

Working together.
Growing together.



AccessAbility
Incorporated

2002 Corporate Report

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In 2001, we not only imagined possibilities; we realized them.

As a result, 38% more people were served.

And when people are served, everyone benefits.



Marnie Mellberg
Chair



Barbara Arnold
President

Board Chair and President's Message

Working together. Growing together.

That's what we decided for the theme of this year's annual report. Because, despite an economic slow-down, we're proud to say we've grown.

How is this possible? Due to the hard work of a group of individuals who view each other as a team—a group of individuals who make up AccessAbility. From someone working in the Extended Employment Program to a Board member, from a staff member to a volunteer, each person associated with AccessAbility has given his or her all (and sometimes more) to make dreams realities.

Consequently, in 2001, more people were served. In fact, a total of 448 people benefited from various programs we offer. That's a 38% increase! Despite tough economic times, the Board and Management Team decided to support all new initiatives. As a result, wage rates for the individuals we served went up across all our employment programs. By continuing to expand our business partnerships, we've placed more people in community businesses. And, job retention rates exceeded even our expectations.

Collaboration with other organizations has always been an important part of our vision. Consequently, two new programs became realities: Changing Futures, which was merged with our existing document processing business services program, and TechReach, which is a technical, computer certification program. Not only do programs like these give people career and earning potential opportunities, they also fill important business community needs.

We're also happy to introduce a new group of business consulting experts on hand: the Business Development Advisory Committee. This wonderful group of individuals is focused on making sure our growth will continue.

We feel fortunate, despite September 11th's tragic consequences and the recession that followed, we have not only survived—we've grown. We've grown in businesses, opportunities, and outcomes. But perhaps most importantly, by working together, we've grown in spirit.

Thank you to all who have made this possible!



We work together. We grow together.

Imagine having a disability, or wanting to transition from welfare. Imagine the barriers you'd face trying to find employment or trying to be included in your community. AccessAbility, Inc. is a nonprofit agency that provides training and employment opportunities, as well as recreational and leisure programs. These programs and services lead to community inclusion and impact lives in significant ways.

It's empowering to be self-sufficient. It feels great to be employed. It's infinitely rewarding to be a contributing member of the business community. AccessAbility uses creativity, technology and collaboration to look beyond limitations or circumstances to see skills. We place people either at an individual work site or with a work crew supervised by AccessAbility staff.

AccessAbility provides quality programs and services. We continuously and aggressively seek new ways to present new opportunities. At our training and production facility, we provide opportunities in a variety of areas, including packaging and assembly, fulfillment, mailing services, document destruction, and document imaging. And most importantly, while providing the highest quality goods and services for our customers, we focus on each individual's success.

With a staff of 64, together with volunteer and community support, AccessAbility has built a strong corporate culture. We are consumer and customer focused, mission driven, outcome oriented, and flexible. We serve over 400 individuals in our programs. We use technology to expand skilled jobs that can become careers.

The Mission of AccessAbility, Inc. is to provide opportunities for self-sufficiency for people with barriers to employment and community inclusion.

Working Together: Day Training and Habilitation

At AccessAbility, we believe everyone has ability. As members of society, everyone should have choices for vocational, social and recreational opportunities. To that end, we offer five different programs. Step Into Work and Community Based Employment offer full-time work opportunities. Accessing Community Experiences and Friends Together offer a variety of ways to be included in the community. And Everyday Life Experiences provides a mixture of work, leisure and community activities.

- **Goal set for getting jobs for those who wanted jobs: 95%**
- **Percentage realized: 100%**

- **Goal set for increasing vocational, social or behavioral independence: 75%**
- **Percentage realized: 92%**

- **Goal set for individual satisfaction with program services: 85%**
- **Percentage realized: 100%**

- **Average wage: \$4.01 per hour**
- **Increase over last year: 87¢ per hour**

- **People participating: 158**

- **Average age: 35-54, (53% male and 47% female)**

- **Ethnic mix: Caucasian, African-American, African, Native American, Asian and Hispanic.**

- **Primary barriers to employment: developmental disability, physical impairment, mental illness.**



Working with **Mussie**

Motivated.
Accurate.
Flexible.

These are some of the words used to describe Mussie Tsehaye. Born in Eritrea, Africa, in 1973, Mussie came to the United States in 1987.

Five years later, he graduated from Roosevelt High School, and began working with AccessAbility. In 1996 he joined the Community Based Employment program. From Marriott housekeeper to Caribou Coffee packager, from a member of the Brookdale Plastics work crew to a custodian at the Arden Hills Army Reserve Center, Mussie is proud to make a positive mark wherever he goes.

But perhaps his proudest moment was on January 19th of 1999, when Mussie Tsehaye became a United States citizen.

Congratulations, Mussie!

