



2016 Annual Report

WHO WE ARE

EMS INC. is a nonprofit organization assisting individuals with disabilities in going to work. We provide one on one assistance helping people become employed in the jobs of their choice.

Mission:

It is the mission of EMS Inc. to assist individuals with disabilities in Job Placement, which will lead to INDEPENDENCE and SUCCESS.

Vision:

It is the VISION of EMS Inc. to be the first choice for consumers, referral sources and employers when looking for first rate services, especially when EMPLOYMENT is #1 on the list.



Areas of Service:

Inland Empire District:

Riverside, San Bernardino, Temecula, Ontario, Victorville

Orange/San Gabriel District:

El Monte and West Covina

Van Nuys/Foothill District:

Van Nuys, Santa Clarita, Lancaster and Canoga Park

San Diego District:

Laguna Hills and San Marcos

**444 Persons
Served**

A Note From The Co-Founders:

EMS Inc. is pleased to report that we have been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following services:

Community Employment Services: Employment Supports

Community Employment Services: Job Development

Notification from CARF: This accreditation will extend through 11/30/19. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

Please note that the survey report identifies no recommendations. This accomplishment is achieved on only 3 percent of CARF surveys.

Additional CARF Accreditation Survey information is included in this report.

With our hard work and dedication EMS Inc. has had great success in 2016 helping persons served to become employed in the jobs of their choice, which has moved them closer to becoming independent and successful in other aspects of their lives.

EMS INC. provided Employment Services in 2016 to 13 offices within 5 different districts of The State of California Department of Rehabilitation. We have assisted 210 individuals to become employed in the jobs of their choice, and 72% of those individuals have retained their jobs for over 90 days. We attribute this outcome to the hard work and dedication of our outstanding Job Developers.

We are looking forward to a 2017 filled with more growth and positive outcomes for our consumers, staff and stakeholders.

Respectfully,

Lisa Bullen CEO and Kari Anderson CFO



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Some of The Employers We Work With:

Irvine Valley College. Uber. Ace Hardware. Dr. Julie Berg. West Marine. Oakley. Financial Services. JC Penney. Charles Wigs of Laguna. Knight Private Security. Service Staffing. Kaiser. American Protection Security. Childcare Careers. Fairway. Diagnostic Laboratories. Djong Sand Cars. FedEx. Magnolia Rehabilitation. Green Shield Security. Kenco. Northcoast Kidney Center. Home Instead. ITT Aerospace INC. Patriot Towing. Phoenix Rising Rehabilitation. World Private Security. IHHS. Asian Pacific Health. General Atomics. Pacific Landing Living. DaVita. Pacific Grove Hospital. Unified Protective. Actron. County of Riverside. Cemex. Childcare Career Centers. David and Margaret. Theatrical Arts. Int. The Haven Group. Banning Primary Care. Brewcakes. Project Ayada. Horizon Solar. MAB. Universal Protection. 99 Cents Only. Goodland Regional. Citrus Pharmacy. Michael's. Department of Conservation. Von's. CADC. Dr. Susan Beigel. Port Logistics Group. Sierra Mountain Express. Safelite. Aki Home. Calstro Hospice. The Hones Company. WIS International. Onecare. Under Armor Distribution. Olice Crest. Majestic Terminal Service. Adelanto School District. Apple Valley USD. Gretchen Meeken. Dale and Sons Construction. Sunrise Senior Living. Harp Nu Life Treatment. Auto Protection Services. United Filter. Carnell. HVAC. Life Bank. Milgard. Earth Island. Blaq Diamond Wheels. Pyramid Plastering. Tom;s Restaurant. Quik Pik. Edible Arrangements. Bridge to Home. Auntie Annes. Kurt Bomer Plumbing. Magic Mountain. Health Net. CSC Security. Walmart. Williams Lea. NOCCCD. Junior Blind of America. McDonalds. Ready Pac. Global Promotions. Goodwill. Pollies Pies. Colonial Gardens. Altamed Medical Center. Accelerating Ministries. Integrity. ADD Master. Office of Rick Muir. PharmMed Quest. UTI. Appen. Albertsons. Kona Grill. NCR Schoening Technology. UPS. Kohls. JBS Water Treatment. Soujourners Group Home. Thornton Consulting. Global Plastic. Triage Partners. DeVries Communication. Peaceful Heart Home Care. Security Defense. Think Together. Cadent. Amazon. Geeks Store. Forestry and Fire Dept. RI Health. San Bernardino USD. National Processing. St. Mary's Montessor. CR England. Buffalo Wild Wings. CSC. Mountains Comm. Rural. Imperial Guard Services. Premier Medical Transport. Kohl's Distribution. FRW. Care Right Vocational. Amazon. Jomar Table Linens. Walmart Fulfillment CTR. SF Express. Complex Legal Services. RAFF Credit Unio. Target. American Eagle Outfitters. Legacy Supply Chain. Red Robin. Newell Rube maid. Hesperia USD. Petco. Crus Containers. High Desert Inn. IBEW. Satoh Bros. Athens Peoria Yard. Bak Industries. Firestone. MG Engineering. Padco Auto Parts. Center For Healthy Living. Herrick Elementary School. PCAM. Prestige. Llamas Plastic Inc. Citi. Horizon Support Services. Retina Institute of America. Brookdale. Michael Kors. 99 Ranch Market. County of San Bernardino

