

Success as an Individual Journey

Thanks to you, our funders, partners, Board members, staff, and clients, CVE had one of its most successful years to date. In Fiscal year 2003-2004, we were able to assist over 400 persons with a chronic and severe mental illness on their journey to employment. At CVE, we have a broad definition of success, which goes beyond just community employment and encompasses the individual journey that each of our clients takes towards wellness and recovery. This goal is different for each person, and our services and programs are designed with that in mind.

Before we get into outcomes, thanks are in order to so many for all that has been accomplished this year: to the staff of CVE for their tireless effort to make this an agency that manages to juggle client needs with our business demands; to our funders for placing their trust in us to accomplish our mission; to the business community for continuing to use CVE to meet their staffing and service needs; to the Board of Directors for their skill and wisdom in navigating this complicated, and at times highly challenging, organization; to our community partners for their input and assistance in shaping the program; and, most importantly, to our clients for overcoming incredible barriers, with inspiring tenacity and energy, to reach their employment goals.

At CVE, we are keenly aware of the importance of balancing individual successes with the necessity of tracking the impact and benefit our services have in the greater community, and we have several outstanding outcome studies we would like to share with you that demonstrate that employment has a positive impact not only on the lives of individuals, but the community as a whole.

Thank you for allowing us to share CVE's accomplishments and client success stories with you.

Sincerely,

Michele Tatos, CEO, & John Brauer, President

At CVE, Inc. (Community Vocational Enterprises), we believe everyone should have the opportunity to work. This goal has guided us since our inception in 1986. CVE addresses the vocational needs of San Franciscans, ages 16 and over, living with psychiatric disabilities. Our clients are extremely low-income individuals from diverse ethnic backgrounds. Many are homeless or at risk of homelessness, ex-offenders, and/or have a history of substance use. Using a unique combination of support services and on-the-job-training in CVE's four owned and operated businesses — a clerical service, two cafes, and a full service janitorial business — we provide our clients with opportunities to develop the skills and confidence necessary to secure meaningful community employment.

Our Mission

To provide opportunities, training, and support to individuals with mental health disabilities, empowering them to fulfill their employment potential.

FY 2003-2004 Client Outcomes

- 453 clients served
- 123 clients employed in CVE's businesses, making us the largest employer of individuals with mental illness in San Francisco
- 74 community job placements

Community Outcomes

In FY 2003, San Francisco Community Behavioral Health Services (CBHS) followed 282 clients of CBHS mental health system, 85% of whom were CVE clients, one year pre- and post-vocational services.

Amongst individuals using vocational services the study found:

- A 47% reduction in acute inpatient services
- A 35% reduction in crisis services
- A 39% reduction in time spent in mental institutions and skilled nursing facilities

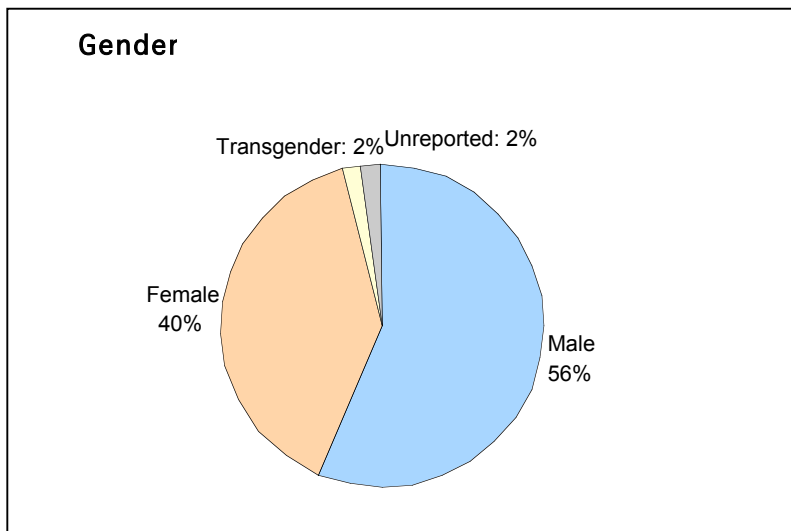
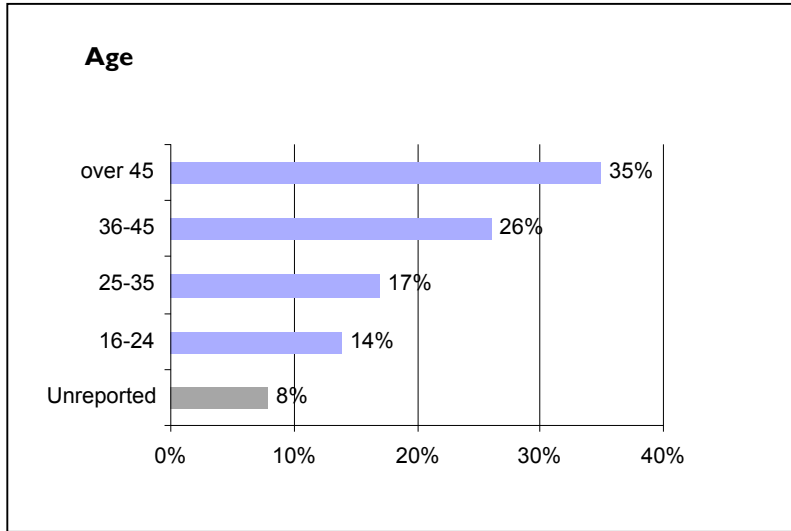
Translated into dollars, this study identified a total annual cost savings per individual of \$2,097 – a total annual cost savings of \$591,484 for the 282 people studied. Clearly, CVE's vocational services bring needed value to both the individuals served and the community at large.

