

# ANNUAL REPORT 2016-2017

## OUR *MISSION*

As a premier service provider, we passionately

**ADVOCATE** on behalf of individuals  
with disabilities by creating

**OPPORTUNITIES** for them to

**SUCCEED, to ACHIEVE,**

to **GROW,** and to

be **HAPPY.**



# Our Strategic Plan Objectives

1. Attract, retain, and engage a qualified participant/resident focused staff that is well aligned with our service mix.
2. Ensure financial growth through more diversified revenue sources and fiscally viable programs and services.
3. Successfully transition all aspects of the agency to become a premier provider and partner in the managed care environment.
4. Proactively seek growth opportunities consistent with our mission and that address a wider community need.
5. Ensure efficient and productive use of our human, capital, and operational resources.
6. Improve communications throughout all levels of the organization.
7. Achieve strong brand awareness among HDC stakeholders and within the markets we serve.
8. Maximize the talents of an enlightened, knowledgeable, and engaged Board of Directors and HDC support groups.

## Residential Center

With capacity of 54 residents, the Residential Center (RC) provided a warm, nurturing home throughout this year to 60 people who experience intellectual, physical, and medical challenges. The RC maintained an average occupancy rate of 99.7%.

- 87% of residents made progress or maintained skills on speech, physical, or occupational therapy goals.
- 86% of residents made progress or maintained skills on personal adjustment goals.
- 88% of residents participated in activities in the community.

### Residential Center Highlights

- With funds raised at the HANDS Auxiliary trivia night and auction/ golf outing events, new windows were installed throughout the building. (Strategic Plan Objective #5)
- A wireless network was added so residents can access the internet on their tablets.
- Six additional licensed beds were added at the Residential Center that are now available for emergency placement circumstances. (Strategic Plan Objective #4)

## Personal Independence Services

During this year, Personal Independence (PI) provided individualized support and day habilitation services to 138 people who experience significant and/or multiple challenges. PI helps people be more independent while also accessing the community as often as possible.

- 97% of people participated in activities in the community.
- 100% of people participated in class activities.
- 100% of participants maintained or made progress on therapy goals.
- 100% of participants maintained or made progress on personal adjustment goals.

### Personal Independence Services Highlights

- More choices were offered to PI participants throughout their day. A board of offered activities displays choices available for people to attend. (Strategic Plan Objective #4)



## Community Residential Services

170 people were supported by Community Residential Services, allowing them to live where they want and receive the assistance they need to be as independent as possible in their home. Twenty people lived in HDC group homes, while most others chose to live in apartments throughout the community.

- 99% of participants maintained their current level of care.
- 100% of participants and/or families were satisfied with services.
- 100% of participants achieved social integration through accessing community resources and activities.
- 100% of people participated in health and safety awareness.
- Participants received routine medical care at 284 appointments.
- 93% of specific respite requests were accommodated.

### Community Residential Services Highlights

- Individuals volunteered and participated in many community events, including the Bix 7 race, the Easter Egg Scramble, and Race for the Cure.

## Employment Services

Employment Services (ES) offered a wide range of services to help 219 people learn what is necessary to be successful on the job and/or to increase integration into their community.

- Workshop services provided work opportunities to 137 individuals who earned wages on subcontract jobs and were able to work 88% of available hours.
- Individuals achieved 86% to 87% of work skills, work attitudes, and work behavior goals.
- Prevocational Services (Prevoc) provided paid work opportunities, as well as skill development, to 39 individuals with the goal of community employment.
- 8 people from Prevoc were hired into community jobs.
- Day Habilitation helped 198 people become involved in recreation, leisure, and learning activities with the emphasis on community integration.
- 78% to 79% of individuals achieved social, functional, recreation/leisure, and community usage goals.
- Community Employment services helped 18 people obtain a job in the community, and 48 people received assistance with maintaining their job in the community.
- 64 individuals relied on HDC to provide the majority of their transportation.

