

# ANNUAL REPORT 2018/2019

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TOWARD MAXIMUM  
INDEPENDENCE  
TRANSFORMING LIVES



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## Our MISSION

To provide personalized services to those who require support, enabling them to make informed choices regarding how they live, work and function productively and independently in the community.

## Our VISION

That all people enjoy full inclusion in the workplace, community and society in general.

# FROM OUR LEADERSHIP

## *We Believe!*

“The future belongs to those who believe in the beauty of their dreams.”

- Eleanor Roosevelt

The world in which we live is certainly full of pessimism, negativity and doubt. Many individuals with intellectual and developmental disabilities find themselves being deceptively dragged down the path of disbelief. They don't see their lives getting better in the future nor feel that they truly have choices. Even worse, many don't know that a better life can be obtained. Unfortunately, in these days and times, they settle for subpar treatment, mediocre services or no services at all due to statewide funding issues, they are also dealing with hikes to the cost of living in California, lack of quality services and political gridlock. These obstacles can take the wind out of anyone's sail.

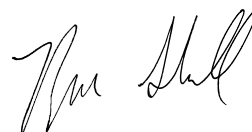
Nevertheless, at TMI, WE BELIEVE! We believe that lives can change for the better and tomorrow's dreams can be reached. WE BELIEVE! We believe that every person deserves a brighter future not just a limited present. WE BELIEVE! We believe that even in these challenging times we can make dreams come true. With genuine hearts, innovative strategies and support from our committed Board of Directors, staff, families and community partners, we are able to reach and serve more individuals than ever before while increasing the quality of our services. We are reaching the unreachable and helping the proclaimed untouchable. Toward Maximum Independence (TMI) will not allow negativity nor fear to alter its course to giving our clients the very best which is what they unequivocally deserve. WE BELIEVE!

Warmest Regards,



**RACHEL HARRIS, M.A.**  
**EXECUTIVE DIRECTOR**

Sincerely,



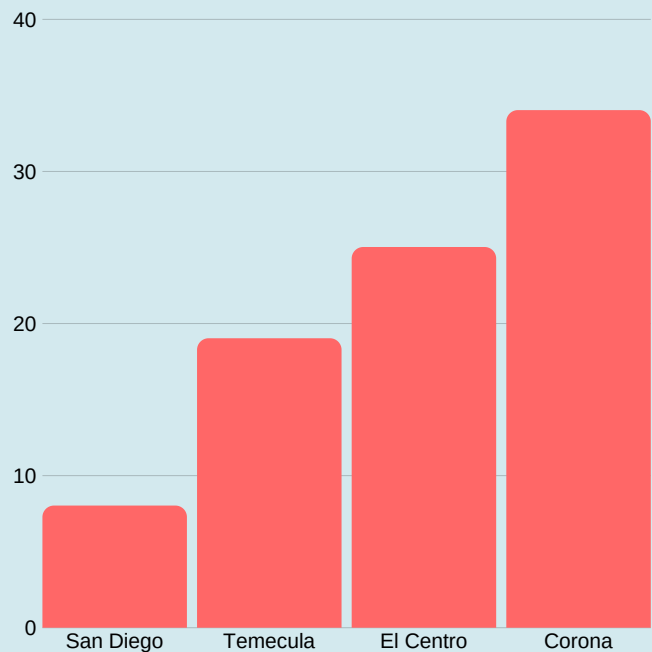
**BRYAN SHULL**  
**BOARD CHAIR**



# NOTABLE ACCOMPLISHMENTS & ACHIEVEMENTS

Now serving more than 1,000 clients, TMI had significant growth in revenue and services in the 2018/2019 fiscal year. Services provided to clients grew in our San Diego (8%), Temecula (19%), El Centro (25%) and Corona (34%) offices. Overall growth in revenue was an additional \$1.6 million (10.3% increase) compared to last fiscal year.

TMI as an agency received a three year CARF Accreditation in June 2019 for its quality of services and best practices.



