

# VILLAGE COMMUNITY SERVICES

## ANNUAL REPORT



2021-22

# DIRECTOR'S LETTER



Dear Friends and Family:

At Village Community Services, we provide opportunities. We provide the opportunity for our clients to engage in meaningful work, to live in their own home, to develop satisfying adult relationships, and to maximize their personal independence and maturity through experience. VCS's intensive staff support makes this possible, and health and safety are always carefully considered when balancing the risks and benefits of living and working in the community.

Life in your own home and community is dynamic, sometimes chaotic, and never perfect. Our participants experience worry, struggle, and sadness. There are safety risks, and there is boredom and frustration from depending on the support of others to satisfy your wants and realize your dreams. Despite these pitfalls, our participants love life with VCS. This is because there is also the status, competence, and joy that grows from experiencing the challenge and satisfaction of living your life to your personal potential. I believe that experiencing life at its fullest and most dynamic is what separates VCS's supportive Residential and Employment Services from the security and protection of institutional living and sheltered employment. I also believe that people with intellectual and developmental disabilities deserve, and can handle, the right to experience an inclusive and self-directed life.

Person Centered Planning is an important part of this process. Person Centered Planning is not about what we think a person with a disability should do. Person Centered Planning is a call to bring each person's voice to the center, to make sure that their needs are addressed, and that they have the opportunity to realize the goals and desires that they choose. It also recognizes that our clients are thinking and capable beings, who can benefit from life's opportunities with our guidance and support. Needless to say, this is a TALL order. The work of supportive living and employment never ends. It is a continuous process of listening, planning, doing, and improving.

Essential to the work of Village Community Services is collaboration, especially in this time of re-emerging from a catastrophic global pandemic. With rare exception, our clients want to be safe and well-cared for, and they appreciate the care and support of their staff and families. Both our successes and challenges, and even our failures, are opportunities for growth, and VCS must transition each client to the next opportunity so that their growth and learning continues. VCS can't do it alone. It is collaboration that allows Village Community Services to connect our clients to the experiences and opportunities that make up life.

In this 2021-2022 annual report, we will share with you how VCS is thriving in our never-ending quest to impact the lives of people with disabilities through opportunity and collaboration. I am proud of the VCS team that includes our clients, families, staff, board members, volunteers, and community/government partners. We are all hard-working people who have shown great resilience, perseverance, and dedication during the most challenging of times.

Thank you for collaborating with us.

Best regards,

A handwritten signature in black ink that reads "Michelle Dietz". The signature is written in a cursive style and is positioned above the printed name.

**MICHELLE DIETZ**

*Executive Director of Program & Development*

# VILLAGE EXPERIENCE LEARNING CENTER

## OVERVIEW:

The Village Experience Learning Center has been a fun way for people of diverse abilities to learn life and job readiness skills both at home and in the community. Our programs and services are generously funded by grants, donations, and participation fees.

We had a number of moments and accomplishments to be proud of!

## ACCOMPLISHMENTS:

- We found that the clients and community members we served were more involved in 2021, even while being at home
- We promoted healthy nutrition through in-home cooking classes which were very well-received
- We held "COVID-safe" outdoor learning experiences, including walking at the Arboretum, going on hikes, hosting the 2nd annual Smokey Point Block Party, and using electronic benefits cards at the Farmer's Market

## GOALS & PROGRESS FOR 2022:

- We have seen an increase in client engagement in all Village Experience Learning Center activities
- We have worked to base all activities on client goals and desired learning experiences
- We have involved more volunteers and partner organizations within VELC activities
- We have held collaborative events with local food banks and VCS's Board to increase both volunteer and community engagement
- We will continue to offer two collaborative and inclusive learning experiences per month

## INTERESTED?

LET US KNOW IF YOU'RE INTERESTED IN VOLUNTEERING WITH THE VILLAGE EXPERIENCE LEARNING CENTER!

CONTACT MICHELLE AT 360-653-7752 EXT. 14

# 25

## CLIENTS SERVED

VELC was able to support and serve 25 clients in 2021!

