



(growth)

(obstacle)


AccessAbility
Incorporated

2003 ANNUAL REPORT



Mission Statement

To provide opportunities for self-sufficiency
for people with barriers to employment
and community inclusion.

Table of Contents

- 
- 
- 1 A Letter from the Board Chair and President
 - 2 Company Profile
 - 3 Day Training and Habilitation
 - 4 Extended Employment
 - 5 Welfare to Work
 - 6 Business Services
 - 7 Growing Together
 - 8 Financial Report
 - 10 Contributors
 - 12 Volunteers
 - 13 Board of Directors and Staff
- 

Board Chair and President's Message

OVERCOMING OBSTACLES

We are pleased to report that in 2003, AccessAbility, Inc. continued to set records in the number of individuals served and services provided. These impressive statistics not only further our mission, but also reflect the community's enthusiastic response to updates and improvements to our programs, keeping them relevant and focused on the changing needs of our participants.

As significant milestones were met and exceeded in 2003, resources were strained to accomplish those goals. AccessAbility's staff faced many financial obstacles during the year. Statewide budget cuts, coupled with a difficult funding environment for the United Way, and community and corporate foundations, contributed to a less than optimum environment for an agency focused on developing new opportunities for the disadvantaged.

Innovative problem solving, strong commitment, and just plain hard work by our staff and volunteers largely overcame these obstacles and were the keys to the success we enjoyed this year.

Highlights included:

- Significant progress was made on our key goal of diversifying our revenue streams. We successfully made progress by pursuing alternative program funding sources, developing creative business opportunities, and building our individual support base. Of particular note, were the record financial contributions made by our staff and volunteers toward the support of AccessAbility.
- We maximized our current contracts in order to increase the number of individuals we serve. Our strategic approach to programs incorporates the demographics of our participants and resulted in significantly more choices for more people.
- Our focused approach in building relationships with the business community resulted in a 34 percent increase in business services sales. Emphasis on community employment, higher skills training, and the use of technology were critical in our growth.
- Aggressively pursuing collaborative efforts with other organizations helped us stay efficient by eliminating unnecessary duplication of efforts and expanding opportunities for all.

Thanks go to our dedicated and energetic staff, loyal volunteers, extraordinary business partners, and our wonderful participants. With perseverance, passion, and pride, we all see tremendous opportunity and potential for the future.

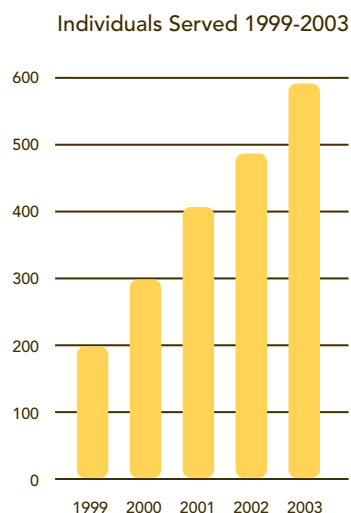
Thank you for your continuing support.



Steve Waller
(Chair)



Barbara Arnold
(President)



AccessAbility, Inc. plowed through 2003 with a “can do” attitude and a positive spirit. Guided by our mission, we rose above many obstacles—including an uncertain economy and mounting budget cuts—and **assisted** more individuals in more ways than ever before.

AccessAbility, Inc. is a non-profit agency that works to help people become more **self-sufficient** in employment and throughout all areas of their lives. We offer a variety of programs that provide training and employment opportunities, along with recreational and leisure programs. By partnering with businesses in our community, AccessAbility links individuals with appropriate jobs at all skill levels. And no matter what the job entails, we remain focused on the success of each person we serve.

Passion for our work can be seen in the **success** and diversity of our participants. In 2003, we served nearly 600 individuals—a 19 percent increase over 2002—and the participation in each of our three main programs grew. Our recreation and leisure programs also continue to expand and now offer more choices, such as Seniors Solutions and expanded horticulture activities. Our organization was also recognized with excellent audit results in 2003, which led to renewals of both CARF accreditation and our Department of Human Services license.

