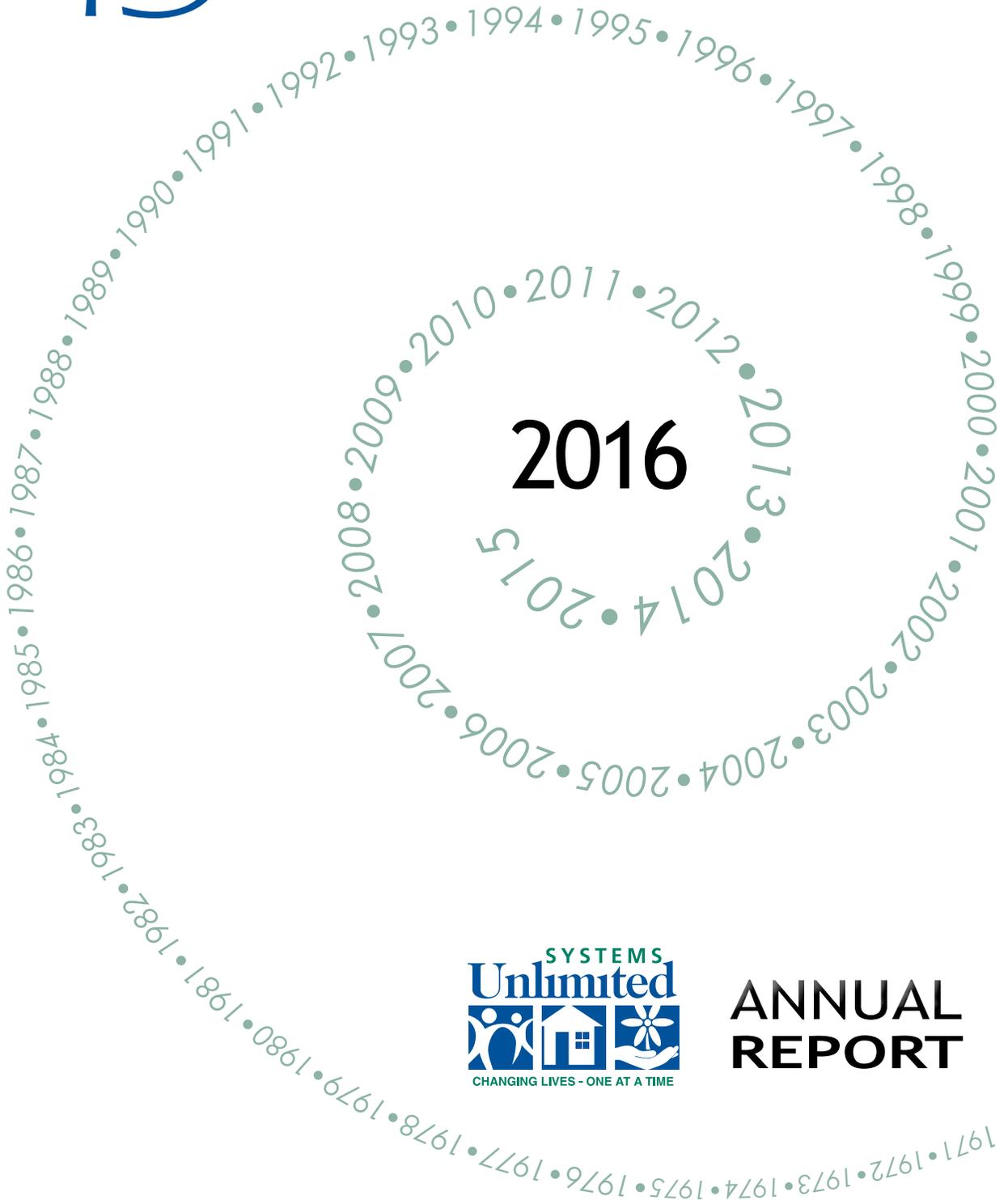


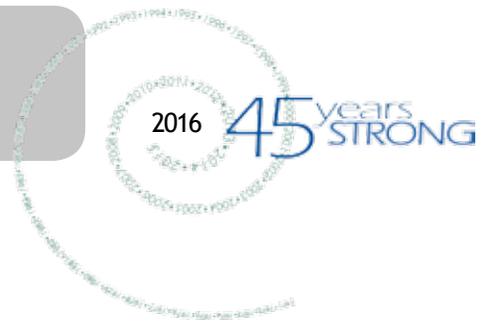
45 years STRONG



ANNUAL REPORT

1

*Promoting
dignity and
growth for
people with
disabilities
and mental
health
needs.*



mission

*The people
we serve
claim a vital,
fundamental
role in their
communities.*

vision



ACCOMPLISHMENT 2016 growth change

Dear Friends,

To say the least, when we look back at 2016 at Systems Unlimited, it has been a year of accomplishment, change, and continued growth.

