2024-2025

able.

www.ableinc.org

Annual Report Newsletter

Fall 2025

Inside this issue:

Executive Director's Welcome Message

This past year, Able has been navigating significant changes brought on by state rate reform. What was once expected to take over a year was accelerated into just a few months, creating new challenges for every level of our organization. While the process has been complex and, at times, uncertain, what stands out most is the resilience of our staff and the creativity of our programs. Together, we continue to ensure that individuals with developmental disabilities have access to opportunities for empowerment, independence, and employment—the very heart of our mission.

Amid the challenges, we also celebrated important milestones that will shape Able's future for years to come. In recognition of our impact, Able was named Medium-Sized Nonprofit of the Year by the Tulare Kings Hispanic Chamber in 2025 and Nonprofit of the Year by the Visalia Chamber of Commerce in 2024. These honors reflect not only the work of our staff but also the trust and confidence our community places in us. We also secured a permanent home, officially purchasing our building after two years of leasing, thanks to the persistence of our team and the support of Valley Strong Credit Union. This investment provides stability, ensuring that Able will remain a cornerstone in the community.

Our programs continue to grow in exciting ways. The Life Skills Learning Center now has a clear path to sustainability through rate reform. Initiatives such as **ableMade** empower clients to create products with their own hands, learn new skills, and pursue creative vocational opportunities. Through community integration, we continue to create meaningful connections, highlighted by trips to the Fresno Chaffee Zoo and Tulare Planetarium. More importantly, these experiences demonstrate our ongoing commitment to inclusion and belonging.

Looking forward, a central priority will be ensuring the long-term sustainability of our Community Employment Services and Competitive Integrated Employment programs, which provide meaningful job training and work opportunities for consumers. At the same time, we are committed to investing in our staff, whose dedication has carried us through this demanding season. The challenges of rate reform have tested us, but they have also sharpened our resilience. With community recognition, a secure home, new program growth, and the energy of a renewed board, Able is well-positioned for a strong and vibrant future.

Executive Director,

Keith Stump

About This Report

Able Inc has and continues to give high priority in its information management system to the collection and analysis of program and fiscal data. This process allows for more focused planning directed to the agency's marketing and strategic planning. It also allows staff the opportunity to identify strengths in services offered and where program improvement might be required. As a part of the agency's Continuous Quality Improvement Process, the information collected plays an integral part in validating the mission, vision, and values of the organization.

Each year's annual report is quite expansive and includes a broad menu of information and reports.

About This Report Continued

The 2024-2025 FY report includes information related to:

- The Agency's Continuous Quality Improvement Process
- Annual Consumer Incident Review
- Annual Agency Consumer Follow-Up Report
- Consumer Demographics, Outcome/Process Objectives, and Satisfaction Survey Results for all programs.
- Annual Accessibility, Technology, and Risk Management Plans with Performance Updates.
- Fiscal Analysis for Services Offered.

In total, all information collected and analyzed is used as the foundation for development of the Agency's Annual Strategic/Marketing Plan. This plan guides the organization under the banner of five focus areas, (1) Image Building and Public Relations, (2) Employee Relations, (3) Consumer Relations, and (4) New Programs and Program Development. It is hoped the reader will find this annual report summary informative and useful as it describes the agency's 2024-2025 FY activities.

"...integrate people with disabilities into the community..."

Mission, Vision and Values

MISSION STATEMENT

Our mission is to integrate people with disabilities into the community by creating person-centered opportunities for empowerment, independence, and employment.

VISION STATEMENT

Our vision is to reduce the stigma around people with disabilities in our community through quality job training, life skills education, and inclusion.

CORE VALUES

EMPOWERMENT - Information, education, and resources open the door for opportunity.

INDIVIDUALITY - Being yourself is always best-everyone is valuable just as they are.

COMMUNITY - The best way to promote connections is through integration and acceptance.

INDEPENDENCE - Person-centered support encourages self-sufficiency, belonging, and quality of life.

GROWTH - The smallest moments of progress can make the biggest impact.

