work Services supported 19 people, who worked an average of 66 hours a month, with an average wage of \$18.73/hour earning an average of \$1,309.95 a month.

In FY 2021, WorkLink's Community Day support program was serving 22 individuals. Services were comprised of a weekly schedule of zoom classes on money management, health and wellness, painting/drawing, drama and music lessons, and cultures and travel, coupled with small social pods in community settings. Instructors worked with people on COVID safety, social skills and employability skills.

SUCCESS STORIES



Jeanine TransCen Inc.

Through one of our training and consultation contracts in Michigan, our team was able to support Jeanine learn the skills she needed to be an effective public advocate for people with disabilities, after working to alleviate her parents' concerns for her future. Utilizing the information from our training, Jeanine, her parents, and teacher worked together to support her in achieving her dream of serving on several Michigan statewide disability advocacy panels. Looking forward to hearing more about how Jeanine builds her future career!



Gabe CEO

After completing the Skills to Pay the Bills sessions, where he learned essential job skills, Gabe was hired in one of the local Goodwill Retail stores. In his free time, Gabe is a special Olympian and went on to win silver and bronze medals in bowling at the Special Olympics in Orlando, Florida where he was interviewed by ESPN.



Andrea WorkLink

Terreno Realty Corporation in San Francisco felt they could use a little extra help with administrative tasks in their small, yet busy office. Terreno's business manager reached out to WorkLink for help in finding a candidate for their new office assistant position.

WorkLink client Andrea was a perfect candidate for Terreno's new position. Through WorkLink's Volunteer Training Program, Andrea had demonstrated that she was very organized and could do administrative jobs well. Terreno's entry level position and family-like atmosphere was a perfect fit and Andrea is doing great in her new position.

MID-ATLANTIC ADA CENTER



2021 was a productive transition year for TransCen's Mid-Atlantic ADA Center. The year included the final months of the previous five-year grant period, and the beginning of the newly awarded grant to continue operating the Center for another five years.

The staff finalized a variety of projects under the previous award. Research findings were published in a number of articles and reports, including:

- The Road to Work: Youth with Disabilities and Their Views on the ADA
- "I will die lonely": Aging, Disability, and the ADA
- ADA Title II Compliance Survey of County-Level Jurisdictions: Mid-Atlantic Region
- Title II Implementation in the Mid-Atlantic Region: 2010 – 2015 Case Law Review

A variety of educational materials were developed and disseminated, including a series of videos and fact sheets about how employers and aging workers with disabilities can benefit from the use of assistive technologies, a video series on successful interactions between individuals with disabilities and law enforcement officers, an updated guide on planning accessible meetings and a tip sheet on how to conduct accessible virtual meetings, and a series

of videos for employers on how to ensure their recruitment and hiring practices are accessible and inclusive.

Core services continued throughout the transition to the new grant period. During the year, Center staff and affiliates provided more than 80 training events, including in-person and virtual presentations, workshops, and train-the-trainer activities, for nearly 5,000 participants. Additionally, the Center's first web course was launched. The course, designed for employees of state or local government agencies, covers the basic provisions of the ADA and addresses disability etiquette.

Staff also responded to more than 1,000 inquiries on the ADA and other disability-related issues, providing individualized technical assistance and guidance to people with disabilities, advocates, business operators, architects and designers, state and local government agency personnel, and others.

The Center also continued to raise awareness about the ADA through outreach and community engagement activities, ranging from social media campaigns to staffing exhibits at conferences and community events.

OVERALL FINANCIAL

IN 2021



TOTAL REVENUE

\$2,926,126

GOVERNMENT GRANTS

\$1,635,253

CONTRIBUTIONS AND OTHER GRANTS

\$96,825

OTHER REVENUE

\$1,194,048

TOTAL EXPENSES

\$2,952,431

PROGRAM SERVICES

\$2,276,212

MANAGEMENT AND GENERAL

\$676,219