Spurred on by our **growth** and successes, AccessAbility will continue to seek out new opportunities for the people we serve, while striving to strengthen business partnerships. With continued perseverance, passion, and pride we’re confident AccessAbility, Inc. can overcome any obstacle.



Day Training and Habilitation

Our innovative Day Training and Habilitation (DTH) program offers a wide range of vocational, social and recreational opportunities for adults of all ages. Our programs offer a continuum of program services that allow for flexibility and individual choice. Vocational programs include TechAbility, Step Into Work, and Community Employment. For the individuals desiring part-time work, our Everyday Life Experiences program is a great alternative that integrates work with recreation and leisure activities. Individuals seeking a non-work or retirement

program can take advantage of our Accessing Community Experiences and Friends Together programs. Both include a new Seniors Solutions component and an expanded horticultural option. In 2003, the Day Training and Habilitation program saw a 7 percent growth.

Day Training & Habilitation Program Components



- 174 participants were served in DTH. This was a 7% increase over last year and we had the highest program growth in Community Employment at 104%.
- Community Employment now represents the largest segment of DTH participants, increasing from 16% in 2002 to 30% in 2003.
- Ethnic diversity of program participants increased by 18%. The ethnic mix was Caucasian, African, African American, Asian, Native American, and Hispanic.
- The majority of participants are in the 34 -54 age range with 54% male and 46% female.
- Primary barriers to self-sufficiency for participants are developmental disability, physical impairment, and mental illness.



Success story: Meribel Enterprises, LLC

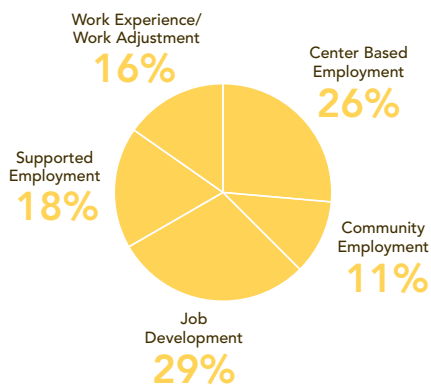
Our work with Meribel Enterprises, LLC is a shining example of how our services benefit the business community and the individuals we serve. AccessAbility, Inc. was originally selected to work on three assembly projects for the company at our production facility. Our group quickly proved they could handle more varied, complex work and Meribel requested our services at their own location. We now work on 20 various projects for Meribel, including the assembly of an electronic chassis and a variety of packaging and paint preparation jobs.

To date, 29 individuals from across our three core programs have had the opportunity to provide services on-site. AccessAbility also provides an on-site supervisor who is responsible for quality control and communication. Meribel is very pleased with the qualified, flexible crew and their high quality work. We're equally proud of their success!

Extended Employment

Throughout 2003, AccessAbility's Extended Employment (EE) program partnered with employers to help more people find successful employment. The program uses various approaches to prepare individuals for the world of work. The EE program continues to focus on the increasing use of technology in the workplace. To meet this challenge, AccessAbility increased the level of skills we offer by broadening the types and degrees of technology used in our training program.

Extended Employment Program Components



- 152 participants were served in the EE program. This was a 21% growth over last year.
- All of the growth was in non-center based employment programs. A significant increase in job development resulted in additional supported and community employment opportunities.
- Despite poor economic conditions, the average wage for participants placed in the community increased over last year to \$8.98/hour. Higher skills training programs had a positive impact on wages.
- Ethnic diversity increased by 32%. The mix was Caucasian, African, African American, Asian, Native American, and Hispanic.
- The majority of participants are in the 31-54 age range with 64% male and 36% female.
- Primary barriers to self-sufficiency are mental illness, physical impairment, developmental disability, and sensory impairment.



