



Gateway

S E R V I C E S, Inc.

Providing services to individuals with intellectual / developmental disabilities in Bureau, Marshall, and Putnam Counties since 1970.

An affiliated chapter of  *The Arc*.

2015 ANNUAL REPORT

Management Staff.

President & CEO Jeff Dean

VP of Community Services Tracy Wright

VP of Finance Mandi Johnson

Director of Residential Services Jene Kinsley

Director of Transportation Larry Kerrick

Human Resources Manager Shannon Merkel

MLA Supervisor Tawnya Marciniak

MLA Assistant Supervisor Amber Biddix

MLA Supervisor (Henry) Lindsay Maness

Residential Team Supervisor Julie Swanson

Rest Area Supervisor Bob Oberg

CES Supervisor Michael Brown

BPART Dispatch Supervisor Mick Johnson

Community Team Supervisor Syndi Klein

Gateway
SERVICES, Inc.

PRINCETON

406 S. Gosse Boulevard

526 Bureau Valley Parkway, Suite B

HENRY

511 School Street

Talk the Talk

At Gateway Services Inc., we like to speak in acronyms. Make sure never to get lost in conversation and know the most commonly used acronyms around the agency.

BPART: Bureau Putnam Area Rural Transit. The rural public transit provider for Bureau and Putnam County which Gateway Services acts as the lead operator and administrator for.

CES: Community Employment Services. We help individuals attain and retain employment with the CES program.

CILA: Community Integrated Living Arrangement. Nestled in the neighborhoods of Princeton our CILA or group homes are where 36 individuals make a house a home.

CSLA: Community Supported Living Arrangement. Services are provided to individuals who reside in the community. Supports are intermittent and based on need and preferences.

DSP: Direct Support Professional. These Gateway employees make up 42% of the staff, working in the homes, in day program, in the community, or on the job with individuals with ID/DD.

ID/DD: (Intellectual / Developmental Disabilities). The most politically correct term to describe the individuals we serve at Gateway Services.

MLAs: Meaningful Life Activities or the day program. This program provides services that prepare adults to live and function in an integrated social setting.

QIDP or Q: Qualified Intellectual Disabilities Professional who focuses on keeping the individuals as independent as possible, setting and meeting program goals, and laying out behavior plans if necessary. Commonly known as case management. Previously known as QSP or QMRP.

Contents.

PROGRAMS

BPART

10-11 Bureau Putnam Area Rural Transit, or BPART, administered by Gateway Services, is the rural public transportation provider in Bureau and Putnam County.

Community Supports

06-07 Community Supports provides a variety of services in the community, assisting individuals with intellectual / developmental disabilities (ID/DD) with the tools to make them as independent as possible.

Financial Reports

12-15 Take a look at our fiscal year budget, including our balance sheet and our income and expenses.

Residential Program

08-09 Our residential program, commonly known as CILA, provides 24-hour residential living to 36 individuals.

A Note From the President & CEO

04 Jeff Dean, President and CEO of Gateway Services, Inc. since 2008 gives the run down of fiscal year 2015, and looks ahead in order to increase services.

Management Staff

02 A list of agency leaders at Gateway Services. These are the employees who are looked at as mentors to all staff and lead employees daily while engraining our mission of empowering people, creating community.

Timeline

16-17 From a school house in Malden, to a multi-facility agency, we take a trip through the decades, leading you to our present day agency.

Fundraising

19 Fiscal year 2015 saw 2 Gateway 5K Superhero Showdowns and a Trivia Night.

Fantastic Friends

18 Two Gateway Services' supporters went above and beyond and deserve extra recognition. Thank you!

A Note From The President.

President and CEO, Jeff Dean, has steered the helm at Gateway Services since January 2008. Jeff reflects on Fiscal Year 2015 and looks forward to the future of Gateway Services, Inc.



Bucket List for FY 2016

1. Continually improve our professional services.
2. Improve retention rate of Direct Support Professionals.
3. Explore other funding options in order to rely less on unstable funding from the State.

The best way to describe Fiscal Year 2015 is we started out our year with one foot in the bucket. Our previous fiscal year saw a major deficit. The state has not increased funding in over 10 years. Respite was cut, again. How can we improve services without taking into account the rate of inflation which sits at 24.8%? We always want to do more, and want to grow, and will fight every day for everyone we serve. How do you fight when the resources are not there? You must look and reevaluate what works and what does not.

What Worked?

With input with the Bureau County 377 committee, we proposed a levy increase from .033 to .046 percent. This increase equals a \$75,000 increase for program expansion of professional services in our county. Office space at Perry Plaza was rented out to start providing counseling services for people with intellectual and/or developmental disabilities. The Perry Plaza location also houses the BPART offices, Gateway Services' Human Resources, and training. We also started talking with a private behavioral health services group to discuss a contractual agreement to bring telepsychiatry services to Bureau County.

