

Annual Report FY 2021 -2022

About Us



Systems Unlimited had another great year of providing service to people with developmental disabilities or mental health needs.

Celebrating 50 years of service made us ponder how Systems has grown and changed. To reflect that, you may notice a few things look different. To ensure we are continuing to grow with the times, Systems Unlimited did a re-branding! We started the year with a new Mission, Vision, and Core Values and ended with a new logo and tagline.

Systems Unlimited proudly provided services to approximately 350 people throughout Eastern Iowa, with a team of nearly 1,000 staff.



- Iowa City
- Coralville
- Cedar Rapids
- Marion
- Monticello
- Muscatine
- Tipton
- Williamsburg
- Washington



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LETTER FROM BOARD



Dear Friends,

In 2021, the agency met the extraordinary milestone of providing services for over fifty years! It is doubtful that the founding parents could have foreseen the tremendous impact that Systems Unlimited would have on the Eastern Iowa community. Whether they be a person served, family member, volunteer or staff, System's legacy has touched many lives.

The COVID pandemic began to slow down this past year. While people continue to get sick, the severity of the illness lessened. People we serve began to re-engage with their communities, and day programs began meeting in person. It took tremendous work from all of our staff to adjust to the changes in service provision, and we appreciate their dedication to the agency's mission.

Although it was a unique year, there are many things to celebrate. Despite the pandemic, the agency remains fiscally strong, with a budget near \$45 million. The Mission, Vision and Core Values were revitalized to better reflect who we are as an agency. Much progress has been made to service provision efficiency by adding various technological solutions.

Our fiftieth was definitely a year to remember. We thank you all for your support as we look forward to the next fifty!

Renee Smith LaBarge



Our Mission

Partnering with people who have disabilities and mental health needs to advance their personal independence, dignity, and growth.



Our Vision

Systems Unlimited will set the standard for services that remove barriers to independence and inspire the people we serve to achieve personal success.



Our Core Values

We believe everyone is important.

We act with integrity.

We support the right to make choices.

We value constant learning.

We embrace diversity.

SUPPORTED COMMUNITY LIVING

While still adapting to an ongoing pandemic and enduring a huge workforce shortage, this fiscal year was one of recovery for Systems Unlimited’s SCL services.

Due to the significant staff shortages, Systems Unlimited focused on ways to best support our staff during a difficult time. Throughout the year, Systems reviewed and made changes to how staff documents their shift to make it easier. Systems Unlimited was awarded an ARPA Grant that was used to provide bonuses to direct care staff. Three Program Support Specialist positions were created to better assist SCL sites and provide additional growth opportunities within SCL services.



NO LONGER ISOLATED

With Covid vaccination available, people within our SCL services were able to safely participate in events and activities within their communities. After over a year of recommended isolation, a primary focus was creating activities and partnerships in the community to encourage people served to get out and have fun.

Some of the events and activities SCL participated in were:

- SUI Softball Teams
- The Community Inclusion Club
- In-Person Award Ceremony
- Creating a partnership with a University of Iowa fraternity
- Special Olympics
- Camp Courageous.





Getting Back Out There

WHILE WE ARE STILL ENDURING A PANDEMIC, WITH VACCINATIONS AVAILABLE AND THE SEVERITY OF SYMPTOMS LESSENERED, PERSONS SERVED WERE ABLE TO ENGAGE WITH THEIR COMMUNITY AGAIN.



THE UNIVERSITY OF IOWA PHI KAPPA PSI

The Phi Kappa Psi Fraternity at the University of Iowa chose Systems Unlimited as their charity to work with during their spring semester. Their motto is “The Great Joy of Serving Others” and they currently have over 1,200 alumni.



Committed to this partnership, the fraternity hosted several events and activities to participate in with persons served. Events included a movie night at Sycamore Theater, going to a trampoline park, working on art projects, doing yard work, and doing group walks.

At the end of the semester, Phi Kappa Psi graciously raised and donated \$10,000 to Systems Unlimited.

COMMUNITY INCLUSION CLUB

Systems Unlimited partnered with a new non-profit called the Community Inclusion Club (CIC) whose goal is to have monthly gatherings where people with and without disabilities can form friendships.

Activities with the CIC include bowling, going to downtown Iowa City business Unimpaired, and holiday cookie decorating.



EMPLOYMENT SYSTEMS

DAY PROGRAM

Employment Systems (ES) made it a priority to rebuild both the Day Program and Employment Programs after the covid-related impacts of the previous years. Beginning the year with 40 staff providing day programming via zoom, Day Program focused on rebuilding staff infrastructure, particularly at the direct service level. By year-end, Employment Systems has nearly 55 staff. With these numbers, Day Program opened its door to in-person day programming once again.

