BUILDING SKILLS

BECOMING YOUR WORKFORCE

VOCATIONAL GUIDANCE SERVICES

Where Brighter Futures are Realized

ANNUAL REPORT 2017
2017 AGENCY HIGHLIGHTS

$7.7 MILLION IN WAGES AND BENEFITS PAID TO OHIOANS

1,656 INDIVIDUALS RECEIVED WORK ADJUSTMENT SERVICES

3,785 INDIVIDUALS SERVED

VGS PROVIDED SERVICES TO 3,785 INDIVIDUALS WITH PHYSICAL DISABILITIES, MENTAL DISABILITIES, A HISTORY OF SUBSTANCE ABUSE, ECONOMIC CHALLENGES, AND/OR A HISTORY OF INCARCERATION.

2017 VGS SERVICE STATISTICS AT A GLANCE

<table>
<thead>
<tr>
<th>PEOPLE SERVED</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>VOCATIONAL SERVICES</td>
<td>3,785</td>
<td>3,800</td>
<td>3,590</td>
<td>4,154</td>
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<tr>
<td>WORK EXPERIENCE</td>
<td>1,656</td>
<td>1,617</td>
<td>1,504</td>
<td>1,525</td>
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<tr>
<td>Work Experience with an Employer, Temporary Employment, Long and Short-term Transitional Employment, and jobs created via Full-time Hourly Employment at VGS</td>
<td></td>
<td></td>
<td></td>
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<td>WORK EXPERIENCE WAGES AND BENEFITS PAID (in millions)</td>
<td>$7.7</td>
<td>$8.2</td>
<td>$7.7</td>
<td>$7.7</td>
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<td>TOTAL WORK EXPERIENCE HOURS</td>
<td>755,255</td>
<td>835,636</td>
<td>778,302</td>
<td>785,988</td>
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<tr>
<td>FULL-TIME EQUIVALENTS</td>
<td>363</td>
<td>402</td>
<td>374</td>
<td>378</td>
</tr>
<tr>
<td>DRESS FOR SUCCESS</td>
<td>898</td>
<td>689</td>
<td>587</td>
<td>894</td>
</tr>
<tr>
<td>Total individuals served</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Dear Friends:

As a community we are faced with a workforce challenge. The Labor Department recently released data stating that there are a record number of jobs currently available and yet the unemployment rate for people with disabilities is nearly 70%, a number that has remained largely unchanged despite massive changes in the job market. As you know, VGS exists to make sure that individuals with disabilities, the far too often forgotten population, have the opportunity to develop their marketable skills through training programs that ensure they are qualified for jobs that match their abilities. VGS is a vocational rehabilitation agency that works to break down barriers to employment so that people who have been on the employment sideline can get into the game and earn a paycheck.

2017 marked Vocational Guidance Services’ one hundred and twenty seventh year of Preparing People with Barriers to Employment for a Brighter Future. It was a year that saw the Agency continue its storied history of serving individuals with physical and mental disabilities and other barriers – such as a history of substance abuse or incarceration, economic challenges, work-related injuries, and/or injuries sustained during military duty – through our job skills training programs and “earning while learning” work opportunities. These opportunities were created in our own facilities, where individuals work on contracts for companies such as Nordson Corporation, Parker Hannifin, SourceAmerica, Caruso’s Coffee and many others. Even more opportunities were created at over 180 community sites at companies such as Giant Eagle, Swagelok, PNC, Cuyahoga County Public Library, and Constantino’s Market, just to name a few. Through our mix of formalized skills training and work opportunities, VGS is developing a workforce that is ready to go out and strengthen every business that makes the wise decision to hire us.

Throughout the pages of this Annual Report you will read about the services offered to the individuals we serve, the work partnership opportunities that are available to the business community, and the success that we have seen in 2017 as individuals continue Building Skills with the goal of Becoming Your Workforce.

VGS is very proud to have been able to play a role in the progress made by over 3,700 individuals last year who engaged our services, 535 of whom worked with our placement staff and were successful in obtaining employment. Congratulations to all! Your paths were not without their twists and turns but your hard work and your commitment to realizing your brighter futures are an inspiration to us all.

We are so thankful for the generous support of the many foundations, corporations, and individual donors who understand how important VGS is to the community. As you know, all of the services provided by VGS are done so at no cost to the individual, and as a not-for-profit VGS relies on philanthropic support from the community to achieve our mission. As you will see throughout these pages, your investment is being put to good use and is Changing Lives and Strengthening Our Communities.

We would like to congratulate our staff for another year of exceptional dedication and service; they continue to make certain that VGS’ services maintain our standard of excellence. We also applaud the outstanding support and contributions from our referral source counselors and community partners. And we are extremely grateful to our volunteers, in particular our Sunbeam Board, for their unwavering commitment to our mission. It is through the work that we all do together – funders, referral sources, community partners, and volunteers – that we are able to create the community of caring that enables individuals at VGS to achieve their brighter futures. As we move forward in 2018, we at Vocational Guidance Services will continue to dedicate ourselves to outstanding execution of our mission.

