

SYSTEMS
Unlimited



CHANGING LIVES - ONE AT A TIME

Serving children, adults and families with disabilities
and other challenges throughout Eastern Iowa

History

On May 29, 1971, Systems Unlimited was incorporated for the purpose of providing residential services as an alternative to the State Hospital Schools in Iowa. The services were to be based on four major principles:

1 Normalization

People with disabilities are more like other people than they are different and thus they should experience the normal rhythms and activities of life.

2 Regionalization

Services are established as close to the individual's home as possible.

3 Least Restrictive Environment

Services are provided in environments that offer the greatest freedom attainable by each individual in all facets of living.

4 Use of Community Resources

Access to all services, agencies and businesses within the community are made available to the extent each person can utilize such resources.

Over the years, Systems Unlimited, Inc. has been responsive to the needs of the community by developing additional supports and services for people with disabilities and children and families who are a part of the child welfare system. The array of supports

and services provided by Systems Unlimited, Inc. includes the following:

- ▶ Supported Community Living
- ▶ Children’s Residential Based Supported Community Living
- ▶ Consumer Directed Attendant Care
- ▶ Respite Services
- ▶ Home and Vehicle Modification
- ▶ Personal Emergency Response System
- ▶ Remedial Services
- ▶ Title 19 Services
- ▶ Private and International Adoption Homestudies
- ▶ Children’s Mental Health Waiver Services
- ▶ Supported Employment
- ▶ Adult Day Services
- ▶ Transitional Services for Adolescence
- ▶ Specialized Supports for People with Autism
- ▶ Elderly Services
- ▶ Representative Payee Services

Even with all these additional supports and services, Systems Unlimited, Inc. remains committed to its original core values and principles, and emphasizes the importance of acknowledging and supporting the rights and responsibilities of children, adults and families.

Systems Unlimited, Inc. is a leader in the design and delivery of individualized supports and services, and we believe that each person—regardless of age, need or challenge—should have the benefit of supports and services to assist each individual to reach their highest potential and quality of life. Thus, the mission and vision of Systems Unlimited, Inc. remains fundamentally the same as it was in 1971.

Mission Statement

Systems Unlimited, Inc. exists to serve children, adults and families with disabilities and other challenges to achieve their maximum potential and quality of life.

Vision Statement

- Systems Unlimited, Inc. will excel in the innovative design and delivery of supports and services for the people we serve.
- Systems Unlimited, Inc. will be an employer of choice. Employees will be given the support, training and opportunity to make a difference in the lives of the people we serve.
- Systems Unlimited, Inc. will be a leader in our service area and the state by eliminating barriers that prevent people from succeeding in life.

Core Values of Systems Unlimited

Everyone is Important

Persons served, employees, families, volunteers, donors, funding agencies and tax payers are all a part of our community. Respect for diversity enriches our ability to achieve our mission successfully.

Through Partnerships, We Can Serve Wisely

When all involved participate together in a spirit of cooperation and respect, we can establish and maintain the highest standards of performance.

Honest and Open Communications are Essential to Successful Results

Trust, creativity and partnerships are always the result of clear communications. In writing, conversation and decision-making, everyone is responsible for building a common ground of understanding for effective action to take place.

All Choices Come With Responsibilities

Every person and every organization must make choices. We will make the best decisions we can with the time, resources and information available. Every choice also comes with the responsibility to act in a conscientious and principled manner. Rights and responsibilities are connected as we advocate for self determination and self sufficiency.

Constant Learning Allows for Constant Improvements

Ongoing and in-depth education will expand our knowledge and our ability to consistently improve our services to meet the changing needs of those served, and those serving. We all must support an atmosphere which encourages creativity, and continual reexamination and redesign of practices.

We Control Our Destiny

Systems Unlimited belongs to all of us. Therefore, we are all responsible for the outcomes we achieve.