Working Together: Extended Employment

Sometimes, in order to function in a work place, an individual with a disability needs assistance. At AccessAbility, Inc., our Extended Employment Program provides just that. Through this program, we help individuals manage stress, become financially independent, and realize a vocation potential beyond, perhaps, what he or she could imagine. For some, we provide the first opportunity they've had to transition into community employment. For all, we provide a new strength of spirit.

- Goal set for 60-day job retention: 75%
- Percentage realized: 100%
- Average age: 35-54, (56% male and 44% female)
- Ethnic mix: Caucasian, Asian, African, African-American, Native American, Hispanic and East Indian.
- Goal set for 6-month job retention: 60%
- Percentage realized: 75%
- Primary barriers to employment: mental illness, physical impairment, developmental disability.
- Goal set for individual satisfaction with program services: 85%
- Percentage realized: 100%
- Average wage: \$8.78 per hour
- Increase over last year: \$1.16 per hour
- People participating: 110



Working with
Vojin

Vojin Besarabic had many challenges to overcome in his quest for competitive employment due to a disability. His team worked with him throughout the process to develop skills on punctuality, see him through changes in home life and daily routine, and accommodate changes in medication.

Vojin took his role in this process very seriously. He was cooperative, patient and willing to take direction. He paid close attention to interview preparation techniques. Finally, Vojin

was ready. He looked forward to an interview for a position assisting passengers on and off airplanes. The way Vojin looked at it, it was a chance to help people from all over the world! Not surprisingly, with articulate answers, a pleasant personality, and a genuine concern for others, Vojin was hired right away. And today, not only has Vojin weathered a downsizing, his job duties have expanded to include assistance with security measures.

Way to work, Vojin!

Working Together: From Welfare to Work

No work history (or a negative work history) can mean very few opportunities for a job, especially in a slow economic climate. In distressed neighborhoods throughout the Twin Cities, this can lead to a cycle of poverty. AccessAbility strives to break this cycle by providing training to economically disadvantaged adults using a “work first” employment model, as well as, direct placement into community employment. Often, that’s all it takes to get and keep a job in the community—not to mention getting and keeping a positive sense of self.

- Center-based employment goal: 60 individuals
- Number realized: 124 individuals
- Community employment goal: 45 individuals
- Number realized: 138 individuals
- Goal set for starting wage: \$7.00
- Actual average starting wage: \$8.63
- Goal set for 6-month job retention: 70%
- Percentage realized: 85%
- Goal set for 12-month job retention: 55%
- Percentage realized: 89%
- Goal set for 18-month job retention: 45%
- Percentage realized: 62%
- People participating: 180
- Average age: 35-54 (14% male and 86% female)
- Ethnic mix: African, African-American, Asian, and Native American
- Primary barriers to employment: limited English proficiency, negative or no work history



Working with
Chia

Chia is a single parent to five children. When she first came to AccessAbility, Inc., her English skills were limited, she had no job, no car, and a past riddled with domestic violence. Chia seemingly had the deck stacked against her. With encouragement from staff members, Chia began to use her English more, make friends, take on a role of leadership among her peers, and, most importantly, believe in herself.

After working with a Job Developer, Chia quickly learned about applications and interviewing. She was hired by a reputable temporary agency. She needed to be flexible enough to work different shifts, all with five children and the bus as her main transportation. Yet Chia moved from one assignment to another with ease.

And Chia didn’t stop there. Through her own networking skills, she applied for—and got!—a permanent position at a St. Louis Park company. Her starting salary was \$9.50 plus benefits. She has since gotten several raises, and something else she’s always wanted—her own car.

Let’s hear it for Chia!

Working Together: Business Services

Working at AccessAbility gives individuals hands-on work experience and training in fulfillment, packaging, mailing, mechanical and hand assembly, document destruction and document processing services. This variety of work experience increases an individual's skills and efficiency and provides a valuable employee reference. Not to mention, it provides a valuable service to our production customers.

While there were significant fourth quarter declines due to our nation's economic downturn, AccessAbility used this slow-down as an opportunity to prepare for future business. New quality control systems are now in place, including additional training in lot tracking, set-up, inspection and audit processes.

Business Services include:

Document Processing

The newest addition to AccessAbility's business services provides technology training, as well as higher pay. This service involves collecting, preparing, scanning, indexing, reassembling and/or destroying documents in order to eliminate or reduce the costs involved with paper documents. Both turn-key and customized solutions are offered to customers.

Packaging and Assembly

From simple hand assembly to advanced lines requiring tools and equipment to fully automated services, this business service provides a wide range of "real world" experience. Learning opportunities include packaging, auto shrink-wrapping, poly-bagging, fulfillment, point-of-sale display assembly, mechanical and electro-mechanical assembly.

Mailing Services

Whether it's a routine newsletter or a special marketing promotion, AccessAbility is staffed to handle it. Mailing services include collating, barcoding, labeling, zip-sorting, bulk mailing and mail list maintenance.

