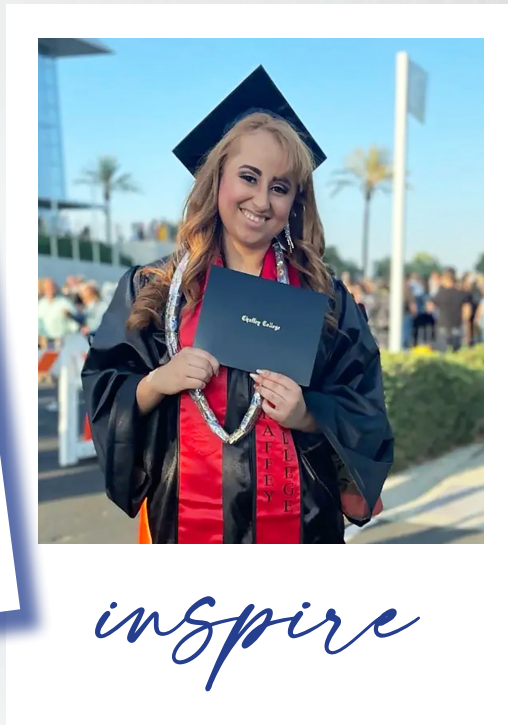


# 2022

ANNUAL REPORT

IF YOU  
*believe,*  
YOU CAN ...



## WHO WE ARE

Vocational Improvement Program, Inc. is a private nonprofit organization dedicated to serving persons with disabilities with quality prevocational training and job placement services. Through meaningful work opportunities, clients are able to gain valuable job skills and achieve personal growth and independence. Established in 1986, VIP has grown to assist more than 725 individuals with disabilities annually through the support and guidance of 190 dedicated staff and an exceptional Board of Directors. Serving a vast area, VIP offices are located in Rancho Cucamonga, Hesperia, and San Bernardino.

## OUR MISSION

It is the Mission of VIP, Inc. to maximize the potential of individuals with disabilities.

## OUR VISION

It is the Vision of VIP, Inc. to be the Provider of Choice for clients, referring sources, staff, and the business community in California.

## BOARD OF DIRECTORS

ERNEST CISNEROS, Member  
DAVE COGGIN, Member  
ASHOK K. MADAHAR, MD, Member

TYLER PANSÉ, Treasurer  
PHIL ROBERTS, Secretary  
PENNY RUBIN, Member  
KATHY SALLIS, Member

CHRISTOPHER VICINO, Member  
DUSTY WARE, Chairman  
RICH WILLIAMS, Member

## A MESSAGE FROM DUSTY WARE, CHAIRMAN OF THE BOARD



Dusty Ware has been a VIP, Inc. Board Member for many years and is proud to serve as Chairman of the Board for a two-year term.

It has been an absolute honor serving my first year as Chairman of the Board! I am extremely thankful for the guidance and support that I have received from Penny Rubin and the rest of my fellow Board Members. 2020 and 2021 presented us with many hurdles and challenges, and as we approached the light at the end of the tunnel in 2022, VIP never skipped a beat.

The ability to overcome and succeed is a staple of VIP which we have proven time and time again, through the relentless leadership of Wendy, Rick, and Matt. We have witnessed countless clients achieve personal and professional growth due to their skills, perseverance, and dedication to their jobs. This mindset is prevalent throughout the entire company, and is one of the many reasons why I am so proud to be a part of this impactful organization!

We appreciate all of our partners who have contributed to our continued success; from our clients and staff, to our employers, community supporters, and our funding sources. It is with their dedication and collaborative efforts that we have been able to create more than three decades of valuable employment opportunities for individuals with disabilities.

I am excited about the year ahead and the new partnerships that will be created with truly amazing people who share the same commitment to providing the best services and outcomes to VIP's clients.



## A MESSAGE FROM MATTHEW ROGINA, EXECUTIVE DIRECTOR

As I reflect on our outcomes in 2022, one thing that has impressed me is how deeply embedded our organization is in the lives of over 725 clients. The part we play in helping build better futures for our clients is a source of pride and purpose for all of us. Being a VIP employee means becoming part of something bigger: We hope to inspire our clients to reach their full potential just as they inspire us to provide the best services possible. I am very grateful for the many accomplishments throughout the company, from both clients and staff, and I hope you take a moment to read just a few of our 2022 highlights below.

