

*Morningside*

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2020

ANNUAL REPORT

Morningside provides the training, coaching, and employment services that build the self-sufficiency and self-esteem of people with disabilities.



# Reviewing 2020

## A Year of Many Changes and Challenges

### A Message from Jonathan Pleger, President/CEO

Challenging. Uncharted waters. Difficult. Never seen before. Unprecedented times. These were many of the adjectives used to describe the year that was 2020. I think I can safely say that we are all ready to move forward and hope to be able to use more positive adjectives to describe 2021.

Despite challenges faced in 2020, I am proud to say that Morningside still accomplished many noteworthy achievements throughout the year.

We placed 113 people into jobs during the year, thanks to the creativity of our staff and a shift to support essential tasks during a pandemic like grocery workers, sanitizers, janitorial, remote trainers, and many other important jobs. This is the eighth consecutive year that we have surpassed the century mark for job placements!

Due to Washington State's "Stay Home, Stay Safe" shutdown orders, we shifted our service delivery model to provide remote job coaching and training services to those clients that lost their jobs or were furloughed. We researched, purchased, and implemented new technology devices to allow clients the ability to stay connected to their job coach, their employer, friends and family, and their community as a whole. This technology included cell phones, tablets, data plans, Wi-Fi support, and video conferencing technology. Some of these devices were purchased through generous grant funding and we thank those donors for their foresight and understanding of the importance of keeping individuals with disabilities connected and part of the community. We have fought too hard over our history for inclusion and equity and this was necessary even more so during 2020.

I am grateful for our amazing staff who persevered to support our clients and each other during this past year. Their creativity and problem-solving skills helped us do great things for the people we support. We have learned so much about ourselves during these challenges. Through all of the trials and tribulations of 2020, we have come out of it stronger, more efficient, and more nimble as an organization ready to take on the next challenges in order to fulfill our mission in 2021 and beyond. Better times are on the horizon!



A handwritten signature of Jonathan Pleger in black ink. The signature is written in a cursive style, with the first name 'Jonathan' and the last name 'Pleger' clearly visible.

**Jonathan Pleger, President/CEO**

Morningside



*Everybody*

Works

.....  
E v e r y b o d y   W i n s

## Pierce County Entrepreneurship

### UPrising Bakery - An Uplifting Small Business Success: RACHEL BURKS

Rachel Burks started with Morningside in the School to Work program in the 17/18 school year. Her first job was at the Gig Harbor Goodwill store working on the floor. But like many of us, as her skills and confidence increased, Rachel wanted a different job. Morningside developed a position with the Tacoma Public Library and Rachel started a Library Page position with Tacoma Public Library at the Kobetich Branch in December of 2019. When COVID-19 hit in March of 2020, she began working remotely from home. Sadly, with the pandemic in full force Tacoma Public Library was hit hard and had to let a lot of employees go in July and this included Rachel.

But Rachel and her family are determined, and COVID-19 did not stop them. Rachel and her family started exploring self-employment opportunities that could expand Rachel's work skills and keep her busy while at home. Rachel and her family turned to baking and began by baking cookies, muffins and breads for their neighbors, friends, and family. Morningside worked with Rachel on her baking skills including measuring, counting, and following recipes. Rachel and her family received great feedback from their community about their baked goods, which turned into the community requesting more and more orders.

Rachel, her mom and Morningside were able to work with the Division of Vocational Rehabilitation and a business planner to determine what might work for them, and the Burks family worked with a designer to create a logo, a friend to create a website, and they chose the name UPrising <https://www.uprisingbaking.com/>. Their slogan is "ascending to our full potential, elevating taste and people to new heights." Their dream is to create a non-profit business where people with all abilities can work, learn, and thrive together while enjoying a variety of baked goods. They use all-natural ingredients, and have options for folks who are Gluten Free, Vegan, Paleo and Low Glycemic.

Rachel works with her job coach weekly or bi-weekly at their church Mt. Cross in University Place to practice her baking skills and bake customer orders. Rachel, her family, and her job coach truly enjoy baking together, and are all eager to be part of this growth.



## Resilience in Action





## Thurston County Individual Employment Story: CHRIS JUNK

In 2020, the Community Employment Program (Thurston Placement), with a staff of 33, provided a variety of services with these results:

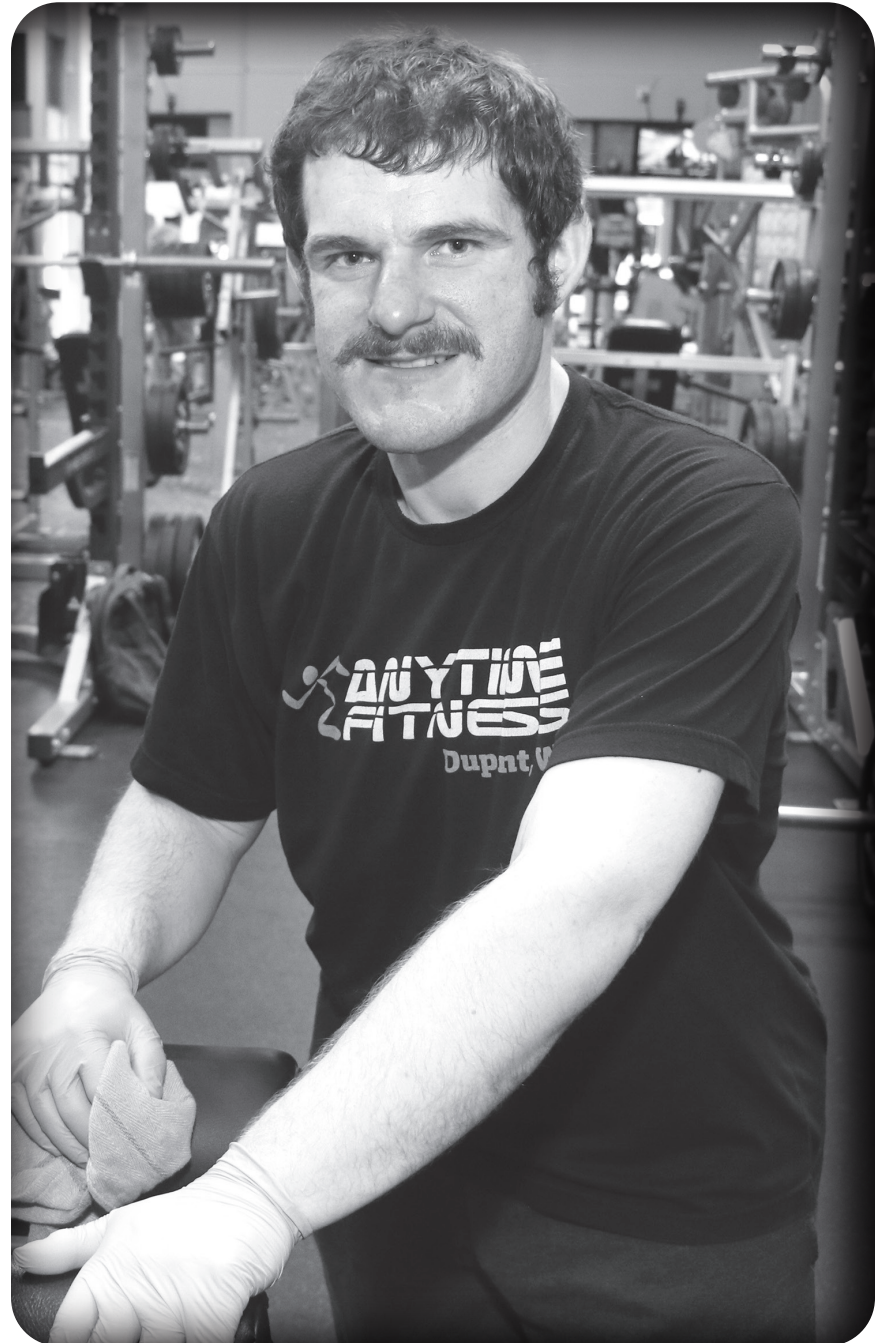
- 7 individuals chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 82 were referred for job development
- 71 individuals achieved employment working an average of 12.0 hours a week and earning \$13.75 per hour
- 37,856.25 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages. Coaches also logged in 5,427.25 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 5,497.25 hours of employer development
- The program served 516 individuals with disabilities

