

# 2022 - 2023 Mentorworks Impact Report

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# A Message from CEO, Suad Bisogno

2023 was a year of growth for IRI. We expanded our services to the North Bay, San Diego, and the Inland Empire areas. We developed our own employment specialist training curriculum that was certified by the Association of Community Rehabilitation Educators. We are now re-training our current workforce and the larger disability employment community to this curriculum. We have over 200 people registered to be trained! We have also expanded our infrastructure to better support our growth. This includes:

- Associate Director of Services to support our growth in the San Fernando Valley and expansion to the Antelope Valley and North Bay region.
- Chief Training Officer to develop and train our new employment curriculum.
- Intake and Administrative Specialist to support us in the growing number of people interested in our services.
- Accountant – Yes, we were long overdue.

We are excited to build a foundation that will support our growth as we venture into new territories.

As always, we can't do this without the dedication and support of your Employment Coaches, Leads, Support Managers, Directors, and administrative staff. All play a vital role in ensuring that we continue to provide meaningful support that supports people with disabilities to work and live as independently as possible.



# Services



## **MENTORWORKS**

Service to promote the full inclusion of persons with disabilities into their community through Competitive Integrated Employment (CIE).

## **EMPOWERED LIVING**

Service to support individuals living within their communities, as integrated as possible.

## **SELF DETERMINATION**

Service allows IRI to support someone with a self-determined support plan to live a meaningful integrated life.



# Advocacy



## ◆ **WAGE COALITION OF SERVICE PROVIDERS**

IRI is working with a coalition of providers that want to work with DDS and Legislators in recognizing our potential wage crisis. Many industries minimum wage is going up while our service industry's minimum wage remains at the state minimum wage. The service provider anticipates a mass exodus of direct support professionals in our field into other sectors. We hope that there is a review of the rate study to establish new minimum rates of pay for services.

## ◆ **CALIFORNIA OFFICE FOR EMPLOYMENT FIRST**

We have been working with several advocacy organizations in passing trailer bill language to support an Office for Employment First. TBL has passed and now working on setting meetings with Health and Human Services to support them in the expectations of developing this Office.

## ◆ **CA APSE AND CDSA MINIMUM WAGE ADVOCACY GROUP**

We have partnered with several sub-minimum wage providers and employment 1st providers to develop meaningful solutions to present to DDS and the State in supporting the phase-out of Sub-Minimum Wage in California.

## ◆ **DDS EMPLOYMENT WORKGROUP SUBCOMMITTEE**

We continue to sit on bi-monthly meetings to discuss the set up and implementation of a new employment service within the DDS system that will help people with disabilities to navigate employment options.

# | Expansion



**IRI's goal was to grow services to new areas of California by the end of the fiscal year. We have accomplished this and are now providing support in**

**San Diego**  
and  
**North Bay!**

# ACRE Training

ACRE members believe that the quality of employment services to individuals with disabilities can be improved by ensuring that the training available to provider staff is of a high quality. To quantify high quality, ACRE uses four domains (following APSE's domain model) and 39 competencies to evaluate curricula and training approaches, as well as requiring documentation of trainer qualifications and experience.

The ACRE Basic Employment training covers topics such as disability rights, community research, individualized assessment/discovery, career planning, workplace support, and job development.

The Employment Services Certificate is being offered by Integrated Resources Institute and is based on a curriculum developed by TransCen, Inc.

The certificate curriculum is endorsed by the Association for Community Rehabilitation Educators (ACRE). Upon completion of the required 40+ hour training, an "ACRE Certificate of Achievement" is awarded. This Employment Services Certificate is comprised of a 6-day workshop (30 hours) and two sets of field-based assignments (10 hours). The training can be offered remotely.

In fiscal year 2023, Integrated Resources Institute began offering ACRE training to their employees. This program was led by Chief Training Officer, Roy Willson. With his guidance, dozens of employees have completed the ACRE training and received certificates. Because of ACRE training, the served people at IRI receive a higher quality of employment development leading to more success at CIE sites.



