



Unlimited Opportunities, Inc.



Believing in Potential and Inspiring Results

# 2016 ANNUAL REPORT

## Unlimited Opportunities

### Board of Directors

Bruce Thompson, President

Evan Melkersman, Vice President

Gretchen Twenter, Secretary

Don Baragary

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Dick Blanck

Fred Green

Greg Hyatt

Ken Ostempowski

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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](http://www.uoi.org)



# Letter from the Executive Director



Dear Friends of Unlimited Opportunities, Inc.:

It is an honor to address you in the fiscal year 2016 annual report. This year has seen many changes, many challenges, and a great many successes at Unlimited Opportunities. With your help, UOI continues to provide concrete, results-oriented support for men, women, and children with disabilities. I am fortunate to witness the impact of our work every day, and it is truly my honor to share our results with you. Every one of the outcomes and accomplishments listed throughout this report represents a life change – often an entire family’s trajectory changed – and you helped make it happen.

During this year, Unlimited Opportunities was privileged to support 164 individuals with disabilities in Cooper and Howard Counties. A multitude of accomplishments of these individuals, and the programs that support them, will be highlighted throughout this annual report.

Quality is the foundation on which we build year-to-year. Our clients and their families were very satisfied with our services. We continue to receive generous support from donors and the community. We have so much to be proud of and are so grateful for all the support received from so many committed funders, advocates, donors, and volunteers throughout 25 incredible years. Unlimited Opportunities, Inc. will continue to thrive in decades to come. Please join us on our exciting journey.

On behalf of 120 employees, our Board of Directors, individuals supported, and their families, thank you for sharing in our success.

Sincerely,

Jennifer Waibel  
Executive Director



# Accomplishments

## Resource Development

United Way - \$20,814

MEHTAP - \$13,944.44

MMSWD - \$30,917.30

Clear Creek Knights of Columbus - \$446.93

Boonville Knights of Columbus - \$1500.00

Laura Shannon Redman Endowment Fund - \$1000.00

Donations - \$16,966.54

Fundraisers - \$11,252.08



## Recreation and Activities

Trips to the Lake of the Ozarks

Warm Springs Ranch Tours

Night to Shine Prom Night

St. Louis Cardinals Baseball Games

Monthly Dances at the ARC in Columbia

Harmony & Shepard – Gulf Shores, AL Vacation

Toured University of Missouri Veterinary School

Toured the Governor’s Mansion

Special Olympics Track and Bowling

Swimming at Boonville Aquatic Center

Client Art in Director’s Showcase

Area Festivals and Fairs

Went to the movies in Columbia

Mizzou Art and Archeology Museum

State Fair Concerts                      Camp Barnabus

Holiday Parties                              St. Louis Zoo

Delivered Buddy Packs                      Shriner’s Circus

MU Football Game                              World’s of Fun



# Programs

## Community Services

Sombart ISL opened in July 2015

Cooper ISL opened in October 2015

Chateau ISL opened in February 2016

4 New ISL Clients

7 New FSP Clients

4 New Life Skills Clients

3 New ISP Clients

Clients visited nursing homes to decorate doors for the holidays

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



## Boonslick Industries

Savvy Seconds had an avg. monthly income of \$29,657.80

Diverted 3,607,266 pounds from landfill

Paper Sorting Volume Increase award of \$3,793.80 which funded carts, totes, and pallet jack

Upgraded with a 25 cu. yd. compactor truck

Began community recycling drop-off in Salisbury, MO in October 2015

Began community recycling drop-off in Glasgow, MO in April 2016

22 Certified employees hired

Average Hourly Wage for Certified Employees at end of FY was \$6.88



## Human Resources

30 Full-Time Employees Hired

37 Part-Time Employees Hired

Annual Turnover Rate of 29.05% based on FTE's

120 Total Employees (One of the top employers in Boonville)

57 Learners signed up for College of Direct Support

25 Employees have completed at least the 13 CODS courses earning the DSP Title



## Donors

Mary Christine Angelo

Robert Holzem

Rea Funeral Chapel

James D. Oswald Sr.

