

# Annual Report

2009 - 2010

*Systems Unlimited, Inc.*



*Cover art created  
by a member of the  
Arts & Crafts Group at  
Employment Systems.*

# executive word



■ **Dion Williams,**  
**Executive Director**

*Systems Unlimited is celebrating 39 years of service! We have grown a bit in those 39 years. We currently provide services in 13 counties, with administrative offices in Cedar Rapids, Monticello, Washington and Muscatine to supplement our main office in Iowa City. We provide support to over 950 people a year, employ over 800 people and are an \$18 million-a-year economic engine for Eastern Iowa.*

*Throughout our 39 years of service, we have been—and will continue to be—programmatically creative and structurally dynamic to offer personalized services within local communities which help people improve and maintain the quality of their life.*

*Our efforts have been supported by our Board of Directors, donors, parents, guardians and staff of Systems Unlimited. Your support is invaluable to Systems and we greatly appreciate it.*

A handwritten signature in black ink that reads "Dion Williams". The signature is written in a cursive, slightly slanted style.

*Dion Williams  
Executive Director*

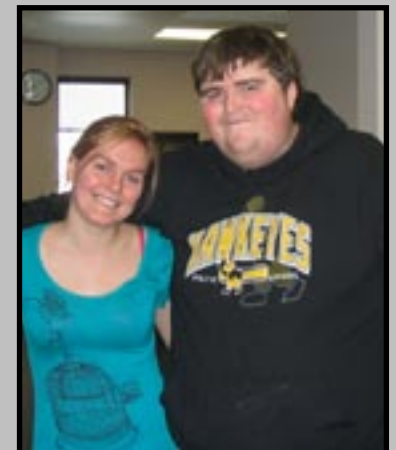
# the organization

CHILDREN ■ ADULTS ■ FAMILIES

Systems Unlimited, Inc. is a private, non-profit organization established in 1971 to provide service to children and adults with developmental disabilities.

Over the years, Systems Unlimited has grown into a comprehensive service agency—not only serving children and adults with disabilities, but also providing individual and family therapy services and community support.

Major service areas of Systems Unlimited include Supported Living, Family Systems, Employment Systems and Ancillary Services.



# office locations

IOWA CITY ■ WASHINGTON ■ MONTICELLO ■ CEDAR RAPIDS ■ MUSCATINE

## Johnson County



2533 Scott Boulevard SE  
Iowa City, Iowa 52240  
Phone: (319) 338-9212  
Fax: (319) 341-9443

## Washington County



114 S Iowa Avenue  
Washington, Iowa 52353  
Phone: (319) 653-3356  
Fax: (319) 653-3121

## Jones County



402 E. 1st Street  
Monticello, Iowa 52310  
Phone: (319) 465-6360  
Fax: (319) 465-6408

## Linn County



5005 Bowling St. SW, Ste B  
Cedar Rapids, Iowa 52404  
Phone: (319) 364-1985  
Fax: (319) 365-2731

## Muscatine County



3500 Oakview Drive, Ste. B  
Muscatine, Iowa 52761  
Phone: (563) 263-0468  
Fax: (563) 263-7666

# supported living

DAILY LIVING ■ SOCIAL ■ SELF CARE ■ COMMUNICATION ■ MEDICAL

## Major Services

- Supported Living for Adults (hourly and site services)
- Supported Living for Children (hourly and site services)
- Respite Services for individuals with Disabilities
- Respite Services for Seniors
- Home and Vehicle Modification

## Accomplishments

- Restructured the Cedar Rapids, Monticello, and Washington service areas.
- 2010 Finalist in the Operations Category for the Nonprofit Innovation Awards.
- Opened four new Supported Living sites in the Iowa City/ Coralville area.

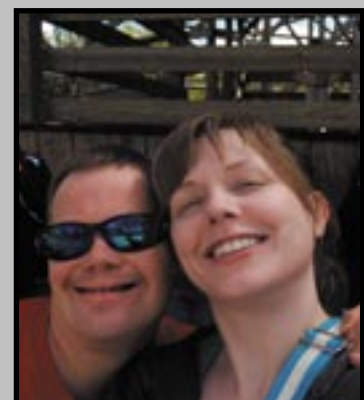


*The Supported Living Division provides integrated community services that promote personal growth and opportunity for increased independence and enhanced quality of life.*



# 335

The number of people who received services (unduplicated) by the Supported Living division



# family systems

THERAPY ■ FAMILY & COMMUNITY SUPPORT ■ REMEDIAL SERVICES ■ RESPITE



*The Family Systems Division offers services to children and families to assist them in meeting the challenges they face to become more successful in their homes, communities and schools.*

## Major Services

- **Individual and Group Therapy Services for Adults, Children and Families**  
(Private insurances, Title XIX and Private pay)
- **Children's Mental Health Waiver services:**
  - Family Therapy
  - Family and Community Support
  - Respite
- **Remedial Services for Children and Adults**



## Accomplishments

- The Family Systems Division provided a range of services to over 700 children and adults in 11 different Iowa counties.
- Family Systems was a part of the Safe School Healthy Student grant with the Iowa City Community Schools to assist in providing mental health services to the children in the Iowa City Schools. This included providing children's mental health case management in eight elementary schools, assisting with Teen Screen in the high schools and providing mental health services to children in the elementary schools.
- Family Systems formed a partnership with College Community Schools for the provision of children's mental health services to children K-12.
- Family Systems served 42 children through the Children's Mental Health Waiver and began providing both adult and child habilitation services.