### Employment Services Highlights

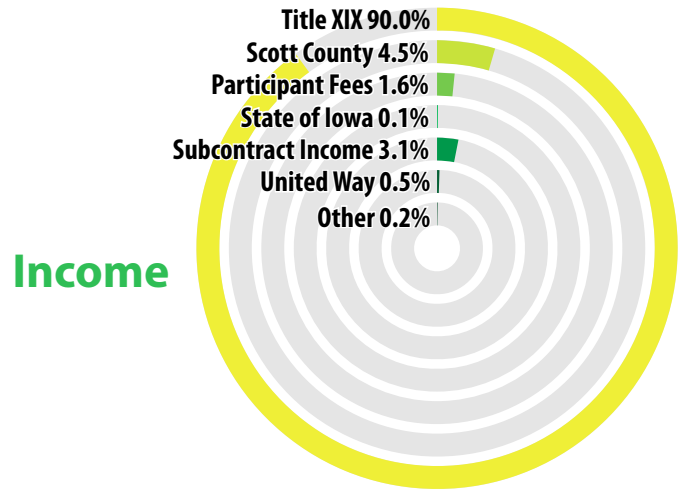
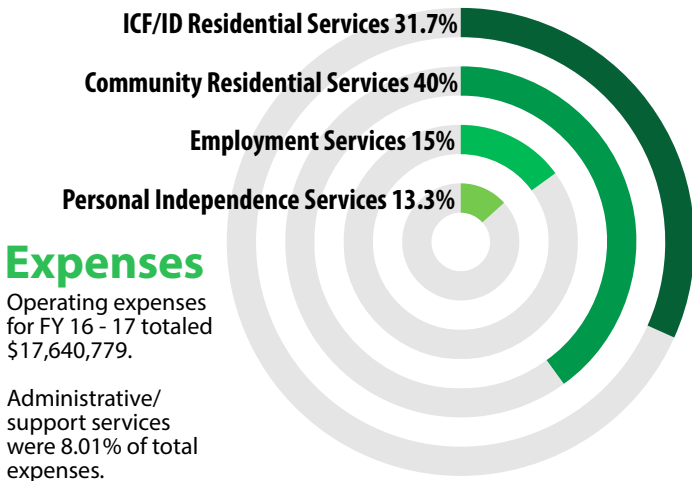
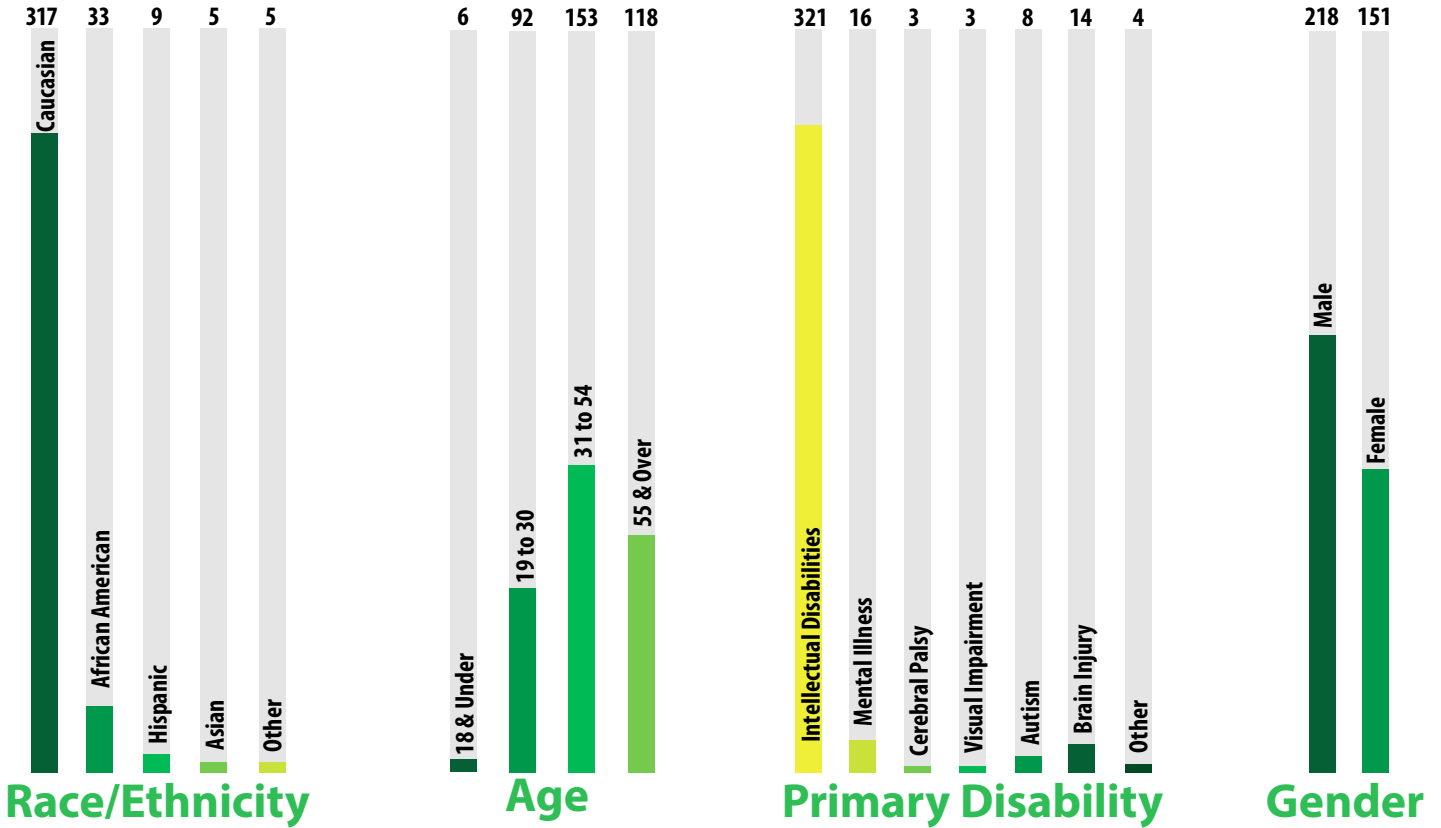
- Net subcontract income from Employment Services jobs was \$561,177.
- Wages paid to participants was \$372,433.
- ES worked with 60 different area companies who provided subcontract jobs throughout the year.
- Over 30 individuals joined the PLACE group (Participants Learning Activities, Creating Experiences), which allows them daily choices in community activities as well as teaches additional integration skills. (Strategic Plan Objectives #2 and #4)

