

Vocational Services Inc.



Annual Report

2022



# Mission Statement

## VSI Board of Directors

Vocational Services is fortunate to receive the leadership of an outstanding Board of Directors. Serving as volunteers, these leaders represent the business community, numerous professions, as well as parents and guardians.

These dedicated members are:

**President** Paula J. Torkelson, Registered Nurse, Retired, North Kansas City Hospital

**Vice President** William Welliver, Parent, Park Hill School District Bus Driver

**Secretary** Richard Hubbard, Rehabilitation Counselor, Retired. Assurant Employee Benefits Co

**Treasurer** Pete Gardner, Senior Vice President Corporate Trust Manager

Adam Moyers, Certified Public Accountant

Richard (Dick) Bartlett, Retired/Reinsurance

Cindy McFerrin, Self-Employed, Medicare/Medicaid Advisors, Inc. (MMA)

Russel Fries, Retired/Business consultant specializing in manufacturing operations and supply chain management.

The mission of Vocational Services, Inc. is to enhance the quality of life for individuals with disabilities and to support their rights by offering choices for employment and community integration.

## VSI Administrative Staff

**Executive Director** Kimbal Mothershead

**Assistant Director of Programs** Sherry Summers

**Assistant Director of Operations** Derrick Griffel

**General Manager** Chris Best

**Accounting Manager** Roger Bledsoe

**Program Services Manager** Elizabeth Colhour

**CIE Program Manager** LezLee Birdsong

**Work and Personal Services Manager** Patrick Melena

**Human Resources Manager** Leroy Marvel

**Executive Administrative Assistant** Barbara Wright

## Vocational Services Inc.

VSI was the 9th workshop to open in the state of Missouri. Mr. Dick Wasserstrom was named Executive Director and his leadership proposed growth of residential and other services for individuals with disabilities.



Dick Wasserstrom



Robert F. Sevier elected first Board President.



Dick Wasserstrom and Board propose Clay County Judge to authorize Tax Levy on Ballot.

## 905 Location Built

The building that would become known as Workshop #2 was built in 1975. This 10,240 square feet of unobstructed space was designed with particular attention to accessibility. This location had the potential to serve 165 production employees when work began in 1976.



Randy D. Hylton was appointed Assistant Director of VSI.

In 1986 VSI Annex opened at 935 Kent Street in Liberty, MO.

1966

By 1966 there were twelve workshops in Missouri and the state was on its way to nearly 100 workshops serving more than 7,000 people.

1970

1975-76

1986

1967

The first press release was submitted to "The Liberty Shopper" in June 1967 to announce the opening of Vocational Services workshop leased quarters of 1729 Swift in North Kansas City.

## NKC Building Opening



Ted Stafford elected Board President.

1968

Singer Marilyn Mae and Quarterback Len Dawson of the KC Chiefs hosted a benefit for VSI at the Golden Buffet. Tickets were \$15 a person and entertainment included Tony DiPardo and his 16-piece band.

## "Night of the Stars"

1971

This bill provided important funding support by enabling local counties to create tax levies for workshops and residential facilities.

## Missouri Senate Bill 40

1978

The Rotary Club held a sale of Florida fruit that helped provide funds to remodel the NKC location. The club members tore down walls in several small rooms to make one large modern lunchroom. Improvements included tables, chairs, as well as both a candy and a pop machine.

## VSI Pet Care Products

VSI Pet Care Products created a unique line of first aid kits for pets and horses to market and manufacture providing more work opportunities for Production Employees.



Randy D. Hylton was appointed Executive Director of VSI following Wasserstrom's retirement. Hylton has served as Supervisor of all three workshops and promoted several new programs as well as being instrumental in VSI's national CARF accreditation.

1991

Also in 1993, House Bill 639 was signed by Mel Carnahan. The bill increased state funding support for sheltered workshops. The bill increased \$1 per day in support increases for each of the next two years. The present support is \$7 per day per employee in attendance and comes from the Department of Elementary and Secondary Education.

