

2022

ANNUAL REPORT

Fiscal Year: 10/1/21 – 9/30/22



MEANINGFUL
WORK

+

COMMUNITY
INCLUSION

TransCen.org





A LETTER FROM THE BOARD CHAIR

Dear Friends,

It is a privilege to serve as the chairman of the board of directors for TransCen. As a board, we are committed to effective governance to ensure that TransCen continues to carry out its vital mission of meaningful work and community inclusion for individuals with disabilities.

TransCen's vision is a powerful one. For 36 years, TransCen has made a significant impact on the lives of individuals with disabilities through our employment services work in Maryland, Wisconsin (CEO), and California (WorkLink) and our training on state-of-the-art practices and consultation in school-to-work transition, customized employment, family engagement, and building meaningful lives to name a few. Our impact has not only impacted individuals and organizations in the United States but internationally as well! We have had an extraordinary history of accomplishment and this past year was no exception.

Some of our accomplishments in fiscal year 2022 included:

- Refreshing our brand to better align our California and Wisconsin programs with the overall organization
- Provided training and consultation to over 7000 individuals both virtually and in person
- Obtained a grant with the state of Indiana to assist in transitioning organizations from facility-based to community-based services
- Added a second Project SEARCH site in Wisconsin (Froedtert Hospital and Waukesha Memorial)
- Increased our focus on the use of technology to support individuals with disabilities at work and in the community through our ADA AT Champions project and the Promoting Autonomy on the Job through the use of Fading & Technology project funded by the Wisconsin Department of Health Services (DHS) and The American Rescue Plan Act (ARPA) HCBS Grants

Looking back on the past year, I am incredibly proud of the collective achievements TransCen has accomplished. We have seen growth in our reach and impact this year, thanks to the dedication of our dedicated and highly trained team. Thanks to the support and commitment of our donors, funders, partners, and stakeholders, who have helped in supporting our mission of improving the lives of individuals with disabilities through meaningful work and community inclusion. Together, we have made wide-ranging differences in the lives of countless individuals and communities.

On behalf of the Board of Directors, I want to express our gratitude to our president, Laura Owens for her passion and unwavering commitment that have been the driving force in the positive impact we've been able to create within the communities we reach.

As we embark on a new year, we are filled with hope and determination. Our vision for 2023 is ambitious, and we are committed to expanding our reach and deepening our impact.

Thank you for being a part of our journey and for standing alongside us as we strive for a better world.

Sincerely,

Oliver Moss
Chair, Board of Directors

REBRANDING

TransCen gets a new look!

This fresh look is the start of a new beginning for TransCen Inc, as we look to expand on our services, training and technical assistance programs in the future.

Our mission of improving the lives of people with disabilities through meaningful work and community inclusion remains the same. We feel our new branding reflects the connectivity, sense of community and joy that meaningful work and inclusion offer. It was redesigned for optimal legibility, in both print and digital landscapes, and clarity of our purpose.

In addition to TransCen's rebranding, WorkLink also took on a new look, giving the three nationwide locations all a cohesive brand identity.

New Logomark



1986–2022 Logomark



Cohesive Brand Identities & Organization Heirarchy Definition



OVERALL HIGHLIGHTS



7,000+

INDIVIDUALS TRAINED

Virtual & In Person Events



175

TOTAL TRAININGS

Produced & Conducted



109

CLIENTS SERVED

Through Direct Services



1,173 **INDIVIDUALS
RECEIVED**

TECHNICAL ASSISTANCE

Mid-Atlantic ADA Center Project

TRAINING AND CONSULTING TEAM



**Provided Training And
Consultation To 50+
Federal, State, And
Local Agencies**



**Secured Significant New
Training Contracts With
The States Of Indiana,
California, And Wisconsin**



**Trained Over 2,500
Professionals, Families,
And Individuals**

2022 has been a successful year for TransCen's Training and Consulting team. Interest in TransCen's services, in particular in-person training, has increased since the easing of the pandemic-related restrictions. State agencies and local service providers are grappling with trying to improve employment and meaningful day services in an environment with high staff turnover. Schools are trying to meet their responsibility to provide quality employment preparation for students with disabilities while being stretched thin with other responsibilities. Individuals and families are seeking better options for bright futures. These current realities present real opportunities for TransCen to make an impact with quality training and consultation.

A highlight of 2022 has been a new partnership with Indiana's Division of Disability and Rehabilitative Services (DDRS). They have contracted with TransCen to help lead an extensive strand of work aimed at increasing access to competitive employment for individuals previously in sheltered work settings in that state. A key aspect of the work is leading 33 disability employment providers through a Value Stream Mapping Process that helps them reimagine services and realign resources to improve outcomes.

The Training and Consulting team is looking forward to an even better 2023. In California, TransCen will provide much needed training on customized employment and family engagement for a group of the state's Regional Centers. In Wisconsin, TransCen is piloting innovative ways to use technology to increase independence and decrease on-the-job support. The team is planning new webinar offerings, tools to build system capacity and partnerships that lead to a broader outreach and impact on individuals and their families.

DIRECT SERVICES ACTIVITIES AND OUTCOMES



TransCen's Rockville's office assisted **6 individuals** (3 in Montgomery County and 3 in Cecil County) in completing paid internships in local businesses including Groomers, Farms and Restaurants. Interns are paid through the Division of Vocational Rehabilitation (DVR).

The Explore Work Program was in a period of re-staffing and re-authorization for funding during the 2022 year. TransCen was not able to provide training to individuals on soft skills such as communication, enthusiasm and attitude, problem-solving, teamwork, networking, and professionalism due to this re-authorization period.



