Everybody Works Everybody Wins

> Morningside ANNUAL REPORT 2019



# Reviewing 2019 Setting the Stage for Sustained Success

## A Message from Jonathan Pleger, President/CEO

We are excited to share our annual report highlighting our many accomplishments from 2019. For the fourth year in a row, we exceeded placing over 200 people into new jobs. We couldn't have accomplished this without our dedicated staff of job developers as well as the employers. Our staff always strive for a "perfect match" in every new job start and in 2020, we will continue to work hard to support those who are counting on us to find them a job. Speaking of support, our job coaches had a tremendous year as we provided ongoing coaching, training, and other employment services to a total of 1,065 individuals throughout our service areas. We strive for excellence in all of our services and continually strive for that level of success.

Excellence was a major theme in our new strategic planning process that was conducted over several months in 2019. We were due to update our plan and worked with the Board of Trustees, staff, and other stakeholders to review our mission, vision, and values. You may notice that we updated our mission statement. These include subtle changes that better explain our purpose to our greater community. We also gathered input on a Strengths, Weaknesses, Opportunities and Threats (SWOT) analysis and set new priorities for the coming year, while establishing a planning process that will enable us to repeat this evaluation and goal setting process every year.

Armed with a new plan and planning process, we also launched a performance management staff evaluation program. This is an integral part of our goal setting and planning process, which enables each staff person to contribute their best efforts to each person we serve. It also ensures we have the most efficient, effective and mission driven organization possible. It all goes back to our mission, why we exist, and this motivates our drive to succeed. As you read the following pages, you will see the fulfillment of this mission in our clients' stories and their individual employment journeys.

Thank you to all of our partners that helped make this year a great success! We are looking forward to more great things in 2020 and beyond.



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Jonathan Pleger, President/CEO

Morningside

# **City of Tacoma Supported Employment Update: Kelly Kim**

In Morningside's 2018 annual report, Pierce County was so pleased to highlight Kelly Kim, a City of Tacoma employee and former University Place School to Work student. Kelly has now been employed since July of 2017 and our work with the city has continued!

In June of 2019, Kelly, her Supervisor and Human Resources Office Manager Wendy Hobson, Human Resources Analyst Kat Flores, and Assistant Director of Human Resources Shelby Fritz went before the Civil Service Board to request her position extension. Kelly discussed how much she loves her job and the HR team discussed her contribution to the HR department, and their reliance on her work. The Civil Service Board demonstrated great enthusiasm for not only Kelly's position within the Human Resources Department, but the expansion of supported employment positions throughout city departments. Council member Keith Blocker shared his personal story of working with Department of Services for the Blind during his career. We were very pleased to see such an outpouring of support from such an influential board. That same month, Morningside was honored to be invited to the City of Tacoma's first annual DiverCity Conference, a gathering devoted to sharing best practices as they relate to recruiting a diverse and inclusive workforce.

With the support of the Civil Service Board and a city-wide investment in recruiting a diverse workforce, HR Assistant Director Shelby Fritz and Morningside Pierce County Program Manager Heather Evans set to developing a targeted approach to increasing the number of supported employees at the City of Tacoma and hence building a more diverse and efficient workforce. Our first step was to shoot a film featuring Kelly and the HR department discussing the benefits of supported employment and laying out a process for other City of Tacoma departments. We had a full day of filming in December and the resulting video was a hit! Along with Kelly and her manager Wendy, the entire HR leadership team discussed the benefits of supported employment and called for other departments to engage. In early January, Heather and Shelby presented to the City Directors and showcased our video. Before the day was over, we had two invitations to meet with departments in the City of Tacoma and we are now building job descriptions within those departments.

Morningside is honored to work with the City of Tacoma to employ highly qualified persons who experience intellectual and developmental disabilities as a part of their diverse and community reflective workforce. We look forward to our work together in 2020!

**Thurston County Foundational Community Support:** 

**Javier Vega** 

As a young child growing up with a mother and father serving in the military, Javier Vega moved around a lot. Part of his childhood was spent in Germany, where he woke very early to meet the school bus for a long ride into town. He later lived in Texas and eventually moved to Washington during his college years. As fate would have it, Javier now works at the Lacey Walmart where his shift begins at 4:00 am, and he is able to employ the early morning discipline he gained as a youngster in Germany.

When he relocated to Washington, Javier was referred to Morningside, where he receives long-term employment support through Foundational Community Support (FCS) funding. Javier enjoyed the first retail position Morningside helped him secure, but there came a time when he was ready for more hours. He did odd jobs to supplement his income while working with Morningside to find new employment. When the Walmart opportunity was offered, Javier was excited!

Tasked with stocking the shelves early in the morning before the store gets too busy, Javier says he has learned a lot about time management and budgeting. He has also improved his social skills, stretching outside his comfort zone to interact with customers and assist them with locating items. Javier has had some interesting conversations during these exchanges, as customers sometimes share parts of their personal journeys with him. Overall, Javier states that he is happy and challenged each day at work.

Javier and Morningside are equally grateful to be working together to maintain his Walmart job. His employment consultant offers weekly on-the-job support, mostly relating to any new processes or changes in his workplace. Any concerns are quickly addressed and Javier has noticed that his supervisor has been very receptive to learning how to communicate with him in the way that works best.

While he enjoys his current hours, tasks and some perks at Walmart, like TV on breaks and food provided for coworker's birthdays, Javier has plans to move up to a fulltime position at some point. He likes that Walmart operates nationwide, offering him the chance to transfer to another state if he wants to experience living in a different part of the country. One thing is for sure, Javier has a bright future ahead wherever he may roam.