Thank you again for your continued support. Together, we will continue to provide services that educate, empower and provide the opportunity to earn a paycheck!

Most Sincerely,

Jeffrey L. Kapp
Chair of the Board

Robert E. Comben, Jr.
President & CEO
SKILLS TRAINING

WORK EVALUATION
Evaluation and assessment services help individuals explore options and identify immediate and long-term vocational goals.
Through Work Evaluation and Situational Assessments, each person’s vocational interests, aptitudes, strengths and limitations are tested and identified. The information is then used to determine the steps necessary to reach career goals and achieve success.

WORK ADJUSTMENT
VGS pioneered the Work Adjustment technique that is now used throughout the world. Work Adjustment is an employment program through which individuals earn a paycheck while learning critical job keeping skills such as work quality, punctuality, and productivity.
• Clerical Work Adjustment
• Community-Based Work Adjustment
• Custodial Work Adjustment
• Facility-Based Work Adjustment
• Textile Services Work Adjustment

SPECIALIZED SERVICES
Specialized Services help to enhance each individual’s vocational readiness through the following services:
• Adult Basic Education
• Community-Based Work Experience
• Summer Youth Career Exploration
• Summer Youth Work Experience

SKILLS TRAINING
VGS’ Skills Training programs give individuals the tools they need to gain employment. Hands-on work experience, thoughtful instruction, and relevant curriculum provide individuals with marketable workforce skills.
• Building Maintenance Skills Training
• Customer Service Representative Training
• Computer Skills Training
• Custodial Skills Training
• Food Service Training
• Forklift Training
• Textile Services Work Experience
• Food Packaging and Production Training
• Wait Staff Training

EMPLOYMENT PROGRAMS
• Job Search Skills Training
• Job Placement & Retention
• Job Coaching
• Life Skills
• Temporary Employment

JOB PLACEMENT SERVICES
Job Placement Services are designed to help individuals learn effective techniques for seeking, securing, and maintaining employment.

DEVELOPMENTAL SERVICES PROGRAMS
• Adult Day Services
• Vocational Habilitation Services
• Career Planning Services
• Non-Medical Transportation
• Individual Employment Supports

IN 2017, VGS DOUBLED THE NUMBER OF INDIVIDUALS IT SERVED IN ITS PROGRAMS FOR SENIOR CITIZENS WITH DEVELOPMENTAL DISABILITIES.

40,000 COFFEE PODS
INDIVIDUALS IN VGS’ PERSONAL, SOCIAL, AND EMPLOYMENT SKILLS TRAINING PROGRAM PACKAGED 40,000 COFFEE PODS EVERY MONTH FOR CARUSO’S COFFEE IN 2017.

IN 2017 VGS SERVED NEARLY 600 INDIVIDUALS IN OUR DEVELOPMENTAL DISABILITY SERVICES.

93% OF THE INDIVIDUALS ENROLLED IN OCCUPATIONAL SKILLS TRAINING CLASSES SUCCESSFULLY COMPLETED THE COURSE.
MEET LYNETIA

Lynetia is a young woman with a bright smile and a happy, positive outlook. She has a mild cognitive disability and she also has scoliosis and club feet, all of which have limited her somewhat in her life. She worked in child care for awhile after she got out of school, but she wanted to find a full-time job that would help her to be more independent. “I always wanted to be on my own and work,” she says. She just needed a little help figuring out what would be the best job for her.

Through VGS, Lynetia met with a vocational rehabilitation coordinator in August of 2016. Her dad, the primary member of her support system, attended the meeting with her and together they discussed Lynetia’s goals for employment as well as her physical limitations. She didn’t have a particular industry in mind – she was open to try most anything – but she and her dad were concerned with her ability to stand for long periods of time as well as her strength and stamina in general. Lynetia hadn’t had a lot of work experience and also needed to develop some life skills to make herself more confident and self-sufficient.

Lynetia first participated in a vocational evaluation and a situational assessment. Her evaluation recommended exploring options such as custodial services, manufacturing, or food service based on her interests and abilities. Lynetia then completed an additional assessment and work adjustment in custodial services, yielding high remarks in all areas related to both hard and soft skills. She moved on to job readiness training for additional experience to build confidence, stamina, and a positive work experience to list on her resume. Lynetia also received assistance in developing her resume, preparing for interviews, and submitting applications. As VGS staff got to know her, we learned that she loved fashion and shopping, so Lynetia’s job search expanded to retail, hopefully to find a position in which she might be able to do processing in a back room setting where she could be flexible in meeting her needs to sit, lean, or stand and could focus on her work without concern. She quickly found an exciting opportunity at a Burlington store where she would be doing mostly backroom stock work and could work mornings, often before the store opened, preparing the store for business hours, attaching sensors and price tickets, sizing and racking clothing, and getting it out to the floor.

Once she completed her training with the support of a job coach, Lynetia was hired by Burlington in August of 2017 and she has been working there successfully ever since. Lynetia will tell you that she loves her job, loves the work she’s doing, and loves helping her co-workers. “VGS helped me figure out what I could do, what’s the best job for me,” she says. “Now I can do more by myself and I feel more confident.” Lynetia has her own apartment right next to her dad, is helping to pay the bills, manages her own bank account, and has the independence she was seeking. “It’s a whole different environment,” she says.

