

Measuring What Matters, Elwyn California's Annual REPORT

Maximizing potential through personal commitment, collective talents, and innovation

MEASURING WHAT MATTERS

Measuring What Matters. That is our focus. Despite the challenging economic environment we continue to work diligently to fulfill our mission. What are the things that matter?

Our Commitment: staff time and dedication; resources; energy; enthusiasm; caring; outreach; communications; and grassroots organization. These are the investments we make in our mission everyday.

Our Relationships: networking; community outreach; fund raising; volunteers; customers; funding and referral source partners; job development; social media. These relationships and activities create and sustain our ties to the communities in which we provide services.

Outcomes: quantifying the results of services and success of persons served.

Impact: Connecting our outcomes to our mission.

How did we do in 2009-2010?

- Elwyn California was named to the Orange County Register's Top Workplaces List
- Raised \$7,500 with our Christmas in July Campaign
- 2010 Bowlathon was sold out
- Elwyn California served as the host CRP at the 2010 NISH National

Training & Achievement Conference

- Elwyn California co-hosted a very successful Legislative Breakfast with other Orange County Members of the California Disability Services Association (CDSA)
- More effectively engaged our staff, our business partners and family members of persons served in



communication with our elected officials

- Added two new board members to our Community Board of Advisors
- Added five new members to our Business Advisory Council
- Offering Supported Employment Services in the Eastern Los Angeles Regional Center service area

Our outcomes are detailed on page 3 of this report and you will also find two great stories that

demonstrate our impact in the lives of two Supported Employment Program participants.

What's next?

We are updating our business plan based on input from our constituents. Our efforts over the next 3 years will focus on:

- More Jobs for More People
- Program Expansion
- Building an Endowment for Elwyn California
- Investing in Community Partnerships to Further Our Mission

We need all of you to join us and invest in our mission to protect and preserve what matters most: services for people with disabilities. Together we will continue to make a difference.

Joan McKinney, MRA

Joan McKinney
Executive Director



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MEASURING WHAT MATTERS

- 516 unduplicated individuals served in 2009-2010
- 90% client satisfaction with services
- 95% referral & funding source customer satisfaction
- 94% satisfaction with businesses that employ our clients
- 34 job placements in 2009-2010
- Growth in our Ticket to Work Program
- Clients in our Adult Day Programs spend 55% of their program time in community-based activities
- Revenues of \$4,702,650 exceeded expenses of \$4,701,711
- \$1,181,453.31 in wages earned by clients in our employment programs
- Elwyn clients provide property maintenance services for more than 600,000 square feet of building space via federal/state/commercial contracts
- 84% of clients served have mental retardation as their primary disability
- 7% of clients served have Autism as their primary disability (up 3% from 2008-2009)
- 94 Autism related training hours completed by staff
- 58% of clients are male, 42% are female
- Age range of persons served 18-70
- Other demographic stats
 - 62% Caucasian
 - 20% Hispanic
 - 9% African-American
 - 7% Asian
 - 2% Other
- Client employment by job family
 - 26% Grocery Store
 - 26% Property Maintenance
 - 17% Retail
 - 12% Food Service
 - 8% Assembly/Warehouse
 - 7% Clerical
 - 3% Animal Care
 - 1% Child Care



Impact



All of our work and relationship building are best measured by the impact we have on the people we serve and the impact they then have in their community. It is their accomplishments that truly matter most. Their success is Elwyn California's mission.

Sharon Froude has been an Elwyn California program participant since 1986. In 1996 we helped Sharon get a job at Von's Pavilion Market in Huntington Beach, California. Her job title is Courtesy Clerk and it suits her so well. She has proven herself to be a dedicated employee and truly knows the meaning of courtesy. She works quickly and efficiently when bagging customer groceries, has a smile for every customer coming through the check out line, and knows many of the customers by name.

Sharon has also earned the respect of her co-workers and store management with her winning customer service skills and amazing work ethic. Her employer recently asked Sharon to train a newly hired Courtesy Clerk; Sharon was very proud to be trusted with this responsibility. When asked about working at the market Sharon gave a big smile said "I love my job. I've been working here for over 14 years."

Sharon has also built relationships with other members of the community. Brandon Marumoto of

Union Bank has known Sharon for 2 years. "I enjoy working with her and helping to make sure her accounts are in great shape, and giving her any helpful hints if she needs it. She is a great listener when I'm trying to help and then asks very attentive questions to make sure she understands. It's always a pleasure when she walks into the bank."

Congratulations Sharon for your shining success at work and the positive impact you have on your customers, co-workers, employer, the community, and all of us at Elwyn California.

2009–2010 ANNUAL REPORT OF OUTCOMES



by Mark Sorenson, Pacifica Foods
Chairperson, Board of Advisors

Elwyn California assists adults with developmental disabilities in so many ways. These special individuals are given a unique sense of purpose by Elwyn California. They learn important skills and build relationships in our community.

Elwyn California program participants gain confidence, independence, and greater self worth through their involvement in the diverse programs offered by Elwyn California. Their families also benefit from these

programs as their sons, daughters, or siblings build meaningful lives with the support of Elwyn California and our dedicated employees.

The board members of Elwyn California are committed to finding new

revenue sources, fund raising activities, and consulting with the staff on many business decisions so that we too can share in the excitement of enhancing the lives of people involved in the Elwyn organization.



Twenty Years on the Job & Going Strong: An Interview with Roger Gallwas

Roger Gallwas, an Elwyn California program participant, achieved an amazing employment milestone on September 10, 2010. He has been employed by Brookfield Pet Hospital for 20 years. Here's what Roger had to say about this achievement.

Elwyn: What do you like best about your job?

Roger: "A lot of things. I like to walk my dogs, especially one of them. She's a boxer. I also like to bathe cats. People ask me how do you bathe a cat. I tell them the same way a mother bathes her baby".

Elwyn: How has having a job made your life better?

Roger: "Thanks to Dr. Valentine & Christie I like what I am doing. Taking care of animals makes me feel good about myself. It's not just about the money; it's about helping the animals and their owners".

Elwyn: How has Elwyn helped you to be successful?

Roger: "Elwyn helped me find my job. I've had some Job Coaches I didn't like but the Job Coach I have now supports



me and is on my side. He is an outstanding young man".

Elwyn: Tell us about your 20 year celebration.

Roger: "It was fantastic. I was busy doing my job. My mom & dad came into Brookfield. My dad brought lunch. Dr. Valentine and his wife Sally said "Hey Roger, look!" I saw the lunch and the cake that said Congratulations Roger, 20 years. Dr. Valentine gave me a plaque and I got a t-shirt that says, Wow Roger, 20 years. They gave me a card with \$50 in it. It was just wonderful".

We think Roger is pretty wonderful and we are so proud of his accomplishments!

Mission Statement

Maximizing potential through personal commitment, collective talents, and innovation, Elwyn supports individuals with diverse challenges in shaping distinctive, meaningful lives.



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