

ANNUAL REPORT

December 2009

Fiscal Year Ending June 30, 2009



COMMUNITY
SERVICES



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A nonprofit agency TURNing Dreams into Reality.

From the Executive Director



2008-2009 was a year of growth for TURN. With the merger of Tri Connections in December 2008, both agencies emerged stronger, offering services in Utah County and increasing our workforce to more than 600 employees. Our agency was recognized for a second year in a row as one of the "Best Places to Work" in Utah. We also expanded jobs for people with disabilities with the opening our TURN Secure

Shedding (TSS) in Cedar City, and a contract with UDOT to pick up litter on the Legacy Trail in Davis County. These projects were made possible by the new State Use program designed to create jobs for the people with disabilities we support.

TURN could not accomplish its goals without the contributions of our dedicated staff. TURN staff have given so much of themselves: hard work, creative resolve, and dedication to the people they support.

I would like to recognize our Board of Directors and committee members who contribute so much to our agency. These gifted volunteers are committed to excellence in service. We could not realize our mission without the ongoing help of so many who have generously donated, and those who participate in activities that result in donations by giving of their time and talents.

Looking ahead, TURN is faced with significant budget cuts and hard decisions as we plan for the fiscal year 2010. However, we continue to make progress in our efforts to provide secure, safe environments for those we support. The St. George home was completed and will be occupied by the time of this report. An accessible home was purchased in Orem and is being remodeled.

Our accomplishments this year support our purpose as an agency borne of the hopes and dreams of a few people who envisioned a better world for their family members with disabilities. Please feel free to give us your feedback as you read our report.

Respectfully,

A handwritten signature in black ink, appearing to read "Phil Shumway". The signature is stylized and cursive.

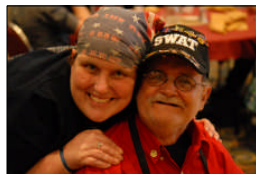
Phil Shumway

2008 Board of Directors: Dan Adams, Chair; Nan T. Bassett, Vice-Chair; Kay Foley, Secretary; Eric Vanderhooft, Treasurer, John Anderson, Howard Coons, Calvin Cragun, Kathy Hale, Lisa Marcy, Mary Grace Miner, Stan Radford, Janet Witherspoon, and Jim Witherspoon.

Board Fellow: Cynthia Thuy Nguyen

Note: TURN Board meeting schedule is posted on the back of this report.

About TURN Community Services



Our Vision:

TURN Community Services will be the premier provider of quality services for people with disabilities.

Our Mission:

TURN dreams into reality.

Our Values:

We are dedicated to choice, quality, and respect for people with disabilities and those who support them.

Our Agency:

Founded in 1973 by parents seeking community alternatives for their family members with disabilities, TURN became a nonprofit provider of services in 1974. Today, TURN provides an array of services and specialized supports in community-based programs throughout Utah.

About Our Services:

TURN supports people of all ages who have intellectual disabilities, autism, cerebral palsy, traumatic brain injury, or other disabilities. Many have secondary diagnoses such as mental illness and physical limitations. TURN provides support for families of people with disabilities as well.

TURN's comprehensive service strategies are designed to help people with complex medical, physical, communication, and behavioral challenges, and changing needs related to aging. TURN accomplishes its mission by providing an array of community integrated programs and supports for people with disabilities, including residential services, day supports, senior supports, family support, respite care, camps, and supported employment.

Agency Accomplishments

TURN and Tri Connections Merger

In July 2008, the Boards of Directors of TURN Community Services and Tri Connections, a Utah County nonprofit provider of services, unanimously approved a merger of the two agencies.

Founded in 1986, Tri Connections had served people with disabilities, primarily in Provo and Orem, for more than two decades.

The merger, finalized on December 1, 2008, brought together two strong agencies with stellar reputations and similar philosophies, and added more than 260 clients and staff members to TURN's state-wide roster.



TURN Secure Shredding

In partnership with Columbus Community Center and Enable Industries (Northern Utah nonprofit provider agencies), TURN Community Services opened TURN Secure Shredding (TSS) in Cedar City.

Utilizing a State Use Law under which people with disabilities are employed to perform secure document destruction for all Utah State offices, TSS was created to provide employment opportunities for clients receiving TURN services and supports.

On January 5, 2009, TSS officially opened for business with a staff of ten people to serve Central and Southern Utah Counties.

