

2022-2023



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Annual Report Newsletter

Fall 2023

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Annual Report Summary

Able Inc. experienced significant changes during the fiscal year 2022-2023. In addition to moving our multiple locations into one new location, the agency also revised most of the programming services offered to be able to focus on integrating our consumers into the community. Additionally, our agency is still feeling the impact of the COVID-19 pandemic, specifically in terms of the lack of available transportation options. Many independent transportation vendors went out of business during the pandemic and never resumed service. As such, one of the core transportation options in the industry is no longer available to the extent that it once was, forcing consumers to rely on other means such as public transit or family members to access training programs or community employment.

Our Community Employment Services (CES) department, which provides vocational group training through business partners in the community, adopted a new program design this year which allows consumers more flexibility in accessing training for competitive employment readiness. The new program design is built on the concept of providing a shorter vocational training experience with the expressed intent of preparing individuals for Competitive Integrated Employment. Able Inc. continues to prepare for the transition away from sub-minimum wage, which has been the industry standard for decades. Senate Bill 639, passed in 2021, phases out sub-minimum wage in rehabilitation training programs by 2025. Able Inc. wholeheartedly backs the notion of consumers receiving the full minimum wage during vocational training programs. However, the organization faces challenges as the increased operational costs at full wages were not matched by a corresponding increase in state-paid service fees. Additionally, consumers in the CES department are still impacted by the lack of transportation vendors. Able Inc. has augmented this shortage by

providing door-to-door transportation on a limited basis and is currently exploring the feasibility of providing mobility training as a component of vocational training.

Able Inc. also restructured service offerings in Competitive Integrated Employment (CIE), which serves clients of Central Valley Regional Center and the Department of Rehabilitation. This program saw a resurgence in consumers in the fall of 2022 as individuals became more comfortable returning to a work environment following the pandemic. Consumers in the CIE department are also impacted by transportation barriers, particularly in the early morning and late-night hours. A number of consumers are receiving additional mobility training or DMV test preparation training to enhance their independence and expand their employment opportunities.

Finally, Life Skills Learning Center moved into the new location in May of 2023 after months of renovations, inspections and other preparations required for a newly licensed facility. Now, the Life Skills area of the new building is a showcase feature of Able Inc. Life Skills also modified its program design to place a greater emphasis on community integration. As COVID restrictions eased throughout the year, Life Skills was able to gradually return to a more integrated atmosphere with increased opportunities for access to the community.

Overall, with improvements to the agency's program designs, the acquisition of a beautifully renovated building and a brand-new look, courtesy of our rebranding efforts two years ago, Able Inc. is hardly recognizable from the "ABLE Industries" of yesteryear. Able continues to seek ways to enrich the lives of persons with disabilities. We will continue to support those we serve, always promoting empowerment, independence, and employment.

About This Report

Able Industries has and continues to give high priority in its information management system to the collection and analysis of program and fiscal data. This process allows for more focused planning directed to the agency's marketing and strategic planning. It also allows staff the opportunity to identify strengths in services offered and where program improvement might be required. As a part of

the agency's Continuous Quality Improvement Process, the information collected plays an integral part in validating the mission, vision, and values of the organization.

Each year's annual report is quite expansive and includes a broad menu of information and reports.

About This Report Continued

The 2022-2023 FY report includes information related to:

- The Agency's Continuous Quality Improvement Process
- Annual Trainee Incident Review
- Annual Agency Trainee Follow-Up Report
- Consumer Demographics, Outcome/Process Objectives, and Satisfaction Survey Results for all programs.
- Annual Accessibility, Technology, and Risk Management Plans with Performance Updates.
- Fiscal Analysis for Services Offered.



In total, all information collected and analyzed is used as the foundation for development of the Agency's Annual Strategic/Marketing Plan. This plan guides the organization under the banner of five focus areas, (1) Image Building and Public Relations, (2) Employee Relations, (3) Consumer Relations, (4) Production and Prime Manufacturing, and (5) New Programs and Program Development. It is hoped the reader will find this annual report summary informative and useful as it describes the agency's 2022-2023 FY activities.

"...integrate people with disabilities into the community..."

Mission, Vision and Values

MISSION STATEMENT

Our mission is to integrate people with disabilities into the community by creating person-centered opportunities for empowerment, independence, and employment.

VISION STATEMENT

Our vision is to reduce the stigma around people with dis-abilities in our community through quality job training, life skills education, and inclusion.

CORE VALUES

EMPOWERMENT - Information, education, and resources open the door for opportunity.

INDIVIDUALITY - Being yourself is always best-everyone is valuable just as they are.

COMMUNITY - The best way to promote connections is through integration and acceptance.

INDEPENDENCE - Person-centered support encourages self-sufficiency, belonging, and quality of life.