Her supervisors say that she’s one of the people they know they can always depend on and they wouldn’t trade her for the world. We congratulate Lynetia on all of her accomplishments and wish her all the best as she’s well on her way to her brighter future!
OUR WORK

VGS has developed paid work experience opportunities through our social enterprise ventures.

Examples of such partnerships include dress slacks produced for female personnel in the U.S. military, meals prepared and packaged for students at private/charter schools and learning centers, and custodial services for public and private sector customers.

For our Social Enterprise approach to social services to work, commercial price, quality and delivery expectation must be achieved. And to meet these expectations while employing people challenged by disabilities requires a unique blend of supports and services.

Though our Social Enterprise work opportunities VGS is able to provide paid work experience to nearly 1,000 people daily.

VGS’ TOTAL WORK OPPORTUNITIES IN 2017:

1,656 individuals with physical disabilities, mental disabilities or other barriers to employment were employed by VGS’ Social Enterprise Work Opportunities.

$7,739,560 in wages were paid to individuals working in VGS’ Social Enterprise Work Opportunities.

755,225 hours of work were provided by VGS’ Social Enterprise Work Opportunities.

$9.00 was the average wage paid.
Scott is 54 and married with five adult sons and four grandsons. He's always been a happy-go-lucky kind of guy with a great attitude and a lot to be grateful for in his life. But about nine years ago, Scott's life changed forever.

Scott used to work as a molder at a foundry. On October 6, 2009, Scott’s day started like any other and he was off to work. On that day, Scott was setting heavy weights for a mold. The rails that balanced the plates that held the mold were not centered, however, and the weights shifted forward and hit him in the shoulder. The weights landed on Scott’s arm, causing it to become trapped under 2,500 lbs. of weight. Once they were able to free him, he was Life-Flighted to MetroHealth Hospital, where later that day, despite all the doctors’ efforts, his arm had to be amputated. While he doesn’t remember many of the details immediately after the accident occurred, he reports that the hardest part was waking up after the surgery and facing the reality of losing his arm. For Scott, that’s when the depression and anxiety hit.

As a result of this life-changing injury, Scott underwent 12 surgeries in two years including skin grafting from his thighs to close the wound on his arm that was left from the amputation. He suffered from Post-Traumatic Stress Disorder (PTSD) as well as extreme anxiety. He even suffered an accidental overdose from his anxiety medications. He was self-conscious about his appearance and didn’t enjoy being out in public. Quite often, Scott felt helpless and a burden on his family. Life was pretty rough for some time and he wondered if anything would ever feel “normal” again.

Once Scott had physically healed from his injuries, though, he wanted to get back to work. He knew that having a job would help him to heal by giving him purpose. Through a referral from the Ohio Bureau of Workers’ Compensation, Scott was hired as a general laborer at VGS’ Elyria facility. Thanks to his exceptional work ethic and his previous experience, Scott stood out from the start and took on every responsibility that was presented to him, including playing an integral role in the agency’s most recent ISO 9001 audit and certification. He always gave 100% and challenged himself to complete tasks and see just how much he could do, even with his physical limitations. When the position of Shop Coordinator opened at the Elyria facility, Scott was first choice for that position. He now manages 50+ hourly employees – most of whom have physical or mental disabilities – and oversees 100+ projects in the shop each year working with 30+ different customers.

Scott reports that he loves his job. He has stated many times that he used to wonder “Who is going to hire me?... I’m too old and missing a limb, who will hire me?,” but now he wakes in the morning and truly looks forward to going to work. He remembers often feeling so lost during his journey back to employment; when he was in Vocational Rehabilitation Training at VGS and deciding on his vocational future, he determined that he wanted to work with individuals with barriers because he wanted to help others who were in similar circumstances as he was. He had rediscovered himself, his strengths, and his purpose in life and he wanted to share his experiences so that other people with disabilities and barriers could understand that they too have a purpose. Now, Scott enjoys encouraging others and watching them blossom when they succeed at their training and jobs.

Scott reports that his personal life has improved, as well, as he is more motivated, like he used to be before the accident. He feels he is getting his life back to how he felt he used to be. He is confident and proud again, and we couldn’t be happier for him. Congratulations, Scott, and keep up the great work!
A THANK YOU TO OUR SUPPORTERS

We appreciate the generous support of our contributors and are pleased to have this opportunity to acknowledge their 2017 gifts. It is through their generosity that we are able to fulfill our mission of Preparing People with Barriers to Employment for a Brighter Future and we are forever grateful.

EXCEL SOCIETY
The Excel Society is comprised of VGS’ most dedicated supporters who, by making a multi-year Annual Fund commitment, are ensuring that VGS is able to provide the vocational rehabilitation services, vocational skills training, and paid work experiences that are critical to individuals with disabilities or other barriers in order for them to excel on their path to a brighter future.

