



OUTCOME MEASUREMENT

FISCAL YEAR 2008

Mission: Provide opportunities for individuals with disabilities which will assist them to live, work and participate in the community.

Executive Summary:

Founded as a nonprofit organization in 1960, Challenge Unlimited, Inc. has gained a reputation as a proactive leader among Community Rehabilitation Providers committed to the inclusion of individuals with disabilities into mainstream society. For more than 45 years, the organization has labored to assist individuals with disabilities in obtaining their optimum level of independence by providing educational opportunities, personal adjustment training, vocational training and community-integrated housing and employment.

Recently, Challenge Unlimited was honored as one of the St. Louis Regional Commerce and Growth Association Top 50 companies for significant contributions to the region economically and civically. Additionally, Challenge Unlimited President/CEO Tom Moehn was recently inducted into the inaugural class of the St. Louis University Alumni Entrepreneurial Hall of Fame.

The work force of Challenge Unlimited, Inc., and its affiliate companies, Alpha Industries and Residential Options, Inc., consists of more than 1,000 people, about 450 of whom are employees. The remaining individuals are persons with disabilities receiving services from the company.

Developmental Training

The Developmental Training Program is a goal-oriented program in which practical skills are developed and maintained providing opportunities for significant, non-work and work-related roles in the community. The program is designed to develop independent functioning through the provision of training in areas of specific need. The DT Program serves individuals with developmental, mental and physical disabilities in need of habilitation.

The program supports the following needs:

- Individuals who are unable to function in a typical workshop setting, due to age or special medical / physical / emotional needs;
- Individuals who can function within the sheltered environment with minimal supervisory instruction, but whose personal and social needs preclude higher level programming;
- Individuals requiring closely supervised training and development in areas of vocational, self-care, academics, social competencies, communication, language, self-direction, independent living, behavior, mobility and specific needs; and
- Individuals requiring a more closely monitored environment.

Vocational Rehabilitation

Employment Service programs provide a variety of opportunities for community work and training to meet individual interests, goals, and skills. Intake and Recruitment staff completes a thorough interview of individuals with disabilities applying for services and recruits persons with disabilities who would like to participate in the training programs at Challenge Unlimited Inc. Work assessments are provided to identify work skills and individual's strengths and weaknesses. The assessment is designed to assess the potential of an individual to work competitively and areas where support or training may need to improve vocational success. On-the-job evaluation, interpersonal observation and interviews are used to measure progress. Supported Employment assists individuals with disabilities in choosing, obtaining, and retaining paid employment in integrated community-based settings. Ongoing support enables workers to achieve their highest level of independence. Placement Services assists individuals in job search, employer contacts, job leads and job development. A weekly job club at two separate sites is held for Placement and Supported job seekers to provide training in work attitudes, work culture, appropriate behaviors, workplace communication with coworkers and bosses, employer expectations, how to succeed at a job, how to advance in a job, resume writing, application skills, interview skills, how to be prepared for the job and many other skills. Once employment is secured, Placement staff follow up with the individual and their employer if and whenever, necessary.

Operations

Operations personnel receive vocational training, or are employed, at businesses throughout the community, at state and federal government sites. The Operations Department provides service labor for custodial, food service, grounds and recycling contracts at several locations in Illinois, Missouri and Wisconsin.

Operations workers have been recognized through the presentation of numerous regional, state, national and worldwide awards, including the 1996 and 2004 Hennessy Award, presented to the best United States Air Force food service facility in the world. Operations workers provide services to customers at more than 40 community sites.

Residential Options

Residential Options, Inc. is a nonprofit company established in 1989 to provide housing and support services to persons with disabilities. Currently more than 140 people live in Residential Options, Inc. eight- and 16-bed group homes. Individuals engage in all privileges and responsibilities of a typical home including cooking, laundry, cleaning, gardening and pet care. Residential Options, Inc. also provides employment and vocational training, recreation,

transportation, counseling, specialized dietary planning, on-call medical staff, and speech, physical and occupational therapy.

All housing is community-based, encouraging residents to become active members of their neighborhoods. Each setting emphasizes a genuine home environment. In addition to housing, Residential Options offers a variety of other support services to persons with disabilities including: recreation, counseling, transportation, dietary planning, on-call medical services, speech, physical, and occupational therapies and access to many other valuable community resources. Participation in field trips, vacations, shopping trips, indoor and outdoor activities and Special Olympics provides residents various opportunities for recreation.