Chris Junk is a longtime Morningside client who has worked tirelessly at his three jobs for many years. Chris's dedication shines at Anytime Fitness, where he has worked for almost ten years. His skills and attention to detail consistently show in his meticulous cleaning of the exercise machines, steam mopping the rubber mats, and vacuuming. His supervisor values his work ethic, and Chris continually receives compliments on the cleanliness of the gym. Chris has also received fitness training services from a co-worker at the gym to help him achieve his goal of swimming the Loch Ness in 2022. Chris's employer sees his strengths and provides a supportive environment that allows him to grow within his employment position and succeed in his personal goals.

In addition to his work at the gym, Chris wakes up bright and early twice a week for his custodial position at Action Chiropractic, where he has worked since 2012. He works tirelessly to ensure the office is sparkling clean for the doctors and patients before the office opens for the day and makes sure that he is there every shift, even when holidays or snowstorms keep most other employees home from work. Before many other workers are even awake, Chris is busy sanitizing the office from top to bottom, preparing and restocking supplies, and maintaining the various pieces of equipment necessary for the chiropractic office.

Chris was hired at Dupont Presbyterian Church in 2013, adding 3-4 hours of work to his already busy weekly schedule. Dupont Presbyterian Church is a large historical building built in 1917. It is a challenge to keep clean, and Chris took on this challenge with nothing but enthusiasm. Starting downstairs in the restrooms and then working his way through the common area, through the kitchen, and finally, back in the childcare area, Chris works through his routine with efficiency. Not only does he wipe everything down, but he also vacuums and steam mops all areas of the church downstairs. During his shift, his father Dennis, who stays on-site with him for safety and assists with his prosthetic leg, is usually upstairs hustling around checking on odds and ends while Chris is hard at work downstairs. Dennis goes above and beyond for his son Chris, supporting and cheering him on in whatever dreams or goals he sets for himself to achieve. The church has nothing but excellent feedback about Chris and his work, even providing him the opportunity to continue working at the church when it was closed throughout the pandemic. Chris has been employed there for over eight years, and his dedication makes him a vital cornerstone of the church. Chris is critical to each of his employers, and these jobs are just as important and meaningful to Chris's life. He is eager to continue to excel at his work and see where the future takes him!

Passion + Dedication  
= Fulfillment







In 2020, the Thurston County High School Transition Program with a staff of 3 provided a variety of services designed to assist students in their last year of school

- 18 students from a number of Thurston County School districts, including North Thurston, Olympia, Tenino, and Yelm received services.
- 1299.75 hours of individual support were provided to Transition students either directly or often times remotely during the year.

## Thurston County High School Transition Story: BEN CHENEY

Ben Cheney is a former Thurston County School-to-Work transition student. He is friendly, outgoing and can strike up a conversation with anyone. When Ben first met with his Transition Coordinator, he shared that he wants a job to fix things and work with his hands. With his Transition Coordinator's assistance, it wasn't long before Ben had an internship set up at the Rochester School District maintenance department. To get started, Ben needed to have transportation set up. Because he did not live on a bus line, he relied on his parents for transportation.

Ben worked with the maintenance crew for two weeks. The first week was spent doing morning tasks with a member of the crew. This involved riding in the maintenance truck to check on each of the schools to ensure they were ready for the children. Tasks included: collecting litter, using a leaf blower, picking up/sorting/delivering mail, checking restrooms, sweeping floors, and raising the American flag at the district office. Ben was a quick learner so was given more independent tasks such as painting concrete curbs and organizing the shop's supply bins. Ben was offered and accepted the opportunity to gain some entry-level janitorial skills his second week. Therefore, he worked in the afternoons with the Rochester High janitorial crew. He did a variety of tasks with them including; wiping desks, sweeping classrooms, vacuuming, emptying the trash and recycling, and washing windows. He discovered he liked collecting

the trash and recycling but didn't like using the backpack vacuum because it was heavy and uncomfortable. He said he'd take an upright over a backpack any day.

Upon successful completion of the internship, Ben and his Transition Coordinator began seeking employment. They explored carpet cleaning opportunities and met with the hiring manager at a lumber mill. Then suddenly, Ben's Transition Coordinator learned of a new job posting at Quanex, a building products manufacturer in Chehalis. The Transition Coordinator immediately shared the news with Ben. Ben was intrigued so he dropped what he was doing and met with Brad, the hiring manager, the very next day. Ben had a tour of the factory and saw how the doors are packaged. Ben's interview went so well that he was offered the job on the spot. He started shortly after that and has been working steadily ever since, even during the pandemic. Ben is thrilled with his job because it's the kind of work he loves. And it didn't hurt that his work schedule perfectly matched his family's availability to provide him transportation. Ben has a Morningside job coach who visits him at work once or twice a week to provide the support and accommodations as needed to ensure Ben has long term success. Ben is looking forward to a new opportunity coming soon. He will learn to be a forklift safety flagger, responsible for guiding the drivers safely through the factory!