Our Community Employment Services program placed 20 individuals in jobs, while the contract only called for 12 which is 60% higher than originally thought. Our CES team helps locate, acquire, and retain employment. This allows people to have a real job and earn a real wage.

What Needed Fixing?

A major shortcoming for us at Gateway Services is the amount of overtime spent and the worry of long-term effects of employees who are over-worked. BPART did effectively eradicate all overtime in their department.

Our CILA program also struggled with overtime. Our residential program is the largest singular program at Gateway Services. At the board level, we speculated that the economy is adversely affecting hiring and retention of Direct Support Professionals.

Last fiscal year, BPART struggled with an aging fleet without new vehicles coming in. To save on costs, BPART successfully hired a mechanic to provide services. By hiring this position, there has been a significant improvement of upkeep on the older vehicles which has saved BPART roughly \$50,000.

Looking forward, with combined efforts of the boards, we are going to find ways to grow and rely less on the State of Illinois for funding. The state has proven time and time again to be unreliable. Gateway Services simply cannot be unreliable. Our individuals rely on every employee every day to maintain a quality of life. Our staff guarantees not only basic needs are met, but that the lives of our individuals we serve are enriched. In hindsight, I am glad that Fiscal Year 2015 is behind us, and I look forward to expand professional services in Bureau County.

Governing Boards.

Gateway Services operated under two different boards– The Gateway Services Board of Directors and the Gateway to the Future Foundation.

Gateway Services is managed by a volunteer Board of Directors who serve a three year term. Members are elected by the board. The 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 visioning.

Long time board members Bob Senneff, Tom Clayton, and Al Forristall stepped down during the year. Together they represented over 40 years of service of leadership to Gateway Services, Inc. We thank all of you.

Foundation to the Future Board

1. Maple Street House Mortgage (Knights of Columbus Tootsie Roll Fund) was paid off.
2. We received a large donation from the Ruth Edlefson Trust.
3. Board of Trustees voted on a revised investment strategy and implemented a system for quarterly distribution of a percentage of investment income to Gateway Services (slightly over \$29,000 of additional support for GWS).

The Foundation Board also met with the Gateway Services Board on two occasions to discuss goals set forth in the 2012-2014 strategic plan for more closely working together with the Gateway Services board or consolidation of both boards.

Gateway Services Board

The Gateway Services Board of Directors mainly focused on the budget with the goal to break even after the deficit suffered from the previous fiscal year. Also, there was some concern with a change in the governor's office.

Persons interested in serving on the Board of Directors are invited to contact any of the board members or the CEO and request an application.

Board of Directors

President: Andrew Russell
Vice President: Kyle Burrows
Treasurer: Tom Clayton
Secretary: Jennifer Heckroth

Jane Courtright
Bill Phalen
Beth Schultz
Adriane Shore
Mary Jane Thornton

Gateway to the Future Foundation

President: Dave Ward
Vice President: Betty Fisher
Treasurer: Christian Cyr
Secretary: Margo Obenhaus

Tracy Grimmer
Carolyn Workman



Be On The List

Help up save money and be friendly to the environment by joining our mailing list. Join today, and you can expect 2 Gateway Glimpse newsletters (Spring and Summer), the annual report, and updates on fundraisers.

Send a message to info@gateway-services.org today!



Community Supports.

Community Supports exemplifies Gateway Services mission by providing services in the community and assisting individuals with ID/DD with the tools to make them as independent as possible. Our community supports offer various supports in the home, on-the-job, in the MLA day program, and out in the community.



4 Individuals served in the Community Supported Living Arrangement Program (CSLA).



4 Individuals served in Family Community Integrated Living Arrangement (CILA).



4 Individuals served in Intermittent Community Integrated Living Arrangement (CILA).



12 Individuals with disabilities are employed at the Great Sauk Trail Rest Area off Interstate-80.



17 Individuals served in Home-Based Services which is a caseload high.

What's New in FY 15?

Community Supports at Gateway Services.

Awarded Grants

Sun Foundation Grant (to purchase art supplies).

Sisters of St. Francis of the Immaculate Conception for the Henry Site.

Survey

FY 2015 audit from BALC for the MLA day program (Princeton and Henry) resulted in a 98% rating.

Contracts

Started a new state-use contract with the local DHS (Family and Community Resources Center) which employs 1-2 individuals with disabilities.

Maintained 3 contract sites for janitorial services in Princeton.

Successfully met contract with DHS/Division of Rehabilitation Services for 18 individuals.

Day Program

Princeton site MLA individuals attend Henry site MLA program for arts and craft projects on Mondays, Tuesdays, or Wednesdays.

St. Louis School students, for their service project, worked with the Bureau County Metro Center to collect items to help individuals develop life skills during daily classes.



