

Empowering People, Enriching Community

Annual Report

(Fiscal Year 2019 July 1, 2018 - June 30, 2019)

A Message from our CEO

Dear Friends.

"Empowering people, enriching community." These are the words that summarize our mission statement. It's the new job at Casey's or working at the same job for 24 years. Or moving into a new apartment with a friend. It might be participating in and learning about human rights and speaking up for yourself. Or it's your first visit to Wrigley Field or planning a get-together with family and friends in your home. It's saving up money for a new iPad or dancing in the street during a "Music on Main" event. Or it could be volunteering and giving back to your community.

As you read through the FY19 annual report, I hope you will see many examples of these words. We are excited, as we enter FY20, to begin celebrating 50 amazing years of providing services and supports to people with disabilities. That's 50 years of empowering people, enriching community.

We appreciate the continued support from family, friends, employees, businesses, and civic organizations and whatever part you have played. Whether you have opened your mind to the idea of hiring someone to meet your business needs, been a friend or neighbor, or you have contributed financially in support of our programs, we THANK YOU!

With Gratitude,

empower

[əmpou(ə)r]

VERB

make (someone) stronger and more confident, especially in controlling their life and claiming their rights.

enrich

[inriCH, enriCH]

VERB

1. improve or enhance the quality or value of.

FY19 Board of Directors

Gateway Services is managed by a volunteer Board of Directors who serve a three year term. Members are elected by the Board. Primary responsibilities of the Board are to hire, direct, and evaluate the CEO; approve an annual budget; establish policies and procedures; represent Gateway Services in the community; contribute to the organization; and engage in strategic planning. Anyone interested in serving on the Board of Directors is encouraged to contact any of the Board members or the CEO.

We are grateful for the leadership from our Board of Directors. Their time, talent, and dedication to our mission is truly appreciated.

President: Andrew Russell Secretary: Jennifer Heckroth Beth Mulcahy Wanda Nelson Beth Schultz Adriane Shore Kate Webster Carolyn Workman Marie "Penny" Wright

Meet our Management Team

CEO: Tracy Wright

CFO: Mandi Johnson

Director of Transportation: Mick Johnson

Director of Residential Services: Jene Kinsley

Director of Community Services: Tawnya Marciniak

Director of Human Resources: Shannon Merkel

Our Mission

Gateway Services, Inc. exists to provide assistance and service to persons with disabilities and their families. The agency will help them maximize their quality of life and integration in the community, provide the opportunity for self-determination, and promote their rights.

Empowering People, Enriching Community.

Programs & Services



Bureau Putnam Area Rural Transit (BPART)

In FY19, the BPART system provided safe and reliable transportation to a total of 65,808 passengers. The 28 vehicles that are on the road logged 602,912 miles. Gateway Services is the administrator for the BPART program. Partner providers include St. Margaret's Hospital, Bureau County Senior Citizens Association, and Putnam County Achievement Services. This public transportation service is available to all residents in Bureau and Putnam Counties (or for those traveling to/from these counties). Hours of operation throughout this year have been 6 a.m. until 6 p.m. A survey conducted of riders and/or the general public showed that an increase in hours was important so, effective July 1st, hours expanded to 9 p.m. during the week, and weekend hours of 6 a.m. – 9 p.m. were added. Fares are based on distance traveled, and passengers over the age of 60 may ride free. If you'd like more information about BPART, please contact them at (877) 874-8813 or visit their website at www.ridebpart.org.

Consumer Benefits Advocate

Our Consumer Benefits Advocate assists individuals with tasks such as budgeting, paying bills on time, writing checks, and balancing a bank account. This program also offers an option of serving as representative payee for Social Security benefits. This includes the oversight of monthly funds and completing required reports, along with general assistance with Social Security or Medicaid. This program is available to the public for a small fee. For more information, feel free to contact us.

Community Day Services

During FY19, a total of 50 individuals received supports at our locations in Princeton or Henry. This community-based program allows everyone an opportunity to do the things they enjoy such as having lunch out, visiting the library, shopping, working or volunteering, and taking advantage of the many things this community has to offer. Some of the time is spent in a classroom setting where individuals focus on various modules designed to keep learning fun and interesting. Favorites include cooking class and arts and crafts! During fair season, many of the individuals received 1st, 2nd or 3rd place ribbons for their art projects at the Marshall-Putnam County Fair. Each year, the Department of Human Services Bureau of Accreditation, Licensure, and Certification completes an unannounced site visit to review our program, and the agency was awarded a 97% compliance rating in FY19.