The path to  
success isn't always  
a straight line







In 2020, the Project SEARCH Transition Program, with one Morningside staff person and 3 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

- 8 students completed the program during the 2019-2020 school year
- 1 achieved employment working an average of 20 hours per week, earning on average \$13.50 per hour. Two other clients were placed in 2020 after the program ended and are being supported through DDA.
- Project SEARCH students received 1,388.5 hours of individual support

## Thurston County Project SEARCH Story: ESTON BROWN

If you shop at the Tumwater Fred Meyer, chances are you might see Eston pushing shopping carts from the parking lot. While attending Project SEARCH, Eston gained work experience through his internships at Building Services and the Recreation Center, where he learned the importance of being independent and staying motivated. Eston says Project SEARCH helped prepare him for his first job by teaching him new skills such as riding the city bus. He worked on improving skills such as asking for help and strengthened his skills as a landscaper. Eston has shown to be a hard worker and motivated. He applied for and was hired for a position with Tumwater Fred Meyer in December.

Eston is a quick learner and remembers details. In his job, he gathers carts to bring into the store. He remembers if he needs to take the rope out to collect shopping carts or gather any equipment. After initial training, Eston became independent and benefited from coaching as he learned how to communicate with his supervisor or advocate for himself. He has built up his stamina in his job, and his supervisor will

tell you that he is a hard worker. Eston says he loves the independence that work has brought to him. He also enjoys having a job where he has co-workers. He feels excellent since he learned he got the job at Fred Meyer and enjoys earning a paycheck!

Eston has a job coach that checks in with him at his job weekly through DVR's extended services program. Eston is proud to say he rides the bus from his house next to Griffin Elementary School on Steamboat Island Road to Tumwater Fred Meyer. It's a long bus ride, but he is proud to be independent.

Proud to be  
independent





## Thurston County Creative Employment Story: BRUCE VOSS

Bruce returned to Morningside in 2018 through a referral from DVR. He wanted to work in the automotive industry but took a janitorial job until he could find his dream job. Bruce liked the work, but it was not his passion.

In March 2020, Bruce went to work for Performance Corner Automotive. He enjoyed the variety of his tasks, where he worked keeping the shop, tools, and equipment clean. Bruce was fascinated by the classic cars that were a specialty of the shop and in awe of the mechanics who could diagnose and repair the most sophisticated new vehicles. When the owner, Phil, announced his pending retirement in November, Bruce was devastated. A new company was moving into the shop in December, and Bruce was anxious to learn about this company and see if there might be a job for him. In late October, Phil introduced Bruce and his Employment Consultant to Derek, Northwest Diesel Specialties. Bruce was thrilled when Derek offered him a position, and he hoped for more responsibilities and opportunities for growth. Sometimes wishes do come true.

Bruce started working for Northwest Diesel specialties in late November. One of his first tasks was painting the shop walls and office. Bruce had almost no experience painting, but in a short time,

he mastered the job, and the shop looked like new when he finished. Bruce worked closely with Derek to change the shop's floor plan and move in tools and equipment. Bruce faced a new, unfamiliar task almost every day, but he met the challenges head-on. While this was exhilarating for Bruce, it also caused some trepidation. Derek never asked Bruce if he could do the task at hand; he assumed Bruce either knew or would learn it.

Once the new shop was open for business, Derek told Bruce to get the tools he needed to work on vehicles. Bruce was stunned, the window of opportunity opened wide, and the wind of change blew in. Bruce has submitted a request for assistance from DVR to help him with getting a basic set of tools, and in the meantime, Derek lets Bruce use his tools.

Bruce is developing a good rapport with his co-workers. They appreciate Bruce being there to help them, and they are more than happy to teach Bruce new skills and offer tips to help Bruce work safely and efficiently. Bruce is making plans for changes. He wants to attend college at night to study diesel mechanics so that he can work full time.

### Thurston Creative Employment:

- These programs provide specialized employment services to individuals who require extensive support to be employed in the community.
- 42 individuals received Creative Employment services in a variety of settings supported by 7 staff
- 1 individual 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
- Job coaching staff provided 8,044.5 hours of support plus another 919.25 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 497.25 hours of employer development



The power of  
Community:  
It Takes a Village



## ELIZABETH SCHAEFER



## Lewis County Foundational Community Supports Story:

Elizabeth, who prefers to be called Beth, began showing unusual grit and tenacity right from the beginning when she started working with Morningside in July of 2018. Those are just two of Beth's strengths, and she has quite a few.

Morningside has supported Beth in many ways to help launch her career. When Beth needed tires and wheels for her wheelchair, Morningside facilitated repairs and locating parts, and she had a back-up pair. Other staff helped Beth get connected with services in the community. Morningside even made sure Beth was equipped with interview and work clothes and arranged for Social Security Benefits planning.

While all of that was going on, Morningside was hard at work looking for a job that would support Beth and her young son. After numerous cold calls, job applications, interviews, and one lunch meeting later, Beth accepted a position as a substitute para-educator at the Winlock School District. And then, after months of patience and proving her mettle, Beth was offered a permanent para-educator position at the Winlock Middle School with full benefits. The student Beth supports has made remarkable progress in his learning and independence.

Morningside did not stop there. We helped Beth with signing up for benefits, including Healthcare for Workers with Disabilities (HWD). We supported her through changes that the pandemic made to her work dynamics.

Beth and Morningside continue to work together to ensure her employment success. It has been rewarding to watch her grow, both personally and professionally. Beth was Lewis County's very first Foundational Community Supports (FCS) client, so she has helped us grow too.



# Thurston County Foundational Community Supports Story:

Joseph Turnboo, aka “Thor”, came to Morningside in January 2020 at the age of 21. He was ready to enter the workforce and apply his education and experience in his community. Not eligible for services through DVR or DDA, he was excited and grateful to receive supported employment services through the Foundational Community Supports program (FCS).

As an avid musician who plays multiple instruments, composes, and has even played with a professional orchestra, Thor was initially interested in working at a music store. Before being engaged with Morningside, Thor had worked as a Pre-Apprentice in the Job Corps Cement and Masonry program which prepared him with exceptional skills. Thor asserts this was his favorite job until he suffered an unfortunate injury preventing him from continuing in that profession. Next, Thor accepted a work opportunity with the City of Olympia’s Pump and Sewer Department. This job was lost due to COVID-19 which was very disappointing to Thor because he truly enjoyed travelling with the work crew to determine city needs, chopping down vegetation, picking up litter, and operating multiple types of landscaping tools and machinery.