Empowering people. Creating community.



ALETA



BRADLEY



CHELMAR



FIRST



LILLY



MAPLE

The Community Integrated Living Arrangement, Or CILA program singularly provides approximately 66,000 hours of services on an annual basis to 35 individuals. The CILA program is considered the largest program at Gateway Services because of program hours provided and funding received. Our group homes could not be run without our staff, so we asked several staff members:

What made you come to Gateway Services, and why do you stay?

“I was looking for a job. I stay because I enjoy my job and working with the individuals we serve. It is very rewarding.”

-Renee Bezely (Direct Support Professional)

“I came to Gateway Services because I wanted a job in healthcare when I got older, and I thought this would be a good start. I stay because you really get connected with the individuals, and I think it is a fun job which is very rewarding.”

-Alivia Schiedel (Direct Support Professional)

“I came to Gateway Services because I wanted to give back to others. I believed my experience would benefit them. I stay because I love what I do.”

-Nancy Schneider (Registered Nurse)

“I came to Gateway Services to discover a new aspect of healthcare. I stay because I am responsible for the staff and clients well-being.”

-Julie Swanson (Team Supervisor)

“I came to Gateway Services because I wanted to help people be as independent as possible. I stay because of their achievements and helping them.”

-Carol Mason (Medical Assistant DSP)

“I came to Gateway because I wanted to make a difference in people’s lives. I stay because I do make a difference in their lives. I can see the changes that I have made.”

-Sylvia Marquis-Hurst (QIDP)

“I came to Gateway Services because I needed a job. I stay because I think I make a difference in the individuals lives.”

-Judy Wood (Consumer Benefits Advocate)



COMMUNITY INTEGRATED LIVING ARRANGEMENT

Gateway Services provides residential services to individuals in our CILA program. A CILA is a home having no more than eight (8) residents in the community where 24 hour assistance is provided by Gateway Services staff. Our CILAs are lead by a team of Direct Support Professionals who offer assistance based on an individual's needs including medication administration, domestic skills, grooming, job coaching, etc. We continue to search for energetic people who have the passion and desire to help increase the independence of those we provide supports and services to.

In fiscal year 2015, our CILA individuals participated in community events like Beef and Ag Days, bowling, the Buddy Bag program, Bureau County Fair, Homestead Festival, movies in the park, Peoria Chiefs games, Special Olympics, Tanners Orchard, WWE events, the Gateway 5K Superhero Showdown, Starved Rock Annual Boat ride, and we even had an individual go on vacation to California with her family.

We also thanked donors of the Lilly Estates furniture fund by having an Open House at Lilly Estates where we provided tours, snacks, and hours of fun.



9 CILA individuals have community employment.



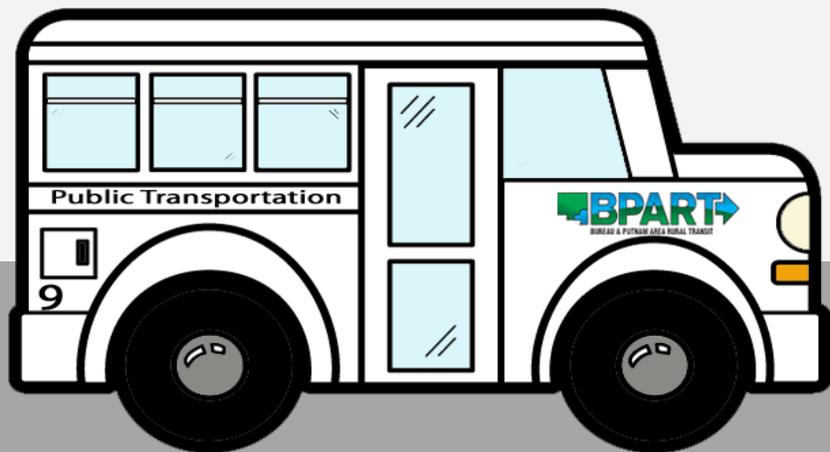
Our CILA annually provides about 66,000 hours of service.



In FY 2015 we had 29 CILA staff who collectively provide around the clock care.



Providing Public Transportation Since 1989



2010

49,072

2011

53,453

2012

64,014

number of rides for the system

Gateway Services acts as the lead operator and administrator of the Bureau Putnam Area Rural Transit system. As the lead operator, Gateway Services has the most resources and operates the main dispatch center out of Princeton.

Last fiscal year, BPART's main dispatch was out of the Amtrak Depot but moved due to the noise from trains affecting the ability for the dispatchers to hear riders on the phone and even calls coming through. BPART moved to a temporary location at 120 Progress Drive. As the end of the fiscal year approached, BPART was making plans to move to the Perry Plaza location.