We would like to start by recognizing and thanking individuals who choose to receive their services from Systems Unlimited. We understand you have many choices in service providers and we appreciate you choosing Systems Unlimited. We would also like to thank our nearly 1000 employees and our volunteer Board of Directors for their hard work and dedication to improve the lives of those we serve.

In 2016 we entered into contracts with 3 Managed Care Organizations (MCO's) who now provide payment for approximately 95% of our Medicaid revenue. The change has and will continue to provide challenges for our agency and the people we serve, however, we remain confident that we will overcome these challenges and keep working toward positive relationships and outcomes with these companies.

In 2016 we went through a rigorous review with the Council on Quality and Leadership (CQL). This agency identifies processes that are in place to determine personal goals with an emphasis on overall quality of life in the community. I am pleased to report that Systems Unlimited received a 3 year accreditation in what many in our industry consider being the "Gold Standard" when determining quality of services.

Finally, in 2016 we continued to grow our services by providing support to over 1,500 individuals through mental health therapy and counseling, supported living and day habilitation and employment services throughout Eastern Iowa.

In the pages to follow, you'll find out more about what we've accomplished together in the past year and what we plan for the future. Thank you for the essential part you played in our success. We look forward to the challenges ahead!

Casey Westhoff, Executive Director

Scott Enyart, 2016 Board President

3

• Advocacy

*promotes
inclusion*

• Integrity

*demands
accountability*

• Education

informs progress

• Creativity

*cultivates
innovation*

• Communication

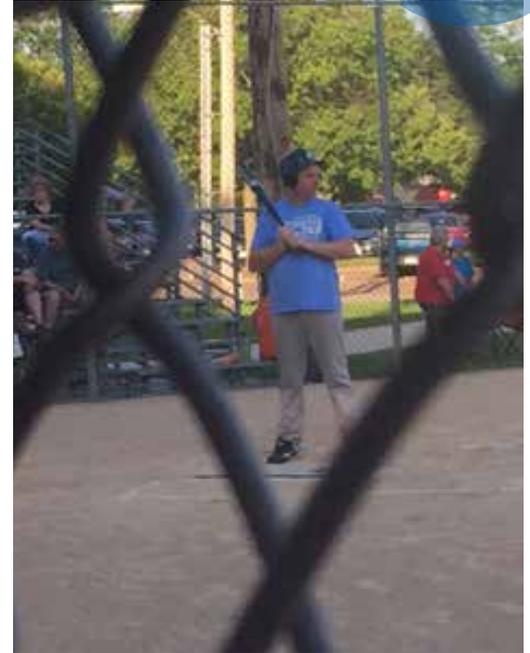
*drives
collaboration*



*core
values*

supported living

provides integrated community services that promote personal growth and opportunity for increased independence and enhanced quality of life.



FY 2016 Highlights

- Implemented QBS, which is a new behavioral training program that utilizes behavioral analyst principles.
- Purchased new home in Monticello area for three men.
- Received a three-year accreditation from the Council of Quality and Leadership.
- OutPOM interviews began this year. It is an interview process that helps staff to find out what people served want as their goals.
- "Care Groups" for staff were formed this year. They are designed to help staff deal with traumatic or stressful situations while working in this field.