Before I came to CVE, I didn't think I would be able to work, that I would be able to fit in or learn any skills. CVE made me realize that I could succeed. It has made me feel legitimate. I'm working, I'm paying taxes, I have a bank account, I've been able to establish credit – things most people take for granted but I take delight in because I never thought I would accomplish these things.

-Former CVE client

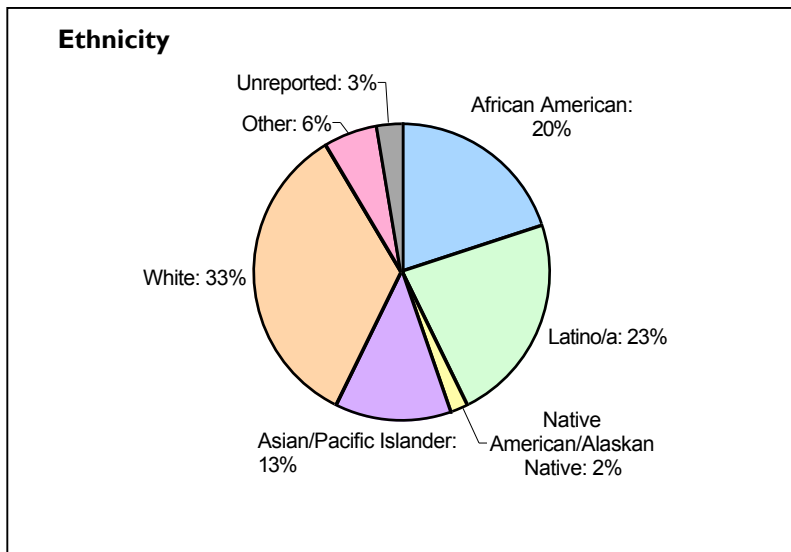
Client Demographics

Our clients' demographics reflect the diversity of our community:



My first goal was to start work gradually to see if I could do it. CVE showed me that I could. Eventually, I was able to get off Social Security and support myself. My goal was to work hard and the rewards would come. And they did. I've now been a supervisor for over five and a half years. I am really proud of myself for that. My work puts meaning in my life and makes me feel like a better person.

-Former CVE Client



New In 2003-2004

In 2003-2004, CVE's clients benefited from several exciting changes at CVE:

The Return of Our Founder

In January 2004, CVE founder John Brauer returned as President of CVE. In this role, John is CVE's liaison with outside organizations, such as funders, corporate partners, City and County government, and other community agencies. John's focus is three-fold.: First, John is strengthening relationships with current and past partners. Second, John is increasing awareness of CVE outside of the mental health community. John's third and related goal is to develop more relationships with Bay Area employers to increase job opportunities for CVE's clients. An added benefit of creating these new partnerships has been that employees from these organizations have come to CVE to provide clients with hands-on training in areas such as interviewing skills and workplace expectations.

