

2009 ANNUAL REPORT



Celebrating 120 Years of Preparing People with Barriers to Employment for a Brighter Future





VOCATIONAL GUIDANCE SERVICES



is a not-for-profit agency that provides vocational training, work experience and job placement services for Ohio residents challenged by disabilities and/or economic disadvantages. Vocational Guidance Services has been a national leader since 1890 in the field of vocational rehabilitation. Today, VGS is one of the largest and most successful private, not-for-profit training and placement agencies in the state of Ohio.

This year Vocational Guidance Services is celebrating 120 years of helping individuals realize their potential. Throughout our history we have developed and implemented services that enhance individual abilities, break down barriers to employment, change lives and build communities.

This report summarizes the 2009 activities and accomplishments of Vocational Guidance Services and its affiliates, VGS, Inc., Vocational Services, Inc., Dress for Success Cleveland, Dress for Success Columbus and Second Glance.



*helping
individuals and
strengthening
Ohio's
workforce*



Dear Friends,



Resiliency is a term that Ohioans may know better than anyone else. Every time we have been faced with a problem we have pulled together to take it head on, and in the end, we have always found a way to bring a brighter future to Ohio. The same can be said about Vocational Guidance Services (VGS) and our consumers over the course of our 120-year history. VGS has been guided through the years by individuals with a deep passion for our mission of *"preparing people with barriers to employment for a brighter future"* as well as an entrepreneurial vision. This has allowed us to sustain and grow the opportunities we offer our consumers.



During the 21st century, VGS has served, on average, 4,750 consumers annually. We have increased daily consumer employment by more than three times to 1,000. We have grown from providing services in Greater Cleveland only to now providing services in 17 counties throughout Ohio. Also, we have developed and implemented 30 new contracts and programs each year. All of our hard work has not gone unnoticed as we have received 40 awards over the course of the century. This growth has been in the face of some very challenging times in Ohio and we know that our success was a direct response to the commitment that our board, staff, consumers and community have to our mission.



In 2009, VGS faced many challenges. The struggling economy forced many local companies to downsize and eliminate positions, placing many in our community out of work. This directly impacted employment opportunities for our consumers as well, as our consumers were competing against the newly displaced non-barriered employment seekers for what few opportunities became available. Yet VGS took these challenges head on and through sacrifice and determination we found success! Our sacrifices included eliminating 22 staff positions, closing our Euclid facility, and requiring all staff take a week furlough. These were not easy decisions, but necessary to provide us with the ability to withstand the economic hardships without compromising our commitment to serve our consumers and our

community. As a result of our determination we did provide services to 4,389 consumers as well as land 37 new contracts and programs in 2009. We were also honored with our achievement of a world record 15th consecutive three-year CARF Accreditation.

We would be remiss if we did not congratulate our staff for another year of exceptional dedication and service. They made certain that VGS' services maintained their standard of excellence even when faced with the year's challenges. We are extremely grateful for their unwavering commitment to our mission. We also need to express our appreciation to our partners, those who place confidence in us by sending their clients and consumers to us for assessment, training and placement. This is a sacred trust that we take very seriously. We want to thank our supporters and funders. While we take great pride in our ability to sustain our organization with our earned income, we could not do our work effectively without the generous support of many foundations, corporations and individual donors who understand how important VGS is to the community and to the consumers we serve. It is true that no man (or agency) is an island and we treasure the year in and year out commitment we receive.

As we move forward in 2010 and beyond, all of us at Vocational Guidance Services will continue to dedicate ourselves to outstanding execution of our mission—*"Preparing People with Barriers to Employment for a Brighter Future"*—for another 120 years.

Together, we can continue to bring hope, joy and pride to our neighbors challenged by significant disabilities or other barriers!