## EMPLOYMENT SOLUTIONS

TMI's efforts to build relationships with great companies continues to result in employment opportunities for an increasing number of our clients. Our Employment Solutions (ES) department has supported a number of clients in gaining internships with several notable companies including Smart & Final, Ross, Barnes & Noble, Amazon and many other outstanding companies. The San Diego Regional Center recently reported that TMI has the highest number of clients who gained permanent employment as a result of our Paid Internship Program than any other agency in San Diego County.

TMI continues to focus on building and maintaining a strong relationship with our employment partner Job Options. Growth and expansion provide employment opportunities for our clients in the areas of food service and janitorial services on several military bases including Camp Pendleton, Balboa Naval, and Marine Corp base in Miramar. We have also added a new group at the San Ysidro Port of Entry as a result of our long-standing partnership with Job Options at this location.

The addition of new Managers in our Escondido and Corona offices has created opportunities for growth and expansion. This move allows for TMI to reach more clients in these areas to support their efforts toward achieving their employment goals. Referrals and placement are already on the rise.

## COMMUNITY LIVING SERVICES

Our Community Living Services (CLS) department continues to teach our clients daily living skills, as well as how to advocate for themselves in order to maximize their independence and reduce the level of support needed. CLS also continues to locate affordable housing in order for our clients to realize their dream of living independently. CLS holds several client events throughout the year which give our clients an opportunity to socialize and meet new friends.

CLS clients are succeeding! Clients have been able to save money and take vacations, move into homes of their own, obtain full-time employment, transition from Supported Living to Independent Living to increase independence, reach their goal weight and so much more! Our clients are proving that with TMI's assistance and encouragement they can achieve their hopes and dreams!

## FAMILY SUPPORT SERVICES

Our Family Support Services (FSS) program received a three year CARF accreditation. FSS has seen growth in Assessment and Intervention Services, Family Focused Supports and Resource Families. As a result, more children are in caring homes and receiving the support they need!



# BOARD OF DIRECTORS

“A strategic board has a view of looking ahead, an insight to look deeper, and competency to look beyond.”

- Pearl Zhu



## *Executive Committee*

**Bryan Shull, Chair**

Vice President & Branch Manager  
at Silvergate Bank

**Christopher Walters, Vice Chair**

Lawyer, Walters Law Group

**Norman Faleono, Treasurer**

Resource Parent

**Alice Campbell, Secretary**

Principal Employee Benefits Division  
at MMA Insurance

## *Members*

**Cathy Bishop**

Retired Software  
Program Manager

**Tom Colligan**

Lawyer

**Louise Fougner**

Retired Educator

**Jocelyn Gonzalez**

Decisions in Context  
Consultant

**Michele Mamerto**

Real Estate Assistant

**Heather Martin**

Mental Health Professional

**Corey**

Client Representative

**Richard Miller**

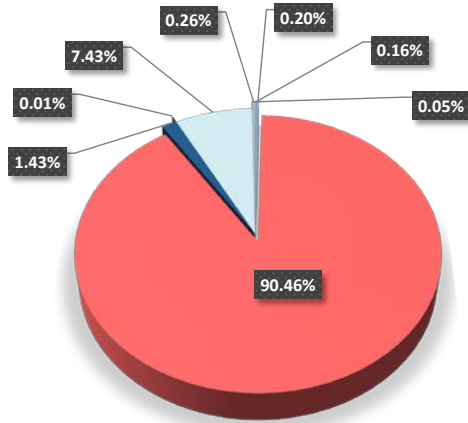
Retired Assistant Sheriff  
of San Diego County

**Dennis Moran**

TMI IW Program Coordinator/  
Division Manager  
Staff Representative

# 2018/2019 FISCAL YEAR FINANCIAL RESULTS

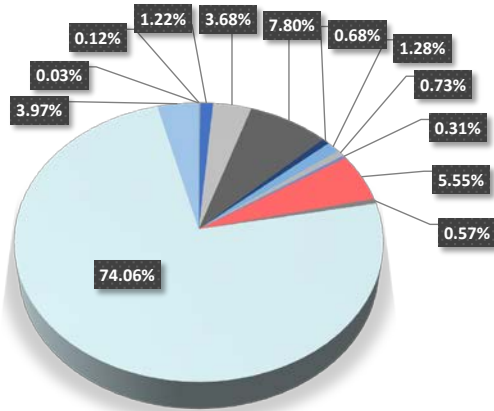
## INCOME



- Development, Fundraising, Contributions
- Investment Revenue
- Program Revenue - Department of Developmental Services
- Program Revenue - Department of Rehabilitation
- Program Revenue - Private
- Program Revenue - San Diego County
- Program Revenue - San Diego Public Schools
- Rental Revenue