## VSI Toner Service

VSI Toner Service provided complete disassembly, rebuilding, and inspection of all toner cartridges and components as well as 10% more toner than original specifications.

Work and Personal Services began to provide assistance from Staff for Production Employees who are in need of more intensive job training.

VSI Pet Care Products was accepted into the World Wide Pet Association (WWPIA) which is today known as the WPA.



1997

VSI Annex location was remodeled to include the Administrative offices.

vsiserve.org was launched on the world wide web.

1999

1990

The first press release was submitted to "The Liberty Shopper" in June 1967 to announce the opening of Vocational Services workshop leased quarters of 1729 Swift in North Kansas City.

## Supported Employment



Jerry L. Tindall named Assitant Director

1993

## VSI Lawncare

VSI Lawn Care provided year-round commercial and residential landscaping care and increased opportunities for production employees.

VSI receives its first 3-Year CARF accreditation.



First CARF Accreditation awarded to VSI in 1991.

1996



The VSI Vet Kit was featured on "Horseworld," a national cable network, and hosted by world rodeo champion Larry Mahan.

1998

Randy Hylton named president of the Missouri Association of Sheltered Workshop Managers. MASWM serves nearly 8,500 people with disabilities across the state of Missouri.

**VSI PRINT SHOP**  
VOCATIONAL SERVICES INC.  
817-226-8171 - [info@vsi.org](mailto:info@vsi.org)

VSI installed a Konica Minolta Bizhub PRESS C6000 and the print Shop was established to expand work opportunities for production workers.



2010

Paula was re-elected in 2018.



Paula Torkelson elected as President of the Board of Directors.

2014



Kimbal Mothershead named Assitant Director of VSI following Bill Barr.

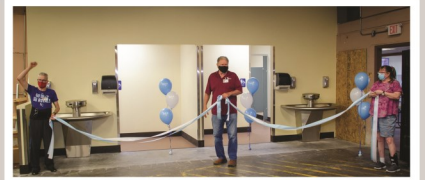
2017



Introduction of VSI TV, a system for sharing daily information between all VSI shops.

A new forklift for shop 1 and an electric handjack for shop 2 purchased.

2021



In 2021 VSI accomplished large renovation projects updating breakrooms and WPS Rooms at all shops as well as Shop 1 restrooms. The renovations also helped to reclaim office and work spaces on the production floor.

2003



William Welliver elected Board President

2011



Bill Barr named Assistant Executive Director of VSI following Jerry L. Tindall.



2016

Randy Hylton hosts VSI 50 Years of Service Anniversary celebration.



2018

DDR B Grant

-26' Delivery Truck

-Re-caulking of building  
-New AC/HVACS units  
-Pallet Wrapper

-New handrail/ramp

New sewer system installed at VSI Shop #1 in NKC.



2022

Randy Hylton retired at the end of 2021.



Kimbal Mothershead named Executive Director of VSI following Randy Hylton.



# A Brief History



# VSI Program and Services

**Vocational Services, Inc. Providing Quality Employment Services since 1966.**

Vocational Services, Inc.'s mission is to enhance the quality of life for individuals with disabilities and to support their rights by offering choices for employment and community integration.

Vocational Services, Inc. (VSI) is committed to providing quality employment opportunities that encourage people with disabilities to maximize their unique abilities and talents. VSI provides several program options including; Extended Employment Sheltered Workshop, Work and Personal Services and Competitive Integrated Employment Services and Program Services.

## VSI Star Team (Logo Update!)

All six VSI departments working together on behalf of people with disabilities.



It takes a team of caring and trusted people to advocate and ensure people with disabilities have choices about their future. At VSI, we are committed to assisting them during their active employment years where through their choices they can feel successful and proud of their accomplishments!



