

BAWAC, Inc.
Community Rehabilitation Center

ANNUAL REPORT

2007—2008



Thirty Five Years of Service Excellence

Board of Directors 2007–2008



Thank You

The Board of Directors volunteer their time and expertise to set policy and oversee the operations of BAWAC, Inc. They perform a vital role in the effective functioning of the agency. They bring a wealth of knowledge and experience from many diverse backgrounds and professions to make it possible for the staff to provide services. They also assist in fundraising activities and through their community contacts they make the public more aware of BAWAC and our services.

Board of Directors 7/1/2008 to 6/30/2009

| <u>Name</u> | <u>Office/Committee</u> | <u>Term</u> |
|-------------------|-------------------------|------------------------------------|
| John Brockett | Chair | 5/99 - 6/05; 8/06 - 6/09 |
| Rodney Bell | Vice-Chair, Finance | 8/05 - 8/08; 8/08 - 8/11 |
| Neil Spencer | Treasurer | 6/99 - 6/05; 7/06 - 6/09 |
| Julie Kearns | Secretary, Personnel | 8/05 - 8/08; 8/08 - 8/11 |
| Bill Schunder | Finance | 6/96 - 6/02; 8/03 - 8/09 |
| Carol Alexander | Personnel | 5/90-96; 7/97-03; 1/05-08; 1/08-11 |
| Lonnie Fields | Planning | 5/06 - 6/09 |
| Ray Panko | Planning | 5/06 - 6/09 |
| Hanna Boyd-Miller | Planning | 8/06 - 8/09 |
| Matt Smith | Personnel | 9/06 - 9/09 |
| David Whitehouse | | 1/07 - 1/10 |

Mission

To maximize the vocational potential and quality of life of adult persons with disabilities or other barriers to employment, through the flexible integration of counseling, evaluation, life and work skills training, job placement, support services and employment in a therapeutic or community based remunerative work environment.



Year in Review



QUALITY of service is the paramount emphasis of BAWAC, Inc. Our Three-Year International Accreditation from CARF in the services of Community Integration, Comprehensive Vocational Evaluation Services, and Organizational Employment Services, testifies to this commitment. The staff are to be commended for their dedication, professionalism, commitment to service, attention to quality and knowledge of best practices in our industry, that allows us to achieve this hallmark.

The Consumer Survey Report is impressive again this year as the ratings for all programs were almost 100% in the “Excellent” and “Good” categories. The chart below shows consumers’ opinion of Overall Rating and the Quality of Services delivered. There were very few complaints and there were several suggestions and comments that are appreciated. We thank the consumers, providers and families taking the time to give us this input.

The Program Outcome Measures report is most impressive this year as the agency achieved a combined weighted index score of 137.76, as measured by the averaging of the seven program index scores. An index score of 100 is the

goal, 150 is the maximum and 50 is the minimum. The individual programs varied greatly from a high of 150.0 to a low of 111.4. This reflects an intensive commitment by the staff to concentrate on program goals and meet established objectives as all programs exceeded an index of 100.

Our Transportation Service, continues the emphasis on **service**. We are now operating six routes, averaging over 493 miles per day, or 118,230 miles for year; serving 56 consumers per day or 13,476 consumer rides per year with on-time pick-up and delivery. We appreciate the cooperation of other service providers and consumers who help us stay on time by timely notification of changes.

The Board of Directors chaired by John Brockett, has completed revising the Three-year Plan, and updating Personnel Policies and Accounting Policies. We invested in upgrading our computer hardware and software systems. This is critical to track employee, production and payroll data.

Employment Options, Inc., our subordinate company that we established last year, continues to flourish. The Latonia office added two additional staff and they provided services to over 200 people and 78 people were successful in maintaining their job.

There was no turnover in staff this year. We welcomed new staff arriving: John Rogers, Driver and Carl Travis, Driver.