Development, Fundraising, Contributions	\$26,874.16	0.16%
Investment Revenue	\$35,318.99	0.20%
Program Revenue - Department of Developmental Services	\$15,630,625.60	90.46%
Program Revenue - Department of Rehabilitation	\$246,386.03	1.43%
Program Revenue - Private	\$2,455.90	0.01%
Program Revenue - San Diego County	\$1,283,312.00	7.43%
Program Revenue - San Diego Public Schools	\$9,180.00	0.05%
Rental Revenue	\$44,225.00	0.26%
<b>Consolidated Income</b>	<b>\$17,278,377.68</b>	<b>100.00%</b>

## EXPENSES



- Consultants
- Development and Fundraising Expenses
- Facility Expenses
- Family Support Consultants
- Family Support Stipends
- Insurance
- IT Expenses
- Rent - Offices
- Training
- Transportation Expenses
- Uncollectible Expenses
- Wages and Benefits
- General and Administrative Expenses

Consultants	\$4,425.08	0.03%
Development and Fundraising Expenses	\$20,508.00	0.12%
Facility Expenses	\$203,185.37	1.22%
Family Support Consultants	\$610,961.40	3.68%
Family Support Stipends	\$1,294,312.95	7.80%
Insurance	\$113,660.99	0.68%
IT Expenses	\$213,193.16	1.28%
Rent - Offices	\$120,500.35	0.73%
Training	\$50,977.22	0.31%
Transportation Expenses	\$920,629.68	5.55%
Uncollectible Expenses	\$93,881.97	0.57%
Wages and Benefits	\$12,289,644.92	74.06%
General and Administrative Expenses	\$658,898.12	3.97%
<b>Consolidated Expenses</b>	<b>\$16,594,779.21</b>	<b>100%</b>

# CONNECT

TMI'S CONNECT GROUP WAS ESTABLISHED IN NOVEMBER 2016 TO GIVE OUR CLIENTS AN OPPORTUNITY TO SOCIALIZE, EDUCATE AND ADVOCATE



Since CONNECT began, our clients have enjoyed wonderful events. Our 2018/2019 fiscal year events included a Spring Fling Dance, an afternoon at Belmont Park, bowling, movies, and much more.

CONNECT provides an opportunity for our clients to meet new friends, explore their communities and advocate on their own behalf.

CONNECT is overseen by TMI's Community Outreach and Resource Specialist, Melinda Lara, who leads committee members in planning activities. The CONNECT Committee meets monthly to plan upcoming events, discuss advocacy and learn of new educational opportunities. CONNECT is growing with each passing day. It is wonderful to see so many of our clients getting involved and having fun while doing it!

*For more information, please contact  
[connect@tmi-inc.org](mailto:connect@tmi-inc.org)*



# OUR PROGRAMS

## A PLACE TO CALL HOME

**Independent Living** provides up to 80 hours/month of one-on-one support to adults with disabilities living in their own home. Services are focused on skill development.

**Supported Living** assists people with cognitive and/or physical challenges to live independently or with a roommate. Personalized supports are dictated by a person's needs. We provide up to 24 hours a day of one-on-one support that may consist of live-in staff, shift staff or a paid neighbor who stops in on a daily basis.

## A FOCUS ON FAMILY

As a licensed Resource Family Agency (License #370603102), TMI helps parents manage difficult decisions and obtain the relief and support they need. **Resource Family Services** are available for children with disabilities who are unable to remain with their family of origin temporarily or permanently. **Family Focused Services** are designed to keep families together. Children thrive when they feel safe, secure and loved. This is the drive behind our belief that "all children belong in families!"

