



WORK
OPPORTUNITIES

Values

2005 Annual Report



The mission of Work Opportunities is to promote self-determination, self-respect and valued participation in the community for persons with disabilities through work.

2005 Board of Directors

President Howard Stott
Vice President Pat Pedersen
Treasurer Tom Stephens
Secretary Sue Haley

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Leslie Dodge
Dan Kahn
John Kolodzie
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Hubie McMorrow
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Barbara Vicent
Mike Herb (*emeritus*)



From the Executive Director and Board President

When Work Opportunities conducts its annual strategic planning activities, prior to developing goals, objectives and strategies; we take the time to develop a shared vision of the ideal community in terms of accessibility, support and opportunities for persons with disabilities. We discuss, reach agreement upon and articulate our organization's values which we bring to life in our programs, services, and in our relationship with the persons served by our organization.

These powerful statements of our values serve to keep Work Opportunities on track. They help us make the right choices in our day-to-day situations and guide our strategic decision-making. These values help us in dealing with adversity and in managing change. They serve as guideposts in making personnel, financial, facility, and program development decisions.

Over time, Work Opportunities' actions and reputation have become closely aligned with these values; resulting in tangible improvements in organizational outcomes, better recruitment, more successful fund raising, and a stronger commitment from our stakeholders. Much of Work Opportunities' success has come as a direct result of keeping our values in our hearts and minds as we do our work; resulting in increased "self-determination, self-respect, and valued participation in the community for persons with disabilities".

Please take a few moments to share our sense of pride in our organization's accomplishments in 2005 and review a few of the many achievements of persons receiving services from Work Opportunities during the past year. Thank you for all you have done to help make our work a success.

*"Personal leadership
is the process of
keeping your vision
and values before you
and aligning your
life to be congruent
with them."*

Stephen Covey
America Leadership
Consultant and Writer

Phil McConnell
Executive Director
Work Opportunities

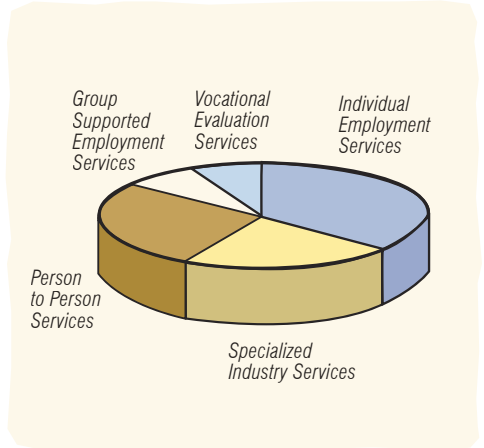
Howard Stott
Board President
Work Opportunities

2005 Total Participants

Total Participants Served: 374

People Served	% Served	Program
158	35%	Individual Employment Services: Job development, job coaching and long term support for successful employment.
110*	25%	Specialized Industries Services: Providing employment and training options while assisting with significant support needs.
93	21%	Person to Person Services: Providing opportunities to become connected to the community through volunteering and paid employment.
38*	9%	Group Supported Employment Services: Groups of six to eight participants working within a company while receiving on-site support and assistance.
44*	10%	Vocational Evaluation Services: Providing opportunities to identify employment skills, strengths and interests.

* duplicate count

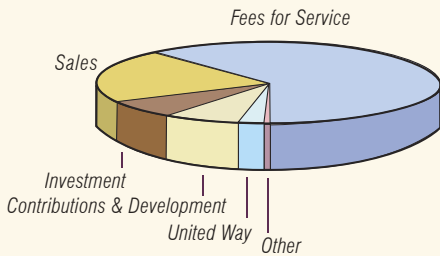


2005 Total Revenue & Expenses

2005 Revenue

Total Revenue \$3,007,631

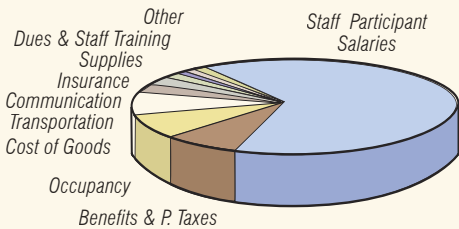
Fees for Service	\$1,785,663	59.4%
Sales	\$ 651,421	21.7%
Contributions & Development	\$ 377,289	12.5%
Investment Income	\$ 107,942	3.6%
United Way	\$ 68,433	2.3%
Other	\$ 16,883	0.5%