GROWTH - The smallest moments of progress can make the biggest impact.



Program Demographic Characteristics

Program	22-23 FY		21-22 FY	
	Total Served	Percent of Total Population	Total Served	Percent of Total Population
WORK ACTIVITY PROGRAM			69	27%
COMMUNITY EMPLOYMENT SERVICES (CES)	78	39%	85	33%
CVRC COMPETITIVE INTEGRATED EMPLOYMENT (CIE)	39	20%	16	6%
ADULT DAY SERVICES (LSLC)	39	20%	44	17%
DOR EMPLOYMENT SERVICES	42	21%	40	16%
TOTAL	198		254	

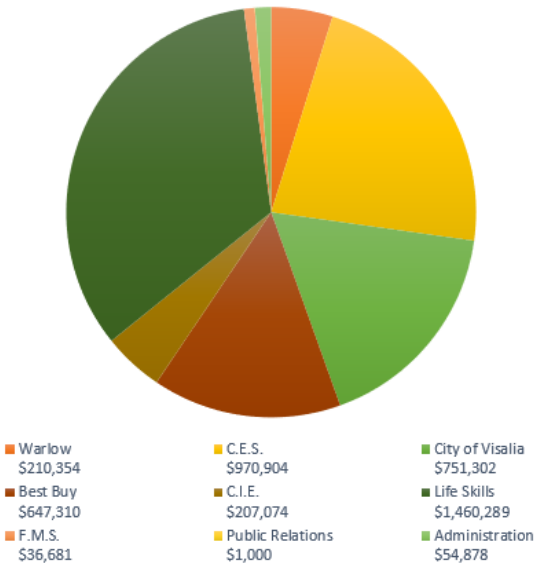
*NOTE: There could be some limited duplication in total number served due to program transfers (i.e., from Community Employment Services to Competitive Integrated Employment, etc.)

July 1, 2022—June 30, 2023 Fiscal year Annual Report Financial and Program Reviews

For the 2022-2023 fiscal year, total revenue generated by the agency amounted to \$4,339,792. This is a decrease of \$351,693 (8%) from the previous year total. Of this, rehabilitation income accounted for \$2,340,956 (54%) of the total. Rehabilitation revenue is identified as coming through fee for service, and subsidies. Production revenue totaled \$1,177,080 (27%) for the year. This included Warlow, C.E.S., City of Visalia, and Best Buy contract revenue. Financial Manage-

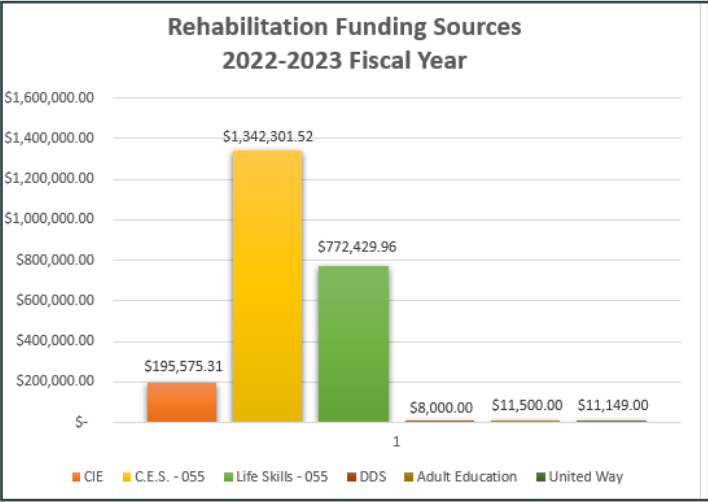
ment Services revenue totaled \$36,681(1%) for the year. FMS revenue is identified as our fee for service for processing transportation services. The remaining 18% of income came from grants, contributions, fundraising, interest, and other related sources. Agency expenses for the year totaled \$4,402,667 a decrease of \$610,910 (14%) from the 2021-2022 fiscal year.

Revenue By Department



Total Agency Revenue	
\$4,339,792	
Rehabilitation Fees	54%
\$2,340,956	
Production Contracts	27%
\$1,177,080	
Financial Management Services (FMS)	1%
\$36,681	
Other	18%
\$785,075	

Total Agency Expenses	
\$4,402,667	
Staff Salaries and Benefits	52%
\$2,300,197	
Consumer Salaries	20%
\$893,917	
Other (Production / Operating Expenses, etc.)	28%
\$1,208,553	