The ES art program continued to grow and develop, creating an online shop so that our supporters can purchase items that feature artists' work (www.artistsatsui.com). ES also worked with our Behavioral Health Solutions team and a nationally recognized program called Skills System to write a coping skills curriculum for individuals in Day Program.

The total number of persons attending our Day Program in Iowa City and Cedar Rapids has increased to almost 150.



SUPPORTED EMPLOYMENT

Helping persons served gain further independence and a feeling of self-worth is incredibly important to Systems Unlimited. With additional staffing, Systems was able to add more paid work opportunities for those served.

In this last year, the employment program partnered with almost 60 businesses within our community and provide supported employment services to approximately 100 people.





PAYEE

Being a qualified organization by the Social Security Administration (SSA), our Payee department is able to provide an expansive variety of services for those who require assistance managing their benefits.

The Payee department strives to learn the needs of each person and use their benefits to afford food, clothing, medical care, and personal comforts. Additional Payee support includes the management of annual Medicaid reviews, SNAP benefit reviews, Rental assistance reviews, Disability Update Reports for Social Security, LIHEAP (Heating) assistance, Rent Rebates, and assisting with paying bills.

For those seeking Payee services, our Payee department can help with the application process and ensure people stay qualified for Medicaid and Waiver Services.

At the end of June 2022, Payee had 328 payee clients. Serving people in 24-hour SCL, Hourly SCL, and community clients.



REFERRALS

Systems' Intake and Referrals Coordinator acts as the main point of contact for anyone seeking services at Systems Unlimited. Whether they are new to services or just looking for a change, the process of finding placement can be very stressful. To help ease some of that stress, the Referrals Coordinator acts as an excellent resource. She can provide guidance on how to become eligible for service, discusses the range of services available at Systems Unlimited, and explains the referral process.

In the 2022 fiscal year, Systems Unlimited developed 21 SCL site openings. From those openings, 12 external referral applicants were brought into services. The remaining 9 were filled via internal moves or consolidation of sites.

CLINICAL TEAM

The Clinical Team provides quality behavioral, mental health, and clinical health services. The teams' goal is to assist individuals and their families in meeting their challenges to become more successful in all settings.

The Behavioral Health Solutions and Clinical team includes Licensed Mental Health Therapists, Board Certified Behavior Analysts, and Behavior Support Specialists. This committed team of clinical professionals works hard to meet each person where they're at and empower them to achieve the goals they set for themselves.

"We start where the person is at," stated Julie Doran Clark, the Clinical Director. "It is about a creative approach for individualized care."



Margee Jansen

Margee Jansen has been served by Systems for forty-one years and is well known around the Systems community. Always up for a good laugh, she takes any opportunity to tease staff. Margee's infectious smile and good humor make her beloved by anyone around her.

In recent years, Margee began to use a G-tube in order to receive nutrition. This was a difficult change for her as she loved having "mochas" in the morning, a mixture of cocoa and coffee. She got through the transition and earned a Milestone Award at the Systems Awards Ceremony for her hard work.

In January 2021, it was decided that the G-tube wasn't working for her and a button tube or MIC-KEY would be better for her needs. This is a standard out-patient procedure; however, it was apparent something didn't go quite right in this case.

Margee wasn't doing well after the surgery. A scan showed that the MIC-KEY tube was placed incorrectly. Her colon had been punctured causing her to become very sick. At the time, the surgeon felt that the only thing to do would be to place her in hospice and feed her orally, which hadn't been done in a few years. The hospital decided that they wanted to discharge her. The Systems team didn't feel that Margee should be sent home and that her colon could be fixed.

"I can't say enough about the Systems team during this time," stated Beth Jansen, Margee's guardian and sister. "I don't live in the state, so having an advocate for her there in real time was invaluable." The Coordinator, Betty Ngugi, knew there was more that could be done to save Margee's life. With the guardian's blessing, Betty got the SUI nurse, Sara Meade, involved.

Systems refused to take her home and insisted that the hospital begin to feed her. They demanded the hospital start feeding her through a nasal drip. With the help of the COO and CQI Director, the demand was finally met four days after nutrition had originally been stopped.

Our staff asked that Margee be transferred to the University of Iowa Hospital (UIHC) to attempt to get care. The UIHC initially accepted Margee, but after talking to her surgeon, decided not to transfer her. That is when our nurse began to advocate with the doctors on both sides and asked Margee's primary doctor to get involved. With Dr. Schuster's help, Margee was transferred within three weeks to the UIHC, where she received the lifesaving surgery and has the MIC-KEY tube placed correctly.

