

VILLAGE COMMUNITY SERVICES

ANNUAL REPORT

ON THE COVER:

Natasha is a VCS client who actively participates in the Residential Services, Employment Services, and Village Experience Learning Center programs that we have to offer.

A black and white photograph of a woman, Natasha, smiling and making peace signs with both hands. She is wearing a dark floral top and a necklace. The background shows a window and part of a building.

2022-23

LETTER FROM THE PRESIDENT

Dear Friends and Family:

It is such a pleasure to serve on Village Community Services' board of directors beyond weathering the strain through the years of COVID shut down, and now building on the success of keeping our clients safe and fully supported during those years, and our ability to keep staff both employed and continuing to build our resource opportunities. We continue to build our direct support staff and have welcomed new administration members to our Residential Services and Resource Development teams. Our new Village Music and Arts/Village Experience Learning Center Coordinator is continuing to build our clients' skills and ties in their local community.

Having benefited for many years from the work of many talented VISTA volunteer staff, VCS is excited to have been invited to host the AmeriCorp VISTA Volunteer Program for Skagit, Island, and Snohomish Counties starting in 2023. We have named the program the NW VISTAS and our Program Director is connecting nonprofits and other agencies in our region with wonderful AmeriCorps members who volunteer a year or more of service providing needed resources to increase capacity to lift their communities out of poverty.

Being recognized and rewarded among businesses across the US that kept staff employed during the shutdown years has allowed VCS to plan needed upkeep on the building we are privileged to own for our administration and program offices, and to look forward to increasing infrastructure to continue serving our existing clients. We also plan to meet the future



need for affordable housing and supported living opportunities of new clients seeking support in their communities.

It takes a village to support individuals with I/DD in achieving their dreams and goals in their communities, and we are so appreciative of the enthusiasm and support of so many community partners coming together with us in achieving our vision for the Village Housing project, which will create the opportunity to provide low-barrier housing to individuals of various abilities to live in our local communities.

Looking to the future and building on our many years of strong foundation, VCS continues to provide an enriching environment for those we serve, empowering our clients to choose the life they wish to live, where they wish to live it, with opportunities to become engaged citizens in the community where they live.

In gratitude,

A handwritten signature in black ink that reads "Teri McKeenan".

TERI MCKEEHAN

VCS Board President

VILLAGE EXPERIENCE LEARNING CENTER

BUILDING THE VILLAGE EXPERIENCE LEARNING CENTER:

Every VELC is a creative endeavor and different from the one before. We aim to give clients a variety of educational, creative, and community experiences.

SUCSESSES in 2022-2023:

- **Created VELC awareness.** As of this report, we have successfully completed 11 VELC activities. We continue to improve our communication with clients and VCS staff to ensure all participants have a clear understanding and awareness of our programs and activities.
- **The recent recruitment of new staff and house managers** has increased staff availability to accompany clients to various activities. As a result, there has been a surge of excitement among VELC members. Additionally, regular attendees have reported experiencing joy, connection, and interest in VELC activities.
- **Motivational communication with staff.** We have also established key relationships and integral communication systems with clients and staff resulting in effective coordination of transportation, staffing, VELC activities, and client participation.
- **Involving the greater community for enhanced, inclusive learning experiences.** As we expand our outreach, the easier it becomes to include participation from other VCS staff teams, non-profits, and organizations that benefit our clients and program. Some of our earlier outreach is now coming to fruition! For example, VELC took a trip to the zoo, learned what zoo animals eat from one of VCS's employment specialists, created dipping sauces during an air fryer cooking class led by VCS's administrative staff, and had an amazing day cycling on the Centennial Trail with Outdoors for All.



VILLAGE MUSIC AND ARTS

POST-COVID REVIVAL



PROGRAM OVERVIEW in 2022-23:

- As of July 1, 2023 there are 25 Voices of the Village members (Including Jessie Tear and Jon Dalgarn who both lead the Village Music & Arts program and perform with the band) Regular guest musicians, including Matt, Trey, and Judd, bring enhanced sound and professionalism to the band.
- Two new band members joined Voices of the Village in 2023 and we saw the return of many to our Voices of the Village gigs and Friday Music Jam Sessions.
- Voices of the Village returned to performing at community venues including memorable performances at the Marysville Chamber of Commerce Winter Gala, the Mount Vernon Kiwanis Club Salmon BBQ, Arlington Street Fair, Arc in the Park, and Darrington Days. VOV members and their family and staff also marched in the Marysville Strawberry Festival Grande Parade.
- Friday Music moved indoors to the Mirkwood Public House and then back outside for spring and summer sessions at Legion Memorial Park on Olympic Avenue. Both venues are in Old Town Arlington and the music program greatly benefited from the partnerships built with the City of Arlington and the Mirkwood.
- An estimated average of 54 people attend the weekly Friday Music Jam Sessions. The new venues are welcoming to all and have resulted in more people experiencing Village Music & Arts as they complete errands downtown or visit the Mirkwood Public House.

