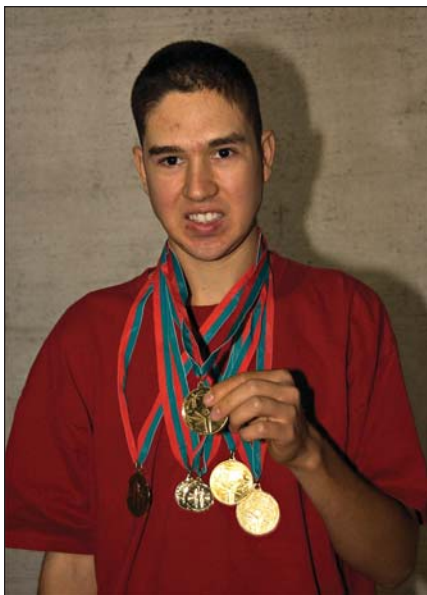




*Working for the
Public Good*

Vocational Services Mission

To enhance the quality of life for individuals with disabilities and to support their rights by offering choices for employment and community integration.



Administration
935 Kent St.
Liberty, MO 64068
Phone: 816-781-6292
Fax: 816-781-8797

Facility No. 2
905 Kent
Liberty, MO 64068
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Facility No. 1
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Phone: 816-421-7440
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Phone 816-781-4155
Fax: (816) 781-4154

Web Sites:

Organization: www.vsiserve.org
Packaging: www.vsipackaging.com
Pet First Aid: www.petfirstaid.org



The State of VSI

Vocational Services Inc. has experienced some of its biggest changes over the past few months. Most represent improvements and some are dramatic.

Our newest addition, the VSI Print Shop, was implemented in 2010 to expand work opportunities for our consumers. We continue to actively search for prospective customers in all areas of production to provide a variety of experiences for the individuals we serve.

Among fellow non-profit organizations, I want to take time to give a special "thank you" to the Clay-Platte Arc, which once again has come forward with financial support. This year, on top of the generous funding they provided to improve the work environment for our consumers, they stepped forward in a major way, providing emergency funding assistance to repair the handicap accessible door in our Liberty No. 2 workshop.

In doing so, they made the building safer and more accessible to our consumers, staff and visitors. This kind of step forward is typical of Arc, and I hope they get the credit they deserve.

As VSI celebrates its 45th Anniversary this year, one of the most significant events that will take place is our CARF accreditation survey. This spring, we will be inviting the CARF survey team into our organization to inspect our operations.

We look forward to engaging with the CARF team to identify areas of continuous improvement and hope to share our unique knowledge and experiences to benefit other agencies serving individuals with disabilities. In previous CARF surveys, VSI has been recognized for many strengths, including the outstanding dedication of our staff, volunteers and community members. We are confident that this time around will be no exception, and we look forward to sharing the outcome of the survey.

I would like to add comments on the staff, especially. Our tremendous team does an outstanding job at everything from floor management to record keeping. Many of these accomplishments are not visible to those outside of the organization. Our record keeping, for instance, is second to none. It makes possible important services

for our consumers, and achieves required goals.

In the area of "challenges," I would ironically have to mention our Board of Directors. While my fellow board members are excellent, there is one problem: we need more of them! I know that many hesitate to step forward to fill these volunteer positions because they are challenging. But we need people with business experience, financial abilities and those who can bring more input from parents and guardians. We like to maintain a balance of views on our board and we need help continuing that. The primary requirement is simply a desire to help those with developmental disabilities. So if you can help, please step forward.



Bill Welliver,
President, VSI Board of Directors

As we finish 2010 and head into 2011, it definitely has been one of the most trying times for our country, our state and for Vocational Services, Inc.

The economy has presented us with one of the most difficult business environments I have ever experienced. We have lost several customers to closure, bankruptcy and buyouts. We have seen jobs we have done for years disappear while other jobs have been cut back to minimal production quantities.

We experience a Missouri State budget that continues to face challenging deficits, while legislators work to balance them and not hurt services to Missourians. Schools and other services have faced cuts, many for the first time in years.

VSI has made it through all of these challenges in relatively good shape. We have had to watch our budget, and we have made a many sales calls, but we have made it through year 2010.

VSI is fortunate that when we hit rough times we have many resources to call upon for assistance. By design, we have a variety of funding sources that are called upon to

help us through those economic downturns and challenges.

As we finish one of our most difficult years, I think it is only fitting that we recognize and say thank you to some of those entities.

Our local legislators fought for a very minimal 2010-11 budget cut at the state level. This allowed us to plan and prepare for hitting our budget without a major loss of services.