Community Employment Services (CES)

In FY19, a total of 10 individuals found new jobs, and over 35 employers continued to provide employment opportunities for individuals supported through the CES program. This program offers a variety of strategies and opportunities for employment. From resume building or interview skills to the actual job search, staff provides support with all aspects involved with obtaining employment. If needed, a job coach is provided until the employee is acclimated to the new position. Our philosophy is that everyone who has a desire to work should be given that opportunity. Through the years, jobs have included food service, retail, janitorial, transportation, and banking – just to name a few. We also have several janitorial service contracts with area businesses, including a long-term contract with IDOT for maintenance of the rest areas west of Princeton on Interstate 80.

Community Integrated Living Arrangement (CILA)

The CILA program provides 24 hour supports for individuals who reside in the home. Assistance is based on an individual's needs and may include cooking, cleaning, personal supports, medication administration, and enjoying events in the community. Some of the favorite events in this past year were going to Chicago Cubs games with friends or family. vacationing with friends, experiencing fishing at the canal for the first time, and attending Bible study. As FY19 wrapped up, a total of 34 individuals resided in Gateway's six CILA homes within Princeton. A decision was made to sell the Gatewayowned homes in an effort to move toward "individual controlled" homes. Individuals have signed leases with a landlord and are able to make decisions as it pertains to their home. They are still provided with staff supports as requested, but they gain some independence by writing a rent check and experiencing a landlord/tenant arrangement. Over the past several years, there have been two such relationships that have proved to be very successful, and we are hopeful that our four agencyowned homes will soon transition as well.

In addition to the 24 hour staffed homes, Gateway also provides family CILA supports. This allows individuals to reside in a house/apartment of their choice, either alone or with family. Supports are tailored to meet their needs and usually do not exceed 15 hours per week. During FY19, 11 individuals were enrolled in this program.





Home-Based Support Services (HBS)

This program is available for both children and adults and is funded, like other programs, through a Medicaid Waiver. Services are selected by the individual and/or family to meet their needs. This might include participating in Community Day Services, counseling and a variety of therapies, home or vehicle modifications, or personal support hours. A total of 15 individuals were enrolled in this program in FY19.

Open Doors Community Counseling

Counseling is provided at our Perry Plaza location and at our Henry location for individuals who are Medicaid eligible. Our team of counselors has grown to four, and we are actively recruiting for another. The program is approved to serve children as young as age 5. During this past fiscal year, Open Doors has become involved in three different collaborative grant opportunities with other area providers for health care and counseling. At the end of FY19, there were 96 individuals enrolled with Open Doors.

When possible, please shop local and support the small businesses in our community. If you need to shop online, please add us on Amazon Smile. Go to smile.amazon.com and select "Gateway Services Inc" as your favorite not-for-profit. 0.5% of your eligible purchase cost is given to us to help support our mission.



Did you know?! You can now select Gateway Services for donations via Facebook. This has become especially popular for birthdays. There is no cost to you or those who donate on your behalf, and the funds are securely transferred to our bank account typically at the end of each month.



Do you have friends or family who would like to be on our mailing list? Contact our front office at (815) 875-4548 Ext. 221, and we'll be happy to add them!



Donors

Following is a list of friends, family, service clubs/organizations, and businesses who generously donated monetary and in-kind donations, including tributes and memorials, between July 1, 2018 and June 30, 2019. While we make every attempt to be accurate, please accept our sincerest apologies if we have overlooked your name. Kindly contact our front office, and the omission will be added to our FY20 annual report. THANK YOU for the generosity!

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Inadvertently omitted from FY18 annual report:

James "Rod" Etter Memorial: Marie Etter

Rick Ladenburger

Events & Other News

Community is such a huge part of all that we believe in, and it's important that we are part of the community every opportunity that we have. In this past fiscal year, we participated in Lunch in the Park, sponsored by the Princeton Area Chamber of Commerce, for the first time in several years. The weather was perfect, and we sold out of food! It was great to see so many people out showing their support while enjoying a yummy lunch.

We again participated in the annual Homestead Festival Parade which is always a great time. Again, we couldn't have asked for better weather. We don't want to let the cat out of the bag, but you won't want to miss our entry next year as we celebrate 50 years of doing amazing things!

