

2023



annual report

*— in a*  
world full  
of potential,  
maximize every  
*— opportunity —!*



## who we are

Vocational Improvement Program, Inc. is a private nonprofit organization dedicated to providing persons with disabilities meaningful opportunities for community access, quality prevocational training, and comprehensive employment and support services. Through VIP's programs, clients are able to gain valuable skills and achieve personal growth and independence. Established in 1986, VIP has grown to assist more than 745 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.

## executive management

WENDY ROGINA, President/CEO  
RICK ROGINA, Vice President/COO  
MATTHEW ROGINA, Executive Director  
ANTHONY AKERS, Director of Rehabilitation  
MARIANN GUERRERO, Director of Program Services  
KAREN JONES, Director of Staff Development  
MARLENE LEMUS, Director of Office Management

MICHELLE MONTANEZ, Director of Rehabilitation  
PATRICIA RIVERA, Director of Employee Operations  
JEFF ROGINA, Director of WAP Operations and Logistics  
KENNY SOLANO, Director of Business Relations  
JEFF SPECCHIO, Director of Production  
SHIRLEY YAMANO, Director of Communications

## a message from Dusty Ware, chairman of the board

I am so proud to be a part of an organization that strives to be at the forefront of this industry. Since it was founded in 1986, VIP has never missed the mark in connecting with our clients and providing quality services. 2023 was a year of growth and exploration that opened many doors for our clients, and we are excited to see where these new avenues will lead.

As I serve my final year as VIP's Chairman of the Board, I look forward to the opportunity to witness the personal success of our VIP Family. Our organization is filled with creativity and energy and our collaborative efforts continually inspire us to steer through any challenges and remain a leader in the community.

I wish Phil Roberts, our current Board Secretary and 2024 Chairman of the Board, all the best as he steps in to help guide the operations of the organization. Lastly, I would like to express my appreciation for the leadership of Matt, Wendy, and Rick. I am also grateful for the support of my fellow Board Members throughout my tenure — their commitment to VIP and our clients is unmatched.

*Two • who we are*

board of

*directors*

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



# highlights and more!

- VIP switched its payroll and time and attendance system to Paylocity. This allowed for increased compliance with regulations while being a more efficient platform for staff.
- ClearCo., a talent management software, was implemented and significantly decreased the average cost per hire. The system created a workflow and filtration system for recruitment and an electronic orientation and onboarding packet.
- Talent engagement remained at the forefront with the implementation of the STAR Employee of the Quarter Award and The VIP SCOOP, a quarterly staff newsletter. In addition, staff contests and incentives were offered throughout the year.
- We officially started our ACE/055 program. ACE, with a small staff-to-client ratio, provides a variety of opportunities for access to the local community as well as training opportunities that are geared toward independence and employment.
- VIP invested in additional staff to support our sales efforts, for both individual and group placements, throughout the Inland Empire.
- VIP remained legislatively involved and hosted various representatives from both the city and county, as well as Assemblymember Juan Carrillo, 39th Assembly District.

For more highlights, please see pages four and five for clients outcomes and success stories!

## a message from Matthew Rogina, executive director

In 2023, we worked diligently to further propel our services to the next level! VIP staff are creative and innovative and we continually challenge ourselves to ensure the ongoing success for our entire VIP Family. Since its inception, I am grateful and fortunate to see how VIP, Inc. has evolved in providing the best services possible while continuing to grow its programs. In keeping with the theme of this year's Annual Report, in a world full of potential, it is imperative that we **maximize every opportunity** to accomplish what has never been done before in this industry.

"It's through curiosity and looking at opportunities in new ways that we've always mapped our path." ~ Michael Dell. As I look back on the previous year, this quote resonates with the mindset we carry of blazing a path to success. It serves as a simple reminder that no matter the obstacles we face, we continue to find solutions that benefit the needs and desires of our clients, staff, and local community.

In 2024, I look forward to expanding our new ACE/055 program, rolling out our Student Services program, and capitalizing on every opportunity we encounter. I would like to thank each one of you for the commitment and passion you exhibit each day. It never ceases to amaze me the amount of dedication contributed to building a brighter future for our clients!



Executive Director Matthew Rogina, left, and Vice President/COO Rick Rogina, right, celebrate President/CEO Wendy Rogina's big milestone birthday!



Representatives from DDS and DOR stopped by VIP to discuss our services and how we can continue to collaborate to provide the best services for our clients!

Matthew is ringing in the Christmas spirit with Wesley W., a VIP client since 2014!



## employment excellence with a positive and inspirational impact

Persons with intellectual and developmental disabilities often face barriers to employment. VIP's quality employment services ensure a meaningful experience for both the clients as well as our business partners. Through our employment services, clients are able to build new skills, realize career paths, and develop friendships and independence. Success is in our numbers (and our smiles)!