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Mr. John Scott  
Mr. and Mrs. Edmund W. Searby  
Mr. Hope Shiverick  
Mr. and Mrs. Reginald C. Shiverick  
Mr. William O. Somers  
Mr. Nathaniel H. Speth  
Kurt Steigerwald  
Market Vision Research  
Ms. Judith Suren  
Mr. Andre Talley  
Ms. Melissa Talty  
Mr. and Mrs. Jeremy Taylor  
Mr. and Mrs. Alexander N. Teeter  
Mr. Kenneth Tonegato  
Mr. Ernest Tubbs  
Mr. and Mrs. Thomas F. Tuttle  
Richard P. Vieritz  
Mr. Charles Vinci  
Jeannine Voinovich  
Mr. and Mrs. S. Peter Voudouris  
Mr. and Mrs. Fred Weisman  
Dr. and Mrs. James W. Wood  
Mrs. Helen Woodward  
Mr. and Mrs. Brian E. Yorko  

SUPPORTER CIRCLE  
$1 - $99  
AeroControlex  
Mr. Willie Alston  
Mr. and Mrs. Scott Anderson  
Ms. Marnee Anderson  
Anonymous (6)  
D.W. Austin  
Ms. Christina M. Austin  
Ms. Liann P. Banda  
Ms. Maureen Barber-Carey  
Ms. April Bearer  
Mr. Christopher Bennett  
Ms. Mary Berick  
Mr. and Mrs. Mark F. Blakeslee  
Louis J. Bloomfield  
Blulens Dawn Cook Design  
Mr. Victor Boone  
Ms. Gwen Bradley  
Mr. and Mrs. Brendan Buescher  
Mr. Richard M. Burk  
Mr. and Mrs. James Burr  
Mr. and Mrs. Anthony J. Busa  
Mr. Melissa Butler  
Ms. Diane A. Calta  
Ms. Bao Yi Cao  
CAPTRUST Financial Advisors  
Edward N. Carrol, M.D.  
Ms. Sonia Chapnick  
Ms. Cynthia Chin Jung Shei  
Mr. and Mrs. Dale T. Cochran  
Ms. Donna Collins  
Combined Federal Campaign  
Jim and Michelle Comerford  
Mr. and Mrs. Luis Compres  
Mrs. Sally K. Conley  
Ms. Janet S. Cummins  
Ms. Lisa M. Demarco  
Ms. Zheng Deng  
Denk Associates Inc.  
Edward and Vivian Dickson  
Ms. Mary Margaret Dorsey  
Ms. Susan Duchossois  
Mr. and Mrs. George Dunn  
Ms. Lynn Edy  
Sam and Betsy Eells  
Mr. Thomas E. Evans  
The Fedeli Group  
Drs. John E. & Elizabeth B. Feighan  
Ms. Irene Filker  
Mr. and Mrs. David C. Fulton, Jr.  
Ms. Margaret Gardner  
Ms. Maryjane Gates  
Mr. and Mrs. Ted Goble  
Ms. Melaine Gordon  
Ms. Leona S. Green  
Judge Burt W. Griffin  
Ms. Lois Guren  
Mr. Jason Haag  
Mr. and Mrs. Ryan Haley  
Ms. Emily A. Hamilton  
Ms. Tara Hata  
Mr. Cory Haywood  
Lee Heinen  
Mr. and Mrs. Eric W. Hill  
Ms. Dana Hollister  
Ms. Heidi E. Hoogwerf  
Mr. and Mrs. Frederick K. Jones  
Mr. Darren Jordan  
Ms. Elizabeth Kalanish  
Mr. Thomas Kelbley  
Mr. Gregory Kelly  
Mr. and Mrs. Curtis Kelly  
Mr. and Mrs. John M. Kilbane  
Mr. Kevin Kintz  
Mr. and Mrs. Jordan Klimek  
Sue Ellen and Jeffrey Korach  
Ms. Dorothy M. Krueger  
Ms. Maurice G. Lader  
Ms. Felicia Lamontagne  
Susan and Terrence Lang  
Ms. Melissa F. Lawrence  
Dr. and Mrs. Myung G. Lee  
Ms. Katherine Lincoln  
Ms. Amy Maclean  
Ms. Sally Magovich  
Ms. Marilyn Mars  
Ms. Norah Mason  
Ms. Jolan Mawby  
McDonald Hopkins LLC  
Mr. Geno McKinney  
Ms. Amy McKinney  
Ms. Anita McLaughlin  
Megan McMahon  
Mr. and Mrs. James D. McManus  
Mr. David B. McWilliams  
Ms. Mei Li Mei  
Mr. and Mrs. Patrick Miliano  
Ms. Linda Misanko  
Mr. and Mrs. John T. Mitchell  
Mr. Robert Monroe  
Mr. and Mrs. Richard K. Morgan  
Mr. and Mrs. Terry F. Mosier  
Ms. Gwen Motley  
Ms. Nakisha Moxley  
Ms. Margaret Fulton Mueller  
Ms. Shavada Murrell  
Mr. and Mrs. Robert H. Musser  
Mr. and Mrs. Edward J. Mysliwiec  
Mr. Stephan Weber and  
Mrs. Tiffany Orlando-Weber  
Ms. Kimberley Osborne-Millstein  
Ms. Ashley Owen  
Mr. and Mrs. Keith R. Petty  
Mr. and Mrs. Theodore Pinnick  
Ms. Janice Pizzo  
Dr. Alan H. Markowitz and  
Mrs. Cathy Pollard  
Ponzie  
Mr. Richard A. Reierson  
Mr. Mark Richards  
Mr. Roach  
Mr. and Mrs. Richard D. Romoser  
Charles and Maxine Rosenbaum  
Mia and Bobby Ruffing  
Celia Ryder  
Ms. Carolyn Sabolcik  
Mrs. Mark Samar  
Mr. Derrick Sanders  
Dee Scalabrin  
Ms. Lynda J. Seidel  
Ms. Sylvia Sims  
Mr. and Mrs. Frank Skerl  
Smith  
Mr. Steve Smith  
Mr. and Mrs. C. K. Smith  
Ms. Julie R. Snyder  
Ms. Jennifer Sommer  
Mr. and Mrs. Bradley E. Sommerfelt  
Mr. Belinda St. Leger  
Mr. Melvin Stearns  
David and Marilyn Swann  
Ms. Louisa Szewczuk  
Mr. and Mrs. Taras Szmagala  
Carol F. Thomas  
Mr. and Mrs. Bentley K. Thomas  
Mr. and Mrs. James F. Thompson  
Ms. Amber Trzaskoma  
Mr. Bicklane Tsang  
Mrs. Cynthia A. Tucker and  
Dr. H. M. Tucker  
Ms. Pari Tuthill  
Ms. Ashley Urso  
Ms. Sue Ellen Vayda  
Ms. Eileen Waite  
Ms. Geraldine Wallace  
Mr. and Mrs. Melvin Waxman  
Mr. and Mrs. John T. Webster  
Ms. Tara Wenger  
Mr. Richard Wharton  
Mr. and Mrs. Scott R. Wilson  
Amy Wong Duarte  
Mr. and Mrs. Seth Workman  
Ms. Kelly Xiao  
Ms. Debra S. Yasinow  
Ms. Xiao Ye  
Mr. Joe Yonadi  
Nancy and Daniel Zavelson  
Ms. Su Ling Zeng  
Ms. Meiqing Zhao  
Ms. Cathy Zweig
The following individuals, corporations, and foundations provided support to a specific program or fund.