Program Demographic Characteristics

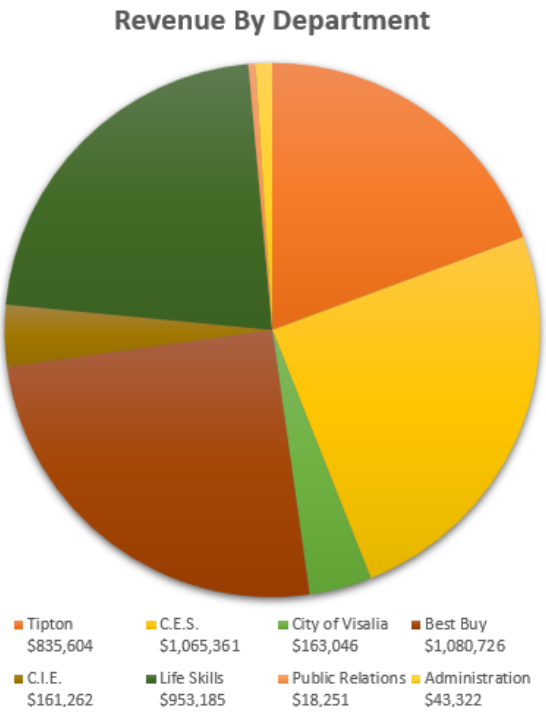
Program	24-25 FY		23-24 FY	
	Total Served	Percent of Total Population	Total Served	Percent of Total Population
COMMUNITY EMPLOYMENT SERVICES (CES)	88	32%	82	32%
CVRC COMPETITIVE INTEGRATED EMPLOYMENT (CIE)	40	15%	37	14%
ADULT DAY SERVICES (LSLC)	38	14%	42	16%
DOR EMPLOYMENT SERVICES	105	39%	99	38%
TOTAL	271		260	

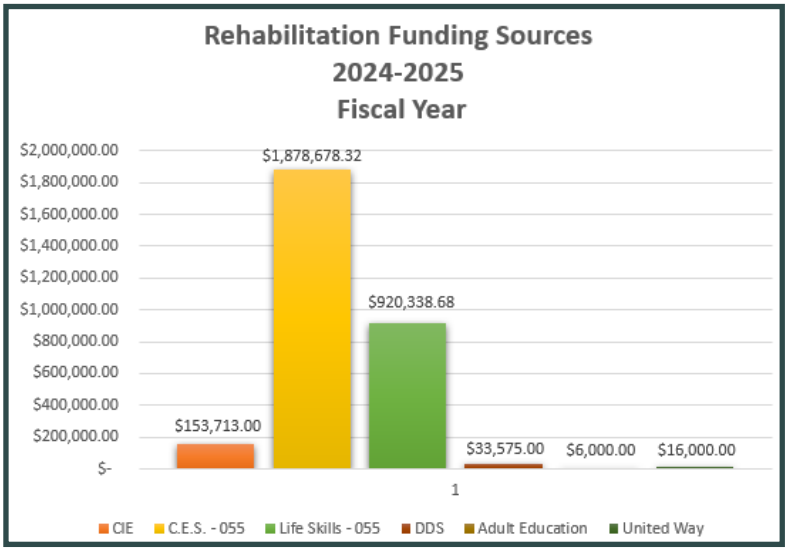
*NOTE: There could be some limited duplication in total number served due to program transfers (i.e., from Community Employment Services to Competitive Integrated Employment, etc.)

July 1, 2024—June 30, 2025 Fiscal year Annual Report Financial and Program Reviews

For the 2024–2025 fiscal year, the agency's total revenue was $4,321,757, an increase of $392,567 (9%) compared to the previous year. Rehabilitation services remained the largest source of revenue, generating $3,008,305 (70%) through fee-for-service programs and subsidies. Production revenue contributed $1,251,362 (29%), supported by contracts with Tipton, Lactalis, City of Visalia, Best Buy, and other valued partners. The remaining 1% was derived from grants, contributions, fundraising, interest, and other sources, which continue to provide important supplemental support.

Total expenses for the year were $4,373,731, reflecting an increase of $536,583 (12%) from the 2023–2024 fiscal year.





Total Agency Revenue

$4,321,757

Rehabilitation Fees
$3,008,305 ..... 70%

Production Contracts
$1,251,362 ..... 29%

Other
$61,090 ..... 1%

Total Agency Expenses

$4,373,731

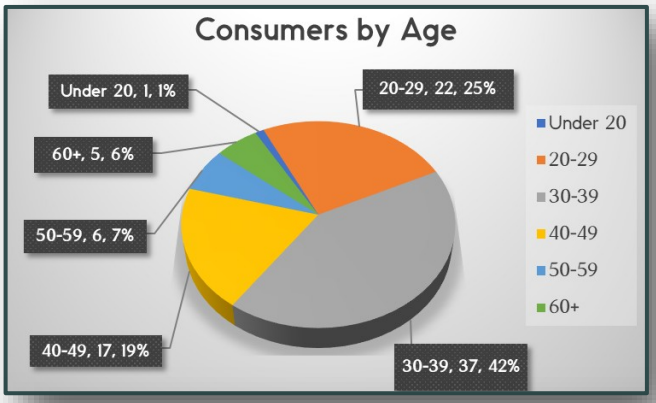
Staff Salaries and Benefits
$2,321,991 ..... 53%