With hope and anticipation, Thor began working with his Morningside Employment Consultant to identify his skills, interests and experience. By adhering to the FCS program model fidelity, his Employment Consultant was able to help Thor move directly into Job Placement and using his past work experiences, developed a resume and references for job applications. The Morningside Job Development team began looking for an ideal job for Thor. In November 2020, he aced an interview with the retail store Hot Topic and accepted a position. This was an excellent opportunity for him to regain employment, strengthen skills and help meet his financial goals during a difficult year. He received job coaching support from an Employment Consultant and quickly learned his duties, demonstrated independence, diligence, efficiency and top-notch customer service.

Since the close of 2020, plans have changed again for Thor. Hot Topic was forced to lay him off, prompting Thor to reach back out to the City of Olympia Pump and Sewer Dept. This initiative paid off with the good news that they wanted to bring him back! Thor has resumed his landscaping role with the department and is now exploring ways to give back to his community. Current plans are to volunteer at local schools to support special education students and also to continue pursuing his musical goals. Thor’s future is bright and COVID-19 can’t slow him down!





## Pierce County High School Transition Story: NAVEED HAZIQ

### Pierce County High School Transition:

- In 2020, the School-to-Work Transition Program with a staff of 3 provided a variety of services designed to assist students in gaining employment in their last year of high school
- 13 students from 7 school districts received services.
- 5 of 13 students obtained employment, 4 paused job development due to COVID
- 4 students achieved employment, working an average of 13.5 hours, earning \$13.75 per hour
- 547.5 hours of individual support were provided to Transition students and Morningside provided 485.5 hours of employer development.

The last year of school district Transition services, and moving into adulthood, can be stressful for families. Naveed Haziq graduated from the Sumner Bonney Lake Transition Program in June 2020 and he and his parents, Zohra and Mustafa, were careful when choosing an Employment Services provider. After interviewing several providers, they chose Morningside. It was evident that Naveed's parents were deeply invested in his happiness and would be strong advocates and supporters of his employment goals.

After a Person-Centered Planning meeting and regular visits with Naveed, a clear vision of what successful employment would look like for him emerged. Naveed is a musician, skilled on several instruments and a passionate multi-sport athlete as well. He also likes being around people. He summed this up best by saying, "People like me, and I like people, especially if I know I have made them happy."

Morningside's Job Development team hit the ground running in January and February of 2020. And then came March. Naveed and Morningside faced the customized job market grinding to a halt. Employers of all sizes were struggling just to stay afloat, and most were NOT hiring. It looked like Naveed's first job would have to wait.

But the Haziq family was invested in the employment search and Naveed's mom, Zohra,

asked if she could speak to employers when she was in community businesses as a customer and hand out Morningside cards wherever there was interest. This strategy created an ideal partnership. Exposure to COVID would be reduced, businesses would not be frustrated by having job developers on their premises during reduced capacity restrictions, and Zohra is active in her community and therefore not a "stranger" to local businesses. After just a few weeks, Zohra reported that the local Grocery Outlet, having met Naveed, was open to conversation about employment. Morningside set up a 3-week job sample and in the end, Naveed became their newest employee!

Naveed benefits from one-on-one job coaching supports yet demonstrates strong independence and decision making on the job. He has developed good relationships and natural supports at work, which has empowered him with increased independence. Naveed began remembering tasks that he did while in transition such as wiping surfaces, sweeping and mopping. Naveed checked in with his manager about adding on these types of tasks after completing his regular duties. The response from his manager, Heather, was positive and he was asked to perform these tasks in various areas and learned how to process freight as well. Naveed had such confidence in his skill set that he chose to exceed his employer's expectations!

## Creative COVID Partnerships







## Pierce County Creative Employment Story: TERRY MOORE

### Pierce Creative Employment:

- These programs provide specialized employment services to individuals who require extensive support to be employed in the community.
- 30 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
- Job coaching staff provided 2,828 hours of support plus another 393 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 845.5 hours of employer development

The dream of small business ownership is something many of us share and a vision that Terry of Terry's Totes has successfully lived for over 12 years! Terry initially began Terry's Totes over 12 years ago when he and his employment agency recognized a need in the Uniform and Professional Apparel industry. Companies like Unifirst and Cintas supply thousands of uniforms to local businesses daily, and those Uniform and Professional Apparel sets all come hanging on hangers. And when hangers get bent and tangled, they are not usable in the uniform warehouse. This detail is quite the expense for local uniform suppliers.

Terry's team at the time knew he needed a specific type of support and a particular kind of job. Terry is a voluntary enrollee in the Community Protection program and benefits from an environment where he can focus on the task at hand but move at his own pace. Terry works best without the pressure of interaction and focuses best when he plays music. Once he identified the community's need, Terry approached a local uniform provider and presented them with his idea. New hangers cost 5 cents per hanger to replace, and Terry could reform and prep them for a fraction of the cost at home, in his garage. Terry became a small business owner of Terry's Totes.

As times changed and Terry's contacts changed, he found them less and less responsive. In January of

2019, Terry approached Morningside requesting more assertive advocacy with his business contacts. He was frustrated and not getting the responses he needed from the business with which he held contracts. Morningside was pleased to help Terry continue his dream and help him ensure he was getting paid fairly. Terry says the following about his business growth:

"When I first got the idea, I had to go in and show them what I could do. I went to Cintas and showed them how I could bend and prep their hangers. Many people told me I could not do my own business, and I proved them wrong. I have been doing this for a long time now. When I first started my business, I would do about 40 racks per hour. Now I can do a lot more!" Terry can earn up to \$16 an hour and can also take time off and work at his own pace with owning his own business. Morningside supports him with checking the accuracy of his counts and ensuring his pay is fair. Terry shares, "Every time I call, they give me the runaround, but they talk straight to him."

Terry is proud of his business. "I help Unifirst and other businesses keep hangers out of the landfill, and I save them money. They can send hangers to me, and I get them ready. I feel happy. I feel like I am giving back to the people out there, and they are saving."

# My Dream and My Small Business







In 2020, the Individual Employment Program (Pierce Placement), with a staff of 8 provided a variety of services with these results:

- 4 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
- 18 individuals achieved employment working an average of 12.0 hours a week and earning \$13.84 per hour
- 7,086.25 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages plus another 786 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 2,455.75 hours of employer development
- The program served 144 individuals with disabilities

## Pierce County Individual Employment Story: BLAKE GEYEN

Blake came to Morningside in 2017 as an accomplished young man. His list of achievements included being a Do-IT Scholar at UW, where he earned a BA in Urban Studies, serving as Data and Research Specialist at St. Martin University's Office of Public Safety and as Policy Intern at Tacoma Housing Authority. Blake also possessed experience as an Accessibility Needs Expert for students at UW who were preparing their Computer Science Accessibility Capstone projects. As a strong accessible transportation advocate, Blake met with legislators regularly and was a Pierce Transit Community Transportation Advisory Group member.