Fiscal year 2015 saw the first decrease in number for BPART in recent years. Changes in service were made due to increased costs of fuel and increased vehicle repairs. The previous fiscal year had a major budget deficit, and all providers wanted to avoid a deficit two years in a row. BPART also grew so much at an accelerated speed that the system as it was did not have the resources or staff to continue to provide rides as they were.

BPART, on average, was providing 6,400 trips per month, and each provider re-evaluated how the system operated as a whole. The system increased the fare structure and limited Ottawa and Peoria trips to one day a week on Mondays and Thursdays, respectively.

One way trips in town will be \$2.50, and one way trips in the Bureau and Putnam County service area will be \$4. Trips from Spring Valley to LaSalle-Peru/Oglesby will be \$4 per one way trip. Trips from Princeton/Putnam to LaSalle-Peru/Oglesby will be \$4.50 one way, and from Magnolia to Princeton, LaSalle-Peru/Oglesby will be \$4.50.

As time passes, BPART will continue to provide public transportation services to our citizens to the best of our ability. For more information about BPART, and to stay up to date, please visit our website at www.ridebpart.org, like us on Facebook, or follow us on Twitter.



BPART

BUREAU & PUTNAM AREA RURAL TRANSIT

2013	2014	2015
65,054	75,391	66,824

Gateway Division of BPART VS. BPART System

As the lead administrator of the BPART System, Gateway Services has the most resources, and provides over 75% of the trips, travels over 73% of the miles, and provides over 43% of the total hours of service.

	Gateway BPART	BPART System Totals
VEHICLES (ranging from mini-vans, 12 passenger buses, and 14 passenger buses).	19	28
Staff Members (including supervisors, dispatch, and drivers).	20	36
Passenger Trips (number of one-way rides).	50,152 trips	66,824 trips
Passenger Miles (number of miles traveled while riders are on the buses).	352,825 miles	478,798 miles
Hours of Service	14,946 hours	32,564 hours

FINANCIAL REPORT

Balance Sheet
Year ended June 30, 2015

Current Assets

Cash	\$	85,130
Investments		59,343
Accounts Receivable		
Program Services		104,321
(net of allowance for bad debts \$2,900)		
Workshop/Trade		30,973
(net of allowance for bad debts \$1,000)		
Grants Receivable		263,191
Employee Advances		1,300
Prepaid Expenses		11,499
Total Current Assets		<u>555,757</u>

Long-Term Assets

Property and Equipment		
Transportation Equipment		297,290
Furniture, Fixtures, and Equipment		457,537
Accumulated Depreciation		(643,461)
Total Long-Term Assets	\$	<u>111,366</u>
Total Assets	\$	<u>667,123</u>

Current Liabilities

Accrued Salaries	\$	100,206
Accrued PTO		88,262
Accrued/Withheld Payroll Taxes		7,666
Unemployment Reserve-Self Insured		14,000
Other Accrued Liabilities		5,340
Note Payable-Bank Line of Credit- All Current		-
Note Payable-Bank Trunk Loan- Current		3,183
Total Current Liabilities	\$	<u>218,657</u>

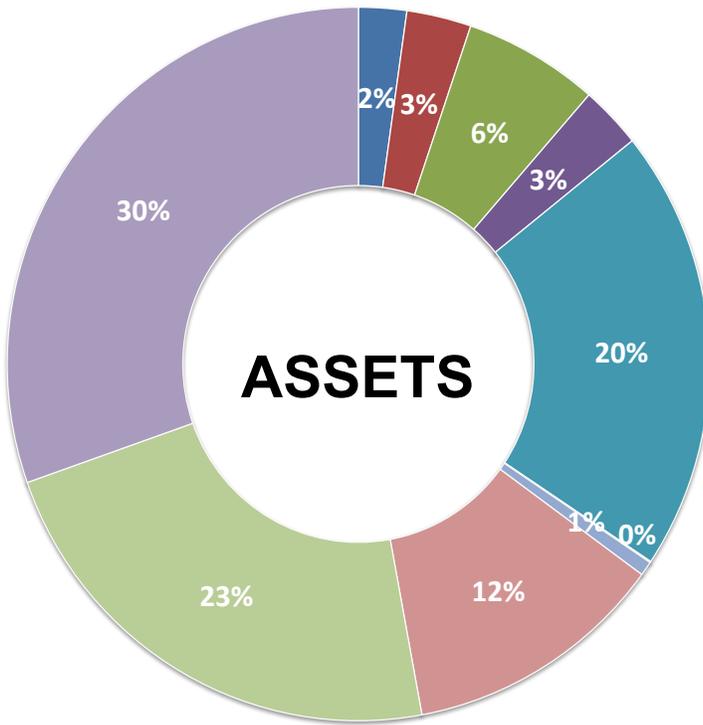
Long-Term Liabilities

Note Payable- Bank Truck Loan-Long-term Portion		-
Total Long-Term Liabilities		-
Total Liabilities	\$	<u>218,657</u>