New Provo Day Program

On June 1, 2009, TURN expanded its Utah County day services to a suite in the East Bay Building in South Provo.

With the number of clients more than doubling, TURN had outgrown its Provo day program locations. East Bay Day Program was opened

to serve current and future clients who live in the southern end of Utah County and the Spanish Fork area. A total of 61 day clients are now being served in four separate Provo locations.

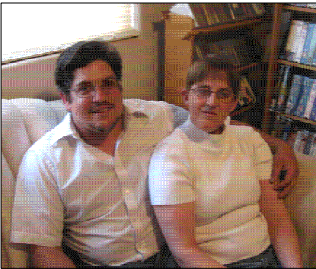


TURN Residential Supports

TURN offers community living options for people in apartments, homes, and specialized group homes. Residential programs focus on home maintenance, cooking, grooming, personal finances, shopping, and community involvement through sports, recreation, and cultural events.

Group Homes retain evening, overnight and morning staff for those requiring comprehensive supports.

- 189 individuals benefited from 65,189 days of specialized residential supports.



Apartment Programs retain hourly staff who are trained to assist with a variety of personal living needs, depending on the level of supports and hours required by each individual.

Hourly Supported Living

Supported living services maximize people's independence in their own homes or apartments.

- TURN Hourly Services staff provided 600,929 hours of training and assistance to 104 Utah individuals and married couples.

Housing Accomplishments

• In March 2009, St. George City granted permission for TURN to begin the construction of an 8-bedroom group home. In early April, demolition of an old existing building was begun. By mid-June, the new structure passed building inspections and the fire protection system was approved. At month's end, the roof was being tiled and the exterior of the building stuccoed. With landscaping and asphalt paving slated for July, a targeted completion date and licensing was set for late August 2009.



• In June 2009, TURN purchased a large, mostly-accessible home in Orem. Upon closing, remodeling and various repairs were begun on what will become TURN's first Utah County group home. The 15-year old home, which is expected to be licensed and occupied in early Fall 2009, will provide specialized housing for seven individuals with disabilities.

Working in the Community

Day Programs and Senior Supports



Senior Programs and Adult Day Care

offer flexible options for people who are aging. TURN senior supports, including Alzheimer's respite services, follow a physically and mentally stimulating curriculum, and provide a wide array of social and leisure opportunities.

Day Programs are based in small community centers. People in TURN day supports can sample, explore, and evaluate recreational, cultural, and vocational pursuits, and take part in community service through volunteer and paid work. TURN employees encourage people to learn, retain, or improve skills that enhance their well being and independence.



- 253 individuals benefited from 54,328 days of adult day and senior supports; 9 others received 64,929 hours of one-on-one support.

Supported Employment

TURN supported employment provides job development, placement, and intensive on-the-job training. TURN helps people find jobs to match their capabilities and career goals, learn skills to make them valuable employees, and form supportive networks of coworkers and employers.



Utah's employers have helped many people widen their horizons and take on new roles as tax-paying employees participating in Utah's economy. Robert Sullivan, owner of Utah Food Services, (second from left) has used TURN supported employment services for more than two decades.

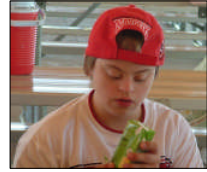
"If you're an employer in Utah, or any state, and you are successful, you have an obligation to put back into the community—it's as simple as that."

- 82 individuals benefited from 247,399 hours of employment assistance, and 24 others received 5,185 days of job training.
- More than 600 individuals were transported 809,980 miles to and from appointments, work and community activities in TURN agency-leased, owned, or private vehicles.

Supporting Families and Playing in the Community

Family Support, Respite Care and Summer Programs

TURN supports people of all ages with disabilities who live in the community in their family homes. Through family support services, individuals with disabilities, their parents, siblings, and neighbors learn new approaches and strategies to foster independence.



Respite Care provides families with temporary relief from the day-to-day challenges of supporting a relative with disabilities at home. Respite care can be provided in the family's home, a summer program, or in one of TURN's Community Centers.

Summer Camp is offered in Weber, Salt Lake, and Utah Counties from June to August to eligible school-age children and youth. Camps provide a wide range of activities which promote socialization and community involvement, while serving as respite for other family members during summer breaks.

- 50 individuals received 374,379 hours of respite and family Support; 91 others received 3,030 days of overnight respite.

