



2019-2020 ANNUAL REPORT

Our work
is everything
but ordinary





2019-2020 AGENCY HIGHLIGHTS

Dear Friends,

As we stop to reflect on 2019, it is obvious that at present, our world has changed immeasurably. The COVID-19 pandemic felt as though it was far away during late 2019 but swiftly traveled to our doorstep in early 2020. As a result, for the first time in 130 years, we suspended our programs and services out of an abundance of safety for our community and as advised by the Ohio Department of Health. We were fortunate to continue the essential functions of our business including custodial services, food packaging, and sewn products for the United States military. However, closing the doors of our programs was accompanied by the furlough of hundreds of valued and cherished employees, the cancellation of our 130th Anniversary celebration, and loss of critical operating revenue needed. The pandemic caused our community to come to a standstill in ways we could not have imagined.

As our nation adapts to a new normal necessitated by the COVID-19 pandemic, we are once again confronted by our nation's legacy of racism and inequality. Vocational Guidance Services proudly stands in solidarity with the fight against systemic racism in Northeast Ohio and beyond. We are committed to diversity, equity and inclusion to make VGS the most accepting and respectful environment for all. We will continue to advocate for the Ohioans with disabilities we serve while staying committed to a world where everyone is viewed, accepted and treated equally.

Even in light of all that has happened, it is important that we take an opportunity to celebrate the success of the nearly 3,000 individuals we served last year. We accomplished this goal by partnering with over 150 businesses to match Ohioans with disabilities to employment opportunities. Through these partnerships, VGS paid over \$7.8 million in wages and benefits proving again that we are not only serving individuals but contributing our communities by supporting local economies.

2020 is Vocational Guidance Services' 130th anniversary of service to the community. Since 1890, we have adapted to challenges and responded to the changes in our communities and of those we serve. Looking ahead, we are steadfast in our commitment to continue meeting the challenges set before us. We have always been a dynamic organization with the goal of helping individuals with disabilities on their path to employment. It is with that goal in mind that we look to the future with excitement and vigor. We will continue to embrace technology to provide quality and innovative virtual services, maintain safe work and learning environments, and provide guidance, training, and employment for individuals with disabilities.

Susie Barragate
President & CEO

Joseph G. DuBois
Board Chair

2019 IMPACT

2,599

individuals served in 26 counties throughout Ohio

593

job placements for individuals with disabilities

670,000

hours of paid workforce training

\$7.8 million

in wages and benefits paid

250

contracts and business partnerships to provide work assessment and community-based employment



On March 21, 2020 the Ohio Department of Health issued an order closing adult day services and vocational habilitation services for individuals with intellectual and developmental disabilities to present the spread of COVID-19. Our referral-based services through Opportunities for Ohioans with Disabilities, Department of Developmental Disabilities, Veterans Administration, and the Bureau of Workers Compensation were subsequently suspended for four months under the Department's order. The temporary shutdown necessitated the furlough of more than 500 employees for a 70% reduction in our personnel, primarily direct service providers.

PROVIDING ESSENTIAL SERVICES

Fortunately, our work did not stop entirely. At our Cleveland facility, production of pants for women in the United States military continued as did our warehousing and packaging services for Ohio-based food vendors. We also continued to provide custodial

services for several buildings including the Carl B. Stokes Federal Court House, Bricker Federal Office, Cleveland Clinic - Fairview Hospital, Anthony J. Celebrezze Federal Building, and the Department of Health in Columbus. Lastly, we supported frontline health care workers by producing over 10,000 cloth face masks for the Cleveland Clinic, ambulance companies, and other community-based healthcare providers.

PHYSICALLY DISTANT, SOCIALLY CONNECTED

We continue to adapt our services and invest in technology to ensure positive experiences and outcomes. REACH (Referral, Educate, and Check-in) was new service through Opportunities for Ohioans with Disabilities developed in response to the COVID-19 pandemic. Through REACH, VGS connected with more than 400 of our program participants to provide support and assistance programs while remaining physically distanced. Similarly, our summer



COVID-19 RESPONSE & IMPACT *continued*

youth program and job placement programming are now provided virtually.

SUPPORTING VULNERABLE COMMUNITIES

For Ohioans with disabilities, COVID-19 and the suspension of developmental disability services left a vulnerable population even more at risk. The closure of day habilitation programs and employment services for individuals with disabilities hindered our clients' ability to find jobs as well as their overall wellbeing. Our clients are high risk for homelessness, joblessness, and, unfortunately, maltreatment due to stigmas about individuals with disabilities. The majority of the individuals we serve rely on public transportation or non-medical transportation providers that ceased operations because of the pandemic. Data has shown that COVID-19 fatality rates are higher for people with intellectual and developmental disabilities. They also contract the virus at a higher rate,

according to research on group homes across the United States.

