



KULSHAN SUPPORTED EMPLOYMENT

2013 Annual Report



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Letter from Director



As we hit our goal of 100 clients working in the community, it is important to remember that each client is an individual that we need to support in furthering their employment goals. If we do this, in 10 years we may be looking at 200 people working.

Introduction

Mission Statement

Kulshan Supported Employment's goal is to assist people with developmental disabilities find and maintain appropriate, meaningful employment.

About Kulshan Supported Employment

Kulshan was established in 1987 and is a non-profit organization. Kulshan contracts with the Developmental Disabilities Administration and the Division of Vocational Rehabilitation. We provide individualized employment services to adults with developmental disabilities who are eligible to receive services or are willing to pay privately for services. Kulshan maintains accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) in the following areas: Employment Planning, Job Development, Job-Site Training and Job Supports. Kulshan staff receive ongoing training to be able to provide the best services possible. As a client of Kulshan, you can expect to receive professional employment services, honest feedback aimed at helping you achieve your employment goals and ongoing employment support and advocacy. Clients in Kulshan direct their employment process. If you have any questions about the services that we provide, please contact us.

Agency Statistics

- J The average number of months that it took for a client in Kulshan to find meaningful employment in 2013 was 11.82 months.
- J On average, clients who are currently unemployed have been so for 17.94 months.
- J The percentage of clients that maintained their job throughout 2013 was 90%.
- J At the end of 2013, 89% of clients in Kulshan were employed.
- J Of the clients placed in new jobs in 2013, 90% of clients maintained their jobs for a minimum of 6 months.
- J Consumers and stakeholders that responded to the 2013 survey rated Kulshan overall at a 4.63 on a satisfaction scale of 1-5. Employers responded with an overall score of 4.62 out of 5. Referral sources from the Developmental Disabilities Administration responded with an overall score of 4.22 out of 5 and from the Division of Vocational Rehabilitation was 3.85 out of 5.
- J In 2013, Kulshan added 25 new job sites, and lost 10 job sites.
- J In 2013, Kulshan clients were placed in 32 new jobs.
- J In 2013, 3 clients left services.
- J At the end of 2013, Kulshan was providing service to 115 clients, 102 of these clients were maintaining paid employment.

) 2013 saw a lot of growth for clients finding jobs in our community. We will use the data from our 2013 services to make 2014 even better.

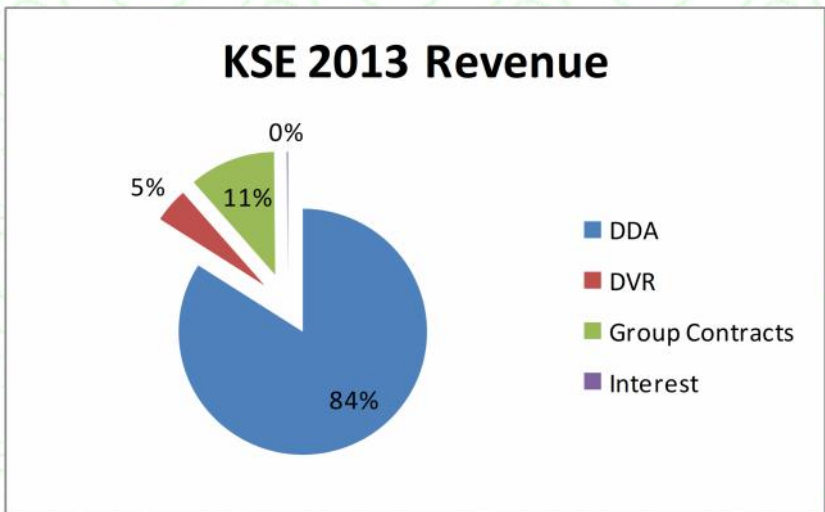
Programs and Services

Kulshan offers employment services that can be broken down into three different categories which are as follows; Employment Planning Services, Job Development, and Job-Site Training and Support. We also offer other opportunities for clients to take an active role in their employment process including monthly Group Meetings, weekly Job Seekers Meetings, and an annual Hygiene Class. Kulshan has been able to continue operating a basic webpage to be able to get our information out to prospective clients, employers and community members. Kulshan has been able to continue to offer an annual summer picnic for all clients, an annual winter holiday party for all clients, and an annual Three Year Awards Banquet for our clients who have kept their job for 3 or more years. We are grateful that we can continue to honor our clients and have a chance to celebrate. We continue to hold contracts with the Developmental Disabilities Administration, the Division of Vocational Rehabilitation and CARF.