**Dr. and Mrs. Daniel E. Berry**
**Mr. and Mrs. E. J. Burke**
**William and Judith Caster**
**The Cleveland Foundation**
**Dominion East Ohio**
**Sally and Bob Gries**
**Thomas E. and Marsha G. Hopkins**
**Jeffrey L. and Lisa W. Kapp**
**KeyCorp**
**Stephen and Joanne Kirk Foundation**
**Mr. John C. Krueger**
**Vid A. Lutz and Ann C. Lutz**
**Ms. Lauren E. Miller**
**Northeast Ohio Areawide Coordinating Agency**
**Oswald Companies**
**Mr. and Mrs. Frank H. Porter**
**Frank H. and Nancy L. Porter Fund of The Cleveland Foundation**
**Jeffrey and Jennifer Ramras**
**Mr. and Mrs. Richard D. Romoser**
**Kent H. Smith Charitable Trust**
**UBS**

**HONORARIUM**
Barbara Schwabauer  
*In honor of Harrison & Morgan Schwabauer*

**MEMORIAL GIVING**
**IN MEMORY OF ARTHUR D. BALDWIN II**
Mr. and Mrs. Keith A. Ashmus  
Ms. Gwenn Baldwin  
Mrs. Elizabeth W. Biggar  
Ms. Sonia Chapnick  
Mr. and Mrs. Henry Chisholm  
Mr. and Mrs. Dale T. Cochran  
Mr. Robert E. Comben, Jr.  
Mrs. Sally K. Conley  
Mr. and Mrs. Alexander M. Cutler  
Mr. and Mrs. Bruce D. Dixon  
Mr. and Mrs. Bruce Dunn  
Sam and Betsy Eells  
Mr. and Mrs. David C. Fulton, Jr.  
vic and joan gelb  
Sally and Bob Gries  
Henry R. Hatch  
Ms. Dana Hollister  
Joel and Rochelle Marx  
Mr. and Mrs. Latham W. Murfey III  
Dale Rice Naylor  
Mr. Charles G. Nordhoff  
Mr. and Mrs. Frank H. Porter  
Mr. Andrew K. Rayburn and Ms. Heather Guess  
Mr. and Mrs. John M. Saada, Sr.  
Betty T. and David M. Schneider  
K.K. and Joe Sullivan  
Mr. and Mrs. Bentley K. Thomas  
Susan and John Turben Foundation  
Mr. and Mrs. Thomas F. Tuttlet