295



CLIENTS SERVED IN WORK SERVICES

CLIENTS SERVED IN SUPPORTED  
EMPLOYMENT GROUP PLACEMENTS



193

261



CLIENTS SERVED IN SUPPORTED  
EMPLOYMENT INDIVIDUAL PLACEMENTS

NEW SUPPORTED EMPLOYMENT JOBS



114

total client

*earnings*

\$9.5

million was earned from  
Work Services and  
Supported Employment clients

client satisfaction

*surveys*

93%

average percentage of clients  
surveyed who ranked VIP's services  
as excellent/good

Way to go, Ashley W., who represented VIP, Inc. at a Rancho Cucamonga City Council Meeting. Ashley did an amazing job promoting employment services for Californians with disabilities, and we are very proud of her! Ashley, far right, is pictured with Mayor L. Dennis Michael and Councilmember Kristine Scott.



Congratulations to Julian C. who purchased his first car! Julian, who works at Cal Poly Pomona at the Centerpointe Dining Commons, loves his job and has been able to learn new skills, grow in his career, earn a paycheck, and achieve this amazing goal. Julian said, "You can do anything you put your mind to," and everyone at VIP agrees!



Team VIP was very busy working for National Utilities Sales Corporation who secured a contract with the San Bernardino County School District to install outdoor furniture, including benches, tables, and bleachers, to all 69 schools that it serves. The principal and district board members visited VIP clients and job coaches working hard on this project. Also, as an added surprise, the team who designed the furniture visited from Norway to work with our crew!



Dow S., a client who formerly worked in the Rancho Cucamonga Work Activity Program, started his dream job at Santa Fe Machine Works. Due to his knowledge and attention to detail, Dow secured a position as a polisher where he measures and shines machine parts. Dow is learning new skills and enjoys being a part of their team! Keep on shining brightly, Dow!

*this is how we do it • five*

## race to ACE where the sky's the limit!

VIP is proud to announce the kickoff of ACE, our newest and most innovative program! The ACE/055 Program commenced in Rancho Cucamonga in May 2023 and in San Bernardino in July 2023 (the Hesperia ACE Program is slated to begin services in March 2024).

The ACE Program, offering a small staff-to-client ratio, provides a variety of opportunities for access to the local community as well as training opportunities that are geared toward independence and potential employment. Trainings may include, but are not limited to: development of work rules and vocational talents; social and life skills; health and wellness; and advocacy. ACE trainings are comprised of creative and engaging activities including volunteerism, job exploration, educational classes, community tours, A-TEAM meetings, and other valuable resources. Community access and integration are a critical part of ACE.

Rancho Cucamonga ACE had 17 clients enter the program while San Bernardino ACE had six clients enrolled. VIP developed new partnerships and rewarding volunteer opportunities with the following organizations:

- Community Action Partnership in Montclair, Highland, and San Bernardino
- Helping Hands in San Bernardino
- Laurel Wellness Care Center in Fontana
- SCIL Center in Claremont
- Foothill Family Shelter in Upland

ACE focuses on creative and innovative activities that encourage and spark new ideas, passions, and goals. Our past ACE activities include trainings and tours to gain knowledge on a wide variety of topics including:

- nutrition, food preparation, and clean cooking
- health and wellness, including yoga and meditation
- warehouse and equipment safety
- the supply chain process including packaging of product, quality control, and distribution of goods
- the creativity and collaboration involved in producing an animated TV show
- professional attire and appearance as well as appropriate cues for the workplace
- therapy dog certification process
- behind-the-scenes operations of successful businesses, including a baseball stadium and a resort hotel

ACE is an opportunity to learn, grow, invent, and reinvent. We have set substantial goals for 2024 and are continually increasing engagement while improving processes. VIP's Direct Service Advisors, DSAs, are the backbone of the program as they conduct daily research to ensure that each activity is fun, captivating, and meaningful – their creativity and collaboration are inspiring! We look forward to the many exciting outcomes for our clients as they race to ACE!

"all of us do not have equal talent,  
but all of us should have an equal

*opportunity* to develop our talent."