## Program Services

### Vocational Individualized Planning and Supports:



VSI's Program Services was first established in 1990 with the goal in mind to establish an organized, efficient system of maintaining confidential case records, assist consumers in developing individualized vocational goals and objectives, establish a method of data collection to monitor progress, provide advocacy, and assist consumers in accessing services that will enhance their quality of life.

To provide this service, each consumer is assigned a Program Supervisor. Program Supervisors meet with consumers routinely to discuss progress related to their individualized vocational plan, as well as, offer support as needed.

VSI program services also affords individuals with the opportunity to participate in accessibility planning, cultural diversity and inclusions and other activities to grow self-advocacy and self-determination skills.

Successful individualized planning takes teamwork, open communication and mutual cooperation within the individuals support team. We have been very fortunate in our community to have great team support. A vast majority of parents/families remain actively involved, as well as, many dedicated agencies working together to support individuals with disabilities and by doing so seeing so many people have the opportunity to exercise choice.

100%  
satisfaction  
with the PS

99%  
Report  
progress  
towards long  
term goal

97%  
Met 1 or more  
action plans



## Extended Employment Sheltered Workshop

Employees working at anyone of the three sheltered workshop locations, have the opportunity to learn a variety of jobs and to preform packaging type work for a diverse contact customer base. Employees typically work 30 hours per week in an environment with standard business practices, based on community norms and earn a weekly paycheck. VSI staff assist EESW employees in developing positive work-related skills, as well as, soft skills needed for successful employment.



**88%**  
of employees  
report job  
satisfaction



## WPS Program

VSI's Work and Personal Services (WPS) program is a specialized program which provides intensive vocational training and assistance for individuals who may need additional supports to reach their employment goals.

Individuals served in WPS may also have opportunities to learn more about their community through community integration volunteer services and to build skills through personal plans.



Average wages  
hit high of \$8.22  
per hour

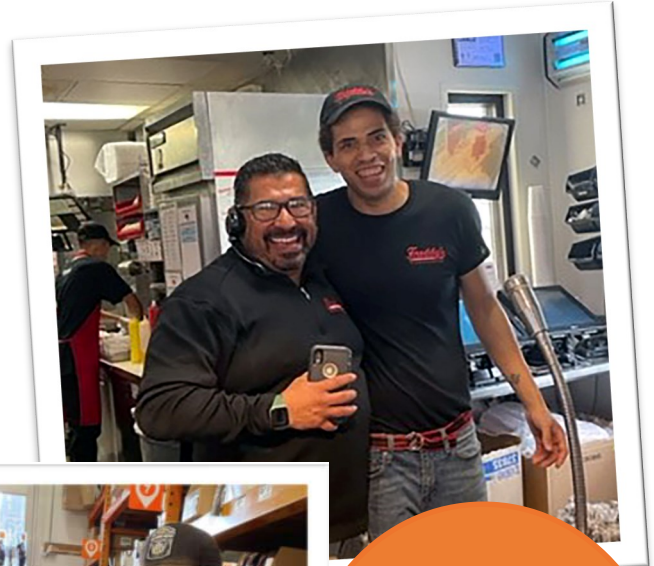




# Community Integrated Employment Services

VSI Competitive Integrated Employment (CIE) services assist individuals in obtaining and maintaining employment in a competitive integrated work setting. Steps are incorporated into the program to provide individualized planning and support; including Job Discovery and Exploration, Job Development, Job Coaching and Follow-Along Supports.

Job coaching and support services are provided to support individuals in learning the job tasks, as well as, to become an inclusive part of their work setting. Vocational Services, Inc. is committed to providing on-going support to maintain competitive integrated employment.