Success Story: Joel

The Anoka County Human Services building is an enormous facility. The housekeeping and upkeep of the 130,000 square foot building is a huge task, but it's one that Joel and his crew are proud of and enjoy.

The 11 member group works well together and the entire team is quick to point out Joel's contributions. His supervisors and co-workers say they can always depend on his solid work ethic, friendly and caring demeanor, and eagerness to put forth extra effort whenever needed. Joel even arranged his own transportation to work and now rides with a carpool partner.

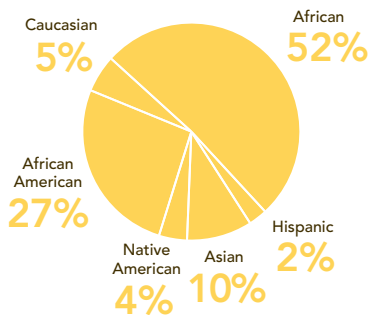
Welfare to Work

The business world can move at lightening speed. The increase in new technology, automation, new markets, and international competition have decreased the amount of time training programs have to respond to business needs. AccessAbility knows that integrating business needs with individual skill development can increase work opportunities for economically disadvantaged adults.

In 2003, AccessAbility continued to focus on technology by utilizing grants from Hennepin County and the City of Minneapolis for training. The Welfare Innovative Solutions to Employment (WISE) and Minneapolis Empowerment Zone grants support training and work options ranging from entry level jobs to technology related careers.

- Welfare to Work programs provided training and work opportunities for 269 individuals, a 29% growth over last year.
- The average placement wage was \$9.60/hour, a 6% increase.
- A total of 78 individuals were placed in both entry level and career advancement positions in 2003.
- In-house, hands-on, work training continues to be the largest Welfare to Work component, which grew from 48% in 2002 to 61% in 2003.
- 52 individuals received services in the technology component, Project Connect. This was a 72% growth over the previous year.
- Primary barriers to self-sufficiency are negative work history and limited English proficiency.

Program Diversity



Success Story: Steven Yang

Steven began looking for employment as a machine operator in the fall of 2003 because he enjoys the work and had several years of experience. He worked closely with his Minnesota Family Investment Program (MFIP) counselor at AccessAbility for job leads and skills training. In order to broaden his options and increase his marketability, Steven enrolled into one of AccessAbility's newest programs, Project Connect. Project Connect provides advanced, customized training, job development, and placement for higher skill level positions.

Just eighteen hours into the training, Steven was pleased to accept a position as a spot welder with a local company. He enjoys the rewards of supporting his family and hopes to increase his opportunities with his new employer.

Business Services

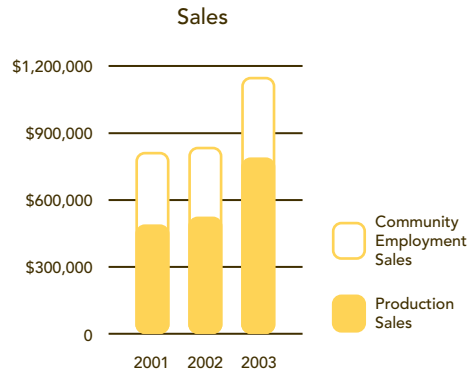


THRIVING

Our Business Services make good business sense for local companies. Whether they need to out-source, hire temporary services, or seek qualified workers, we offer dynamic, leading-edge solutions. Our services adapt to the ever-changing needs of businesses while providing “real-time” training and work opportunities that mirror the job market.

In the past year, we maximized resources and talents by improving systems and broadening the scope of skills we offer; incorporating total quality concepts such as visual management and “5S” within our production facility; and developing innovative approaches to sales and marketing. We strengthened relationships with community businesses by offering enhanced flexibility and more skills.

By broadening the diversity and scope of services performed for local businesses, we are able to increase the average level of skills, wages, and work opportunities necessary for successful job placement.