## INCLUSION MATTERS

Individuals with intellectual and developmental disabilities can absolutely enjoy the rewards of being a contributing member in society and have the satisfaction and pride that comes with having a job or volunteering. TMI's **Supported Employment** and **Integrated Work/Community Integration Services** programs work with individuals to secure and maintain gainful employment in the community if desired and also work in collaboration with local businesses to develop volunteer opportunities for our clients.





# ADDITIONAL SERVICES

## TAILORED DAY SERVICES (TDS)

TDS clients are encouraged to self-direct and participate in determining their program day. We are here to help our clients plan their day their way. With the anticipation of maximizing life satisfaction, this exciting program tailors our client's day based on their personal choices, hopes and dreams.

## ASSESSMENT & INTERVENTION SERVICES (AIS)

Our AIS program is designed to provide person-centered services to individuals within the context of family homes, group homes and independent living arrangements. AIS staff, with input from the Interdisciplinary Planning Team, provide child and adult participants, families, support staff and/or caregivers the tools necessary to help manage, reduce, and/or extinguish targeted behaviors.

## EVOLUTION TO INDEPENDENCE (ETI)

ETI's goal is to provide the 'NEXT LEVEL' of business and educational services for individuals with developmental disabilities, including the Deaf and Hard of Hearing. The major emphasis of ETI's services are 'Real World Ready' employment education that addresses the needs of individuals that are Deaf and Hard of Hearing, have difficulty with the mental processing of information, as well as 'first language' communication needs.

## PAID INTERNSHIP PROGRAM (PIP)

The PIP is designed to encourage competitive, integrated employment (CIE) for our clients. CIE is full or part time work for which an individual is paid minimum wage or greater in a setting with others who do not have disabilities. The purpose of the program is to increase the vocational skills and abilities of our clients to gain experience and skills for future paid employment, or for the internship itself to lead to full or part time paid employment in the same job.





# THANK YOU TO OUR 2018/2019 DONORS

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BELMONT PARK  
BIG 5  
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THE FISH MARKET  
THE SHAMROCK IRISH PUB & EATERY  
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UBER EATS  
UNCLE KEITH'S GOURMET SAUCES  
USS MIDWAY MUSEUM  
VOM FOSS  
WD - 40

# THANK YOU TO OUR COMMUNITY PARTNERS



**Jacquelynn Webster-Anderson**  
An Independent Agent Representing **Afiac**.





# TMI CLIENT ON THE AUTISM SPECTRUM LANDS DREAM JOB AT BARNES & NOBLE

As a child, Robert, who is on the autism spectrum, and his mom, Jane, loved to read together. It is no wonder that Robert was drawn to books throughout his life and would go on to work at one of the greatest bookstores, Barnes & Noble. Growing up Robert's autism was overlooked and diagnosed as Attention Deficit Disorder (ADD). It wasn't until he was 17 that he was diagnosed correctly.

As a client with TMI, Robert learned of another client working in the TMI Paid Internship Program at Barnes & Noble in Point Loma and expressed a keen interest in doing the same job. He described how he loved visiting Barnes & Noble in Mira Mesa and would "be there for hours" perusing books and video games. TMI Supported Employment Division Manager Cathena Ferrero presented this idea to their Assistant Store Manager Mary Anna Petyak, who thought it was a great idea based on the success of the TMI intern at their Point Loma location. Robert, with the support of his TMI Facilitator Laura Scott and encouragement from Barnes & Noble, blossomed in his new job.

When Robert first started in March 2018, he was very shy and struggled with making eye contact with customers, but with each passing day he worked in the Newsstand Department his knowledge of this very busy section of the store grew and, with that, so did Robert's confidence. He learned to run the display shelves to their appropriate specifications and is now learning to use their software program to run reports to make his job run smoother. Store Manager Brad Bryant stated that maintaining the magazine department is one of the most important jobs at Barnes & Noble, and one that few are as good at doing as Robert. Robert did so well with his duties that his Paid Internship led to regular paid employment three days a week, four hours a day, which may expand in the future as Robert continues to develop his skills.



Robert and Laura



"The TMI Paid Internship Program is awesome because it allows employers to see that the clients are capable of doing the work without any risk involved," added Bryant. "Having Robert working with us is great for employee morale and follows one of our core beliefs: our staff should reflect our community. Robert earned his place as an employee."