SITE SERVICES
(Adults & Children)

HOURLY SERVICES
(Adults & Children)

**CONSUMER DIRECTED
ATTENDANT CARE**
(CDAC)

RESPITE SERVICES
for Individuals
with Disabilities

**HOME & VEHICLE
Modification**

TRANSPORTATION

5

Nathan Spading

began receiving residential services in October of 2013 and joined the Enhanced Day Program in June of 2014. Upon moving into his home with Systems Unlimited and starting in the Enhanced Day Program, Nathan faced a number of challenging barriers. Not only had he just made the transition out of his family's home where he lived up until joining us at Systems, we then asked Nathan to make a second transition to join us in the Enhanced Day Program, where there were people he had never met placing a whole new set of expectations on him. To state it simply, Nathan was confused and frustrated with this change in his life, often requesting to go "home" to his parent's house. He spent many hours in crisis, often times becoming aggressive toward himself and those around him or trying to run away. Because of this, Nathan's family and team felt it was in the best interest of Nathan's health and safety to put a formal behavioral intervention plan including, stability holds in place. It also became clear Nathan needed a stronger set of social and personal boundary skills to help him express his wants, needs, and frustrations.

Over the first year, Nathan began to trust the staff members who work with him and allowed them to assist him in learning new skills to improve his communication. Nathan's team used a system of pictures, verbal cueing, modeling, and social stories to assist him in learning how to better express his wants, needs, feelings and how to use touch appropriately to gain the attention of his staff and peers.

At first, this goal was challenging for Nathan, causing him to become upset with those who were asking him to change his communication style. After several months of practice and repetition, Nathan began to pick up the new techniques his staff were helping him to learn. We began to see Nathan use less physical means of expressing his feelings and even began verbally expressing some of his wants and needs. Since implementing this set of goals for Nathan, he has significantly reduced his instances of crisis and has all but extinguished the need for a formal stability hold plan.

Nathan's success on this goal over the past year has opened many new doors for him. He has become more independent in his daily routine in the Enhanced Day Program and requires significantly less hands on intervention from his direct care staff. This vast change and growth has led to Nathan beginning volunteer work for the Iowa City Parks and Recreation Department, cleaning up parks and trails in the Iowa City area.



“Nathan’s success on this goal over the past year has opened many new doors for him.”

employment systems

provides vocational, social and recreational opportunities to people who desire or require individualized support.



FY 2016 Highlights

Service Highlights

- Served a total of 251 individuals
- Provided Community Employment Services to 128 individuals
- Provided Day Habilitation Services to 171 individuals

Community Employment Highlights

- 30 job placements in the community
- Provided job coaching at 78 different businesses in the community
- Provided 19,898 job coaching hours provided at community work sites

Day Habilitation Highlights

- Provided a variety of volunteer opportunities
- Food Drive for the Crisis Center
- Food Bank
- Food Pantry
- Mercy Hospital
- VA Hospital
- Animal Shelter
- Crowded Closet
- Free Medical Clinic
- Iowa City Restore
- Meals on Wheels
- Hosted musical performances by Gaylynn Lea and William Elliot Whitmore

Fundraising/Grant Highlights

- Wine Gala proceeds and Theisen's grant paid for many community-based activities, including:
 - History Center - Walking Tour
 - Johnson County Historical Society
 - Brucemore Tour
 - Hy-Vee Cooking Demonstration
 - Grout Museum
 - Skyzone
 - Andy Warhol Exhibit – National Czech & Slovak Museum
 - African American Museum
 - National Motorcycle Museum
 - Antique Car Museum
 - Trainland USA
 - Home Coming Parade
 - Wrote and recorded original song at a recording studio
 - Tour of Day Trotter recording studio
 - Tour of KCJJ
 - Tour of National Guard Readiness Center
 - Advocacy at State Capitol
 - Displayed art at different community art shows



DAY PROGRAMING and COMMUNITY INTEGRATION

EMPLOYMENT and EMPLOYMENT-RELATED SERVICES

7

Vivian Hahn

has dedicated much of her free time to expressing herself through drawing. In this time she has developed a strong visual style that is unmistakably her own.

“People came from as far as Northwest Iowa to see her work...”

Birds and flowers featured prominently in drawings that bring a smile to the face of all who see them. Vivian has done this while having very limited range of motion in her arm and hand; in her persistence, she has been able to not only develop her art, but also improve and maintain the fine motor control in her hand that has allowed

her a measure of independence in her daily activities, such as eating and expertly driving her motorized wheelchair.

Vivian had stated long ago the ambition of one day having an art show to publically display her artwork. This year, she reached that goal with a very successful art show that was held at Faith United Church in Iowa City. People came from as far as Northwest Iowa to see her work and meet with the artist. Vivian stated that in



all the years she has been working on drawings, she never imagined that she would actually have a public exhibit that could be appreciated by so many people.