Sincerely,

Thomas E. Hopkins
Chair of the Board

Robert E. Comben, Jr.
President & CEO





*changing lives and
building communities*



2009 Highlights

- Vocational Guidance Services landed 37 new contracts/programs that provided employment for more than 83 full-time equivalent (FTE) transitional workers and enabled VGS to serve more than 542 consumers. This represents an 11% increase in consumers served and a 20% increase in FTE transitional workers employed. Overall, VGS was able to provide over 699,000 hours of work experience, training, and employment opportunities.
- VGS placed 618 consumers in jobs throughout Ohio in 2009, at wages of at least \$7.81 per hour. 177 of those placed are people with significant disabilities. Twenty-eight percent of placements received company-provided benefits. The overall retention rate for those placed is 37%, and 40% for people with significant disabilities. Total job creation wages and benefits in 2009 exceeded \$7 million.
- Vocational Guidance Services achieved a world record 15th consecutive CARF (Commission on Accreditation of Rehabilitation Facilities) Accreditation, inclusive of two Exemplary Notations for Budgeting System and Financial Planning/Registrar System.
- Vocational Guidance Services greatly expanded our Food Processing operations, increasing the number of daily meals to almost 2,600. All work done in Food Processing in 2009 was done by Cuyahoga County Board of Developmental Disabilities (CCBDD) Extended Work Adjustment consumers. VGS won the Dominion Community Impact Award for our Food Service Operations.
- The NISH North Central Region Williams Usdane Award went to Geraldine Wallace, a worker in VGS' Power Sewing Department. Lauren Miller, VGS Board of Directors Vice Chair was a 2009 United Way Spotlight Volunteer.
- The Sunbeam Board hosted a wonderfully successful inaugural annual fundraising event benefiting VGS: Fiesta on 55th. Overall, The Sunbeam Board contributes over \$100,000 annually to VGS and serve as volunteers at Sunbeam, A Shop for Children and various other events.



*breaking down barriers
to employment*



VGS leverages philanthropic dollars with its own revenue-generating endeavors built out of collaborative partnerships and public and private contract opportunities.

Social Enterprise

One of Vocational Guidance Services' key core strategies is to use social enterprise contracts to provide "earning while learning" work experience for trainees in its various programs. VGS secures service and product contracts that enable private sector companies and public sector agencies to meet their operational needs, while assisting Vocational Guidance Services in furthering its philanthropic mission.

Successful Social Enterprises require commercial price, quality and delivery expectations be achieved. Meeting these expectations, while employing people challenged by disabilities, requires a unique blend of social service supports and business management finesse. Included in the various social enterprise ventures are contracts providing custodial services at The Ohio State University, Louis B. Stokes Federal Building and the Anthony J. Celebrezze Building.



"I had to make up my mind that I was going to pull through, and with the help of VGS, that's what I did."

—Eunesa



Evaluation and Assessment

Evaluation and assessment services help consumers explore options and identify immediate and long-term vocational goals. Through Work Evaluation and Situational Assessments the consumers' vocational interests, aptitudes, strengths and limitations are tested and identified. This information is then used to determine the steps necessary to reach career goals and achieve success.



*helping individuals
realize their potential*

Work Adjustment

Vocational Guidance Services pioneered the Work Adjustment technique that is now used throughout the country. Work Adjustment is an employment program through which consumers earn a paycheck while learning critical job keeping skills, such as work quality, punctuality and productivity.

VGS WORK ADJUSTMENT PROGRAMS

- Clerical Work Adjustment**
- Community-Based Work Adjustment**
- Custodial Work Adjustment**
- Facility-Based Work Adjustment**
- Textile Services Work Adjustment**

Skills Training

Vocational Guidance Services Skills Training programs give consumers the tools they need to gain employment. Hands-on work experience, thoughtful instruction and relevant curriculum provide consumers with marketable skills to take with them into the workforce.