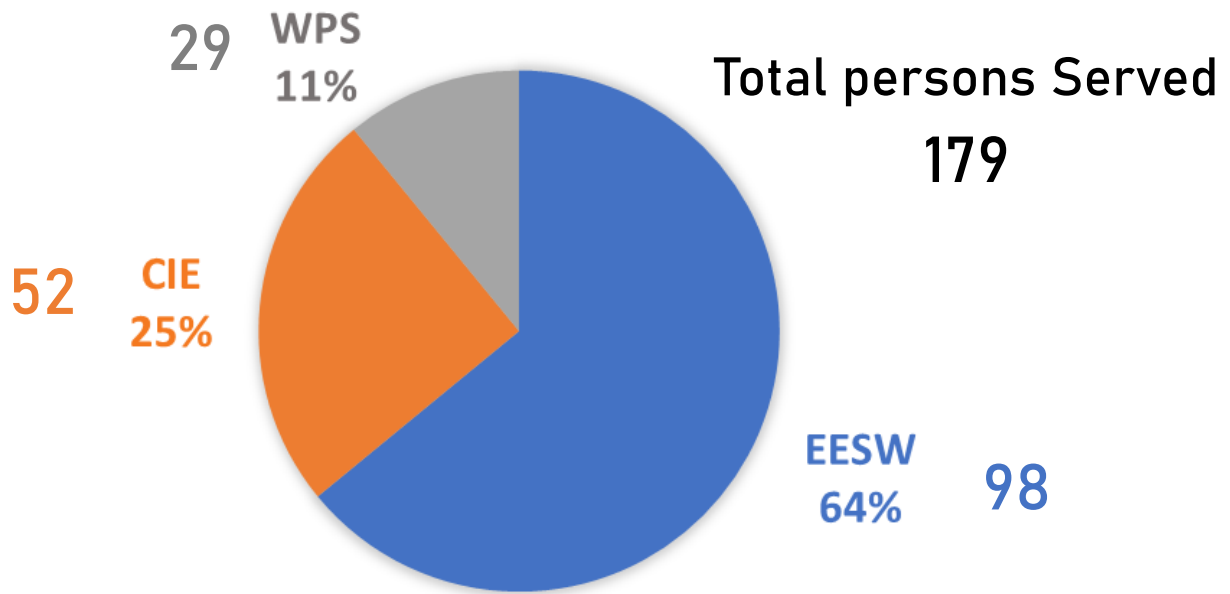
97%  
of consumers  
report  
satisfaction  
with services



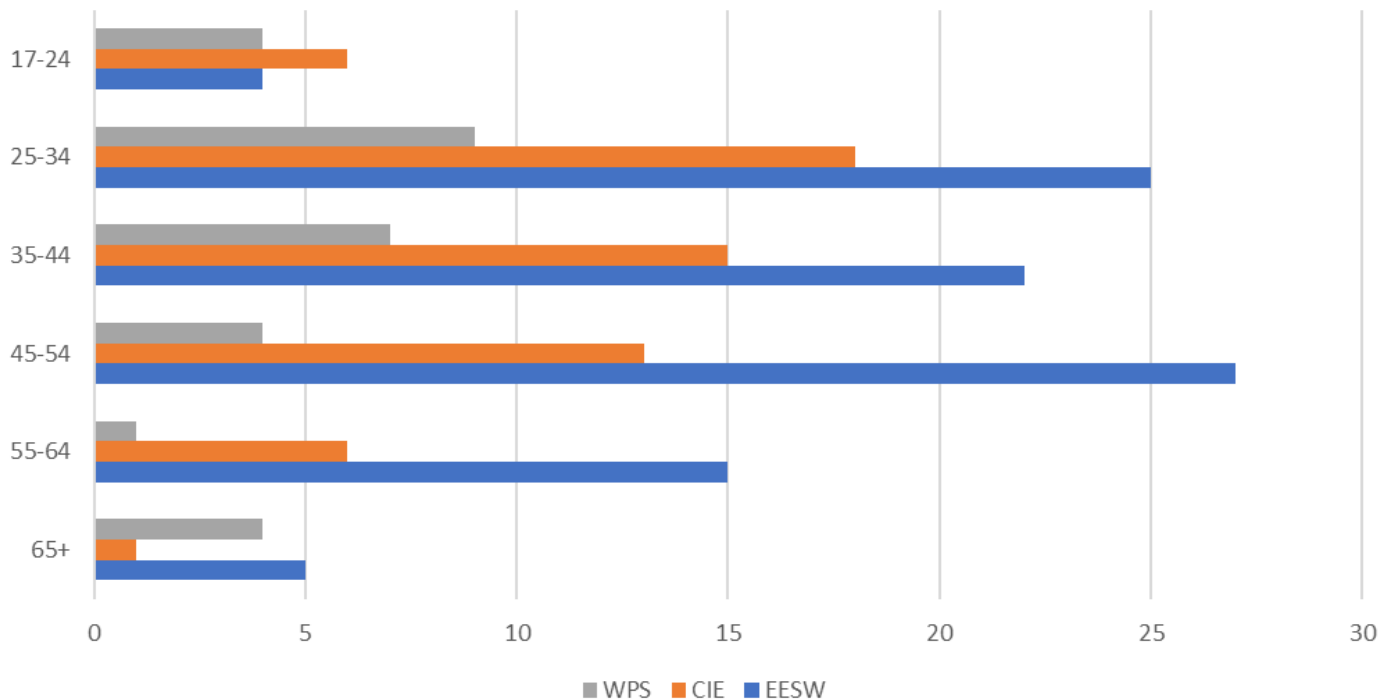
100% of consumers  
receiving Follow-Along  
Job supports have  
maintained  
employment 12  
months or longer.