FastTrack

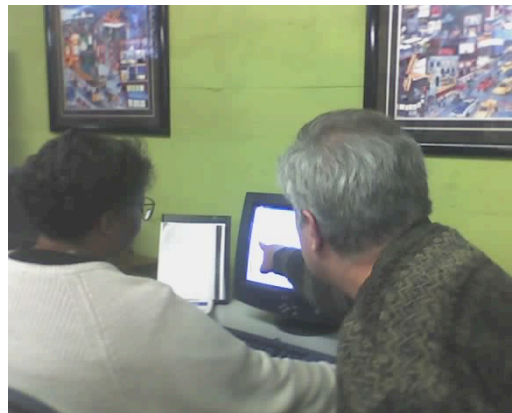
A new path CVE developed in 2004 is FastTrack. FastTrack allows us to serve more effectively the clients who are most ready for job development. Before FastTrack, these clients had to go through CVE's usual on-boarding process of orientation, intake, assessment, and referral before meeting with an Employment Specialist. This wait was a deterrent to job ready clients seeking CVE's services. With FastTrack, clients who meet the FastTrack criteria, such as having had a successful job experience within the last six months, receive accelerated services and can start with an Employment Specialist within 30 days. Through FastTrack's streamlined process, clients ready for community work or who are already in entry-level positions are able to find jobs and advance in their careers as quickly as possible.

Introductory Workplace Skills

Introductory Workplace Skills is a new addition to the clerical training CVE offers. Classes include Reception/Customer Service, Office Machines (e.g., fax, photo copier), and medical chart building and maintenance.

Basic Computer Skills

CVE now teaches a basic computer skills class to prepare clients for more advanced computer training (Word, Excel, Internet, etc.) in the clerical program and/or for job searching online. Students start by learning the names for all the major parts of a computer and move on to learning basic functions such as creating folders and documents, saving documents, and printing documents. Basic Computer Skills is open to clients on any CVE track, not just clerical clients.



Existing Programs

Employment Services

In partnership with the Department of Rehabilitation, CVE's Employment Services Group secured 74 placements in competitive employment for our clients. This year, our Employment Services Group re-structured around key objectives for assisting our clients in finding and succeeding in community jobs and advancing their careers:

- Employer partnerships to create multiple employment and training opportunities for clients at all levels on a macro scale
- Outreach to break down the stigma and misconceptions surrounding mental illness
- Job seeking and job retention support tailored to individual needs
 - General adult clients
 - Youth clients (ages 16-24)
 - Bilingual and monolingual Spanish speaking clients
- A Career Center that continues to provide necessary resources for conducting a job search

- Appropriate services for higher functioning clients to move them into higher paying, more rewarding jobs and out of the working poor

Over the last year, CVE has made enormous strides in opening doors and building multi-faceted relationships with numerous large corporate employers. Examples include Macy's West, Oracle, and Burlington Coat Factory.

Employment services continues to teach Job Seeking Skills classes where clients work on areas such as career exploration, resume building, cover letters, and interviewing skills. Then staff work with each client on his/her individual job search. Clients are also able to use CVE's Career Center where they can use computers to search for jobs or write cover letters, set-up and use email accounts, use the fax machine, set-up and access voicemail accounts, and access job postings. Once a client is hired into a job in the community, staff provide up to three months of job retention support either at CVE's offices or on-site at the new job.

In addition to these services, CVE Employment Services provides specialized programs for youth, bilingual/monolingual Spanish speakers, and clients looking for volunteer opportunities. CVE's **Youth Employment Services (YES)** program provides youth ages 16-24 with pre-employment training, assistance with finding a job in the community, and support for youth clients working in CVE's businesses. YES also partners with the San Francisco Unified School District and other youth-oriented agencies. CVE's **Bilingual Employment Services and Training (BEST)** program supports Spanish speakers throughout their time at CVE, providing training in Spanish, supporting clients in CVE's businesses, and assisting Spanish speaking clients with their job searches. BEST has relationships with numerous agencies serving the Spanish speaking community.