Robert continues to receive TMI Tailored Day Services, which encourages our clients to self-direct and participate in determining their program day. We are here to help our clients plan their day their way. With the anticipation of maximizing life satisfaction, this exciting program tailors our client's day based on their personal choices, hopes and dreams.

"Robert has really come out of his shell," said Scott. "He is very inquisitive and very aware of the latest news related to books. He is a true trivia hound. He also loves to make wise cracks to connect with people to help them relax and make them feel good."

Robert's position at Barnes & Noble is his first paid, non-seasonal job. When we asked him how that made him feel, he said that it was nice having money, but he also loves the sense of pride that it gives him contributing to his expenses. In his free time, Robert enjoys walking his dogs, going to the movies and catching up on his favorite Netflix shows including "The Office". While he thinks it would be awesome to be a park ranger one day, he loves the work he is doing at Barnes & Noble and is grateful for the opportunity.

"I have truly seen Robert transform since working at Barnes & Noble," said Ferrero. "It has been wonderful to witness his growth."

Robert is helping to pave the way for other individuals with autism who may be struggling with interacting with others. He has shown that given the opportunity, he can shine! Great job, Robert!



## TMI PARTNERS WITH TEMECULA BAKERY RESULTING IN A SWEET DEAL FOR ALL

Something new is happening in Old Town Temecula! It's a new bakery and their pastries aren't the only thing that is sweet! Oak Grove Culinary Creations opened its doors less than a year ago and with it they teamed up with TMI to hire three Integrated Work (IW) clients. David, Jon and Spencer are a part of a vocational training program with TMI for adults with intellectual and developmental disabilities (IDD). These gentlemen work a weekly schedule to learn and build their job experience, with their sights set on using those skills to earn paid employment. The Oak Grove Center, management for Culinary Creations, has a similar mission of supporting at-risk and special needs youth in learning culinary, vocational and hospitality skills.



Spencer, Jon, Shana and David

Oak Grove CEO Tammy Wilson stated, "We are proud and honored to partner with TMI. Our goal was to provide job opportunities and training for Oak Grove, as well as other young adults with special needs in the community. The hard work these young men do is enriching for them, as well as Culinary Creations!"

This bakery really has been the perfect opportunity for both Oak Grove and TMI to follow through with their missions in assisting those they serve, making it a sweet deal for all!

David, Jon and Spencer were hired as Baker's Assistants. They perform a variety of tasks with the assistance of their TMI Job Coach Shana Jamchi. This enables them to learn and experience many aspects of what working in a bakery entails. Each of their shifts can lead to something new for the trio. Right from the start the job challenged the group. Being in a food environment, it required them to study for and pass the Riverside County Food Handler Certification course, which they did successfully. Their bakery duties include washing dishes, interacting with customers while clearing tables, food preparation, sweeping and taking out trash, as well as some advertising ventures (Saturdays they visit the streets surrounding the bakery, which includes the weekly Farmer's Market traffic, to pass out flyers and sign spin to let people know about the bakery). The tasks have opened their eyes to opportunities. They now have their sights set on front-end training, to take orders and operate the register.

"The TMI team has added so much 'sweetness' to our shop and our culinary team," said Culinary Creations Manager Jean Bacher. "They always come in with a great big smile, can-do-attitude and a positive vibe that illuminates the room and everyone they meet! As a result, we have had many customers come to the shop for the first time because of their positive interactions with our TMI team during their community outreach activities. We are truly excited and honored to have them be a part of our Oak Grove Culinary Creations family!"

This has been such a great experience for these young men, each being thankful for the challenge and the chance. So if you find yourself near Old Town Temecula (41923 Second Street, Suite 104), stop into Oak Grove Culinary Creations, reward yourself with something delicious, and say "Hi" to these awesome guys from TMI. David, Jon, and Spencer will be hard at work, greet you with a smile, and doing their best with this amazing opportunity, who knows they may even take your order and make your day sweeter!