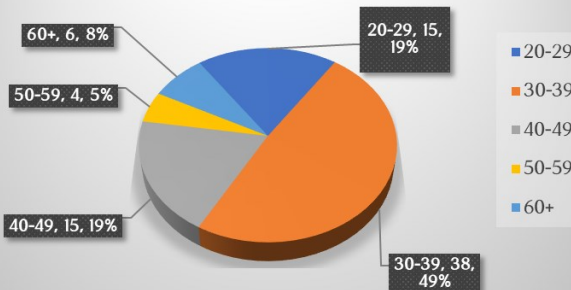


Community Employment Services (CES)

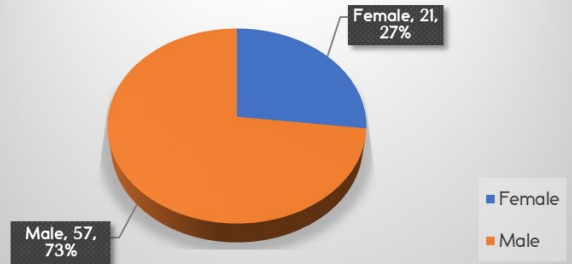
Community Employment Services provides paid work training opportunities in a variety of community work settings to individuals with disabilities. The program is intended for those individuals who lack competitive potential at time of placement due to disability, but who, vocationally and socially, are capable of handling work in a group community setting with regular, on going

instructor or job coaching support. Able Inc. has developed transportation services to this program on a limited basis so that consumers can continue to receive the vocational training they desire. This year the program was restructured to focus on vocational training and job-readiness within a 2 to 3-year period. Consumers then transition to our CIE Program for Job Placement services.

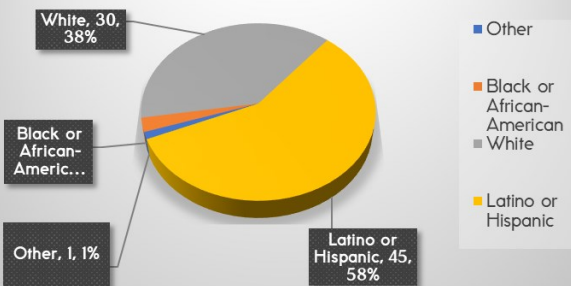
Consumers by Age



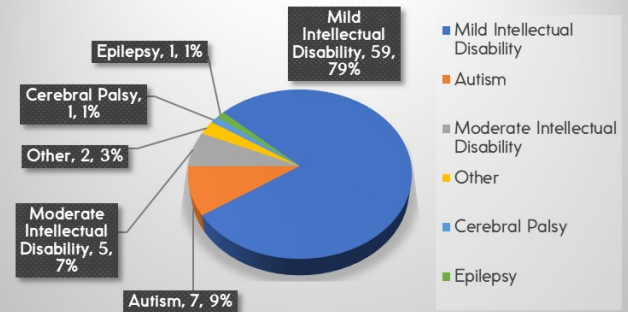
Consumers by Gender



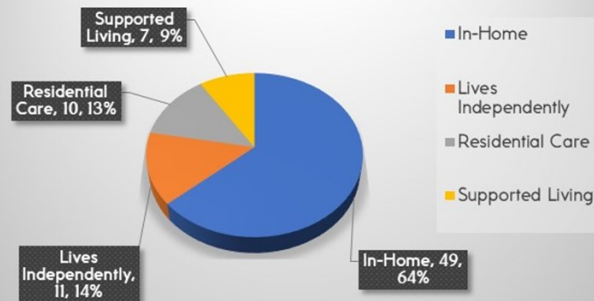
Consumers by Ethnicity



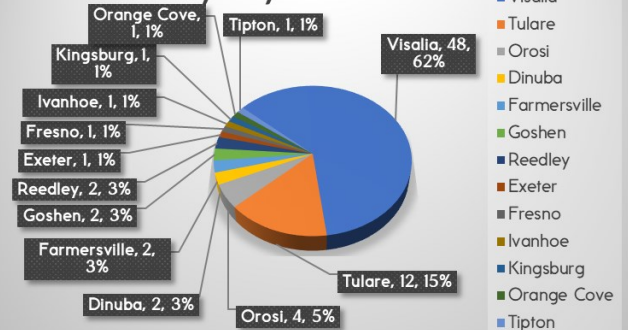
Consumers by Primary Diagnosis



Consumers by Living Situation



Consumers by City of Residence



Program Outcomes

ANNUAL TRAINEE REVIEWS ACHIEVING 50% OR MORE OF ANNUAL PLAN OBJECTIVES

	22-23	21-22
Behavioral	53%	44%
Vocational	67%	64%

	22-23	21-22
Percent of Time in Work	100%	98%
Productivity	66%	54%
Average Attendance	91%	85%