# 9

## EVENTS OFFERED IN 2022

From in-home cooking to hiking, we had some incredible fun!

# EMPLOYMENT SERVICES REPORT



## OVERVIEW:

VCS's Employment Specialist staff support people with disabilities in securing employment, staying employed, and/or accessing inclusive community activities.

Our services are provided in partnership with, and funded by, the Snohomish County Developmental Disabilities Administration and the Department of Vocational Rehabilitation.

## EXAMPLES OF COMMUNITY INCLUSION:

- Music and lunch at the Stilly Center
- Art group at Haggen
- Skill building at home while sheltered in place

## ACCOMPLISHMENTS IN 2021-22:

The team has been working well together to share in job development and has developed strong leads for community-based assessment sites (CBAs) and employment sites. The staff worked with clients and their supports to continue to explore new uses of technology.

- 10 clients participated in CBAs
- Our clients have been resilient and open to trying new tasks and new ways to accomplish these tasks



## GOALS FOR 2022-23:

- Hire additional Employment Specialists to serve clients on the Employment Services wait list who are waiting for employment services
- Advocate for a rate increase from the State legislature to raise Employment Services staff wages
- Continue to safely re-engage Employment Services clients in the community and workforce



**HIRING?**  
LET US KNOW IF  
YOU'RE HIRING!  
CONTACT KRIS M. AT  
425.737.5582



# EMPLOYMENT SERVICES (CONTINUED)



**18**  
EMPLOYERS

In 2021, 18 local businesses supported VCS clients during the pandemic.

## CLIENT BREAKDOWN:

**53** clients in Individual Employment (IE)

**15** clients in Community Inclusion (CI)

**25** clients that remained employed during the pandemic

**3** clients volunteering individually

**2** clients have obtained new paid positions

**25** clients who have been employed at their jobs for longer than six months

## COMMUNITY PARTNERS:

Marysville Care Center, Marysville  
Walmart, Tulalip  
Forever 21, Tulalip  
Trail's End Tap House, Snohomish  
Northwest Center, Everett  
St. Philips Church, Marysville  
Whirlyball, Edmonds  
Pizza Factory, Arlington  
McDonald's, Stanwood  
Safeway, Smokey Point  
All Creatures Vet, Arlington  
The Creamery, Marysville  
DSHS, Monroe  
Stanwood Cafe, Stanwood  
Coastal Farm & Ranch, Marysville  
Home Depot, Marysville  
Realty One, Marysville  
MOD Pizza, Stanwood



# RESIDENTIAL SERVICES

## OVERVIEW:

VCS's Residential Services programming provides an opportunity for people with developmental disabilities to live safely in their own homes and communities with around the clock support from VCS's direct support professional staff.

Residential Supported Living is funded by the DSHS Developmental Disabilities Administration, grants, and donations.

The average specialist wages in 2021 were:

- \$16.78 for Direct Support Professionals
- \$17.25 for Positive Behavioral Support
- In 2022, VCS raised all direct support professional wages by \$2.25 per hour

## RESIDENTIAL SERVICES GOALS & PROGRESS IN 2022:

- Successfully advocated for and received increased rates from Washington State Legislature for staff wages and benefits which VCS invested in Direct Support Professional wages - an increase of \$2.25/hour (\$4,600 per year); program managers also received pay increases based on management experience, performance, caseload, and education
- Improve achievement of client goals and positive behavioral support outcomes, and assure goal documentation and reporting occurs according to State regulations
- Fill vacancies in existing households to offer 3 people with developmental disabilities the opportunity to live in their own home with support with VCS's Residential Supported living program
- Help clients re-engage in their community after months of isolation due to the pandemic

# 27

## CLIENTS

VCS currently serves 27 residential clients.



# 23

## NEW STAFF

VCS hired 23 new Residential Services staff members in 2021.

# VILLAGE MUSIC AND ARTS

## INTERACTIVE OPPORTUNITIES



VCS's Village Music and Arts programming offers an interactive music and performance opportunity for people with developmental disabilities. The program is funded entirely by Voices of the Village membership fees, grants, donations, and revenue from performances.