Thanks to you Senators and State Representatives from Clay and Platte Counties.

We have loyal and long-term customers that we can work with and who are constantly looking at ways to work with VSI on projects and contracts. We have found new customers to work with that provide VSI with a new source of work and resources.

Thanks to our customer base for being there in the hard times.

We are fortunate that local citizens in Clay and Platte counties voted to establish two local tax funded County Boards: the Clay County Developmental Disabilities

Resource Board and Platte County Board of Services. They provide organizations such as VSI with funding to provide a high quality of service as well as be there when economic times are tough.

Thanks to the Clay and Platte county taxpayers and to the two County tax levy boards of directors.

And a special thanks to the citizens of Clay and Platte counties that have provided their community support to make VSI a successful community service to people with disabilities for nearly 45 years.

We head into 2011 knowing that we will begin our 45th year operating in Clay and Platte counties providing the very best employment services in the state. We look forward to working with everyone who supports and helps VSI.



Randy Hylton
Executive Director

VSI Board of Directors



William Welliver
President



Paula Torkelson
Vice President



Marvin Nuernberger
Treasurer



Andrea Bolstad



Richard Hubbard



Will Israel



Bill Quigley



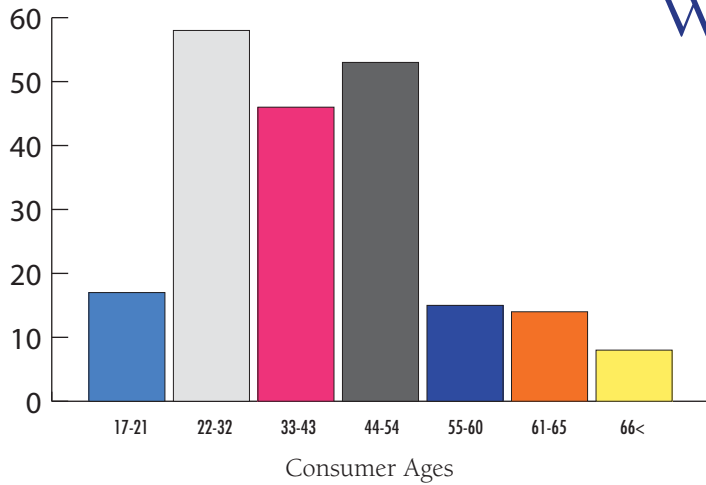
Rev. Mark Turnbough

Board of Directors

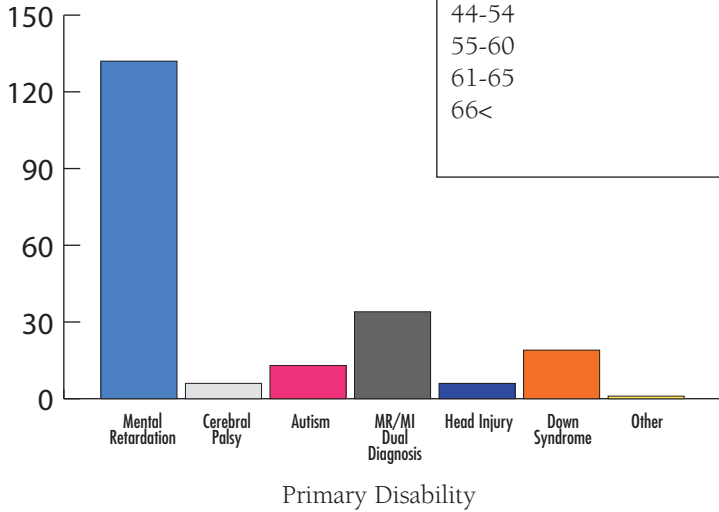
Name of Director	Affiliation
William Welliver, President.....	Parent, Park Hill School District Bus Driver
Paula Torkelson, Vice President	Registered Nurse
Marvin Nuernberger, Treasurer	Retired Teacher, Parent
Andrea Bolstad, Board Member	Attorney, Bolstad & Ruark
Richard Hubbard, Board Member	Assurant Employee Benefits Co. (retired)
Will Israel, Board Member	Assistant General Manager, Ameristar Casino
Bill Quigley, Board Member	Retired Education Counselor
Rev. Mark Turnbough, Board Member	Minister, Liberty United Methodist Church

VSI Consumers: Change Through The Years

No. of consumers



Who We Serve



Age Range	# of consumers	Primary Disability	# of persons served
17-21	17	Mental Retardation	132
22-32	58	Cerebral Palsy	6
33-43	46	Autism	13
44-54	53	MR/MI Dual diagnosis	34
55-60	15	Head Injury	6
61-65	14	Down Syndrome	19
66<	8	Other	1
	211		211



Community Awards Night & Silent Auction

Area residents with developmental disabilities, community members and state leaders were honored recently when Vocational Services, Inc. (VSI) hosted its 10th Annual Community Awards Night and Silent Auction event at Finnigan's Hall in North Kansas City.