## Roy Willson Chief Training Officer

*"Apart from the establishment of high standards in community employment services and the promotion of CIE for those we support, ACRE training reaffirms a basic human quality. That each and every one of us has our own distinct talents, skills, and strengths that we can offer our fellow citizens and ALL of us can and should be a part of our communities. This is true regardless of disability, regardless of support needs, and regardless of whatever barriers in life we face."*

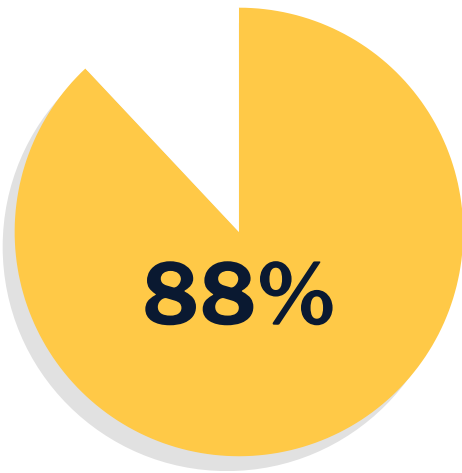
# Population Demographic & Participant Characteristics

<b>Diagnosis</b>	<b>Total</b>	<b>% of Served People with Diagnosis*</b>
Autism Spectrum Disorder	114	39%
Intellectual Disability	162	56%
Down's Syndrome	10	3%
Brain Injury	1	<1%
Seizure Disorder	10	3%
Cerebral Palsy	28	1%
Williams Syndrome	1	<1%
Other	97	34%

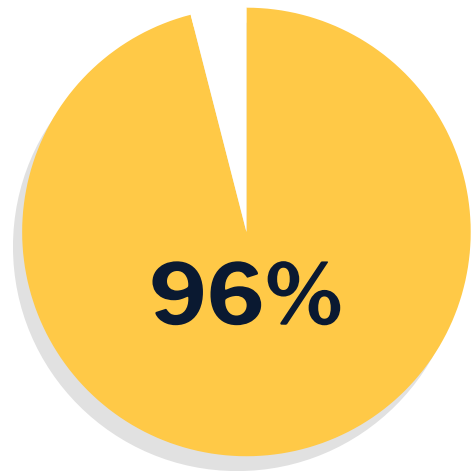
\*Individuals may have multiple diagnoses

<b>Gender</b>	<b>Total</b>	<b>Percentage</b>
Female	89	30%
Male	199	69%
Non-Binary	1	<1%

# Satisfaction



**Families**



**Participants**



**Employers**



**Regional Center  
Service Coordinators**

# Employment Outcomes

**289** Individuals Served

**60** New job placements



**100%**

**Placements are considered  
Competitive Integrated  
Employment**



**81%**

**Participants in paid work  
positions**



**100%**

**Support time in inclusive  
community settings**



# Employment Outcomes

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**52.36 Hours**

Average worked per month

**3.3 Years**

Average job tenure

**\$60.00 - \$6,866.16**

Monthly wage range

**\$860.92**

Average monthly income

**\$15.00 - \$40.87**

Hourly wage range

# Outcomes for People Served



Percent of participants entering services with an unemployment status



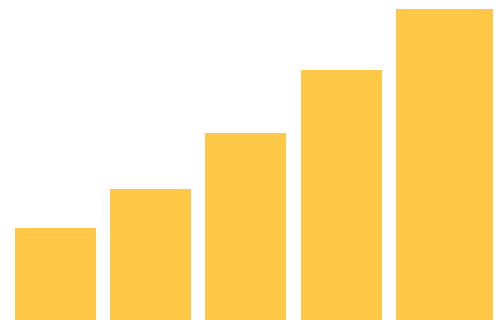
Percent of participants engaged in paid work in integrated work settings