By 2017, Blake was ready for paid employment rather than campus positions or internships. Though Blake had an open mind about his employment potential, he faced many incorrect assumptions about his competency, as is the case for many who live with disabilities. Blake has cerebral palsy and uses a power chair and communication device. Blake's eloquent applications and cover letters nailed him many interviews. However, despite Blake's and Morningside's advocacy and accommodation requests for the interview process, no job offers were received for positions for which he was qualified. After an unsuccessful attempt for a position at JBLM, a new approach was taken.

Partnering with a technical assistance provider, three goals were set. First, explore speech devices

capable of allowing quicker conversing. Second, develop a strong social media presence to allow employers to see Blake's advocacy and successes. Last, develop a better understanding of how wages and an ABLE savings account might impact his benefits.

In 2019, Blake made and shared a video on social media. The video exposed the lack of a sidewalk at a voting center which forced Blake to traverse a dangerous road in order to vote. Disability Rights Washington (DRW) partnered with Blake to draw attention from local media and the City Council. This led to a sidewalk installation and a paid internship with DRW!

After first applying for an Online Coordinator position with People First of WA (PFW) in the summer of 2020, that organization asked him to consider a different role which was a better fit for his many talents. Blake says, "I serve as the Volunteer Training Development Coordinator at PFW through Americorps. I prepare Board of Directors meeting minutes. I'm developing an online database and subject matter for future training. I also gave a presentation on voting and living independently at the People First of WA Convention."

Most recently, Blake accepted a Nomination to Governor Inslee's Achieving a Better Life Experience Governing Board. Congratulations Blake!

## A Unique Employment Path for a Unique Man





## Clallam County Story: JOE SALLEE

“The best worker we have, and he does an amazing job!” says Natasha, lead courtesy clerk about Joe Sallee. This is a fact today and has been since Joe began working for Safeway. He is genuinely dedicated to his job and rides his bike five miles to work and back each day along highway and city streets.

Joe has worked as a courtesy clerk at the Sequim Safeway for seven and a half years. His customized position is to collect and return carts during his whole shift, and he is the best there is at his job. Joe enjoys his coworkers and connecting with customers. With Covid-19 and the sudden hiring of temporary workers to sanitize everything, his cart routine turned upside down, and Joe thrives on routine. He had to learn social distancing, bring carts to the sanitizers, and wash his hands regularly and correctly. These changes stressed out Joe so much that he just walked off the job when his frustration built up. Fortunately, his job coach was able to connect with him and the store manager before Joe was asked not to come back to work at this time. The team met with his case manager and obtained an Exception to the Rule (ETR) for additional hours, and with the extra job coaching, Joe began to adjust to the new procedures until PPE was mandated. This change required another adjustment for Joe, and he worked with his family and facemask manufacturers to find a facemask that he could wear comfortably.

Last July, the above story was posted on Morningside’s Facebook page, and it soon received over 2.2K reactions on Facebook and reached over 9,000 viewers. Comments of support and praise came from people across the country. The story of inclusion being lived by employees at Sequim Safeway, with Store Director Joe Barton at the helm, has become a beacon of light for others across the nation and beyond.

As a result, Sequim Safeway was nominated for the Governor’s Employer Awards for Medium Private Employer of the Year and won the award. Joe Sallee was so proud to be the highlight of Safeway’s ongoing collaboration with organizations to train and retain individuals such as himself effectively. Joe is also an excellent example of how the store leadership promotes diversity and the inclusion of people with all abilities and where employees and customers alike feel respected.

Recently, Joe had to take medical leave to give a sore ankle a rest. Soon the store was missing him terribly and kept asking when he was coming back. Upon his return, Joe quickly returned to form, and everything is back to a smooth-running machine as everyone has plenty of carts to work and shop. Congratulations, Joe, on all your accomplishments this year as you persevered through the lockdowns and physical pain to again be the best you can be.

In 2020, services in Clallam County were provided by 7 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
- 10 were referred for job development
- 7 individuals achieved employment working an average of 11.5 hours a week and earning \$13.60 per hour
- 6,344.25 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages plus another 962.25 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 398.25 hours of employer development
- The program served 85 individuals with disabilities



Joe's story became a  
beacon of light





In 2020, services in Lewis County were provided by 4 staff and included the following results:

- 1 individual chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 19 were referred for job development
- 16 individuals achieved employment working an average of 18.5 hours a week and earning \$14.50 per hour
- 3,227.5 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages plus another 521.50 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 1,397.50 hours of employer development
- The program served 92 individuals with disabilities

## Lewis County Story: JEFF HALVERSON

Jeff has always wanted to be independent. His goal was to get off Social Security and support himself. And through a lot of hard work, flexibility, and perseverance, Jeff has done just that.

Morningside helped Jeff earn his driver's license way back in 2005, which contributed to his independence because it meant Jeff could work late shifts, even when there was no public transportation. He could run his errands and be in charge of what he did and when he did it.

Meanwhile, Jeff worked a variety of jobs with Morningside's support, a total of five in all. At each job, Jeff became more skilled and more self-sufficient. In 2017, Jeff took a maintenance position at the Walmart McDonald's in Chehalis. Maintenance jobs like this involve much responsibility and his desired independence. Jeff proved he was self-motivated and could work fast. Jeff thrived at this job for two years, and Walmart management noticed his hard work and dedication. When a Courtesy Clerk position opened up, Morningside helped Jeff apply. Walmart knew of Jeff by reputation and jumped at the chance to hire him.

Walmart was looking for a responsible, dependable employee who could work all shifts and be flexible about his schedule. This opportunity is what Jeff had been preparing for when he first came to Morningside in 2002. Jeff slid right into his new position, working 32 – 40 hours every week. His duties include collecting carts with the automated cart machine, helping customers with carry-outs, providing excellent customer service, and maintaining a clean and safe parking lot and cart-storage area.

Jeff is a shy man, but his work ethic speaks volumes. Walmart was excited to hire him because they had seen him in action for two years. Jeff has always strived for independence in his personal life as well as at work. Jeff lives in his apartment and drives his car. And he pays for all this with the money he earns. Which is just the way he always wanted it.