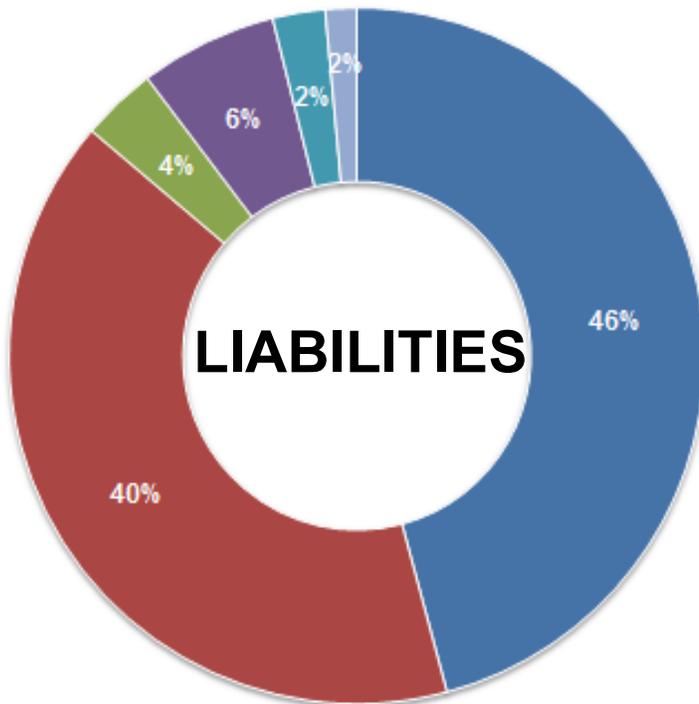
Net Assets

Unrestricted	\$	448,466
Temporarily Restricted		-
Permanently Restricted		-
Total Net Assets	\$	<u>448,466</u>

Total Liabilities and Net Assets	\$	<u>667,123</u>
---	----	----------------



- Cash
- Investments
- Program Services
- Workshop/Trade
- Grants Receivable
- Employee Advances
- Prepaid Expenses
- Transportation Equipment
- Furniture, Fixtures, and Equipment
- Accumulated Depreciation



- Accrued Salaries
- Accrued PTO
- Payroll Tax Withheld
- Unemployment Reserve-Self Insured
- Other Accrued Liabilities
- Note Payable-Foundation-All Current
- Note Payable- Bank Trunk Loan-Current
- Note Payable-Bank Trunk Loan- Long-Term

FINANCIAL REPORT

Income and Expenses
Year ended June 30, 2015

CHANGES IN UNRESTRICTED NET ASSETS: SUPPORT, REVENUES, AND GAINS

Support

Grants	\$	919,462
Contributions		82,188
Contributions-United Way		9,046
Contributions-Foundation		30,744
Total Support	\$	1,041,440

Revenues:

Fees for Service	\$	2,670,054
Sales of Good and Services		359,276
Investment Income		296
Property Tax and County Contributions		\$224,000
Other		5,963
Total Support and Revenues	\$	4,301,029

Net Assets Released from Restrictions

\$ -

EXPENSES AND LOSSES

Program Services:

CILA Program		\$1,837,960
Intermittent CILA Program		128,249
Developmental Training		647,003
Supported Employment		168,431
CSLA Program		84,105
Respite		62,531
Para-Transit		987,673
Sauk Trail –Rest Area		349,161
Total Program Services	\$	4,265,143

Support Services

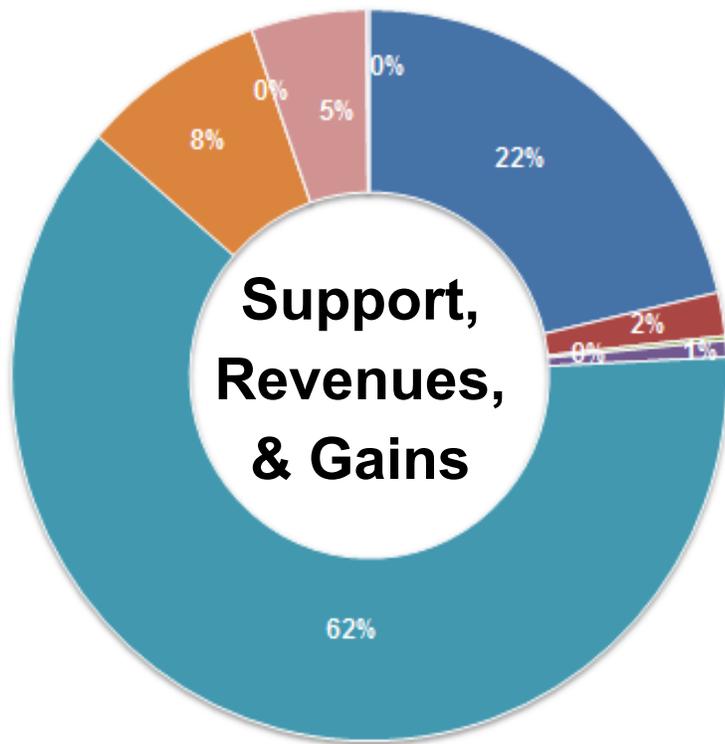
General and Administrative	\$	-
Total Support Services	\$	-