Percent of participants engaged in paid/volunteer work hours



Percent of support time in a community integrated settings



# Outcomes for People Served



## Average hours per week

**Volunteering: 7.4**

**Employment: 14.5**

**Work Setting: 21.9**



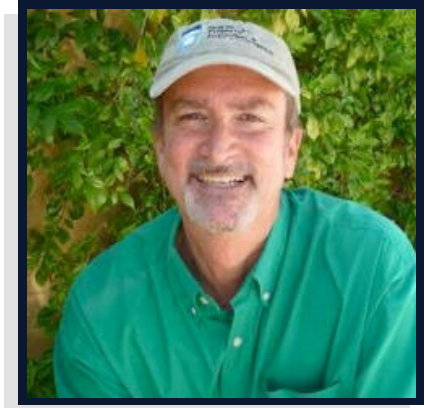
# Board of Directors

## Steve Zivolich

### Board President

For the past 35 years, Steve has been recognized as an innovative leader in the development of "Integrated Work" options for persons with significant disabilities. His program efforts have resulted in the community job placements for over 20,000 persons with disabilities throughout the USA and Australia. He has published several peer-reviewed research articles documenting successful integrated work outcomes for persons with disabilities. Steve has authored and directed several national, state, and local employment grants funded in excess of \$30 million.

Steve currently lives in California wine country with his wife, dog, turtle, and two chickens.



## Rex Bonnell

### Board Treasurer

Rex had a 32 year career in electronics engineering where he led development projects from as small as a single communication and processing device within a facsimile machine to a multi-dimensional large-scale military defense communications system. During this period, he led an international development team centered in the south of France. After retirement, he spent several years in the high school education system as a math teacher, and currently participates in several volunteer activities, including with the Orange County Red Cross, the Irvine Animal Care Center, and the Irvine Meals on Wheels program. He is also a certified naturalist with the American Cetacean Society and can often be found on local whale watch outings.

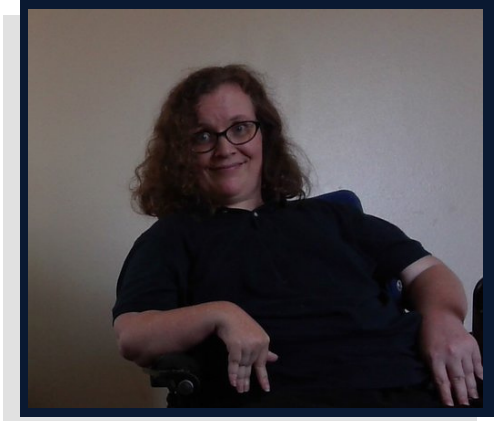


# Board of Directors

## Jessica Gould

### Board Member

Jessica is the owner and creator of J Gould Consulting. She obtained a Bachelor of Arts in Applied Behavioral Science and Associates in Early Childhood Education from Ashford University. Since 2019, J Gould Consulting guides the developmental service industry through the legislative process connecting them with key players to make their voices heard. Overtime the goals and aspirations of J Gould Consulting have expanded to broaden advocacy efforts and awareness for people with disabilities, through the legislative process. Jessica believes in equal opportunity for people regardless of disability, limitation, or otherwise. Over the years Jessica has worked with several agencies affiliated and tide to the State of California including but not limited to: Regional Center, Department of Developmental Services, State Council on Developmental Disabilities and The Lanterman Housing Alliance.