# Demographic Data for Persons Served by program in 2022

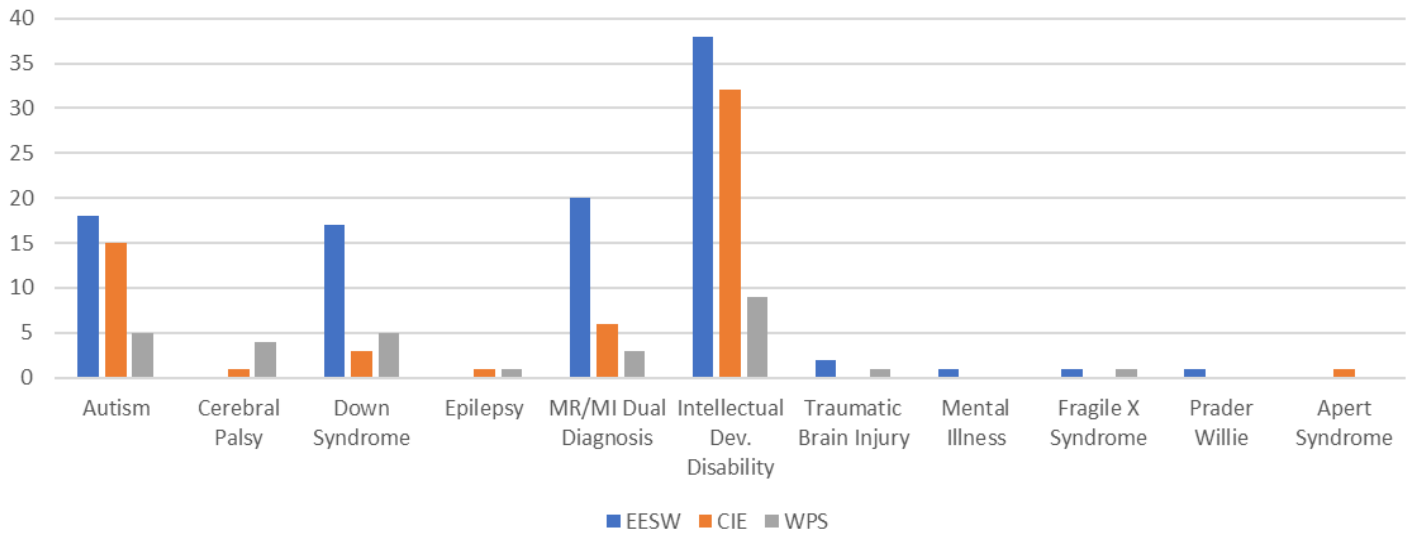


## Years of Age



Average Age: **41** **40** **44**

## Primary Disability



## Competitive Integrated Employment Program Results.

Consumers Obtaining Employment	Avg. Length of Job Development Services to obtain employment	Average Length of Job Coaching services	Maintain employment during the first year	Maintain employment 12 months or longer
8	45 days	106 days of job coaching	67%	100%