2005 Expenses

Total Expenses \$2,819,952

Staff/Participant Salaries	\$1,742,431	61.8%
Benefits & Payroll Taxes	\$ 447,625	16.0%
Occupancy	\$ 265,613	9.4%
Cost of Goods Sold	\$ 167,776	6.0%
Transportation	\$ 45,022	1.6%
Communication	\$ 47,895	1.7%
Insurance	\$ 37,809	1.3%
Supplies	\$ 14,424	0.5%
Dues & Staff Training	\$ 20,745	0.7%
Other	\$ 30,612	1.0%



Unaudited : Includes in-kind contributions

Values

*Increased options for skills acquisition
and employment with fair compensation...*

Individual Employment Services

Job development, job coaching and long term support for successful employment.

Program Outcomes

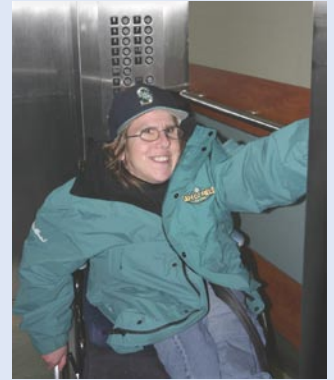
- A total of 158 Division of Vocational Rehabilitation and Division of Developmental Disabilities participants were served throughout 2005.
- 38 new jobs were developed in 2005.
- The average hourly wage for supported employment clients increased from \$8.72 to \$8.97 in 2005.
- 78 individuals were provided long term support at their places of employment.
- Three participants maintained self-employment during the year.

Program Participant

Nobody can accuse Denise Spencer of shying away from a challenge. Born with Spina Bifida and not expected to live a month, Denise surprised everybody by holding onto life. Driven by the goal to be independent, she endured countless surgeries, and a stay at Fircrest to graduate from Edmonds High School.

Denise realized she had to repackage her skills and turned to Work Opportunities.

Denise first came to Work Opportunities in the 80's. Her communication skills became evident during an assessment and she began a career in telemarketing, market research and customer service. Recently these jobs moved offshore. Denise realized she had to repackage her skills and turned to Work Opportunities again. Denise became involved with More Alike Than Different and



developed a wonderful speech. Her eloquent presentation at the 2005 Auction led to several job leads which were followed up on by our Individual Employment Program staff. While these were being explored, Denise was paid to develop new opportunities for More Alike Than Different presentations and solicit support for Bowlarama.

Today Denise has a job working in customer service for the Mariners. Her story is a testament to her tenacity and Work Opportunities' ability to work creatively and collegially across all departments and programs to fulfill the agency mission.

Values

A focus on abilities, individualized services, and self-determining choices...

Vocational Assessment Services

Providing opportunities to identify employment skills, strengths and interests.



Marcus Hodges came to Work Opportunities after going through Person Centered Planning offered through the Snohomish County Division of Developmental Disabilities. During his planning, it became evident that Marcus had a particular interest in sorting mail but he had no experience in this area other than taking care of the mail at home. Working with the Division of Vocational Rehabilitation, Marcus was referred for a Situational Assessment that was designed to give him that first hand exposure and experience that would help him to decide if, in fact, sorting mail was something he truly liked. He

Program Participant

worked at the Snohomish County Courthouse where he sorted and delivered mail. His volunteer position at his former school's recycling center was also used to gain information about his skills, interests, job readiness skills, and possible support needs.

Marcus knows that he has the skills necessary to succeed

Marcus now has a clear direction. He knows, "It's in my heart for sorting mail." He also knows that he has the skills necessary to succeed. He has moved on to Work Opportunities' Individual Employment services to find a job. We are very excited to work with Marcus. His charismatic personality, strong work ethic, and positive worker characteristics will be a bonus for any employer.