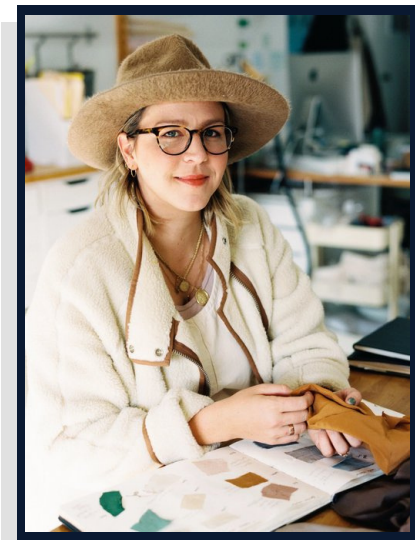


## Janelle Thomson

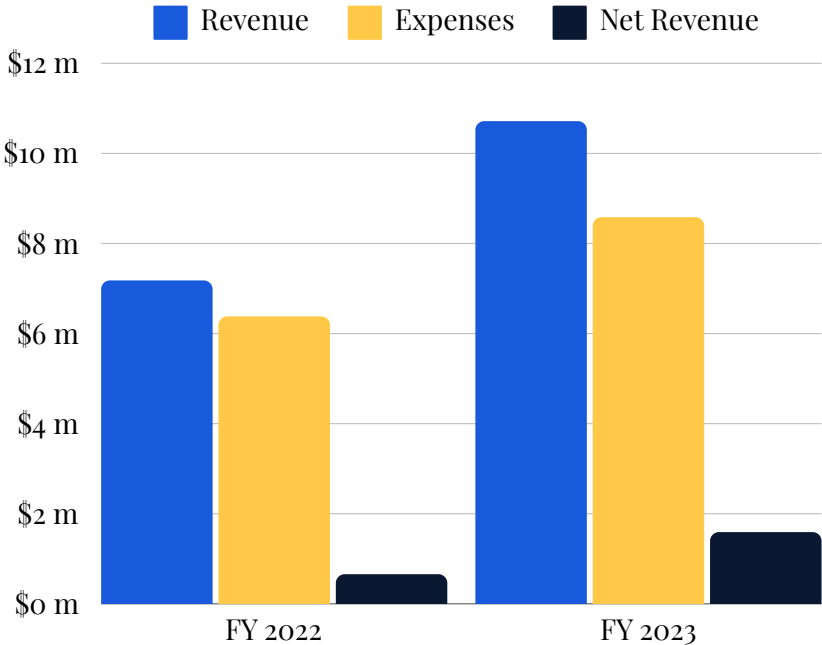
### Board Member

Tono + co is the passion of Janelle Nicole Thomson, owner of the floral company Lavenders Flowers. Working closely with brides for over a decade, color became the natural center of Janelle's work leading her to the tradition of hand-dyeing fabrics. Tono + co finds its inspiration in the first-hand knowledge Janelle gained while studying painting & color theory in Florence, Italy. In Italian, tono refers to the gradual increase in color tone, creating a fluid color spectrum. Through the learning process of mixing oil paint, Janelle developed a sensitivity to color tone. Her passions for combining color and texture have evolved into the art of hand-dyed textiles.

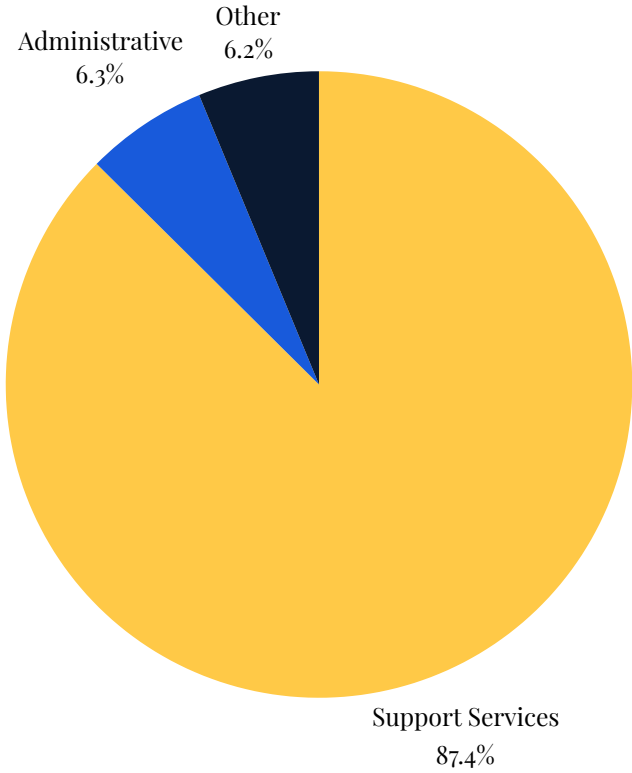
Janelle is a committed advocate for the community that Integrated Resources Institute serves. She has provided employment opportunities to an individual supported by IRI.