## Mr. Independence





In 2020, services in Grays Harbor County were provided by 3 staff and included the following results:

- 1 individual chose Morningside to help them identify their vocational goal through evaluation and assessment at businesses in the community
- 9 were referred for job development
- 13 individuals achieved employment working an average of 12 hours a week and earning \$13.75 per hour
- 3,199.25 hours of individual coaching to learn new job tasks, access promotional opportunities and increased wages plus another 425.5 hours of training and other administrative activities to further prepare and educate our clients during these pandemic times.
- Job developers provided 662.50 hours of employer development
- The program served 67 individuals with disabilities

## Grays Harbor County Story: RAYMOND PUTT

Raymond first came to Morningside's attention because he always walked around Aberdeen, spreading joy wherever whimsy took him. He spent much time at the library, taking advantage of the free Wi-Fi. He taught his future Job Coach to log onto Facebook there. Raymond has yet to meet a stranger, and everyone in our small community knows him. Faces light up, and smiles pop out when he comes into view. At some point, someone persuaded Raymond to wear a fluorescent safety vest. He often walks at night. If he sees a staff member's car at the office after hours, he calls and tells us to go home. And since we are leaving, could he possibly have a ride?

Raymond wasn't interested in working for a long time. But he built a relationship with Morningside through our annual holiday parties and picnics because it just seemed natural to invite him. He saw his friends going to work and having extra money. Raymond decided to give employment a try.

This decision to find a job happened when a pizza shop advertised for a sign shaker. That was right up Raymond's alley because his favorite pastime was waving to every passing car while on his walks. He was a great sign shaker, and several customers mentioned the only reason they stopped was that Ray was out on the corner cracking people up with his dancing and sign-waving. He made it a

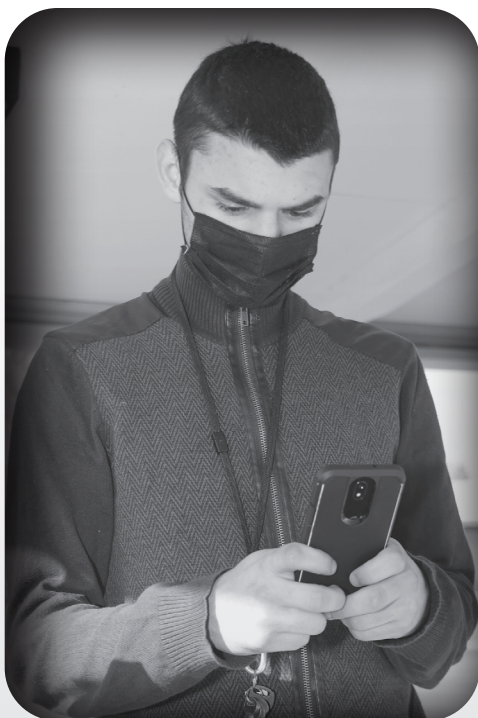
personal challenge to get people to honk. Then the state minimum wage increased, and the business eliminated all sign-shaking positions. Morningside quickly found Ray TWO other jobs – another sign-shaking job and a janitorial job at the same agency that provides his residential support. By this time, Ray had decided one career wasn't enough because he wants to buy his own home and has started an ABL account just for this purpose. When sign shaking became boring, Morningside found Raymond a job at Dollar Tree. This job became boring after a year or so, but it did teach Ray how to advocate for himself, a skill he uses to this day. Morningside next supported Raymond as a groundskeeper at an office building. This job ended when the building was sold, but Ray continued faithfully with his janitorial job and kept putting money in his house fund.

Raymond continues with his brand of community service and involvement by reaching out to others on his daily walks. Every holiday, he makes signs for Morningside, his employer, and the library that let people know our businesses are closed. Usually, Raymond sweet-talks his Job Coach into helping him with spelling and graphics. It is just a small thing he can do for others, and Ray feels his best when he makes others smile.

## A Study in Positivity







## Development Report 2020

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

Morningside gratefully accepts unrestricted gifts along with donations for specific programs and needs at any time. In 2020, we received a total of \$104,697 from numerous individual donors and private foundations in support of our operations and specific programs, such as High School Transition. 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. These grants were even more important in 2020, as students faced increased challenges during the pandemic.

As we shifted to providing more remote services for all clients during the COVID-19 pandemic, we were grateful to receive emergency funding from the CARES Act and local governmental entities to support our operations due to lost revenue from the shutdown of the economy. We also received several grants for technology equipment and upgrades to assist with providing

these remote services. The Liberty Mutual Foundation and the Washington State Developmental Disabilities Council provided funding to assist us in purchasing, training, and utilizing cell phones, tablets, and data plans for our clients to enable us to better support them during the pandemic. Many of these individuals live in rural areas or residences that are lacking technology. Many adult family homes and residences were closed to outside visitors, further complicating access to the community and services. This caused much isolation from friends and family and the community overall. With this new technology in place, we were able to connect with people and support them in retaining job skills, learning new ones, and searching for the next job opportunity once the economy reopens. In the past six months of utilizing these new devices we collected this user data:

- 80% are looking up information on the internet compared to 50% before
  - People are using their phones every day or almost every day, which was not the case before
  - 80% say they feel less isolated having a phone, up from 17%
  - 100% say they feel less bored, up from 50%
  - 60% are using their phone to communicate with their job coach and/or job developer. This has become the main mode of communication for some of our clients.
- As you can see, connection to the community is very important for ALL people, but especially for those individuals who are even more isolated due to numerous barriers and challenges. This technology has been a lifeline for so many people and had such a positive impact. Thank you to all donors for your continued support during this past year. It has made a big impact!
- 80% are now texting compared to only 33% before

# Advocacy is a Capitol Idea!

Legislative advocacy has long been an important part of Morningside's calling. The advocacy apex of each legislative session in Olympia is Employment Advocacy Day, held at the state capitol campus. The Arc of Washington began holding Advocacy Days in 1994 and now have a dedicated team of other advocacy groups that join them to create a day full of information, inclusion, activism and of course, advocacy!

In 2020, Advocacy Day for Employment fell on Wednesday, February 10th. People came to the capitol from all over the state to attend this powerful day of advocacy. The day began with a briefing about current bills and issues regarding disability topics. The Arc of WA and the WA State Developmental Disabilities Council provided up to the minute information which was useful to advocates as they met with lawmakers later in the day.

After a quick break and some lunch, this large group headed to the Capitol building for a rally, organized by the Community Employment Alliance, of which Morningside is a part.