Document Conversion

This service provides technology training, as well as higher pay for the people we serve. It 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, we provide a wide range of “real world” experience. Learning opportunities include packaging, auto shrink-wrapping, poly-bagging, fulfillment, point-of-sale display assembly, and 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 creation and maintenance.

Document Destruction

Throughout the Twin Cities metro area, an AccessAbility team picks up containers of confidential material and brings them back to its warehouse to shred, bale, and recycle. Empty containers are exchanged at the original sites. It's a full-service system that works well for everyone involved.

Growing Together



Increasing sales and business relationships

AccessAbility, inc. experienced outstanding progress in sales and business relationships in 2003. We increased sales by 34 percent by securing new work sites in the community and growing our customer base within our own production and training facility.

By increasing sales and business relationships, we are able to offer jobs with higher wages, increase satisfaction for our current customers, and position our company for future growth.



Diversifying funding sources

Diversifying funding sources is a key part of our strategic plan. In 2003, we partially offset reductions in existing funding by receiving two new grants—a Welfare Innovative Solutions to Employment (WISE) grant from Hennepin County and a Minneapolis Empowerment Zone (EZ) grant. These grants work together to help fund our new technology-focused program called Project Connect. The program provides training and placement for unemployed or under-employed individuals in career-enhancing opportunities. It gives individuals the skills that are needed in today's technology driven workplace.



Building a stronger community presence

AccessAbility continues to grow, expand, and change to meet the needs of the business community. In 2003, we worked to build an even stronger local presence. Individuals are being placed in a diverse set of industries in a variety of positions. We also established new work sites at Meribel Enterprises, LLC, Knights Formalwear, and the Blaine Workforce Center. The three sites provide employment opportunities to more than 30 individuals. We also held our second annual open house, with assistance from our business partners, to reach more people in the community and educate local businesses about our services.



Work in Progress (WIP) AmeriCorps Program

Working together, it's amazing what we can accomplish! As an expansion of our collaborative WIP partnership, AccessAbility, Inc. was one of five community organizations to receive federal and state grants through Serve Minnesota!, a subsidiary of AmeriCorps. The WIP AmeriCorps program broadens the umbrella of services we offer. Our Americorps members work with people with disabilities, refugees, and people who are unemployed or underemployed. The goals of the WIP program are aligned with our mission and the funds allow AccessAbility to assist many more individuals.

Financial Report

Assets

Current Assets:

Cash	\$ 333,467
Accounts Receivable	418,836
Other	74,919
Total Current Assets	827,222

Land, Building, and Equipment - Net	1,086,495
-------------------------------------	-----------

Investments	100
-------------	-----

Total Assets	\$ 1,913,817
---------------------	---------------------

Liabilities and Net Assets

Current Liabilities:

Accounts Payable/Accrued Compensation	\$ 306,507
Notes Payable/Capital Lease	24,595
Other	41,177
Total Current Liabilities	372,279

Long Term Liabilities	135,883
-----------------------	---------

Total Liabilities	508,162
-------------------	---------

Net Assets	1,405,655
------------	-----------

Total Liabilities and Net Assets	\$ 1,913,817
---	---------------------



Support and Revenue

Fees and Grants from Government Agencies:

Day Training and Habilitation	\$ 2,578,824
Supported Employment	591,944

Interest and Other Income	16,522
---------------------------	--------

Public Support:

United Way	255,759
Contributions	166,907

Sales:

Business Services	1,233,030
-------------------	-----------

Total Support and Revenue	\$ 4,842,986
----------------------------------	---------------------

Expenses

Program Expenses:

Day Training and Habilitation	\$ 2,411,646
Supported Employment	1,626,735
Total Program Services	4,038,381