Daniel & Sharlene Kammerich

Susan & Bob Hill

Glenn & Julie Schupp

Stanley & Debra Serck

William & Vickie Kueny

Don & Joann Schupp

Bruce & Jennifer Waibel

Sandy Meisenheimer

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Jerry & Karen Meisenheimer

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Jim & Lita Imhoff

Earnest & Sharon Walther

Dan & Cathy Rogge

Donald & Joyce Sawford

Janelle Viertel

Donald & Betty Farris

Peggy and William Weber

Gordon & Tammy Shay

Bill & Stephanie Young

R.L. & Doris Stoecklein

Vicki McCarrell

Tim & Katie Chitwood

Dr. Daniel & Liz Schupp

Ned Beach

J.D. & Gretchen Twenter

Jon & Pat Davis

Darryl & Nancy Kempf

Jerry & Lu Gerling

Bill Triebisch & Mary Webster

Dave & Suzi Miller

John & Mary Klenklen

Charlene M. Adams



# 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 45% for FY2016. The opening of houses , addition of staff, and lost staff all contributed to the overtime costs.
- ◆ Community Housing turnover rate was 32% 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 34% return rate.

## Community Services: Individual Supports Program

- ◆ ISP Support Staff received 12 trainings related to supporting individuals with developmental disabilities.
- ◆ Clients were given 8 opportunities to participate in educational development presentations.
- ◆ ISP gained 4 new volunteer or work training sites.
- ◆ ISP had a turnover rate of 25% for FY2016.
- ◆ 100% of ISP referrals began receiving services within one month.
- ◆ 100% of clients were satisfied with the services they received with a 76% survey return rate.
- ◆ 100% of stakeholders were satisfied with services provided with a 34% 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 4 enrichment activities for children and families in the program.
- ◆ Children supported by the program received 95% of their allotment of authorized service units.
- ◆ Turnover rate for the Family Supports Program was 38% for FY2016.
- ◆ 100% 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 84% survey return rate.
- ◆ 100% of stakeholders were satisfied with the services provided with a 34% 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 99%.
- ◆ Support staff received 12 trainings related to supporting individuals with developmental disabilities.
- ◆ The program had a 64% increase in overtime in FY2016.
- ◆ The program had a turnover rate of 42% for FY2016.
- ◆ Clients supported by the program received 95% of their allotment of authorized service units.
- ◆ 100% 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 56% survey return rate.
- ◆ 100% of stakeholders were satisfied with the services provided with a 34% survey return rate.





## Boonslick Industries: Employment

- ◆ The average attendance rate for FY2016 was 87%.
- ◆ Certified employees earned an annual average wage of \$7.04.
- ◆ BII increased its annual throughput of material by 5% in all categories except metal.
- ◆ Savvy Seconds increased its revenue by 5% or more in the 1st and 4th quarters of FY2016.
- ◆ Twenty-one employees were hired off of the waiting list for FY2016.
- ◆ Certified employees were provided with 17 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

- ◆ 94% of the units allowed were provided during FY2016.
- ◆ 100% of clients referred began receiving services within on month of their funding approval.
- ◆ BII Day Program planned or participated in 41 volunteer activities in FY2016.
- ◆ BII Day Program had 272 (22.5/month) activities in the community offered or taken advantage of.
- ◆ 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 2015 – June 2016