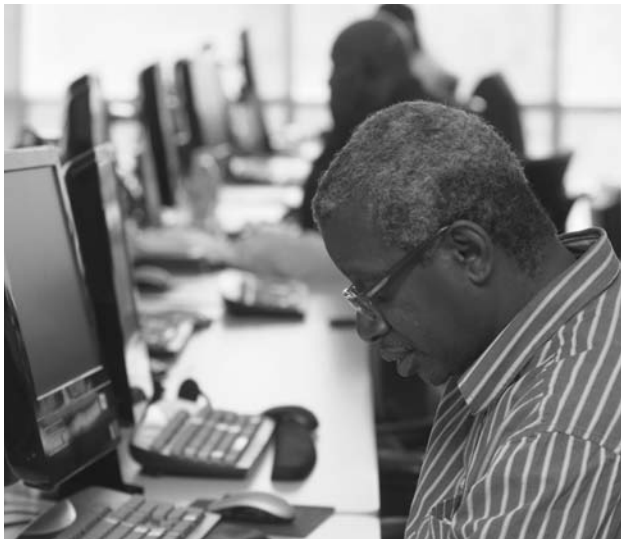
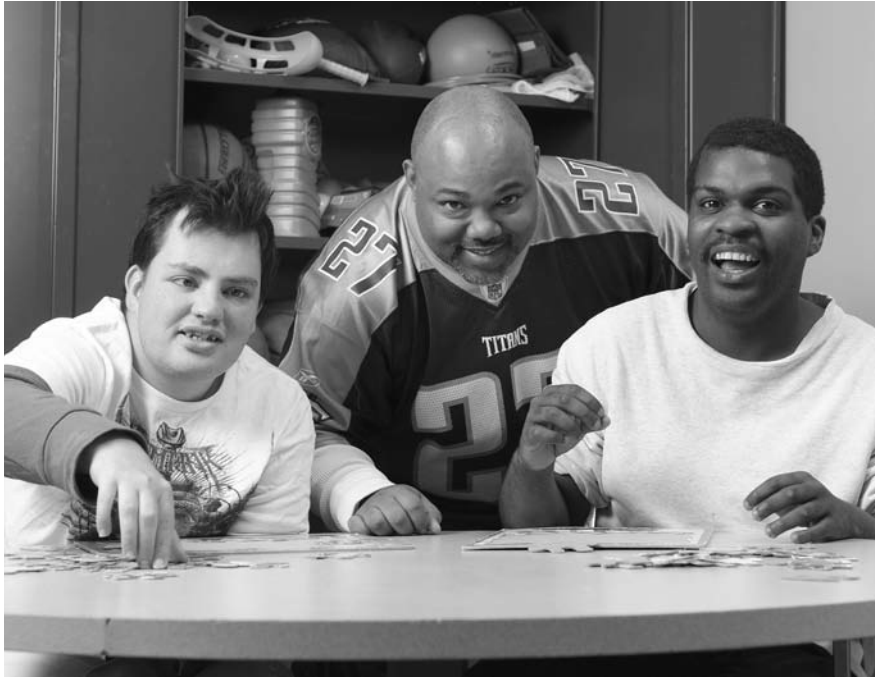
VGS SKILLS TRAINING PROGRAMS

- Adult Basic Education**
- Basic Life Skills**
- Building Maintenance Skills Training**
- Customer Service Representative Training**
- Company-Based Work Experience**
- Computer Skills Training**
- Custodial Skills Training**
- Food Service Training**
- Food Preparation Training**
- Food Packaging and Production Training**
- Forklift Training**
- Personal, Social and Employment Services**
- Textile Services Work Experience**
- Wait Staff Training**



"I thought that I would never work in a competitive environment again with my newfound disability, but VGS proved me wrong." —Robert





*enhancing
individual
abilities*



Employment

Once training is complete, the search for employment begins. Vocational Guidance Services' professional staff guides consumers through each step of the job-seeking process. After a job has been secured, we provide continued guidance to help consumers achieve long-term success.

VGS EMPLOYMENT PROGRAMS

Job Search Skills Training

Job Placement & Retention

Job Coaching

Drug Screening

Life Skills

Temporary Employment

Our Partners

Vocational Guidance Services works together with a wide variety of community groups. Each partnering organization brings distinct strengths and proficiencies to the table. Such partnerships enable VGS to provide the best possible assistance to the individuals we serve and strengthen our workforce.

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NISH

**OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES—
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Our dedicated and knowledgeable staff provides vocational rehabilitation and other supportive services tailored to each individual consumer's needs.

profile Tyson Stormer

“I guess sometimes you have to go through the bad things to get to the good stuff,” explained Tyson Stormer. Tyson’s a recovering substance abuser with diabetes and a developmental disability. He came to Vocational Guidance Services in December of 2008 looking for a brighter future.