SAFELY REOPENING

Our vocational rehabilitation services resumed in early July 2020. Per safety guidelines from the Department of Health, we are only able to serve 30% of the individuals we supported previously. Prior to the pandemic, VGS served over 700 Ohioans with disabilities every day. While much has changed, the health and safety of our community remains a top priority. We are taking distancing and sanitizing measures very seriously and have provided PPE, implemented social distancing, and updated sanitation practices consistent with the Centers for Disease Control and Prevention. We are grateful to have many of our furloughed staff back and doing the work they love. We are confident that these modifications will not diminish the joy of bringing our mission to life.



OUR COMMITMENT TO RACIAL EQUITY

Vocational Guidance Services stands in full support of the fight against systemic racism.

In June 2020, we joined more than 100 organizations voicing our support of legislation passed by Cleveland City Council to declare Racism a Public Health Crisis.

Beyond our verbal and written declarations, we are committed to thoughtful actions that bring healing and justice. We look forward to your continued partnership and support as we fight for change both inside of our organization and in the communities we serve. Our commitment to racial equity is unwavering.





130TH ANNIVERSARY

CELEBRATING 130 YEARS OF SERVICE

2020 marks 130 years of service to Ohioans with disabilities. Our 130th Anniversary is an opportunity to look at our history as a source of pride and our future as a source of inspiration.



1890 - Our Beginning: A small group of young women in Cleveland began a sewing circle. Inspired to create a charitable enterprise from their time together, the Sunbeam Circle was born. The women sold their handmade garments and purchased bedside tables for disabled children at Lakeside Hospital with the proceeds. Over the years Sunbeam grew to serve individuals with disabilities and eventually becoming Vocational Guidance Services.

2020 - Our Present: Today, the Sunbeam Board remains an essential part of our work by raising awareness, providing financial support, and volunteering. The Sunbeam Board continues to champion the legacy and the work of the original sewing circle. Together with Sunbeam, we celebrate our past achievements and look towards a bright future.



THE SUNBEAM HOLIDAY BOUTIQUE

The first Sunbeam Sale was held in 1911 and quickly grew into a "must" for many families across Cleveland. Now called the Sunbeam Holiday Boutique, the event is held over the three days at The Country Club in Pepper Pike and features unique vendors who donate at least 15% of their sales directly to VGS. The 2019 event was our most successful yet with total sales just shy of \$300,000. We thank our dedicated Sunbeam volunteers for their exemplary leadership and service.



PROGRAM/SERVICES OVERVIEW & SUCCESS STORY



“To work hard gives me satisfaction, to work hard is to give your all. **Do your job to the best of your ability.**”



We are leaders in vocational rehabilitation. Vocational Guidance Services provides workforce development, vocational rehabilitation services, and paid work opportunities to thousands of Ohioans with intellectual and developmental disabilities, physical disabilities, and other barriers to employment. Our service model is comprehensive and holistic, focusing on each individual's strengths and abilities. We recognize the pathway to entering the workforce is not linear and are proud to offer a comprehensive range of services and programs including:

- Work Assessments
- Job Placement
- Workplace Readiness Skills Training
- Customized Skills Training
- Job Exploration Programming
- Paid Work Experiences
- On-site Job Support

CARLTON'S STORY

Carlton is a superstar in our eyes. For nearly two years, Carlton has worked with VGS as a Day Porter for the Warrenville Heights Library. He brings two decades of building maintenance experience to VGS' team and easily exceeds the expectations of the library management. However, Carlton's engaging personality, expertise in the field, and positive attitude are second to his resilient spirit. Carlton requires dialysis treatment three days a week at 5 a.m. due to renal kidney failure. He leaves dialysis to go directly to work. Despite his treatment schedule, he has never been late or required time off. Carlton is an asset to the Library and an inspiration to us all.

We celebrate Carlton's dedication and ability to overcome barriers to employment.



A THANK YOU TO OUR SUPPORTERS

Vocational Guidance Services is pleased to acknowledge the individuals, families, corporations, and foundations whose contributions allow us to break down barriers to employment for Ohioans with disabilities. Our work is possible because of your incredible generosity.