Program Outcomes

- 44 individuals received assessment services in 2005 in the following areas:
- Community-Based Assessment: 17 individuals
- Facility-Based Assessment: 9 individuals
- Comprehensive Vocational Evaluations: 18 individuals
- The total number of people served in our Vocational Evaluation Program represents a 156% increase from 2004.
- Networking with schools provided us the opportunity to work with 7 students from the Northshore School District.

Values

*Increased access to resources and activities,
with respect and support by the community...*

Person to Person Services

Support individuals on their pathway to employment by helping them connect to the community through volunteering and other activities.

Program Outcomes

- A total of 93 participants received Person to Person services in 2005. Of those 93, 45 chose Person to Person as their primary service and 48 received this service while also being enrolled in one of our other programs.
- 41 individuals engaged in on-going volunteer work. Other participants connected to the community in various ways including All Aboard, People First, and Special Olympics.
- Many participants chose other skill building pursuits such as Edmonds Community College Adult Basic Education classes, Provail Speech and Occupational Therapy, Life Skill Classes, and computer training.

Program Participant

Marcie Meyer has been devoted to developing her work skills and abilities with the help of Work Opportunities' Person to Person Services since 1996. Marcie and her team developed a specific plan to work on her goals and she has set about meeting those with an unwavering determination. She enrolled in Edmonds Community College and worked hard in the classroom and on her homework. Her confidence from this experience continues to increase.

Marcie is volunteering daily at Everett Rehabilitation and Care Center to strengthen her skills and gain new ones. Her primary responsibility is to support residents who use wheelchairs as they participate in community activities. She is a truly valued



*Marcie's confidence
from this experience
continues to increase.*

member of this team and won special recognition in 2005 for reacting quickly when a person's wheelchair became unsecured and almost hit a curb. Marcie caught the person just in time, avoiding serious injury to the resident. Marcie is now working toward a major goal; paid employment!

Values

Promote understanding and valued contribution within the community...

Group Supported Employment Services

On-site support and assistance for six to eight participants working within a company.



Randy Miner is a man with a plan. He wanted a job and had skills, but getting employers to see them was difficult. He joined Work Opportunities in 2002 with a map of his employment goals already created. Randy started at Mountlake Terrace Center and quickly excelled.

Randy told us he wanted more challenging work and the opportunity to increase his wages

Through his sign language and written communication skills, he told us he wanted more challenging work and the

Program Participant

opportunity to increase his wages, so Randy moved to our Lynnwood Work Center. Randy increased his skills and earnings there to focus on his plan for community employment. In January 2005, Randy was offered a community job at the Snohomish County Courthouse enclave, which he enthusiastically accepted. His keen awareness of his community helped him take full advantage of this new opportunity. Randy kept abreast of all the exciting stages in the construction of the new adjacent courthouse site. His quest to be independent, involved and included in life has really paid off.

Program Outcomes

- 38 individuals were served in a Group Supported Employment setting. Employers working with us in this program include Stevens Hospital, Snohomish County Courthouse, Eldec, and Snohomish County Department of Information Services.
- 23 GSE participants had wage increases during 2005.

Values

*Creative individualized services
reflecting an optimistic vision...*

Specialized Industries Services

Employment training and skill building for individuals with significant support needs in our assembly and production facilities.

Program Outcomes

- Specialized Industry Services provides employment training and skill building for individuals with significant support needs in our assembly and production facility.
- 110 participants received employment and work training services within our Lynnwood and Mountlake Terrace Work Centers.
- 53% of the 110 participants are also engaged in community based services with our Person to Person, Group Supported Employment, and Individualized Employment programs.

Program Participant

Ralph Alvarado continues to meet and conquer the challenges of being deaf and blind. He first came to Work Opportunities in 1997 and began working at our Mountlake Terrace Center. With the aid of special texture paint on the floor, Ralph learned to travel independently to various parts of the center, including the break room where he helps make coffee. Ralph's primary work duties include folding towels, inserting alligator clips into boots, and putting parts into bags. While he enjoys these assignments, he also knew, as did the people supporting him, that he could build his skills and abilities.