### PROGRAM OVERVIEW IN 2021:

- There were 12 members of the Voices of the Village band
- We offered Sunday drive-in concerts at VCS's Royal Pacific Office Building
- There were weekly Friday Music "Concerts in the Park" at Legion Park in Arlington
- We resumed Voices of the Village performances at community events



**12**  
MEMBERS

In 2021, 12 people with disabilities were active members of Voices of the Village.



# VILLAGE MUSIC AND ARTS



## GOALS & PROGRESS FOR 2022

Despite the pandemic, we were able to maintain our program offerings and resume in-person activities. 2022 has allowed for additional goals and progress to be made.

We have expanded the Voices of the Village membership and financial support for Village Music & Arts activities through new community partnerships, including:

- We developed collaborative music events with All Aboard and the Quil Ceda housing community
- All Aboard has asked VCS to partner with them on a collaborative music culture grant for 2023
- We began holding Karaoke Nights with DJ Ernie and DJ Jim at the Quil Ceda housing community
- We continue to hold weekly Friday Music Jam sessions and paid performances at community venues
- Voices of the Village collaborated with the Marysville Chamber of Commerce to perform at two of their events



## WANT TO JOIN?

IF YOU'RE INTERESTED IN VOLUNTEERING OR JOINING THE BAND, PLEASE LET US KNOW!

THE MORE MUSIC WE MAKE, THE BETTER OUR WORLD WILL BE.

