



# 2020 Annual Report



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# 2020 Annual Report

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## Letter from the Director



2020 was a year to remember. We had 122 clients working at the end of February. March came around and Covid hit hard. We had 17 clients that continued to work. Staff worked hard and filled in with contract work. As we finish the year, I feel very thankful. Our clientele and staff have stayed safe through the year. We are back up to over 60 clients working. We have kept our contracts and remain optimistic. We are looking forward to 2021 as we continue to keep people safe and coming back to work.

# Introduction

## **Mission Statement**

Kulshan Supported Employment's goal is to assist people with developmental disabilities find and maintain appropriate, meaningful employment.

## **About Kulshan Supported Employment**

Kulshan was established in 1987 and is a non-profit organization. Kulshan contracts with the Developmental Disabilities Administration and the Division of Vocational Rehabilitation. We provide individualized employment services to adults with developmental disabilities who are eligible to receive services or are willing to pay privately for services. Kulshan maintains accreditation through the Commission on Accreditation of Rehabilitation Facilities (CARF) in the following areas: Employment Planning, Job Development, Job-Site Training and Job Supports. Kulshan staff receive ongoing training to be able to provide the best services possible. As a client of Kulshan, you can expect to receive professional employment services, honest feedback aimed at helping you achieve your employment goals and ongoing employment support and advocacy. Clients in Kulshan direct their employment process. If you have any questions about the services that we provide, please contact us.

## Agency Statistics

The average number of months that it took for a client in Kulshan to find meaningful employment in 2020 was 3.46 months. On average, clients who are currently unemployed have been so for 10.5 months.

The percentage of clients that maintained their job 2020 was 97%. At the end of 2020, 87% of clients in Kulshan were employed.

Of the clients placed in new jobs in 2019, 10/12 or 83% of clients maintained their jobs for a minimum of 6 months.

Consumers and stakeholders responded to the 2020 survey rated Kulshan on a satisfaction scale of 1-5. Clients, Advocates, Families and Caregivers responded with a 4.66 out of 5. Employers responded with an overall score of 4.68 out of 5. Referral sources from the Developmental Disabilities Administration responded with an overall score of 4.5 out of 5 and from the Division of Vocational Rehabilitation was 4.5 out of 5.

In 2020, Kulshan added 12 new job sites, and lost 6 job sites.

At the end of 2020, Kulshan was providing service to 143 clients, 124 of these clients were maintaining

paid employment (although some were staying home due to Covid-19).

## Programs and Services

Kulshan offers employment services that can be broken down into three different main categories which are as follows; Employment Planning Services, Job Development, and Job-Site Training and Support. We also offer other opportunities for clients to take an active role in their employment process including monthly Group Meetings, weekly Job Seekers Meetings, and a safety committee that meets regularly. Kulshan has been able to continue operating a basic webpage to be able to get our information out to prospective clients, employers and community members. Our organization continues to offer an annual summer picnic for all clients, an annual winter holiday party for all clients, and an annual Three Year Awards Banquet for our clients who have kept their job for 3 or more years. We are grateful that we can continue to honor our clients and have a chance to celebrate. We continue to hold contracts with the Developmental Disabilities Administration (DDA) and the Division of Vocational Rehabilitation (DVR) while maintaining our accreditation through CARF.

## Resource Allocation

Here is Kulshan's Budget breakdown for 2020.

### Revenue: (2020)

DDA	\$995,145.00
DVR	\$35,308.00
Janitorial	\$203,689.45
Interest	\$240.03
Paper Shredding	\$45.00
Rent-Valhalla House	\$16,200.00
Rent-Plymouth House	\$21,600.00
Yard Maintenance	\$1,728.00
<b>Total:</b>	<b>\$1,273,955.48</b>

### Expenses: (2020)

Wages (Supp. Emp.)	\$585,200.05
Wages (Janitorial Svc)	\$62,591.38
Payroll other:	\$20,787.00
Payroll other:	\$105,998.33
Medical Insurance:	\$153,248.48
Pension Expense:	\$12,072.13
Wellness Program	\$3,345.85



Building-Valhalla:	\$9,132.95
Building-Plymouth	\$4,678.78
Building-Iowa	\$5,950.68
Labor and Industries	\$10,979.93
Client Services:	\$2,738.98
Special Events:	\$8,098.15
Safety Team:	\$0
Internet, communications and cell:	\$9,723.85
Staff Training:	\$1,909.95
Marketing:	\$1,626.73
Professional Services:	\$26,756.78
Mileage:	\$11,760.25
Office Supplies:	\$8,011.20
Office Equipment:	\$760.88
Janitorial Supplies:	\$496.12
Total Liability Insurance:	\$8,896.00
Federal Taxes:	\$24,295.43
State Unemployment:	\$717.63
Taxes and Licenses:	\$5,376.16
Yard Maintenance Supplies	\$522.82
Uncat. Expenses + reconciliation	\$0.20

## Risk Analysis and Resource Planning

Risks to Kulshan Supported Employment are identified and every attempt possible is made to mitigate these risks. These risks include: Property, Liability, Personnel and Financial. These risks are monitored and identified as concerns arise.

