

Unlimited Opportunities, Inc.



Believing in Potential and Inspiring Results

2020

ANNUAL REPORT

Unlimited Opportunities

Board of Directors

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Unlimited Opportunities

Board of Directors

Mission Statement

Unlimited Opportunities is committed to promoting independence through person-centered services which empower individuals served to achieve their personal goals with dignity and respect.

Unlimited Opportunities, Inc.
1620 West Ashley Road
PO Box 239
Boonville, MO 65233
660-882-5576
www.uoi.org



Accomplishments

Resource Development

United Way - \$19,408.68

MEHTAP - \$17,572.54

MMSWD - \$7,888.00

Boonville Knights of Columbus - \$1500.00

Laura Shannon Redman Endowment Fund - \$3,500.00

Donations - \$2,728.25

Fundraisers - \$15,204.37

City of Boonville Local Agency Funding - \$5,000.00

Cooper County Commissioners - \$5000

Clear Creek Knights of Columbus - \$222.46



Recreation and Activities

Local Parks and Trails

Equine Center

Night to Shine

Bothwell Mansion Tour

Train Museum

Union Station

Delivered Buddy Packs

Relay for Life

Bowling

Easter Egg Hunt

Bingo Night

Branson Trips

Forum & Theater

Museums

Texas Trip

Fishing

Jefferson City

Cardinals Games

Swimming

KC Zoo

Royals Games

Warsaw Trip

Mizzou Sports

Tractor Pulls

Sky Zone

Chiefs Game

Lake of the Ozarks

YMCA

Area Festivals/Fairs

Eureka Springs

Warm Springs Ranch

Air Shows

Seattle Trip

Programs

Community Services

1 New ISL Clients

3 New FSP Clients

4 New Life Skills / VG Clients

0 New ISP Day Program Client

6 New BII Day Program Clients

Clients have a presence in the community shopping for personal needs and recreation activities



Boonslick Industries

Savvy Seconds had an avg. monthly income of \$22,594.23

Diverted 3,302,031 pounds from landfill

Awarded MMSWMD Small Grant for \$7,888.00.

9 Certified employees hired

Average Hourly Wage for Certified Employees at end of FY was \$7.70.

Recipient of Missouri Recycling Association 7 R's of Excellence Award for "Recycle"

Recipient of Ripple Glass Program of the Year

Human Resources

25 Full-Time Employees Hired

13 Part-Time Employees Hired

Annual Turnover Rate of 31.9% based on FTE's

99 Total Employees (One of top employers in Boonville)

Donors

Alvin and Charlotte Meyer	Anita Hartman & Ron McDowell	Weilliam and Janeania Orr
Annamarie Smith	Beverly and Jeff Crawford	William Stewart
Boonville Knights of Columbus	Bruce and Jennifer Waibel	Isle of Capri
Chris Reeter (Phil Reeter Family)	Christine Angelo	Demars Pension Consulting
Curtis and Carol Sprick	Clear Creek Knights of Columbus	Rick Ball Dealerships
Dan and Barbara Chipley	Donald Schaffer	Bill Rapp and Cody Thorne
Doug and Mary Pat Abele	Erma Mattson	Naught-Naught
Gordon and Tammy Shay	Gretchen Twenter	GBS
Helen and Walter Oser	James and Deborah Keele	Michael Triebsh
James and Lily Lammers	James and Lori Woods	Jesse and Dana Rogge
James and Marsha Stewart	James and Sheryl Vanderhoof	Ameren Missouri
Janna and Mike Ridge	John and Linda Widel	W-K Dealerships
Jonathan and Amy Chitwood	Kevin and Kathy Flynn	BTC Bank
Lisa Turner	Margaret Viertel	Caterpillar
Mary Ann Wolpers	Mary Ellen Roth	Citizens Community Bank
Mary Sue Fonatna	Matt and Stacey Kueny	Clarks Fork Mutual Insurance
Michael and Cathy Henderson	Michael and Peggy Ann Fusselman	Ned Beach
Patricia and John Davis	Ronald and Nancy Anderson	Citizens Bank & Trust
Sharon and Ernie Walther	Shelter Insurance Company	Howard Funeral Home
Sherry Lang	Willard and Susan Geiger	Central Bank of Boone County
First State Community Bank	Charlie Melkersman	Alliant Bank
Medical Arts Pharmacy	Advanced Disposal	Greg Hyatt, American Family Ins.
Gerding, Korte, & Chitwood CPAs	Custom Creations Landscape	Floyd's Carstar