EMPLOYMENT STATISTICS

Persons Served = **444**

Individuals Job Placed = **210 = 48%**

Individuals Who were Job Placed and Reached 90 Days of Successful Employment = **152 = 72%**

Types of Employment Obtained:

Counselors = **4 Consumers**

Office Assistants = **14 Consumers**

Medical Support= **16 Consumers**

Ultrasound Technicians = **2 Consumers**

Cashiers = **14 Consumers**

Warehouse Workers = **43 Consumers**

Teachers = **9 Consumers**

Security Guards = **14 Consumers**

Stock Clerks = **4 Consumers**

Drivers = **12 Consumers**

Forklift Operators = **4 Consumers**

Customer Service = **21 Consumers**

Other job titles: Prep Cooks, Courtesy Clerks, DH Coordinator, Social Media Evaluator, Electrician, HVAC Technician, Automation Specialist, LVN, Superintendent, Legal Locator, Safety Specialist, Machine Operator, Engineer, Inventory Clerk, Interpreter, Job Coach, Crossing Guard, Sales Manager, Plumber, Painter, Optician Assistant, Specimen Processor

63 Consumers are making over \$13 an hour, and 15 consumers are making over \$20 an hour.



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CARF Survey Report for EMS Inc. dba Employment Means Success

SURVEY SUMMARY

EMS Inc. dba Employment Means Success has strengths in many areas.

- Referral sources express that they are extremely satisfied with the services they receive and are complimentary of the performance and dedication of the organization's staff members. Referral sources also stated that EMS works in a cooperative and collaborative manner and that staff members are friendly, respectful, and knowledgeable.
- One of the organization's clear strengths is the dedication of staff members. Consistently, staff members are competent, well trained, knowledgeable regarding the consumers' needs, respectful and supportive in their interactions, and dedicated to promoting the organization's mission.
- EMS is commended for the partnerships and collaborative efforts that have been developed with agencies, organizations, and companies throughout the community and service area.
- The organization has an extremely positive image and reputation in its service delivery area and is a respected and valued member of the community, as evidenced from all stakeholders interviewed.
- The job development staff members have done an excellent job in developing a network among employers and with potential customers to enhance employment opportunities for consumers.
- The intake and assessment process results in a significant amount of information to develop individual service plans. The information obtained from referral sources provides a good overview of the services to be delivered. Taken together, these documents provide a comprehensive look at the consumers' strengths, desires, and barriers to employment.
- A strong, person-centered approach to individual planning is evident in each consumer's file. This process starts with the referral form that takes into consideration a great deal of data on the consumer's wants. Needs and desires. The high level of satisfaction with services was apparent during interviews and from satisfaction survey feedback.
- The board of directors is comprised of an active and involved group of community leaders that clearly understands and supports the organization's mission and its fiduciary and governance roles.
- The organization's leadership is very active in the community, as evidenced by the number of senior staff members who are active in community service organizations and local chambers of commerce. In addition, EMS is a member of each WorkSource/One Stop Center in each area where services are provided.
- Detailed personnel policies are in place and appear to be representative of good practices in the field of personnel management.
- Monthly job club meetings are available for consumers.
- The strategic plan provides blueprints for the areas to be addressed in order to maintain quality service delivery, operations, and fiscal stability. It is a working document and reviewed and revised as needed in an ongoing basis.
- The annual report generated by the organization is a high-quality report, which has a year-end review, a list of achievements accomplished during the year, and update on services provided along with businesses that have hired consumers, employment statistics, EMS staff members and the board of directors, financial outcomes, and comments from some consumers.