“I wanted to better myself,” says Tyson who overcame his substance abuse problem in 2006 and continues to actively maintain his sobriety. His work history has been sporadic throughout his life. He, like many others, was self-conscious about his disabilities and did not disclose them to his employers. With his new-found sobriety Tyson was looking to find steady employment and create a brighter future, but he just didn’t know how. “I was looking for a job that I couldn’t find.”

**Until he came to
Vocational Guidance Services.**

When Tyson came to VGS, one of our VRP3 (formerly known as Pathways II) program counselors sat down with him, learned his story, and helped him to determine his goals and created a plan to accomplish them.

This plan began in VGS’ Custodial Services Work Adjustment Program, where Tyson developed an array of competitive critical job-keeping behaviors, learned the importance of showing up, being on time, producing high-quality work, and staying on task while at the same time earning a paycheck.

Tyson was so successful in Work Adjustment that he was recommended for VGS’ Work Experience Program at The Cleveland Clinic. During his 12-week training at the Clinic, Tyson focused on what he was taught and developed positive work habits. This was noticed by his co-workers and employers. In April of 2009,

he was offered a full-time position, with full benefits and paid time off, in the Environmental Services Department at The Cleveland Clinic.

Tyson’s sustained employment has enabled him to move out of the Salvation Army’s transitional housing into an apartment of his own as well as to open a savings account and begin to save for his future. “My life is a lot different now,” he says. “People trust me now and it feels great!”



"I have never called off or been late. I like getting up and going to work in the morning."

—Tyson

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We appreciate the generous support of our contributors and are pleased to have this opportunity to acknowledge their 2009 gifts.

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IN-KIND SUPPORT

The following individuals, corporations and organizations have donated goods, clothing, equipment or services to the agency.

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 Mr. and Mrs. Andrew C. Alexander
 Alexander's Floral Designs
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 Animal Clinic of Chardon
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 Dawn Bebout Photography
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 Fairmount Center for the Arts
 Fire Food & Drink
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 The Fresh Market
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 Lopez on Lee Restaurant
 David and Stephanie Lowe
 Mr. and Mrs. Robert W. Mallett III
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 Stephanie Teeter
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 United Way Services
 Vanity Lab
 The Viking Store
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 Mr. and Mrs. Eric L. Zalud

SIGNATURE SOCIETY

The Signature Society recognizes and celebrates those friends who have included Vocational Guidance Services in their estate plans or have provided support for our Board-Designated or specific Endowment Fund.

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 Nancy Klein
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Realized Bequests in 2009

Estate of June Irwin
 Ruth P. Sears Charitable Remainder Trust





VGS treats every consumer with dignity, respect and kindness while uncompromisingly pursuing fulfilling job opportunities for persons with physical, mental and socio-economic barriers to employment.

PEOPLE SERVED*

<i>For the years ended December 31</i>	2009	2008	2007	2006	2005
VOCATIONAL SERVICES	4,389	4,443	4,787	4,812	5,265
<i>Case Management, Work Evaluation, Youth Training, Remedial Education, Work Adjustment, Occupational Skills Training, Physical Capacity Evaluations, Job Coaching, Substance Abuse Services, Personal, Social and Community Services</i>					
WORK EXPERIENCE	1,208	1,432	1,548	1,640	1,792
<i>Work Experience with an Employer, Temporary Employment, Long and Short-term Transitional Employment, and Jobs Created via Full-time Hourly Employment at VGS</i>					
Work Experience Wages and Benefits Paid (in millions)	\$7.1	\$8.1	\$8.8	\$7.4	\$7.1
Total Work Experience Hours	699,928	862,400	813,000	748,683	752,227
People Served	1,161				
Full-time Equivalents	338	415	391	360	363
DRESS FOR SUCCESS	1,584	1,467	983	1,198	1,227
Total consumer dressings					