**IN MEMORY OF MARGARET “PEGGY” LAMMERS**
Ms. Mary Airel  
Anonymous Donor (2)  
Mr. and Mrs. Anthony J. Busa  
Ms. Emily A. Hamilton  
Mr. and Mrs. C.P. Hitchcock  
Mr. Robert L. Metzger  
Mr. and Mrs. Latham W. Murfey III  
Dale Rice Naylor  
Ms. Pamela H. Osborne  
Ms. Hope Shiverick  
Mr. and Mrs. John T. Webster  
Ms. Tara Wenger

**IN KIND DONORS**
Arthur D. Baldwin II  
Robert E. Comben, Jr.  
vic and joan gelb  
Miklus Florist  
KeyBank  
Sunbeam Board  

**SIGNATURE SOCIETY**
Members of the Signature Society help to ensure future generations will also have their own stories to tell and their brighter futures realized.

Arthur D. Baldwin II  
Pat C. Brownell  
William G. Caster  
Jonathan L. Collens  
Mr. Robert E. Comben, Jr.  
Mr. and Mrs. Alexander M. Cutler  
Mr. and Mrs. David S. Dickenson II  
Mrs. John Drollinger, Jr.  
Hamilton and Lin Emmons  
Mr. and Mrs. Theodore Fabyan  
Edward C. Gendron  
Sally and Bob Gries  
Bettyann S. Helms  
Thomas E. and Marsha G. Hopkins  
Stephen and Joanne Kirk  
Nancy Klein  
Mr. Charles H. Krueger  
Mr. and Mrs. Dennis W. LaBarre  
Jean Fahrenbach Miller  
Diane Roberto  
Chaz Scully  
Mrs. Terry L. Toney
OUR EVENTS

ANNUAL MEETING

SUNBEAM HOLIDAY BOUTIQUE

MOONBEAMS OVER SUNBEAM
# SUMMARY OF COMBINED STATEMENTS OF ACTIVITIES

For the years ended December 31

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REVENUE, GAINS AND OTHER SUPPORT</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Government Program Fees</td>
<td>9,051,966</td>
<td>9,432,387</td>
<td>8,964,954</td>
</tr>
<tr>
<td>Government Grants</td>
<td>373,849</td>
<td>565,669</td>
<td>568,996</td>
</tr>
<tr>
<td>Sales to Business and Industry</td>
<td>14,700,608</td>
<td>14,391,443</td>
<td>13,511,324</td>
</tr>
<tr>
<td>Other Revenue</td>
<td>17,500</td>
<td>3,820</td>
<td>3,012</td>
</tr>
<tr>
<td>Investment Income Designed for Operations</td>
<td>424,473</td>
<td>442,525</td>
<td>469,366</td>
</tr>
<tr>
<td>Allocation United Way Services</td>
<td>239,585</td>
<td>239,152</td>
<td>266,330</td>
</tr>
<tr>
<td>Board Funding of Certain Expenses</td>
<td>25,052</td>
<td>35,358</td>
<td>45,070</td>
</tr>
<tr>
<td>Annual Donations and Foundation Support</td>
<td>2,096,078</td>
<td>1,287,314</td>
<td>928,466</td>
</tr>
<tr>
<td><strong>Total Program Revenue and Public Support</strong></td>
<td><strong>$ 26,929,111</strong></td>
<td><strong>$ 26,397,668</strong></td>
<td><strong>$ 24,757,518</strong></td>
</tr>
</tbody>
</table>

|                      |            |            |            |
| **EXPENSES**         |            |            |            |
| Vocational Rehabilitation | 8,191,933  | 8,554,982  | 8,447,836  |
| Paid Work Experience and Employment | 13,297,492 | 13,412,811 | 12,641,023 |
| Management and General | 3,486,293  | 3,210,382  | 2,878,416  |
| Fundraising and Public Education | 620,952    | 575,574    | 574,817    |
| **Total Expense**     | **$ 25,596,670** | **$ 25,753,749** | **$ 24,542,092** |

|                      |            |            |            |
| **CHANGE IN NET ASSETS FROM OPERATIONS** | **$ 1,332,441** | **$ 643,919** | **$ 215,426** |

|                      |            |            |            |
| **OTHER CHANGES**    |            |            |            |
| Depreciation         | (559,691)  | (531,442)  | (496,945)  |
| Total Investment Return at Gross | 1,262,605  | 500,548    | (110,805)  |
| Total Return Used in Operations | (424,473)  | (442,525)  | (469,366)  |
| Use of Board Trustee Designated Assets | (25,052)   | (35,358)   | (45,070)   |
| Other Charge for Pension | (296,053)  | (647,826)  | (180,108)  |
| **CHANGE IN NET ASSETS** | **$ 1,289,777** | **$ (512,684)** | **$ 1,086,868** |

|                      |            |            |            |
| **NET ASSETS, BEGINNING OF YEAR** | **$ 15,619,303** | **$ 16,131,987** | **$ 17,218,855** |

|                      |            |            |            |
| **NET ASSETS, END OF YEAR** | **$ 16,909,080** | **$ 15,619,303** | **$ 16,131,987** |