# employment systems

SUPPORTED EMPLOYMENT ■ DAY PROGRAM ■ STEAP ■ JUMPY MONKEY

*The Employment Systems Division provides vocational, social and recreational opportunities to people who desire or require individualized support.*



## Accomplishments

- Employment Systems earned a Three-Year CARF Accreditation, the highest CARF accreditation decision that is rendered.
- Employment Systems increased its community business partners to 70 businesses, this includes Supported Employment and Contract Partnerships.
- Employment Systems provided services to 131 individuals, including 55 individuals receiving Supported Employment.
- Employment Systems restructured their organization, developing horizontal teams in order to support levels and optimize services, team work, and communication.
- The Summer Transitional Employment and Assessment Program (STEAP) provided programming to 11 individuals, 6 of the individuals enrolled in services for the fall.
- Jumpy Monkey increased gross sales by 70%, creating a variety of jobs for 11 individuals.

## Major Services

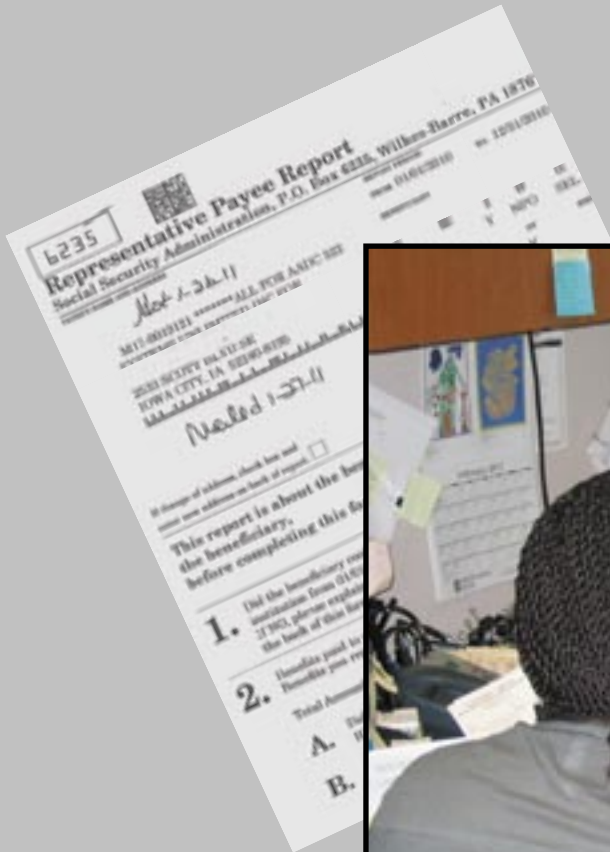
- Supported Employment
- Day Program
- Vocational Assessments
- Summer Transitional Employment
- Document Destruction Services
- Jumpy Monkey Coffee Distributorship



# ancillary services

INFORMATION & REFERRAL ■ PAYEE SERVICES ■ TRANSPORTATION

Representative Payee Services were expanded by 15%, to over 190 internal and external clients.



59

The number of automobiles in the agency vehicle fleet.