### Housing

Total Goals: 7

Year-End: Met 5 goals at 83%

### ISP Day Program

Total Goals: 7

Year-End: Met 7 goals at 100%

### Family Support Services

Total Goals: 7

Year-End: Met 6 goals at 86%

### Village Green/Life Skills

Total Goals: 8

Year-End: Met 6 goals at 75%

### BII Employment

Total Goals: 8

Year-End: Met 6 goals at 75%

### BII Day Program

Total Goals: 6

Year-End: Met 6 goals at 100%

**Total Goals: 43**

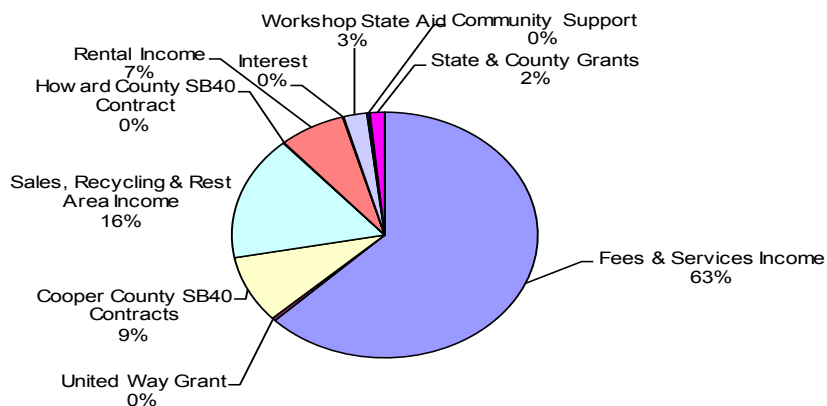
**Year-End: Met 36 goals at 86%**

# Finances: Income

## Income: FY2016

<b>Fees &amp; Services Income</b>	<b>\$3,355,759</b>
<b>United Way Grant</b>	<b>\$20,814</b>
<b>Cooper County SB40 Contracts</b>	<b>\$475,804</b>
<b>Sales, Recycling &amp; Rest Area Income</b>	<b>\$878,210</b>
<b>Howard County SB40 Contract</b>	<b>\$5,211</b>
<b>Rental Income</b>	<b>\$374,486</b>
<b>Interest</b>	<b>\$6,033</b>
<b>Workshop State Aid</b>	<b>\$131,782</b>
<b>Community Support</b>	<b>\$16,967</b>
<b>State &amp; County Grants</b>	<b>\$83,301</b>
<b>Total</b>	<b>\$5,348,367</b>

## UOI\*BII\*BRS Total Agency Income 2016

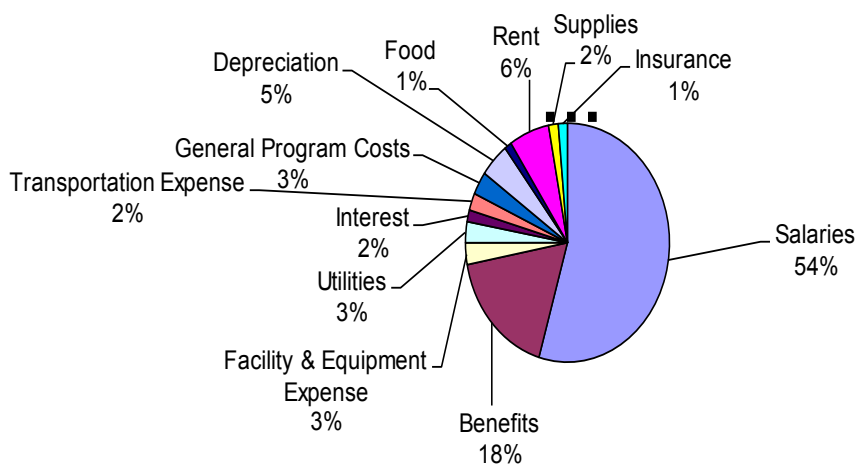


# Finances: Expenses

## Expenses: FY2016

<b>Salaries</b>	<b>2,703,410</b>
<b>Benefits</b>	<b>\$869,267</b>
<b>Facility &amp; Equipment Expense</b>	<b>\$145,574</b>
<b>Utilities</b>	<b>\$141,008</b>
<b>Interest</b>	<b>\$78,454</b>
<b>Transportation Expense</b>	<b>\$115,655</b>
<b>General Program Costs</b>	<b>\$154,654</b>
<b>Depreciation</b>	<b>\$231,308</b>
<b>Food</b>	<b>\$55,798</b>
<b>Rent</b>	<b>\$315,683</b>
<b>Supplies</b>	<b>\$76,221</b>
<b>Insurance</b>	<b>\$71,706</b>
<b>Total</b>	<b>\$4,958,737.78</b>

## UOI\*BII\*BRS Total Agency Expense 2016



# Fun Times 2016