The 2020 Rally was held in the South Portico area of the Capitol building. Advocacy Rally events are always fueled with empowering energy and the audience was packed with folks getting keyed up to go meet with their legislators. The keynote speaker was none other than Eric Hardcastle. Eric attended Morningside's Project SEARCH program, a Transition program run in partnership with The Evergreen State College and Olympia School District. Since the need for increased transition services is an ongoing priority within supported employment services, Eric's transition story was powerful. An experienced speaker, he did an excellent job advocating for transition services

using his unique humor and clever delivery style.

Morningside had a strong presence at 2020 Advocacy Day! Over 40 clients and staff were in attendance, representing six Legislative Districts in western WA. After the rally, everyone attended appointments with their legislators. Self-advocates and staff alike did a fantastic job conveying their stories and asking for support from their policy makers. Many legislators, particularly newer ones, had never had conversations about employment services for people who experience disabilities and barriers to integrated employment. That is one of the many reasons that advocacy, and supporting self-advocates, is a vital, valuable and venerable endeavor that Morningside will always champion.



Advocating for what  
you believe in is crucial  
– if you don't ask for  
it, people assume you  
don't need it!  
~ Unknown

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 2020.

## Program Outcome Report 2020

### Measuring Our Goals and Results

#### OUTCOME MEASUREMENT OBJECTIVES

	Goal	Achieved
CLIENTS SATISFIED WITH THEIR CURRENT JOB	95%	99%
LENGTH OF TIME IN A PLACEMENT PLAN	150 days	162 days
RETENTION OF A SUPPORTED JOB AT 120 DAYS	95%	96%
RETENTION OF COMPETITIVE JOB AT 90 DAYS	95%	92%

#### OUTCOME MEASUREMENT STATISTICS

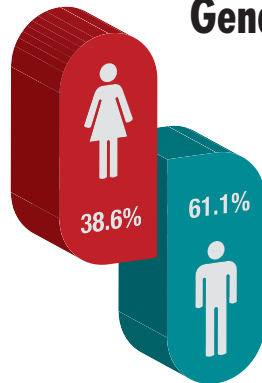
	Amount
NUMBER OF REFERRALS FOR ASSESSMENT	24
NUMBER OF DD FUNDED CLIENTS PLACED	45
TOTAL # OF PLACEMENTS	113
NUMBER OF HOURS PER WEEK ON SUPPORTED JOBS	12
NUMBER OF LOSSES	71
NUMBER OF SUPPORT HOURS PROVIDED TO CLIENTS ON THEIR JOBS	77,718.50
TOTAL PERSONS SERVED	976



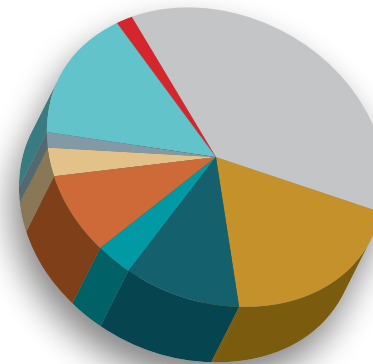
# 2020 Demographic Information

Total Served - 976

## Gender



## Disability Type



Autism: 15.1%   ADHD: 1.8%   Intellectual Disability: 36.5%  
 Learning Disabilities: 19.6%   Mental and Emotional: 10.6%  
 Other/Not Available: 3.5%   Physical: 8.2%   Sensory: 3.3%   TBI: 1.4%

## Age Groups



Under 24: 26.8%   25-34: 28.5%  
 35-54: 33.1%   55 & Up: 11.6%

## Racial and Ethnic Composition



Caucasian: 81.8%   African American: 6.3%   Asian: 2.9%  
 Hispanic: 4.1%   Native American: 1.5%   Other: 3.4%

Financial information as of and for the year ended December 31, 2020 and 2019 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

## 2020 Consolidated Statement of Financial Position

	Morningside 2020	Coastal Business Services Group, Inc. 2020	Business Center Owners Assoc. 2020	Eliminating Entries	Consolidated Total 2020	2019
<b>ASSETS</b>						
<b>Current Assets:</b>						
Cash and Investments	2,911,784		82,812		2,994,596	2,462,207
Accounts and Pledges (net) Receivable	842,565		(10,977)		831,588	859,766
Current Portion of Notes Receivable	104,507				104,507	
Prepaid Expenses and Other Current Assets	87,085		4,793	(104,507)	(12,629)	29,512
<b>TOTAL CURRENT ASSETS</b>	<b>3,945,941</b>	<b>0</b>	<b>76,628</b>	<b>(104,507)</b>	<b>3,918,062</b>	<b>3,351,485</b>
<b>Fixed Assets &amp; Other:</b>						
Building, Equipment & Land (Net of Accumulated Depreciation)	4,335,221 (1,898,338)		507,173 (138,442)		4,842,394 (2,036,780)	4,945,312 (1,965,034)
Investments	164,706			(164,706)		
Long Term Portion of Notes Receivable	230,234			(34,066)	196,168	
<b>TOTAL ASSETS</b>	<b>6,777,764</b>	<b>0</b>	<b>445,359</b>	<b>(303,279)</b>	<b>6,919,844</b>	<b>6,331,763</b>
<b>LIABILITIES and NET ASSETS</b>						
<b>Current Liabilities:</b>						
Accounts Payable	46,932		6,386		53,318	43,647
Accrued Expenses & Deferred Revenue	678,401		489	(38,092)	640,798	849,169
Current Portion of Note & Lease Payable	54,235		66,415	(66,415)	54,235	60,929
<b>TOTAL CURRENT LIABILITIES</b>	<b>779,568</b>	<b>0</b>	<b>73,290</b>	<b>(104,507)</b>	<b>748,351</b>	<b>953,745</b>
<b>Long-term Liabilities:</b>						
Deferred Federal income taxes payable						
Note & Lease Payable	13,903		34,066	(34,066)	13,903	68,142
Reserves for Major Repairs and Replacements			63,486		63,486	
<b>TOTAL LIABILITIES</b>	<b>793,471</b>	<b>0</b>	<b>170,842</b>	<b>(138,573)</b>	<b>825,740</b>	<b>1,021,887</b>
<b>EQUITY</b>						
<b>Stockholder's Equity:</b>						
Common Stock						
Additional Paid in Capital			21,214	(21,214)		
Retained Earnings			253,303	(253,303)		
<b>TOTAL STOCKHOLDER'S EQUITY</b>	<b>0</b>	<b>0</b>	<b>274,517</b>	<b>(274,517)</b>	<b>0</b>	<b>0</b>
<b>NET ASSETS</b>						
Net Assets Without Donor Restrictions	5,976,446			109,811	6,086,257	5,307,667
Net Assets With Donor Restrictions	7,847				7,847	2,209
<b>TOTAL NET ASSETS</b>	<b>5,984,293</b>	<b>0</b>	<b>0</b>	<b>109,811</b>	<b>6,094,104</b>	<b>5,309,876</b>
<b>TOTAL LIABILITIES &amp; NET ASSETS</b>	<b>6,777,764</b>	<b>0</b>	<b>445,359</b>	<b>(303,279)</b>	<b>6,919,844</b>	<b>6,331,763</b>