Total Expenses and Loses \$ 4,265,143

Increase/ (Decrease) in Net Assets \$ 35,886

Net Assets at Beginning of Year 412,580

Net Assets at End of Year \$ 448,466



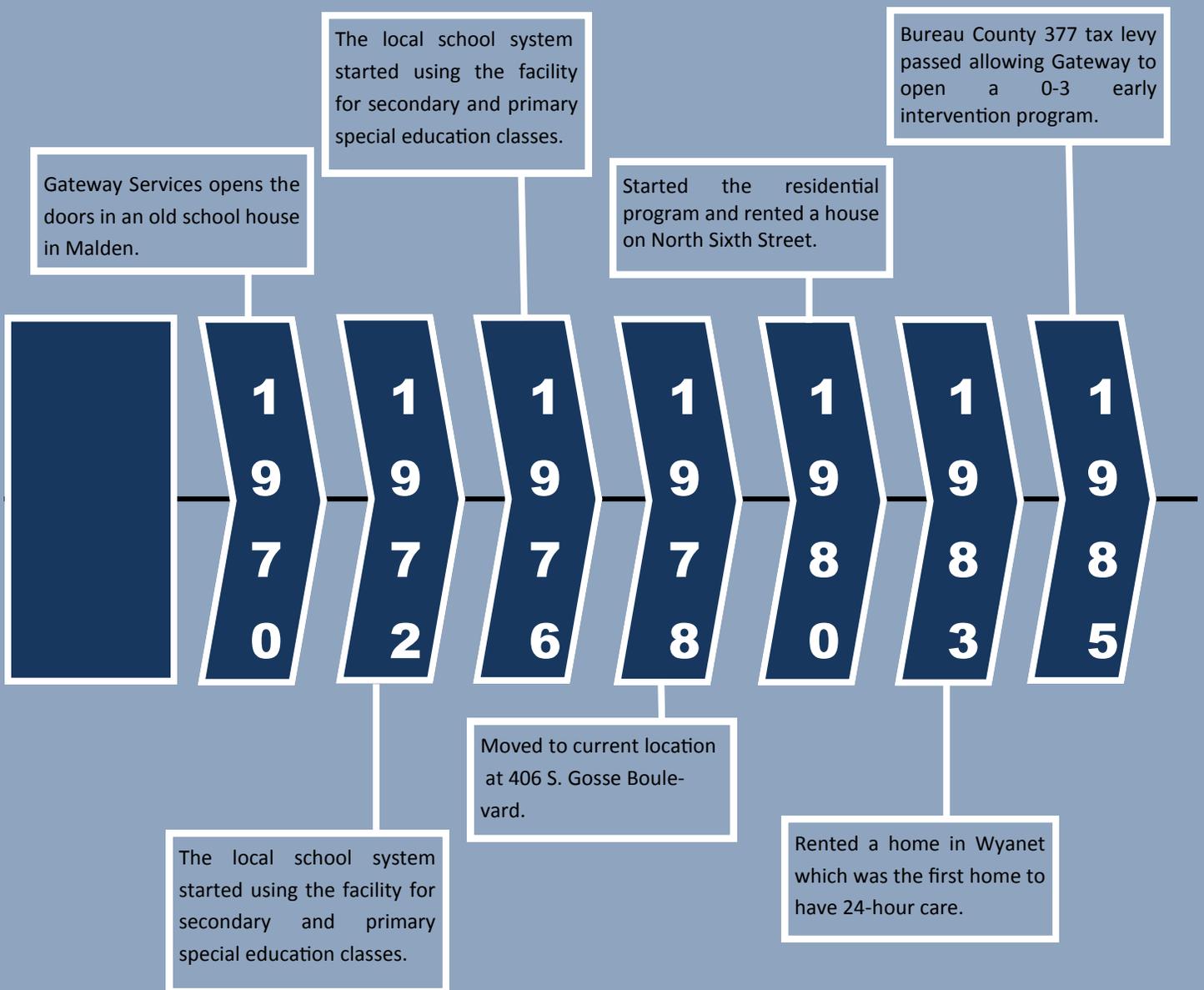
- Grants
- Contributions
- Contributions-United Way
- Contributions-Foundation
- Fees for Services
- Sales of Goods and Services
- Investment Income
- Property Tax and County Contributions
- Rentals
- Other