Held May 27, the evening was a huge success with over 200 people in attendance. Each year, VSI hosts the event in order to pay tribute to and recognize outstanding individuals who have made a tremendous impact in the lives of people with disabilities and who have supported VSI throughout its 45 years of providing excellent services to individuals with disabilities.

Winners of this year's awards include:

- Vendor of the Year: First Bank of Missouri
- Customer of the Year: Data Source, Inc.
- Benefactor's Award: ARC of Clay and Platte Counties
- Legislator of the Year: Representative Ryan Silvey
- Parent/Guardian of the Year: Daisy Tweeddale
- Director's Award: Kuhlman, Reddoch, Sullivan PC
- Clay County Employer of the Year: Fins & Foliage
- Platte Co. Employer of the Year: Hy-Vee
- Volunteer of the Year: Jerry Crabtree
- Board Member of the Year: Andrea Bolstad
- Employee of the Year: Jerry Crabtree
- Consumer of the Year: Jack Smith
- Retirees: Abigail Null, Virginia Martin, Frank Locasio, Mike Justus
- Working For The Public Good Award (1st ever): Jack Smith



VSI Workers Earn Awards



Program Overview

Workshop Programs

Vocational Services, Inc. operates three workshops, one in North Kansas City and two in Liberty. The most recent information shows 53 persons are served at the North Kansas City location and 66 at the Liberty Facility No. 2. The third workshop, the Liberty Annex, employs 47 persons.

This total of 164 people in the VSI workshops are comprised of 124 from Clay County and 39 from Platte County, plus one individual who works with VSI through a program with Tri-County Mental Health Services.



VSI Show-Me Animal Products

VSI Show-Me Animal Products is one of the most unique programs offered by this nonprofit organization.

In part an economic development and job creation effort, Show-Me Animal Products manufactures and markets first aid kits for pets and horses nationally. The work allows VSI to create additional job opportunities that complement the traditional contract work undertaken by workshops.

Work and Personal Services

Also operating at the workshops is VSI's Work and Personal Services Program (WPS). WPS provides services at North Kansas City and Liberty for 26 individuals.

One of VSI's most unique programs, WPS has been studied regionally and even nationally for its expansion of opportunities for people with developmental disabilities. WPS provides an extended work opportunity to individuals who are in need of more intensive job training. Assistance from staff allows these consumers to complete their work tasks with more guidance than what is normally available in the workshop programs.

Historically, consumers entering WPS due to advancing age or disability have been able to extend their employment, in many cases, as long as ten years. Consumers entering the program for intensive job training have, over time, chosen to re-enter workshop services and in some cases have decided to seek employment through Supported Employment Services. Additionally, volunteer work opportunities and community integration services are available for many consumers participating in WPS. WPS con-

sumers have contributed more than 1,200 volunteer hours to area agencies in a single year.

Quality Standards

VSI uses a comprehensive outcomes measurement system to measure the success of its programs. Data is collected on a variety of performance indicators, measuring the efficiency and effectiveness of VSI programs/services, as well as customer satisfaction. Our outcomes system has been an effective tool and has guided a number of changes in an effort to continue to strive for quality services. Highlights of our 2010 Outcomes Measurement were:

- Workshop consumers referred to Vocational Rehabilitation for Supported Employment and who obtained employment: one workshop consumer obtained community employment in 2010. This is a significant decline from last year when 6 consumers left workshop for other employment. This is a direct correlation to the downturn in the economy with many businesses delaying the hiring of employees.
- Percent of consumer who expressed satisfaction with Supported Employment Services: 88%.
- Percent of persons served who have maintained community employment 12 months or longer: 75%.
- Average hourly earnings of sheltered workshop consumers: the 2010 average is \$1.50.
- Availability of obtaining Work and Personal Services: There are a total of 78 consumers who have received services out of a total of 100 referrals since July 1993. There are six Clay County residents on the active waiting list.



- Percent of persons served who express job satisfaction: 89%.
- Percent of persons served who state they are achieving employment goals: 95%.

School To Work

Vocational Services, Inc. (VSI) designed a School to Work Program to serve as an early intervention program for high school students with developmental disabilities. This program helps students find meaningful jobs in the community.