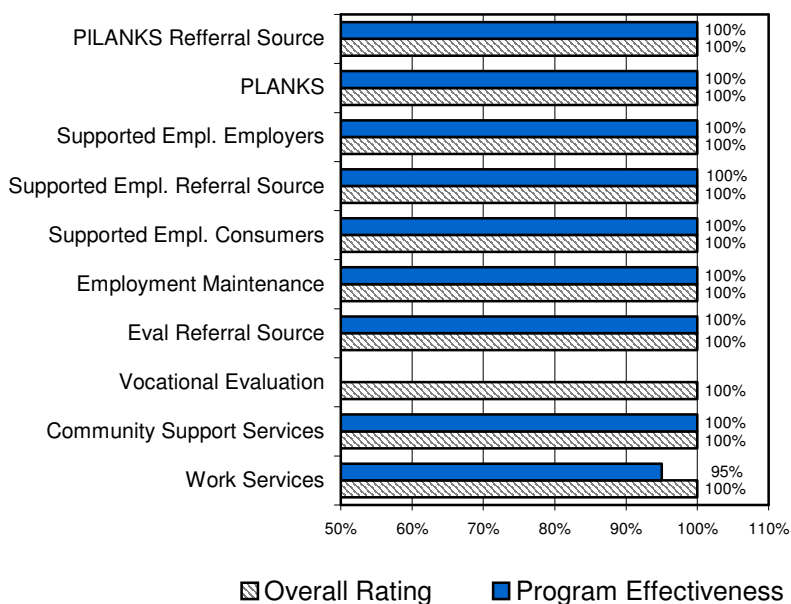
Despite some trying times, this has been a good year because we succeeded in expanding our services again, however, there remains a waiting list for some services. Funding has not kept pace with inflation so it becomes even more challenging to provide additional services and compensate our excellent staff. The “Michelle P” waiver promises to be a new source of funds that would help greatly. Implementation is starting slowly and we hope consumers and families will choose to use the waiver services.

BAWAC continues to enhance the community one employee at a time.

Kenneth R. Schmidt, President



Consumer Survey Ratings



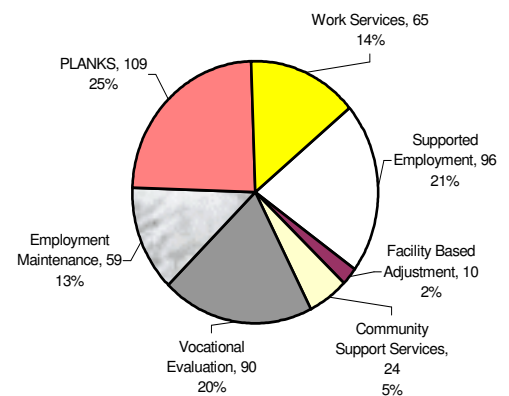
Services Report 2007

The 2007-2008 fiscal year proved to be one of the most successful in our recent history. All of our programs did very well with respect to meeting their outcomes for the year. The accomplishments are too numerous to mention them all, but the following are some of the highlights: The restructuring of our Supported Employment Program last year proved to be effective and resulted in an increase in the number of successful placements for persons served. The Work Services Program had a very busy year and had several individuals transition into community employment during the year. The Community Support Services Program just went through their Medicaid review and for the second consecutive year did not have any citations. We have also contracted with NorthKey Community Care to perform janitorial services at one of their local offices. This started in January and has given several individuals the opportunity to gain valuable training and experience. Referrals for the Vocational Evaluation Program remained stable for the year, but we did see an increase in the number of student referrals, which is a promising sign. The PLANKS Program also continues to do well. With the improved accessibility that the Latonia office location affords to persons served, the program provided services to more individuals this year than any other year in its existence. The Employment Options Program also far exceeded our projections in its first year of operations.

In total, BAWAC, Inc. provided services to 453 individuals with disabilities or other barriers to employment through our seven different service areas. We worked with persons with a wide variety of physical, cognitive, and emotional disabilities from culturally diverse backgrounds. As a result of having successful outcomes, we have seen increases in referrals for many of our programs, especially the Supported Employment and Facility Based Adjustment Programs. BAWAC transportation services also continues to grow and has been very well received by the community.