The TMI IW program is designed to meet the employment and community integration needs of individuals with IDD who are over the age of 18 and are Regional Center clients. Although paid work is the desired outcome for all of our clients, many are working as volunteers at a wide variety of nonprofit organizations throughout San Diego, Riverside and Imperial counties. In addition, clients have the opportunity to access resources in the community such as libraries, fitness centers, and restaurants. Our clients actively assist in the development of their community schedules. Their participation in making decisions about their day reflects their unique skills, support needs and individual preferences.

Thank you to Culinary Creations for partnering with us to help transform the lives of our clients!

# SPECIAL OLYMPICS ATHLETE IS A SURVIVOR WITH A HEART OF GOLD



You would never guess Sam Blake couldn't speak until he was six years old when you see him now touring as a Special Olympics Global Messenger speaking to hundreds of people at a time. With more than 100 Special Olympics medals under his belt, Sam is an all-around athlete, not to mention a great guy. It is easy to see why he was chosen to be a Global Messenger.

Once Sam did start speaking he struggled with a speech impediment for many years and was, at times, picked on by other kids. Thankfully, he had friends and family who stood by him and up for him. At 6'4, Sam can definitely hold his own now and is always looking out for the underdog.

"There are Special Olympics athletes as young as five and some are more than 88 years old," said Sam. "My fellow athletes, coaches and staff are like family to me. They have my back and I have theirs. I am no longer picked on and I am a part of their family. It feels good."

According to the Southern California Special Olympics (SOSC) website, Global Messengers are Special Olympics athletes who help spread the message and vision of the movement as well as the benefits they have gained by participating in Special Olympics.

Sam had the honor of visiting the Senate floor in Sacramento as a guest of Senator Ben Hueso to receive the proclamation acknowledging the Special Olympics 50th anniversary. As leaders and message-bearers of the movement, Global Messengers communicate the powerful declarations of hope, acceptance, and courage of Special Olympics athletes around the world. Only athletes can effectively relate the impact that the movement has had on their lives and the lives of their families.

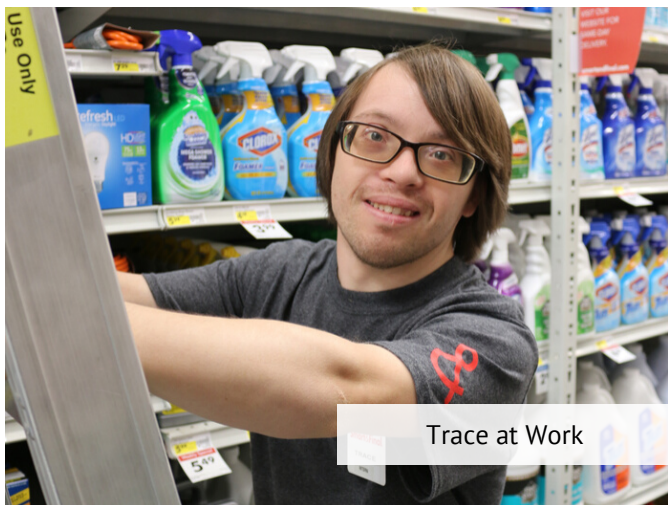
Sam was born in College Station, Texas. The home of Texas A&M. He was in the ICU after he was born due to a stroke and was in the hospital for three months. Sam is a survivor. He and his family left Texas when he was a boy. Sam went to middle school and high school in Ithaca, New York. He went on to work at Cornell University as a janitor before moving to San Diego nine years ago. Sam has been a Special Olympics Athlete since 1988, where he has played many sports including soccer, softball, basketball, bocce, skiing, bowling, and swimming. Softball being his favorite due to the team environment.

Sam also works at the Balboa Naval Hospital as an Environmental Tech with the assistance of his TMI Supported Employment (SE) Job Coach Andy Palasciano. A Global Messenger since October 2018, Sam hopes to reach more people to see the Special Olympics grow and improve the world. He dreams of being at the Special Olympics World Games. We have no doubt he will get there! Congratulations! You make us very proud!