These individuals work either in VSI's workshops or in the community Supported Employment Program. As a result of the School to Work Program, VSI has designed its programs to be more flexible to meet the educational needs of students and still meet their employment needs.

With School to Work, VSI is also able to get involved with stu-

Program Overview

dents at a younger age, which allows for a longer transition period from school to work. Most students will be able to work at least two years in these programs, rather than waiting until their last semester of high school. VSI's Supported Employment Job Developer is working with students to enable them to enter directly into community supported employment. In the past, many students began working in the workshop before being considered for the Supported Employment Program. VSI provides tours and information to area students and teachers, and gives presentations at area schools about the opportunities available at VSI.

Community Development Overview

VSI's Community Development Department has been active, successfully pursuing grants and other funding sources to maintain and expand VSI's services for people with developmental disabilities.

Among the 2010 highlights, the Community Development Program successfully achieved these successes:

- Grants and contributions: \$41,877.
- Arc Thrift Store proceeds: \$20,000.

These and other Community Development events provided several benefits to the community. Fundraising was a benefit with efforts such as the parade entries, bowl-a-thon and silent auction events.

In addition, these events also provided an important link with the community and opportunities to recognize the contributions made by the community to VSI programs and contributions made to the community by workers with disabilities.

One of the most dramatic examples involved the Community Awards Night. This event provided an opportunity to recognize those community individuals who have furthered the idea of employment and other opportunities for people with disabilities—in some cases contributions of more than 30 years.



counties, the Missouri Department of Elementary and Secondary Education Division of Vocational Rehabilitation and the State of Missouri Department of Mental Health.

Supported Employment services continued to grow in 2010. We worked with over 80 people; providing assessments, finding community employment, job coaching and providing supports needed to help maintain employment.

Some jobs include food preparation, maintenance, dish washing, sacking and stocking shelves at local grocery stores, maintaining an exercise facility, working as an assistant teacher in a toddler room at a daycare, working at a water park and at a local hospital.

Our Job Developers work with consumers who are interested in pursuing community based employment. If individuals qualify for supported employment, they begin a job assessment process. During the assessment period, individuals go to various job sites to see what interests and skills they have, and what areas they will need assistance with.

The next step of the process is job development where they create a resume, complete applications and work on interview skills. Consumers are accompanied to interviews by a Job Developer. After accepting outside employment, individuals receive job coaching and follow-along services.

As services grew in 2010, Supported Employment boasted high levels of satisfaction.

- Eighteen consumers obtained competitive employment through Supported Employment Services during 2010.
- 97% of consumers responding to surveys this year have expressed satisfaction with Supported Employment services.
- On average, 75% of all consumers served through Supported Employment have maintained their jobs for more than a year. A number of consumers have been employed with the same employer for more than five years, and one consumer celebrated a 19-year anniversary.

Supported Employment consumers provide valuable services in the workplace and in their communities. David Palmer, a SE employee of the Smithville McDonalds was recognized for his work in the community and was named the Grand Marshal of the 2010 Smithville Oktoberfest Parade.



Supported Employment

The Supported Employment Program is one in which persons with mental retardation/developmental disabilities (MR/DD) in Clay and Platte counties are assisted in obtaining their choice of employment in the Northland.

This is accomplished through partnerships with Clay and Platte



Financial Reports

Financial Information

2009 (Audit)

Workshop Sales	\$562,576
Government Agencies	
State Department of Education	\$663,288
Counties (Clay County, Platte County and Tri-County Mental Health Services)	\$1,890,163
Kansas City Regional Office (Department of Mental Health)	\$21,372
Missouri Vocational Rehabilitation.....	\$42,059
Grants and Fund-Raising.....	\$41,059
Other Revenue	\$32,952
Total Income	\$3,330,346
Total Expenses	\$3,281,931
Revenue and Support Over (Under) Expenses	\$48,415

Balance Sheet (December 31, 2009)

Assets

Current Assets

Cash, Checking & Savings	\$143,349
Accounts Receivable, Commercial	\$109,566
Accounts Receivable, Gov't Contracts	\$153,732
Inventory	\$45,572
Prepaid Expense	\$12,690
Total Current Assets	\$464,909

Property, Plant and Equipment	\$4,582,218
Less: Accumulated Depreciation	(\$3,352,775)
Total Plant, Property & Equipment	\$1,229,443

