



# Robert R. Cornell & Associates Quarterly News

January 09  
Issue

## OVERLOOKED POOL OF WORKERS

In recent years we have experienced an increase of referrals for people who are 55 years old or older. This change in demographics seems to fit with the changes in the U.S. labor market pool. This trend should continue as more baby boomers reach that age level. A recent AARP study indicated that 79% of baby boomers plan to work in some capacity in those "retirement years". 20% of the U.S. Labor Force will be 55 or older by 2012.

This whole concept of retiring at 62 or 65 year old was developed during the 1940's when Social Security began. Life expectancy at that time was much lower than today. Now with many living well into their 70's, 80's and 90's, there is no way that they can survive retirement with their resources. Many of the people we serve fit those that do not have the resources to retire, and if they are on Social Security it is not enough to live on.

A New Age Minister in Florida once told me that those of us 55 and older are basically 10 years younger than our parents were at the same age. I would actually take this a step further and say that we are basically 15 – 20 years younger than our parents were at this same age.

Many of the clients I see come to the Vocational Evaluation feeling defeated because they have experienced a disability and have a sense of loss secondary to the disability. Then to top this off those that are 55 and older have the added pressure that they think are "too old" for an employer to hire them, or they are "too old" to consider training for a new job (to be honest I have people in their 40's with the same mind set). A big part of my role during the 5 day vocational evaluation is to help them see there are still possibilities and they may be able to work for another 20 or more years. Sometimes during the evaluation they are able to realize is that they can still learn and be retrained for a new job or career, as well as that they actually will be a valuable asset for an employer to seriously consider.

As part of the changes demographically in our labor force we are seeing a smaller group replacing those that are passing away or retiring. This leaves the door open which has helped minority groups and should continue to do so. It has also opened the doors for the valuable asset we serve.

I have stressed to my staff for the past couple of years that we are at a point in time when there are more opportunities than ever for finding jobs for the disabled and for those who are 55 and older.

Our role as vocational professionals is to educate the employer, service providers, and the clients we serve. We need to educate them all on the valuable resource we are working with. Whether disabled, 55 years old or older, or a combination of the two there are many opportunities available. First we must change our own view on age as it relates to work. We must convey to all that the old view of age is no longer correct and just as we have a valuable pool of potential workers in the disabled populations, those that are 55 and older are even a more valuable pool to tap into.

## EMPLOYEE & BUSINESS OF THE QUARTER

Curtis Scott came to us for services and looking to get a second chance in the career he has a great passion for. Curtis was in an accident some years back and was badly injured. He spent years in recovery and during that time, he lost almost everything he owned including the tools for his trade. He was self-employed prior to his accident as a "Body Man" working on motorcycles and automobiles. When I first met Curtis, it was obvious he was very motivated and thankful to have help. I knew that his accident left his one arm with only partial use and that we would have to find the right place for him. Valley Auto Painting & Body, doing business since 1985, turned into that perfect place. They are a custom shop focusing on quality rather than speed providing Curtis with an ample opportunity and environment to begin re-gaining this skills and doing what he loves. Valley Auto Painting & Body not only took interest in Curtis but has helped him every step of the way. In fact, you might say that Gary and his crew Terry and Kerry took Curtis in not only as an employee but part of their family providing assistance with his job and a place to live. They have a deep regard for Curtis and were paramount in providing Curtis the opportunity at a second chance. Curtis couldn't be happier. Curtis got a second chance at something he loves to do and our company had the honor of providing service for someone so deserving.

Thanks to Curtis for having such a positive spirit and to the Owner, Gary and the crew of Valley Auto Painting & Body for believing in him and taking a chance.