Stephen has reached many milestones in the last year that are deserving of recognition. To begin with, Stephen really wanted to learn how to

Stephen DiBell

drive and became very determined to obtain his permit. After a lot of studying, Stephen passed the exam and started practicing to drive with his parents.



Stephen recently bought a moped that he is very proud of and continues to practice driving that around his hometown of Monticello. Soon he hopes to cruise around Iowa City with it.

Additionally, Stephen went through a big change in April 2016. Stephen moved out of the Systems RBSC Children’s Home and in to an Adult Waiver Home and has adjusted nicely to the move.

Stephen’s achievements do not stop there. Stephen went on to graduate High School in May of 2016 and has since obtained a part time community job at Jimmy Jacks BBQ, where he works independently four days a week.

“...Stephen went through a big change in April 2016.”

Great job Stephen and keep up the good work!

family systems therapy & counseling services

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



Family Systems Therapy and Counseling Services provides mental health services for children, adults, couples, families and groups. Our clinical staff consists of licensed social workers, licensed mental health counselors, and licensed marriage and family therapists with a variety of therapeutic specialties.



MENTAL HEALTH THERAPY
Private insurance and Medicaid funded

BEHAVIORAL HEALTH INTERVENTIONAL SERVICES (BHIS)—skill building to address mental health issues

FAMILY THERAPY & FAMILY/COMMUNITY SUPPORT SERVICES through the Children's Mental Health Waiver



FY 2016 Highlights

- Provided therapy and skill building services to 845 individuals from 9 different counties in Eastern Iowa.
- Continued our partnerships providing on-site mental health services in 55 schools across 5 school districts: Iowa City Community School District, College Community School District, Linn Mar School District, Marion Independent School District, and Washington Community School District.
- Contracted with Linn Mar School District to provide one staff on-site at their COMPASS and ASSIST programs to assist with students' social and emotional needs for a total of 14 hours a week.
- Successfully credentialed staff with the three new Managed Care Organizations (MCOs) and transitioned to the managed care system for Medicaid billing.



9 John Hesser

has worked hard to improve his ability to identify and cope with some very adverse life events. John has improved



his ability to react calmly in situations that are frustrating, and he has been able to talk about his frustrations with others in a very constructive way.

John has reduced his anxiety and anger in the face of adversity, and has learned to cope with frustrating

people and situations in a way that serves as an example to those around him.



“John has reduced his anxiety and anger in the face of adversity...”

Josh Mann

Josh began attending the Cedar Rapids day program in June 2015 after graduating from high school. This was a new experience for Josh, and there were challenges associated with this change. Josh was hesitant to socialize with new peers and participate in the daily activities. Josh relied on staff to assist with communication while in the community and struggled with

being ready for transitions throughout the day. Josh has made progress in several areas of independence over the past year overcoming these challenges, and has exceeded expectations in the areas of communication, transitioning throughout the day, safe and successful day trips within a group ratio of 1:6, independence with personal cares, and adjusting to schedule changes.

Josh has also made significant health changes over the past six months and has increased his energy, mobility, and participation in active outings with peers.



Josh's dedication to becoming more independent in each of these skills is amazing to the Cedar Rapids day hab staff. Josh's sense of pride beams brightly whenever he reaches another milestone, and it truly makes one's day to see Josh's smile when he has completed a new skill on his own. Josh's bubbly personality has truly shown throughout the past year, and we are all so excited to see what more he can accomplish!

“Josh's sense of pride beams brightly whenever he reaches another milestone...”

additional supports



representative payee services

Services are designed to follow

guidelines set by the Social Security Administration. Systems Unlimited's Representative Payee assisted a total of 270 people during the fiscal year.

Our Family Relations Coordinator is the contact to make a supported community living referral for both hourly and site services for all communities served by Systems Unlimited. She is available to meet with families to share information about services and what Systems Unlimited can offer. She follows a referral through the intake process and works with the individual and their family to complete the initial paperwork and make a smooth transition.

referral & family relations

Our Family Relations Coordinator is also available as a support to families. When a family needing services calls, but doesn't know where to start, she tries to offer information and resources to them. She can assist families through difficult times and issues regarding the person we serve. It may be listening over the phone, meeting for coffee or being a support in an Individual Service Plan meeting. Issues have included: future planning, understanding processes, differences of opinion and just being overwhelmed with the responsibility of making good decisions for the family member with a disability.