Other Assets	\$5,810
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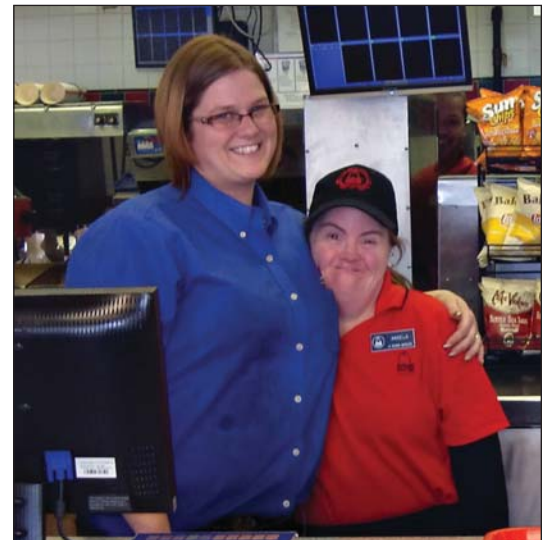
Total Assets	\$1,700,162
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Liabilities and Net Assets

Total Current Liabilities	\$457,570
Long Term Liabilities	
Mortgage	\$374,806
Total Liabilities	\$832,376

Net Assets Undesignated	\$867,786
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Total Liabilities and Net Assets	\$1,700,162
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Our 2010 Benefactors

We sincerely thank the following for their continued support to help us fund programs for Northland residents with disabilities. This list recognizes contributions received by Vocational Services, Inc. from January 1 through December 31, 2010.

Gifts/Services In Kind

Adyline Christensen
AMC Movie Theatres
American Heartland Theater
Ameristar Casino
Argosy Casino, Hotel & Spa
Avon Products- Ruth Ann Buzzard
BEIJO
Best Batteries
Black Sky Radio
Branson Variety Theatre
C&C Produce
C.M. Mose & Son
Carolyn's Country Cousins
Charlie Hauber
Chris Keller
College Basketball Experience
Coterie Theatre
Country Club Bank
Crown Center
CVS Pharmacy
Dee and Dan Sharp
Demdaco
Dutton Family Theater
Earth Right
Fabri-Quilt, Inc.
Family Tree Nursery
Fat Fish Blue
Folly Theater
Gates Bar-B-Q
Genghis Grill
Go Pet Go
Grand Country Music Hall
Hampton Inn
Harry S. Truman Library
IOOF
Ise of Capri
James & Cheryl Melton
Jan & Marvin Nuernberger

Jason's Deli
Jeff Billings
Jerry and Sandy Tindall
Kansas City Symphony
Kansas City Zoo
Kay & Company
KC Improv Comedy Club
Koch Bag & Supply Co.
Liberty Symphony Orchestra
Looks Avant-Garde
Lowe's
Lyric Opera
Mary Kay Cosmetics- Christine Bohr
Mayfair Cleaners & Laundry
Missouri Botanical Garden
National Work War I Museum
Nicole Griffel
North Kansas City Hospital
Radio Disney
Ralph & Jacqueline Roubal
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Redemption Plus
Renee Flippin
Riverside Red-X
Schlotzky's
Sellers Baked Goods
Show-Me Animal Products
Snow Creek Resort
St. Louis Cardinals
Super Target
Syntec Technologies
The American Inn Hotel & Spirits Lounge
The Corner Café
The Country Club Plaza
The Ice Terrace at Crown Center
The Polished Edge
The Tobacco House

The Yakov Smirnoff Theatre
Theresa Johnson
Thirty-One Gifts
Weston, MO Chamber of Commerce
Wicklund's CARSTAR
William & Jane Quigley
YMCA of Greater Kansas City

Contributions and Grants

ARC of Clay and Platte Counties
Bailey Insurance Services
Bill and Lois Welliver
Billings Construction
Bruce Culley, CPA, PC
Cross Corporation
Dale Garrison Editorial Services
Data Source, Inc.
David & Carol Bricker
Hallmark Cards, Inc.
IOOF- Oddfellows
IOOF of Gladstone, MO
IOOF of Kansas
IOOF of Missouri
Jerry Tindall
Krueger & James Insurance Agency, Inc.
Mac's Sportswear
Marvin and Jan Nuernberger
Mel Heithoff
Mr. and Mrs. Don Dirksen
Northland Festivals, Inc.- Snake Saturday Parade and Charity Cook-off
Paula Torkelson
RR Donnelley
Southern Clay County Chapter of Thriven Financial for Lutherans
Victory Packaging

Gifts to VSI are tax deductible, within the limits allowed by law. Vocational Services, Inc. is recognized by the U.S. Internal Revenue Service as a publicly supported tax exempt organization under Section 501 (c) (3) of the Internal Revenue Code.



Locations

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