

2002 Annual Report



Community Entry Services



Riverton Lander
Jackson Casper

www.ces-usa.com

EXECUTIVE SUMMARY



Shawn Griffin

This year has been highlighted by numerous positive events and actions toward the expansion and improvements of services for individuals with developmental disabilities or acquired brain injuries. The single largest impact on Community Entry Services, and touted nationally as a major accomplishment, was the Wyoming legislature's recognition of the need and subsequent budget approval to increase funds, which are specifically targeted to raise the salaries of direct care professionals. As a result the organization has already seen a drastic decrease in the staff turnover rate and position vacancies, which just last year was cited as the largest challenge facing the organization. This stabilization can only lead toward increased staff development and increased quality service provision.

Efforts to meet the demand for services for persons with developmental disabilities resulted in receiving a grant to build a new state of the art accessible home in Lander to serve an additional five individuals with severe physical disabilities. Ongoing capacity building to provide services and supports to adults with acquired brain injury resulted in the completion of a newly designed regional brain injury rehabilitation facility in Riverton. Additionally, the organization sponsored a successful and well-attended conference in Casper focusing on advocacy issues and rehabilitation techniques for persons with acquired brain injuries. These efforts are just the beginning of building a preeminent statewide system of rehabilitation for persons with acquired brain injuries.

The organization and individual staff was recognized in many arenas this year due to hard work and continuous aspirations to enhance services for those we support:

- As an organization, CES was honored with the 2002 Positive Image award presented by the Wyoming Council on Developmental Disabilities.
- The Director of the Jackson program was recognized with a similar award presented to an individual whose unselfish efforts directly benefit persons served in many ways.
- The Casper program was recognized by the Wyoming Association for Persons in Supported Employment as the supported employment provider of the year.
- The Wyoming Public Transit Association presented the Trainer of the Year award CES' Staff Development Coordinator.
- Wyoming Hunting and Fishing Heritage recognized the Director of the Rocky Mountain Reentry Services Division for contributions toward increased outdoor recreational activities for people with disabilities from throughout Wyoming.

Numerous anticipated challenges for this upcoming year are overshadowed by the increasing number of people on the waiting list for services. For the first time since the modern community based delivery system was instituted in Wyoming over a decade ago there is not enough money to provide services to everyone in need. Efforts to alleviate this dilemma have been undertaken by the advocates of the disability community of Wyoming including CES. However, without some financial relief, this challenge could escalate into a crisis situation for many families throughout the state. It is crucial that we continue working with families and other stakeholders to address this problem. Other challenges facing the organization will be our ability to sustain the higher wages and associated increases. We need to continue investing in our employees by promoting training and professional development. Corporate investments must be watched closely in light of current market activities. Lastly, we need to work hard to meet the needs of increased referrals and the associated need for expansion of service sites in all areas we serve. Cautious and continued growth, while not sacrificing the quality of services CES has become known for, offers an exciting and busy upcoming year.