# financial \$ummary

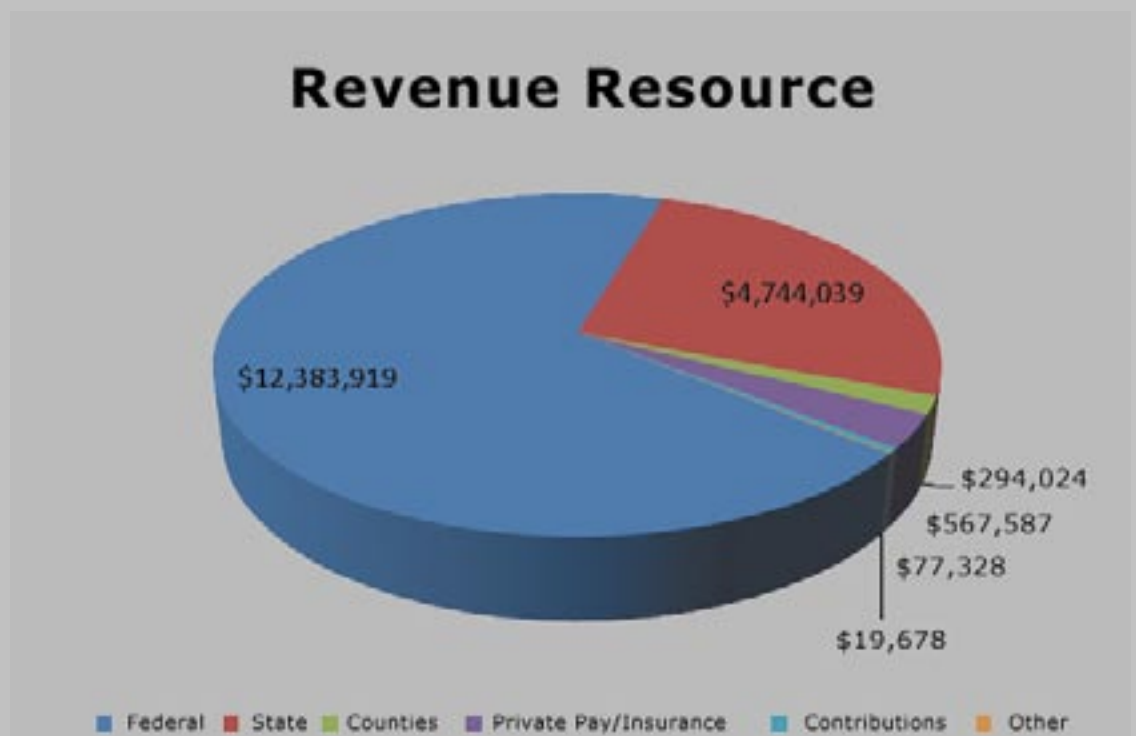
Systems Unlimited Inc (SUI) experienced a 7% increase in revenue over the previous year, despite the overall economic status affecting most businesses today. SUI sustained this growth amid an overall 2% revenue reduction due to state budget cuts for seven months of the fiscal year. In addition, we are on track to increase revenue 8% for fiscal year 2011 due to increases in service in all of our divisions.

Systems Unlimited continues to maintain a healthy, stable balance sheet. We maintain conservative investments and have improved our overall asset structure, cash and investment basis over the previous fiscal year.

| <u>Revenue Source</u> | <u>Amount</u>        | <u>% of Total</u> |
|-----------------------|----------------------|-------------------|
| Federal               | \$ 12,383,919        | 68.5%             |
| State                 | \$ 4,744,039         | 26.2%             |
| Counties              | \$ 294,024           | 1.6%              |
| Private Pay/Insurance | \$ 567,587           | 3.1%              |
| Contributions         | \$ 77,328            | 0.4%              |
| Other                 | \$ 19,678            | 0.1%              |
| <b>TOTAL</b>          | <b>\$ 18,086,577</b> | <b>100%</b>       |

|                                |              |
|--------------------------------|--------------|
| TOTAL NET ASSETS AS OF 6/30/09 | \$ 9,644,093 |
| CHANGE IN NET ASSETS           | \$ 91,382    |

**TOTAL NET ASSETS AS OF 6/30/10 \$9,735,475**



# management team

LEADING ■ POLICY MAKING ■ STRATEGIC PLANNING ■ ADVOCATING



## (Back Row)

**Chris Campbell**  
Director of Quality Assurance

**Kari Wilken**  
Director of Support Services

**Dion Williams**  
Executive Director

**Angela Yancy**  
Director of Supported Living

## (Front Row)

**Ann Trotter**  
Director of Employment Systems

**Janet Outlund**  
Director of Family Systems

**Theresa Whittlesey**  
Director of Finance

# 2009-2010 board of directors

DIRECTION



SUPPORT



COMMITMENT



OVERSIGHT

## Officers

**President:** Andy Rocca, City of Iowa City

**Vice President:** Ferman Milster, University of Iowa

**Secretary/Treasurer:** Steve Allchin, Stanley Consultants

**Past President:** Melissa Winter, US Bank



Andy Rocca  
2010 Board President

Josey Bathke, University of Iowa

Pam Cisney, AEGON

Nancy Elliott, Stanley Consultants

Randy McDonough, Towncrest Pharmacy

Todd Means, MidWestOne Bank

Robert Simmering, HWS Engineering & Land Development

Katie Schneider, Sigma Lambda Gamma/Sigma Lambda Beta

Kent Smith, Scheldrup Law Firm PC

Steve Spenler, Johnson Co Ambulance Service

Mark Zaiger, Shuttleworth & Ingersoll PLC



## **OUR MISSION**

**Systems Unlimited offers personalized services within local communities which help people improve and maintain the quality of their life.**

## **OUR VISION**

**We seek to be an innovative leader in the design and delivery of personalized services within each community we serve.**

## **OUR CORE VALUES**

**We provide quality services through:**

*CONTINUAL COLLABORATION*

*CONSCIOUS COMMUNICATION*

*DAILY ACCOUNTABILITY*

*CONSTANT RESPECT*

*ON-GOING EDUCATION*