



Streator Unlimited, Inc.

Annual Report Fiscal Year 2018

Streator Unlimited, Inc. is committed to enriching the lives of persons with disabilities by teaching skills that will enable them to reach their fullest potential, live as independently as possible and become integrated into the community.

We are: community

We are people getting services, people providing services, families, friends and supporters. We help each other and support each other. Our lives are better because of it. We all get a chance to be a part of great things and help achieve our own dreams and those of others.

We served:

- 32 people in our group homes
- 39 people in our day program
- 26 people in our workshop
- 5 people in home based service facilitation
- 11 people in community employment
- Total of 79 unduplicated consumers

Notable:

- Nearly half the people we serve are over 50 years of age. That's due to a couple of things: some people have been with SU a long time; and, younger people can't get funding for services.
- The state's waiting list (called the PUNS) has a little over 19,000 people on it. Three people SU currently serves are waiting for state funding. We are able to serve them and the other people in our Workshop Program thanks to funding from the LaSalle County Mental Health Board, your support of our Food for Thought fundraiser, the Streator Area United Way and donations. There are four more people in the community who would likely come for services if they were selected from the state's waiting list or if we had enough resources to bring them in now.
- 42% of the people we serve have some diagnosis of epilepsy. You'd never know for most—they may have had a seizure at some point in the distant past.
- Consumers in our Workshop Program earned a collective \$139,917.

We are: closely scrutinized - and - meeting expectations

Group homes (CILA – Community Integrated Living Arrangements)

- 98% resident satisfaction
- 97% score on the Illinois Department of Human Services Bureau of Accreditation and Licensure Survey
- Successful Rule 116 (Medication Administration) Review by the Illinois Department of Human Services Bureau of Quality Management
- Successful inspections by Illinois State Fire Marshall
- 100% satisfaction score from other agencies and businesses with whom we work
- We receive two monitoring visits per year per resident from the state-contracted Individual Services and Supports Advocate and did well
- From the Satisfaction Surveys:
 - Cannot think of anything <to improve>. The staff is courteous. The home is always clean. The adults who live at the house seem happy
 - Very satisfied because <resident> is happy
 - I believe <resident> is provided with the best care humanly possible
 - The home and staff are caring as if it was their own family
 - We are extremely grateful for the detailed care that our son receives. Staff on all levels is caring and thoughtful of our son's every need.

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SUCCESS Program (Community Employment)

- Highest level national accreditation from the Commission on the Accreditation of Rehabilitation Facilities
- 100% consumer satisfaction
- 100% family satisfaction
- 100% satisfaction of businesses and other agencies with whom we work
- A State Vocational Counselor meets with our staff and each consumer at least every 8 weeks
- From the satisfaction Surveys:
 - Don't change anything
 - We love SU and the SUCCESS Program
 - Your team does a great job.

Developmental Training Program

- 99% score on the DHS Bureau of Accreditation and Licensure Survey
- 94% satisfaction score from consumers and families
- 99% satisfaction score from families
- 100% satisfaction score from outside agencies with whom we work
- We receive two monitoring visits per year per consumer from the state-contracted Individual Services and Supports Advocate and did well
- Successful inspection by Illinois State Fire Marshall
- From the satisfaction surveys:
 - I like it here
 - Staff is always pleasant
 - The workshop, classrooms and break room all looked very nice
 - Very satisfied on every level with absolutely every part of our son's care
 - I think you are providing appropriate care for <consumer>. <Consumer> can be difficult to work with but seems to be cared for properly
 - Streater Unlimited is awesome!

Home Based Support Services

- 95% satisfaction
 - Everyone is nice and questions get answered in a timely fashion
 - We are very pleased with services at SU.

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Workshop Program

- 99% consumer satisfaction
- 93% family satisfaction
- 100% satisfaction from customers and other agencies with whom we work
- Successful inspections by Illinois State Fire Marshall
- From the satisfaction surveys:
 - In my experience (both as a customer and community member) you are all top shelf. I am proud to be a part of a community that you take such an active role in!
 - We want more jobs in the workshop.
 - No changes – just keep doing what you do!
 - We appreciate the shredding service you provide to our firm. Your staff is always responsive to our needs. It is a pleasure when your consumers bring our new bins. Keep up the great work!

Overall Agency

- Good result on a Medica billing audit by the Illinois Department of Healthcare and Family Services Office of the Inspector General
- Bureau of Quality Management review of our individual service plans and of implementation of any Office of the Inspector General recommendations as related to Human Rights
- National Accreditation Survey by the Commission on the Accreditation of Rehabilitation Facilities. This covered all administrative functions of the agency
- Good result on DHS Office of Contracts Compliance Fiscal/Administrative Review
- Good result on Illinois Department of Transportation review of our transportation services and vehicles
- Clean report on our independent financial audit

Besides the time we put in to state monitoring, we were required to spend a combined \$20,000 on our financial audit and national accreditation. The state does a lot of surveys and, while the financial audit is a must, perhaps having us spend money on national accreditation is overkill.