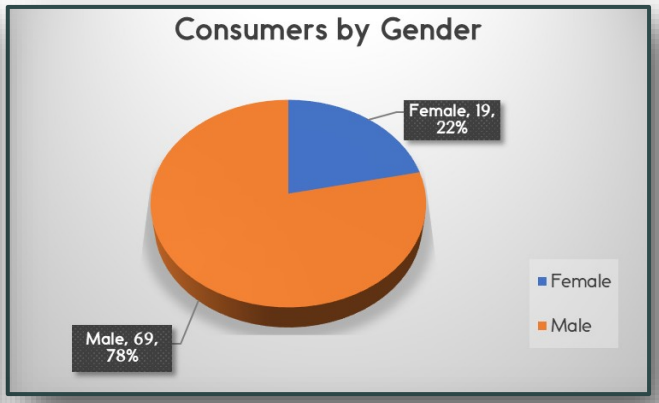
Consumer Salaries
$1,044,759 ..... 24%

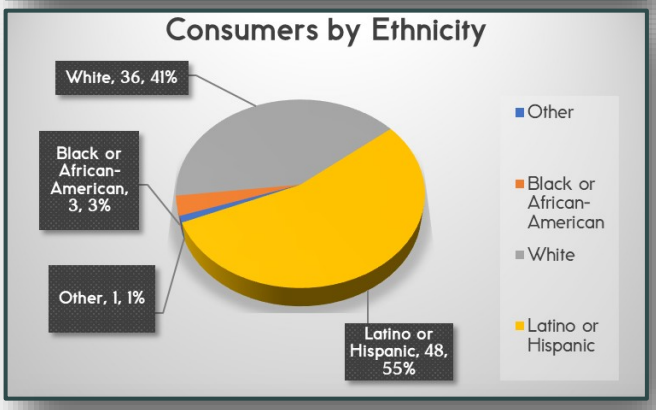
Other (Production / Operating Expenses, etc.)
$1,006,981 ..... 23%

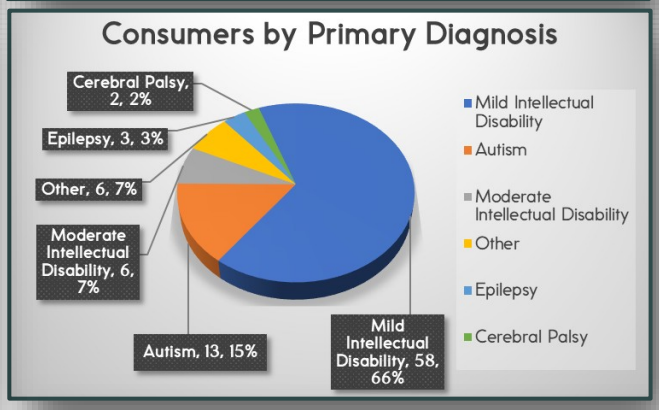
Community Employment Services (CES)

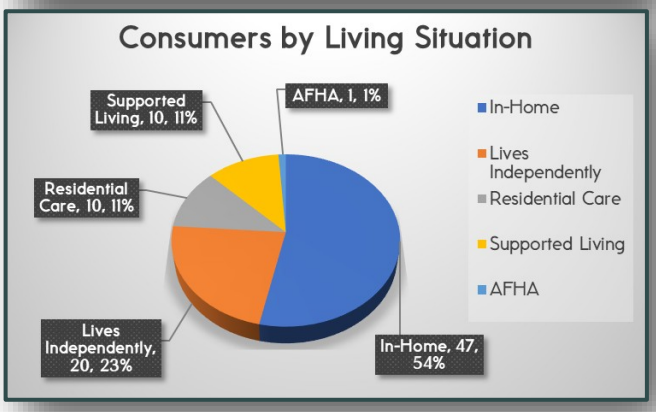
Community Employment Services (CES) provides paid work training opportunities in various community settings for individuals with disabilities who may not yet demonstrate competitive employment potential. These participants are capable of working successfully in group environments with ongoing instructor or job coach support. The redesigned CES program integrates real paid work experience for technical skill development with classroom instruction focused on communication, professionalism, and other soft skills over a two-year period. When ready, consumers transition to our Competitive Integrated Employment (CIE) program for job placement services. Although the mindset is gradually shifting among newer consumers, some participants still view CES as a permanent job, a perspective carried over from former programs, where individuals often participated indefinitely.

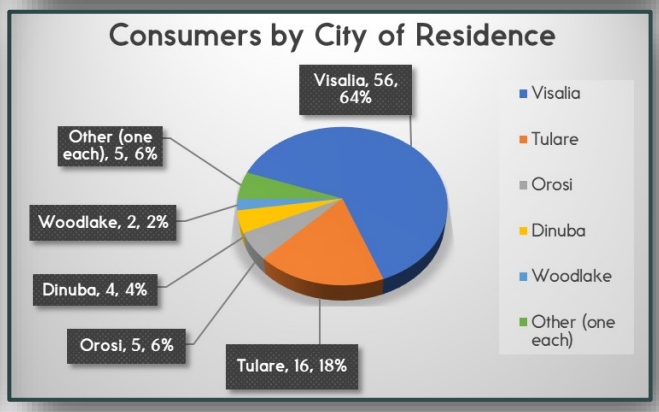












Program Outcomes

ANNUAL TRAINEE REVIEWS ACHIEVING 50% OR MORE OF ANNUAL PLAN OBJECTIVES		
	24-25	23-24
Behavioral	58%	63%
Vocational	59%	69%