~ John F. Kennedy

*vip • race to ace*



educational and captivating  
community activities

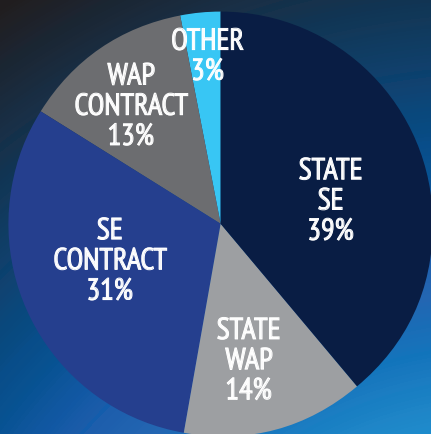


creative and engaging  
guest speakers

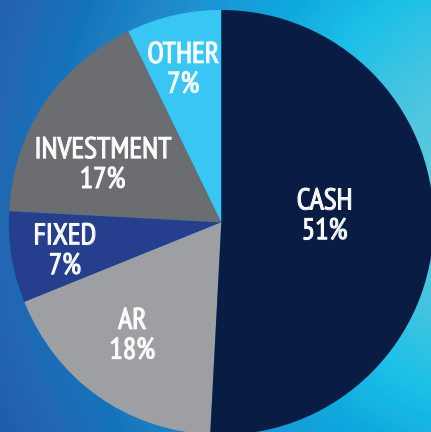


collaborative and rewarding  
volunteer opportunities

## revenue by division



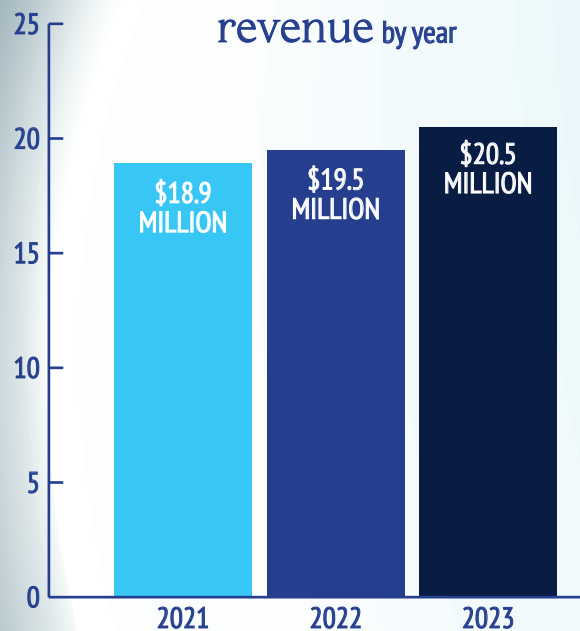
## assets by division



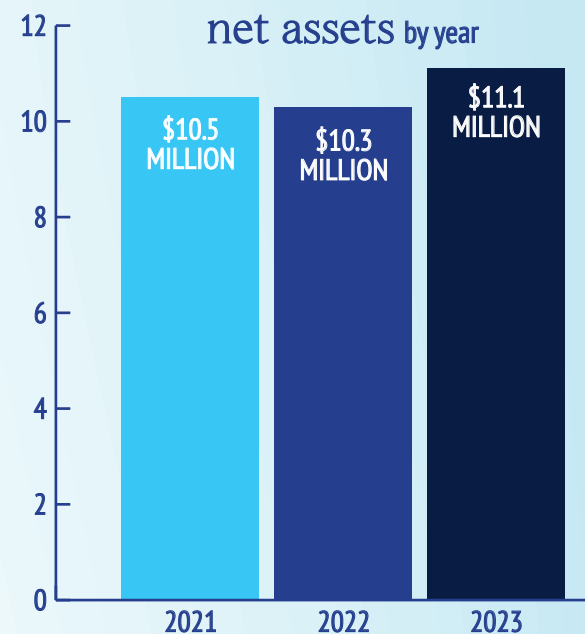
Note: Condensed financial information is derived from financial statements audited by Eide Bailly LLP. Audited financial statements are available at VIP, Inc.'s Corporate Office in Rancho Cucamonga.

# fiscal summary

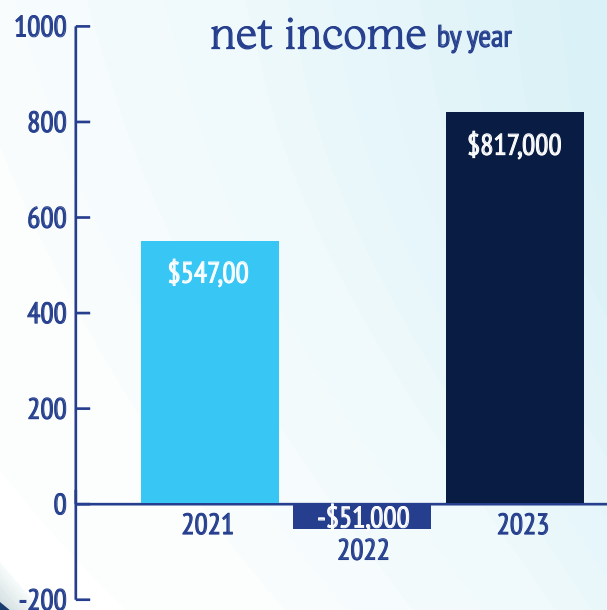
## revenue by year



## net assets by year



## net income by year



## *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



Scan here to learn  
more about VIP, Inc.!



Scan here to follow  
our highlights and news  
throughout the year!

VIP, Inc. is proud to be awarded the  
highest level of accreditation by the  
Commission on Accreditation  
of Rehabilitation Facilities  
for the following programs:

Community Employment Services:  
Job Development

Community Employment Services:  
Employment Supports

Organizational Employment Services