*Subject to audit by Samuel Kellogg & Co., Inc. This report summarizes the 2017 activities of Vocational Guidance Services and its affiliates: VGS, Inc., Vocational Services, Inc. and Dress for Success Cleveland.*
## SUMMARY OF COMBINED STATEMENTS FINANCIAL POSITION

**For the years ended December 31**

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$1,376,374</td>
<td>$1,617,142</td>
<td>$1,076,347</td>
</tr>
<tr>
<td>Accounts Receivable Trade</td>
<td>$3,037,589</td>
<td>$2,508,826</td>
<td>$2,533,289</td>
</tr>
<tr>
<td>Accounts Receivable Donations</td>
<td>$846,401</td>
<td>$157,712</td>
<td>$72,089</td>
</tr>
<tr>
<td>Investments</td>
<td>$9,020,348</td>
<td>$8,332,313</td>
<td>$8,263,983</td>
</tr>
<tr>
<td>Inventories</td>
<td>$749,807</td>
<td>$1,029,279</td>
<td>$744,625</td>
</tr>
<tr>
<td>Prepaid Expenses and Other Assets</td>
<td>$196,902</td>
<td>$149,678</td>
<td>$231,581</td>
</tr>
</tbody>
</table>

**Total Assets**

- **2017**: $15,227,421
- **2016**: $13,794,950
- **2015**: $12,921,914

### Land Buildings and Equipment

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land</td>
<td>$787,890</td>
<td>$787,890</td>
<td>$560,779</td>
</tr>
<tr>
<td>Building and Improvements</td>
<td>$17,937,539</td>
<td>$17,708,777</td>
<td>$17,164,958</td>
</tr>
<tr>
<td>Equipment</td>
<td>$4,808,123</td>
<td>$4,804,762</td>
<td>$4,663,608</td>
</tr>
<tr>
<td>Vehicles</td>
<td>$242,637</td>
<td>$242,637</td>
<td>$229,759</td>
</tr>
</tbody>
</table>

- **Total Land Buildings and Equipment**: $23,776,189
- **Less – Accumulated Depreciation**: $(14,405,963) $(13,888,270) $(13,356,829)
- **Total Assets**: $24,597,647

### LIABILITIES

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>$589,113</td>
<td>$684,977</td>
<td>$445,136</td>
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<tr>
<td>Line of Credit</td>
<td>$990,000</td>
<td>$990,000</td>
<td>$1,040,000</td>
</tr>
<tr>
<td>Notes Payable</td>
<td>$1,066,902</td>
<td>$1,332,247</td>
<td>$768,582</td>
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<tr>
<td>Accrued Expenses, Other Liabilities</td>
<td>$5,042,552</td>
<td>$4,824,219</td>
<td>$3,798,484</td>
</tr>
</tbody>
</table>

- **Total Liabilities**: $7,688,567
  - **2017**: $7,688,567
  - **2016**: $7,831,443
  - **2015**: $6,052,202

### NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNRESTRICTED</td>
<td>$7,136,016</td>
<td>$7,174,223</td>
<td>$7,822,466</td>
</tr>
<tr>
<td>Board of Trustees Designated</td>
<td>$570,473</td>
<td>$403,070</td>
<td>$411,911</td>
</tr>
<tr>
<td>Temporarily Restricted</td>
<td>$921,012</td>
<td>$263,442</td>
<td>$188,290</td>
</tr>
<tr>
<td>Permanently Restricted</td>
<td>$8,281,579</td>
<td>$7,778,568</td>
<td>$7,709,320</td>
</tr>
</tbody>
</table>

- **Total Net Assets**: $16,909,080
  - **2017**: $16,909,080
  - **2016**: $15,619,303
  - **2015**: $16,131,987

- **Total Liabilities and Net Assets**: $24,597,647
  - **2017**: $24,597,647
  - **2016**: $23,450,746
  - **2015**: $22,184,189

Subject to audit by Samuel Kellogg & Co., Inc. This report summarizes the 2017 activities of Vocational Guidance Services and its affiliates: VGS, Inc., Vocational Services, Inc. and Dress for Success Cleveland.
### SUMMARY OF INVESTMENTS