“The only way of discovering the limits of the possible is to venture a little way past them to the impossible.” – A. C. Clark. This quote is a reminder that we are all more capable than we sometimes realize, including our clients. Let’s find new possibilities and empower our clients to achieve more than they have ever imagined was possible.

We look forward to 2023 and the new opportunities that the year presents. We will be creative and innovative in the ways that we continue to deliver exemplary services for persons with disabilities. We will also focus on providing many opportunities for internal advancement, as promoting from within and succession planning will remain a priority at VIP. As we continue on our journey, let us keep striving for excellence, pushing boundaries, and providing valuable support for our clients as they pursue their employment goals. All of you are an inspiration to those we serve, further exemplifying the standard VIP has set. Together, there is no limit to what we can achieve!



(Left to right): Matthew Rogina, Executive Director; Wendy Rogina, President/CEO; and Rick Rogina, Vice President/COO. Altogether, they bring 79 years of experience to VIP!



Alfonso V., a VIP client, celebrated his 17th employment anniversary working at VIP’s San Bernardino location. He is pictured with Matt Rogina, Executive Director.

## 2022 HIGHLIGHTS AND ACCOMPLISHMENTS

- VIP achieved its 12th consecutive three-year accreditation from CARF, the Commission on Accreditation of Rehabilitation Facilities. A three-year accreditation is the highest level of accreditation that can be awarded to an organization, which exemplifies that VIP is in substantial conformance to CARF standards. Furthermore, VIP did not receive any recommendations from CARF, which is an accomplishment made by only three percent of all CARF surveys.
- VIP created 94 new supported employment jobs (84 IP and 10 group) and we celebrated the successful transition of six clients from group to IP! Three clients were hired by Cal Poly Pomona, two clients by Pechanga Resort Casino, and one client by HD Supply. Our clients continue to make a substantial impact throughout the community and are often recognized by our business partners. Client earnings from the Work Services Program and Supported Employment were just under \$9 million in 2022!
- In addition to Direct Support Professionals (DSP) classes, VIP implemented its very first Case Manager Training Course. This 10-week course provided many informative topics, such as communication, unconscious bias, perspective, decision making, and many others. VIP is committed to providing as many resources as possible to our staff that will ultimately benefit the services that we provide for our clients.
- We celebrated our amazing DSPs by dedicating a week just for them! Our seventh annual DSP Week was an opportunity to recognize our DSPs for their hard work, dedication, and commitment to improving the lives of persons with disabilities.
- Fortunately, 2022 presented us with our first opportunity in three years to celebrate our Christmas party in-person, with staff, and their guests. We wanted to make sure that it was one for the books by providing prizes, casino fun, a delicious buffet and, of course, grand prize trips. This was just one way that we showed our appreciation to all our amazing staff!



## CLIENT OUTCOMES BY THE NUMBERS

308

CLIENTS SERVED IN  
WORK SERVICES

192

CLIENTS SERVED IN SUPPORTED  
EMPLOYMENT GROUP PLACEMENTS

230

CLIENTS SERVED IN SUPPORTED  
EMPLOYMENT INDIVIDUAL PLACEMENTS

10

NEW SUPPORTED EMPLOYMENT  
GROUP JOBS

84

NEW SUPPORTED EMPLOYMENT  
INDIVIDUAL PLACEMENT JOBS

\$1.6

CLIENT EARNINGS IN WORK SERVICES  
(IN MILLIONS)

\$7.3

CLIENT EARNINGS IN SUPPORTED EMPLOYMENT  
(IN MILLIONS)

\$8.9

TOTAL CLIENT EARNINGS  
(IN MILLIONS)

92%

AVERAGE PERCENTAGE OF CLIENTS SURVEYED  
WHO RANKED VIP'S SERVICES AS EXCELLENT/GOOD





VIP's efforts in providing employment opportunities for persons with intellectual disabilities serve as the steppingstone for clients to develop the necessary skills, experience, and tools for successful careers. The growth and independence our clients achieve have led to exceptional accomplishments in all aspects of their lives. Here are just a few of the many clients who inspire us with their amazing achievements!