## Extended Employment Sheltered Workshop Program Results.

Employee's time working on contract sales work	Stakeholder Satisfaction	Employee Satisfaction	Average Wages of employees Working in one of the 3 workshops	Employees referred to VR for CIE services
↑ 4%	100%	88%	\$3.65	3

## CARF Highlights



CARF, the Commission on Accreditation for Rehabilitation Facilities, is an independent nonprofit accreditor of health and human services. CARF has established principle standards of good practices and promotes the value of quality service delivery. VSI has participated in the CARF accreditation process for nearly 30 years. VSI was awarded a three-year accreditation in January 2021, the highest level of accreditation. This was VSI's ninth consecutive three-year accreditation.



# Employee Appreciation Picnic





# Stories of Self-Determination & Peer Mentoring



## Read All About It

VSI employee, Marissa Mackay, will tell you that she really likes her day job, but that is not the end of her story. Marissa is also a published author. Marissa's book, "The Purple Dragon" is one of two books currently published from her series of creative adventure stories. A third volume is on the way!



## My Job. My Choice.

Eric's story at VSI began in 2011, when he decided he wanted a career. He along with the support of his guardian and staff developed an employment plan and he worked diligently to achieve the goals he set for himself. He took the opportunity to work at each of the VSI locations where he learned a variety of job skills and honed his soft skills. Fast forward eleven years to October 2021, Eric determined it was time for a change and he obtained competitive integrated employment at a local craft/hobby store. His story does not end there though, in 2022 Eric continued to be crossed trained inside the store and he has become the go to person for many of his coworkers and customers that he serves. Eric returned to the workshops in 2022 as a guest speaker and peer mentor. The lessons that he shared included the following key points. Change can be hard but rewarding. Quality professional supports are important. Take time to get to know yourself. And finally, but maybe the most important, set goals and go for it!



# Comments Say A Lot About the VSI Story

“Your team does such a great job building our kits! The kits look wonderful and we appreciate the care you show to make sure they are done right. Your team is truly appreciated!”

-Francis Delapp, **Operations Manager**

“The job coach program has always been very helpful and makes sure our son has a person he can talk to if help is needed at his job.”

-Parent, **Stake Holder**

“The folks at VSI have certainly made my job much easier through the last few years. Flexing to our urgent needs to get us out of a bind or delivering at a moment’s notice. Everyone is great to work with and it is always uplifting when I come by the plant.”

-Casey Koehler, **Director of Manufacturing**

“This program (CIE) is a very valuable service to the special needs.”

-Guardian, **Stake Holder**

“McCormick has always been very satisfied with the job VSI has done for us. The attention to detail and accuracy plus on time completion of jobs are some of the key attributes of VSI.”

-Lisa Williams, **Scheduling**

“She always appreciates the kind words of encouragement and knowing she has someone there for her.”

-Parent, **Stake Holder**

“Have always been treated professionally, kindly, and most importantly, respectfully.”

-Employee, **Individual Served**

“Excellent company to partner with. Quality is great!”

-Brenda Waid, **Operations**



# Vocational Services Inc.

Vocational Services Inc. (VSI) is an Extended Employment Sheltered Workshop providing services and programs for people with disabilities for over 55 years. VSI has also provided quality printing, assembly, and packaging services to some of the finest companies in the world.

**“Thank you for everything you do. Our daughter loves being there and it is so good for her to get out and contribute to society.”**

**-Parent**

**...Quality Services for Persons with Disabilities...**

## **The Team Behind You!**