REASON FOR LEAVING		
FISCAL YEAR	22-23	21-22
Consumer resigned job	6	
Transitioned to Able CIE	4	0
Employed-Competitive	3	4
Retired	2	0
Medical/Mental Health Issues	2	5
Deceased	0	0
Ineligible-behavior	1	1
Poor Attendance/Participation	4	4
Incarcerated/Substance Abuse	0	1
Moved	4	2
Lack of Transportation	0	2
Returned to School	0	1
Chose Alternative Program	0	2
Other-Neutral	0	2
Other-Negative	1	1
Total	27	25

SIXTY-DAY FOLLOW-UP OUTCOMES		
FISCAL YEAR	22-23	21-22
Employed	2	3
Able-CIE	4	0
Able-OES	0	0
Able-DTAC	0	0
Alternative Community Program	3	2
Incarcerated/Drug Abuse Program	0	1
At Home/No Program	6	8
Education	0	1
Returned to CES	0	0
Moved	4	2
Medical Issue	2	4
Unable to Contact	4	1
Total	25	22

Community Employment Services Satisfaction Survey Results 2022-2023

Participant Surveys

	% of Satisfaction												
Do you have choices in the tasks that you do?	98%												
Do you feel safe when you are in the community with your instructor?	100%												
Does staff help you when you have a problem?	98%												
Does your instructor provide enough training to complete your job tasks?	100%												
Is your counselor available when you have a need?	100%												
Are you given the chance to share your opinion on setting your goals and objectives?	95%												
Would you like to work in the community in a minimum wage job?	91%												
Where in the community would you like to work?	Been there already I don't like it. With children or animals, Walmart (7), no (2), Dollar Store, retail store (1), Costco (2), Lowes, Target, Rawhide Baseball, janitorial work, for myself												
What are your favorite job tasks?	Mopping (2), driving tugger (3), trash (2), Vacuuming, sorting (6) Litter (2), Windows, running sweeper, Everything (4), parks, Janitorial (4), oncalls for the city, wearhouse, ASRS and tugger, mowing, using blower												
Are there any tasks you would like training in?	Bathrooms (2) driving tugger (2) stocking shelves, any new contract (2) using small trash bags, lawns, grounds maintenance, more time on tugger to learn, Pallet jack, fork lift (2), mopping												
How do you benefit from attending Able?	working (4) money (20) training (3) making friends (4) learning to work as a team (3) Living independantly, learning how to handle different situations (2) support family (2)												
Who can you talk to if you have a complaint?	<p>Who can you talk to if you have a complaint?</p> <table border="1"> <caption>Who can you talk to if you have a complaint?</caption> <thead> <tr> <th>Person</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Instructor</td> <td>45%</td> </tr> <tr> <td>Counselor</td> <td>30%</td> </tr> <tr> <td>Supervisor</td> <td>10%</td> </tr> <tr> <td>Staff</td> <td>5%</td> </tr> <tr> <td>Other</td> <td>10%</td> </tr> </tbody> </table>	Person	Percentage	Instructor	45%	Counselor	30%	Supervisor	10%	Staff	5%	Other	10%
Person	Percentage												
Instructor	45%												
Counselor	30%												
Supervisor	10%												
Staff	5%												
Other	10%												
What do you see yourself doing in a year?	Working making money, working with children, working with Able still (5), working outside in community (14), going to school, working for the Rawhide Baseball team. Working in my own restaurant.												
Overall Client Satisfaction: 98%													