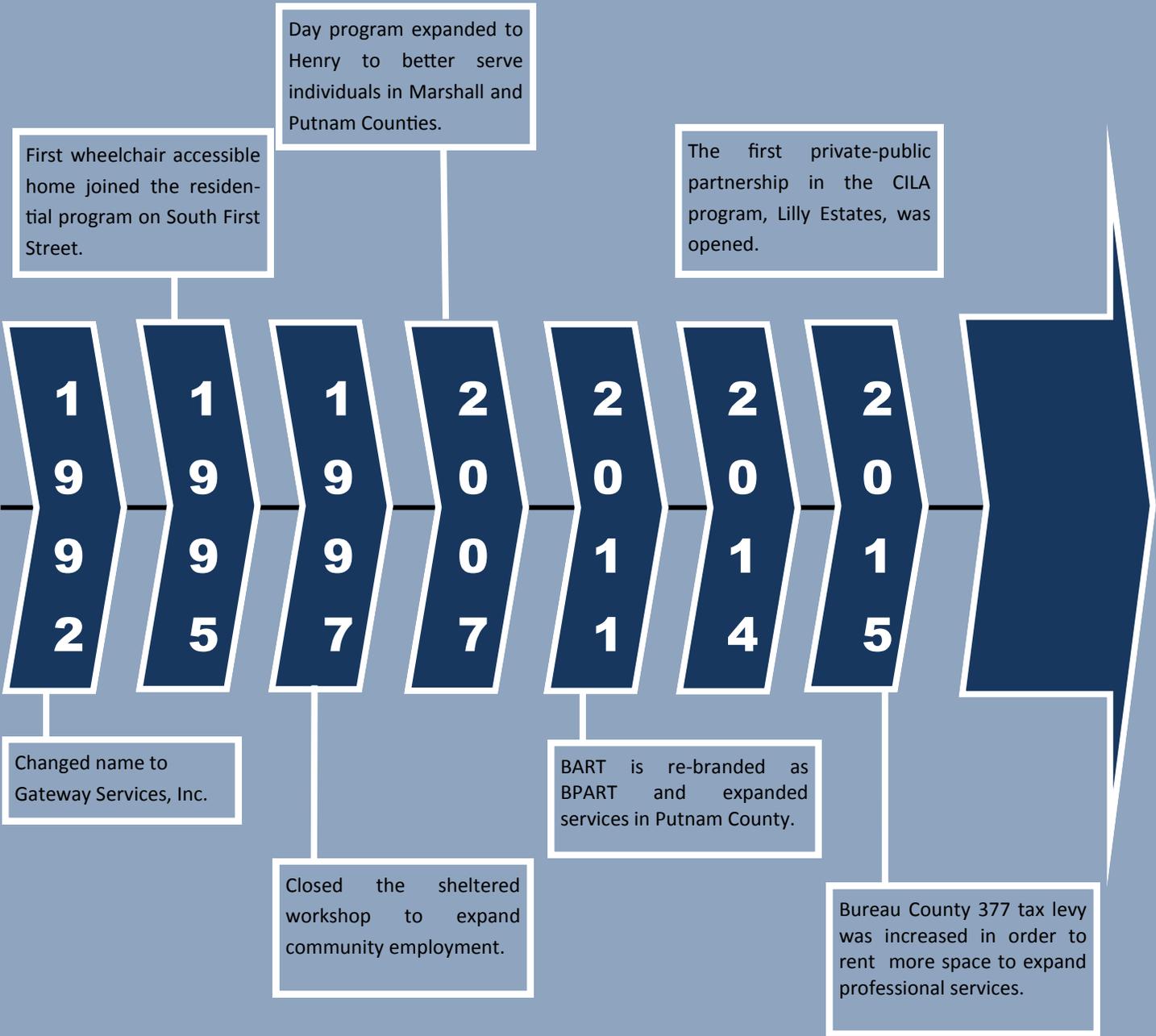


- CILA Program
- Intermittant CILA Progra
- Developmental Training
- Supported Employmen
- CSLA Program
- Respite
- Para Transit
- Sauk Trail- Rest Area
- General and Administrat

It Started With An Idea.

In 1969, the only place for people with ID/DD to call home in Bureau County was at home with family or in an institution. A group of community members knew that there were more options than to ostracize individuals with ID/DD and wanted them to be more involved in the community. Over the years, Gateway Services grew from an old school in Malden into a multi-location agency, continuing to meet the mission of empowering people, creating community and maximizing the quality of life and inclusion of individuals in the community.





Fantastic Friends.

From all of us at Gateway Services, we would like to acknowledge our friends who went above and beyond for our individuals. We cannot express how much all of their hard work for our community positively impacts the lives of the individuals at Gateway Services. Your kindness and generosity is truly appreciated. We hope that telling your story can inspire everyone to be as kind and selfless as you have proven to be. Thanks Terry and Adira!