*unduplicated

Summary of Combined Statements of Activities

<i>For the years ended December 31</i>	2009	2008	2007
REVENUE, GAINS AND OTHER SUPPORT			
Government Program Fees	\$ 4,652,011	\$ 5,011,752	\$ 4,815,939
Government Grants	1,163,040	686,903	800,745
Sales to Business and Industry	13,123,884	14,732,232	13,211,507
Other Revenue	23,117	26,782	106,208
Investment Income Designed for Operations	442,121	469,190	460,977
Allocation United Way Services	582,580	486,108	374,029
Board Funding of Certain Expenses	92,573	98,924	104,978
Annual Donations and Foundation Support	1,497,530	1,413,256	1,468,442
Retail Stores, Net of Operating Expenses	(47,172)	(43,231)	(157,620)
Total Program Revenue and Public Support	\$ 21,529,684	\$ 22,881,916	\$ 21,185,205
EXPENSES			
Vocational Rehabilitation	\$ 4,947,161	\$ 5,263,541	\$ 5,253,372
Sheltered Employment	12,833,163	14,632,119	13,222,069
Management and General	3,016,277	2,746,307	2,978,057
Fundraising and Public Education	262,651	265,273	271,343
Total Expense	\$ 21,059,252	\$ 22,907,240	\$ 21,724,841
CHANGE IN NET ASSETS FROM OPERATIONS	\$ 470,432	\$ (25,324)	\$ (539,636)
OTHER CHANGES			
Depreciation	(594,538)	(666,980)	(692,103)
Total Investment Return at Gross	1,376,086	(2,739,111)	763,395
Total Return Used in Operations	(442,121)	(469,190)	(460,977)
Use of Board Trustee Designated Assets	(92,573)	(98,924)	(104,978)
FAS 87/132 Other Charge for Pension	186,396	(1,565,127)	(442,677)
Bequests and Additions to Endowments	5,018	19,259	0
CHANGE IN NET ASSETS	\$ 908,700	\$ (5,545,397)	\$ (1,476,976)
NET ASSETS, BEGINNING OF YEAR	12,423,684	17,969,081	19,446,057
NET ASSETS, END OF YEAR	\$ 13,332,384	\$ 12,423,684	\$ 17,969,081

subject to audit by Samuel Kellogg & Co., Inc. This report summarizes the 2009 activities of Vocational Guidance Services and its affiliates, VGS, Inc., Vocational Services, Inc., Dress for Success Cleveland, Dress for Success Columbus and Second Glance.

Summary of Combined Statements of Financial Position

<i>For the years ended December 31</i>	2009	2008	2007
ASSETS			
Cash and Cash Equivalents	\$ 701,078	\$ 558,826	\$ 508,620
Accounts Receivable Trade	2,318,382	2,396,912	2,805,490
Accounts Receivable Donations	188,000	85,398	196,538
Investments	7,445,221	6,593,460	9,929,256
Inventories	601,723	702,464	619,320
Prepaid Expenses and Other Assets	252,211	267,473	130,956
	\$ 11,506,615	\$ 10,604,533	\$ 14,190,180
Land Buildings and Equipment			
Land	\$ 550,971	\$ 550,971	\$ 550,971
Building and Improvements	15,597,432	15,456,705	15,408,854
Equipment	3,960,598	3,844,125	3,801,744
Vehicles	125,310	125,310	111,035
	\$ 20,234,311	\$ 19,977,111	\$ 19,872,604
Less—Accumulated Depreciation	10,347,618	9,762,658	9,092,168
	\$ 9,886,693	\$ 10,214,453	\$ 10,780,436
Total Assets	\$ 21,393,308	\$ 20,818,986	\$ 24,970,616
LIABILITIES			
Accounts Payable	\$ 456,893	\$ 196,538	\$ 394,497
Line of Credit	2,150,000	2,275,000	2,000,000
Notes Payable	1,705,547	1,894,952	2,103,072
Accrued Expenses, Other Liabilities	3,748,484	4,028,812	2,503,966
Total Liabilities	\$ 8,060,924	\$ 8,395,302	\$ 7,001,535
NET ASSETS			
Unrestricted	\$ 5,600,889	\$ 5,671,273	\$ 7,592,868
Board of Trustee Designated			
Unrestricted	5,021	13,773	1,224,662
Temporarily Restricted	115,908	97,681	145,618
Designated	337,379	308,808	350,000
Temporarily Restricted	286,274	158,951	446,957
Permanently Restricted	6,986,913	6,173,198	8,208,976
Total Net Assets	\$ 13,332,384	\$ 12,423,684	\$ 17,969,081
Total Liabilities and Net Assets	\$ 21,393,308	\$ 20,818,986	\$ 24,970,616

subject to audit by Samuel Kellogg & Co., Inc. This report summarizes the 2009 activities of Vocational Guidance Services and its affiliates, VGS, Inc., Vocational Services, Inc., Dress for Success Cleveland, Dress for Success Columbus and Second Glance.