FY19 began our involvement with Princeton Rotary Club, which seems very fitting given the Club's commitment to service. Rotary brings together dedicated individuals to exchange ideas, build relationships, and take action. At Gateway, we are all about relationships, and this corporate membership is a win-win in our book!

As the holiday season approached, we held our first-ever bake sale in conjunction with the Santa parade. Unfortunately, the weather did not cooperate, and Santa was rerouted to another area of town, but we had lots of baked goods and many people who took advantage of the selection donated by our staff and family and friends of Gateway.

We are fortunate each year to have a number of area churches who are so giving. For many years, those individuals who have no family who would otherwise spend the holiday alone have been blessed with gifts donated by church parishioners. While we acknowledge that holidays are about much more than gifts, it brings smiles to many faces to see that wrapped package under the tree.

We were happy to host a Rip's Night again this year, selling more tickets than we did in our first year. The event included 50/50, several raffle

baskets, and a huge bake sale. Look for us to do this again in March 2020.

In conjunction with March Madness, we were selected by Heartland Bank and Trust to participate in their Charity Bracket Buster contest with 31 other deserving charities. Our employees jumped to the challenge and invited hundreds of people to vote for us as we made our way through the brackets. We made it to the "Final Four" before being knocked out but had a great time doing so!

Our annual Phone-A-Thon took place like clockwork. This two-night fundraising event remains successful, thanks to our faithful family and friends of Gateway who are contacted by a volunteer and so willingly donate each year.

Trivia Night brought an all-new high for money raised for this particular event and was a huge success. We plan to continue offering this event in Henry as long as people are willing to come out. Teams compete for prizes of \$300, \$200 or \$100 after enjoying a tasty meal, and scratch their heads while searching for the correct responses to questions such as "How many hits does it take to sink the submarine in the game of Battleship?" or "Who founded the Girl Scouts?"

FY19 brought a new fundraising event – "Egg my Yard." We all know that E. Bunny is especially busy as Easter nears so we decided to help out. Pre-purchased eggs were delivered to homes throughout Bureau County so that little ones could wake to eggs filled with candy or trinkets. Look for us to do this again in 2020!

We have been a Bureau County United Way member agency for many years. Imagine our surprise when we were acknowledged during their annual meeting as "Volunteers of the Year!" We absolutely enjoy promoting and helping out with their great events, award or no award. Their success is critical to our mission, as we depend on the annual allocation we receive. Thank you, BCUW, for the recognition!

"More on 34" this year is best described as a

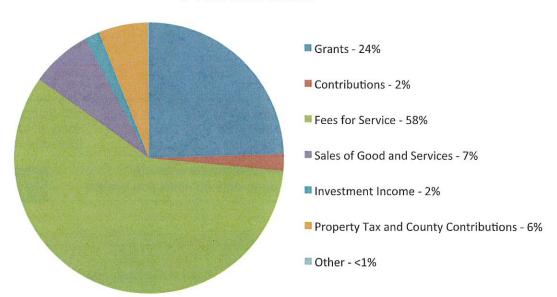
rain-out. Many diehard bargain hunters braved the weather, but we did not have nearly the foot traffic we did in our first year. We will be reevaluating participation in 2020, as a lot of work goes into the set-up and clean-up, so stay tuned.

Finally, we wrapped our FY19 with our annual 5K Superhero Showdown at the Bureau County Fairgrounds. This race may have run its course, as attendance was fairly low; however, the "Duck Drop" was successful, as ducks attired in hero

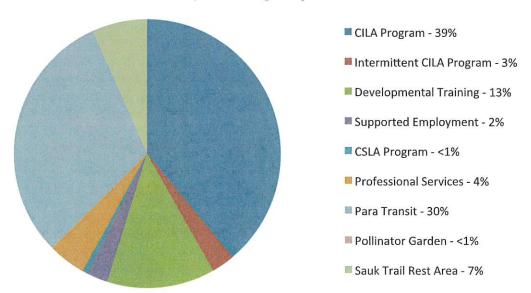
or villain costumes were dropped from a boom truck. Top winners received \$500, \$250, and \$100, along with many other prizes donated by area businesses and friends.

We owe a tremendous thank you to area media for sharing our news and press releases throughout the year, covering fundraisers, and promoting awareness information as we strive to help the community look past the "dis" in "disability."

FY19 Revenue



FY19 Operating Expenses



"Audited financial report available upon request."
GATEWAY SERVICES, INC. 2019 ANNUAL REPORT



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