In 2019, the Community Employment Program (Thurston Placement), with a staff of 33, provided a variety of services with these results:

- 28 individuals chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 82 were referred for job development
- 71 individuals achieved employment working an average of 9.8 hours a week and earning an average wage of \$12.26 per hour
- 329 individuals maintained their jobs with 43,401.5 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages
- Job developers provided 5,350.25 hours of employer development
- The program served 568 individuals with disabilities

# **Thurston County Placement Story: Juliene Crisostomo**

Juliene Crisostomo joined the workforce at the age of 18, while attending the School for the Blind in Seattle. There she worked briefly at a Safeway store, before coming back to Lacey and graduating from River Ridge High School. Since then, she has worked a succession of jobs in the Olympia area.

Upon graduating, Morningside helped Juliene land a position at McDonalds, a job she held for nearly ten years. Ready for a change, she tried the hospitality field, working in a hotel as a dining attendant. In 2019, Juliene was presented with an employment opportunity at New Traditions, and she decided to check it out by touring the business and meeting the owner. New Traditions offers a café as well as ethically sourced art and gifts from around the world. When Juliene saw the colorful, vibrant environment and met the owner, Jody Mackey, she felt it was a good fit for her right away.

The owners enjoy having Juliene as part of the team. With years of restaurant experience, she has a wealth of skills to bring to the café. As she completes her food prep and cleaning tasks, Juliene can always be counted on to offer a big smile and a warm greeting to all who walk through the door. Outgoing and

social, her personality is a welcome addition to the joyful atmosphere at New Traditions, where she loves meeting and assisting new people every day.

Juliene is also an avid advocate for people with disabilities working in the community. She has promoted her vision of everyone having the chance to work by collaborating with Morningside and attending Employment Advocacy Day at the capitol for the last two years. Juliene is always eager to share her experiences with her legislators and convey the impact working has made on her life. In fact, on 2018's Advocacy Day, Juliene spoke at a rally of over 100 people. This was a powerful opportunity for her to share how important working is to her.

Because of her career, community connections and close knit family, Juliene lives a full and well-rounded life. She will tell you that family always comes first for her and she enjoys living with her parents, siblings and extended family. She is saving for a trip to Guam, to explore her family history there. In the meantime, Juliene will continue to pursue her many hobbies, go to Mariners games with her family and light up the New Traditions café with her joyful presence.





In 2019, the High School Transition Program with a staff of 3 provided a variety of services designed to assist students in their last year of school.

- 30 students from a number of Thurston County School districts, including North Thurston, Olympia, Tenino, and Yelm received services
- 16 students achieved employment, working an average of 16.5 hours, earning an average wage of \$12.36 per hour
- 1,775.25 hours of individual support were provided to Transition students

# **High School Transition Story: Michael Barth**

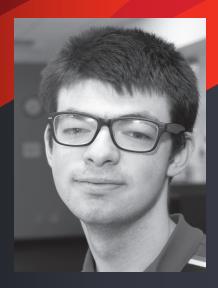
Michael Barth is a hard worker! While attending his final year at the North Thurston VOICE program (Vocational Opportunities for Independent Community Employment), Michael knew he wanted to work, after completing his transition program. This program is a partnership between the school, community, state and county agencies, and Morningside. It provides the needed support for students with disabilities, ages 18-21, during their final year of school. For Michael, opportunity knocked early in the school year, and he was ready and eager to accept employment. With a supportive employer who believes first impressions are everything, Michael was hired to make sure customers are impressed with a clean lobby every time they enter their McDonald's restaurant. At the start of holiday season in mid-November, Michael began his first job as Lobby Attendant at McDonald's, next to Haggen's grocery store in west Olympia. Not only was the restaurant busy, but the holiday traffic meant lengthy Dial-a-Lift rides from his home in Hawks Prairie. Yet Michael did not mind, and persevered through the busiest time of the year.

Initially, balancing both school and work was not easy. However, Michael valued the unique opportunity to do both, and increased his stamina as he continued to stretch himself in both arenas. Now that Michael has graduated from high school, he enjoys being able to fully focus on his job.

Receiving Employee of the Month within the first six months at McDonald's, Michael felt appreciated and valued as a team member. Serving as strong natural supports, his coworkers are quick to help if needed. Michael takes his position seriously but, as with every job, some tasks are more enjoyable than others. Restocking cup lids and straws is his favorite, and cleaning bathrooms he could do without, but he does it anyway because it's part of his job. Michael's supervisor says he is a valued part of the team and has sought to increase his responsibilities, to include assisting customers at the kiosk; delivering meals to customers in the lobby, and providing additional ketchup, straws, and napkins for those who need a little extra assistance.

These days Michael says he enjoys feeling comfortable in his job, laughing with his coworkers, earning a paycheck, and, oh yeah ... the employee discount on food is pretty good, too!





In 2019, the Project SEARCH Transition Program, with one Morningside staff person and three Olympia School District Staff, provided a variety of services designed to give students the opportunity to try out a variety of jobs at the Evergreen State College.

- 10 students completed the program during the 2018-2019 school year
- 1 achieved employment working an average of 20 hours per week, earning an average wage of \$13.50 per hour
- Project SEARCH students received 1,406.25 hours of individual support

# **Rotary Partners for Work Story: Travis Barnum**

As proof that our community continues to partner effectively with Morningside to find new and exciting opportunities for work experiences, it is with delight that we introduce you to the Partners for Work project. This Rotary Club of Olympia project offers students, ages 17-21, the chance to serve as the greeter at the Rotary meeting for two hours each Monday.

To be chosen for the position, students must have a current Individual Education Plan and be receiving Special Education services at school. Once they are identified as a good candidate by Morningside's transition staff, they may also be interviewed by Rotarians, which presents a terrific chance to practice interview skills.

In 2019, four different students rotated through the Rotary Greeter role. During the summer months, Travis Barnum filled this multi-faceted position. He was tasked with setting up the Rotary banner, bell, badges and flags as well as greeting Rotarians as they arrived, scanning badges, cashiering, setting up PowerPoint electronics and clearing the greeter table when done. These duties gave Travis the opportunity to build and practice such skills as organization, time management, attention to detail, tech management and of course, soft skills ... lots of soft skills!