# DOWN SYNDROME AWARENESS: TRACE'S STORY



Upon meeting Trace you can't help but smile and instantly feel at ease. An artist at heart, Trace, who has Down syndrome, has always been quite shy. He attended an inclusive kindergarten class with his younger brother, Rogan, who took on the role of Trace's protector from a very early age and plans to always be there for him. Thankfully, Trace rarely encountered problems with other students while growing up and was welcomed with open arms. Especially by his kindergarten best buddy, Ashley, who adored him. Being in an inclusive classroom was a positive experience for Trace and gave him the opportunity to begin learning early on, which contributed to his desire to continue to want to learn as he matured.

When Trace first came to TMI in 2018 at 27 years old, he was seeking assistance with going back to school to study art. He joined the TMI Tailored Day Services program, which encourages our clients with intellectual and developmental disabilities to self-direct and participate in determining their program day. With the assistance of his TMI Facilitator Renée Steel, Trace began an art course at Mesa Junior College. His love of pencils and shadowing is evident in his amazing detailed art work. College proved to be not only educational for Trace, but also an opportunity for him to grow socially. Renée helped Trace to face his fears and open up to other students, which ultimately contributed to further social acceptance and awareness of individuals with Down syndrome.

"I think Trace being in college benefited not only Trace, but other students," said Trace's mom Rosie. "Once people meet Trace they are able to see him for who he is. He is an amazing boy. He is my buddy."



Trace loved college, but after a year Renée recognized his personal growth would be better served through employment. Trace and his family agreed. TMI heard his wishes and set out to assist him with meeting his next goal through the Paid Internship Program (PIP), which is designed to encourage competitive integrated employment.

Trace's first job interview was at Smart & Final. He made quite the impression and was hired right away! While Trace has enjoyed volunteering at his grandmother's daycare and worked a seasonal job making boxes, this would be his first non-seasonal paid position. Trace was very excited and even had his uniform laid out a day in advance!

"Working at Smart & Final makes me feel proud, happy and independent," said Trace. Trace is doing a great job in his new position where he assists with organizing the shelves and carts. TMI continues to expand its internship opportunities with Smart & Final due to the success clients have had there.

Described as kind, gentle and enthusiastic by Renée, Trace is taking life one day at a time, but thinks of his future and hopes to one day live independently and get married. He loves spending time with his family and friends, focusing on his art, as well as traveling! He lived in Maryland during high school, has visited New York, Savannah, North Carolina, been on a cruise and recently visited Las Vegas, where he exclaimed "we could live here, they have everything we need!"

We love Trace's enthusiasm for life. It is certainly a reminder to us all to cherish each day and keep reaching for our goals. We are very proud of you, Trace, and can't wait to see what your future holds!

# IN MEMORY



## *Robert*

Robert, who had cerebral palsy, was one of a kind and will be remembered as a positive force of love with a giving nature, an infectious mischievous smile and a spirit for adventure. He was always willing to lend a helping hand and a listening ear to whoever needed it. Robert loved exploring San Diego and working at the Cheesecake Factory for 15 years.



## *Darrel*

A lover of Starbucks and Mexican food, Darrel will be remembered fondly as a very active gentleman who loved to be out and about in his community. A TMI client for more than 20 years, Darrel will be remembered for his love of his community, love of coffee, his smile, and his ability to persevere.



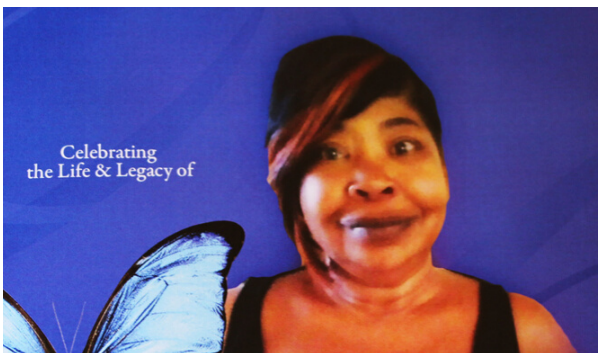
## *Bud*

TMI said a final farewell to our client Norbert “Bud” with a touching service on June 28, 2019. Bud, who was with TMI for 15 years, was a very caring and creative soul. Bud was dedicated to creating rat rod style bikes and being part of a bike community where he could express his love of the craft with fellow members. He was a true artist.