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CARF Survey Report for EMS Inc. dba Employment Means Success

SURVEY SUMMARY

EMS Inc. dba Employment Means Success has strengths in many areas. Cont.

- The organization's job developers are knowledgeable about the local labor market, and placements reflect their knowledge and overall positive approach to full inclusion.
- Confidential case records are maintained for each consumer that are well organized and contain the needed information to provide effective services.
- The organization prioritizes health and safety. Properties are maintained in a healthy and safe manner, and inspections are completed. Written documentation covers safety drills, inspections, safety training, and general safety discussions.
- The organization is managed by a knowledgeable and experienced executive director who excels in providing an organizational environment that fosters the creativity and problem-solving skills of staff members.

EMS received no recommendations from this accreditation survey. Any consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.

On balance, EMS provides quality services, is well respected, and continues to fulfill its mission to assist the consumers in job placement, which will lead to independence and success. The organization has policies and procedures in place that help guide its various functions and operations. Services are person centered, and consumers are definitely benefiting from the services offered by the organization. The organization is respected by referral source and other stakeholders. EMS demonstrates its continued commitment to quality by using the CARF International standards to guide its ongoing operations. The consumers and other stakeholders appear very satisfied with the services and have a number of opportunities to provide input. The organization uses a well developed outcomes management system and strategic plan on which to base decisions and make improvements in service delivery. The services, documentation, and practices clearly indicate that these conditions have been ongoing and will likely be maintained or improved. The positive attitude and receptivity to the suggestions that were made instill confidence that EMS will use this report to further improve organizational and service quality.

EMS Inc. dba Employment Means Success has earned a Three-Year Accreditation. The board, administration, and staff members are recognized for their efforts in maintaining international accreditation. EMS is encouraged to use this report to continue to enhance and improve its overall operations. The organization is further encouraged to stay abreast of changes that are made to the CARF standards and continue to use them to provide quality services.





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EMS INC. Staff

CEO/Executive Director and Co-Founder: **Lisa Bullen**

CFO and Co-Founder: **Kari Anderson**

Job Developer Supervisor: **Brenda Whipple**

Job Developer: **Terald Smith**

Job Developer: **Amanda Griffin**

Job Developer: **Luis Astorga**

Job Developer: **Tiana Diaz**

Job Developer: **Audra Bullen**

Our Distinguished Board of Directors



LARRY SCHROEDER –
President
Claremont City Council
Member



SEAN MASAKI FLYNN,
Ph.D. *Vice President*
Associate Professor of
Economics at Scripps College



KEVIN BUNCH –
Treasurer
Staff Analyst for The
Department of Behavioral
Health



RICK MUIR –
Member
Attorney and CPA



JAMES T. MIURA –
Member
Upland Unified School
District



DEVO ANDERSON –
Member
Quality Control Manager



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FINANCIAL OUTCOMES

Statement of Activities

Revenues

Program Revenue:	\$674,414
Fundraiser	\$6,473
Total Revenue:	\$680,887

Expenses

Program Services:	\$567,648
Administration:	\$134,042
Total Expenses:	\$701,690

Net Income: **\$19,732**

Note: Condensed financial information is derived from financial statements audited by NICHOLS and ASSOCIATES. Audited financial statements are available at EMS INC. 105 S. Spring Street Claremont, CA 91711.

A FEW WORDS FROM OUR CONSUMERS:

“EMS Representative placed me in less than 6 months. I had tried finding employment on my own, unsuccessfully for over 1 year. I am now gainfully employed thanks to my job developer, in my profession of CRCST/SPD Technician which I thought was nearly impossible. I am grateful for my new job, my case was a difficult one.”

Richard L. is an Instructor at UTI – Universal Technical Institute. Thanks to EMS, he is enjoying helping others to become trained in the field of their choice.



“Thank you for all your help! Keep up the good work.”

“Thanks to my Job Developer I am now employed!”

Tyler R.