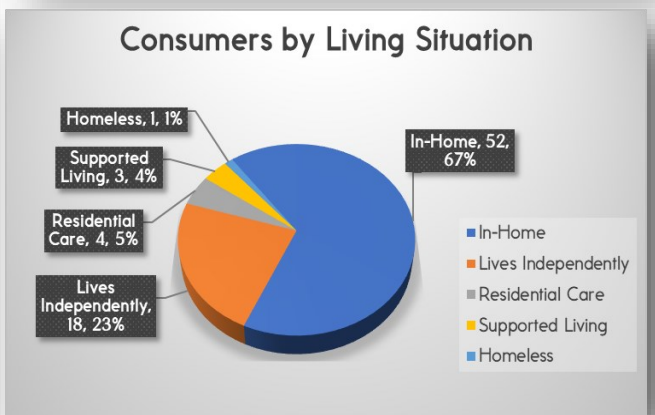
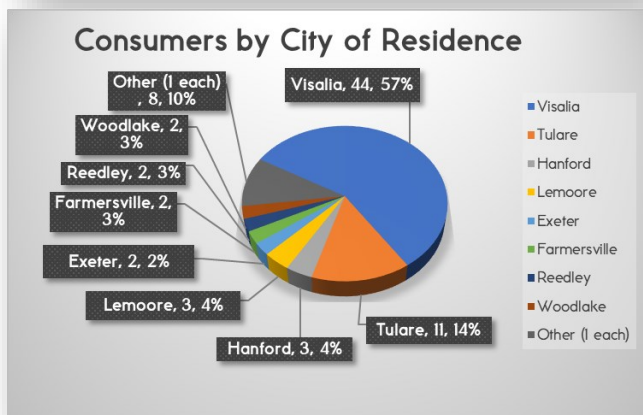
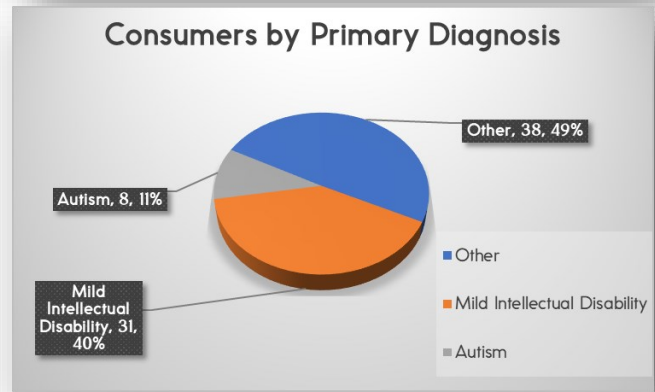
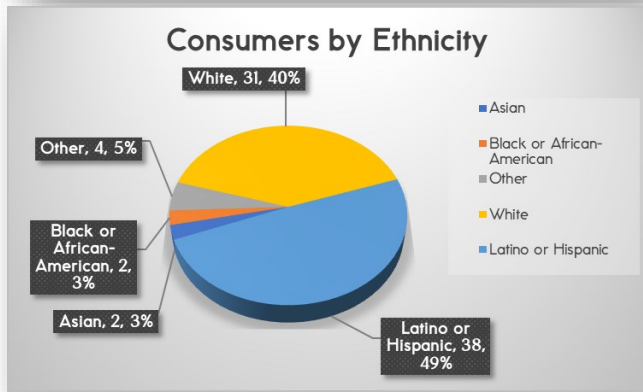
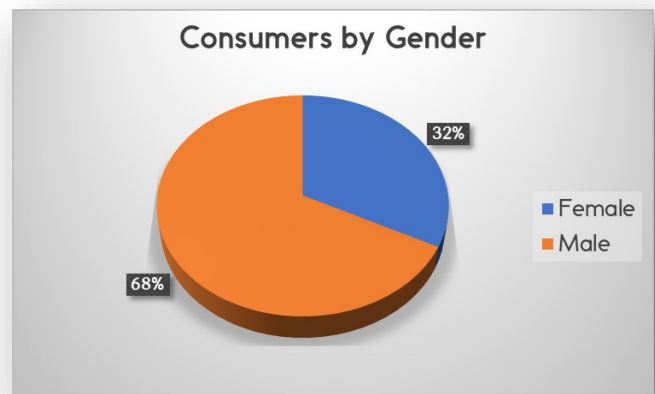
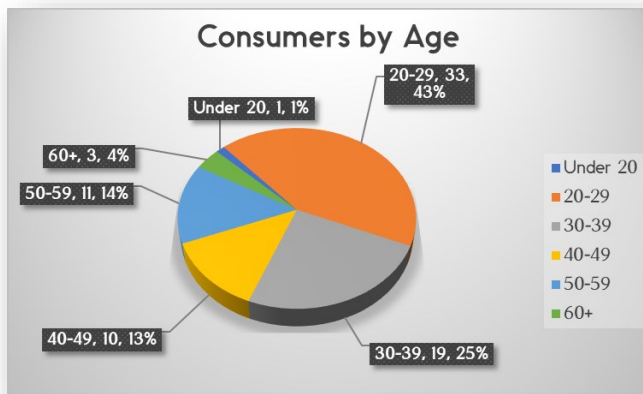
Care Provider Surveys

	% of Satisfaction
Do you feel your adult(s) receives quality services at Able?	100%
Do you feel your adult(s) benefits from attending Able?	100%
Do you feel your adult(s) is offered enough variety in work for training purposes?	62%
Do you feel your adult(s) receives adequate staff supervision in the program?	100%
Do you feel that LSLC staff effectively deals with your questions and concerns?	100%
Do you feel Able staff are well trained and professional?	92%
Do you feel adequately informed regarding your adult(s) program at Able?	100%
Would you recommend Able Industries to others?	100%
If not, why?	(no responses)
Are there any services you would like Able to provide?	More opportunities (3), variety of contracts (4), drivers training
Are there any additional comments you would like to make?	(None listed)
Overall Care Provider Satisfaction: 94%	

Competitive Integrated Employment (CIE)

COMPETITIVE INTEGRATED EMPLOYMENT provides work opportunities in a variety of community work settings to individuals with disabilities. The program is intended for individuals who obtain competitive potential for placement regardless of disability, in which are vocationally and socially capable of handling work in a community work setting. The CIE Service matches the strengths of consumers with the needs of local businesses for successful competitive job placements in integrated community environments. This year the CIE department has expanded its Paid In-

ternship Program. The Paid Internship Program (PIP) partners with local businesses to provide short-term opportunities for consumers to gain real work experience in the community with the desired result of the intern being hired directly by the local business. The CIE department has seen significant growth this year as a result of Able restructuring program services offered to Central Valley Regional Center and the Department of Rehabilitation.