Shawn Griffin
Chief Executive Officer


Hal Herron, Chairman
Governing Board of Directors



Hal Herron

QUALITY OUTCOMES

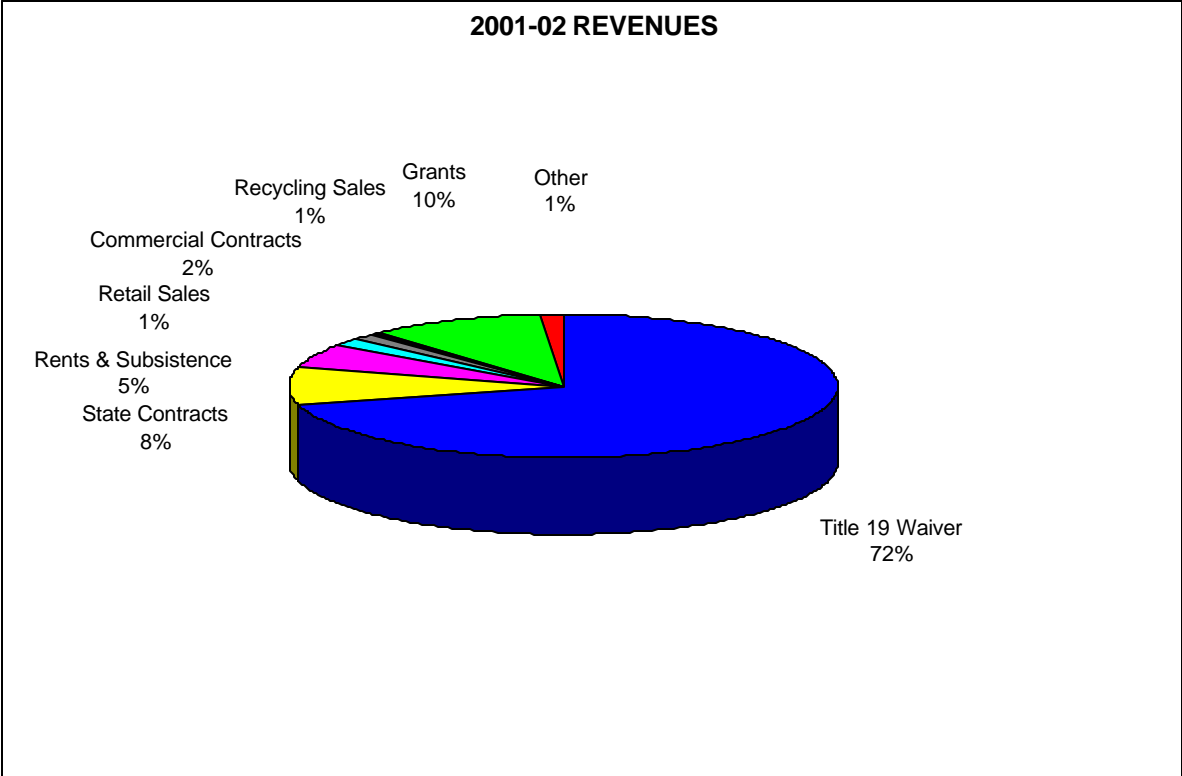
- ☑ 90% of people receiving services expressed satisfaction with case management services.
- ☑ 84% of persons served were satisfied with their current job.
- ☑ 92% of persons served expressed satisfaction with their current living arrangements.
- ☑ 77% of persons served were satisfied with the day habilitation supports they received.
- ☑ The average size of a household supported by CES is 1.8 persons.
- ☑ 95% of households supported by CES consisted of 4 or less people.
- ☑ 91% of adults receiving supports were employed. Of the 9% that were not employed, 42% showed no interest in working.
- ☑ The CES job development and placement program provided services to 64 people.
- ☑ During this reporting period, CES employed 235 staff, 27% of which have been with the organization 5 years or more.
- ☑ The total number of accidents decreased 4.5% from last year, while total staff employed increased 13%.
- ☑ Emergency drills averaged 70 each month, a 40% increase over last year.
- ☑ Approximately 663 tons of materials were recycled, an 18% increase over last year.