The successes that were achieved throughout the year are not possible without the hard work of a lot of people. We would like to thank everyone who has played a part and been associated with the agency throughout the year. This includes staff, consumers, volunteers, Board Members, providers, contributors, and referral sources. Everyone's efforts are very much appreciated.

Program Services Volume



Number of People Served = 453

Rick Pratt, Director of Services



Production Report 2008

**BAWAC continues to develop & provide a diversity of opportunities for our client/employees!
 We again ask all “Friends of BAWAC” for help in referring new or additional business opportunities to us!
 We are especially interested in projects where BAWAC might team up with area businesses to add value and
 provide goods to various commercial & government purchasers!
 Thanks for thinking of us over these many years, and please, please, keep those good thoughts coming!!**

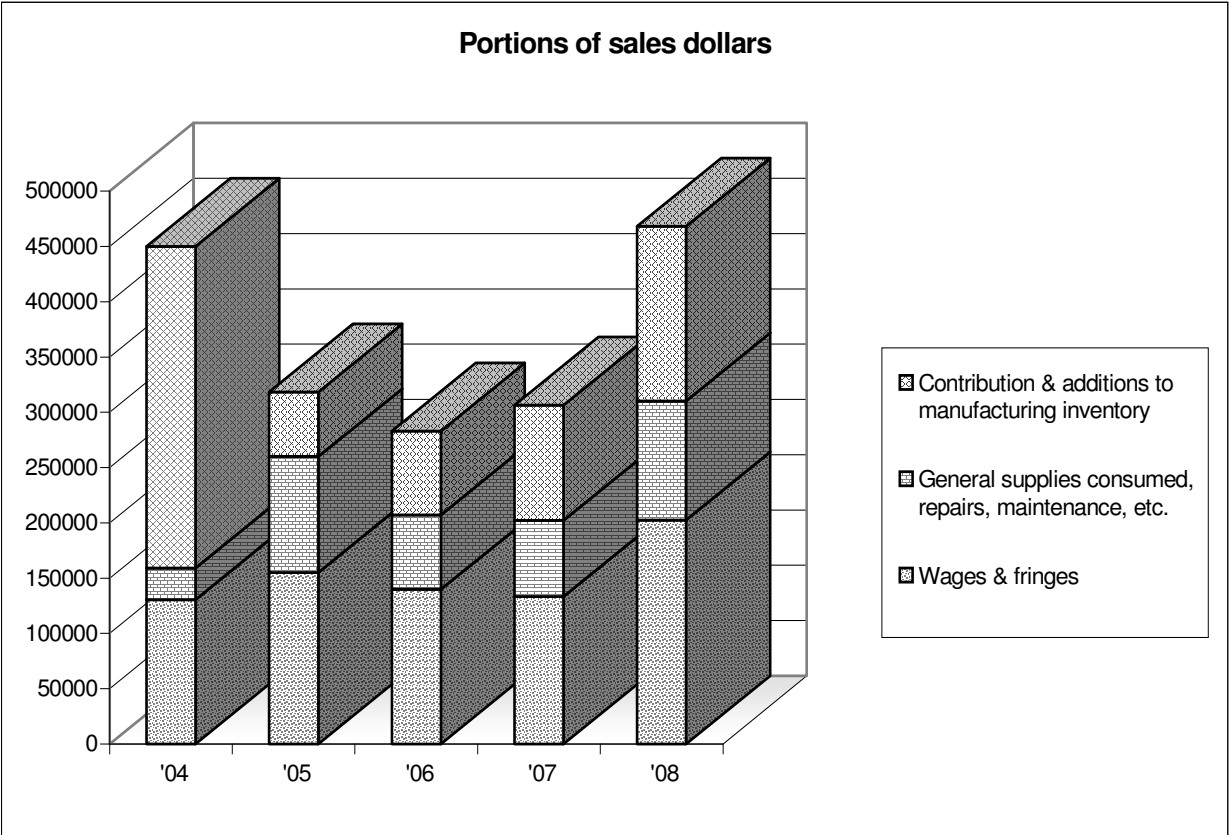
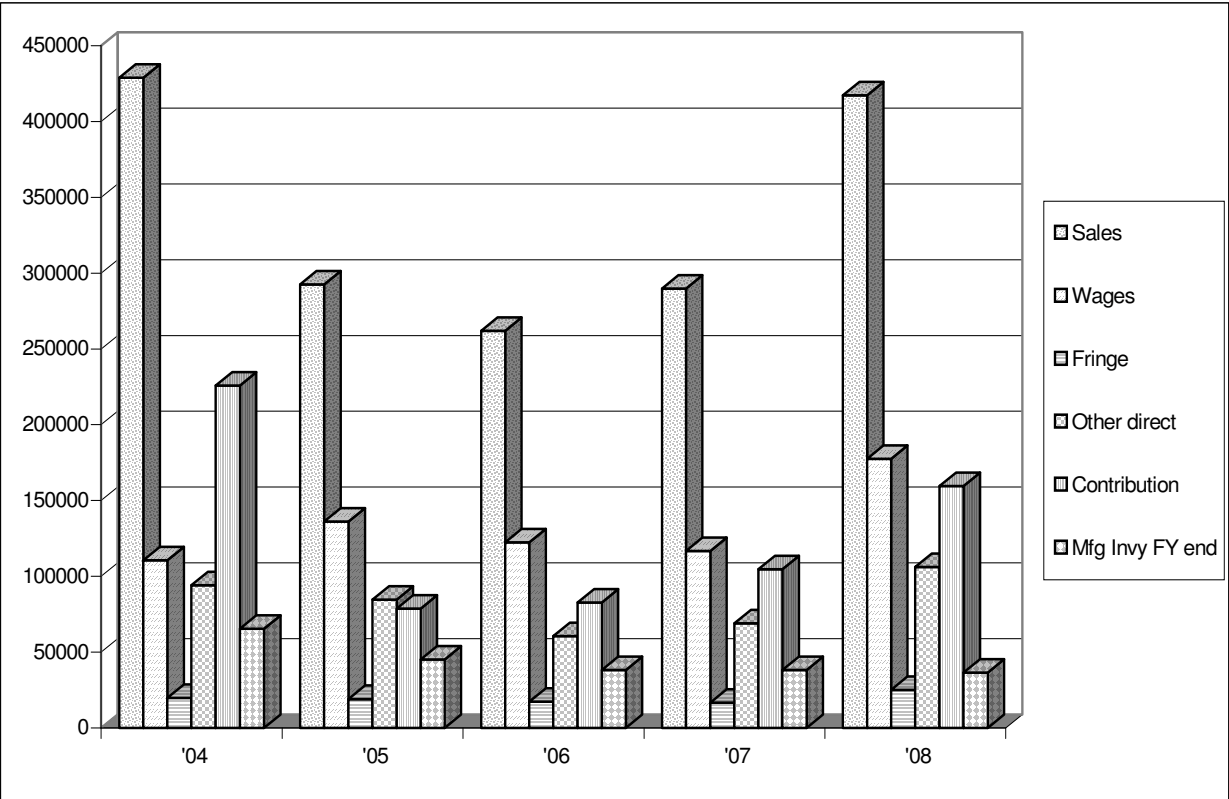
ACTIVE CONTRACTORS *(during the fiscal year)*