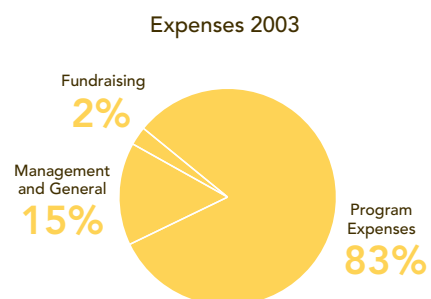
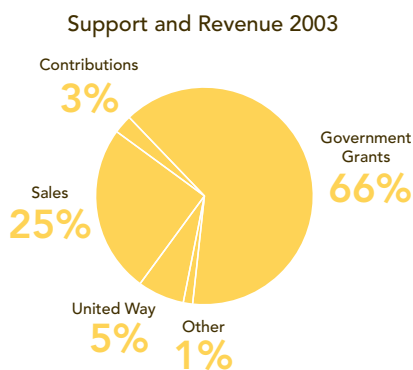
Support Services:

Management and General	714,606
Fundraising	79,176
Total Support Services	793,782

Total Expenses	\$ 4,832,163
-----------------------	---------------------

Net Assets - Beginning of Year	\$ 1,394,831
---------------------------------------	---------------------

Net Assets - End of Year	\$ 1,405,655
---------------------------------	---------------------



IN-KIND DONORS

A&E Products LLP
Accenture
The Act! Lady
Natalie Anderson
Shar Anderson
Rita Apaloo
Barbara Arnold
Artcast, Inc.
Jeanne Back
Theresa Biggerstaff
Black Forest Inn
Bremer Bank
Bruegger's Bagels
Caribou Coffee
Castle Rock Associates
Linda Cazett
Cheryl Volkman
Ciatti's
Lana Cook
Jim Crill
Crown Theatres, LP
Steve Dahl
Nanette Dvorak
Joyce Enger
Famous Dave's Bar-B-Que
Paula Foley
Jacki Gale
Donna Glasow
Good Earth
Graphic Productions
Colleen Grieder
Steve Groves
Betsy Halcomb
Tonia Hewett
Laura Hollinger
IKON
Jeff Isaacson
Jade Salon
Victoria Jenkins
Jim Strachan Design
Amy & Darren Jones
Barb & John Jordan
Chris Jordan-Grieder
Katun Corporation
Kerasotes Theatres
David King
Mary Jo Kingston
Jennifer Kwofie
L Cramer
Tonya Lauer
Len Busch Roses
Leonard, Street, & Deinard

Liberty Carton
Linder's Garden Center
Norma Lotz
Lisa Lundmark
Heather Lutz
Mall of America
Maynard's
Minnesota Timberwolves & Lynx
Minnesota Twins Baseball Club
Minnesota Vikings
Minnesota Wild
Movie Gallery
Jennifer Mozdin
Neat Things, Inc.
Diane Nelson
Old Spaghetti Factory
David & Anne Oxley
Bonnie Pautsch-Dyakin
Tammy Pleski
Pleski Masonry
Pleski Plumbing
PUR-A Proctor and Gamble Company
Bryan Qualy
Royal Supply
Rebecca Schmidt
Joan Selnes
JoAnne Smithknecht
St. Paul Saints
Pat Strachan
Subway
Pam Sunder
Teener's Theatricals
Kathy Thron-Smith
Timber Lodge Steakhouse
University of Minnesota
Addressing and Mailing Services
James Woods

INDIVIDUALS

Cathy Adams
Rebecca Aesoph
Dick Armstrong
Barbara & Robert Arnold
Timothy Asp
Fareed Assad
Jason Beaber
Barbara Beard
William Beddor
Beth Behling
Theresa & Clay Biggerstaff
Janet Blexrud-Hultin
John Bootier
Charles Brose