Parent/Guardian Comments

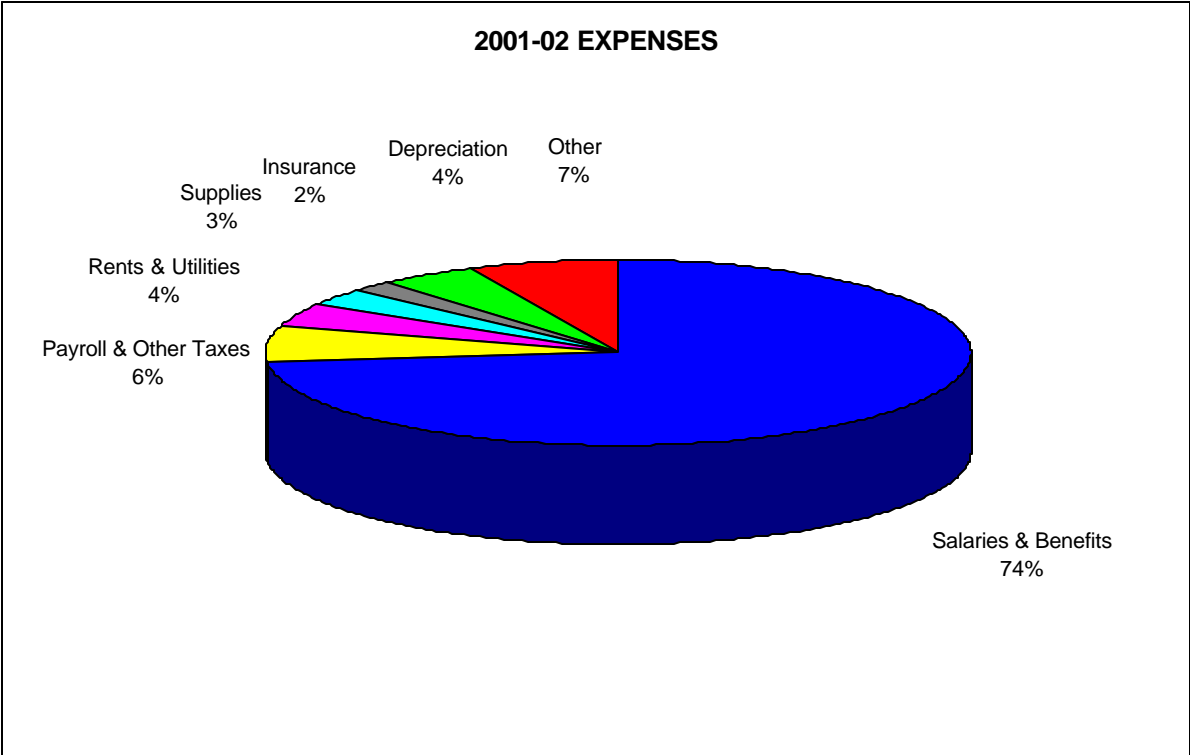
- * CES is very helpful, both toward me and my son.
- * The staff we have had contact with are exceptional.
- * My son leads a full life, participating in many activities.
- * We love the case manager. He is helpful, willing, and easy to work with.