OPERATION TYPES

PRODUCT AREAS

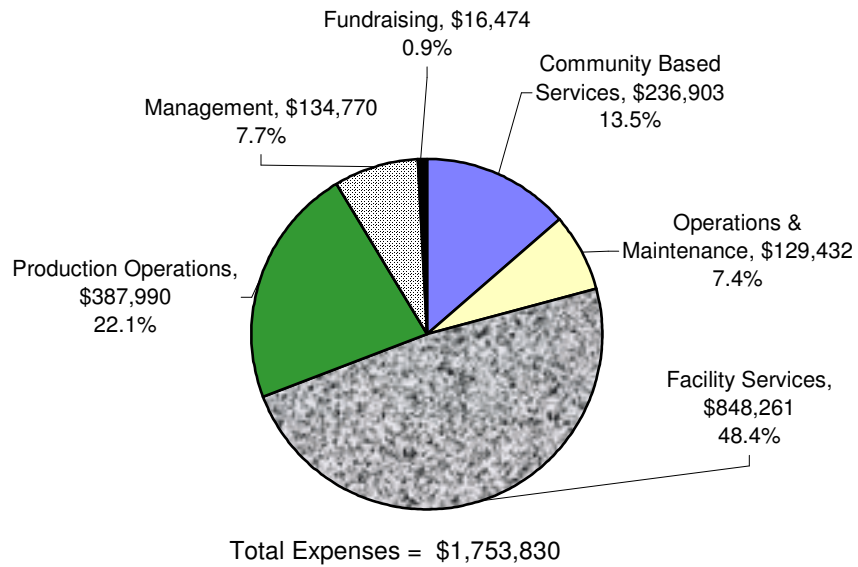
| | | |
|---------------------------------------|------------------------------------|--------------------------------------|
| Ameripride | Sort, salvage | Clothing hangers |
| Ancra International | Assemble, package | Cargo securing devices |
| Arvin/Meritor Automotive | Assemble, package | Warranty kits |
| Automotive Service Products | Assemble, package | Key tags & rings |
| Batoray | Count, shrink pack, label | Dozen packs of batteries |
| Betts | Assemble / grounds clean | Toothpaste tubes / On-site workers |
| Camco | Assemble, package | ‘Green’ cleaning products & displays |
| Crown Envelope | Count, hole drill, shrink wrap | Specialty envelopes |
| Directions Research | Label, pack, logistics | Consumer market sampling materials |
| Duro Bag Company | Collate, insert, package | Specialty paper bags & displays |
| E+Med Corporation | Package, logistics | I.V. Securement Strips |
| Emerson Power Transmission | Label, pack in sleeves | Drive belts & related |
| General Cable | Sample kit build / Assemble | Cable, Fiber Optics/Grommet zip bags |
| HK Systems | Fabrication, Assemble | Pre-engineered conveyors |
| Hubert Company | Assemble, package | Supplies for food retailers |
| Hydrotech | Size, Assemble, package | Hydraulic valve components |
| Intelligent Products, Inc. | Assemble, package | <i>Mutt-Mitt™</i> products |
| Jilco Direct | Assemble, shrink wrap, label, sort | Direct mail pieces |
| Kumon North America | Assemble, package | Specialty educational items |
| Lingo Manufacturing | Assemble, package | Displays, hardware kits, carton sets |
| L’Oreal | Repair, salvage | Large sack-like product containers |
| Innovative Products / MDM Enterprises | Size, count, package | Wiping cloths |
| Micheal’s Tennis & Ski / EDM I | Package, logistics | <i>Big Bag™, CoolSeatz™</i> |
| Meritor Heavy Vehicle Systems | Assemble, package | Warranty kits |
| Mestek | Kit build, package | Air handling & related products |
| Netherland Rubber | Kit Assemble, package | Cool air duct kits |
| Northern Ky Water Svc District | Assemble, rebuild | Meter shop helper |
| NorthKey | Janitorial, custodial | Office building cleaning |
| Petron | Repackage | Plastic pellets |
| Plasticomm Industries | Assemble | Zipper bags with grommets |
| Prime Logistics | Repackage | Toy helicopters |
| Procter & Gamble Pharmaceuticals | Build tote bags, travel kits | Scientific Meetings & Conventions |
| Rotek | Assemble | Bearing “cages” |
| S+S Fastenr | Count, bagg | Hardware kits |
| SoffSeal | Size, package | Automotive weatherstripping |
| Thor Worldwide | Assemble, package, fulfillment | Aircraft cleaning kits |
| Wallace Designs/Laurel Confections | Assemble, package, logistics | Unique gift items |