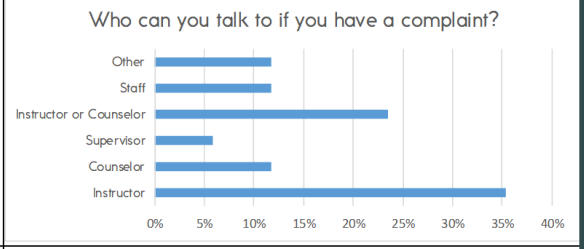
	24-25	23-24
Percent of Time in Work	100%	99%
Productivity	52%	59%
Average Attendance	88%	92%

REASON FOR LEAVING		
FISCAL YEAR	24-25	23-24
Consumer resigned job	6	3
Transitioned to Able CIE	1	0
Employed-Competitive	2	4
Retired	2	0
Medical/Mental Health Issues	2	1
Deceased	0	0
Ineligible-behavior	0	1
Poor Attendance/Participation	0	0
Incarcerated/Substance Abuse	1	0
Moved	1	2
Lack of Transportation	0	2
Returned to School	0	1
Chose Alternative Program	0	1
Other-Neutral	0	0
Other-Negative	0	0
Total	15	15

SIXTY-DAY FOLLOW-UP OUTCOMES		
FISCAL YEAR	24-25	23-24
Employed	1	3
Able-CIE	1	0
Able-DTAC	0	0
Alternative Community Program	2	2
Incarcerated/Drug Abuse Program	1	0
At Home/No Program	3	3
Education	0	2
Returned to CES	1	0
Moved	1	2
Medical Issue	2	1
Unable to Contact	2	2
Total	14	15

Community Employment Services Satisfaction Survey Results 2024-2025

Participant Surveys

	52 Respondents	% of Satisfaction
Do you have choices in the tasks that you do?		96%
Do you feel safe when you are in the community with your instructor?		92%
Does staff help you when you have a problem?		96%
Does your instructor provide enough training to complete your job tasks?		90%
s your counselor available when you have a need?		87%
Are you given the chance to share your opinion on setting your goals and objectives?		98%
Would you like to work in the community in a minimum wage job?		92%
Where in the community would you like to work?	CVS, 5 below, Ace hardware, Family Dollar, IHOP, some where near my home. Walmart 3 Warehouse 2 or resturant 2, Retail Sales 2, Janitorial, working in Marine Biology.Target2' Anywhere, Hard Labor, hospital-kitchen, Lactalis, Best Buy 2, Pet Store, Foods Co, costco, Dishwasher or car washer 2, office work or Teachers aide, A job that values me, woking at Able, Working with animals.	
What are your favorite job tasks?	Trash, 13 Janitorial 12 Mopping 5, Windows Dusting Drive Tuggar 4, Lawn Care 2 , Blowing 2 Separating trash 2 , Collecting Tip Carts 2, cleaning tables 2 Vacuuming 3, Recycling cardboard 5, Forklift , Bailing Pastic,4 weedeater, Cleaning lockers , The Lab, sorting and cleaning 3,Vaccuming, C5 sitdown forklift, mower.	
Are there any tasks you would like training in?	Tugger 7, C5 sitdown forklift , plain forklift, resturant, blowing 2, Stocking using chemicals, Clamp.	
How do you benefit from attending Able?	Money: 6, Having a job 2 Makes me a better person, working 2, Good, Learning new skills 3, job transition 2, helping, earning money/experience 5 , Job training 3, Like what I do, Learning 4, Work knowledge 2, got my licence.	
Who can you talk to if you have a complaint?		
What do you see yourself doing in a year?	something, same job but driving a c-5 forklift, new job, working in the community 31 , Buying a new car, working in a resturant, new job4, making more inprovements, FT Job Going back to school, Working at Walmart 3 , still at Able, Not sure yet, Factory work 2 , open jobs 2 , better Job,In a job cooking, living on my own. Driving, Supervisor, FT job, Being alive, doing Janitorial cleaning somewhere else.Working 4 , Kraft, I don't know 2, have a good job and make good money, Guard Card, new Home.	
	Overall Client Satisfaction:	93%

Care Provider Surveys

	12 Respondents	% of Satisfaction
Do you feel your adult(s) receives quality services at Able?		100%
Do you feel your adult(s) benefits from attending Able?		100%
Do you feel your adult(s) is offered enough variety in work for training purposes?		67%
Do you feel your adult(s) receives adequate staff supervision in the program?		100%
Do you feel that CES staff effectively deals with your questions and concerns?		100%
Do you feel Able staff are well trained and professional?		92%
Do you feel adequately informed regarding your adult(s) program at Able?		50%
Would you recommend Able Industries to others?		100%
f not, why?	(no responses)	

