

2011 Annual Report

Finding someone the perfect job, moving someone into their new home, keeping buildings clean. This is what we do every day. Employers, we have a workforce for you. People with disabilities, we have services for you. Building managers, we have a crew for you.

As a leading Bay Area social enterprise since 1975, Toolworks has been working to knock down barriers and build connections in the community. 2011 was no different. The more than 725 people served represent the great cultural diversity of the Bay Area and disability community. Toolworks provides services to people across the disability spectrum including the Deaf and hard of hearing, those with developmental disabilities, mental health and physical disabilities, and more.

Toolworks launched the year with a new look. Our revamped website highlights the services we offer and showcases the accomplishments of the people we serve. Its easy to use format is more accessible to all of our customers.

Toolworks is committed to providing quality services. This year, CARF, the rehabilitation commission, once again accredited us for three-years and praised Toolworkers for our “unwavering commitment... passion and energy”. Toolworks employs over 250 individuals; people with disabilities make up more than 50% of the workforce.

This year we heightened Toolworks’ presence in the East Bay, opening an office at the Ed Roberts Campus in Berkeley. Named for civil rights leader Ed Roberts, the ERC is a dynamic hub for the disability community, housing a wide range of services and providing many opportunities for collaboration. The building itself is a paragon of universal design. We also moved our Contra Costa County operations to Concord, increasing access to transportation and community partners.

With assistance from the State Department of Rehabilitation, Toolworks received an ARRA grant to assist deaf and hard of hearing job seekers to become better prepared for the job market by increasing their knowledge of English, ASL, computer and other work skills.



Toolworks, in partnership with people with disabilities, is a human service agency dedicated to proving the tools and resources that promote independence, equality and personal satisfaction.

Connecting individuals to their communities

Toolworks provides support to nearly 500 people with disabilities who are living independently in the community. Our Community Support program provides people with developmental disabilities and others who are facing institutional care with the individualized supports they need to live in their own home. This year, we expanded our community-based waiver program and assisted an individual in transitioning from Napa State Hospital to the community.

Our Housing Partnerships program provides on-site services to residents in affordable housing throughout the Bay Area. This year we saw the result of several years of collaboration with two nonprofit housing developers opening 35 units of affordable, accessible housing in San Francisco for people with developmental disabilities, as well as 31 additional units in Oakland for homeless and low income individuals with disabilities, with specialized services for individuals with mental health disabilities.

Over 125 adults with developmental disabilities participated in community-based activities. Participants attend community college, create art, and engage in volunteer or paid work experience. Our Community Integration participants also run Working Essentials, a donation program that distributes toiletries and other needed items to individuals who are homeless. This year one-on-one services increased community integration for more individuals with significant support needs. Project SEARCH, an internship program for individuals with developmental disabilities at UCSF medical center, expanded. Toolworks currently has groups on two campuses. A third is due to open in Mission Bay this summer.



Connecting individuals to employment

Toolworks continues to be a leader in providing employment, training, and support to individuals with disabilities.

Our 10-week training program on Treasure Island, provided employment readiness services to 57 individuals with disabilities who were homeless or at-risk. 20 of these individuals also received on-the-job, janitorial training and placement services. Our job placement team secured employment for 70 individuals with disabilities, with an average wage of \$13 per hour.

Toolworks continues to be the best employer for the people we serve. Over 100 individuals were employed through our janitorial business, and an additional 18 through our supported employment group sites for individuals with developmental disabilities. Our continued success demonstrates that the social enterprise model Toolworks has always used pays off in many ways for people with disabilities. We are pleased that \$2.7 million of our budget went towards wages for the people we serve.

Our commitment to social enterprise is evident in our new venture, Hayes Valley Bakeworks. Bakeworks will be a commercial bakery and café in San Francisco's Hayes Valley neighborhood, providing employment opportunities for the individuals we serve. It will also serve as a training ground for individuals with disabilities who are homeless or at-risk in the hospitality industry. While we have been delayed by red tape, we are pleased to announce that construction is commencing, with an opening planned for the Spring of 2012.



Statement of activities for the year ended June 30, 2011

Revenue and support

Contract services	\$ 6,657,495
Fees for service	4,375,188
Grants and donations	154,493
Other income	4,335
Investment income	100,216
Contributed goods	<u>4,355</u>
Total revenue and support	<u>11,296,082</u>

Expenses

Program expenses:	
Community integration	1,476,069
Community support	2,234,149
Employment services	315,896
Industrial support services	<u>5,845,627</u>
Total program expenses	9,871,741
Management and general support	1,049,767
Total expenses	<u>10,921,508</u>

Change in unrestricted net assets

	374,574
Net assets at beginning of year	<u>3,854,925</u>
Net assets at end of year	<u>\$ 4,229,449</u>



Board of Directors

- Art Eidelhoch
Little Mendelson
- Lynn Holman
Marketing Consultant
- Marcelo Figueredo
J. P. Morgan Chase
- Barbara Lawson
Consultant
- Jack Nathanson
Treasure Island Dev. Authority
- Marjorie Qualey
Charles Schwab
- Carl Whitaker
Whitaker Communications
- President**
- Bruce Wecker
Hausfeld, LLP
- Secretary**
- Alice Nemon
Professor Emerita
- Treasurer**
- Philip Meza
Researcher/Consultant
- Board Fellows,
Haas School of Business**
- Nick Jennings
- Katie Macgrath
- Executive Director**
- Steve Crabel

Thanks to those who help create economic opportunities:

- Affordable Housing Associates
- Banana Republic
- California State Library
- Catholic Charities
- City and County of San Francisco
- Commercial Coverage
- Community Housing Partnership
- Ed Roberts Campus
- Family Service Agency
- Gap, Inc.
- Glide Memorial
- James R. Browning Courthouse
- Island Creative Management
- Mark Casagrande
- Old Navy
- Phillip Burton Federal Building
- San Francisco Film Commission
- San Francisco Maritime National Historic Park
- San Francisco Marriott Marquis
- San Francisco Rugby Club
- San Francisco Friends Meeting
- SFSU Labor Archives
- Treasure Island Development Authority
- Treasure Island Homeless Development Initiative (TIHDI)
- Treasure Island Marina
- United States Coast Guard
- U.S. Marine Reserve Center
- U.S. Park Police - Presidio
- Wine Valley Catering
- YMCA

And thanks to the following for their ongoing support:

- Affordable Housing Associates
- Bernal Heights Neighborhood Center
- CARI
- CEO Women
- City of Berkeley
- CVE, Inc.
- Department of Rehabilitation
- Dynamic Solutions Inc.
- Golden Gate Regional Center
- Institute on Aging
- Lifelong Medical Care
- Project Open Hand
- Golden Gate National Recreational Area
- NISH Ability One
- RCD
- Regional Center of the East Bay
- SF Fire Department
- SF Human Service Agency
- SF Mayor's Office on Disability
- SF Mayor's Office of Economic & Workforce Development
- SF Public Library
- Tony LaRussa's Animal Rescue Foundation
- Tyze Personal Networks
- Union Bank
- West Bay Housing