Contact Us

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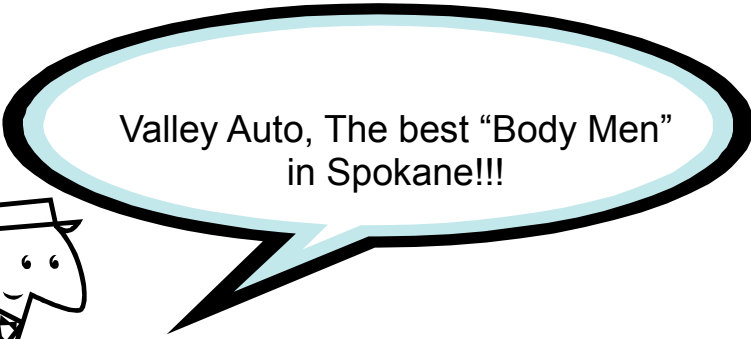
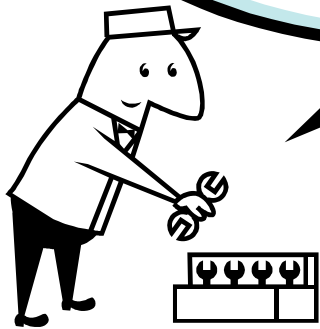
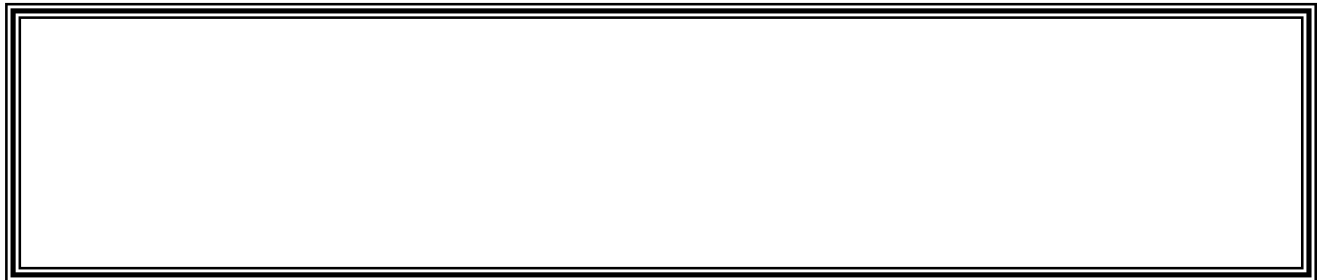


Robert R. Cornell & Associates

PO Box 489

Rathdrum, ID 83858

Stamp  
Here



Valley Auto, The best "Body Men"  
in Spokane!!!

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 ★ **Valley Auto Painting and** ★  
 ★ **Body** ★  
 ★ 5802 E 1st Ave ★  
 ★ Spokane, WA 99212 ★  
 ★ 509-535-9570 ★  
 ★ **Hours of Operation's** ★  
 ★ Monday through Friday ★  
 ★ 8am to 5pm ★  
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RRC experienced a lot of changes in 2008. In late 2007 we moved our Spokane office to 200 Mullan Road in the Spokane Valley. By mid year we teamed up with Community Access & Independent Living Services and were able to move into a larger office space in the same building on Mullan Road.

Deborah Cornell, my life partner and business partner, took up a more active role in the company. She now manages the office for us in Post Falls.

As we finished out the 1st quarter of the 2008 we made some major changes in Idaho. First we decided to move our Idaho office to Post Falls. At the same time due to ongoing problems we discontinued our contract with CAPS for clerical support & bill paying services. Thirdly we replaced our job developer. All these changes have turned out well for us and we are pleased how things have progressed. Deaubre has done an excellent job in running this department and keeping services running smoothly.

RRC provided 263 separate services in 2008. 80.5% completed their programs.

### Placements:

As I go over our program evaluation data I noticed that there was no significant change in the number of placements when replacing our job developer last spring. We placed 38 consumers in jobs. Only 23% of placements were from our previous job developer. 77% of placements were completed by Deaubre' and new job developers.

A 89% satisfaction rating was noted for clients served, while 84% of referring counselors indicated satisfaction with services.

92% of consumers indicated that staff helped them reach their program goals, while 92% of referring counselors indicated that staff helped their clients reach their program goals.

72.9% of those referred for Job Placement services were placed on a job.

89% of participants indicated services were received in a timely manner.

### Vocational Evaluations:

⇒ A 91% satisfaction rating was noted for consumers who completed a vocational evaluation.

⇒ 91% indicated that the results were important to them.

⇒ 98% of consumers completed the service.

⇒ 92% indicated that staff were helpful in reaching their program goals

⇒ 93% indicated methods/instruments used provided the information they needed to set vocational goals.

⇒ 97% of those needing accommodations received them.

⇒ 84% of referring counselors indicated satisfaction with services.

⇒ 92% indicated their interests and desires were taken into consideration.

⇒ 93% indicated that the results of the evaluation were explained to them in an understandable manner.

⇒ 92% of referring counselors indicated service were helpful in achieving participants program goals.

⇒ One counselor indicated that: "I feel strong about my Return on Investment for (vocational evaluation) services."

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