# HDC Highlights

- Over the course of the year, preparations were made and training was conducted to transition to electronic documentation for all services. (Strategic Plan Objective # 5) The **Scott County Regional Authority** provided a \$19,500 grant to purchase Chromebooks for this purpose.
- The Jaycees of the Quad Cities Sensory Path continued to take shape over the year with the addition of outdoor musical instruments thanks to a \$1500 grant from the **Bettendorf Rotary Club**. In addition to the Jaycees, the path was made possible with a \$15,000 grant from the **Regional Development Authority** as well as many individual donors and organizations including **Brittany's Gifts**. Many volunteers helped with work along the path including folks from **St. Ambrose University, Deere & Co., the IRS, UBS, Boy Scouts, and others**.
- A web-based timekeeping system was implemented agency-wide, helping with consistency and improving accurate recordkeeping. (Strategic Plan Objective #5)
- Accreditation from CARF International, an accrediting organization for health and human services providers, was achieved. The 2016 survey marked the 12th consecutive three-year accreditation for HDC, the maximum accreditation available through CARF. (Strategic Plan Objective #5)
- Employee focus groups were conducted and information was gathered regarding internal communication. As a result, new communication methods were implemented to improve communication throughout the organization. (Strategic Plan Objective #6)
- After **The Republic Companies** presented over \$40,000 to HDC to develop the J.S. Kimmel Technology Training Center, planning began. Adaptive equipment was added to the plans as a result of a \$20,731 grant from the **Scott County Regional Authority**.
- To provide protection from the elements, a fundraising campaign was launched to construct a protective cover over the front area at the Brady Street building. The **Regional Development Authority** provided a grant for \$15,700, which was supplemented by \$4000 from the **Easter Egg Scramble 5K** run/walk, \$6000 from **Brittany's Gifts**, and many generous individual donors, including families and staff members.
- New processes and procedures were implemented to assist with attracting, retaining, and engaging qualified staff. (Strategic Plan Objective #1)
- Facilities were improved, including the installation of new flooring at the Residential Center from funds raised through the **HANDS Auxiliary** trivia night, auction, and golf outing events. A \$2000 grant from **Theisen's** helped provide shelter outside at the Hickory Grove Road building. A \$8333 grant from the **Scott County Housing Council** through the Scott County Regional Authority provided funds to re-side an HDC-owned home. (Strategic Plan Objectives #5 and #8)
- The **HDC Boosters Organization** hosted dances, a picnic, a bowling league, and staff appreciation activities.
- Several individuals made provisions in their wills to HDC, allowing them to support the mission after their lifetime. (Strategic Plan Objective #2)



Characteristics of 369 Persons Served



## HDC Administrative Team

- |                    |   |
|--------------------|---|
| Jeff Ashcraft      | President/CEO                                   |
| Lisa Bohland       | Senior Vice President                           |
| Carol Foster       | Vice President of Resource Development          |
| Linda Gill         | Vice President of ICF/ID Services               |
| Brad Whitesell     | Controller                                      |
| Hilary Spengler    | Human Resources Manager                         |
| Tiffany Sprague    | Personal Independence Services Program Director |
| Courtney Brankovic | Community Residential Services Program Director |
| Katy Decker        | Employment Services Program Director            |
| Ed Gohn            | Maintenance Supervisor                          |
| Alexis Dykstra     | Executive Administrative Assistant              |
| Natalie Wenzel     | Compliance Director                             |

## 2016 - 2017 HDC Board of Directors

- |                                   |                                 |
|-----------------------------------|---------------------------------|
| Jeff Hassel, <i>Chair</i>         | Jonna Schuler, <i>Treasurer</i> |
| Thomas Bley, <i>Vice Chairman</i> | Chris Gallin, <i>Secretary</i>  |
| Scott Kurtz, <i>Vice Chairman</i> |                                 |
| Samantha Bley                     | Oscar Hawley                    |
| Cameron Davidson                  | Greg Kautz                      |
| K. Daniel DeVries                 | Greg Keller                     |
| Jill Dubin                        | Kevin L. Kelly                  |
| Mike Fryer                        | Tom Licea                       |
| Todd Grady                        | Linda Manders                   |
|                                   | Jody Mapes                      |
|                                   | Dan M. Molyneaux                |
|                                   | Scott Naumann                   |
|                                   | Jarod Powell                    |
|                                   | John C. Riches                  |
|                                   | Mark Rogers                     |

This talented group supported the mission by sharing knowledge, attending events, and providing guidance. (Strategic Plan Objective #8)



The Handicapped Development Center does not discriminate with regard to race, color, creed, religion, sex, sexual orientation, age, national origin or ancestry, familial status, genetic information, or disability.



Accredited by Rehabilitation Accreditation Commission for Employment & Community Services