CIE Services Outcomes		
CIE Services Provided	22-23	21-22
Consumers Enrolled Direct Placement (DOR)	42 DP	38
Consumers Enrolled Individual Placement (CVRC/DOR)	39 IP	18
Consumers Enrolled PIP (CVRC)	17 PIP	6
Consumers Enrolled TDS (CVRC)	14 TDS	0
Total Consumers Enrolled	81	56
In Program Wages Paid	\$58,900	\$11,443
PVSA (Personal, Vocational, Social Adjustment)	13	16
Vocational Assessments (ESA)	11	4
CIE Employment Placements	10	11
Job Coaching	4	8
90 Day Employment Retention	7	7

Competitive Integrated Employment Satisfaction Survey Results 2022-2023

Participant Surveys

	Satisfaction Rating														
Is your Job Developer and/or Program Specialist helpful in preparing you for employment?	4.8														
Do you feel that your opinion is included when setting job goals and objectives?	4.6														
Does your Job Developer and/or Program Specialist give you enough job support and training to meet your goals and objectives?	4.8														
Is your Job Developer and/or Program Specialist able to address your needs or job issues?	4.9														
Are you satisfied with your job placement?	4.8														
Are you happy with the overall services you are receiving from Able Industrie's CIE Department?	4.8														
How many hours per week are you currently working?	<table border="1"> <caption>Hours worked per week</caption> <thead> <tr> <th>Hours per week</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>1-5</td> <td>0%</td> </tr> <tr> <td>6-10</td> <td>30%</td> </tr> <tr> <td>11-15</td> <td>28%</td> </tr> <tr> <td>16-20</td> <td>12%</td> </tr> <tr> <td>21-25</td> <td>18%</td> </tr> <tr> <td>26 or more</td> <td>42%</td> </tr> </tbody> </table>	Hours per week	Percentage	1-5	0%	6-10	30%	11-15	28%	16-20	12%	21-25	18%	26 or more	42%
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1-5	0%														
6-10	30%														
11-15	28%														
16-20	12%														
21-25	18%														
26 or more	42%														
Average Wage:	\$15.64														
Do you have any suggestions on how we can improve the program?	None listed.														
	Overall Client Satisfaction Rating: 4.8														