Document Destruction

Throughout the Twin Cities metro area, an AccessAbility workforce picks up containers of confidential material, brings them back to our warehouse, and then shreds, bales and recycles the material. Empty containers are delivered to replace the full ones at the original site. It's a full-service system that works for everyone involved.

Growing Together: New Ventures

Two new programs became a reality in 2001: Changing Futures and TechReach. Additionally, two new Javits-Wagner-O'Day (JWOD) contracts were established with the help of NISH.

In June of 2001, AccessAbility acquired the Courage Center's Changing Futures program. This program was merged with our existing document processing business to increase the amount of technology, training and work opportunities available for individuals working in the program. AccessAbility has many training opportunities to offer individuals with severe disabilities, especially in the form of document preparation, scanning, indexing and data entry opportunities. The business is also supported and complemented by our existing document destruction capability. From the start, it's been a perfect fit to enhance the existing program and services.

The acquisition also brought about support of the associated Business Development Advisory Committee. Dubbed our "volunteer sales force," these members meet with the sales manager weekly to brainstorm, formulate action plans and report the status of their efforts. Their support and dedication has been felt throughout the organization.

TechReach, to be launched in 2002, is a collaborative effort between Manpower and AccessAbility. This partnership was made possible because of a WISE (Welfare Innovations and Solutions to Employment) grant from Hennepin County.

This exciting program will give welfare recipients formal education, training and work opportunities for well-paying technical careers in the technology industry. TechReach individuals will emerge skilled, computer savvy and certified. As a result, career opportunities such as PC technicians, help desk representatives and desktop support specialists are, for the first time, within their reach.

NISH is a national nonprofit organization created to help people with severe disabilities find jobs by obtaining contracts with the federal government through the JWOD program. In 2001, AccessAbility was awarded two new janitorial contracts—one at the Naval Reserve Readiness Command, and the other at the Minnesota Valley National Wildlife Refuge. These contracts provide a lower turnover rate for the government and ongoing work with higher wages for workers. This, of course, leads to success for everyone involved.

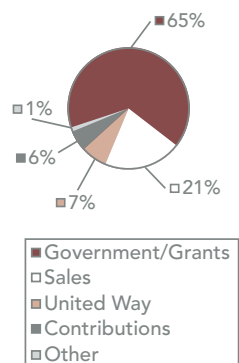
Changing
Futures

TechReach

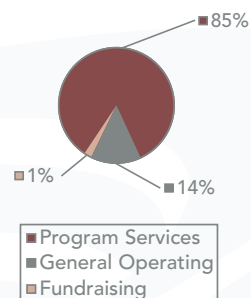
NISH

FINANCIAL REPORT

SUPPORT AND REVENUE 2001



EXPENSES 2001



ASSETS

Current Assets:	
Cash	\$389,901
Accounts Receivable:	
Trade	205,813
Service	219,999
Pledges Receivable	3,375
Work In Progress	4,296
Prepaid Expense	32,265
Total Current Assets	855,649
Land, Buildings and Equipment—Net	1,174,337
Investments	3,125
Total Assets	\$2,033,111

LIABILITIES AND NET ASSETS

Current Liabilities:	
Accounts Payable	\$87,919
Accrued Compensation and Payroll Taxes	190,715
Refundable Advances	1,356
Notes Payable—Current Portion	16,683
Capital Lease Obligations	1,275
Other Liabilities	39,716
Total Current Liabilities	337,664
Long Term Liabilities:	
Notes Payable	207,773
Capital Lease Obligations	2,013
Total Long Term Liabilities	209,786
Total Liabilities	547,450
Net Assets:	
Unrestricted	1,464,589
Temporarily Restricted	20,972
Total Net Assets	1,485,561
Total Liabilities and Net Assets	\$2,033,011

SUPPORT AND REVENUE

Sales:

Extended Employment	\$581,376
Day Training Habilitation	276,286
Welfare to Work	2,326

Public Support:

United Way	300,134
Contributions	233,022

Fees and Grants from Government Agencies:

Day Training Habilitation:	
State Support	\$1,707,383
County Support	561,357

Extended Employment:

State Support	220,373
County Support	61,333

Welfare to Work:

Other Support	124,978
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Minnesota Family Investment Program:

Other Support	91,021
Interest and Other Income	29,995
Total Support and Revenue	\$4,189,584

EXPENSES

Program Services:

Extended Employment	\$1,177,414
Day Training and Habilitation	2,255,721
Welfare to Work	137,018
MN Family Investment Program	95,252
Total Program Services	\$3,665,405

Support Services:

Management and General	\$617,045
Fundraising	35,341
Total Support Services	\$652,386
Total Expenses	\$4,317,791

Change in Net Assets

from Operations	\$(128,207)
Net Assets—Beginning of Year	\$1,613,768
Net Assets—End of Year	\$1,485,561

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Chair
Marnie Mellberg & Associates

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General Mills, Inc.

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Secretary
Honeywell, Retired

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