As with all students learning the greeter tasks, Travis had job coaching supports from Morningside which were customized to his strengths and abilities. As he developed independence with tasks, supports faded allowing him to competently perform his duties on his own.

Travis shared, "All the people at the Rotary Club were so willing to show me what to do as I learned my job, and patiently answered all of my questions. Each week I felt like a valued part of the team as I greeted and checked in each Rotarian, set up the computer, positioned flags and signs, and then cleaned up once the meeting ended. I felt like my work was important and I became more confident each week. On the last day, I was called up to the podium and presented with a card of appreciation. I was surprised!"

Congratulations to Travis on a job well done, and for helping pave the way for more students to benefit from this wonderful community work opportunity. A heartfelt thank you to the Rotary Club of Olympia for this valuable partnership. New experience equals new skills



In 2019, services to our Summer Youth Internship grant program were provided by 3 program staff and included the following outcomes:

- 35 individuals were served and all participated in internships
- \$23,100 in stipends were paid to the participants
- 1,520 total hours of service were provided to 9 business internship sites in Lewis and Thurston Counties by students. 60 hours of UPlift! soft skills training were provided
- Morningside staff provided 935.5 hours of support to students over a 3-month period

# Summer Youth Internship Story: Gillian "Gilly" Burkhart

In 2019 the Summer Youth Internship Program occurred for the fourth summer in a row, finishing up our second two-year grant. As in past years, it was a great experience for youth, ages 16–21, who have a current IEP or 504 Plan, 85 hours available in summer and are returning to school in September. The grant was made possible through a partnership with the Division of Vocational Rehabilitation and Pacific Mountain Workforce Development Council.

The first component of SYIP is a 30-hour soft skills class called UPLIFT. Students learn information as a group about expectations in the workplace and working on a team.

The second component for SYIP is a 55-hour internship. Morningside job developers created internship opportunities with five community partners in Thurston County and four in Lewis County. In Thurston, students chose internships at Olympia Food Co-op, Habitat for Humanity, St. Martin's University, Hotel RL or Fieldstone Memory Care. Quanex, Grocery Outlet, Thorbeckes and Fairfield Inn were the options for Lewis County internships.

Thirty-five students completed the 2019 SYIP, nineteen in Thurston County from four school districts, and sixteen in Lewis County from four school districts.

Gillian "Gilly" Burkhart chose to work at the Hotel RL for her internship. While she had some volunteer

experience through her school transition program, hotel work was new to her, and so was getting a paycheck! Gilly's kind demeanor and willingness to try new tasks were appreciated by her coworkers. During her internship, she worked in both the kitchen and the laundry room. Gilly learned to operate commercial washers and dryers, fold countless linens, keep a watchful eye for worn or stained items and to roll dining room silverware with precision.

When reflecting on her SYIP experience, Gilly said she learned about proper handshakes, how to advocate for a break, and how to work in a kitchen. She also discovered that hotel laundry rooms have really big machines! Her growth during her internship was certainly noticed by her coworkers and Job Coach. Gilly built stamina, gained speed and precision in her tasks and learned to navigate the many "employee only" back hallways at the Hotel RL like a seasoned employee.

2019's SYIP had the most students so far, and they had the new opportunity to gain work skills, knowledge of work place expectations, soft skills and the experience of working on a team. For most of the students, the stipend they received for completing the whole program was their very first. For our staff, it was rewarding to see the growth of each student over a short period of time and see their excitement in knowing that the "check is in the mail."





### **Creative Employment:**

- These programs provide specialized employment services to individual who require extensive support to be employed in the community.
- 43 individuals received Creative Employment services in a variety of settings supported by 7 staff
- 8 individuals utilized Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 9 individuals were referred for job development and 10 persons achieved employment working an average of 10.2 hours per week
- 34 individuals maintained their job earning an average wage of \$12.20 per hour
- Job coaching staff provided 8,491.5 hours of support
- Job developers provided 652.5 hours of employer development

# **Thurston Creative Employment Story: Andrew Sorrell**

Andrew Sorrell started working at Steamboat Island Market in July 2008, as a Stock Clerk. His first tasks were stocking incoming freight, cleaning the fuel islands, sweeping the parking lot, and dispensing propane. From the beginning, the Lee family was supportive in helping Andrew learn his tasks and they appreciated Andrew's work ethic. Andrew's responsibilities increased to include managing back stock inventory, so he always faced new challenges. Andrew appreciated the diversity of his responsibilities, and learned his newly assigned tasks quickly, but had to rely on the help from his job coach to complete these accurately.

Morningside recognized the possibility that assistive technology could help Andrew achieve greater independence, and found a Blackberry program that Andrew could use to make picture based lists. Andrew learned to use this program with help and encouragement from Morningside staff. This had several drawbacks, including the difficulty of trying to use a phone- sized screen to see details in pictures of the back stock items. Seeing the progress Andrew was making, the manager asked Andrew to take charge of stocking the beverage coolers and displays.

In 2017, Morningside helped Andrew to obtain an assistive technology device with help from DVR, which helped him become more independent in his daily tasks. It took some time to find just the right apps for Andrew's new device, but through trial and error, Andrew found the right apps for the job. Andrew has mastered the assistive technology Morningside helped him obtain and this has empowered him to work independently, no longer having to rely on the employment consultants to write lists for him. Tom Lee was supportive and encouraged this transition, understanding that there would be a learning curve. Now Andrew manages back stock inventory with only minimal assistance. He also took over stocking the cookie and cupcake display, and with assistance from his employment consultant, Andrew found an app that would help him calculate future expiration dates.