Terrance Brown
James & Annette Calhoun
Linda Carmack McCarthy
William & Barbara Cochran
Ashya Comes
Maryan Connell
Steven Cornwell
Stephen Dahl
David & Laurie Dahl
Gerald & Catherine Dashow
Carol Davis
John & Carol Davis
Delores Deppa
Henry & Katherine Doepke
Geraldine Drewery
Nanette Dvorak
Michael Eggers
Robert & Doris Engen
LaVonne Erickson
Nancy Foker
Patrick Foley
James & Elizabeth Foley
Dick & Katherine Freimuth
Michelle Gardas
Dora Gentile
Linda Goldman
Mary Ellen Goswitz
Neil Grass
Charles Gurler
Jerry Haase
Desiree Hagen
James & Sylvia Hammond
Kenneth & Anna Hampton
Mary Hanft
Paul Harry
Evelyn Hilgemann
David Hoffman
Peter Anthony Houdek
Bob & Linda Jodan
Cindy Johnson
Chris Jordan
Henry & Mary Kaszynski
Robert Katvala
David & Carolyn King
Mary Jo Kingston
Eugene Koelfgen
Joan Kohl
Daniel Komarek
R.K. Kones
Joseph Krammer
Lisbeth LaBreche
John & Barbara Leschisin
Lewis Leversedge

Elfriede Lobeck
 Nicholas & Kim Marino
 Ben & Janice Maroushek
 William McCarthy & Roseanne Potter
 James & Taya Mergott
 Barbara Miller
 Milica Mitterhauser
 Dennis & Kay Netland
 Marian Nyberg
 Betty Olson
 Thomas Olson &
 Mary Overlee Olson
 Lance Oteri
 Michael & Christine Pedersen
 Donald Phelps
 Kathleen Phillippi
 Sandra & Lawrence Phillippi
 Rosemary Prewett
 Jim & Susan Ricker
 Margaret Riley
 Reid Rose
 Kurt & Carol Ross
 Marv Saarela
 Rolf & Helga Schey
 Hugh & Margaret Schilling
 Chad Schmidt
 Cathy Smith
 Marlowe & Helen Sorenson
 Donald & Lori Stephens
 Doug & Pat Strachan
 Gordon & Barbara Taft
 Lawrence & Sally Terlisner
 Ruth Thompson
 Steven Voltz
 Steven Waller
 Inez Waltman Bergquist
 Roy & Betty Weigel
 Jack & Marion West
 David & Jessica Widdifield
 John & Mary Anne Wilberg
 Robert E. Williams
 Darrell Wistrom
 Heather Wood
 Hugh & Marilyn Wooldridge
 Stacy Woolhouse

HONORS

James & Mary Anderson
 David Breault
 Karlotta Carlson
 Michael & Ann Cibulka
 James & Jannalee Cornelius
 Dennis & Delores Deppa

Mark & Patricia Duffy
 Gladys Filtz
 Sylvia & James Hammond
 Tyrone & Susan Hill
 Nora Holman
 Darrell & Gen Lane
 Martha Mason
 Gregory & Lillian Mattson
 Louis & Mary Paoli
 Charles F. & Norma Pearson
 Charles J. & Mary Pearson
 Albin & Arlene Thies
 Cheryl Volkman
 Myrtle Woodard

MEMORIAMS

Richard Brokke
 Keith & Dona Caswell
 Jere Cleaveland
 Gerry M. Cochran
 Wayne & Nanette Dvorak
 Stanley & Mary Ann Ervasti
 Gladys Filtz
 Joan Fosseen
 Jack Gassner
 Steve Groves
 Bruce Groves
 Peter Anthony Houdek
 Edith Hurley
 Mr. & Mrs. Jack Ottem

Kathy Polhamus
 Lee Reinharz
 Duane & Patricia Rosenberg
 Donna Stelmaszewski
 Robert E. Williams

ORGANIZATIONS

3M Foundation
 Athwin Foundation
 Bush Foundation
 Casey Albert T. O'Neil Foundation
 Chester Bird American Legion Post 523
 Digital Entertainment, Inc.
 Fortis, Inc.
 Fridley American Legion Post 303
 Groves Foundation
 Legends Golf Club
 Lions Club of NE Minneapolis
 Lions of Brooklyn Park
 Maguire Agency
 Marshall Field's Distribution Center
 Minneapolis Empowerment Zone
 OEM Metals
 Patch Foundation
 Royal Supply
 Sanus Systems
 Terhuly Foundation
 Thrivent Financial for Lutherans
 VFW-Roseville #7555