# 2020 Consolidated Statement of Activities

## Changes In Unrestricted Net Assets

20

	Morningside 2020	Coastal Business Services Group, Inc. 2020	Business Center Owners Assoc. 2020	Eliminating Entries	Consolidated Total 2020	2019
<b>REVENUE</b>						
Community Support	46,101				46,101	98,079
Training Services Fees	5,551,284				5,551,284	6,218,839
Products & Services			151,726	(91,036)	60,690	1,558,741
Other Revenue	1,071,284		15	(22,087)	1,049,212	27,293
<b>TOTAL REVENUE</b>	<b>6,668,669</b>	<b>0</b>	<b>151,741</b>	<b>(113,123)</b>	<b>6,707,287</b>	<b>7,902,952</b>
<b>EXPENSES</b>						
Staff Salaries	3,748,870				3,748,870	4,895,422
Employee Benefits & Taxes	1,067,550				1,067,550	1,109,124
Professional Services	235,991		8,109	(29,860)	214,240	138,492
Operating Expenses	107,733				107,733	574,229
Office and Communications	152,534		25,820		178,354	169,002
Occupancy	158,549		52,973	(83,263)	128,259	141,786
Transportation	156,787				156,787	139,951
Interest	3,467		6,755		10,222	15,373
Other Expenses	105,559				105,559	13,350
Depreciation	214,648		36,453		251,101	232,752
<b>TOTAL EXPENSES</b>	<b>5,951,688</b>	<b>0</b>	<b>130,110</b>	<b>(113,123)</b>	<b>5,968,675</b>	<b>7,429,481</b>
Assets Released from Restrictions	52,958				52,958	56,387
Income Taxes						
Change in Net Assets Without Donor Restrictions from Operations	769,939		21,631		791,570	529,858
Non-Operating Income		(296,390)		292,481	(3,909)	(11,528)
<b>CHANGES IN NET ASSETS WITH DONOR RESTRICTIONS</b>						
Contributions	58,596				58,596	58,596
Assets Released from Restrictions	(52,958)				(52,958)	(56,387)
Change in Net Assets With Donor Restrictions	5,638				5,638	2,209
Change in Net Assets Before Non-Controlling Interest	775,577	(296,390)	21,631	292,481	793,299	495,343
Dividends Paid						
Non-controlling interest in net (income) loss of the Association				(9,071)	(9,071)	(12,154)
<b>Total Change in Net Assets</b>	<b>775,577</b>	<b>(296,390)</b>	<b>21,631</b>	<b>283,410</b>	<b>784,228</b>	<b>483,189</b>



## CODY BROWN



## 2020 Ann Bolender Award Winner

Cody loves to work, Cody loves to work with people, and Cody loves to serve people. Cody is warm in his greeting, quick to help customers, and focused to make sure he completes each of his assigned tasks. Cody does all of this while overcoming a multiplicity of barriers to employment. Cody has cerebral palsy, blindness in one eye, and has seizure disorder. Cody always wanted to work a job where he feels accepted and where he is able to have a meaningful impact on his community. With this in mind, after graduating high school Cody got a job at Orting Safeway and he loved it! Due to an injury outside of work Cody had to miss a lot of work. This injury led to a shoulder surgery, which impacted him by not allowing him to complete the job of a courtesy clerk where tasks include lifting heavy objects. To overcome this barrier, Cody would have to listen to his body and not over work it and get help from co-workers when his body was not able to complete a task. Cody felt very discriminated against when he first applied to become a cashier. He was told that he would get more hours in as a courtesy clerk and that becoming a cashier would not have as many hours. His team told him, at the time, that he should just remain a courtesy clerk. He chose however to apply for cashier position anyway, as he really wanted a promotion and felt he had earned it! During his interview though he says the assistant manager was on their phone and did not even listen to his interview answers. When Cody found out that he did not get the job he moved to the Meridian South Hill Safeway. Sadly however he started to have more seizures and this led to him having to stop working all together.

Have we mentioned that Cody loves to serve people and really wants to be of use in his community? While facing the trials of a not getting deserved promotions, dealing with a worsening seizure disorder, having shoulder injury and surgery, Cody didn't quit. During this time he developed a role working as a contracted Public Speaker for Service Alternatives. Cody speaks to new direct support professionals (DSP) about what he looks for in a DSP, the best practices and respectful support, and an understanding of the core duties and roles of a DSP. Cody wanted to advocate for those who receive services from DSP's and who are not able to advocate for themselves. In this role, Cody also chairs a panel of speakers who present to new DDA/DVR and other Human Services case managers to give a perspective on what it is like to have a disability and receive services. It is important to Cody to make sure that his voice doesn't speak just for himself, but also speaks to the rights and expectations of others like him who do not have the opportunity to advocate about the importance of the work being done by case managers.

Most recently, Cody decided that he wanted to work at Main Street/ Shaw Road Safeway once again at his favorite old job and in addition to his public speaking role. This led to a new challenge of convincing his mother that it would be safe to return to work even with his current health problems. Cody convened a meeting with his mom and his job coach to present his case about why he wanted to return to work and how this could be done safely. In this meeting a compromise was struck regarding the number of hours a day and number of hours a week that he would work. Once he had come to the agreement with his mom, Morningside worked with him to obtain the job he wanted at his local Safeway. Cody learned his job at East Main location and then one month later East Main closed and his job was transferred to the Shaw Road location.

And did we mention that Cody does not give up? Just before Covid shut us down Cody advocated with his supervisor to receive training to become a ... you guessed it ... cashier. Cody's supervisor was heartily supportive and the team was building a training schedule when Covid happened. Due to Covid, that training schedule was put on hold and Cody was furloughed from work for 9 months.

Once again Cody underwent an in-patient seizure test, shoulder surgery, and needed to quarantine due to Covid. Even with all these things happening, Cody stayed in touch with his supervisor and completed all the expected paperwork to keep his job. We are super happy to report that not only is Cody back at work, he once again has advocated with his supervisor about training for cashiering. Clearly Cody is not about to let any barrier stop him moving forward in employment.



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