Production: Five Year Snapshots

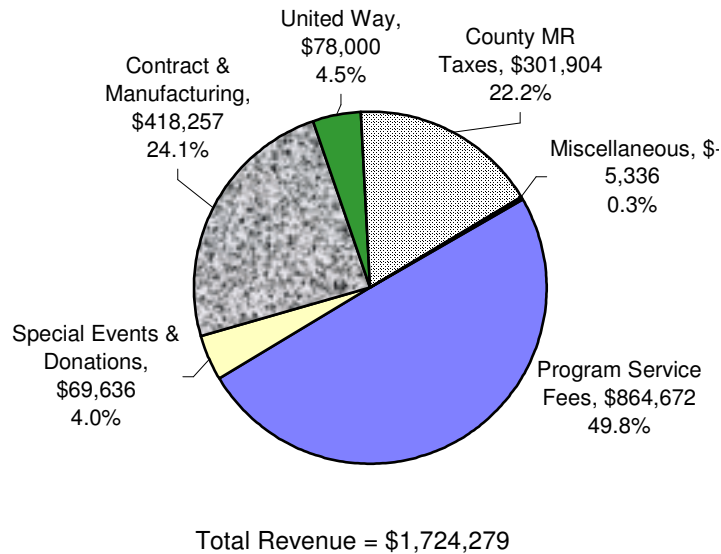


Financial Report

Program Expenses 2007-2008



Program Revenue 2007-2008



Operating Surplus (Deficit) = (\$29,551)
Net Assets End of Year = \$706,707

Three Year Plan Overview



2008 to 2011

MISSION

To maximize the vocational potential and quality of life of adult persons with disabilities or other barriers to employment, through the flexible integration of counseling, evaluation, life and work skills training, job placement, support services and employment in a therapeutic or community based remunerative work environment.

VISION:

Expansion Through Self Sufficiency

| GOALS: | SERVICES To maintain and expand services and facility to meet client needs | FINANCIAL Move toward financial independence, with less reliance on stagnant and unstable funding sources | MARKETING Enhance our visibility in the community | FUNDRAISING Raise outside funds for personnel, capital and operating expenses | PRODUCTION Increase production to generate revenue for additional opportunities for services |
|---|--|---|--|---|--|
| OBJECTIVES: Time Frame: ONE YEAR | <ul style="list-style-type: none"> Update Long Range Plan annually. Review Governing Documents. Determine needs of consumers: consumers & agencies. Maintain & expand services to meet known service needs in all program areas. Review Annual Reports to insure quality. | <ul style="list-style-type: none"> Analyze what is done to develop new sources of funding: <ul style="list-style-type: none"> Grants Fundraising New Contracts Products Fees for Service Review and Evaluate program expenditures Align services to meet new funding criteria for United Way "Agenda for Community Impact" | <ul style="list-style-type: none"> Publish a newsletter Present Annual Awards: <ul style="list-style-type: none"> Employer of the Year Personal Achievement Distinguished Service Increase information flow to general public Maintain & increase sales contacts | <ul style="list-style-type: none"> Maintain and expand golf Outing Maintain and expand Bean Bash Maintain and expand Burlington Spring Horse Show Investigate additional fundraising events | <ul style="list-style-type: none"> Increase productivity on production jobs Solicit Surplus Equipment |
| TWO YEARS | <ul style="list-style-type: none"> Develop Facility Plan: Maintenance; Use; Expansion; Equipment replacement | <ul style="list-style-type: none"> Investigate development infrastructure for financial/ operational support, i.e. guild, advisory board, etc. Establish production planning group to investigate "profitable" operations Re-examine hiring professional fundraiser | <ul style="list-style-type: none"> Explore feasibility of expanding into other markets Identification of "high profile" person to associate with program. | <ul style="list-style-type: none"> Investigate other fundraising methods: <ul style="list-style-type: none"> Planned Giving Hiring outside agency etc. | <ul style="list-style-type: none"> Establish a prime product on NISH or additional State Use set aside program. |
| THREE YEARS | <ul style="list-style-type: none"> Determine future service needs of aging MR/DD clients | <ul style="list-style-type: none"> Develop financial models to be flexible with new funding sources | <ul style="list-style-type: none"> Hire a development director | <ul style="list-style-type: none"> Establish a "Donors Club" | <ul style="list-style-type: none"> Mechanize Operations |