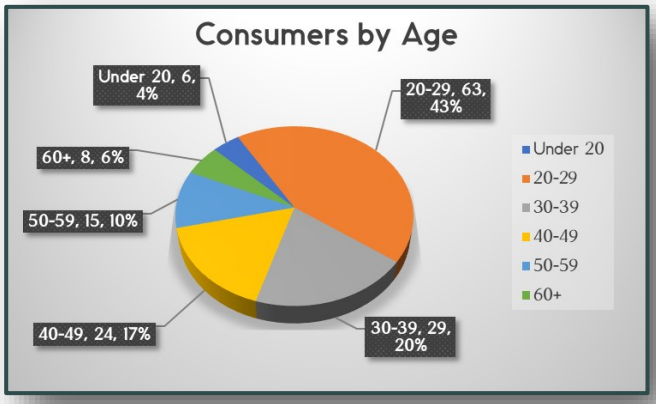
Are there any services you would like Able to provide?
More opportunities of work (retail - food service), It would be nice to have some type of monthly social gathering with peers.

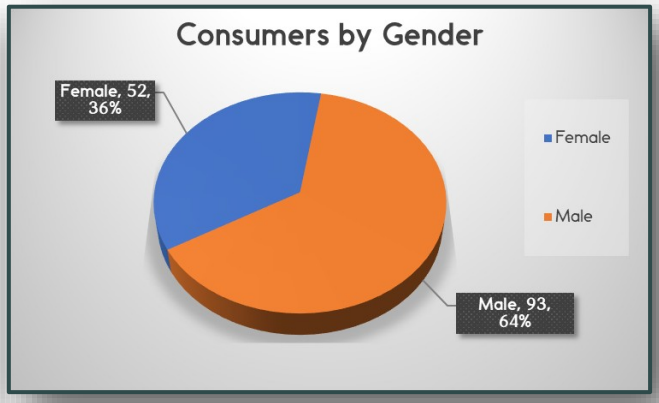
Are there any additional comments you would like to make?
(no responses)

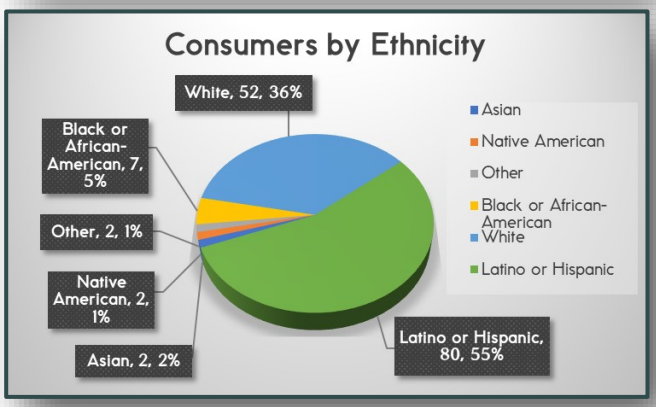
	Overall Care Provider Satisfaction:	89%

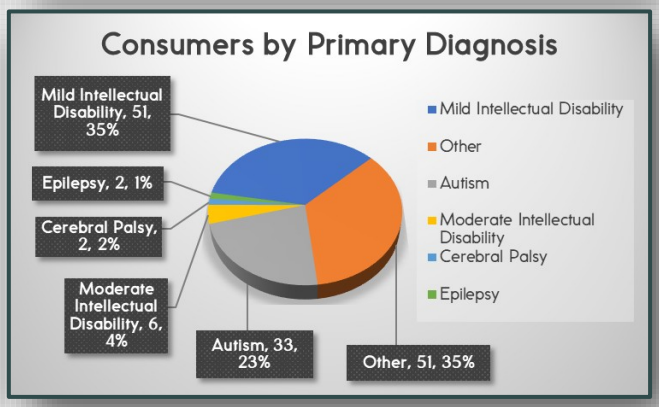
Competitive Integrated Employment (CIE)