Terry Johnson.

Gateway Services has been a fixture in Terry Johnson's life for many years. His brother, Rick, received services; and his wife has been employed at Gateway Services for 6 years, working in CILA and then the day program. Terry has been a part of Main Street in Ohio for 35 years as owner of Johnson's Upholstery.

Upon bringing his wife some food for her break, Terry noticed some chairs at the group homes were in less than desirable condition. He wanted to help. With his decades of expertise, he recognized that the chairs in the dining room of one of the 6 CILA homes were in dire need of repair.

He said that Gateway Services has done great things for his family for years so he wanted to give back in any way that he could.

Terry has also donated his services to the front patio furniture at the main building. We thank Terry for his time, craftsmanship, and kindness to Gateway Services and the individuals we serve.



Adira Lunken.

Gateway Services and the MLA day program individuals were surprised with boxes of art supplies twice, and a monetary donation from Adira Lunken, 12, of Lake Thunderbird.

Lunken, a seventh grade student from Peoria Hebrew Day School, was preparing for her Bat Mitzvah (Jewish coming of age ritual). Part of her preparation was to take on a project that helped the community. When asked about her project, Lunken said, "I like art. I wanted to do something that would involve art, my friends and family."

Lunken said she collected donations from family and friends and also various art supplies for her Bat Mitzvah project since the beginning of 2015. She said that she also received a large discount from Dick Blick to purchase additional art supplies. She also donated art supplies to PADS, Freedom House, and the Center for Prevention of Abuse.

Lunken planned to raise about \$2000 for her ongoing project to provide art supplies.

Fundraising.

Did you know that it takes \$12,000 per day to keep our doors open? Multiply that by 365 (we are never completely closed) and that is a grand total of \$4,380,000. It has been quite some time since our state funding was increased, even though the rate of inflation increases, so we rely on the kindness and loyalty of our donors throughout the year.



SPONSORS

The Bureau County Fair, Rotary Club of Walnut, Dairy Queen, Culligan Water Conditioning, HyVee, Daddy-O's Donuts, Grasser's Plumbing and Heating, Lorita Hellman— State Farm Insurance, Taylor's Trees and Turf Gustafson Ace Hardware, Oil Wizard, Maria's Pizza, Sullivan's, Softails Bar & Grill, Alf's Pantry.

July 2014

Start of FY 2015

First annual Gateway 5K Superhero Showdown held on August 30th. It was our goal from day one to raise awareness of people with ID/DD, and almost 100 people helped make that happen.

SPONSORS

Shandy's Pub and Grub, Chestnut Inn, Read's Bros. True Value, Grandma's Bar and Grill, Heartland Bank, Devine Florals, Bernie Brozak, Dairy Queen, Mary Jane Thornton, River Valley Cleaning Solutions, Cheryl Randolph, Family Discount Drugs, Found Treasures, Pizza Peel, Grandma Rosie's Sweet Treats, Allison Arends, Birkey's, River Valley Swap Shop, Grasser's Plumbing and Heating, Jeff Dean Family, Tracy Wright, Wilson's Insurance, LaPrairie Insurance, Hofer's Pub, Doc's Pharmacy, Klein Design, Rachel McCairel, Anam Cara Scarves, Jan Hermanson, Chillicothe Optimists Club.



Our third ever Trivia Night, held March 28th in Henry, raised \$3176.00 from trivia teams and raffles.

At the end of the year we distribute a Christmas Appeal and contact churches to make sure all of our individuals have a gift under the tree.

SPONSORS

The Bureau County Fair, Heartland Bank and Trust Company, Rotary Club of Walnut, Culligan Water Conditioning, HyVee, Taylor's Trees and Turf, State Farm Insurance- Lorita Hellman, Landmark Realty of Illinois- Roxana Noble, Midland States Bank, Grassers Plumbing and Heating, Bureau County Metro Center, Family Video, Kramer's Kitchen, Sullivans Foods, TANKS Pet Supply, Maria's Pizza II, Martin Chiropractic, Bureau Valley VisionCare, Swanson Family, Security Finance, Beadbuzz Jewelry Design, Apollo Theater.



We wound our Fiscal Year down with the Second Annual Superhero Showdown, again being successful in raising awareness of individuals with ID / DD.

July 2015

On to FY 2016

Gateway

S E R V I C E S, Inc.

Gateway Services, Inc. exists to provide assistance and services to children and adults 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.



An affiliated chapter of



Gateway

S E R V I C E S, Inc.

406 South Gosse Boulevard

P.O. Box 535

Princeton, Illinois 61356

(815) 875-4548 | info@gateway-services.org

Gateway Services is a 501 (c) 3 non-profit organization

www.gateway-services.org