Outcomes Measures

Community Services: Community Housing

- ◆ Support Staff received 12 trainings related to supporting individuals with developmental disabilities.
- ◆ The Community Housing Programs held enrichment activities each quarter to involve families and guardians.
- ◆ Overtime increased by 19% for FY2020. There have been several openings and minimal applications received.
- ◆ Community Housing turnover rate was 45% for the year.
- ◆ Community Housing did not maintain maximum capacity during FY2020.
- ◆ Goal objective documentation completed at 99% for the year.
- ◆ 100% of referrals began receiving services within two months of the referral date.
- ◆ 100% of clients were satisfied with the services they received with a 72% survey return rate.
- ◆ 100% of stakeholders were satisfied with services provided with a 39% return rate.

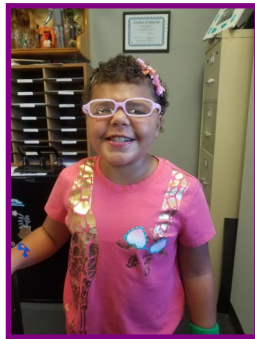


Community Services: Individual Supports Program

- ◆ ISP Support Staff received 36 trainings related to supporting individuals with developmental disabilities.
- ◆ Clients were given 8 opportunities to participate in educational development presentations.
- ◆ ISP Program participated in 409 community activities during the year.
- ◆ ISP gained 4 new volunteer or work training sites.
- ◆ ISP had a turnover rate of 14% for FY2019.
- ◆ Goal objectives were completed at a rate of 100% for the year.
- ◆ ISP Program had 0 referrals during FY2020.
- ◆ 100% of clients and stakeholders were satisfied with the services they received with a 65% survey return rate.

Community Services: Family Supports Program

- ◆ Family Supports Program staff received 12 trainings related to the identified needs of the children and families receiving services.
- ◆ The program had 2 enrichment activities for children and families in the program.
- ◆ Children supported by the program received 86% of their allotment of authorized service units.
- ◆ Turnover rate for the Family Supports Program was 88% for FY2020.
- ◆ 80% of billable service hours were delivered for the year.
- ◆ 0% of referrals to the program began receiving services within one month of the referral date.
- ◆ 100% of clients were satisfied with the services received with a 52% survey return rate.
- ◆ 100% of stakeholders were satisfied with the services provided with a 39% survey return rate.



Community Services: Village Green / Life Skills Program

- ◆ Clients received training each month to promote and identify in-home safety and health risks base on each client's strength and needs at a rate of 98%.
- ◆ Support staff received 12 trainings related to supporting individuals with developmental disabilities.
- ◆ The program had a 5% increase in overtime in FY2020.
- ◆ The program had a turnover rate of 28% for FY2020.
- ◆ Clients supported by the program received 97% of their allotment of authorized service units.
- ◆ The Life Skills Program gained 3 new volunteer or work training sites during the FY2019
- ◆ 98.5% of billable service hours were delivered this year.
- ◆ 100% of referrals began receiving services within one month of referral date.
- ◆ 100% of clients were satisfied with the services received with a 45% survey return rate.
- ◆ 100% of stakeholders were satisfied with the services provided with a 39% survey return rate.

Boonslick Industries: Employment

- ◆ The average attendance rate for FY2020 was 93%.
- ◆ Certified employees earned an annual average wage of \$7.70.
- ◆ BII did not meet goal to increase it's efficiency by achieving 1% increase on performance markers.
- ◆ BII did not meet its goal of achieving a 1% decrease in cost per unit on performance markers.
- ◆ Savvy Seconds did increased it's revenue by 2% or more in 2 quarters of FY2020.
- ◆ Nine employees were hired off of the waiting list for FY2020.
- ◆ Certified employees were provided with 16 trainings.
- ◆ 100% of certified employees were satisfied with the services and work opportunities received.
- ◆ 100% of stakeholders were satisfied with the quality and type of services provided.

Boonslick Industries: Day Program

- ◆ 93% of the units allowed were provided during FY2020.
- ◆ 100% of clients referred began receiving services within on month of their funding approval.
- ◆ BII Day Program planned or participated in 29 volunteer activities in FY2020.
- ◆ BII Day Program had 357 (29.75/month) activities in the community offered or taken advantage of.
- ◆ 20 Educational development presentations were provided during the year.
- ◆ 100% of clients were satisfied with the services received.
- ◆ 100% of stakeholders were satisfied with the quality and type of services provided.