54
PEOPLE

In 2023, the average number of people who attend the weekly Friday Music Jam Sessions.



25
MEMBERS

In 2023, 25 people actively participate as VoV members, including three guest musicians.

VILLAGE MUSIC AND ARTS

POST-COVID REVIVAL



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.

We want to give a special 'thank you' to the Mary Jo Ager Music Fund that was formed to make VCS's Village Music and Arts programs accessible and affordable to people with disabilities, and to the Jimmy and Sean Scholarship Fund which is available to participants who cannot afford the Voices of the Village participation fee.

Voices of the Village is available to perform at local community venues and private events for a suggested donation to the operational fund for the band. Booking a gig is a great way to both spread the joy and support our Village Music and Arts programming!

Join us for Friday Music at Legion Memorial Park or at the Mirkwood Public House in the colder months, both in downtown Arlington.



WANT TO JOIN?

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

VISIT OUR "MUSIC & ARTS" PAGE
TO LEARN MORE
OR
CONTACT JESSIE AT
JTEAR@VILLAGECOMMUNITYSVCS.ORG

EMPLOYMENT SERVICES

BY THE NUMBERS



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.

50

CLIENTS

In 2022-23, we supported 50 clients with disabilities in the workforce.

LOW ACUITY:

- 8 low acuity clients
- 88% are employed
- Number of hours worked range from 2-40 hours per week
- Average wage is \$16.26 per hour
- Average years on the job: 10.2 years
- 72% have held their jobs for 5 years or more
- One client, Sam, has held his job for 24 years

MEDIUM ACUITY:

- 26 medium acuity clients
- 58% are employed
- Number of hours worked range from 2-15 hours per week
- Average wage is \$16.68 per hour
- Average years on the job: 7.6 years
- 66% have held their jobs for 5 years or more
- One client, Josh, has held his job for 15 years



Employment Services participant, Mark, at his employed position at St. Philips Church.



Employment Services participant, Zach, completing a community based assessment at a local food bank.

EMPLOYMENT SERVICES

BY THE NUMBERS

OVERVIEW:

HIGH ACUITY:

- 16 high acuity clients
- 44% are employed
- Number of hours worked range from 1.5 to 4 hours per week
- Average wage is \$17.42 per hour
- Average years on the job: 7 years
- 86% have held their jobs for 2 years or more
- Two clients, Chris L and Bruce S, have held their jobs for 18 years

DEFINITIONS:

- Low Acuity – You are independent in the community and need *little* job support. You communicate well with others and stay healthy and safe most of the time without supervision.
- Medium Acuity – You are independent in the community *some* of the time or need moderate employment support. You maintain health and safety in the community for short periods of time and may need some supervision and on-the-job training.
- High Acuity – You *need more intensive* support in the community to stay healthy and safe. You need significant job supports such as frequent supervision and frequent on-the-job training.

CHALLENGES in 2022-2023:

- Getting participants back out into the community post-pandemic
- Recruiting staff

SUCCESSIONS in 2022-2023:

- We successfully worked with the Community Employment Alliance to secure a much-needed rate increase from the Washington State legislature. The new rate provides increased funding for both Employment and Community Inclusion Services.
- Participants are returning to work and community activities. They are trying new tasks and environments.
- We are seeing an increase in natural supports where clients have more support from their co-workers and supervisors and less reliance on a paid employment specialist.

SUCCESS STORY:

Kitra and Tybrina are an incredible story of realizing your potential. Watch their story, **[“A Great Day at Work,”](#)** on our YouTube channel **[@VillageCommunityServices](#)**.



EMPLOYMENT SERVICES

BY THE NUMBERS



Chris celebrated 18 years with his employer in 2023.



Bruce celebrated 18 years with his employer in 2023.

HIRING?

LET US KNOW IF YOU'RE
INTERESTED IN COLLABORATING
WITH OUR EMPLOYMENT
SERVICES CLIENTS.