CONTACT VCS AT 360.653.7752

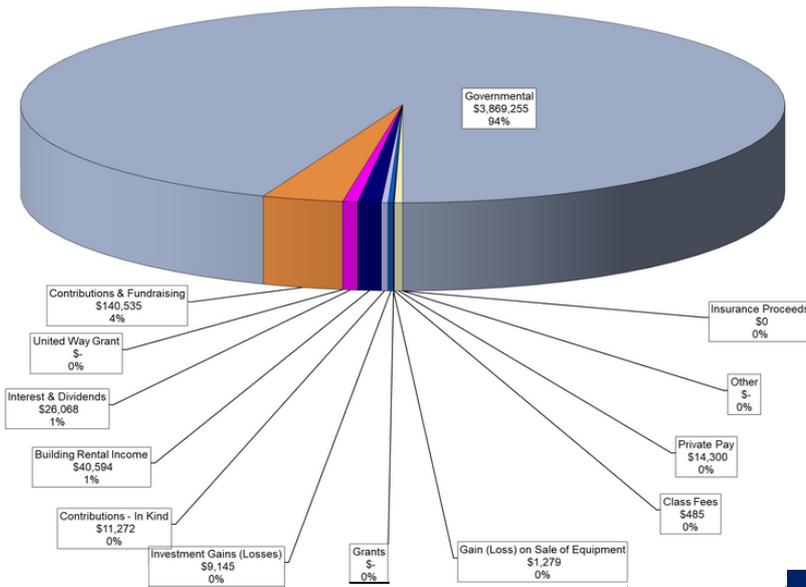
# FINANCIAL OVERVIEW 2021

PEOPLE ARE OUR PRIORITY



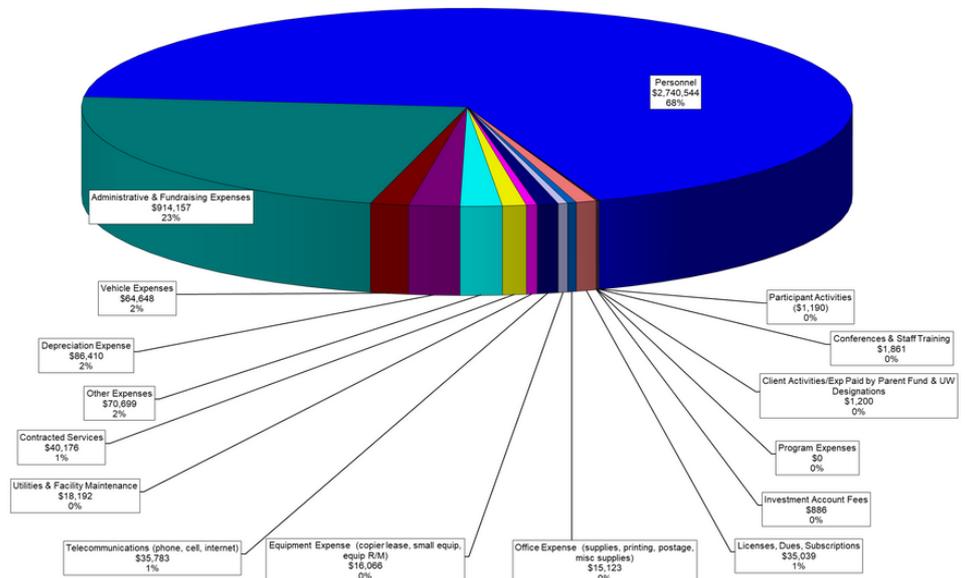
## ANNUAL COST TO FUND VCS

# \$4.1 million



## TOTAL EXPENSES

# \$3.9 million



# FINANCIAL OVERVIEW

## 2021



ANNUAL COST TO FUND VCS  
DIRECT SERVICE PERSONNEL

# \$2.7 million

FOR THE 12 MONTHS ENDING 12/31/21

## RESOURCE MOBILIZATION EFFORTS IN 2021

### SPECIAL EVENTS, FUNDRAISERS, & DONOR RESULTS:

- Arbor Day Fundraiser net profit \$8,673.28
- The Smokey Point Block Party net profit \$1,041.86
- Friendship Walk & 5K Run net profit \$935
- Village Gala net profit \$26,388
- Total number of donors in 2021 was 173; 128 individuals, 45 organizations
- Average donation size \$502

# 173

## DONORS

There were 173 total generous donors to VCS in 2021.

## SOCIAL MEDIA OUTREACH IN 2021

### FACEBOOK:

- The VCS Facebook page saw an increase of 73 followers (from 269 to 349) between 2/1/21 and 12/12/21, an increase of 21%. All posts, videos, images, and stories reached a total of 23,878, an increase of 104.6% from 2020.

### INSTAGRAM:

- The VCS Instagram page saw an increase of 123 followers (from 15 to 138), an increase of 89%. All posts, videos, and images reached 1,493 people, an increase of 100%.

# 89

## PERCENTAGE

VCS's Instagram account saw an 89% increase in followers in 2021.



**Sydney Caplinger**  
VCS VISTA 2021-22

VCS has been fortunate to enjoy the fruits of labor from our affiliation with the HopeWorks AmeriCorps VISTA program for the last six years. The VISTAs that have been appointed to VCS during this time have been incredible assets to us, not only supporting our organizational goals but also making positive and sustainable changes to the various areas and demographics we serve.

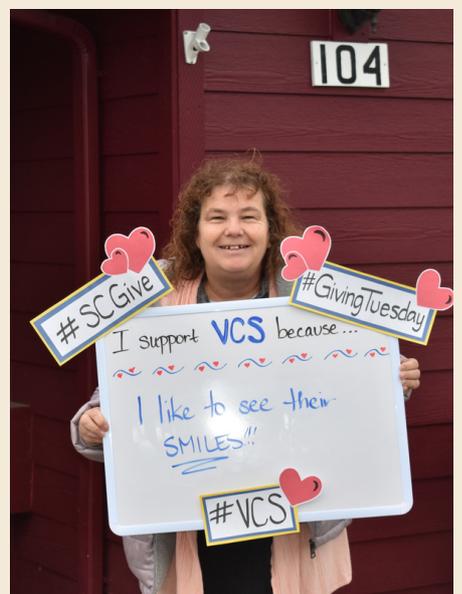
“Thank you, Syd, and the HopeWorks AmeriCorps VISTA program, for the incredible work you did in helping us continue building community collaboration and our internal volunteer systems. Your support of VCS and our clients has been immeasurable and we are grateful to you.”