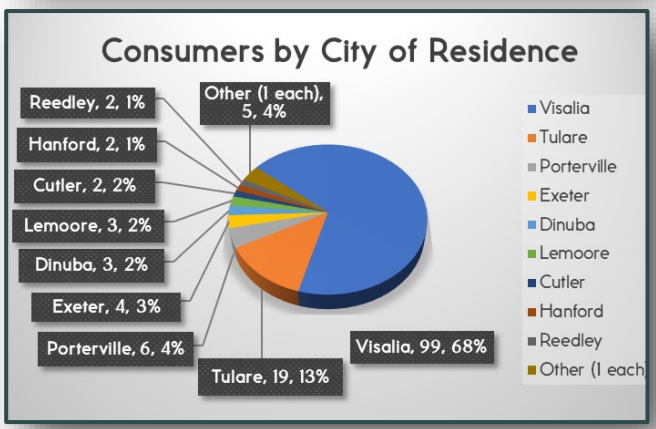
Competitive Integrated Employment (CIE) provides meaningful work opportunities in diverse community settings for individuals with disabilities. The program serves those with potential for competitive employment, regardless of disability, by matching each consumer's strengths with the needs of local businesses to promote successful placements in integrated environments. The Paid Internship Program (PIP) expands these opportunities by partnering with local employers to offer short-term, hands-on work experiences. This allows both the intern and employer to evaluate the fit, often leading to direct hire. Increasingly, consumers are choosing to keep their participation in CIE services confidential when interacting with potential employers to reduce the risk of discrimination during hiring. Consequently, this choice may exclude on-site job coaching and employer satisfaction surveys. Additionally, Tulare County continues to face one of the highest unemployment rates in California, which presents ongoing challenges to achieving consistent job placements despite the program's efforts to promote inclusion and economic opportunity.

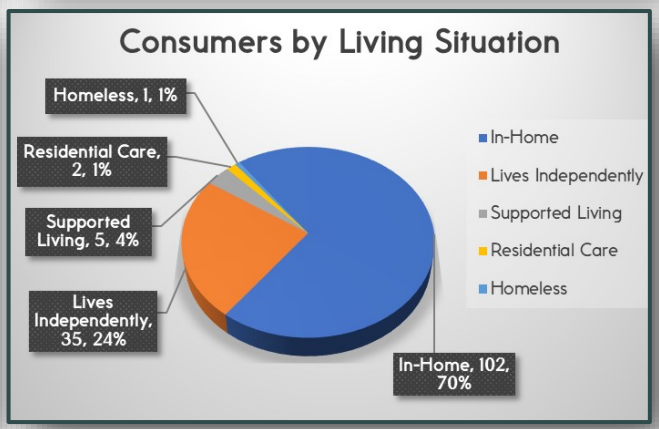












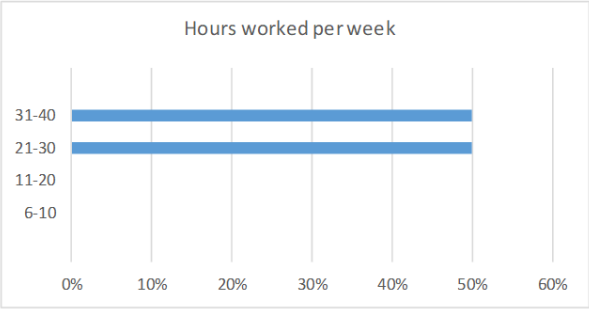
CIE Services Outcomes		
CIE Services Provided	**24-25**	**23-24**
Consumers Enrolled Direct Placement (DOR)	105	99
Consumers Enrolled Individual Placement (CVRC)	40	37
Consumers Enrolled PIP (CVRC)	26	18
Consumers Enrolled TDS (CVRC)	26	24
Total Consumers Enrolled	145	134
In Program Wages Paid	$50,767	$60,489
PVSA (Personal, Vocational, Social Adjustment)	36	32
Vocational Assessments (ESA)	9	12
CIE Employment Placements	13	14
Job Coaching	0	2
90 Day Employment Retention	5	12

Competitive Integrated Employment Satisfaction Survey Results 2024-2025

Participant Surveys

	Satisfaction Rating
Was your Job Developer and/or Program Specialist helpful in preparing you for employment?	5.0
Do you feel that your needs and desires were met when setting job goals and objectives?	5.0
Does your Job Developer and/or Job Coach give you enough job support and training to meet your goals and objectives?	4.8
Was your Job Developer and/or Job Coach available to address your needs or job issues?	4.3
Are you satisified with your job placement?	5.0
Are you happy with the overall services you received from Able?	5.0

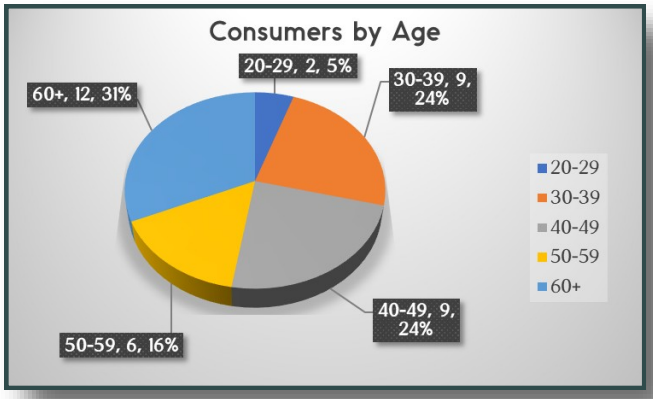
How many hours per week are you currently working?