Working with this app, Andrew has become more aware of product expiration dates, and can spot expired items and incoming items with short shelf life, which saves the business money and improves overall efficiency. Andrew can calculate markdown discounts and mark expired items independently. Andrew enjoys the autonomy his reduction of supervision plan gives him. He continues to receive praise by his employer for his adaptability when it comes to moving from one task to another upon request. He enjoys interactions with his co-workers while maintaining a positive and respectful attitude at the workplace. Andrew's work ethic and attendance record make him a vital part of the Island Market team.





In 2019, the Pierce County School-to-Work Transition Program with a staff of 3 and provided a variety of services designed to assist students in gaining employment in their last year of high school

- 7 students from 3 school districts received services
- 6 students achieved employment, working an average of 13.5 hours, earning an average wage of \$12.64 per hour
- 6 individuals who utilized these services over the past 2 years maintained their job
- 432.75 hours of individual support were provided to Transition students and Morningside provided 384.75 hours of employer development

# Pierce County High School Transition Story: Brandon Hordyk

Brandon Hordyk graduated from the Franklin Pierce Transition Program in June of 2019, and chose to work with Morningside to help him find his first job through the School to Work program. Well liked by his teachers and classmates, Brandon was a natural team player and was known as the guy who always got the job done, taking the lead and helping others when they needed it. He has a naturally calm and well-balanced demeanor, so it is easy to see why people gravitate to him. Brandon enjoys working with his hands and is not afraid to get dirty; he really enjoyed working at the more physical job sites he tried. Through his parents, school sites and a Morningside Community Based Assessment, he quickly showed that he loved working with tools and equipment. Brandon is also a bike rider and participates every year in the Seattle to Portland bike race with his grandpa!

Morningside began developing possible job opportunities and when the Tire Tech Assistant position at Tiny's Tires was presented, Morningside knew Brandon would be a strong fit. After touring and meeting the team at Tiny's Tires, it was discovered that Brandon's family had a connection to one of the

owners, dating back to their college years! Brandon happily accepted the position and started April 3, 2019, prior to graduating High School.

Brandon completes a wide variety of tasks to keep the shop clean and well maintained, which supports the business when graded for appearance and cleanliness, and makes it a pleasant place for customers and coworkers alike. Once Brandon learned his core routine of duties, it became clear that he could accomplish more complicated tasks. Brandon demonstrated excellent safety habits and the ability to follow detailed instructions. He also demonstrated pride in doing a good job. It was obvious to his team and supervisors that he cared about his work and wanted to do more. Before long, one of the owners (Carl, aka Jr.) took him under his wing to teach him tire maintenance tasks and how to use the relevant tools for those new tasks.

When natural strengths and interests are nurtured and then matched with the perfect employment opportunity in the community, the wheels really start spinning!





#### **Pierce Creative:**

- These programs provide specialized employment services to individuals who require extensive support to be employed in the community.
- 40 individuals received Creative Employment services in a variety of settings supported by 2.5 staff
- 5 individuals utilized Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 5 people were referred for job development and 3 people achieved employment working an average of 11.4 hours per week
- 15 individuals maintained their job earning an average wage of \$12.25 per hour
- Job coaching staff provided 2,724.25 hours of support
- Job developers provided 1123.75 hours of employer development

# Pierce Creative Employment Story: Joseph Crawford

To say that Joseph Crawford is happily employed would be an understatement. He shows up to lend his janitorial skills to LifeForce Services in Tacoma five days a week with a contagious smile stretched across his face. As he makes his way through the office building, he keeps a watchful eye on the clock to make sure he is on pace to complete all of his tasks. Just by watching him, it is clear that he loves his job and is excited to be working. But this state of bliss was not reached without some collaboration and problem solving by Joseph, his employer and Morningside employment consultants.

While Joseph's hard work and dedication were never in question, there reached a point when his supervisor expressed concerns. Joseph met with his support team and supervisor. Together, they agreed to adopt a different communication style that would work better for Joseph. Once this plan was implemented, Joseph's job performance quickly rose to match his natural level of integrity and work ethic. Through this collaborative effort, Joseph also gained some self-advocacy skills so he can request accommodations when he needs them. He has shared that this empowering skill has helped him in other areas of his life as well.

Outside of work, Joseph indulges in his true passion,

art. Because of skills that he has gained at work, such as attention to detail, precision and being thorough, Joseph says his art has improved as well. His artwork is a process by which he reproduces a live image using a series of tiny dots with pencil, and then with color. The results are stunning and show a high level of meticulousness. And of course having a paycheck to support his artistic endeavors means extra color on the palette!

If you ask Joseph what he likes best about his job he will tell you, "Emptying the trash, because it's the easiest job". He's also willing to give good advice to others interested in a similar job. "Learn how to clean a toilet and be sure to wipe it down, and don't forget the garbage cans and recycling bins". Clearly, Joseph's success is due to his hard work, communication with his team, self-advocacy and love of working. He takes a lot of pride in his work and it shows in his ever-present smile.





In 2019, the Community Employment Program (Pierce Placement), with a staff of 8 provided a variety of services with these results:

- 15 individuals chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 43 were referred for job development
- 35 individuals achieved employment working an average of 10.97 hours a week and earning an average wage of \$13.54 per hour
- 50 individuals maintained their jobs with 6,222.5 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages
- Job developers provided 2,455.75 hours of employer development
- The program served 148 individuals with disabilities

# **Pierce County Placement Story: Lisa Loch**

Lisa Loch has worked with Morningside since she joined the School to Work Program through the University Place School District in 2016. Since then, Lisa has worked a few different jobs, sometimes working more than one at a time. Her first job was at the University Place Senior Center which eventually closed. Lisa then worked early mornings at Old Navy doing janitorial tasks. Although she enjoyed working at Old Navy, it didn't offer many hours and she knew she could do more. In March 2018, Morningside assisted her in obtaining a second job at Global Connections to Employment (GCE). GCE is a contractor on Joint Base Lewis McChord that manages the base dining facilities. Lisa now works 15+ hours a week at the dining facility.