The Family Relations Coordinator also organizes the Parent/Guardian meetings.



Nathaniel Pierson

has had a goal of making friends and being respectful of others over the last year. Nathaniel has a history of struggling with effectively and respectfully communicating his thoughts and concerns to his peers and to staff.

Nathaniel has exhibited a much better grasp and ability to use socialization skills with his peers over the past several months. He has vastly improved in his ability to accept feedback, both from peers and from staff. Nathaniel has also exhibited an increased ability to recognize and accommodate his peers' needs and feelings during day programming.

“Nathaniel has exhibited a much better grasp and ability to use socialization skills...”

Past situations in which Nathaniel would have struggled in understanding what peers and/or staff are saying to him, have become situations in which Nathaniel has shown great leadership and an ability to recognize when his peers need more support. Nathaniel is still working on listening to the entire situation before becoming upset or frustrated, but he has shown amazing improvement in this area, and we hope to see him continue to do so.

Nathaniel has experienced many changes in his employment over the past several months, and he has dealt with these changes in a positive and constructive way. Nathaniel has been able to utilize day programming as a “practice ground” for working on skills he needs to develop in his employment.



Isaac Wolf

Isaac has struggled with on-going medical concerns and health issues. For years he has strived to obtain one job in the community where he felt like a part of a team and was able to work at

least 12 hours a week. Although Issac continues to battle on-going health concerns, he has maintained his employment at Core Fitness in Iowa City for over a year, putting personal emphasis on the importance of his job.

Issac is very proud of his accomplishments, as he should be, and hopes to continue earning money to further his financial independence.

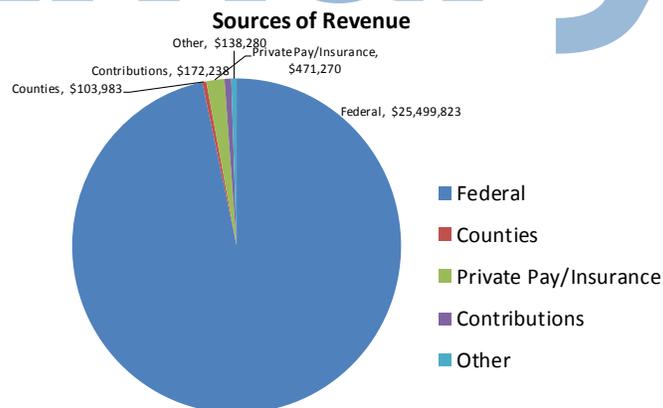
“Isaac is very proud of his accomplishments, as he should be...”

financial summary

Systems Unlimited experienced an overall 6.6% increase in operating revenue over the previous year.

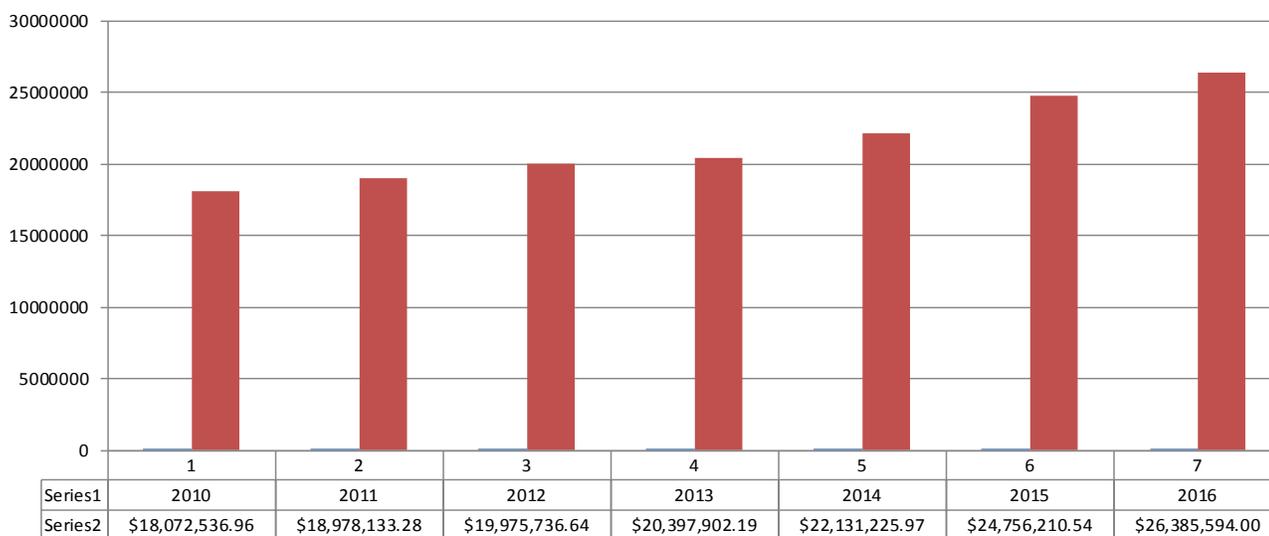
Revenue Source	Amount	% of Total
Federal	\$ 25,499,823	96.6%
Counties	\$ 103,983	0.4%
Private Pay/Insurance	\$ 471,270	1.8%
Contributions	\$ 172,238	0.7%
Other	\$ 138,280	0.5%
Total	\$ 26,385,594	100%