Clifton H., who works at Vons, was offered the opportunity to train as a cashier! Clifton has worked at Vons for 14 years and being a cashier has been a career goal for him.



GXO management acknowledged the VIP crew for their exceptional job running the box area and for their overall outstanding work.



Congratulations to Omar P., who works at Medline Industries in Rialto, for moving into his own place and living independently. This has been one of his primary goals for many years and we applaud Omar on working hard and reaching this amazing achievement!



Stephen D., Client Advocate at IRC, works hard, saved his money, and enjoyed an amazing vacation in Costa Rica with his family (and even went zip lining)!





## WHAT KEEPS US ON TARGET?

It is the philosophy of VIP that every individual has the right to work toward achieving a quality of life, whether living with a disability or not, that leads to self-fulfillment and meaning. This may include:

- exposure to opportunities
- freedom to make individual choices
- participation and inclusion in the community where a person lives, works, and plays
- a life that is self-directed

VIP embraces the following five concepts that are our guideposts to ensure that all we do maximizes the potential of each client to attain the quality of life outlined above.

- normalization
- empowerment
- integration
- inclusion
- autonomy



Sean W. celebrated his second anniversary at StoneFire Grill! His managers gave Sean a delicious cake to show their appreciation for his excellent customer service.



### EXECUTIVE MANAGEMENT

(Front, left to right):

KENNY SOLANO, Director of Business Relations

ANTHONY AKERS, Director of Rehabilitation

JEFF ROGINA, Director of WAP Operations

(Back, left to right):

