

Table Of Contents

- Letter from CEO
- 03 Welcome Page
- Mission & Vision
- O5 Supported Community Living
- O6 Advocating for Change
- Employment Systems
- 08 Supported Employment
- OP Additional Supports
- 10 Finances
- 11 Donors Page
- 12 Fundraisers Review



From the record number of new people who came into our services to our agency-wide advocacy work, 2023 was an incredible year of "firsts" for Systems Unlimited.

Management Team created a robust three-year Strategic Plan that charts our course through 2026. Our plan is a blueprint that will help us set the standard for services across the state. Our top priorities include promoting our service needs by engaging our legislators, increasing our efforts to re-engage with the local communities in which we reside, and increasing our fiscal standing through wise financial investments. These priorities have led to many new ventures for us.

We hosted our first Meet and Greet with elected officials. Through collaboration with another local provider, the people we serve could tell their stories and share their experiences with legislators across the Eastern lowa corridor. The connections we made were invaluable, and we plan to continue hosting a Meet and Greet yearly.

We began planning small events for the people we serve to get back into their communities after COVID. These events are meant to assist the people we serve to feel better about engaging their communities after getting out of that routine. We have received extremely positive feedback from people we serve and staff about liking these events.

Our financial future depends on our ability to continue supporting people who need services. Affordable housing is one of the most significant barriers to bringing in and keeping people we serve. We purchased a new home and began building a fully accessible home in the lowa City area, set for completion in Spring 2024. We haven't built an accessible home since the 1990s.

Our accomplishments have been vast but made possible only through the support of our committed board of directors, our parents and guardians, our stakeholders, and our fantastic staff.

Please join us on this exciting journey as we look to 2024. Continue to get the word out about us to family, friends, and elected officials. Share our stories on social media, attend our agency events, and speak to your elected officials on important matters. Together, we can continue helping the people we serve live their best lives.



Live Your Best Life.

For more than 50 years, Systems Unlimited has built a reputation as a caring and diverse non-profit agency partnering with people who have developmental disabilities to advance their personal independence, dignity, and growth.

Through the years, we have grown and evolved, serving hundreds of people of all ages with disabilities and mental health needs in Eastern Iowa. But what's even more amazing is how personalized and individualized the care is for each person who interacts with our organization.

Through this fiscal year, the Systems Unlimited team refocused their efforts on advocacy for people living with developmental disabilities state wide.

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Mission

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

Vision

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

Values

- 1. We Believe Everyone is Important.
- 2. We Act with Integrity.
- 3. We Support the Right to Make Choices.
- 4. We Value Constant Learning.
- 5. We embrace Diversity.





"We will continue to push for Medicaid rate increases to allow for a livable wage for the Direct Support Staff."

- Mona, CEO at Systems Unlimited

In the face of statewide staff shortages, Systems Unlimited, alongside fellow SCL service providers, tackled challenges through advocating for better Medicaid rates. Undaunted by obstacles, our dedicated team took multiple trips to the state capitol and began developing working relationships with our state legislators.

Beyond advocacy initiatives, key SCL achievements included admitting 18 people into services, which is a record-breaking accomplishment for Systems. Simultaneously, we prioritized growth by expanding training opportunities across all employment tiers.

The past fiscal year stands as a testament to our resilience and dedication to the people we serve.

5



ADVOCATING FOR CHANGE

In March 2023, a handful of people we serve met to discuss what they would like to talk to their state legislators about at the upcoming Capitol Advocacy Day. One topic that repeatedly came up was not having enough staff and feeling sad when a favored staff no longer worked at the agency.

Not having enough staff is a continuing problem at agencies like Systems and is only made worse by the recent increases in inflation. Unlike other businesses, providers like ours rely on increased Medicaid reimbursements to give raises to staff. The group agreed that they would like to have that as one of the topics for discussion, as well as ensuring the ability to acquire medical equipment upgrades when needed.

"Being at the state capitol was really important," stated Jeff Alt, a person served by the Systems Hourly Program. "I wanted to make sure that other clients and our staff are all satisfied." Jeff enjoyed talking to several representatives that day and especially liked visiting the state capitol. "I haven't been there since I was a kid. It is a really pretty place." Jeff is a citizen of Marion, Iowa, and appreciated talking to his representative, Elizabeth Wilson (who is also a member of the SUI Board of Directors).