Lupe Alejandre works closely with Ralph as his training supervisor. Lupe understands how Ralph learns and is using her creativity to help him train



Ralph knew, as did the people supporting him, that he could build his skills and abilities.

for a new job with Seattle Marine, preparing gloves for shipping. Six cardboard cutouts were taped to Ralph's workstation. By using hand-over-hand assistance, Lupe supports Ralph to place one pair of gloves onto each piece of cardboard, gather them together, and bundle them for shipping. Ralph has increased his independence at this task and continues to enjoy this work. Seattle Marine depends on Work Opportunities and Ralph to get their gloves ready for shipping and out the door!

2005

Work Opportunities Staff

Guadalupe Alejandre
Marti Alger
Jessica Bell
Tracy Benda
Mindi Berg-Solvang
Amalia Bissell
William Brady
Maria Brown
Craig Bruckshen
Janet Bruckshen
Martin Bucher
Francisca Cantorne
Brandon Castleberry
Alex Cayer
Lucinda Clark
Anthony Cosme
Katherine Cozine
Narciza Cruz-Quiroz
Laura Dahl
Kellie Fletcher
Sharon Franklin
Debbie Grandpre
Shawna Graham
Leslie Grimmer
Samantha Hardie
Lara Helminiak
Claudia Henage
Teresita Hernandez
Asonja Hyatt
Erin Jamieson
Wendy Keene
Alan Kessler
Lee Koshman
Nova Lusk-Fauquet
Veronica Martinez
Carrie Masten-Burnam

Phil McConnell
Aidan Melia
Dena Molner
Michael Morris
Dolores Morris
Patricia Myers
Diane Navicky
Chau Nguyen
Cathy Osborn
Alma Osorio
Helena Palanca
Joni Pfeifer
Regino Pimentel
Viktoriya Pinkley
Kimberly Rodgers
Myrna Ruiz
Garrett Rutledge
Mary Sabetto-Davis
Virginia Salinas
Brenda Sanchez
Nathan Schloetel
Leslie Seeche
Conor Sexton
Kellie Smith
Norvin Stanley
Marianneke Summerfield
Jennifer Talley
Sandra Tomlinson
Angela Tune
Tina Warren
Mary Washburn
Gea Werner
Suzanne Winkler
Lorne Zingmark

Community

Values

Outreach



People First:

Work Opportunities supports the South Snohomish County Chapter of People First. This self-advocacy group meets at our Lynnwood site on the second Wednesday of every month. President John Plummer calls the meeting to order promptly at 1:30.

More Alike Than Different:

Presenters who experience disabilities are encouraged to share their stories about living and working in the community. Presentations are sponsored, in part, by the generosity of grants through Snohomish County Human Services Developmental Disabilities and The United Way of Snohomish County. More Alike speakers have provided outreach to audiences all over the state including local

governments, grade schools, high schools, colleges, social service clubs and organizations, non-profit organizations, churches, and retail businesses.

Region 3 Supported Employment Conference

A number of our staff participated in the planning of this conference that had over 250 attendees. Work Opportunities had numerous staff attend this conference to learn about best practices in vocational services

Transition Fair:

Work Opportunities' staff was integral on the planning committee for the 8th Annual Snohomish County Transition Fair held in early spring. Many staff also represented our organization at the Fair by providing resource information to students graduating from high school and their families who attended this event. In addition, our staff spoke with school staff and families from many school districts about transition from school to work. If you are interested in having a transition presentation, please contact Lee Koshman at 425-778-2156.



Multi-cultural Outreach:

A Work Opportunities' staff member, Chau Nguyen, played a primary role on the planning committee of Snohomish County's Multi-cultural Outreach Grant. Chau participated in the first Multi-cultural Fair as the liaison to Vietnamese-American families.

Family Forum:

Work Opportunities held its first Family Forum in November 2005. Over a dozen family members attended to learn more about our services and give input on how to best communicate the activities and events that occur within our organization to parents and other family members.