**For the years ended December 31**

<table>
<thead>
<tr>
<th>Endowment Fund</th>
<th>2017</th>
<th>2016</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>The F.J. O’Neill Endowment</td>
<td>1,825,000</td>
<td>1,825,000</td>
<td>1,825,000</td>
</tr>
<tr>
<td>The Jane Jenkins Trust Endowment</td>
<td>1,667,718</td>
<td>1,475,151</td>
<td>1,453,705</td>
</tr>
<tr>
<td>The Robert Rhodes Trust Endowment</td>
<td>1,178,897</td>
<td>1,082,247</td>
<td>1,052,177</td>
</tr>
<tr>
<td>The Helen C. Cole Endowment</td>
<td>801,872</td>
<td>728,290</td>
<td>721,872</td>
</tr>
<tr>
<td>The Mary Ann Swetland Facilities Endowment</td>
<td>778,120</td>
<td>709,225</td>
<td>701,170</td>
</tr>
<tr>
<td>The Ted Fabyan Job Placement Endowment</td>
<td>402,780</td>
<td>401,653</td>
<td>401,521</td>
</tr>
<tr>
<td>The Louis Kacalieff Endowment</td>
<td>400,000</td>
<td>400,000</td>
<td>400,000</td>
</tr>
<tr>
<td>The Ellen Garretson Wade Trust Endowment</td>
<td>339,434</td>
<td>310,469</td>
<td>300,365</td>
</tr>
<tr>
<td>The 1525 Foundation Endowment</td>
<td>300,000</td>
<td>300,000</td>
<td>300,000</td>
</tr>
<tr>
<td>The John Huntington Endowment</td>
<td>132,611</td>
<td>119,010</td>
<td>117,312</td>
</tr>
<tr>
<td>Elisabeth Severance Prentiss Endowment</td>
<td>120,000</td>
<td>120,000</td>
<td>120,000</td>
</tr>
<tr>
<td>The Armington Trust Endowment</td>
<td>134,590</td>
<td>121,373</td>
<td>118,367</td>
</tr>
<tr>
<td>The Helen Bowler Trust Endowment</td>
<td>59,511</td>
<td>53,666</td>
<td>52,354</td>
</tr>
<tr>
<td>The GAR Foundation Endowment</td>
<td>37,006</td>
<td>33,729</td>
<td>33,346</td>
</tr>
<tr>
<td>The McBride Endowment</td>
<td>35,000</td>
<td>35,000</td>
<td>35,000</td>
</tr>
<tr>
<td>The Cleveland Foundation Investment Funds</td>
<td>48,570</td>
<td>43,285</td>
<td>56,661</td>
</tr>
<tr>
<td>The Salaried Staff Continuing Education Fund</td>
<td>20,470</td>
<td>20,470</td>
<td>20,470</td>
</tr>
<tr>
<td><strong>Total Endowment</strong></td>
<td><strong>$8,281,579</strong></td>
<td><strong>$7,778,568</strong></td>
<td><strong>$7,709,320</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Board Designated Fund</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Unrestricted</td>
<td>570,473</td>
<td>53,070</td>
<td>61,911</td>
</tr>
<tr>
<td>Temporarily Restricted:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The VGS Pooled Income Fund</td>
<td>168,296</td>
<td>150,675</td>
<td>142,752</td>
</tr>
<tr>
<td><strong>Designated:</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The Elizabeth M. and William Truehaft Fund</td>
<td>250,000</td>
<td>250,000</td>
<td>250,000</td>
</tr>
<tr>
<td>John Cunin Job Placement Fund</td>
<td>50,000</td>
<td>50,000</td>
<td>50,000</td>
</tr>
<tr>
<td>Bruce Griswold Job Placement Fund</td>
<td>50,000</td>
<td>50,000</td>
<td>50,000</td>
</tr>
<tr>
<td><strong>Total Board Designated</strong></td>
<td><strong>$1,088,769</strong></td>
<td><strong>$553,746</strong></td>
<td><strong>$554,663</strong></td>
</tr>
</tbody>
</table>

| **Total Endowment and Board Designated Funds**        | **$9,370,348** | **$8,332,313** | **$8,263,983** |

*Subject to audit by Samuel Kellogg & Co., Inc. This report summarizes the 2017 activities of Vocational Guidance Services and its affiliates: VGS, Inc., Vocational Services, Inc. and Dress for Success Cleveland.*
Comprehensive services are provided at Vocational Guidance Services’ east and west side facilities in Cleveland, as well as in Elyria. Services are also provided at our facilities in Painesville and Columbus. VGS has expanded its operations to offer services in a total of 26 Ohio counties: Ashland, Ashtabula, Champaign, Clark, Columbiana, Cuyahoga, Delaware, Erie, Fairfield, Franklin, Geauga, Huron, Lake, Licking, Logan, Lorain, Madison, Mahoning, Medina, Ottawa, Portage, Sandusky, Seneca, Summit, Trumbull, and Union.
THE SUNBEAM BOARD

The mission of the Sunbeam Board is to raise awareness of Vocational Guidance Services and provide financial support through fundraising events and activities.

(ACTIVE)
Nicole Brownell
Joanna Carfagna
Linda Glickman
Susan Paul
Kara Schwabauer
Christine Semarjian
Jeannine Voinovich
Mandee Jones
Darrah Parsons
Heidi Scaravilli
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TTY 216.431.0073

TRAINING CENTER
2235 East 55th Street
Cleveland, OH 44103
PHONE 216.881.7800
FAX 216.881.6306
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Cleveland, OH 44111
PHONE 216.476.3020
FAX 216.476.3435

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This report summarizes the 2017 activities and accomplishments of Vocational Guidance Services and its affiliates, VGS, Inc., Vocational Services Inc. and Dress for Success Cleveland.

Vocational Guidance Services is a highly acclaimed, successful, private, not-for-profit, 501(c)(3) vocational rehabilitation agency with 127 years of dedicated experience serving individuals with disabilities or other barriers to employment.

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