Summary of Investments

<i>For the years ended December 31</i>	2009	2008	2007
Endowment Fund			
The F. J. O'Neill Endowment	\$ 1,759,193	\$ 1,610,213	\$ 1,825,000
The Jane Jenkins Trust Endowment	1,222,122	1,050,328	1,497,177
The Robert Rhodes Trust Endowment	947,477	810,030	1,241,033
The Helen C. Cole Endowment	726,240	637,659	934,745
The Mary Ann Swetland Facilities Endowment	524,683	441,119	691,998
The Ted Fabyan Job Placement Endowment	384,920	351,656	401,835
The Louis Kacalief Endowment	385,577	352,923	400,000
The Ellen Garretson Wade Trust Endowment	268,319	227,684	346,478
The 1525 Foundation Endowment	289,182	264,692	300,000
The John Huntington Endowment	104,092	87,784	141,024
The Elisabeth Severance Prentiss Endowment	115,673	105,877	120,000
The Armington Trust Endowment	102,601	92,434	124,448
The Helen Bowler Trust Endowment	46,212	42,017	59,575
The GAR Foundation Endowment	24,953	20,979	32,910
The McBride Endowment	33,738	30,881	35,000
The DFS Cleveland Foundation	34,199	28,861	37,283
The Salaried Staff Continuing Education Fund	19,732	18,061	20,470
Total Endowment	\$ 6,986,913	\$ 6,173,198	\$ 8,208,976
Board Designated Fund			
Unrestricted	\$ 5,021	\$ 13,773	\$ 1,224,662
Temporarily Restricted:			
The VGS Pooled Income Fund	115,908	97,681	145,618
Designated:			
The Elizabeth M. and William Treuhaft Fund	240,985	220,577	250,000
John Cunin Job Placement Fund	48,197	44,116	50,000
Bruce Griswold Job Placement Fund	48,197	44,115	50,000
Total Board Designated	\$ 458,308	\$ 420,262	\$ 1,720,280
Total Endowment and Board Designated Funds	\$ 7,445,221	\$ 6,593,460	\$ 9,929,256

subject to audit by Samuel Kellogg & Co., Inc. This report summarizes the 2009 activities of Vocational Guidance Services and its affiliates, VGS, Inc., Vocational Services, Inc., Dress for Success Cleveland, Dress for Success Columbus and Second Glance.

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Polly White

Lynne Winings

Serving throughout the State of Ohio

Comprehensive services are provided at Vocational Guidance Services' east and west side facilities in Cleveland, as well as in Elyria. Services are also provided at our facilities in Painesville and Columbus. The agency also operates Sunbeam, A Shop for Children, in Cleveland Heights. VGS has expanded its operations to offer services in a total of 17 Ohio counties; Ashland, Ashtabula, Cuyahoga, Delaware, Erie, Franklin, Geauga, Hamilton, Huron, Lake, Lorain, Lucas, Mahoning, Medina, Portage, Summit and Trumbull.