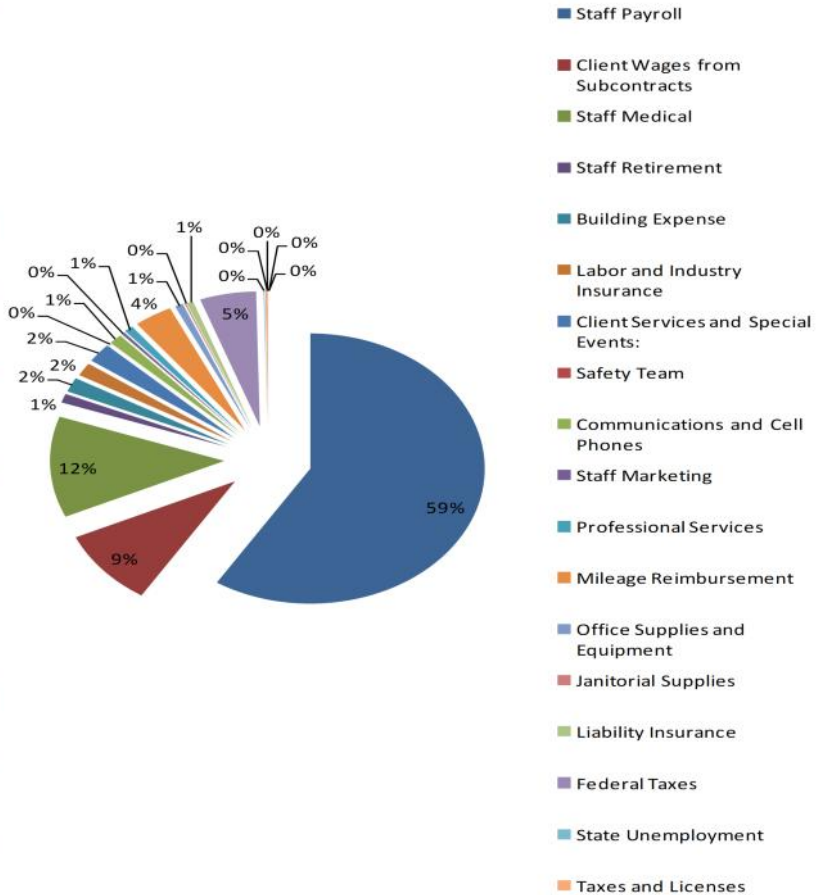
Resource Allocation

Kulshan has a supplementary budget to look at how everything is broken down into individual categories. Here are some of the general budget breakdowns:



Resource Allocation

KSE 2013 Expenses



Risk Analysis and Resource Planning

As with any business, certain risks to Kulshan are always present. These risks include: business insurance and liability, human resources, and unforeseen circumstances that a business could find themselves facing. These risks are monitored and identified as concerns arise.

In July of 2013, Kulshan signed a new contract with the County. This had the potential to cause a big impact to our main funding source. So far In addition, there is a potential to lose funding for individuals who are not on a federal waiver.

The increasing cost of health insurance poses a risk to Kulshan. Kulshan will continue to monitor this situation and plan accordingly.

Kulshan addresses these risks and concerns by conserving and saving money as best we can; maintaining our property, assets, and current liability insurance; and by taking all precautions within our power to ensure that the situations and environments in which our staff, clients and community members find themselves in are as safe as possible.

