



The Year in Review: 2012

Napa Valley PSI would like to thank all of the employees, families, care providers, referral agencies, and local businesses for their continued support. Your feedback on our surveys, your attendance at our events, and your participation in our services is always appreciated.

The PSI Report gives us an opportunity to share our recent accomplishments and our goals for the future. This was a year of reflection and focus. Like many non-profits, the economy has proved a challenge for us. The current economic environment required us to look at how we provide services in order to ensure our long-term success.

In 2010, Napa Valley PSI began providing Employment Services to individuals that want to be directly hired by businesses in the community. Our program was started with federal employment grant monies and it expanded our service area to include Napa and Vacaville. The program successfully placed 8 individuals in 2012, however, grant dollars ran out. We had to streamline services to be more cost effective. By the end of 2012, the reorganized program had reduced expenses and developed a solid plan for service delivery in 2013.

In the meantime, we continued to provide services to over 70 individuals in the work and day programs as well as offering adult education classes on site. Individuals participated in on-site and community-based work. On-site work included the production of Lixit, Napa Valley Soap, and Araujo Soap products (just to name a few). Janitorial crews were also instrumental in helping keep some of Napa's local businesses clean including Royce Instruments, Napa Jet Center, and the Napa Valley Dog Training Club.

In addition, employees continued to hone their woodworking skills by creating hand crafted specialty products made from wood and wine barrels. Look for new and exciting plans for expansion of our product line and sales in 2013.

2012 also marked a year for leadership changes at Napa Valley PSI with Carolyn Dillard officially retiring as Executive Director. Carolyn has dedicated her life to services for

individuals with disabilities in both Napa and Solano counties. She has made a huge impact on Napa Valley PSI. We know that she will continue to provide support and guidance to us, but we hope she enjoys a much-deserved break from work!

Prior to retiring, Carolyn initiated a Management Agreement with Pace Solano (a similar but larger organization in Solano County) to assume some of our administrative responsibilities. These include accounting, human resources, and transportation as well as providing leadership oversight. To that end, Carolyn and the Pace Solano team brought on Carin Lawrence as Interim Project Development Director in August of 2012. Carin reports directly to the Executive Director of Pace Solano (Kelley Hanson) and is responsible for the development and implementation of our 2013 goals and activities.

With new leadership and a dedicated team, we are poised for 2013. We have been around since 1970 and have seen many changes over the years. Our team remains focused on providing excellent services to individuals with disabilities.

For more information about Napa Valley PSI, please visit our website at www.napavalleypsi.org or call us at 707.255.0177



**Ben and Rose -
Ben is PSI 2012
Employee of
the Year**



Service Satisfaction

Each year, we distribute satisfaction surveys. We seek feedback from the employees we serve, their families, care givers, employers with whom we contract as well as all referral sources. Here are some of the great things that people said when asked "what's going well at PSI":

- Staff are dedicated and very supportive.
- Staff members are accessible and timely with reports.
- Partner collaboration between agencies.
- I feel supported by my coworkers and management.
- Watching employees learn and grow.
- The people we serve.
- Friends, supervisors and staff
- Food and snacks
- Work and making money
- Community outings
- Napa Valley College classes
- Job readiness class



Arnold finishes boxes

Below you will find some of the staff responses to "what could be better at PSI." Our next step will be to develop an **Action Plan**, which we will report on in our next newsletter.

| <u>Findings/Challenges</u> | <u>Brainstorm for Action Plan</u> |
|-------------------------------------|---|
| More Work | Create plan for job readiness classes Market dog cookies and other PSI products Plan for even more active job development |
| Stealing and Borrowing Money | Locked refrigerator per request of employees Suspend individuals who have stolen |
| Less Drama between Employees | Host groups Facilitate peer contact when issues arise |
| More Outings/ Opportunities | Schedule opportunities for outings Fundraise for a "big" outing each year |
| More Communication | Develop an Advisory Committee Use the website Create a "Suggestion Box" on the website Maintain focus on inviting families to meetings Quarterly input from employees and staff Open house over a week Tell families ways to communicate with PSI |
| Increase Job Placement | Hire job coach in Solano area Focus on job development in Solano Staff to meet demand in Napa and Solano |

Fiscal Summary