FINANCIAL REPORT

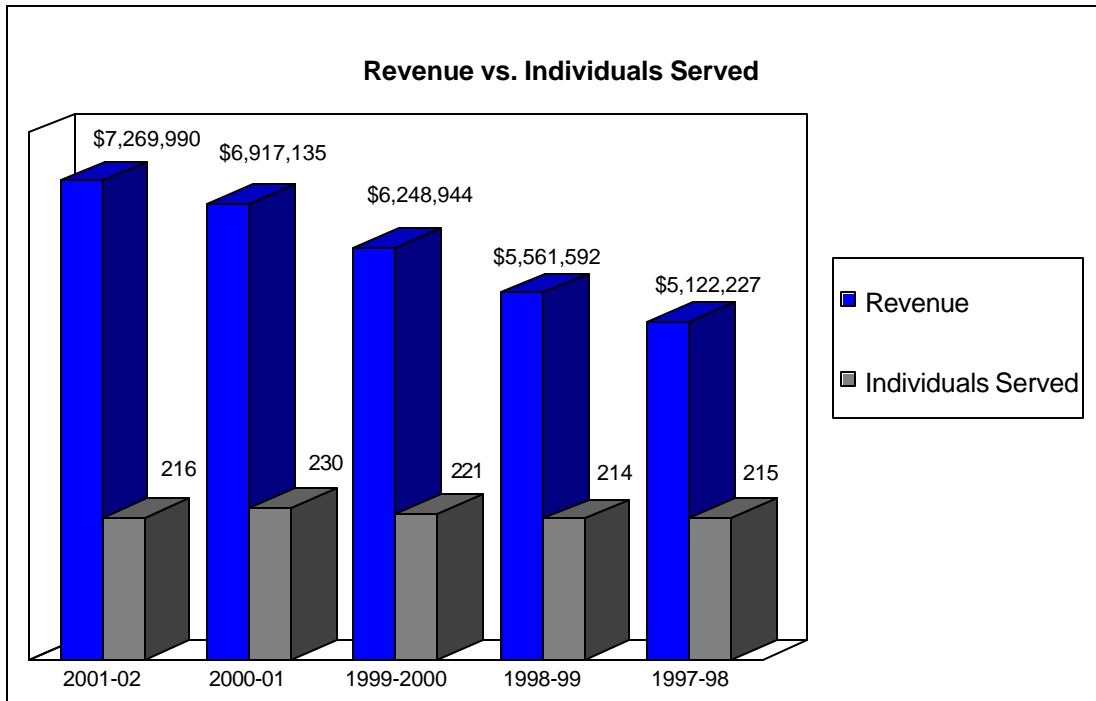
2001-02 REVENUES



2001-02 EXPENSES



PEOPLE SERVED



RECOGNIZING ACHIEVEMENT

- * Joe Piper holds two jobs, moved into his own apartment from his parents home, and persevered through the death of his roommate.
- * Ross McAleenan continues working and paying for his own home in spite of three months of trips for cancer treatments.
- * Matt Pettijohn has curbed his anger outbursts and become a pleasant person to be around and asset to the LEAPS program.
- * Ruth Ann Saltz has been working out to improve her health and continues to maintain her own apartment.



**2002
Personal Achievement
Award Recipients**

- * Robert Rosenthal has been with his current employer for about 14 years. During 2002 he received an award from his employer for being caught in the act of providing exceptional customer service.
- * 25 staff were recognized by their peers as providing services above and beyond the call of duty to the people served by CES.
- * CES was recognized by the Wyoming Association of Persons in Supported Employment and by the Governor's Council on Developmental Disabilities.

WHAT WE DO

Community Entry Services (CES), a Wyoming not-for-profit corporation, has provided over 25 years of quality service to people with disabilities. Since 1975, dedicated staff members have provided training to adults so they can live and work in their communities. CES now offers a variety of services to develop and enhance skills through two divisions — Dignity and Rocky Mountain ReEntry Services (RMRS) — for children and adults.

The purpose of the Dignity division is to help people with developmental disabilities reach the highest level of community independence possible .

The purpose of the RMRS division is to provide services in the community to meet the individual needs of people who have a brain injury.

Incorporated in the mountain west states, CES helps people within Wyoming and surrounding states become independent, working, contributing members of their communities.

ADMISSION: Adults or children who are diagnosed as having a developmental disability or brain injury are those best served by CES programs.

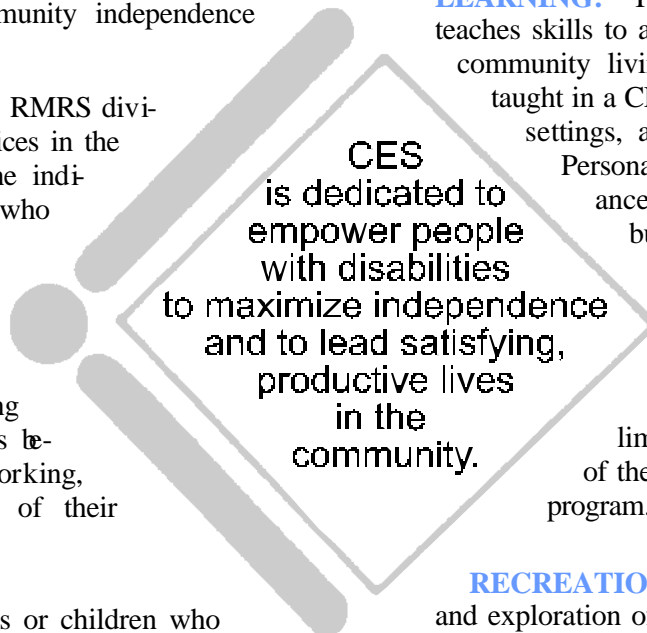
HOME: Community Living programs provide instruction and support for people having limitations to independence. Limitations include skills that people without disabilities take for granted, such as: how to budget, nutrition, how to access public transportation, the importance of stress management in our daily lives, and general household maintenance. Community integration is also emphasized, using many of the community activities offered in Teton, Sublette and Fremont Counties. People served are placed in the most independent home setting, tailored to their personal abilities.