## *Mary*

A TMI client for more than 12 years, Mary passed away at the age of 83 in her own home with her TMI family by her side. She loved horses and had some on her property when she was a child. She also loved watching and reading about birds and was a proud member of the Audubon Society in her younger days. Mary, who had cerebral palsy, loved to read anything and everything. We hope you are sailing high above the clouds.



## *Gina*

Gina was born with the odds against her as she entered this world with complications and disabilities, but that didn't stop her from living her life to the fullest. A client with the TMI Independent Living Services program for more than seven years, Gina will be remembered as a loving person who loved to sing and dance. Wherever she went she had a big smile that could light up any room. She always made sure to tell people, especially her family including her children and grandchildren, how much she loved and appreciated them.



# TRANSFORMING LIVES GALA



TMI's 3rd annual Transforming Lives Gala was a wonderful evening to benefit our clients. All funds raised went toward providing holiday meals for our clients in need. We can't thank all those who attended, our in-kind donors and community partners (**California Coast Credit Union, Jacquelynn Webster-Anderson with Aflac, and Sycuan Casino & Resort**) enough for making this a night to remember! Please check our website for upcoming details regarding our 4th annual Transforming Lives Gala. We hope to see you there!



Please mark your calendars to join TMI at the Mulligan Family Fun Center in Murrieta for our 3rd Annual Miniature Golf Tournament!

*Putting for  
Independence  
Save the Date!  
April 18, 2020*

# 2018 / 2019 HONOREES

*Congratulations!*



JACQUELYNN WEBSTER-ANDERSON - AFLAC  
OUTSTANDING "ENGAGED"  
COMMUNITY PARTNER

Jacquelyn is an amazing partner with TMI! She provides a great service to our staff, always steps up to be a sponsor at our events, but even more importantly, it's her presence at our events that really makes her shine as an engaged community partner. Thank you, Jacquelyn!

PASTOR JEREMY SHARP - THE BRIDGE CHURCH  
OUTSTANDING COMMUNITY SUPPORT PARTNER

Pastor Jeremy Sharp from day one has greeted TMI's clients with a smile, welcomed them in and has worked to find something new and different for everyone to experience and learn from. His kind heart, and the time that he takes to talk with each client makes a difference!



JOSE & ARACELI TREJO  
OUTSTANDING RESOURCE PARENTS

The Trejo's currently have three youth in placement, who require a range of behavioral and medical support. They are well-liked by others and communicate regarding youth under their care. The Trejo's go above and beyond what is asked and are always willing to care for those who may be described as challenging by others.





KIM KRAMER  
OUTSTANDING EMPLOYMENT SOLUTIONS CLIENT

In 2008, TMI assisted Kim with securing employment as a janitor at Camp Pendleton. To this day, Kim has become the quintessential employee. It is rare to find such a dedicated and committed individual.

Kim has a very difficult job that requires will and stamina. She out performs all on any given day. Janitorial work for Kim is hard, but she puts forth her best each and every day. As hard as it is, Kim just loves her job.

JAMES "MATT" ANDERSON  
OUTSTANDING CLIENT

In November 2016, TMI's client, Matt, attended his first TMI CONNECT event and has served as a leader ever since. He shows consistency, dedication and love. He listens to others ideas and gives insightful feedback. Matt brings new ideas to meetings and contributes to the team.



SANDY HOLTHAUS  
OUTSTANDING EMPLOYEE & SELF ADVOCATE

Sandy has worked at TMI as an Office Aide for more than 25 years! She comes to work prepared and can be counted on to give her best. She is an inspiration to everyone she meets. Sandy lets her voice be heard and advocates for herself and her desire to be independent.

# *Transforming Lives Since 1981*



## **Office Locations**

San Diego (Corporate)  
Corona  
El Centro  
Escondido  
Temecula

## **Call Us**

(800) 877-5452

## **Email Us**

[info@tmi-inc.org](mailto:info@tmi-inc.org)

## **Office Hours**

M-F 8:30 am-4:30 pm

## **Website**

[TMI-inc.org](http://TMI-inc.org)



**TOWARD MAXIMUM  
INDEPENDENCE**  
TRANSFORMING LIVES