*Michelle Dietz, Executive Director  
VCS Program and Development*

# a year in PICTURES



# a year of MEMORIES





# Rent our Community Room!

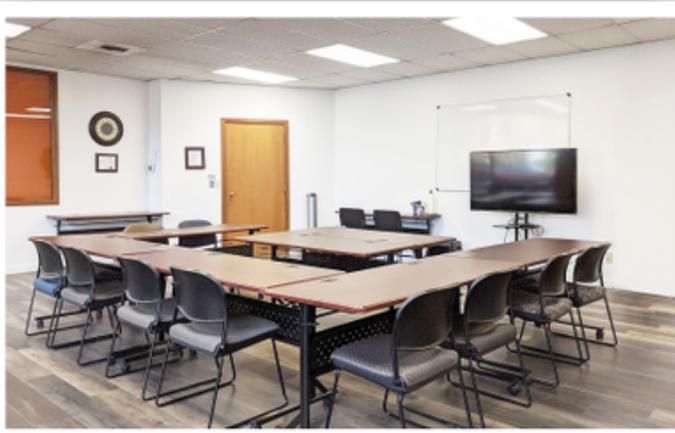
*Ideal for meetings, workshops, parties, and small gatherings (maximum capacity 50) and just a few minutes off 1-5 at the Smokey Point exit. Rental proceeds help fund VCS's Employment Services for people with disabilities and other life challenges.*

## Renting Our Space

VCS's 1,000 square foot Community Room seats 25 comfortably at portable tables that can be configured for a variety of meeting styles. The room is ideal for meetings, trainings, and theater or reception style gatherings. Maximum capacity is 50.

## Amenities include:

- Hospitality kitchen with sink, coffee maker, refrigerator, microwave, stove, oven
- Full suite of presentation technology
- Whiteboard
- Wi-Fi
- Portable tables that can be configured and stored for varied meeting styles
- Close access to transit center and easy access to freeway
- Ample parking



## Rates

- \$25 per hour (1-3 hours)
- \$90 half day (4 hours)
- \$175 all day (8-10 hours. \$25 for each additional hour)
- Available weekdays 8 am to 5 pm
- Staffing fee of \$50 required for weekend and evening use

## Booking

Please visit <http://villagecommunitysvcs.org> to book the Village Community Services Community Room or call 360-653-7752 ext. 10.

## Location

3210 Smokey Point Drive, Suite 104  
Arlington, WA 98223

## Contact Us!

(P) 360.653.7752  
(F) 360.653.6503  
[resource@villagecommunitysvcs.org](mailto:resource@villagecommunitysvcs.org)  
3210 Smokey Point Drive, Suite 200  
Arlington, WA 98223  
[www.VillageCommunitySvcs.org](http://www.VillageCommunitySvcs.org)



# BOARD OF DIRECTORS

2021-2022



## **Teri McKeehan, President**

Parent & Community Connections  
Coordinator, Arc of Snohomish County

## **Joan Pennington, Vice President**

Family Member & Tax Preparer, H & R Block

## **Joan Flesher, Secretary**

Parent & Retired Social Services

## **Jeff Cornell, Treasurer**

Senior Director of Quality  
Aviation Technical Services

## **Robert Stafford**

Business Owner & Retired  
Burlington Northern Railroad

## **Richard Paul Cole**

Pharmacist, Washington Poison Center

## **Shelly Mourning**

Occupational Therapist  
Marysville School District



## **EXECUTIVE DIRECTORS**

### **TAMI WIERMAN, CPA, Executive Director**

Finance, Facility, Human Resources

### **MICHELLE DIETZ, MPA, Executive Director**

Programs & Development



**The VCS Mission is to support people of diverse abilities in achieving personal potential at home, work, and in community life.**

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360.653.7752 phone | 360.653.6503 facsimile  
[resource@villagecommunitysvcs.org](mailto:resource@villagecommunitysvcs.org)