Outcomes Summary

Year-End Results

July 2019 – June 2020

Housing

Total Goals: 9

Year-End: Met 5 goals at 56%

ISP Day Program

Total Goals: 7

Year-End: Met 7 goals at 100%

Family Support Services

Total Goals: 7

Year-End: Met 2 goals at 29%

Business Functions

Total Goals: 2

Year-End: Met 1 goal at 50%

Village Green/Life Skills

Total Goals: 9

Year-End: Met 8 goals at 89%

BII Employment

Total Goals: 9

Year-End: Met 6 goals at 67%

BII Day Program

Total Goals: 6

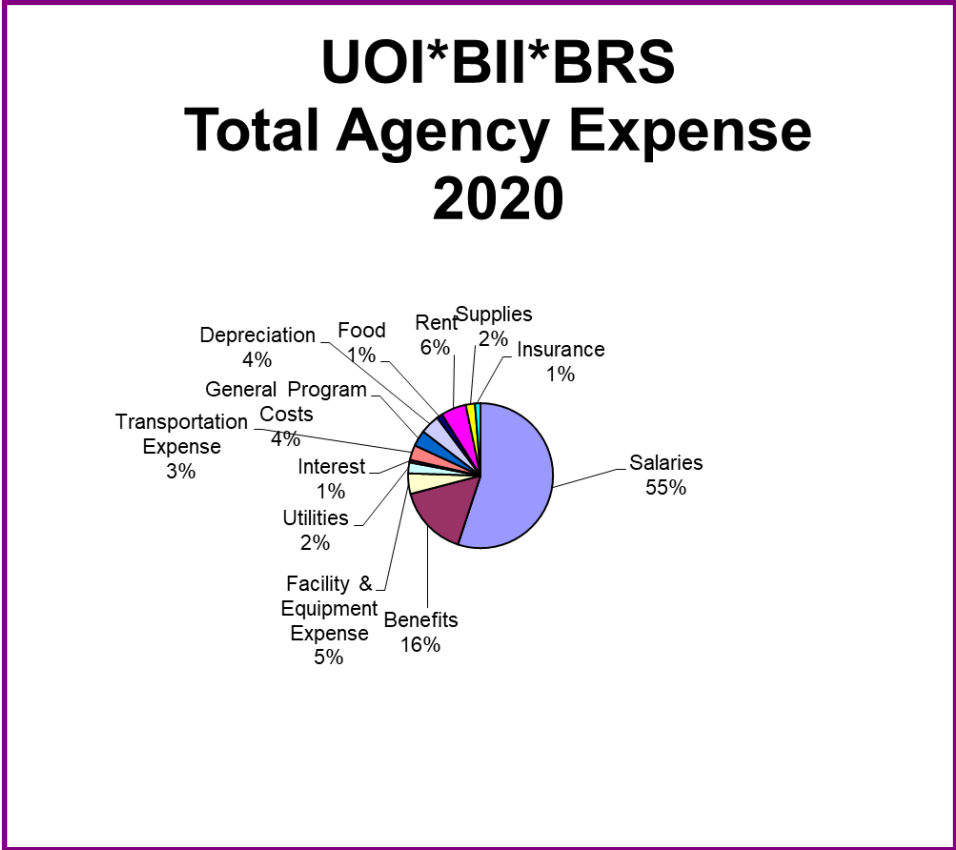
Year-End: Met 5 goals at 83%

Total Goals: 49

Year-End: Met 34 goals at 69%

Finances: Expenses

Expenses: FY2020	
Salaries	\$3,139,664
Benefits	\$904,587
Facility & Equipment Expense	\$260,798
Utilities	\$138,569
Interest	\$33,562
Transportation Expense	\$190,316
General Program Costs	\$203,097
Depreciation	\$246,878
Food	\$74,802
Rent	\$321,136
Supplies	\$116,226
Insurance	\$71,290
TOTAL	\$5,700,906.12



Finances: Income

<u>Income: FY2020</u>	
Fees & Services Income	\$4,969,513
United Way Grant	\$19,409
Cooper County SB40 Contracts	\$593,706
Sales, Recycling & Rest Area Income	\$812,111
Howard County SB40 Contract	\$1,449
Rental Income	\$394,851
Interest	\$48,016
Workshop State Aid	\$119,083
Community Support	\$27,346
State & County Grants	\$26,808
Total	\$7,012,291