At this time, Kulshan is able to operate in a consistent manner and is able to provide the same level of service to our clients.

Human Resource and Resource Planning

Human resources continues to be one of our company's best assets. We have a very high employee retention and success rate. As we continue to grow and change, staff have taken on additional responsibility. Kulshan continues to offer all salaried staff retirement benefits, medical, dental and optional Aflac insurance. Kulshan also offers bonus incentives for job placements. These programs offer incentives to staff to continue to be able to provide the best services possible to our clients.

Accessibility Status

Kulshan continues to monitor our accessibility by annually asking each client to complete a questionnaire pertaining to barriers to receiving our services. We also have set and met our goal to prevent any client from leaving services due to accessibility. When there is an issue or concern identified, Kulshan responds with reasonable changes and accommodations in a timely manner. In 2013, Kulshan received a grant from Whatcom Educational Credit Union which allowed us to purchase and install an automatic door opener for the front door of our Kulshan Office. Thanks W.E.C.U.!

Technology Analysis

Kulshan utilizes technology in many different ways. We continue to utilize computers to be able to conduct internet searches and access information quickly in the job search process as well as for use with web based trainings. We are able to access files and information quickly and efficiently to be able to do paperwork and plans with clients. We are able to utilize email, fax, cell phone and answering service technology to be able to communicate effectively with consumers. We are also able to use our computers and network to be able to maintain parts of client files and assist with a variety of documentation needs. Kulshan has been able to replace our technology tools as necessary to maintain and utilize these tools. Kulshan continues to monitor clients coming into service for the ability to utilize iPad technology in the vocational process. Our plan continues to be to replace or purchase technology tools as they become available or need to be replaced.

Health and Safety Reports

Kulshan continues to have the Bellingham Fire Department come each year to perform an inspection of our office. This year, the fire department suggested that we increase the size of the address numbers on the outside of our building. We put six inch numbers up to be able to assist emergency responders in locating our building in the event of an emergency. We continue to perform evacuation drills, stay current on our fire extinguisher inspection, and perform self inspections of our building to ensure the health and safety of all staff, clients and other visitors to our office and property.

Kulshan staff continue to remain current in our training in First Aid and CPR, as well as Blood borne pathogens. Kulshan staff were able to be trained in the use of the Mandt System to prevent crisis situations and to improve the safety of staff and clients during crisis situations.

Performance in Business

Kulshan set goals related to the outcomes for the services we offer. We met our goals in 16 out of 18 categories. This reflects a very strong year for clients finding and maintaining employment in our community. We were able to place clients in 33 new jobs (25 new sites) in 2013. We will continue to find opportunities for people and provide needed vocational support to folks working in 2014. Please let us know if you would like a copy of the specific 2013 Goals and Objectives.

Kulshan sent out our annual survey to all consumers and we were again pleased by the number of responses and ratings we received. Employers rated Kulshan with a 4.62 out of 5. Clients, Advocates, Families and Caregivers rated Kulshan with a 4.63 out of 5. DDA rated Kulshan 4.22 out of 5 and DVR rated Kulshan 3.85 out of 5.

The areas with the lowest ratings in each of the surveys were analyzed and were incorporated into goal setting during our Annual Planning Meeting.

Board of Directors



Board of Directors (L to R): Larry Haak-Board President, Joanne DiMuccio, Frank Belzek Sr., Donna Hall, and Lee Fox

Summary

Kulshan was able to maintain a high level of service to our consumers in 2013 as evidenced by the response to our survey. This past year has seen a good amount of growth for Kulshan and has helped us to better define our goals as we move forward.

Our employment statistics also continue to be strong with an 89% employment rate and a 90% job retention rate. We continue to strive to do better. We are very proud of the amazing and dynamic group of clients that we serve and the many accomplishments that have been made in the last year.

Thank you to our clients for working hard to maintain and obtain jobs, the individuals in each client's life that provide support to our clients and our program, and the wonderful employers in our community for making this possible. Thank You!

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