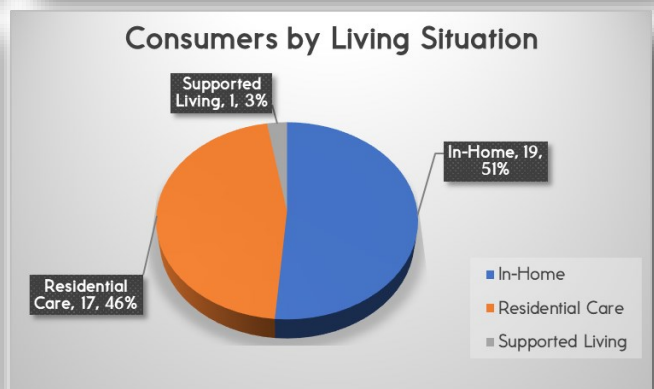
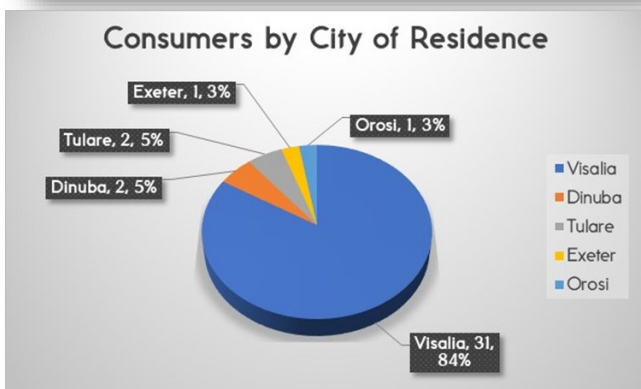
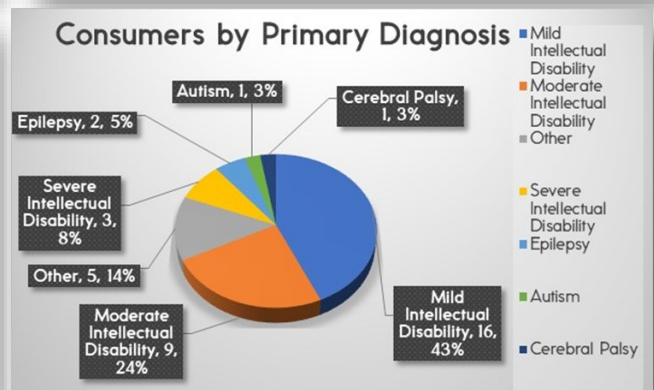
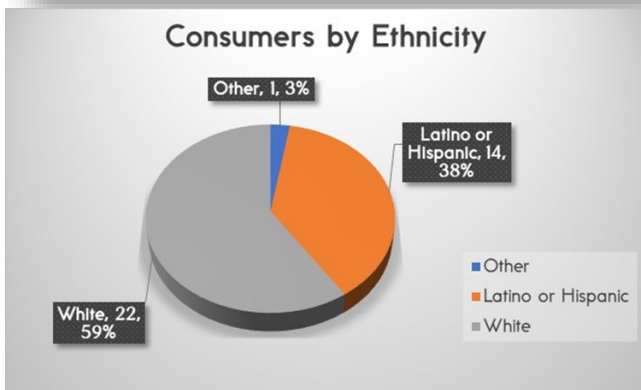
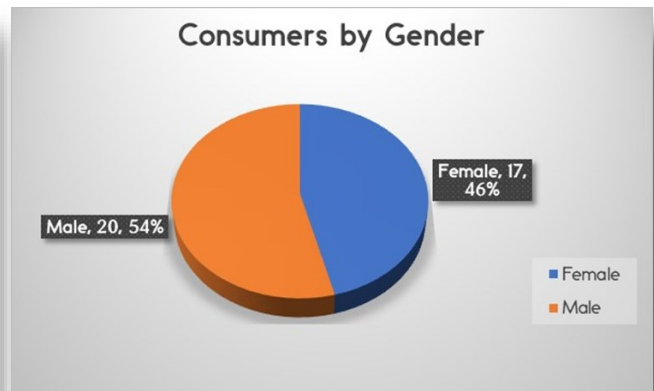
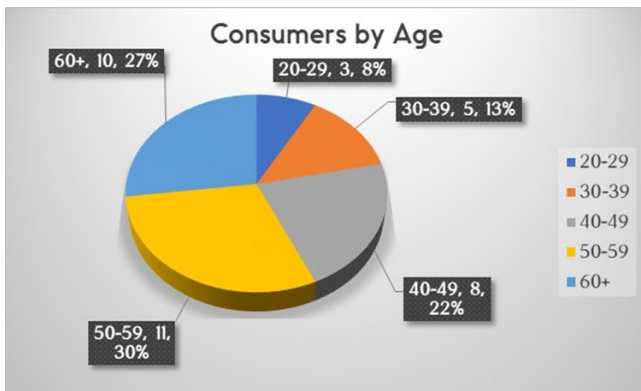
Employer Surveys

	Satisfaction Rating
Quality of services	4.75
Communication	4.5
Professionalism and attitude	5
Information accuracy	4.5
Timeliness of placement	4.75
Attentiveness to employment needs	4.5
	Overall Employer Satisfaction Rating: 4.7

Life Skills Learning Center

The primary goal of the Life Skills Learning Center is to teach a variety of skills thereby enabling our consumers opportunities to achieve their fullest potential in life. In order to achieve this goal we offer an array of activities that reinforce basic life skills, social skills, pre-vocational skills, community integration and functional skills. Physical fitness, health, nutrition and technology are also vital to the overall concept of the program. Life Skills has transitioned to a Community Integration training program, offering

greater opportunities for consumers to engage in community activities with an emphasis on integrated, fully inclusive environments. As a state licensed program, infection control practices remain in effect, requiring modifications to program activities and Community Integration outings. Life Skills was able to fully return to in-person services this year.