# Financials



## Expenses





# Financials

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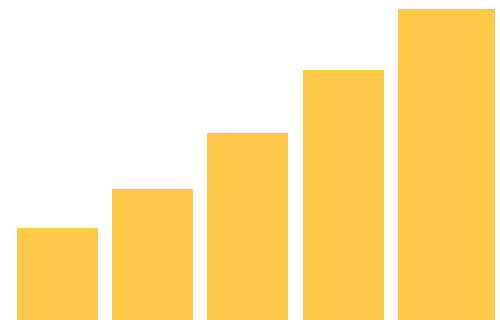
## FY 2023 Revenue

Services Revenue - Regional Centers	\$9,672,859
Contributions and Grants	\$199,797
Other Revenue	\$304,150
<b>Total Revenue</b>	<b>\$10,176,806</b>

## FY 2023 Expenses

Support Services	\$7,506,719
Administrative	\$541,900
Other Expenses	\$536,493
<b>Total Expenses</b>	<b>\$8,585,112</b>

<b>Net Revenue</b>	<b>\$1,591,694</b>
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# People We Support

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# GRISELDA ZAMARRIPA

Griselda is a dedicated and hard-working individual. She enjoys going on vacation with her mother to Mexico where they visit family. When Griselda started receiving services through IRI, she was already working at El Super near her home but wanted to look for opportunities in a more supportive environment. Griselda was able to find that opportunity when she applied to Food 4 Less and was hired directly as a Utility Clerk. Griselda has shown great improvement in her ability to assist customers with locating items throughout the store. She would often get called to pick up shifts due to her reliability and work ethic. As of today, Griselda is still employed at Food 4 Less and is thriving as a UC.



# HAROLDD BAYLE

Haroldd has always shown a remarkable willingness to help others and greet everyone with a welcoming hello. Since joining IRI and beginning his employment at McDonald's, Haroldd has become a familiar face to regulars during his morning shift. Haroldd goes above and beyond during his shift, offering refills to customers, and making sure everyone's needs are met. Haroldd is also an artist, showcasing his talents in water painting and music beats that he shares with his friends and circle of support. Outside of work, Haroldd contributes to his community by volunteering at the Laguna Niguel Senior Center, showcasing his dedication to service. Haroldd is known for his strong work ethic and is always willing to lend a helping hand.





# JAVIER SILCOCK

Javier Silcock is a friendly and outgoing young man. He has a contagious smile and loves staying active. Javier recently reached his 1st-anniversary mark at his employment site, Discovery Science Center in Santa Ana.

Javier's dream was to work at the Discovery Science Center, IRI recognized this and focused all job development efforts on his employment dream job. Javier hopes to remain an employee at the Discovery Science Center for as long as possible. When Javier first became employed, he was shy and needed encouragement to interact with the patrons at the Discovery Science Center. As he continued to work, it became evident that he was gaining confidence every day. Javier has created positive work relationships with his co-workers and wants to ensure every visitor to The Discovery Science Center has a joyous and unforgettable experience.

Javier continues to build on his customer service skills so each visitor has a fun and interactive learning experience at the Discovery Science Center. Javier enjoys his current employment and now wants to obtain a second job at Knott's Berry Farm in Buena Park.