TOTAL NET ASSETS AS OF 6/30/15	\$ 11,086,474
CHANGE IN NET ASSETS	\$ 1,339,689
TOTAL NET ASSETS AS OF 6/30/16	\$ 12,426,163



Expenses	Amount	% of Total
Salaries & Benefits	\$ 22,864,703	88.94%
Operating Expenses	\$ 764,665	2.97%
Occupancy Expenses	\$ 642,536	2.50%
Marketing/Public Relations	\$ 8,808	0.03%
Transportation	\$ 440,444	1.71%
Staff Development/Training	\$ 87,476	0.34%
Technology/Equipment	\$ 152,780	0.59%
Depreciation	\$ 701,154	2.73%
Other	\$ 45,241	0.18%
Total	\$ 25,707,807	100%

Financial Growth



A 2016 audited financial report is available upon request.

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2016

45 years
STRONG

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of
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Every effort has been made to ensure the accuracy of the donor lists. Some individuals donated multiple times during the fiscal year; however, we printed the names once.

We would also like to thank those who contributed, but prefer to remain anonymous.

We apologize to any donors we inadvertently missed or misrepresented. Please contact us at 319-338-9212, ext. 143 if a correction is needed.

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16 In March of 2016,

2016

45 years STRONG

Systems Unlimited achieved a three year accreditation from the Council on Quality and Leadership (CQL). Our drive to provide superior service leads the agency to pursue this external accreditation because of CQL's focus on the experiences and preferences of the people we serve. While the CQL auditors reviewed many policies, training curricula and files, much of their week-long visit was spent interviewing the people we serve, visiting their homes and worksites and conducting focus groups with direct care staff.

We are proud of our first accreditation with CQL and eager to move forward with even higher accreditation status. In the coming year, our stakeholders will see an increased focus on learning about the preferences of the people in our service and educating individuals about their human rights and how to exercise them.

“We are proud of our first accreditation with CQL and eager to move forward with even higher accreditation status.”

CQL has high expectations of every agency they accredit, and Systems Unlimited is committed to being a leader among this group.

- *Three Year CQL Accreditation*

SUPPORTED COMMUNITY LIVING

- *Three Year Waiver Accreditation*
- ID Waiver, BI Waiver, Habilitation, RBSCCL
- *Deemed Chapter 24 Supported Living*
- *One licensed RBSCCL home*
- *One licensed RCF home*

EMPLOYMENT SYSTEMS

- *Waiver Accreditation*
- Day Hab, CDAC, Supported Employment

FAMILY SYSTEMS THERAPY & COUNSELING SERVICES

- *Successful Managed Care Credentialing*
- *Child placement/adoption license*
- *Chapter 24 Accreditation for Mental Health*
- *Three Year Waiver Accreditation*
- Children's Mental Health Waiver Services

accredita-
tions

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(319) 338-9212

(Family Systems Therapy
& Counseling Services)

625 S Gilbert St, Ste #3
(319) 351-4415

Cedar Rapids

4089 21st Ave SW
Suites 211-213
(319) 364-1985

Washington

114 S Iowa Ave
(319) 653-3356

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402 E. 1st Street
(319) 465-6360

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3500 Oakview Dr, Ste B
(563) 351-4415

Tipton

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