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Debbie Hermann	Judy Pace	
Laura Herrick	Amy Paine	



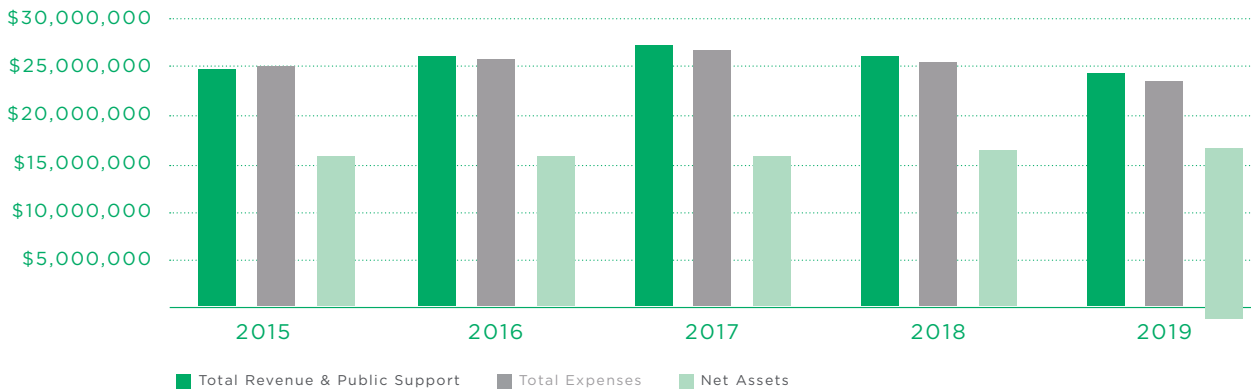
FINANCIAL HIGHLIGHTS

Vocational Guidance Services is proud to report another year of strong financial results for 2019. Our 2020 fiscal year was also off to a strong start before the COVID-19 pandemic significantly shifted our programmatic and financial plans. We are grateful for generous support from our donors and corporate partners as we continue provide critical programming for Ohioans with disabilities. We remain committed to financial prudence to ensure continued mission impact, sustainability, high-quality programming for the next 130 years.

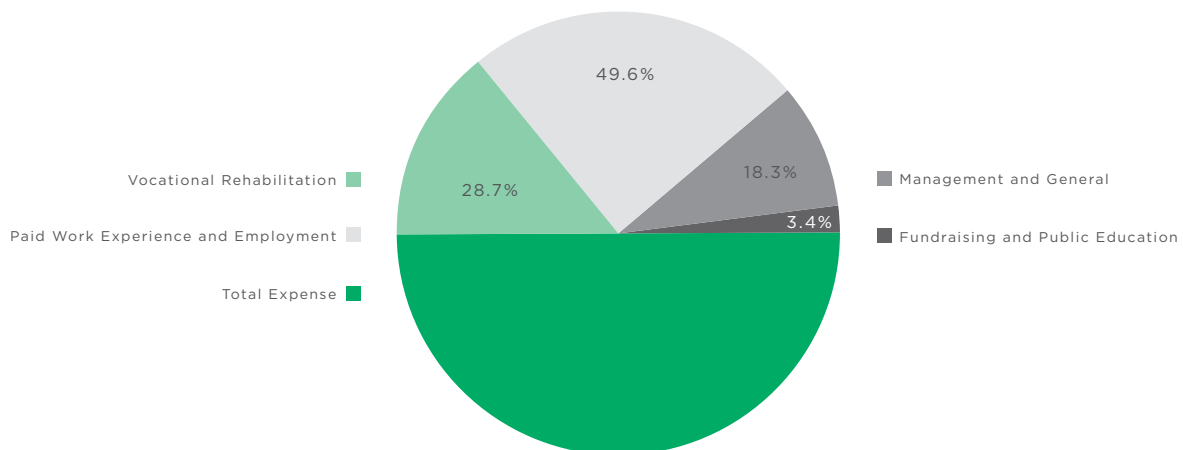
TOTAL REVENUE & PUBLIC SUPPORT



FINANCIAL SNAPSHOT



OPERATIONAL EXPENSES





CLEVELAND WORKFORCE CAMPUS
2235-2239 East 55th Street | Cleveland, OH 44103
Phone: 216.431.7800

ELYRIA
359 Lowell Street
Elyria, OH 44035
Phone: 440.322.1123

COLUMBUS
1539 W. Broad Street
Columbus, OH 43222
Phone: 614.291.0233

BROOKLYN CAREER & ACTIVITY CENTER
10991 Memphis Avenue
Cleveland, OH 44144
Phone: 216.881.6868

SOUTHWEST CAREER & ACTIVITY CENTER
4720 Hinckley Industrial Parkway
Cleveland, OH 44109
Phone: 216.476.3020

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Accreditation of Rehabilitation Facilities

State Board of Career Colleges and Schools Registration # 79-10-0671T



A United Way Agency



This report summarizes the 2018 activities and accomplishments of Vocational Guidance Services and its affiliates, VGS, Inc., Vocational Services Inc. and Dress for Success Cleveland.