Lisa enjoys working on base because her father was in the military and she looks up to military personnel. At GCE, Lisa gets the chance to serve those who serve our country. She has great passion and pride in her work. On Lisa's first day, she discovered that some of her friends from school, church and Special Olympics also work at GCE, which makes working there all the sweeter!

When starting a new job with lots of hours and in a military environment, there are often challenges. This was no different for Lisa. Morningside supported her with getting accommodations to allow her to be successful. This required working with an upper management team to identify appropriate accommodations and to ensure they were consistently implemented by the entire team.

In addition to Lisa's work life, she also has a very active personal life. She routinely participates in Special Olympics sports including basketball, bowling, and track and field. She also considers herself a thrill seeker and loves rollercoasters and riding horses. Lisa is an outdoor girl who loves summer camp and camping with her family. She is also a huge Mariners fan and loves going to games with her dad.

Recently, Lisa has begun exercising her advocacy skills. At GCE, she reaches out to her supervisors and Morningside asking for what she needs rather than relying on others to do so. Lisa took her new found love of advocacy to Olympia, where she met with her legislators to tell her employment story and stress the importance of employment services for people who live with disabilities.

Thank you, Lisa, for being a wonderful advocate and for serving our men and women in uniform.





In 2019, services in Clallam County were provided by 8 staff and included the following results:

- 6 individuals chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 19 were referred for job development
- 19 individuals achieved employment working an average of 12.71 hours a week and earning an average wage of \$12.11 per hour
- 53 individuals maintained their jobs with 7,263.25 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages
- Job developers provided 1,330.5 hours of employer development
- The program served 96 individuals with disabilities

## Clallam County Story: Morris Lee Bond

Morris "Lee" Bond is a man of few words and usually lets his work speak for itself. Lee has what some might describe as the "It" factor. Lee has an infectious grin and manner, which is endearing. Always curious, he likes to see what is going on. Whether looking to see a logging truck drive by or finding himself in the midst of a gathering, Lee likes to be involved in the action.

A lifelong resident of Port Angeles, Lee is well known in the community. Lee enjoys spending time with his family and they love traveling. When he was only working one day a week, Lee didn't have the funds to travel. Therefore, he made it a goal to work more hours to help pay for family vacations.

Lee has always worked hard. He started out working in Group-Supported Employment as part of the morning crew, cleaning the UPS building. When that work contract ended in 2010, Lee immediately obtained a job as an Office Cleaner with Clallam County Hostelries. Except for a short break, he worked there until they moved to a new location in 2017. Over the next couple of years, Lee continued to obtain jobs cleaning offices such as the Midway Building and JACE Real Estate Luxury. However, he was again only working one day

per week. Therefore, when the Shipley Center position became available, Morningside and Lee knew he was the right man for the job.

The Shipley Center is a recreation center and café with nearly 12,000 square feet of floor space. It hosts over thirty scheduled activities every week in addition to numerous special events. Lee has so many responsibilities that his task list is two pages long. He sets up a dozen tables and fifty chairs every Thursday for BINGO and breaks it all down on Friday. Lee is learning how to operate power equipment and helped when the floors were stripped and waxed in December. He also works on cleaning the 75 windows at the Shipley Center each week and is making good progress. The Shipley Center is pleased with his work and offers Lee all the hours he wants. He is now working five days a week! He leaves his house by 4:30 each morning to be on time. Not only is he ready that early, he can't wait to get to work!

Lee is bringing his "It" factor to Shipley and earning a paycheck that allows him to save for family trips. This job match has definitely been a successful one!





In 2019, services in Lewis County were provided by 4 staff and included the following results:

- 8 individuals chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 26 were referred for job development
- 25 individuals achieved employment working an average of 13.8 hours a week and earning an average wage of \$12.18 per hour
- 51 individuals maintained their jobs with 3,625.5 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages
- Job developers provided 1,352 hours of employer development
- The program served 111 individuals with disabilities

# **Lewis County Story: Jeff Stanford**

What makes Jeff Stanford stand out? It's his total dedication to any job he holds. Morningside has supported him at four different restaurants over the years, including Red Robin, where he worked for more than five years before he moved to Lewis County. He's a very sincere young man who works hard and always gives his very best.

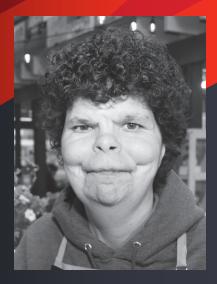
For the past two years, Jeff has been working at the Airport Depot McDonalds in Chehalis. He works the early morning shift, so he can get food prep done in time for the cooks to handle the busy breakfast and lunch shifts. Jeff approaches his job very seriously and takes pride in the quality of his work. This is part of the reason he was named Employee of the Month for May, 2019, only a year after he started at McDonalds. During the award ceremony, Jeff was cited for his reliability and dedication. He received a special gold name tag which he wears with honor and pride.

There is much more to Jeff than his work ethic. He is very considerate of others, making him a natural for customer service. He is always eager and willing to learn more, which are strengths every employer values. Jeff is quick to help co-workers without being asked, and often volunteers for extra duties when his own are finished. The Airport Depot, where this particular

McDonalds is located, is also home to a gas station and convenience store, and it isn't surprising Jeff has made friends there. At the end of his shift, he can often can be found helping out at the gas station while he waits for his bus.

Jeff works mainly in food prep, but accomplishes a variety of tasks during his work day, including cleaning the lobby and helping with maintenance. His food prep duties vary widely, so each morning Jeff consults with his Manager to prioritize that day's duties. He independently completes a wide array of food prep, and stores supplies and prepared food carefully and correctly so that it can be quickly retrieved when needed. One of his favorite duties is filling Happy Meal boxes. He has become adept at assembling the boxes and putting a prize or toy inside each one. This isn't surprising, since Jeff likes doing things to please other people. And that pretty much sums up his work ethic – working hard and pleasing others.