CONTACT KRIS M.
AT
KMECKO@VILLAGECOMMUNITYSVCS.ORG
OR 360-653-7752.

COMMUNITY PARTNERS:

All Creatures Veterinary, Arlington

Forever 21, Tulalip

Home Depot, Tulalip

Marysville Care Center

McDonald's, Stanwood

Mod Pizza, Everett

Northwest Center, Everett

Pizza Factory, Arlington

Purrfect Pals, Arlington/Lakewood

Reality One Orca Group, Marysville

Safeway, Arlington/Smokey Point

St. Phillips Church, Marysville

Stanwood Cafe, Stanwood

The Creamery, Marysville

Trail's End Taphouse, Snohomish

Walmart, Tulalip



RESIDENTIAL SERVICES

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.

We welcomed 27 Residential Services new hires in 2022-2023. The following are department successes and challenges, that will be turned into goals, in the words of our Senior Residential Staff:



BETH:

"Things that I consider 'successes' are the clients that remain at VCS and that we made it through COVID. Also, the way we accommodate our aging clients and the interactions that take place during our music and community activities. A few things that have been challenges are finding and engaging clients in new activities, post-COVID. Also, ensuring DDA Policy 5.25 on Integrated Community Settings is disseminated to all staff and implemented well, and that client plans are easy for staff to follow with clear goals set for each."

ANDY:

"Getting through COVID was a big success for us, as well as watching our Arlington Women's house make it through their medical challenges. The main challenge has been getting clients back out into the community and setting the tone from the beginning of what expectations of inclusive community outings should be."



BRIAN:

"Successes have included getting to know our Marysville house client on a deeper level and building trust, as well as the staff at Smokey Point Women's and how we all work together and pull together when needed. One area of challenge and improvement is the overall building of staff/client relationships by training all of the Direct Support Professionals to give clients the same informed options that we would have."

HERSCHEL:

"One of my successes has been supporting a young male client who is working hard on his Positive Behavioral Support Plan, and having connection moments, including listening to music by the Backstreet Boys. He is really working to grow into a young man. One of the main challenges I see is just getting our clients back into the community post-COVID."



RESIDENTIAL SERVICES

SUCSESSES / CHALLENGES TURNED INTO GOALS (cont.):



TINA:

"One big success is our fabulous new staff with their new gifts and positivity."

AUBREY:

"This is a new position where I'd like us to work alongside Residential staff to create client financial systems that support client understanding of their finances and better spending habits."



JESSIE:

"Our challenges have also been our successes. There were early concerns about how to best communicate our Village Experience Learning Center offerings with VCS staff, clients and the difficulties of physically getting our clients to scheduled activities. The results have included a refined communication system, elevated participation numbers, and an overall enthusiasm for Village program activities across the board."

MICHELLE:

"Surviving the global pandemic and unprecedented labor shortages was a huge success, as well as continuing to give equitable raises to both direct support professional staff and the management team. Seeing senior leadership successfully on-board new management team members and the Residential Team flourishing as a result was also a high point. An ongoing goal is to continue progressing toward equitable wages so that all positions offer a living wage and VCS can continue to attract and retain high performing staff teams. Also, I'd like us to continue supporting the development of systems and agency policies and procedures that improve compliance with Washington State, County, and local laws and Developmental Disabilities Administration policies."



RESIDENTIAL SERVICES

WELCOMING NEW CLIENTS IN 2022-23:



Kenny Miller



Lucas Duncan

REMEMBERING CLIENTS WHO HAVE PASSED AWAY:



Ila Mae Spickler
2/11/34 to 12/7/22



Kenneth Hutton
6/7/68 to 12/15/22



Jeffrey Winemiller
3/9/65 to 4/26/22



Carol Pennewell
2/15/63 to 2/8/23

IN MEMORIAM

Kathleen Nelson
7/19/61 to 11/26/22

Kathleen was a treasured member of our leadership team, serving as the Residential Services Director since 2018, and with VCS for 26 years.



RESIDENTIAL SERVICES

2022 marked a 10-year period of unprecedented staff shortages due to inadequate government funding, resulting in a staffing crisis. Thanks to rate increases by the Washington State Legislature and generous donations, we're now emerging into a period of positive transitions that will allow us to continue growing VCS staff and increase staff salaries. In 2023, we grew our staff from 65 to 88 employees.

