



# THREE DECADES OF INSPIRATION AND INNOVATIVE SOLUTIONS.

VIP INC.

## COMMUNITY EMPLOYMENT



VIP, Inc. created 100 new community jobs.  
 Supported Employment IPs = 42  
 Supported Employment groups = 37  
 Direct Placement DR (DOR) = 21

Client earnings for Supported Employment clients:  
 Client earnings total = \$3,509,868  
 Average hourly wage in a group = \$8.36 per hour  
 Average hourly wage in an IP = \$10.30 per hour

Client earnings from Community Employment AND Work Services in 2016 totaled \$4.8 million.  
 FICA = \$383,106 • SDI/SUI = \$191,552

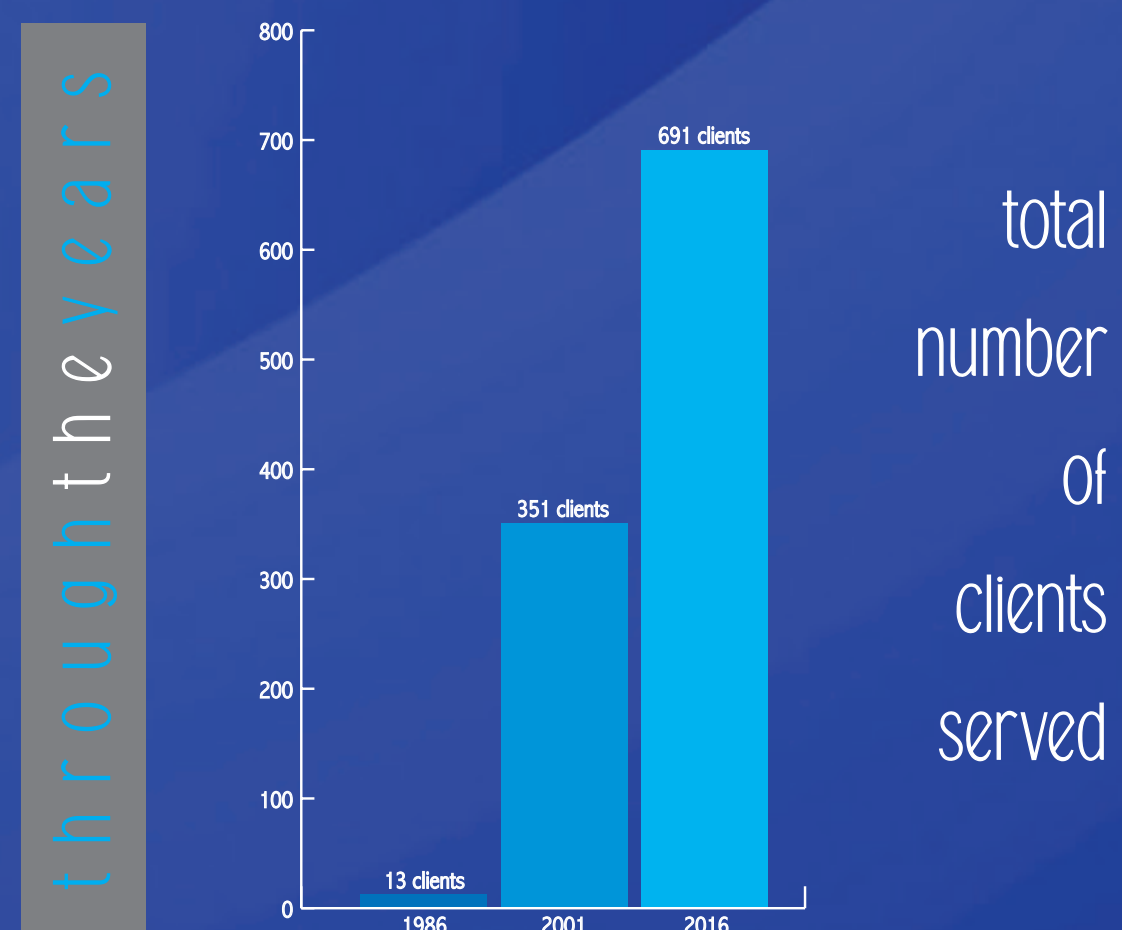
## WORK SERVICES

VIP provided Work Services to 87 new clients.  
 Rancho Cucamonga = 30  
 Hesperia = 19  
 San Bernardino = 38

VIP provided Work Services to a total of 386 clients at all three facilities.  
 Rancho Cucamonga = 142  
 Hesperia = 95  
 San Bernardino = 149

VIP, Inc. transitioned 38 clients from Work Services to Community Employment.  
 Rancho Cucamonga = 22  
 Hesperia = 2  
 San Bernardino = 14

Client earnings for Work Services clients:  
 Client earnings total = \$1,278,961



## CUSTOMER SATISFACTION

### 2016 SURVEY RESULTS

#### CLIENTS

Supported Employment  
 94 percent top ratings.

#### Work Services

95 percent average top ratings from clients surveyed at all three locations.

#### REFERRING AGENCY COUNSELORS

99 percent top ratings from 271 surveys completed.

#### EMPLOYERS

100 percent top ratings from 49 surveys completed.

### 2016 SURVEY COMMENTS

#### FROM CLIENTS

"I like that VIP is big on safety and always reminding us to practice emergency drills."

"I enjoy my paid holidays and earning PTO!"

"I feel safe in VIP's vans and with my driver."

#### FROM REFERRING AGENCY COUNSELOR

"Keep up the great work! I am pleased with your service as well as my client's improvement in his skills."

#### FROM EMPLOYER

"Wonderful team to work with. Great vision in action. We love doing business with VIP!"