



Integrated
Community
Services

2018 ANNUAL REPORT



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Hi Friends!



Abby Yim
Executive Director

As ICS enters into our 25th year of partnering with people with disabilities in Marin, we are proud to see that the collective experience and commitment to our mission is reflected in our clients' success. Of the 321 people we served last year, **60 people got both jobs and independent housing** and are thriving, contributing members of our community today.

Thanks to the support of the community we have built together, we have seen increases in people with disabilities becoming our co-workers, neighbors, fellow volunteers and included friends.

Every year, ICS has been able to increase our impact because of this support from our community. Inclusion-minded employers, impactful organizations, caring families and capable individuals with disabilities partner with us as we work together to make Marin a place we're proud to call home.

In the coming pages, you will learn about what makes ICS so unique, read spotlights on our clients' successes and learn why diversity in action has astounding impacts on our entire community.

In looking forward to our next 25 years of serving Marin, ICS envisions living in a place where people with disabilities will be fully recognized for their **capabilities** and where **possibilities** will unfold for us all.

We are so grateful for your continued support and partnership.

In community,

A handwritten signature in black ink, appearing to read 'Abby Yim'.

Abby Yim
Executive Director

DIVERSITY IN ACTION

Diversity can have astounding impacts on our community.



Companies who prioritize hiring people with disabilities report **28% higher revenue** and **30% lower turnover** than their competitors.



Children who grow up in a diverse community tend to be **more compassionate** and **less judgmental**.



Diversity boosts our economy, **broadens our perspectives** and fuels innovation.

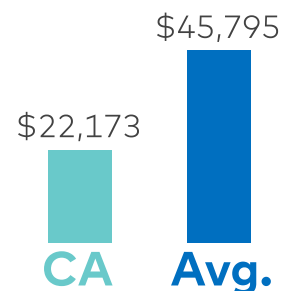
But our neighbors with disabilities aren't getting the support they need to unlock their full potential.



The average person with a disability would **need 200%** of their monthly Social Security Income to afford a one-bedroom apartment in Marin.



Only **29%** of working-age individuals with disabilities are **employed**, compared to 75% of individuals without a disability.



California has the **lowest-in-the-nation** annual funding per individual with a developmental disability.

* Statistics are nationwide

THE ICS DIFFERENCE

Integrated Community Services (ICS) partners with people with any disability on their path to independence, from building a career, to becoming independent at home, to getting involved in the community.



Support in learning **job skills** and finding and keeping **employment** throughout Marin.



Assistance in securing stable **housing** and learning the skills needed to **live independently**.



Volunteering, exploring hobbies and making friends to promote the **health** of our clients and our community.

Through this support, our 321 clients can stop thinking about what they don't have access to, and start thinking about what they are capable of.



CLIENT SPOTLIGHTS

Since 1994, ICS has forged partnerships between individuals with disabilities and our community to create a diverse and inclusive place for us all.



Erika

Erika's dream has always been to work in the culinary industry. After 15 years of working at Safeway, her dream was realized. Through Homeward Bound's culinary job-training program, Erika learned the industry skills she needed and is now employed at Good Earth Natural Foods where she is working in food prep.

Rafael

Rafael started working with ICS in 2017. He first volunteered at Goodwill, then trained at our garden program, GEM, where his bilingual Spanish skills and friendly customer service were highly valued. Now, Rafael is bringing his bright and helpful nature to his new job at Sprouts.



Renee

Renee participated in our GEM program for 7 months. After noticing her skills in the garden and natural aptitude for working with and teaching her peers, she was hired by GEM as a Peer Coach in 2017. Renee has been an excellent coach and role model for our clients.

INDEPENDENT LIVING

113

people participated
in our Independent
Living Training

72

people
are living
independently

25

people have a goal
of moving out of
their parents' home

Through our Independent Living Training, we empower our clients to be independent at home and in their community.

Our training curriculum is customized to meet the goals of each individual. This year, we launched Tailored Day Services (TDS), which assists people in **finding jobs, building career skills**, starting micro-enterprises and taking courses at **College of Marin** as part of a **holistic approach** to what it takes to become independent.