WORK: A job is an important part of all our lives. CES helps people find work that best matches their skills and interests. The goal of the H.I.R.E. (Helping Individuals Reach Employment) service is to maximize independence by providing individualized opportunities to qualified job seekers. Employers are encouraged to hire qualified, skilled employees who happen to have a disability, and experience many benefits by hiring people from this untapped labor market.

LEARNING: The CES day habilitation program teaches skills to allow individuals the access to all community living experiences. These skills are taught in a CES facility in individual and group settings, and practiced in the community. Personal skills taught include: appearance, basic conversation techniques, building esteem in social situations, and identifying and maintaining healthy relationships with friends, co-workers and others. Sites and activities for teaching community skills are limited only by the needs and wants of the person using the day habilitation program.

RECREATION: CES encourages participation and exploration of leisure time activities for the individual served. Personal interests are identified through a leisure interest survey and developed by the person served and their team of professionals. Recreation promotes health, fitness, self-esteem, well-being and is a vital link between an individual and their community.

SERVICE COORDINATION is provided on an individualized basis to assist persons served and family members in the development and follow through of a comprehensive plan of care. Directed toward increased independence, services emphasize usage of existing community supports and resources.



BOARD OF DIRECTORS

Community Entry Services is guided by a Board of Directors consisting of community volunteers from a variety of backgrounds - businessmen, retired teachers, accountants, homemakers, philanthropists, former clients, physicians, attorneys, therapists, and family members. Members of the governing board for the year 2002 were:

- ◆ Hal Herron, Chairman
- ◆ Joe Stanbury, Vice Chairman
- ◆ Gladys Sajwaj, Secretary
- ◆ Kirk Lane, Treasurer
- ◆ Beverly Andrews
- ◆ Joe Gattis
- ◆ Robert Nicholas
- ◆ Thomas Niethammer, M.D.
- ◆ Kay Potter
- ◆ Marianne Pryor
- ◆ Barbra A. Weston

We are especially grateful to each of these individuals for all the time, effort, and support they provide to make Community Entry Services one of the premier organizations in the state of Wyoming.

ACCREDITATIONS & CERTIFICATIONS

CES is a Wyoming Not-for-Profit 501(c)(3)

Wyoming Department of Health — Division of Developmental Disabilities

Title 19 — Intermediate Care Facility for the Mentally Retarded

CARF — The Rehabilitation Accreditation Commission

Wyoming Workers' Safety — SHARP



LOCATIONS

2441 Peck Avenue
Riverton, WY 82501
307-856-5576 or 332-7616
FAX 307-857-6901
TTY 1-800-877-9965 (in Wyoming)
1-800-833-5833 (out of state)

300 Lincoln Street
Lander, WY 82520
307-332-7825
FAX 307-332-7596

140 E. Broadway ~ P.O. Box 4259
Jackson, WY 83001
307-733-7637
FAX 307-733-7675

RMRS
437 South Spruce
Casper, WY 82601
307-577-3091
FAX 307-577-7511

More information is available on our website,
www.ces-usa.com