Hard work and dedication... a recipe for success!



In 2019, services in Grays Harbor County were provided by 3 staff and included the following results:

- 6 individuals chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 9 were referred for job development
- 22 individuals achieved employment working an average of 15.22 hours a week and earning an average wage of \$12.19 per hour
- 34 individuals maintained their jobs with 3,619 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages
- Job developers provided 978.6 hours of employer development
- The program served 59 individuals with disabilities

# **Grays Harbor Story: Sarah Matthews**

Sarah worked hard to find just the right job match. Quite a while back, in 2009, while she still lived in Olympia, Morningside helped her find employment as a Document Shredder. When Sarah moved to rural Elma in Grays Harbor County, she began to search for a different type of job.

It wasn't that Sarah disliked shredding documents, but there is a whole world out there and she was ready for a position with more variety. Excited about new possibilities, Sarah explored working at the local hospital, where she loved being a courier, delivering mail and all sorts of things. When this endeavor didn't turn into a paid position, Sarah was ready to try something else. She worked at a quilt shop for a bit, learning some sewing and how to sort fabric. This didn't turn out to be her cup of tea, so Sarah next learned to sort and roll silverware at the Senior Center. Once she became an expert Silverware Technician, she was hired by a local café. Sarah remained in this job for more than two years, but she really wanted something with more pizazz and where she could experience more variety. In a way, it was a good thing when the café closed down, because once more, she was ready to move on.

Sarah didn't get the chance to try any new jobs right away, because she had to conquer some tough health challenges first, which she did, with the support of her mom. It is a funny thing about challenges; they can help you to grow in ways you can't imagine at the time. Sarah re-entered the job market with more maturity, patience and grace. Her brown eyes now sparkle more and her whole face lights up when she smiles.

With the help of Morningside, Sarah found the perfect job to display all these new strengths. She now provides loving care to all the colorful fruits and vegetables at the Elma Farm Stand. Owners Renee and Maddy are great natural supports, and very receptive to Sarah learning new tasks. She is not limited to one work station and she absolutely loves that aspect of her job; always something different and new. Sarah was asked to name her favorite part of her position. Without hesitation she exclaimed, "The work!" For Sarah, a paycheck is just the cherry on the top.



## **Development Report 2019**

# Thank you for the many generous contributions that supported our programs and facilities

Over the past year, we made quite a few maintenance repairs and cosmetic improvements on our Clallam County Office building in Port Angeles, Washington. Some of these repairs were planned, but one big one was not. We painted the steel girders and trim and remediated the rust that was beginning to appear due to the building's close proximity to the waters of the Strait of Juan de Fuca. We also replaced the front entryway deck, which was when we discovered major wood rot damage up the front column and side of the building. There was similar damage to the column in the rear of the building. We discovered that the cause of the damage was due to an issue with the old siding and flashing at the top and bottom of the building. Estimates to fix both sides of the building, including replacement and repair of the damaged wood and

siding, were very high and much more than we could afford, especially after all our other repairs. We asked for assistance from several local foundations and were fortunate to receive support from two – the Ben B. Cheney Foundation and the First Federal Community Foundation, both long-time supporters of many nonprofit organizations in Clallam County. Without their financial assistance, it would have been a major challenge to complete the necessary repairs. Our building is now safe and weather tight and in great shape for our clients and staff. Even though our staff are often out supporting our clients at their jobs throughout the community, our office remains an important hub for meetings, trainings, and support of our clients; plus for our client Job Club, and other staff work. Thank you to both the Ben B. Cheney Foundation and

the First Federal Community Foundation for helping us be able to continue providing great service to individuals with disabilities in Clallam County!

Morningside gratefully accepts unrestricted gifts along with donations, for specific programs and needs at any time. In 2019, we received a total of \$144,571 from numerous individual donors and private foundations in support of our operations and our High School Transition program. This program is critical to laying a strong foundation for a student's success as they move from the school environment to the work world. However, this is also one of our most underfunded programs and it is in need of additional funds. Thank you to the donors that helped close this particular funding gap!





## **Advocacy In Action!**

Every year, on a Wednesday during the WA State Legislative Session, Morningside turns out in force at the Capitol campus for Employment Advocacy Day for people with disabilities. The importance of this advocacy opportunity can't be overstated. When people who live with disabilities selfadvocate from the perspective of their lived experiences, it sends a powerful message to policy makers.

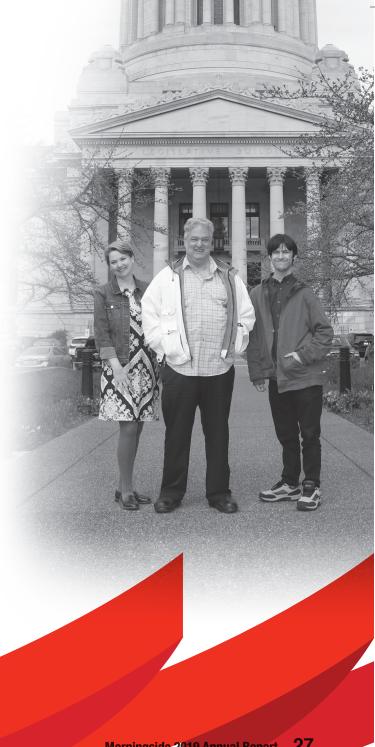
Beginning in 1994, Advocacy Day has been organized and hosted by the ARC of Washington State in collaboration with many advocacy groups and community partners. The day's agenda typically includes a morning briefing to bring attendees up to date on current bills affecting the disability community, followed by a rally at the Legislative Building. The

rally is always a very motivating and uplifting event, featuring several speakers focused on the issues of the day and telling their personal stories. After the briefing and rally have kicked off the day, the afternoon offers one-on-one advocacy opportunities. Self-advocates and Morningside staff meet with their legislators to stress the importance of Supported Employment, talk about current disability issues and directly ask legislators for their support.