"I'm so grateful to Systems," Beth stated. "Margee is doing great and has just graduated from hospice care."

Beth has a long connection with Systems. She stepped in as co-guardian of Margee when her dad passed away. Beth was also a former staff at one of the homes while going to college. "People with disabilities have to have an advocate," she stated.



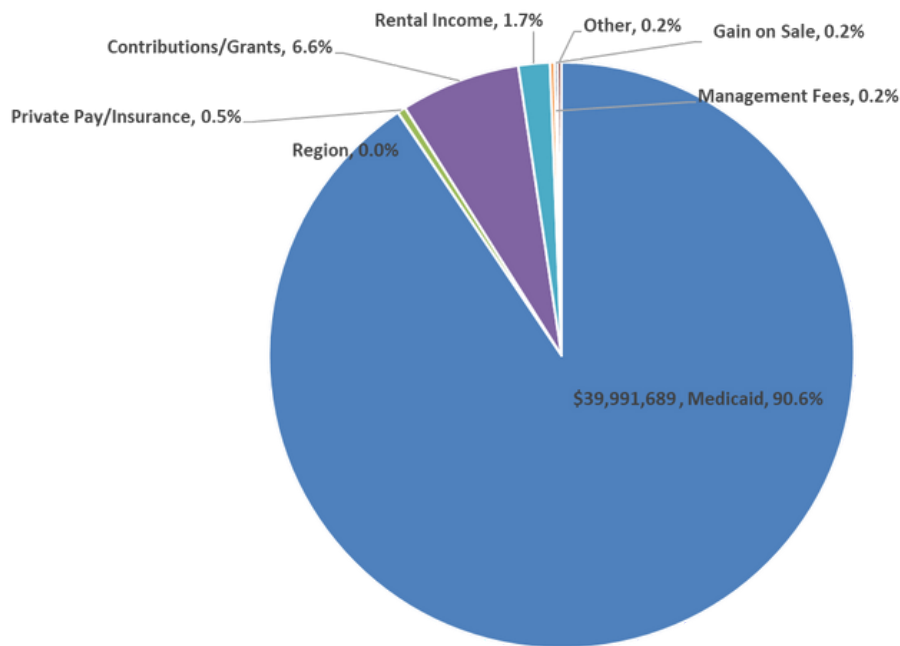


Finance Report

Sources of Revenue FY 2022

REVENUE BREAKDOWN

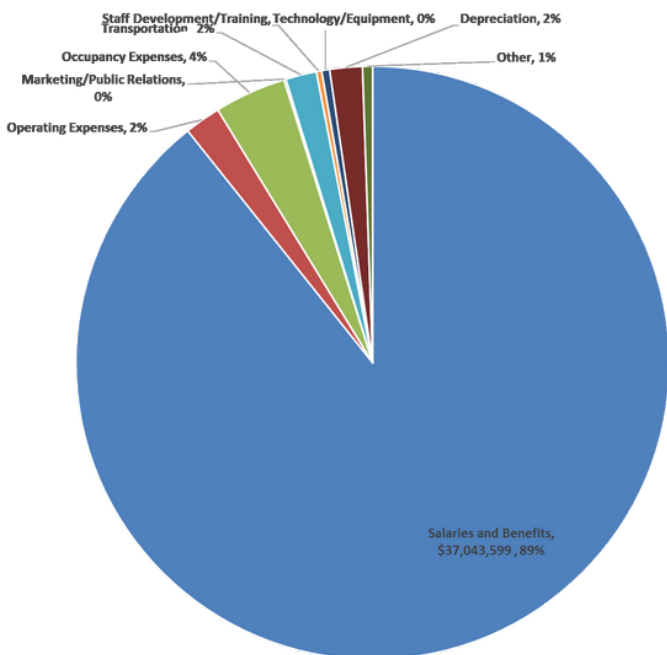
Medicaid	\$ 39,991,689
Region	\$ 4,490
Private Pay/Insurance	\$ 199,398
Contributions/Grants	\$ 2,921,496
Rental Income	\$ 768,199
Management Fees	\$ 109,332
Gain on Sale	\$ 75,435
Other	\$ 93,105
Total	\$ 44,163,145



Expenses FY 2022

EXPENSES BREAKDOWN

Salaries and Benefits	\$37,043,599
Operating Expenses	\$ 815,791
Occupancy Expenses	\$ 1,619,225
Marketing/Public Relations	\$ 46,098
Transportation	\$ 696,575
Staff Development/Training	\$ 120,962
Technology/Equipment	\$ 178,467
Depreciation	\$ 735,719
Other	\$ 227,253
Total	\$41,483,690



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