Skills We Teach

- Financial Literacy
- Social/Communication
- Conflict Resolution
- Self-Advocacy
- Community Engagement
- Domestic Skills
- Personal Health/Hygiene
- Transportation

Social Clubs We Offer

- Client Advisory Committee
- Hiking
- Theater
- Art and Games
- International Cooking
- Bowling and Billiards
- Video Games
- Excursions, Lunch and Self-Care Club
- Movies

EMPLOYMENT

120

people participated
in our Employment
Services

36

clients were hired
into new jobs

15

new employer
partners hired
our clients

We partner with our clients as they build their careers and move off of benefits.

We do this through a multi-step program that meets our clients where they are, from individuals who have never had a job to people who are looking for career advancement.

Even after a client has been trained at their new job, we continue to offer guidance and support for the **lifetime of the job**.

We also ensure that we're tuned into Marin's job market. This year, we've seen a decline in retail due to e-commerce and an increase in the food industry, hospitality and assembly jobs for small, local companies.

Employment Services

- Resume Development
- Job Searching
- Interview Support
- On-boarding Assistance
- On-the-Job Coaching
- Follow-Up Support



JOB TRAINING

We currently offer four paid job-training programs that teach participants the skills needed for success in future careers.

Horticulture and Business

At our garden, GEM

GEM participants learn transferable skills in **customer service, computer literacy, budgeting** and **horticulture** at a sustainable garden. Participants also learn the value of giving back through weekly **volunteering** at a local food drive. This year, GEM expanded with the launch of a second garden at Homeward Bound of Marin.

35

participants

Production Work

With Slingshot Foods

Technical hand work and **production-line** experience are taught as clients assemble granola packages for Slingshot Foods' yogurt drinks.

15

participants

Clerical Training

At multiple offices

Clients who are interested in office or administrative work benefit from learning **computer literacy, data entry, managing office technology** and **customer service**. This training program is offered at ICS and in partnership with other businesses throughout the community.

4

participants

Retail Training

At TJX Companies

Our various locations of retail training allow our clients to pursue their passion of working in the retail industry, including **working the floor, back room** and **register**.

15

participants

In fiscal year 2019-2020, we will launch Community Coffee, a barista and customer service job-training program.

MENTAL HEALTH

84

people participated
in our Mental Health
Programs

66%

of job seekers
are employed



We provide support on the path to recovery through four Mental Health Programs. These programs serve individuals with a mental health diagnosis, substance use challenges, a history of homelessness and/or who have been incarcerated.

The path to **recovery looks different for everyone**. We provide support around reconnecting people of all ages to their work, social and educational communities.

This year, we grew our Mental Health Programs to include an activity group that helps clients in the early stages of recovery **move out of isolation**. This group is a stepping stone for participants to become active in their community, eventually leading to readiness for work, school or volunteering.

What We Promote

- Volunteer in the Community
- Participate in Social Clubs
- Pursue Education
- Build a Career
- Exercise and Healthy Choices
- Explore Positive Hobbies
- Share Your Experiences
- Create a Support Network

EMPLOYER PARTNERS



A special thanks to the inclusive companies who employ our clients.

101 Surf Sports
American Guard Services
Anthropologie
Aramark
Barsotti's Body & Fender
Bay Area Discovery Museum
Bazille
Camp K-9 of Marin
Cinemark Theaters
City of San Rafael
Computers of Marin
Driver's Market and Deli
Fairfax Market
Gap

Good Earth Natural Foods
Goodwill
HomeGoods
Juice Girl
KFC
Lifehouse, Inc.
Lucky Supermarkets
Macy's
Marin General Hospital
Marin Luxury Cars
Marshalls
Mercedes-Benz of Marin
Michaels
Mill Valley Recreation

Mollie Stone's Markets
Panera Bread
Pini Hardware
Play-Well TEKologies
Presidio Pets
Republic Indemnity
Ross Dress for Less
Round Table Pizza
Safeway
Salvation Army
Silk Road Teas
Slingshot Foods
Smith Rafael Film Center
Sprouts

T.J. Maxx
Taco Bell
Target
The Magic Flute
The Home Depot
Toyota Marin
Trader Joe's
United Markets
Way Station
Wagster
West End Nursery
Whole Foods
YMCA



THANK YOU ● ● ● ● ● ● ● ● ● ●

For sharing another impactful year with us as we partner with people with disabilities to achieve independence, and with our community to promote diversity and inclusion.

Learn more at www.connectICS.org.



Integrated
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