



2023 Annual Report

Management Preface

In 2023 SKCAC Industries and Employment Services (SKCAC)'s Board of Directors was presented with an opportunity to acquire Puget Sound Personnel (PSP) from their owners who were planning to retire. After careful planning and due diligence, the acquisition occurred June 1, 2023. SKCAC Employment Services gained eight additional staff and 146 employment services participants as well as established supported employment relationships with City of Seattle,, Microsoft, Compass Group and many other employers throughout King County. SKCAC's employment services presence has now expanded to a full King County footprint.

SKCAC continues to monitor our risk for COVID and other health related concerns providing current information to staff and participants from the CDC and State of Washington. Our focus on safety, service resilience and return to expected outcomes continued to be challenging in 2023 although we have seen a return to work, community opportunities and jobs added. These factors have impacted our outcomes and have required a shift in how we support our participants, employers and community opportunities.

In 2023 SKCAC's Board of Directors developed our 2024 – 26 Strategic Plan and adopted our Racial Equity and Social Justice Statement for the organization's growth and strong services for the future.

2023 Employment and Community Inclusion Services Outcome Report

SKCAC Industries and Employment Services (SKCAC) strives to provide quality services to our program participants.

Our mission: Empowering people with developmental disabilities through gainful employment and community inclusion, drives the quality outcomes of the organization.

SKCAC is a 501(c)(3) non-profit organization serving individuals with disabilities in employment and community inclusion services. Our service area is King County.

Referrals and participation in SKCAC's Employment and Community Inclusion Services is in accordance with our Referral Acceptance Policy. Most referrals for SKCAC Services come from the Division of Vocational Rehabilitation and Developmental Disabilities Administration. SKCAC welcomes inquiry of our services and is a resource to those seeking employment who are facing barriers to employment related to their disability and seeking better access to typical community opportunities, increasing inclusion. Those seeking services find us through our website, government partners, school transition programs, presentations, and word of mouth. We present to school district transition programs to expand options for students through the school to work program partnership



with schools and King County. SKCAC participates in the two-year collaborative program to provide employment services to transition students a year before their last year of transition. This improves their employment preparation and outcomes to leave school with a job.

SKCAC's Employment Services include planning, assessment, job development, job placement and on-going employment support services with a focus on the individual served and their desired employment goal. Our employment services provide an inclusive process for the individual and others important to their employment success.

SKCAC's Community Inclusion Services have expanded to provide dual (employment and community inclusion services) services to eligible participants. This is especially helpful to participants transitioning from employment to retirement supporting the development of community opportunities prior to retirement. Planning for expansion of community inclusion services is dependent on funding for adequate staffing. This service has been a true connection to the community, supporting the development of opportunities and building relationships when connecting with typical community resources such as events at area senior centers, community centers and other typical community activities. This service is working well for those who want to better connect in their community.

Our Outcome Management System is designed to measure the effectiveness, efficiencies and customer satisfaction. We make every effort to provide employment and community inclusion services to meet the needs of each individual served. SKCAC has historically sought and received referrals for individuals with intellectual and developmental disabilities and shapes our services to meet on-going support needs for employment and community inclusion success. We believe that employment and community inclusion is empowering for all adults and brings value to people's lives.

SKCAC gathers data through our case management system, surveys, annual meetings, daily operations and other means. Participant satisfaction is gathered through annual planning meetings, six month review meetings, satisfaction surveys, suggestion boxes and open-door policy for input. Family, funders, employers and other interested party satisfaction is gathered in formal and informal ways; surveys, community meetings, , and other opportunities.

Demographic information is gathered and shared to measure SKCAC's effectiveness in meeting the needs of the community and to align staffing to trends and changes.

Demographics of those served calendar year 2023:

Gender: 148 - Male 101 - Female

Age: 18-40 – 135 41-62 – 95 Over 62 - 19



Primary Disability: 98% Intellectual/Developmental Disability

Dominant Language: English

2023 Outcomes:

In 2023 SKCAC served 267 participants in employment and community inclusion services.

Community Based Assessment (CBA) Service – 2 CBA's were completed in 2023.

The average length of time to complete planning and assessment exceeded SKCAC's goal of 90 days due to staffing and limited access to community sites continued due to COVID restrictions.

The satisfaction rating for CBA participants was at 100% satisfaction, exceeding SKCAC's goal of 90%, noting two CBA participants.

Job Placement Services – 2 DVR Job Placements due to limited ability to take referrals due to our capacity and DVR staffing, responsiveness to our work and payment for services.

The percentage of participants placed in jobs was 100% due as both were placed in jobs.

Individual Employment (IE) Service had a net gain of 146 persons served with 27 new job starts. The increase in the number of persons served is directly related to acquiring PSP and all the participants transferring to SKCAC services.

The percentage of participants placed in jobs was 85%, meeting the goal of 85%.

The percentage of participants who maintained their job for more than 90 days was 96.2%, meeting the goal of 90%.

The satisfaction of IE participants was at 96%, exceeding SKCAC's goal of 90%.

The satisfaction of employers was at 97%, exceeding SKCAC's goal of 90% although limited responses.

Community Inclusion (CI) Services served 22 participants with no net gain. Two new participants were added and unfortunately two participants passed away.

The percentage of CI participants who accessed their preferred community activity was 95%, meeting the goal of 95%.

Average hours in the community increased to 6.8 hours per month, meeting the goal of continued increase.

The satisfaction of CI participants was at 100%, exceeding SKCAC's goal of 95%.



The satisfaction of other interested parties was at 100%, exceeding SKCAC's goal of 95%.

Summary of results:

The impact on SKCAC services and supports due to COVID restrictions greatly decreased over 2023. SKCAC continues to be dedicated to supporting our participants to access the community as safely as possible and provide ongoing information.

Our 2023 Outcomes were positively impacted by acquiring an added 146 participants, adding to our diverse opportunities and also increased staffing.

Using best practice of building relationships with employers as a resource for their hiring objectives has resulted in placements and long-term employment, adding 27 new job starts. This demonstrates the resilient, devoted staff who continue to market our services and the benefits of supported employment. Developing jobs with natural supports as an expectation is an opportunity of growth for our program. SKCAC is dedicated to developing better community business partnerships for increased customized job opportunities, community partners and community awareness of the value of people with all abilities in employment.

Our satisfaction survey results continue to reflect the work of SKCAC's staff and demonstrate the support and concern for participants and their desired supports and services. We continue to look for ways to access a more diverse cross-section of the community to help SKCAC to better target areas of interest and need for employment and community inclusion services. Increasing opportunities to engage diverse communities, SKCAC will continue to reach out with focus groups and invite the community to participate in our planning and service review as well as continued outreach to area school district transition programs.

SKCAC values and appreciates the participants, family members, employers, customers, residential providers, funders, referral sources, other interested community members and our staff, who together will continue developing good opportunities for people with disabilities to participate in typical community opportunities and be included in typical work and community settings.

For questions and input, please contact Debbie Meyers, Executive Director, debbie@skcac.com or 253-395-1240 x4 or TDD Relay: 711 or through our website at www.skcac.org