BAWAC, Inc. Services Plan 2008 - 2009

Board of Directors

Community
MH-MR Reg. Board, SLNK,
NKADD
United Way, Schools, & Others

Governments:
Federal, State, Fiscal
Courts

Professional Standards
CARF, SCL, VEWA, A,
State MR, Medicaid

Purchasers of Service
DVR, SCL, DMR, MH-MR
Board, Medicaid, Insurance
School Boards

Business & Industry

CONSUMERS: Clients & Families

MISSION: To maximize the vocational potential and quality of life of adult persons with disabilities or other barriers to employment, through the flexible integration of counseling, evaluation, life and work skills training, job placement, support services and employment in a therapeutic or community based remunerative work environment.

WORK SERVICES

GOAL: To provide people with disabilities with training that gives the opportunity to develop a pattern for adult life, to develop vocational potential and provide a therapeutic, transitional and remunerative work setting.

ADMISSION CRITERIA

- Age 16 or older
- Able to care for basic personal needs
- Must have a disability
- Current vocational evaluation
- Service fees authorized

SERVICES

- ISP Planning & Implementation
- Work Related Skills Training
- Work Skills Training
- Therapeutic Employment
- Vocational Counseling
- Remunerative Employment
- Enclave worksites

PEOPLE SERVED

- Most all vocational disabilities
- Productivity below industrial standard
- Lack of work skills & habits
- Unemployed

PERSONAL, SOCIAL & COMM. SERVICES Supports for Community Living

GOAL: To provide people with developmental disabilities with intensive supervision & training so they may improve their personal levels of functioning and participate fully in the community and life's major functions and activities.

ADMISSION CRITERIA

- Age 16 or older
- Service fees authorized
- Must have a developmental disability

SERVICES

- Plan of Service & Implementation
- Work Related Skills Training
- Remedial Education, Literacy Skills
- Community Living & Social Skills Training
- Self Help & Daily Living Skills Training
- **Supported Employment**
- Behavior Management Plan Implementation
- Communication & Environmental skills training
- Transportation

PEOPLE SERVED

- Most all developmental disabilities
- Poor self help skills
- Lack of work skills & habits
- Require intensive supervision

VOCATIONAL EVALUATION

GOAL: To assess the vocational potential of people with barriers to employment using tests and on-the-job evaluation to provide answers to the referral source and recommendations for subsequent vocational services.

ADMISSION CRITERIA

- Age 16 or older
- Medical Information Available
- Service fees authorized

SERVICES

- Psychometric testing
- Work Samples
- Situational Assessment
- On-the-Job Assessment
- Vocational Counseling

PEOPLE SERVED

- All disabilities
- Unknown vocational potential

SUPPORTED EMPLOYMENT

**Community / Facility Based Adjustment
Community Based Work Transition (Schools)
Employment Maintenance and PLANKS**

GOAL: To prepare for, secure and help maintain competitive jobs for people with barriers to employment, through counseling, classroom instruction, on-the-job training, work experience, follow-up and other related services.

ADMISSION CRITERIA

- Age 16 or older
- Able to care for basic personal needs
- Vocational Rehab Plan of Service
- Potential for remunerative employment within a reasonable length of time
- Service fees authorized

SERVICES

- Person Centered Plan Development
- Job development
- Job placement
- Vocational counseling
- Classroom instruction
- Trainer accompaniment to job site
- Follow-up for indefinite length of time
- Person Centered Goal Planning

PEOPLE SERVED

- All disabilities with vocational potential
- Unemployed
- Employed / continuing barriers
- Homeless