TURN "Jazters" Compete in Golf Tournament

Six athletes from Wood Cross Day Program participated in the Level 1 Individual Skills Competitions during Special Olympics State Golf Tournament in September 2008. The skills competition allows athletes to train and compete in basic golf before moving on to the actual game of golf.

Southern Utah Program Participants Honored



TURN Community Services celebrated the individual achievements of people in Southern Utah programs during its 4th Annual St. George Awards Banquet in October 2008. More than 150 TURN clients, family members, friends and TURN staffers attended the Polynesian-themed event this year.

Donors Help Support Camps

TURN Family Support staff and campers display a "check" representing proceeds from a Real Salt Lake (RSL) Soccer Charity Night. RSL was one of many community partners who generously helped kick off another great season, and make camp a reality for nearly 100 young people.



TURN Employees and Achievements

WORK/LIFE Award



For the second year running, TURN was honored with the WORK/LIFE Award—“Utah’s Best Places to Work,” from the Department of Workforce Services, and Office of Work and Family Life. The award recognizes companies that create outstanding workplaces by addressing work and life needs of its employees. A total of 21 awards were presented in three size categories: Micro (fewer than 50 employees), Medium (50-500), and Large (more than 500), which included TURN.

Exemplar Staff Program

In May 2009, TURN’s Fifth Annual Exemplar Staff new inductees included Program Instructors Tracy Decker, Launee Lunceford, Sarah Skeem, Heather Smith, Barbara Vandenberg, and Jazmin Zamora.

The Exemplar Program was created to reward exemplary direct-care program staff for their performance, and to create a core group of peer-to-peer role models.



Decker



Lunceford



Skeem



Smith



Vandenberg



Zamora

TURN Employee Longevity

During Fiscal Year 2008–2009, a total of thirteen TURN employees celebrated anniversary milestones of 10, 15 or 20 years. Another seven TURN employees have exceeded 25 years of employment. Of those, two are approaching their 30-year anniversaries with the agency.

TURN Management Team

- Phillip Shumway, Executive Director
- Dave Hennessey, Associate Director, Director of Utah County Operations.
- Virginia Butler, Associate Director/Executive Board Secretary
- Eliza Detherage, Director of Northern Utah Operations
- Susan Johnson, Director of Southern Utah Operations
- Jan Parke, Director of Housing and Development
- Rod Olson, Director of Facilities Management
- JoNell Evans, Director of Human Resources

Giving Back to Our Communities



Community Volunteers Lend Helping Hands/Resources

- In September 2008, United Way of Salt Lake "Day of Caring" projects were performed for TURN by volunteer companies including Intermountain Bobcat/Scott Machinery, the Northwest Laborers-Employee Training Trust Fund, Utah Plasterers and Cement Masons/Local 568, Jacobsen Construction, and Worker Compensation Fund of Utah. A United Way of Dixie project was performed in St. George by WalMart Distribution Center.
- Celebrating 135 years of banking, the South Ogden Branch of Zions Bank conducted a bank tour and money management class for TURN Day Training clients in September 2008.
- In October 2008, volunteers from the UPS Customer Service Center in Salt Lake stained the deck and stairs at the Midvale group home as part of "UPS Global Volunteer Week."
- TURN received thousands of gently-used suits, shirts, jackets, slacks, and other apparel items collected in the Salt Lake area during the first ever "Men's Warehouse National Suit Drive" held in September and October 2008.
- In November 2008, nine Jacobsen Construction volunteers spent an entire evening laying floor tile at the Granite Apartments to help TURN ready the units for occupancy in December.
- In June 2009, Frito Lay volunteers helped TURN lay patio stone and landscape the yard at Granite Apartments, and donated most of the materials and supplies.

Our Partners and Donors

TURN Contractual Partners

- Division of Services for People with Disabilities
- Division of Adult and Aging Services
- Five-County Association of Governments
- Utah Department of Transportation
- Utah State Office of Rehabilitation
- United Way Dixie
- United Way of Iron County
- United Way of Salt Lake/Davis County



TURN Donors (\$1,000 or more)

