

# change creates opportunities

## program outcomes

### supported employment

VIP, Inc. created 61 new jobs.  
Supported Employment IPs = 49  
Supported Employment groups = 8  
Direct Placement (DOR) = 4

Client earnings for Supported Employment clients totaled \$4,182,938  
FICA = \$319,995 • SDI/SUI = \$46,012  
Average hourly wage in a group = \$9.52 per hour  
Average hourly wage in an IP = \$11.45 per hour

New Supported Employment partners include QVC, Food 4 Less, and Banning RV.

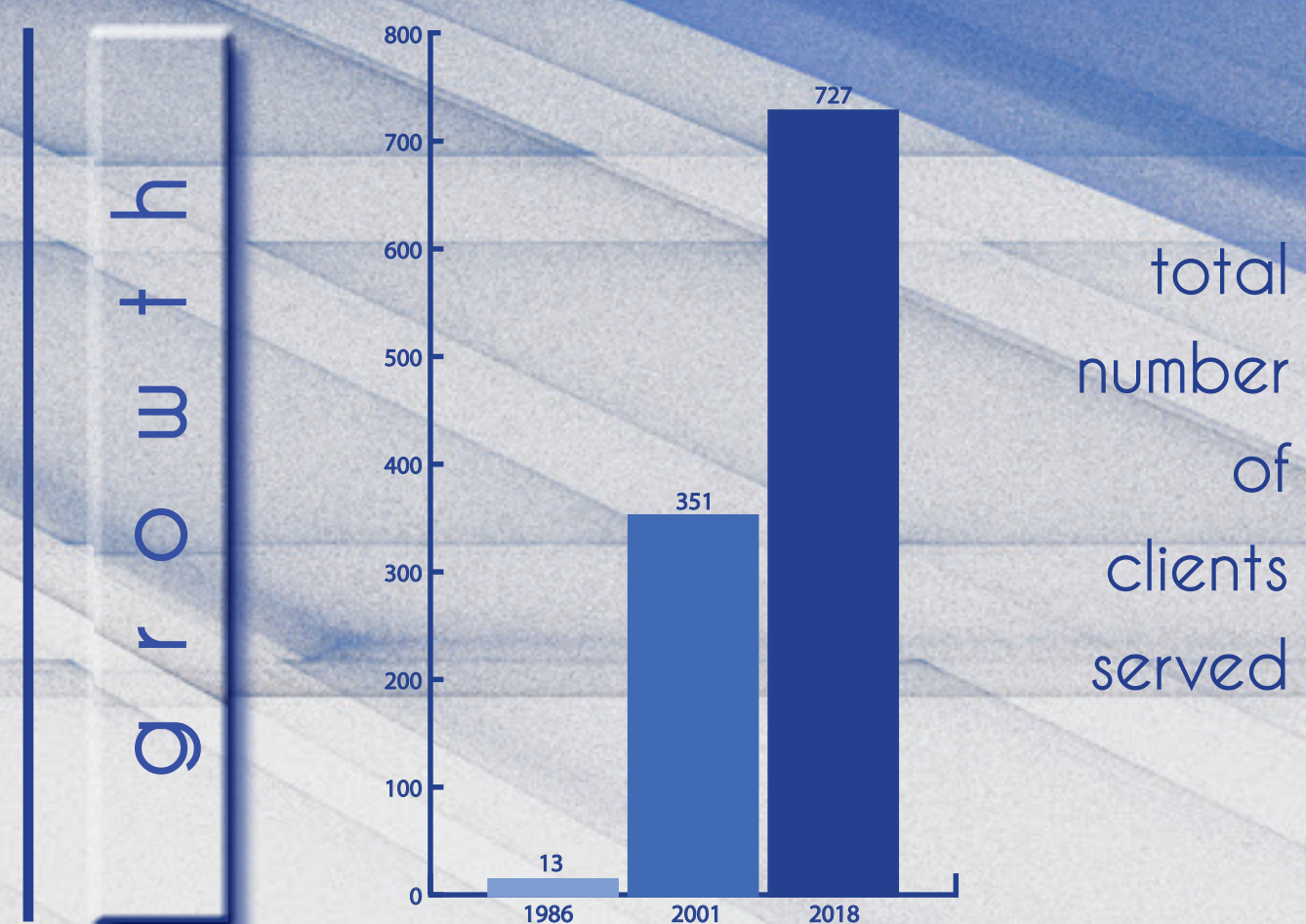
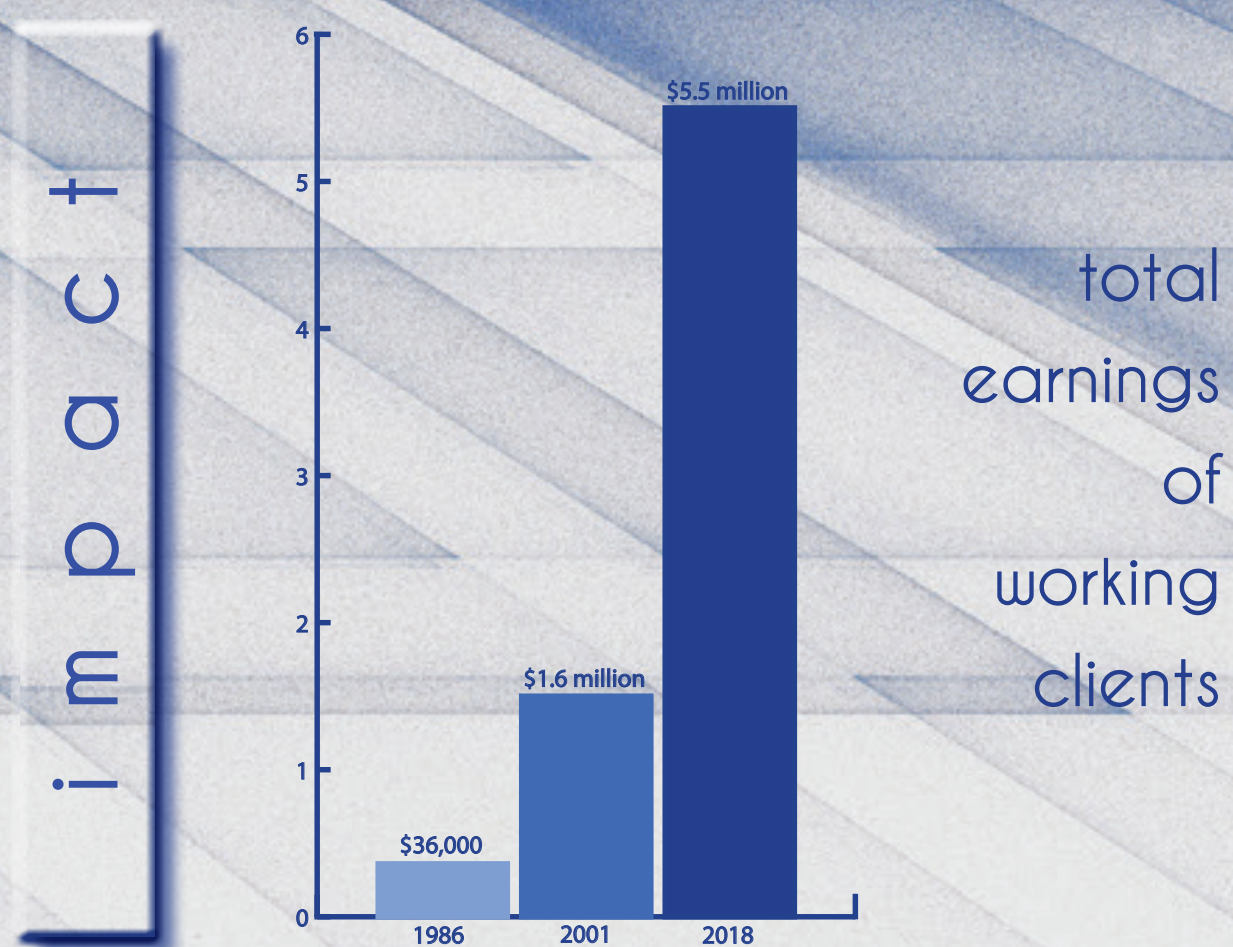
### work services

VIP, Inc. provided Work Services to 104 new clients.  
Rancho Cucamonga = 48  
Hesperia = 14  
San Bernardino = 42

VIP, Inc. transitioned 24 clients from Work Services to Community Employment.  
Rancho Cucamonga = 10  
Hesperia = 3  
San Bernardino = 11

Client earnings for Work Services clients totaled \$1,361,664  
FICA = \$104,167 • SDI/SUI = \$14,978

## through the years



## customer satisfaction

### 2018 survey results

clients  
Supported Employment  
95 percent top ratings.

Work Services  
97 percent average top ratings from clients surveyed at all three locations.

referring agency counselors  
92 percent top ratings from 284 surveys completed.

employers  
98 percent top ratings from 32 surveys completed.

### 2018 survey comments

from clients

“I like that the staff are big on safety and always reminding us to practice emergency drills.”

“I love the 40 hour work week in my group!”

“There is strong leadership with our coaches and I feel that they have good teaching methods.”

from referring agency counselor

“VIP provides excellent communication with referring agencies.”

“Great organization providing great service!”

from employers

“Very happy with the services VIP provides.”

“The VIP team is fun to work with!”