Systems' advocacy efforts didn't just end on Capitol Advocacy Day, which was arranged by the Iowa DD Council. Systems participated in Hill Day, set up by the Iowa Association of Community Providers, and put together a Meet and Greet this past fall for legislators to visit the agency.

"Through our advocacy efforts, we can address the concerns of the people we serve and work towards positive changes in staffing, Medicaid reimbursements, and medical equipment upgrades. Advocacy is a continuous process, and by staying engaged and committed, we can contribute to meaningful improvements in the lives of the people we serve," stated Mona Kenyon, Systems CEO. "Moving forward, we will continue our trips to the Capitol and will invite our elected officials from across the state to join us in improving the lives of the people we serve."

Employment Systems

Employment Systems provides a range of services, highlighting the importance of relationships, self-exploration through art, volunteerism, and community engagement, including visits to local attractions.

In the current fiscal year, the Day Programs witnessed expansion at community events including the Iowa City Arts Fest showcasing artists from our Art Program, the Barnes & Noble Book Fair, the University of Iowa Homecoming Parade, Cedar Rapids Festival of Trees, and more.

In addition, the Iowa City Day Program was able to build an accessible garden to teach gardening skills and healthy lifestyles.

In 2023, Systems provided individualized day program services to 225 people throughout Eastern Iowa including: Iowa City, Cedar Rapids, and Monticello.



Monticello Day Program Opens

Since 1987, our commitment to providing services in the Monticello area has been unwavering through our Supported Living Program. Recently, we were able to achieve a longstanding goal of expanding our services in Monticello by opening a Day Program!

July marked the inauguration of our Day Program in Monticello, providing support to 14 people. Focused on skill development and community integration, our Day Program strives to work with participants by fostering independence and a sense of belonging.

7



Supported Employment

Our Supported Employment Program made a significant impact by aiding 97 people living with disabilities in securing and maintaining employment.

Operating in Iowa City, Cedar Rapids, and Monticello, the program is dedicated to fostering a sense of pride for the people we serve through competitive employment. By connecting people with meaningful employment opportunities, not only does this contribute to their personal growth but also strengthens the fabric of local communities.



Jeremy's Story

Being an avid Hawkeye fan that attends every home game, maintaining employment and steady income is very important to Jeremy. With Jeremy's priorities of making money for Hawkeye tickets, it was concerning to see him struggling with punctuality and engagement at work, Jeremy's. Staff started noticing that on work days, it would take Jeremy upwards of 30 minutes to leave his home and once at work, he would immediately go to a quiet place and sleep rather than work.

To address this, Jeremy and his dedicated support team came together and brainstormed a plan. Staff observed that Jeremy did not struggle nearly as much while doing his trash route and the problems were centrally focused on shredding. With Jeremy's agreement, he was removed from shredding and shifted to supply runs for the various activity rooms in the lowa City Day Program. This proved to be the turning change Jeremy needed.

Suddenly, Jeremy was punctual, rarely missing shifts, and demonstrated a newfound enthusiasm. when asked about his new role, he expressed genuine satisfaction, highlighting the simplicity of the job and the joy of earning.

"I like doing the trash. It is easy!" - Jeremy



Referrals

The systems' Intake and Referrals Coordinator, Chris Alexander, 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. He 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 2023 fiscal year, Systems Unlimited had 13 SCL site openings through discharge and brought 18 external referral applicants into services, overall increasing the number of people we serve in SCL.

Clinical Team Support

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

Led by Julie Doran-Clark, 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.



Systems

Payee Services

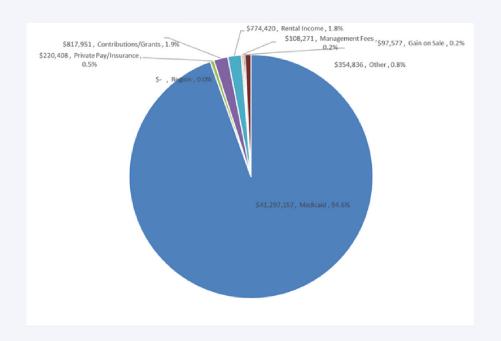
Being a qualified organization by the Social Security Administration (SSA), our Payee department is able to provide an expansive variety of services for those who require assistance managing their benefits.

Led by Elizabeth McDade, the Payee department is dedicated to learning the needs of each person and using 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, Disability Update Reports for Social Security, LIHEAP assistance, Rent Rebates, and assisting with paying bills.

At the end of June 2023, the Payee Program had 333 payee clients. Serving people in 24-hour SCL, Hourly SCL, and community clients.