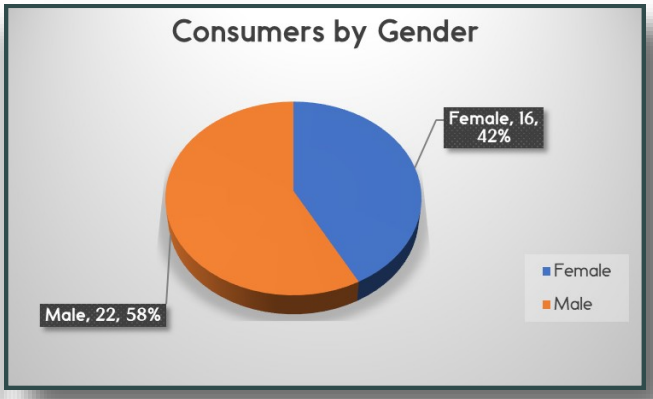


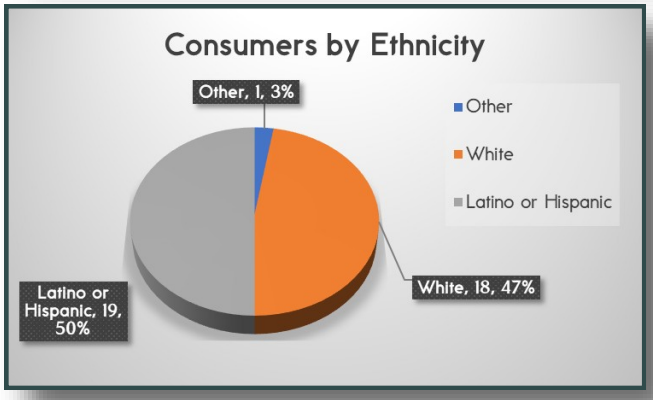
Average Wage:	$21.41
Do you have any suggestions on how we can improve the program?	None listed.
Overall Client Satisfaction Rating:	4.8

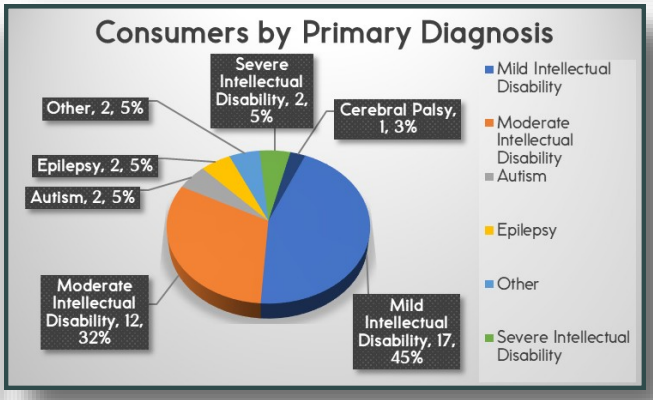
Life Skills Learning Center

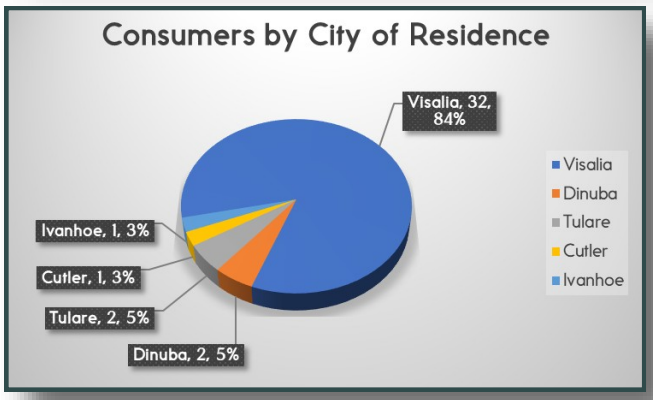
Life Skills Learning Center teaches essential skills that help consumers reach their fullest potential through activities focused on essential life, social, pre-vocational, functional, and community-based skills, along with fitness, health, nutrition, and technology education. Demographics have remained stable, and both consumer and care provider satisfaction remain high. There has been a slight decrease in the number of persons served. Achievement of program objectives has declined, primarily because a greater number of consumers now require higher levels of support to meet their goals. Additionally, the state-funded daily rate for services has dropped below the actual cost to operate the program. This fiscal year, the program maintained an eight-to-one consumer-to-staff ratio and operates under Community Care Licensing oversight with an active infection control plan in place.