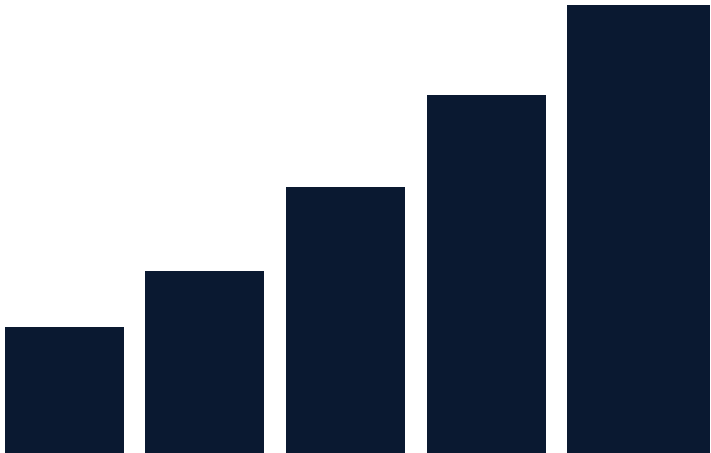


# Employment Coaches

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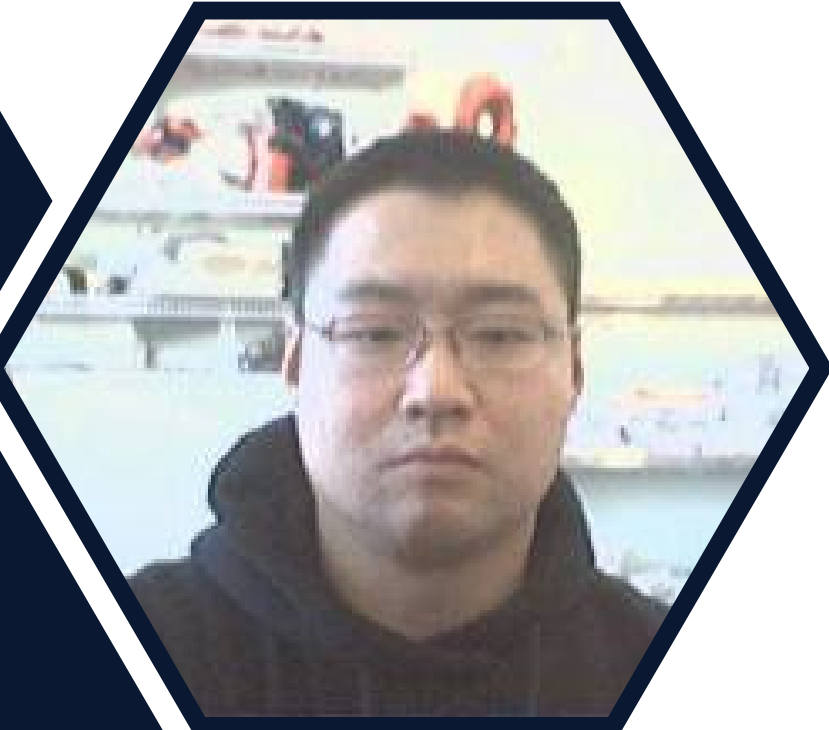




# CHONG SUNG

Chong joined IRI in January 2021 and made an immediate impact on the people he supports. Chong's mission is to help people transform their lives one day at a time. He believes Integrated Resources Institute is a great place to achieve this goal since the company's values align with his. Chong appreciates his supportive colleagues whomake him smile. Every day, he feels inspired to learn how to improve as an Employment Coach. His hard work has made an invaluable impact on IRI!

Chong is flexible, understanding, takes initiative, and goes above and beyond for the people he supports. Chong was vital in getting a person he supports situated in their internship by maintaining an open line of communication with the site.



# MARCY HERRERA

Marcy has been with IRI since 2015 and continues to perform exceptionally well in her position. She has high standards for support and prides herself in her work. For this reason, managers frequently schedule new employees to train with her.

Marcy's favorite part of working for IRI is getting the opportunity every day to make a difference in the lives of the people she supports. Being a part of their path to independence and success and watching them integrate into the community is one of the most rewarding aspects of her job.

In her free time, she enjoys riding her e-bike, going to the beach, and is very involved in her church. She has a golden retriever that always demands her attention.

We are very grateful for Marcy's dedication to the people she supports and the impact she has made at IRI!



# Affiliates

- ◆ **ASSOCIATION OF PEOPLE SUPPORTING EMPLOYMENT 1ST (APSE)**
- ◆ **THOMPSON POLICY INSTITUTE**
- ◆ **ORANGE COUNTY EMPLOYMENT ADVOCACY NETWORK (OCEAN)**
- ◆ **ADULT DAY SERVICES ADVISORY COMMITTEE (ADSAC)**
- ◆ **CAL TASH**
- ◆ **NATIONAL TASH**
- ◆ **NORTH LOS ANGELES VENDOR ADVISORY COMMITTEE**
- ◆ **NORTH LOS ANGELES BOARD OF DIRECTORS**
- ◆ **STATE COUNCIL ON DEVELOPMENTAL DISABILITIES (SCDD)**

# Contact Us



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**Thank you for your support!**



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