The contracts that we hold with Whatcom County/DDA and DVR have been consistent amidst the ongoing pandemic. Kulshan continues to be in a good financial standing and will stay informed as budgets are developed at the state level. The increasing cost of health insurance is something that we continue to monitor and plan for.

Kulshan addresses risks and concerns by conserving and saving money as best we can; maintaining our property, assets, and current liability insurance; and by taking all precautions within our power to ensure that the situations and environments in which our staff, clients and community members find themselves in are as safe as possible.

At this time, Kulshan is able to operate in a consistent manner and delivery quality services in line with our mission statement.

## Human Resources and Resource Planning

Human resources continues to be one of our company's best assets. We have a very high employee retention and success rate. As we continue to grow and change, staff have taken on additional responsibility. Kulshan continues to offer all salaried staff bonuses, company matched retirement benefits, medical, dental, fitness incentives and optional Aflac insurance. Kulshan also offers bonus incentives for job placements. These programs offer incentives to staff to continue to be able to provide the best services possible to our clients.

## Accessibility Status

Kulshan continues to monitor our accessibility by annually asking each client to complete a questionnaire pertaining to barriers to receiving our services. We also have set and met our goal to prevent any client from leaving services due to accessibility. When there is an issue or concern identified, Kulshan responds with reasonable changes and accommodations in a timely manner.

## Technology Analysis

Kulshan utilizes technology in many different ways. We continue to utilize computers to be able to conduct internet searches and access information quickly in the job search process as well as for use with web based trainings. We are able to access files and information quickly and efficiently to be able to do paperwork and plans with clients. Kulshan continues to use Google Drive which is cloud based. We use email, fax, cell phone and answering service technology to be able to communicate effectively with consumers and each other. We are also able to use our computers, network and cloud computing to be able to maintain parts of client files and assist with a variety of documentation needs.

Kulshan has been able to replace and upgrade technology equipment as necessary to maintain and utilize these tools effectively. In 2020 we replaced our monitors to have video capability to be able to participate in Zoom and other video conferencing platforms. Kulshan continues to monitor clients coming into service for the ability to utilize new technology in the vocational process. Our plan continues to be to replace or purchase technology tools as they become available or need to be replaced.

## Health and Safety Reports

Kulshan continues to have the Bellingham Fire Department come each year to perform an inspection of our office. We continue to perform evacuation drills, stay current on our fire extinguisher inspection, and perform self inspections of our building to ensure the health and safety of all staff, clients and other visitors to our office and property.

Kulshan staff continue to remain current in our training in Right Response, First Aid and CPR, as well as Bloodborne pathogens.

## Performance in Business

Kulshan set goals related to the outcomes for the services we offer. We met our goals in 14 out of 19 categories. This reflects a very strong year for clients finding and maintaining employment in our community. We were able to place clients in 19 new jobs (12 new sites) in 2020. Please let us know if you would like a copy of the specific 2020 Goals and Objectives.

Kulshan sent out our annual survey to all consumers and we were again pleased by the number of responses and ratings we received. Employers rated Kulshan with a 4.68 out of 5. Clients, Advocates, Families and Caregivers rated Kulshan with a 4.66 out of 5. DDA rated Kulshan 4.5 out of 5 and DVR rated Kulshan 4.5 out of 5.

The areas with the lowest ratings in each of the surveys were analyzed and will be incorporated into goal setting during our Annual Planning Meeting.

# Board of Directors



Larry Haak,  
Board President



Joanne DiMuccio,  
Board Member



Frank Belzek, Sr.,  
Board Member



Lee Fox,  
Board Member



Ilona Maves,  
Board Member



Karen Neubauer,  
Board Member

## Summary

Kulshan was able to maintain a high level of service to our consumers in 2020 as evidenced by the strength in numbers of clients working in paid employment and the response to our satisfaction survey. Our employment statistics also continued to be strong in 2020 with 87% employment rate and a 83% job retention rate. We had many clients stay home and stay safe during the ongoing pandemic. We look forward to seeing those of you in person as soon as it is safe. For those of you that kept working in essential roles during 2020, we are so proud to get to support your contributions to the workforce.

Thank you to our clients, their support networks, our wonderful employers and hard working staff for adapting and making 2020 a good year.

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