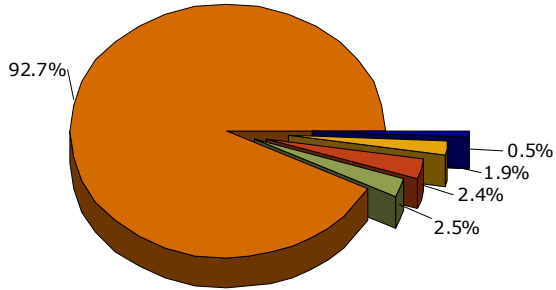
- American Express Center for Community Development
- Boeing
- Coldwell Banker Residential Brokerage Community Foundation
- Daniels Fund
- Garry and Eliza Detherage
- Dorothy Martin Charitable Foundation
- Electrical Wholesale Supply
- Fidelity Investments
- Gannet Foundation
- GE Capital Financial Inc
- GE Money Bank
- Goldman Sachs Bank USA
- Douglas Harker Family
- Herbert and Elsa Michael Foundation
- Larry H. Miller Charities
- Merrill Lynch Community Development Company
- Morgan Stanley Bank
- Pete and Arline Harman Trust
- Pitney Bowes Bank
- Phil and Joellen Shumway
- Susan Smith
- The Church of Jesus Christ of Latter-Day Saints Foundation
- The George S. and Dolores Dore Eccles Foundation
- J. Eric Vanderhooft, MD



TURN Community Services is a non-profit 501(c)(3) agency holding Utah Charitable Permit #6536337-CHAR and Federal Tax ID #87-0303448. Financial and in-kind donations are tax deductible as allowed by law.

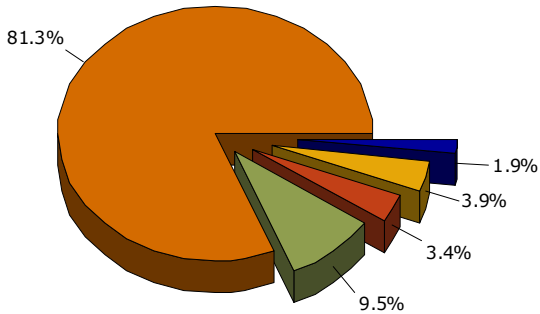
Total Operations - Fiscal Year 2008-2009

Public Support and Revenue: \$13,755,421



■ Contract Revenue: \$12,756,689	■ Room and Board: \$336,572
■ Other/Interest Income: \$335,606	■ Public Support: \$253,993
■ United Way: \$72,561	

Total Expenses: \$13,500,193



■ Wages and Benefits: \$10,969,351	■ Occupancy: \$1,281,686
■ Other: \$469,417	■ Travel and Vehicles: \$530,554
■ Supplies: \$249,185	

Increase in unrestricted net assets	\$255,228
Net assets at beginning of year*	\$1,490,073
Net assets at end of year	\$1,745,301

*Net assets restated balances are due to the Tri Connections/TURN merger beginning of fiscal year. See full financial report for further details.

TURN Contributes to Local Economies

County	Program Staff Members	# of People Served	Properties		Clients' Annual Income***	Annual Program Budgets
			Owned	Rented		
Weber	37	48	1	16	\$388,224	\$ 880,222
Davis	54	99	1	18	\$800,712	\$2,215,409
Salt Lake	255	315	10	48	\$2,547,720	\$5,670,890
Utah County	116	146	4	15	1,180,848	\$1,893,487
5-County Area *	92	108	4	20	\$873,504	\$1,491,754
Washington	64	98	3	18	\$792,624	\$1,277,883
Totals	618	814**	23	135	\$6,583,632	\$13,429,645

The table above is provided to demonstrate how TURN programs and our clientele contribute enormously to the economic development of the Utah Counties and local communities in which our services are provided. *The 5-county area includes Beaver, Sevier, Garfield, Iron, and Kane Counties. **Some people receive more than one of TURN supports; unduplicated total is 657. ***Annual client income is the total estimated Supplemental Security Income payments people in our services receive.

TURN Clients Contribute Through Local Employment



Steven Miller (left) and Kevin Mitoray (right) are two of the 657 clients who receive TURN services. In April 2009, Miller celebrated 30 years of employment with Riders Plastics of Salt Lake City, and Mitoray was honored for 10 years on the job at University of Utah.



- 138 TURN clients benefit from employment within their local communities; 70 individuals receive checks for work that is performed as employees of TURN.

TURN Board of Directors Meeting Schedule: Board Officers and Members are elected for two-year terms. Those with expiring terms may be re-elected during the May Annual Meeting. The entire Board meets six times during the year on the fourth Thursdays of January, March, May, August, October, and on the first Thursday of December at TURN's Salt Lake administrative office. The Executive Committee meets the second Thursdays of February, April, June, September, and November, and as needed.