Speaking of scrutinized, we'd love for you to look us over as well. Call us at 815.673.5574 and we'll set up a tour for you!

We are: (OK, sometimes we feel like) a transportation company

- Last fiscal year we received two new vans through a grant from the Illinois Department of Transportation (IDOT).
- One is a minivan which is used to take consumers to medical appointments. Most of these are local, but for some we travel to Peoria, Rockford and the Chicago area.
- The other vehicle is a medium-duty van. This is one of those larger, white ones with the "Secure Document Destruction" on the sides and back. It is used to take consumers to and from day program, work, errands, recreational activities, grocery and other shopping.

- We have seven vehicles we utilize every day for consumer transportation.
- We have a pickup for maintenance of our five group homes, apartment building and main buildings.
- We have two box trucks used for picking up and delivering materials for customers of our Workshop.
- One of the trucks is equipped with a generator to do the on-site shredding.
- Last fiscal year we provided 9,684 one-way trips. We have to report this information to IDOT on an annual basis.

We Spent:

Source	Income	Percent		Area	Expense	Percent
Workshop	328,274	10.7%		Staff and consumer wages and benefits	2,600,430	81.5%
State	2,291,095	74.8%		Consumer activities	31,826	1.0%
LaSalle County Mental Health Board	161,849	5.3%		Utilities	136,500	4.3%
Food for Thought	33,000	1.1%		Transportation	45,528	1.4%
Streator Area United Way	17,000	0.6%		Consumable supplies	90,725	2.8%
Rent (apartments and homes)	53,814	1.8%		Building and equipment operation and maintenance	61,505	1.9%
Donations and other income	178,051	5.8%		Other	115,737	3.6%
Total Income	3,063,083	100%		Depreciation	109,014	3.4%
				Total Expense	3,191,265	100%

As you can see, most of our funding comes from the state, through the federally-matched Medicaid Waiver, and most of our expenses are for wages and benefits. FY18 was a challenging year financially, due to a variety of reasons, especially waiting on the state to fund people for an open bed at Knox Estates and for our Community Employment Program. We reduced our expenses for FY19 by reducing staff hours and/or wages. Those are difficult decisions and certainly don't benefit our consumers, but are necessary to make sure we're around for the long haul. It's critical that the state fund these services at an acceptable level!

How can you help?

- Make a donation. Mail it to us at PO Box 706, Streator, IL 61364 or use the “Donate” button on our Facebook Page.
- Support our fundraisers.
- Follow our Facebook Page for news and fun photos.
- If you shop on amazon.com go through Amazon Smile and select SU as your organization to support. You can also register your Kroger card to give donations to SU. If you’re a Thrivent member, you can direct Thrivent Choice Dollars to us. If you shop locally, you’ll be supporting the local businesses who do so much for SU and our community.
- Call us if you’re hiring to see if one of our consumers could become your next great employee. Or if you have work you’d like us to take care of in our workshop.
- Call us if you need shredding of documents or hard drives.
- Tell people job-hunting that we have direct care job openings in our homes evenings and weekends. They get over 120 hours of training and can come visit first to see what the job is like.
- More information on our webpage at www.streatorunlimited.org under “how you can help.”

What’s the difference between Streator Unlimited and the Streator Unlimited Foundation?

SU and the SU Foundation are completely different companies, overseen by different Boards of Directors. The things they share are a post office box and a dedication to the people served by Streator Unlimited.

- Your donation to the Foundation is saved and never touched. Ninety percent of the interest it generates is given as grants to Streator Unlimited each year, proposed by SU staff and consumers and reviewed and approved by the Foundation Board. These grants are not for everyday things SU needs to buy, but for things consumers would not have otherwise.
- Donations to Streator Unlimited help consumers not funded otherwise to actually receive services. When the state cut funding for our workshop in 2011, people would have lost or not entered services without your support.
- Exceptions: donations to SU that are memorials go to the Foundation because it will serve more as a lasting legacy, unless they are specifically dedicated to SU or one of our programs; also, if a person or group make a donation for a specific thing, such as to benefit residents of a particular home, or to buy a piece of equipment we need for the workshop, it is spent for that specific purpose.

Food for Thought, our major fundraiser, raised over \$35,000 this year! Thank you so much to Marla Merritt for making it all happen, Stephanie Harcharik, our sponsors, volunteers and participants!

Save the Dates: Quarter Auction, Saturday, August 24, 2019; Food for Thought, November 3, 2019.