EAST SIDE

2239 East 55th Street
Cleveland, Ohio 44103
PHONE 216-431-7800
FAX 216-431-5123
TTY 216-431-0073

TRAINING CENTER

2235 East 55th Street
Cleveland, Ohio 44103
PHONE 216-881-7800
FAX 216-881-6306
TTY 216-431-0073

WEST SIDE

13102 Triskett Road
Cleveland, Ohio 44111
PHONE 216-476-3020
FAX 216-476-3435
TTY 216-476-3020

ELYRIA CENTER

359 Lowell Street
Elyria, Ohio 44035
PHONE 440-322-1123
FAX 440-322-3417
TTY 440-322-5223

PAINESVILLE CENTER

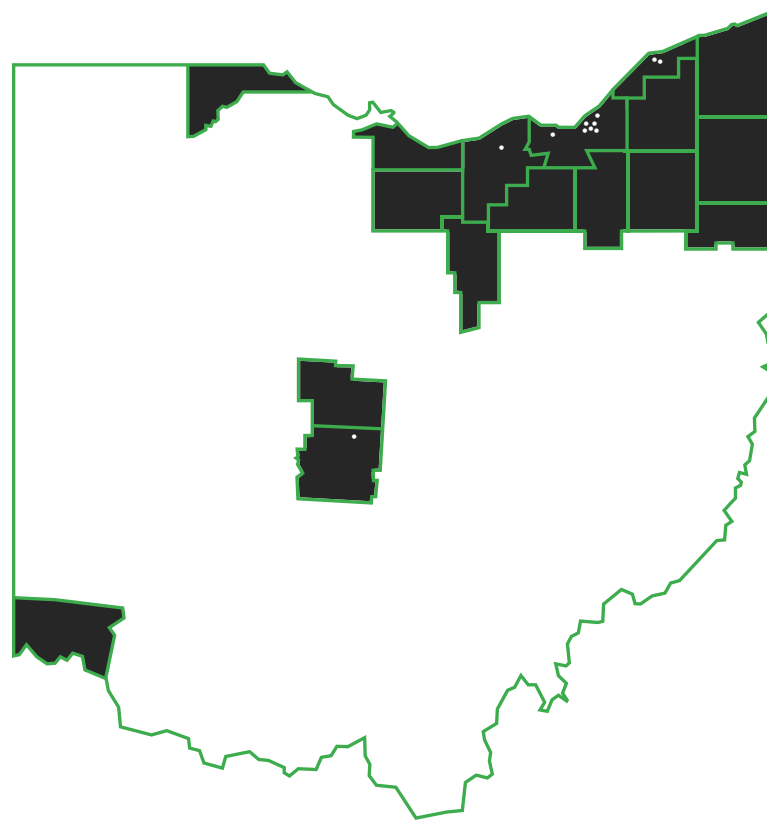
1 Victoria Square, Suite 135
Painesville, Ohio 44077
PHONE 440-350-7256
FAX 440-350-7258

SUNBEAM

A Shop for Children
3469 Fairmount Boulevard
Cleveland Heights, Ohio 44118
PHONE 216-397-3929
FAX 216-397-0217

VGS COLUMBUS

1260 North High Street
Columbus, Ohio 43201
PHONE 614-291-0233
FAX 614-437-9782



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Commission on
Accreditation of
Rehabilitation Facilities



North Central Association
Commission on Accreditation
and School Improvement

State Board of Proprietary
School Registration Certificate
#79-10-0671T



120 Years of *Preparing People with Barriers to Employment for a Brighter Future*

- 1890** Sunbeam Circle is founded
- 1918** Sunbeam incorporates as the Association for the Crippled and Disabled
- 1939** The Association for the Crippled and Disabled becomes the Cleveland Rehabilitation Center
- 1956** Cleveland Rehabilitation Center merges with Vocational Guidance Bureau to become Vocational Guidance & Rehabilitation Services
- 1980** Named "Outstanding Rehabilitation Facility in America" by National Association of Rehabilitation Facilities
- 1985** Westside location is opened
- 1985** Established "Total Temps," the first temporary work service for challenged people in the country
- 1986** Agency shortens name to Vocational Guidance Services
- 1988** Elyria Center is acquired
- 1993** VGS, in collaboration with The Cleveland Sight Center and the Cuyahoga County Board of Commissioners, initiates Northeast Ohio's only private sector Pathways program with the Ohio Rehabilitation Services Commission
- 1996** Painesville facility is opened; VGS named the official Job Match agent for the Empowerment Zone by the City of Cleveland
- 2004** VGS affiliates with Dress for Success Cleveland; agency opens its first Basic Life Skills program in collaboration with the Cuyahoga County Board of Developmental Disabilities
- 2006** Columbus facility opens; Dress for Success Columbus opens
- 2008** VGS, in collaboration with The Cleveland Sight Center and the Cuyahoga County Board of Developmental Disabilities, initiates Northeast Ohio's only private sector Pathways II/ VRP3 program with the Ohio Rehabilitation Services Commission
- 2009** VGS is awarded its 15th consecutive 3-year CARF Accreditation, the first agency to have ever achieved this distinction

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