Financial Report

Sources of Revenue FY 2023



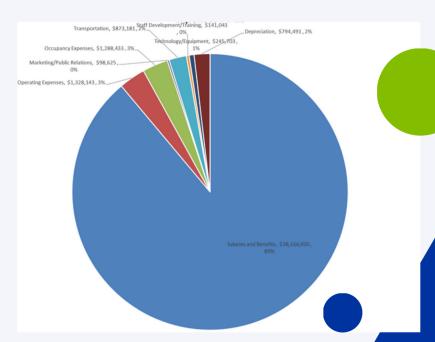
REVENUE BREAKDOWN

Medicaid	\$	41,297,157
Region	\$	0
Private Pay/Insurance	₽\$	220,408
Contributions/Grants	\$	817,951
Rental Income	\$	774,420
Management Fees	\$	108,271
Gain on Sale	\$	97,577
Other	\$	93,105
Total	\$	43,670,620

Expenses FY 2023

EXPENSES BREAKDOWN

\$ 38,166,920
\$ 1,328,143
\$ 1,288,433
\$ 98,625
\$ 873,181
\$ 141,043
\$ 245,703
\$ 794,491
\$ 0
\$ 42,936,539
\$ \$ \$ \$ \$ \$



Donors

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John S and Patricia C Koza

Chad Kramer Paul & Lori Kubicek

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Nwabueze Kurumeh Diane Larson Joanne Leach Roy Leaf Sue Lewis Stephanie Linnell Susan Linnell

Jean Litts

Scott and Kim Loggins Ben Long Susie Lower

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Andrew Piro Tim Powell

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Randy's Local Flooring Experts Zoila Řodriguez Ivica Romanovic Steve & Alicia Romont Roth Family Trust

Cindy and Douglas Ruppert

Jen Sanchez

Bob Saxton

Aaron & Shana Schaefer

Scheels

Karen Schlehuber Donna & Robert Schmall Gloria and Edward Schumacher

Jeffrey ScottMary Jo Scott

Sensory Kids

Wayne & Lou Ann Shalla

Jen Simmering Roberta Skoog

Joan Smith

Renee Smith-LaBarge

Tony Sorenson

Bob and Kay Spading

Sandy Spire

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Lori and David Stock

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Lois Swank Jane Swenka Carol Tenley Hess

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Robert and Raydell Wahlert Susan Warner

Philip and Betty Weber

Edward R Weeks

Robert and Rhonda West Phil and Laura White

Alan Whitworth Barbara Wiemer

Eric Wilke

Kimberly and Douglas Wilson Prince Witt

Terry and Kaylene Worby Larry & Peggy Wright

Terry Yates

Lony and Marguerite Yeutter

Zion Women Evangelical Lutheran Church



Fundraising Efforts



Accessible Garden

Thanks to the generous donations from you and area businesses, our lowa City Day Program was able to build the accessible garden of their dreams. Contractors were hired to put in a fully accessible path winding around hand-painted raised garden beds and arching trellises.

Through the Day program's hard work, this garden is fully ready for its first year of gardening in 2024.

Awards Celebration

We believe in celebrating the triumph of lifelong goals and giving the people we serve a night to let loose and have fun. In 2023, we upgraded our annual Awards Ceremony to something much more grand. After celebrating the accomplishments of those we serve, Systems added a full Prom where the people could dress to the nines and dance the night away.

Donations were used to secure a venue worthy of the occasion, order quality awards, purchase dresses for the financially unable, and supply music, snacks and entertainment.





Sensory Run

Your support made the Live Your Best Life Sensory Run a success! Through your donations, 51 individuals were sponsored to participate in the 1-Mile Walk.

In addition to donating to this unique health oriented event, you also helped fund our 12-week walking clubs across all service areas. All additional funds raised from this event are put towards crucial home improvements and programming needs.

Thanksgiving Meals & Giving Tree

With the help of your donations we received last year, we are thrilled to be able to provide Thanksgiving meals and Holiday gifts to persons served who are staying home for the holiday.

This year, we were able to deliver over 396 servings of Thanksgiving food and 118 gifts to the people we serve throughout Eastern Iowa.



Let's Stay Connected











Stay connected with us for the latest updates! Follow us on Facebook and Instagram for exclusive content. Don't miss out on exciting events and news - visit our website's events and news page. Stay informed, engaged, and be part of our vibrant community!

Contact us:



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