Service Divisions of Systems Unlimited

Supported Living

Systems Unlimited provides supported living services to children and adults in their own homes, in rental units or environments owned by Systems Unlimited. Services can be provided through the Home and Community Based Services Medicaid Waivers, the Chapter 24 program and private pay. Support services are individualized for each person; however, some common areas of support and skill development include:

- Self Care: brushing teeth, bathing, dressing
- Daily Living Skills: cleaning skills, paying bills, grocery shopping, eating, understanding nutrition, doing laundry
- Community Skills: utilizing public transportation, community resources, safety, and emergency planning, understanding human rights (citizenship rights and responsibilities)
- Social Skills: leisure time interests and skills, advocacy, sexuality, social interactions
- Communication Skills: development of speech/sign language/augmentative communication, use of telephone
- Medical: medication setup and follow-through, medical appointments

Home and Community Based Services (HCBS)

The Home and Community Based Services Waiver program allows providers to utilize Medicaid funding to design supports around an individual's specific needs. Supports can range from one hour a month to twenty-four hours a day in homes with or without other roommates. Systems Unlimited can provide services under the following Waivers: Mental Retardation (MR), Ill and Handicapped, Brain Injury (BI), and Elderly.

The Supported Living program currently provides the following services under the HCBS Waiver program.

Supported Community Living: This service component allows individuals to live with their families or in homes of their own choosing; e.g., apartments, houses, duplexes, etc. Services are designed to support one to four roommates in their home and community, based on each individual's needs. (MR and BI Waivers)

Residential Based Supported Community Living: This program provides services to children who may not be able to live in their own family settings due to the complexity of their behaviors or disabilities. Children reside in homes with two to four other children.

Home and Vehicle Modification: Systems Unlimited can provide individuals the opportunity to modify their homes and/or vehicles in order to remove physical barriers and increase accessibility, mobility and independence. (MR, BI, and Elderly Waivers)

Personal Emergency Response: Systems Unlimited assists individuals in contracting for an electronic communication device to be worn by the person with a disability. Trained staff at Mercy

Hospital monitor the system 24 hours a day and respond to emergency needs of the individuals. (MR and BI Waivers)

Respite: Systems Unlimited's Respite Services allow families to access trained individuals to support the needs of their family member in their absence. Respite allows family members to be more rested, well rounded, and better able to cope with stress. Systems Unlimited will provide respite for as little as one hour or up to two weeks at a time. (MR, BI, Ill and Handicapped, and Elderly Waivers)

Consumer Directed Attendant Care: Consumer Directed Attendant Care Services are service activities performed by a person to help an individual with self care tasks that the individual would typically do independently if the individual was otherwise able. As the title indicates, the person being supported must be able to hire and fire the support staff or agency that works for him/her. The services being performed may include, but are not limited to: catheterizations, tube feedings, toileting, bathing and housekeeping. (MR, BI, and Elderly Waivers)

Additional Services

People not eligible for the Medicaid Waiver program can access funding for similar services through the Chapter 24 program or our existing Residential Care Facility for the Mentally Retarded (RCF/MR) residence. In addition, Systems Unlimited has two other services serving individuals with mental illness or the elderly.

Chapter 24: This program allows individuals to access supported living services through Systems Unlimited, with the county of legal settlement funding the services. Systems Unlimited provides these services to people with a developmental disability,

mental retardation, and mental illness. Most individuals live in their own home, but services can be provided to individuals living with other family members. Support services can range from one hour of service per month to daily support.

Residential Care Facility/Mentally Retarded (RCF/MR): The RCF/MR program provides structured support for adults with developmental disabilities in small home settings. These services are based on the strengths and needs of the individual and the amount of structure, support and services needed by the individual person. The residential program provides for a supported living counselor to oversee the services. These services are available to those individuals 18 years or older with developmental disabilities.