Advocacy Day 2019 proved to be a memorable day indeed. First, the original date was snowed out! Rescheduled for early March, the day still saw some snowflakes flying but that did not deter advocates from bundling up and travelling to the capitol. On this particular Advocacy Day, there was a spotlight on House Bill 1706,

which aimed to end subminimum wage. At that time, it was soon to be voted on in the House of Representatives.

At the 2019 rally in the beautiful Capitol Rotunda, many self-advocates had the chance to voice their opinions on current bills and issues. One after the other, they spoke extemporaneously about what was on their hearts and minds. And they had to speak LOUDLY because the microphone was not working! Over the din of passers-by and distracting background noise, they persisted in telling their advocacy stories. It was yet another example of people overcoming challenges in order to be heard, and tell everyone how much working means to them.



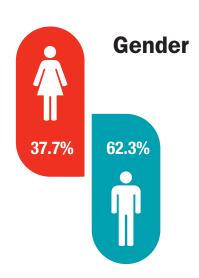
Morningside measures the results of services to persons with disabilities each year. Specific objectives are based on input from persons served and other stakeholders. Customer satisfaction is the key to outcome measurement. Input and data is gathered and determines the degree to which the expected outcomes are achieved. Outcome measures are designed to address effectiveness, efficiency, individual satisfaction with services and stakeholder satisfaction. The chart highlights some of the outcomes measured in 2019.

## **Program Outcome Report 2019** *Measuring Our Goals and Results*

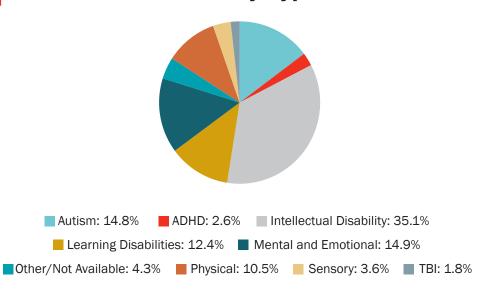
OUTCOME MEASUREMENT OBJECTIVES	ī	Goal	Achieved
CLIENTS SATISFIED WITH THEIR CURRENT JOB		95%	99%
LENGTH OF TIME IN A PLACEMENT PLAN	-	150 days	179 days
RETENTION OF A SUPPORTED JOB AT 120 DAYS	-	95%	96%
RETENTION OF COMPETITIVE JOB AT 90 DAYS		95%	92%
	•		
OUTCOME MEASUREMENT STATISTICS	ı	Amount	
NUMBER OF REFERRALS FOR ASSESSMENT		63	
NUMBER OF DD FUNDED CLIENTS PLACED		127	
TOTAL # OF PLACEMENTS		201	
NUMBER OF HOURS PER WEEK ON SUPPORTED JOBS		10	
NUMBER OF LOSSES		85	
NUMBER OF SUPPORT HOURS PROVIDED TO CLIENTS ON THEIR JOBS	-	85,225.25	
TOTAL PERSONS SERVED	-	1,065	

## **2019 Demographic Information**

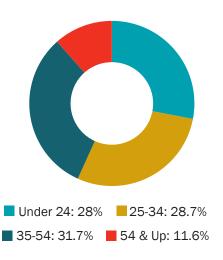
Total Served - 1,065



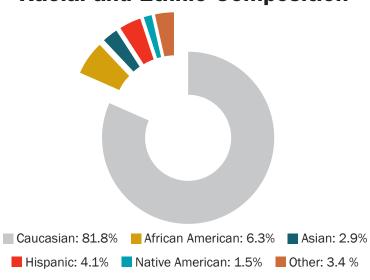
## **Disability Type**



**Age Groups** 



## **Racial and Ethnic Composition**



Financial information as of and for the year ended December 31, 2019 and **2018 includes Coastal Business Services** Group, a wholly-owned, for-profit subsidiary of Morningside, and the **Business Center Owners Association** in which Morningside has a controlling interest.

## **Morningside Financial Data**

## 2019 Consolidated Statement of Financial Position

ASSETS	Morningside 2019	Coastal Business Services Group, Inc. 2019	Business Center Owners Assoc. 2019	Eliminating Entries	Consolidated Total 2019	2018
Current Assets: Cash and Investments Accounts and Pledges (net) Receivable Prepaid Expenses and Other Current Assets TOTAL CURRENT ASSETS	2,179,175 735,933 75,211 2,990,319	246,592 123,833 14,090 384,515	36,440 3,393 39,833	(63,182) (63,182)	2,462,207 859,766 29,512 3,351,485	1,834,716 947,025 69,678 2,851,419
Fixed Assets & Other:  Building, Equipment & Land (Net of Accumulated Depreciation) Investments Note Receivable Deferred Tax Asset  TOTAL ASSETS	4,255,030 (1,726,016) 448,117 100,744 <b>6,068,194</b>	183,109 (137,028) 430,596	507,173 (101,990) <b>445,016</b>	(448,117) (100,744) ( <b>612,043</b> )	4,945,312 (1,965,034) 	4,865,396 (1,841,305) - - - 7,728 - 5,883,238
LIABILITIES and NET ASSETS  Current Liabilities:  Accounts Payable  Accrued Expenses & Deferred Revenue  Line of Credit  Prepaid Revenue  Current Portion of Note & Lease Payable  TOTAL CURRENT LIABILITIES	26,264 704,143 60,929 791,336	13,478 119,951 133,429	16,607 11,597 63,182 91,386	(63,182) (63,182)	56,349 835,691 - - - - - - - - - - - - - - - - - - -	92,516 764,257 11,812 58,897 927,482
Long-term Liabilities:  Deferred Federal income taxes payable Note & Lease Payable Less: Unamortized Debt Issuance Costs TOTAL LIABILITIES	68,142 <b>859,478</b>	776 <b>134,205</b>	100,744 <b>192,130</b>	(100,744) ( <b>163,926</b> )	776 68,142 - 1,021,887	129,069 - 1,056,551
EQUITY Stockholder's Equity: Common Stock Additional Paid in Capital Retained Earnings TOTAL STOCKHOLDER'S EQUITY	<del></del>	50,000 246,391 296,391	21,214 231,672 252,886	(50,000) (21,214) (478,063) (549,277)		- - - -
NET ASSETS  Net Assets Without Donor Restrictions  Net Assets With Donor Restrictions  TOTAL NET ASSETS	5,206,507 2,209 5,208,716	0	0	101,160	5,307,667 2,209 5,309,876	4,826,687
TOTAL LIABILITIES & NET ASSETS	6,068,194	430,596	445,016	(612,043)	6,331,763	5,883,238