LSLC Outcomes	22-23	21-22
Total Served	37	35
Average Daily Attendance	85%	60%
Program Objectives Met	80%	75%
Percentage of Daily DDS Rate Meeting Costs	100%	100%

Exit Outcomes	Total: -6
Transitioned to other Able programs	0
Exited to alternative community services	3
Exited due to health related issues	1
Moved	1
Other	1

Life Skills Learning Center Satisfaction Survey Results 2022-2023

Participant Surveys

	29 respondents	% of Satisfaction														
Do you feel you have a choice of activities at the Life Skills Center?		100%														
Do you feel safe at LSLC?		100%														
Does staff help you when you have a problem?		100%														
Do instructors give you enough time to complete projects?		100%														
Do you feel you have enough input in your program?		100%														
Would you recommend Life Skills to a friend?		100%														
What is your favorite activity?	Watching movies, Playing basketball, Separating colors, Cooking class, Working on papers, Working on tablet, Anything as long as I am busy, community integration outings, Coloring, Counting money, Puzzles, Arts & Crafts, Exercising, Learning numbers, Sweeping and cleaning.															
Who can you talk to if you have a complaint?	<p>Who can you talk to if you have a complaint?</p> <table border="1"> <caption>Who can you talk to if you have a complaint?</caption> <thead> <tr> <th>Role</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Other</td> <td>0%</td> </tr> <tr> <td>Staff</td> <td>0%</td> </tr> <tr> <td>Instructor or Counselor</td> <td>0%</td> </tr> <tr> <td>Supervisor</td> <td>0%</td> </tr> <tr> <td>Counselor</td> <td>45%</td> </tr> <tr> <td>Instructor</td> <td>30%</td> </tr> </tbody> </table>		Role	Percentage	Other	0%	Staff	0%	Instructor or Counselor	0%	Supervisor	0%	Counselor	45%	Instructor	30%
Role	Percentage															
Other	0%															
Staff	0%															
Instructor or Counselor	0%															
Supervisor	0%															
Counselor	45%															
Instructor	30%															
Do you have any suggestions on how we can improve the program?	No responses.															
Overall Client Satisfaction:		100%														

Care Provider Surveys

	29 respondents	% of Satisfaction
Do you feel your adult(s) receives quality services at LSLC?		100%
Do you feel your adult(s) benefits from attending LSLC?		100%
Do you feel your adult(s) is offered enough variety of activities?		100%
Do you feel your adult(s) receives adequate staff supervision in the program?		100%
Do you feel that LSLC staff effectively deals with your questions and concerns?		100%
Do you feel LSLC staff is well trained and professional?		100%
Do you feel adequately informed regarding your adult(s) program at LSLC?		100%
Would you recommend Life Skills to others?		100%
If not, why?	No responses	
Are there any new or additional services you would like LSLC to provide?	Would still be interested in work for [consumer]. More outings when possible.	
Are there any additional comments you would like to make?	Great program, with loving teachers, Good communication, Very happy with quality of service, Very caring staff.	
Overall Care Provider Satisfaction:		100%

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Visit our new website
www.ableinc.org



Code of Ethics for Persons Served

Able Industries will continually strive to achieve service quality based on excellence, relevancy, rehabilitation integrity and commitment to purpose.

In all planning, program development and operations, Able Industries shall give first consideration to the needs of those served.

Able Industries shall make no prescription of services or assignment of work without reviewing appropriate medical, psychological, or other pertinent diagnostic information.

Persons served are entitled to an individualized plan which is realistic, relevant to their specific needs and interests and which seeks their input and ongoing participation.

Persons served shall be entitled to access to their files, in a timely fashion, upon request.

Persons served are entitled to options in vocational and life skill programming with choices based on their expressed interests, needs and abilities.

Able Industries is committed to the development and promotion of a broad diversity in production and program activity to allow persons served to achieve challenging and varied rehabilitation opportunities.

The organization will provide a process to assure maximum opportunity for the upward mobility of persons served. In the hiring of staff, full consideration shall be given to qualified individuals with disabilities.

Able Industries believes in the concept of full inclusion and must provide programming that both facilitates and promotes activities tied to expectations of the community and society.

The organization believes in the concept of self-empowerment and will both promote and facilitate such throughout programming for persons served. Access to self-help, legal and advocacy services will be facilitated as requested.

Able Industries shall develop and maintain a comprehensive education program to promote understanding of the needs and capabilities of individuals with disabilities and to encourage their acceptance in the community.

Persons served give up no legal rights when they receive services from Able Industries. Hence, an individual's legal rights must be respected at all times.

Confidentiality of personal information for persons served shall be protected at all times.

Persons served are entitled to privacy and freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect.

Persons served shall be entitled to informed consent or refusal regarding service delivery, release of information, concurrent services, composition of the service delivery team or involvement in research projects.

In all instances where staff is asked to witness personal documents of trainees, these matters need to be referred to management to determine if it is appropriate for this agency to perform that function. If appropriate the Executive Director will sign such documents on behalf of the agency.

Persons served will be provided with lockers/storage bins to protect personal property. In the trainee manual items that should not be brought to the facility are listed for their protection and to avoid theft.

Able Industries shall provide a formal process for investigation and resolution of alleged infringement of rights of persons served.

Able Industries shall provide a formal process for objectively hearing grievances or complaints from persons served and a protocol for appeal of decisions regarding service.