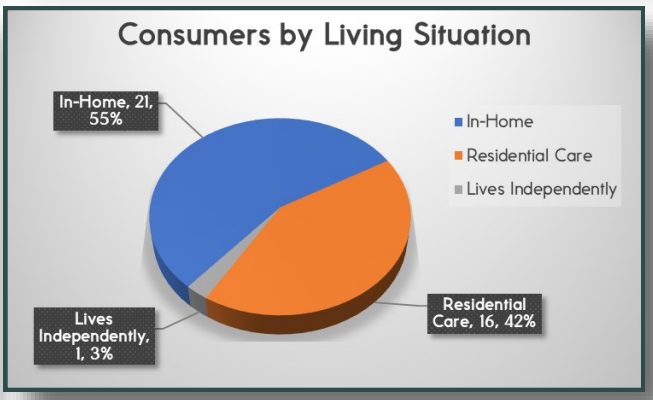












LSLC Outcomes	24-25	23-24
Total Served	38	42
Average Daily Attendance	87%	85%
Program Objectives Met	67%	70%
Percentage of Daily DDS Rate Meeting Costs	98%	100%

Exit Outcomes	Total: 5
Transitioned to other Able programs	0
Exited to alternative community services	1
Exited due to health related issues	3
Moved	0
Other	1

Life Skills Learning Center Satisfaction Survey Results 2024-2025

Participant Surveys

	36 respondents	% of Satisfaction
Do you feel you have a choice of activities at the Life Skills Center?		100%
Do you feel safe at LSLC?		100%
Does staff help you when you have a problem?		100%
Do instructors give you enough time to complete projects?		100%
Do you feel you have enough input in your program?		100%
Would you recommend Life Skills to a friend?		100%
What is your favorite activity?	Community integration, exercising, crafts, cooking, coloring, playing checkers, legos, anything, doing Able Grow, helping to take in recycling.	
Who can you talk to if you have a complaint?		
Do you have any suggestions on how we can improve the program?	No, Get more games for us to play,	
	Overall Client Satisfaction:	**100%**

Care Provider Surveys

	34 respondents	% of Satisfaction
Do you feel your adult(s) receives quality services at LSLC?		100%
Do you feel your adult(s) benefits from attending LSLC?		100%
Do you feel your adult(s) is offered enough variety of activities?		100%
Do you feel your adult(s) receives adequate staff supervision in the program?		100%
Do you feel that LSLC staff effectively deals with your questions and concerns?		100%
Do you feel LSLC staff is well trained and professional?		100%
Do you feel adequately informed regarding your adult(s) program at LSLC?		100%
Would you recommend Life Skills to others?		100%
If not, why?	0	

Are there any new or additional services you would like LSLC to provide?
None at this time. Parent would like to volunteer for story time and other activities on Fridays

Are there any additional comments you would like to make?
My clients enjoy coming to program. Jean is always so good to our clients, they care for Jean and enjoy going to Life Skills. The staff is great. Thank you for your services. My client loves it here and I feel that he benefits by coming. Jean is always so good at letting the home know what's going on, she always answers our phone calls and questions. Program has been great for my son.

Overall Care Provider Satisfaction:	**100%**

Able Industries, Inc.
2505 N. Shirk Rd.
Visalia, CA 93291
(559) 651-8150
(888) 813-ABLE

Visit our new website
www.ableinc.org

Code of Ethics for Persons Served

Able Inc. will continually strive to achieve service quality based on excellence, relevancy, rehabilitation integrity and commitment to purpose.

In all planning, program development and operations, Able Inc. shall give first consideration to the needs of those served.

Able Inc. shall make no prescription of services or assignment of work without reviewing appropriate medical, psychological, or other pertinent diagnostic information.

Persons served are entitled to an individualized plan which is realistic, relevant to their specific needs and interests and which seeks their input and ongoing participation.

Persons served shall be entitled to access to their files, in a timely fashion, upon request.

Persons served are entitled to options in vocational and life skill programming with choices based on their expressed interests, needs and abilities.

Able Inc. is committed to the development and promotion of a broad diversity in production and program activity to allow persons served to achieve challenging and varied rehabilitation opportunities.

The organization will provide a process to assure maximum opportunity for the upward mobility of persons served. In the hiring of staff, full consideration shall be given to qualified individuals with disabilities.

Able Inc. believes in the concept of full inclusion and must provide programming that both facilitates and promotes activities tied to expectations of the community and society.

The organization believes in the concept of self-empowerment and will both promote and facilitate such throughout programming for persons served. Access to self-help, legal and advocacy services will be facilitated as requested.

Able Inc. shall develop and maintain a comprehensive education program to promote understanding of the needs and capabilities of individuals with disabilities and to encourage their acceptance in the community.

Persons served give up no legal rights when they receive services from Able Inc.. Hence, an individual's legal rights must be respected at all times.

Confidentiality of personal information for persons served shall be protected at all times.

Persons served are entitled to privacy and freedom from abuse, financial or other exploitation, retaliation, humiliation, and neglect.

Persons served shall be entitled to informed consent or refusal regarding service delivery, release of information, concurrent services, and composition of the service delivery team or involvement in research projects.

Able Inc. shall provide a formal process for investigation and resolution of alleged infringement of rights of persons served.

Able Inc. shall provide a formal process for objectively hearing grievances or complaints from persons served and a protocol for appeal of decisions regarding service. Issues of concern can be raised without fear of retaliation or barriers to service.