## **2019 Consolidated Statement of Activities**

## Changes In Unrestricted Net Assets

DEVENUE	Morningside 2019	Coastal Business Services Group, Inc. 2019	Business Center Owners Assoc. 2019	Eliminating Entries	Consolidated Total 2019	2018
Community Support Training Services Fees Products & Services Other Revenue TOTAL REVENUE	98,079 6,218,839 139,383 <b>6,456,301</b>	1,496,043 1,496,043	191,234 10 <b>191,244</b>	(128,536) (112,100) <b>(240,636)</b>	98,079 6,218,839 1,558,741 27,293 <b>7,902,952</b>	95,174 6,147,167 1,289,614 99,800 <b>7,631,755</b>
FVBFNCFC						
EXPENSES Staff Salaries	3.896.505	998,917			4,895,422	4,730,746
Employee Benefits & Taxes	990,225	118,899			1,109,124	1,132,920
Professional Services	152,751	34,635	8,534	(57,428)	138,492	206,022
Operating Expenses	464,193	86,965	23,071	(- , - ,	574,229	122,211
Office and Communications	101,719	12,364	54,919		169,002	221,124
Occupancy	115,245	80,974	28,830	(83,263)	141,786	238,566
Transportation	113,433	26,518			139,951	245,554
Interest	5,530		9,843		15,373	28,321
Other Expenses	13,350				13,350	123,653
Depreciation	178,759	18,333	35,660	(1.40.004)	232,752	221,667
TOTAL EXPENSES	6,031,710	1,377,605	160,857	(140,691)	7,429,481	7,270,784
Assets Released from Restrictions	56,387				56,387	45,978
Income Taxes		(25,196)			(25,196)	(12,029)
Change in Net Assets Without Donor Restrictions from Operations	480,978	93,242	30,387	(99,945)	504,662	394,920
Non-Operating Income	(12,154)	626			(11,528)	25,196
CHANGES IN NET ASSETS WITH DONOR RESTRICTIONS Contributions	58,596				58,596	40.978
Assets Released from Restrictions	(56.387)				(56.387)	(45,978)
Appendix Holladou Holl Hodalidadio	(00,001)				(00,001)	(10,010)
Change in Net Assets With Donor Restrictions	2,209				2,209	(5,000)
Change in Net Assets Before Non-Controlling Interest	471,033	93,868	30,387	(99,945)	495,343	415,116
Dividends Paid		(10,000)		10,000	-	(4,452)
Non-controlling interest in net (income) loss of the Association	1			(12,154)	(12,154)	(4,452)
Total Change in Net Assets	471,033	83,868	30,387	(102,099)	483,189	410,664

# Inspirational Award **Morningside 2019 Annual Report**

## **2019 Ann Bolender Award Winner**

## Bill Gakin

Bill Gakin has been receiving services from Morningside since the 1990s. Through a variety of work experiences over the course of the years, he was able to find his true passion, which is lawn care and working outside. In fact, Bill owned and operated a landscaping business for eight years, during which he built a loyal local customer base. He always prided himself on making his customers happy.

In 2007, Bill was approached with the idea of closing down his business and going to work on a road crew which was contracted with Thurston County. He made the decision to accept this new opportunity which provided him with a steadier, year-round work schedule. Bill spent the next nine years working on the road crew. He really enjoyed the variety the job offered, working in different locations every day and learning to use several kinds of tools.

The contracted road work came to an end in 2016, and Bill spent the next year working for a local residential care provider doing their landscaping. While he was happy doing the kind of work he loves, this position offered too few hours and Bill was eager for a better opportunity. That brings us to Bill's current employment, which will not surprise anyone who knows how much Bill loves to work.

Since 2017, Bill has been doing grounds maintenance at John Troy Stables in Chehalis. In short, he loves it. But wait, there's more! Bill also employs his landscaping skills at an automotive shop one day each week, and for a private homeowner another day. By now, it is probably obvious that Bill loves hard work and seeing what he can accomplish with his hands.

Because Bill has continually inspired others with his amazing work ethic and hunger to always do more, he was selected to receive the 2019 Ann Bolender Award. Bill is one of the most dependable employees you could ever have. The employers for whom he has worked will all tell you that they have never seen anyone work harder. The Morningside staff who have supported him echo this opinion. Bill always wants to do a good job and strives to provide his employer with his very best work.

Congratulations to Bill for being honored with the Ann Bolender Award. We know he will continue to be an inspiration and example for all of us!



Holly Joseph, Chair



Joanne Krusz, Vice Chair



Aaron Steele, Secretary Treasurer



**Michael Cade** 



**Lucas Doelman** 



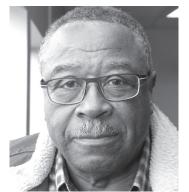
Sytease Geib



**Bridget Lockling** 



Eric Phillips



**Les Purce** 



Jason Robertson



**Jim Sedore** 

2019 Morningside Board of Trustees

Morningside

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