Outdoors



RESPONSIVE

Volunteers



Other Volunteers

Stephanie Ableiter
Bjorn Bergh
Winter Blanchard
Francine Boone
Virginia Coyle
Michael Danielson
Mike Davidson
Anna Deux
Jackie Fahey
Kari Flaherty
Meliene Fontaine
Caren Grantz
Cathy Haekenkamp

Emiru Hika
David Holewinski
Wayne Holmgren
Bob Hunter
Maui Kahiopo
Tami Kendrick
Sharon Kinney
Tim Kivlin
Jason Love
Ryan McCausland
Jeff Meek
Karen Mulbarger
David Oxley
Keith Peterson
Lynda Rehschuh



David Rupp
Michael Schoenfeld
Tracie Sheahan
Glenn Smith
Pat Stahl
Ethan Sutton
Phil Thiele
Tom Thies
Joy Thompson
Donna Washington
Feifei Wei
Barbara Weinrich
Don Wilson

Business Development Advisors

Carl Anderson
Chuck Gurler
Paul Harry
Bob Jodan
Jim Ricker
Pat Strachan
Hugh Wooldridge



EFFECTIVE

Board of Directors

Steve Waller
Chair
Retired, General Mills, Inc.

Barbara Arnold
President
AccessAbility, Inc.

Pat Strachan
Vice Chair
Castle Rock Associates

Leander Hallgren
Retired, Honeywell

Bruce Groves
Secretary
First Universalist Church

Dr. Ken Hampton
Hampton Psychological Consultants

Michael Pedersen
Treasurer
American Summit Mortgage Corporation

Paul Harry
BusinessWorks Consulting LLC

Mohamed Jibrell
Goodwill-Easter Seals

Staff

Abdirizak Aden
Amy Allen
Jodi Allen
Doug Anderson
Natalie Anderson
Rachel Anderson
Shar Anderson
Rita Apaloo
Barbara Arnold
Robert Barlage
Theresa Biggerstaff
Denise Bissonette
Amy Bohlman
Reed Braaten
Sara Broderick
Linda Cazett
Heu-Lang Chu-Yang-Heu
MaryAn Connell
Lana Cook
Debbie Cox
James Crill

Stephen Dahl
Lisa Dawes
Brooke Drake
Joyce Enger
Ron Erickson
LaToyia Evans
Jackie Fahey
Melissa Farrell
Jacki Gale
Robin Garwood
Donna Glasow
Betsy Halcomb
Pam Hauglie
Fowzia Harum
Anna Heyne
Tonia Hewett
Laura Hollinger
Corey Hurlbut
Jeanne Huwe
Jeff Isaacson
Katrina Jackson

Abdikani Jama
Victoria Jenkins
Amy Jones
Chris Jordan-Grieder
Marisa Kiebel
David King
Jennifer Kwofie
Sandy LaBatte
Jerry Langendorfer
Tonya Lauer
Gayle LaVoie
Kelly Leonard
Lewis Leversedge
Norma Lotz
Lisa Lundmark
Heather Lutz
Jim Mattson
Vicki McKinney
Jennifer Mozdin
Dan Mueller
Dick Mundl

Diane Nelson
Anne Oxley
Bonnie Pautsch-Dyakin
Tammy Pleski
Bryan Qualy
Basia Rompa
Ericka Ross
Rebecca Schmidt
Marianne Schommer
Brandy Schultz
Amie Sowe
Allan Strehlow
Pam Sunder
Kathy Thill
Kathy Thronnd-Smith
McKenzie Vang
Dan Wain
David Weseloh
James Woods
Khoua Yang
Monica Youngren