Elderly Services: Systems Unlimited, Inc. is approved to provide services for elderly individuals through a wide variety of funding sources, including, but not limited to, Medicaid Waivers, various grants and private pay. The primary service provided by Systems Unlimited, Inc. for elderly individuals is Elderly Respite. Respite services are intended to provide relief to families or individuals who are the primary caretakers for an aging relative, and can be provided for one hour up to two weeks. Respite allows family members to be more rested, well-rounded, and better able to cope with stress and/or to “take a break.”

In addition to Respite services, Systems Unlimited, Inc. provides the following services to elderly individuals: CDAC, Chore Services, Homemaker Services, Senior Companion Services, and Transportation. At this time, only CDAC and Respite are offered through Medicaid Waiver funding. For the other services, the funding would be through grants or private pay.

Family Systems

Family Systems currently provides services through Title 19, Remedial Services and the Children's Mental Health Waiver. Family Systems also provides adoptive home studies to individuals interested in private or international adoptions. Family Systems offers specialized interventions including child and play therapy and treatment for sex abuse victims and sex offenders. Family Systems is a unique program within Systems Unlimited, because it serves many children and families who do not have a developmental disability. Family Systems provides services to children at their offices in Johnson, Linn, Muscatine and Washington while also providing services in Jones, Benton, Des Moines, Louisa, Scott and Cedar Counties.

Title 19 Services

Title 19 services are available to provide therapy services to children or adults who are Medicaid eligible. Diagnostic assessments are also available through our Licensed Practitioners of the Healing Arts.

Remedial Services

Remedial services are available to Medicaid eligible children. These services are designed to assist the children and their families through skill building services including: Conflict Resolution skills, problem solving skills, social skills, interpersonal relationship skills, and communication skills to minimize or eliminate psychological barriers to effectively manage symptoms associated with a psychological disorder in an age appropriate manner.

Children's Mental Health Waiver

Family Systems provides services through the Children's Mental Health Waiver to children who have a serious emotional disturbance. Therapy and skill building services under this waiver are provided by Family Systems.

Private and International Adoption Home Studies

Family Systems has an experienced staff to provide home studies to individuals interested in private or international adoptions.

For more information regarding Family Systems, please contact the Director of Family Systems at (319) 338-9212, extension 143.

Employment Systems

Employment Systems provides supported employment, non-vocational and facility-based vocational services for adults with developmental disabilities and similar service needs. Many staff are trained to work specifically with individuals with autism.

Supported Employment

Supported Employment is a personnel service that matches qualified people with disabilities to large and small businesses with employment needs. Consultation, coaching, on-the-job training and follow along services are provided by Systems Unlimited staff at no cost to employers.

Supportive services are designed to enable the individual to seek, obtain and maintain community employment. The benefits

include economic self support, independence and integration with other members of the community.

Supported Employment Services include:

- Pre-placement: Staff members work with individuals to evaluate and develop work skills and habits while assessing a person's employment goals.
- Job Placement: Job development is specialized to make sure an individual's interests, skills and abilities are matched to the employment needs of a business. Co-worker training is a benefit that assists a business in providing natural supports and supervision for each individual placed.
- Job Coaches: Trained staff provide initial instruction and support on site. They develop an individual task analysis that shows where growth and independence occur on the job.
- Follow Along: Employment Systems stresses open and constant communication with employers, co-workers, and supported employees by following up on job placements to ensure the quality of services provided.
- Community Based Assessments: Trained staff assist a person in his/her job seeking by helping the individual define his/her vocational needs, preferences, and supports. This is done through an interview process and several paid community jobs.

Day Programming

Employment Systems serves adults with developmental disabilities such as mild, moderate, severe/profound mental retardation which may also be combined with comprehensive physical challenges. Physical care assistance is provided as needed. All of our support services are designed with the specific individual in mind, in coordination with the person's interdisciplinary team.

Our vocational services focus on the following areas, depending on the individual's specific needs:

1. Developing work skills and habits people need in the work place.
2. Enhancing quality of life, communication and daily living skills.
3. Intensive personalized training to teach an understanding of the concept of work.
4. Transitioning into a job in the community.