PATRICIA RIVERA, Director of Employee Operations

JEFF SPECCHIO, Director of Production

MARLENE LEMUS, Director of Office Management

MATTHEW ROGINA, Executive Director

MARIANN GUERRERO, Director of Program Services

SHIRLEY YAMANO, Director of Communications

KAREN JONES, Director of Staff Development

MICHELLE MONTANEZ, Director of Rehabilitation

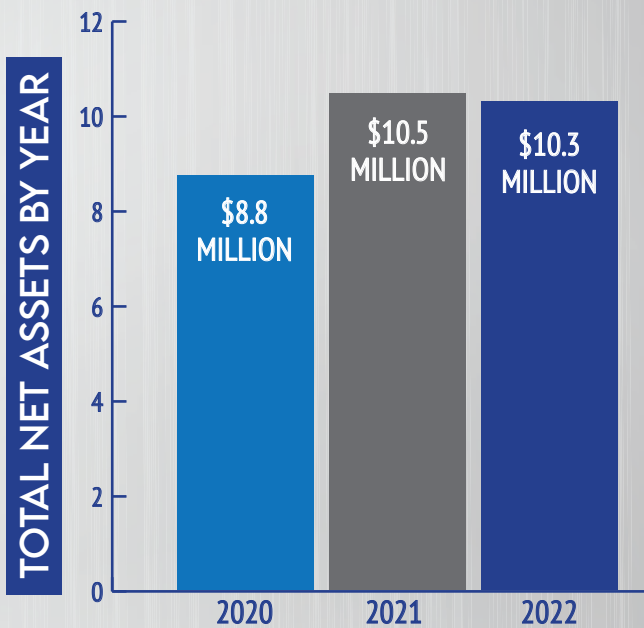
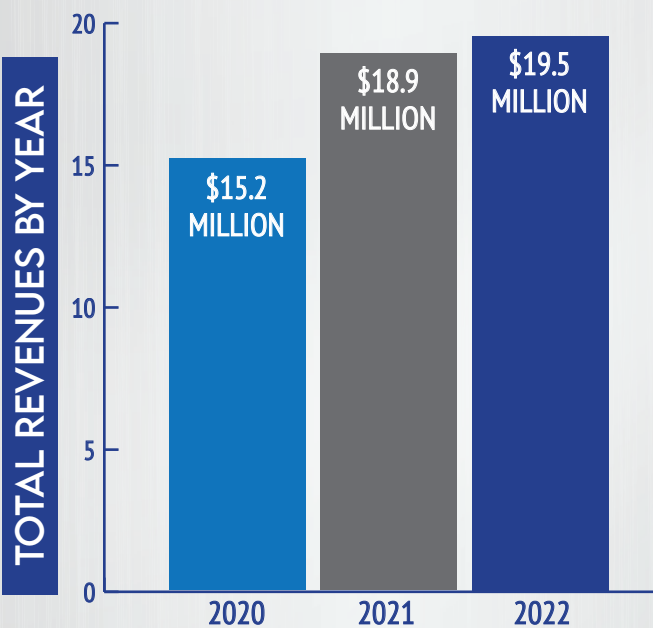
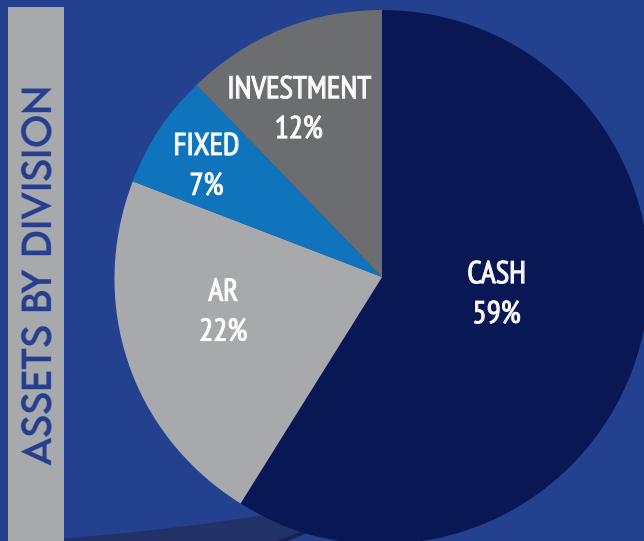
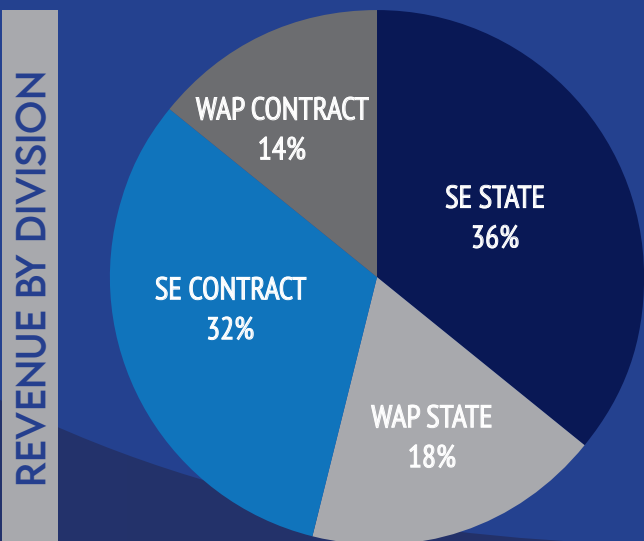
(Pictured on page three):

WENDY ROGINA, President/CEO

RICK ROGINA, Vice President/COO



# FISCAL SUMMARY



Note: Condensed financial information is derived from financial statements audited by Eide Bailly LLP. Audited financial statements are available at VIP, Inc.'s Corporate Office in Rancho Cucamonga.

## LOCATIONS

### CORPORATE OFFICE

9210 Rochester Avenue  
Rancho Cucamonga, CA 91730  
909.483.5924

### HIGH DESERT OFFICE

17292 Eucalyptus Street  
Hesperia, CA 92345  
760.948.1312

### SAN BERNARDINO OFFICE

1310 East Riverview Drive  
San Bernardino, CA 92408  
909.478.7537



- Community Employment Services: Job Development
- Community Employment Services: Employment Supports
- Organizational Employment Services

[www.vipsolutions.com](http://www.vipsolutions.com)

Follow our highlights and news throughout the year at [facebook.com/VOCATIONALIMPROVEMENTPROGRAMINC](https://facebook.com/VOCATIONALIMPROVEMENTPROGRAMINC)



Scan here to learn  
more about VIP, Inc.!



OUR SUPERHEROES  
APPRECIATE *differences.*  
LEAD BY *example.*  
AND ENCOURAGE *success!*