In 2022, TransCen's Milwaukee Office, Creative Employment Opportunities (CEO) provided services to over **70 individuals** ranging from career discovery, permanent hires, internships and job skill instruction.

5 interns who completed Project SEARCH were hired in a competitive employment setting after graduation. The 2022-23 Project SEARCH year is underway with 5 interns participating at Froedtert Hospital. A second site opened at Waukesha Memorial Hospital with 8 interns. A third Project SEARCH site at Children's Hospital of Wisconsin is anticipated to open in 2023.

The CEO team assisted **17 individuals** in completing paid internships and successfully obtaining permanent employment in new positions in 2022. The types of companies include customer service, administrative, food service, guest relations, supply chain, and environmental services.

In 2022, **over 60 individuals** received on the job skill instruction and on-the-job support to assist in working as independently as possible. The CEO team works with individuals who have been employed for many years in their current positions and others who obtained employment for the first time in 2022.

In addition, CEO resumed the Inclusive Employer Leadership Awards Event and brought the community together in recognition of outstanding employers who look to diversify their workplace by hiring adults with disabilities.

DIRECT SERVICES ACTIVITIES AND OUTCOMES

WORKLink

In 2022, WorkLink our San Francisco office, focused on rebuilding and reinventing. Several participants returned to previously furloughed positions.

WorkLink supported **21 employees** in direct hire jobs, earning between \$16.99–\$31.09 an hour. WorkLink's Community Day support services served **27 individuals**, including remote (Zoom) and limited in person services.

In addition, WorkLink has developed new community activities for participants to enjoy. A number of work tools to assist employees were developed. Two virtual chat groups were started for participants with Autism Spectrum Disorder to help them understand “professionalism” and navigate social situations in the workplace.

The WorkLink team went above and beyond to assist individuals working through food and housing insecurity helping one individual and their family land safely upon eviction into a safe and secure environment. Resources were explored and staff partnered with the Regional Center, Department of Rehabilitation, as well as local businesses (clothing and grooming) to help individuals prepare for success. More immediately, they were linked to agencies offering food and support with housing or eviction assistance. Because their necessities have been met, they can continue to explore and discover job interests.

MID-ATLANTIC ADA CENTER ACTIVITIES AND OUTCOMES



The AT Champions project, a new ADA Center funded project developed by the Pennsylvania Initiative on AT (PIAT, or “TechOWL”), uses a peer-to-peer approach to reach young people with disabilities from disengaged populations and show them how AT can support them in the community and the workplace.

A flexible package of content tools, including social media posts, TikTok videos, Instagram stories, customizable group presentation material, and conversational coaching help AT Champions make connections, spread the word about the benefits of AT, and empower their communities. For more information visit: <https://techowlpa.org/news/at-champions/>

The ADA Center’s core services include technical assistance and training. This past year the Center:

- Responded to **1,167 requests** for technical assistance on the Americans with Disabilities Act (ADA), answering questions and providing guidance on all aspects of the law to individuals with disabilities and their family members, business operators, architects and designers, representatives of state and local government agencies, employers, educators, and disability advocates and service providers

- o Recent outcome surveys of technical assistance recipients indicate that 42%

reported an increase in knowledge, and 44% reported an implementation outcome, such as an architect adjusting design plans to comply with ADA accessibility requirements, an employer providing a reasonable accommodation to a worker with a disability, and a post-secondary institution making a reasonable modification of policy to accommodate a student with a disability

- Delivered **53 training events** to **2,711 participants**

- o Training events included webinars and virtual presentations, customized trainings, and two comprehensive, multi-day conferences that offered a wide range of sessions on the ADA and other disability-related topics, exhibits, and an exciting special event on adaptive and inclusive recreation that featured tours of an accessible fitness facility, educational programs, demonstrations of wheelchair sports, and opportunities to participate in rock-climbing and other activities

Participants rated conferences very highly and reported learning outcomes with an average rating of 4.4 on a scale of 5

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.

MISSION MOMENTS



Alex

Alex obtained an internship in assembly at a manufacturing company during his job search. From that experience he learned new skills and gained on the job experience that he was able to utilize when he was permanently hired at the Salvation Army in March of 2022. Alex has blossomed as an employee at the Salvation Army and has been a great asset to their organization. He is able to do many tasks independently including greeting and helping customers with donations, setting up the donation area, and sorting and pricing donation items. We are looking forward to seeing how Alex continues to grow in his autonomy and his position at the Salvation Army.



Carolynn

Carolyn, lost her job when her employer closed during the pandemic. With the support of WorkLink, Carolyn found a new position at Bi-Rite, a gourmet grocery store, where she is packing bulk products, something she learned to do while volunteering for the SF Food Bank through our community participation service program. Carolyn's manager is amazed at her speed, and focus, and has called her "a packing machine". Having Carolyn on the team keeps the shelves stocked with almonds, coffee and quicos and enables her teammates to focus on Bi-Rite's customers. A number of work tools have been developed to enable Carolyn to correctly identify the product and packing materials needed, weigh and sticker each product accurately more independently.

FINANCIALS

Overall Financials for Fiscal Year: 10/1/21 – 9/30/22



TOTAL REVENUE

\$2,187,073

GOVERNMENT GRANTS

\$1,045,523

CONTRIBUTIONS AND OTHER GRANTS

\$14,335

OTHER REVENUE

\$1,127,215



TOTAL EXPENSES

\$2,642,193

PROGRAM SERVICES

\$2,094,916

MANAGEMENT AND GENERAL

\$547,277