Values

Include persons with disabilities as valued and contributing members of a respectful and supportive community...

Community

Collaboration



The Governor's Committee on Disability and Employment Issues

The Governor's Committee on Disability and Employment Issues presents the Employer of the Year Awards to employers who have made outstanding contributions to increase the employment of people with disabilities in Washington State. Work Opportunities, in partnership with Washington Vocational Services, nominated Region Three Division of Developmental Disabilities for the Washington Governor's Committee Public Employer Award 2005 and they won! We also nominated Contemporary Services Corporation for the Washington Governor's Committee Private Large Employer Award and they received Honorable Mention!

CityBank:

Work Opportunities enjoys a long-standing and special relationship with CityBank. CityBank has served each year as the major sponsor of our Annual Fund-raising Auction and Gala and has sponsored other events, publications and activities for persons with disabilities in our community.

In December, 2005, CityBank and its Directors announced a large financial contribution to Work Opportunities. We are thankful for CityBank's support of the vision of jobs and full community participation for persons with disabilities and we are honored to partner with CityBank to bring that vision to life.



United Way of Snohomish County:

Every year employees in more than 500 workplaces volunteer as coordinators to run their agency's United Way campaigns.

Brenda Sanchez, Anthony Cosme and Garrett Rutledge volunteered to coordinate Work Opportunities United Way campaign. Their energy, commitment and countless hours of hard work drove the success of this campaign and almost half of Work Opportunities' staff pledged donations to the United Way of Snohomish County. To kick-off the fund-raising campaign, Work Opportunities held a garage sale and donated the \$600.00 proceeds to United Way.

Third Annual Dinner and Auction:

Due to the collaborative efforts of many, Work Opportunities' third annual auction was sensational - raising over \$58,000! CityBank, our prime sponsor for the third year in a row, contributed not only financially, but also in presence. Boeing also contributed to the success of our evening by having over 50 employees in attendance. Seventy volunteers and 175 businesses contributing items for our auction helped make our event a hit! In addition, the wit and charm of Auctioneer Bob Drewel; Honorary Chairman, inspiring words from John Pricco; and a More Alike Than Different presentation kept everyone engaged throughout the evening.

*Promoting understanding
within the community of all
aspects of disability...*

Community

Values

Participation

Our mission includes promoting full participation within the community for persons with disabilities. To this end, we organize a number of events for participants to attend and enjoy!



Bowlarama!

A big thank you to Boeing, CityBank, Work Opportunities' participants and their families, Board Members, staff and Kenmore Lanes for helping to raise almost \$11,000 at Bowlarama 2005!

Mariners Game:

Over 40 participants cheered the Mariners on during the 2005 baseball season with tickets sponsored by Work Opportunities.

Annual Summer Picnic:

The warm weather in July was just perfect for our annual picnic at Daleway Park in Lynnwood. Hamburgers, hotdogs and a great time were enjoyed by all!

Evergreen State Fair:

Thanks to free admission provided by Snohomish County State Fair, numerous volunteers and Work Opportunities' staff, over 50 people attended the Evergreen State Fair in August.

SeaFair Holiday Cruise:

With the coordination efforts of Work Opportunities' staff member Janet Bruckshen, 200 volunteers and over 800 Snohomish County residents with disabilities delighted in the annual SeaFair Christmas Cruise on Lake Washington. Hundreds of boat owners volunteered their boat for a cruise around the lake with appetizers and a view of Santa. Some participants even had the opportunity to take the helm.

Partnership 2020:

Work Opportunities is an integral member of this statewide consortium of supported employment vendors. Partnership 2020 advocated for, and was successful in attaining, transition funding for high school students with disabilities graduating from school into the world of work.



Annual Holiday Dinner:

Santa Claus, turkey dinner with all the trimmings and a wonderful gift exchange added to our holiday cheer at the Work Opportunities' annual holiday dinner.



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Information in this report is available in alternative formats upon request.



A proud recipient of United Way
community impact funding.
United Way, Snohomish County



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Comprehensive Vocational Evaluation Services
Organizational Employment Services
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