Our non-vocational services focus on enhancing a person's independence and quality of life. Some activities include:

- Painting
- Music
- Dramatic readings
- Dance
- Basketball
- Swimming
- Aerobics
- Sensory activities
- Games
- Leisure skill training
- Bowling

Employment Systems provides work opportunities in conjunction with contract work in one of our business areas listed on the following page. For information, call our Employment Support Specialist at (319) 338-9212, ext. 621.

▶ DOCUMENT SHREDDING SERVICES

Confidential document destruction and recycling of paper

▶ HANDWORKS

Mailings, collating, labeling, and small assembly

In addition to the above divisions, Systems Unlimited also provides representative payee and financial counseling services.

Referral Procedures

Due to the fact that disability services and child welfare services in Iowa are funded by a mix of federal, state, county and private monies and there are a variety of service and program standards, admission procedures vary by service/program area. The individuals (positions) on the following page should be contacted for information or referral procedures for the specific service or program. Information on any of these services/programs can be obtained by calling Systems Unlimited, Inc. at (319) 338-9212.

Supported Living Division		
County	Contact	Phone
Jones	Resource Coordinator	(319) 465-6360, ext. 712
Linn	Resource Coordinator	(319) 364-1985, ext. 865
Muscatine	Resource Coordinator	(563) 263-0468, ext. 876
Washington	Resource Coordinator(s)	(319) 653-3356, ext. 141 (319) 653-3356, ext. 154
All other areas, including Johnson County	Community Relations Coordinator	(319) 338-9212, ext. 139

Family Systems Division		
County/Service	Contact	Phone
Linn Jones Benton	Regional Coordinator	(319) 654-9195, ext. 804
Des Moines Louisa Muscatine Washington	Regional Coordinator	(319) 338-9212, ext. 181
Adoption Homestudies & Updates	Adoption Specialist	(319) 338-9212, ext. 164
All other referrals, including Johnson County	Director of Family Systems	(319) 338-9212, ext. 143

Employment Systems Division		
County/Service	Contact	Phone
All referrals	Director of Employment Systems & Information Technology	(319) 338-9212, ext. 601

How Can YOU Help?

Systems Unlimited cannot depend exclusively on government funding to meet the needs of our customers. We need the support of businesses, service clubs and the general public to partner with us to accomplish our mission. You can play an important role in helping us achieve our goals in one or more of the following ways:

Adoptive Parenting

We support individuals and families interested in private and international adoptions. We want to work to assist children to be in safe, secure and nurturing homes. Family Systems provides quality home studies done in an efficient manner. Contact our Adoption Specialist at (319) 338-9212, ext. 164.

Volunteerism

We encourage and welcome your time and talent as a volunteer with Systems Unlimited. A variety of volunteer opportunities are available throughout the year. Contact our Community Resource Coordinator at (319) 338-9212, ext. 139.

Special Contributions


Opportunities to donate specific items or to contribute to special fund-raising projects are available. Contact our Executive Director at (319) 338-9212, ext. 126.

Annual Giving

Financial gifts are needed to meet the capital needs of Systems Unlimited. Systems Unlimited, Inc. solicits annual gifts to purchase housing, vehicles and other capital items to better meet the needs of the people served by Systems Unlimited, Inc. Contact our Executive Director at (319) 338-9212, ext. 126.

Planned Giving

Systems Unlimited, Inc. invites you to consider a gift through your estate/trust or through a series of timed donations to help maintain and expand quality supports and services provided by Systems Unlimited. Multiple options, including several small endowments, are possible and no gift is too small. Your gift to Systems Unlimited, Inc. will ensure the continuation of quality supports and services provided by us for future generations. Contact our Executive Director at (319) 338-9212, ext. 126.



An Iowa Non-profit
Corporation providing
community support services
for people with disabilities
and other challenges since 1971.

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