MEET OUR SENIOR RESIDENTIAL PROGRAM STAFF:



Jake Jacobs: Stanwood Program Manager

Rob Bacon: Associate Director of Behavioral Health and Person Centered Services

Brian Boyd: Marysville and Smokey Point Women's Program Manager

Nikki Nguon: Director of Residential Services

Herschel McFarland: High Clover Program Manager

Tina Jenkins: Onboarding Manager / Peer Coach Trainer

Andy Fisher: Associate Director/Arlington Women's Program Manager

Jeffrey Barnes: Relief and Scheduling Manager

(Not Pictured)

Beth Nelson: Associate Director of Residential Training (new role)

Aubrey Witter: Financial Specialist (new role)

Jaime Cornell: Administrative Assistant/Staff Recruitment (recruitment is new role)

FINANCIAL OVERVIEW

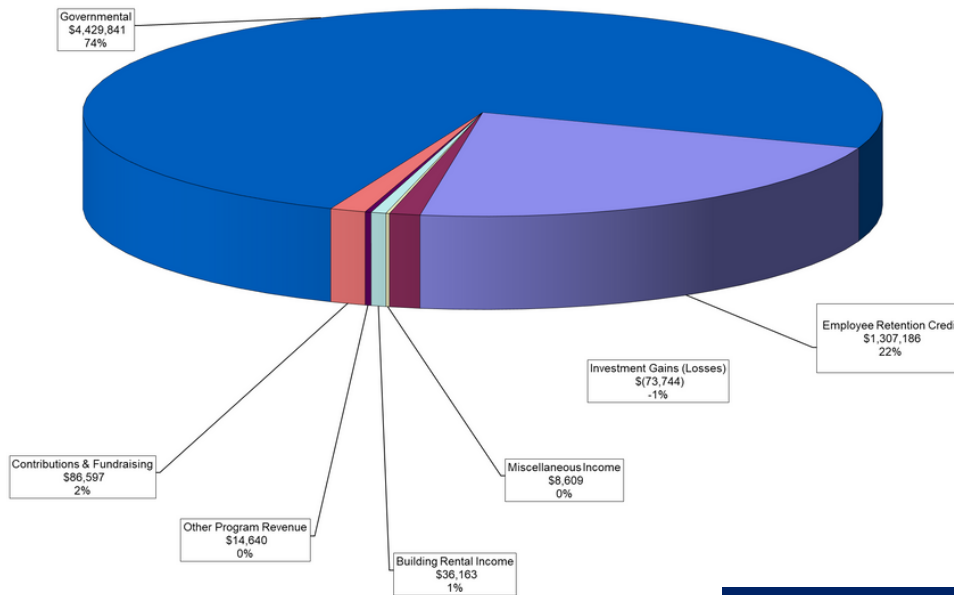
2022-23



TOTAL REVENUE 2022

**Includes Employee Retention Tax Credit based on 2020 and 2021 wages.*

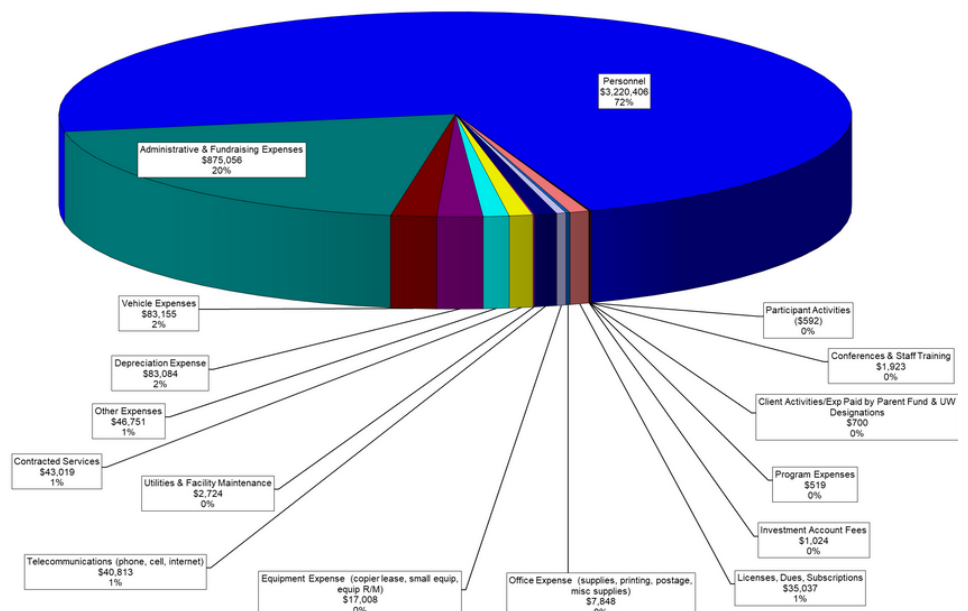
\$5.8 million



The Employee Retention Tax Credit was a tax benefit that VCS received for keeping people employed during the Covid 19 pandemic. It was a Federal government program that VCS applied for and was granted due to our ability to continue contributing to the economy during the height of the pandemic. These excess funds will allow VCS to invest in vehicles and other necessary expenses to secure continued success.