CVE Businesses

CVE owns and operates four businesses in which we provide paid employment for our clients. Clients receive up to one year of valuable on-the-job training. Our businesses include a clerical placement service, two cafés, and a full-service janitorial company, IME (Industrial Maintenance Engineers). These businesses earned revenue of \$959,641 in Fiscal 2003–2004.

Clerical

CVE's Clerical business employed 57 clients in paid positions throughout San Francisco in FY 2003-2004. This year, the business also increased the number of positions available within the Community Behavioral Health Services network.

Prior to entering CVE's clerical business, clients are offered extensive clerical training in areas such as typing, filing, Microsoft Word, Microsoft Excel, business math, grammar, and customer service.

Café

The Café business employed 32 clients in paid positions. Café clients also received ServSafe training and certification, increasing their marketability when looking for community employment.

IME

IME provided paid employment for 23 clients this year. CVE also created a new IME Job Coach position to provide extra training and support to IME clients. IME cleans over 30 office and industrial sites in the Bay Area.

Together, our business enterprises continued to provide training to our clients while generating revenue for the CVE parent organization. Combined with special projects, these businesses served 123 clients, paid minimum wage or better, promoted positive work habits, and helped individuals to move towards greater independence.

Support Services

Open Orientation and Intake

CVE's support services begin when clients come to CVE for an open orientation. Clients who wish to receive services from CVE meet with CVE's Intake Specialist to complete forms and provide CVE with information about career interests, aspirations, desired CVE track, and past work history.

Occupational Therapy Services

CVE clients receive a comprehensive evaluation by an Occupational Therapist upon entering our program. Our Occupational Therapy department utilizes their expertise to assess each individual's physical, sensory, cognitive, and social abilities. Then, the OT department collaborates in goal setting and makes recommendations to the appropriate programs available at CVE or in the community. Each individual's vocational goals are integral to the process; we use these goals to guide both the nature of the assessment administered and the recommendations made. These assessments lay the groundwork for each client's Individualized Service Plan. The OTs then work one-on-one with clients on issues identified in assessment or that arise while clients are working at CVE. The OTs also develop and facilitate group classes in areas such as time management and stress management.

Professional Development Seminars

This series of educational workshops prepare clients to succeed in the workplace. Topics include dress for success, legal issues, interaction in the workplace, and money management. Clients attend these classes prior to or during their first six months of employment in one of our businesses.

Funding Sources

Thanks to our many funding partners, CVE continued to expand its network of services to our clients, and to improve the type and quality of our programs. Without the support and trust of our funding partners, we would not be able to accomplish all that we have this past year. Our partners for fiscal year 2003-2004 include:

- California Department of Rehabilitation
- City & County of San Francisco, Department of Community Behavioral Health
- REDF (formerly the Roberts Enterprise Development Fund)
- The Richard and Rhoda Goldman Fund
- The San Francisco Foundation
- The Mayor's Office of Community Development
- The Margo Foundation
- The Bothin Foundation

Fiscal Year 2003–2004 Financial Results

<u>Statement Of Activities For The Year Ended June 30, 2004</u>	
	2004 Total
SUPPORT	
Grants and Contributions	\$ 416,508
Contracts	1,810,908
Program Income	559,802
Other	4,431
Total Support	2,791,649
EXPENSES	
Program Services	2,378,151
Management Services	235,618
Fundraising Services	27,521
Total Expenses	2,641,290
Change in Net Assets	150,359
Net Assets - Beginning of the year	838,000
Net Assets - End of the year	988,359

<u>Statement Of Financial Position As Of June 30, 2004</u>	
ASSETS	
Current Assets	1,007,406
Property and Equipment, net of accumulated depreciation	76,160
Other Assets	59,787
Total Assets	1,143,353
LIABILITIES AND NET ASSETS	
Current Liabilities	154,994
Total Liabilities	154,994
NET ASSETS	
Total Net Assets	988,359
Total Liabilities and Net Assets	1,143,353

Board of Directors

Michele Tatos: CEO

Cecilia Aviles-Fisher: Chairperson

Robert Weinberg: Vice-Chair

Judith Hayes: Treasurer

Ted Stinson: Secretary and Family Member Representative

William: Officer and Client Advocate

Denise Yamamoto: Officer

Dena Graff: Officer

Joseph Sedillo: Officer