TOTAL EXPENSES 2022

\$4.5 million



FINANCIAL OVERVIEW 2022

PLACING STRONG EMPHASIS ON
STAFF RETENTION



ANNUAL COST TO FUND VCS
DIRECT SERVICE PERSONNEL

\$3.2 million

FOR THE 12 MONTHS ENDING 12/31/22

RESOURCE MOBILIZATION EFFORTS IN 2022

SPECIAL EVENTS, FUNDRAISERS, & DONOR RESULTS:

- Total Giving 2022: \$111,298 from 125 donors
- Average Donation Amount: \$890
- Village Gala 2022 Gross Proceeds: \$38,025

125

DONORS

There were 125 total
generous donors to VCS
in 2022.

SOCIAL MEDIA OUTREACH IN 2022

FACEBOOK:

- The VCS Facebook page saw an increase of 60 page likes (from 341 to 401) between 1/1/22 and 12/31/22, an increase of 17.6%. As of 12/21/23, the VCS Facebook page has 441 page likes, an additional increase of 40 since 1/1/23.

INSTAGRAM:

- The VCS Instagram page saw an increase of 70 followers (from 143 to 213), an increase of 49%. As of 12/21/23, the VCS Instagram page has 277 followers, an additional increase of 64 since 1/1/23.

49

PERCENTAGE

VCS's Instagram
account saw an 49%
increase in followers
in 2022.

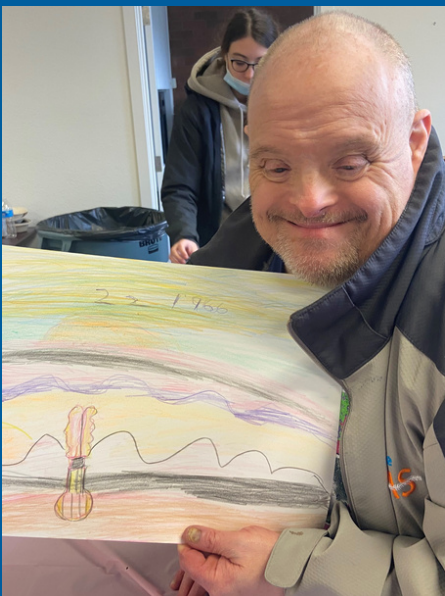
a year in PICTURES



a year of MEMORIES



a year in PICTURES



a year of MEMORIES



BOARD OF DIRECTORS

2022-2023

FIND YOUR PURPOSE, PASSION, AND COMMUNITY

with Village Community Services



VCS IS LOOKING FOR NEW BOARD MEMBERS!

Village Community Services, an Arlington-based non-profit, supports people of diverse abilities in achieving personal potential at home, work, and in community life. We are seeking community-minded Board members who are excited to help us with the following:

- Serve as Ambassadors for Individuals with Development Disabilities (IDD)
- Recruit volunteers
- Build community networks

OUR EXPECTATIONS ARE SIMPLE. VCS Board members should be able to:

- Commit to a two-year term with the option to renew
- Attend bi-monthly online Board meetings
- Actively participate in strategic planning and committee goals
- Represent Village occasionally at external local events
- Publicly support the work of Village in the community

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
(completed Board service in July 2023)

Jeff Cornell, Treasurer

Senior Director of Quality
Aviation Technical Services

Robert Stafford

Business Owner & Retired
Burlington Northern Railroad

Richard Paul Cole

Inpatient Pharmacist, Wellford Behavioral Health

Brandi Piecora

Independent Living Coordinator, Arc of Snohomish

Shelly Mourning

Occupational Therapist
(completed Board service in July 2023)

Jaime Cornell

Ex-officio Secretary

Become a VCS Board Member

Board Secretary

Board of Directors, two (2) positions

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.

3210 Smokey Point Drive, Suite 200
Arlington, WA 98223
360.653.7752 phone | 360.653.6503 facsimile
resource@villagecommunitysvcs.org