Alpha Industries

Alpha Industries is an affiliate nonprofit company that creates jobs and career opportunities for individuals with and without disabilities by providing quality products and services. Employees and persons receiving services work at businesses throughout the community and at state and federal sites.



**Tom Moehn,
President/CEO**

Staff Turnover

The company's 2008 goal is to reduce employee non-layoff turnover down to 35%. So far in 2008, non-layoff turnover reports show a 36% annual rate for the combined three companies or just 1% above the goal. However, the 36% annual rate is a 5% improvement over last year's 41% combined company non-layoff turnover. The current 36% annual turnover does not include the year-to-date 18 layoffs which is slightly up from last year's 14 layoffs.

Analysis of the type of turnover shows that 51% of those leaving the company did so voluntarily while the other 49% were terminated for cause or as a reduction in the workforce (layoff). Most of the layoffs were the result of seasonal jobs ending or due to budget cuts from our funding sources. The top reasons for leaving in 2008 have been:

- 18% Layoffs
- 18% Another job-Better Pay, Closer to Home, and/or in Field of Study
- 9% Excessive Absenteeism/Tardiness
- 8% Health or Personal Problems
- 6% Safety Violation or Concern
- 6% Failed Drug/Alcohol Test or Admission
- 5% Falsified Application or Company/Time Record
- 5% Opposition with Supervisor or Co-Worker
- 5% Upset with Change, Investigation, Discipline
- 4% Poor Performance or Attitude
- 16% All other reasons combined

Improvement was made in the reduction of substantiated cases where employees had to be terminated for abuse or neglect of a Person Receiving Services. In 2007, nine people were terminated for how they talked to, handled or neglected to properly care for People Receiving Services. Year to date in 2008, there have been no substantiated cases of abuse or neglect that resulted in termination. Recent changes in the training context, delivery style and new reminder cards covering the prevention and reporting of abuse and neglect, along with new IL regulations penalties are believed to be a significant contributor to this improvement.

Also reduced over the previous year were the number of voluntary terminations caused by workload stress and the number of involuntary terminations due to poor performance or poor attitude. This improvement is contributed to the use of more floating or flexible assignment employees utilized, especially at Ft. McCoy, along with better new hire training and greater scrutiny of work and personal reference checks before hiring.

The average length of service for those who termed in 2008 was 28 months. The current average service time for active employees is just over 5 years.

In 2007, the non-layoff turnover statistics were as follows:

Challenge: 40%
Residential: 46%
Alpha: 35%

In 2008, the non-layoff turnover statistics were as follows:

Challenge: 38%
Residential: 43%
Alpha: 22%

PRS Grievances

In FY2008, Community Rehabilitation investigated a grievance when a PRS and parent met with the Director and reviewed dissatisfaction with termination of services from SAFB grounds program. In review of this grievance the PRS indicated that he felt he was wrongly terminated from his position. Director reviewed the corrective actions with the PRS and parent including 3 for safety violations. One of the safety violations included that the PRS was observed under the deck of the mower which is a violation of the safety practices. The PRS verbally acknowledged that this indeed happened and that he knew he should not have been under the mower and had been trained not ever to put any part of the body under the mower. The executive team that met on this safety concern felt that this PRS could no longer work in the grounds area. PRS and parent were given reasons why this termination from this position would not be changed due to the nature of the safety issues prior and the most recent causing termination. The PRS was assisted by CR staff with resume and applications for other positions of interest in the community.

Finance

Challenge Unlimited, Inc./Residential Options/and Alpha Industries were audited as of June 30, 2008. The combined organizations have a diversified stream of income to support its mission through state, federal, and private contracts. By performing private contracts, Challenge Unlimited and its affiliate companies generated over \$25 million. Not only does this help Challenge Unlimited become more self-sufficient, it boosts the economy by providing employment opportunities for persons receiving services and decreasing dependence on government funding for persons with disabilities.

Accessibility

The Board of Directors and the Administration of Challenge Unlimited, Inc. / Residential Options / Alpha Industries is committed to removing attitudinal, architectural, employment, transportation, communication and other barriers to persons with disabilities within the agency and the community.

Potential architectural barriers to services, employees, and other stakeholders are identified and action plans are put in place to improve the accessibility of programs and services offered. Intakes are completed at sites that are handicap accessible.

Action plans are currently ongoing or have been completed on the following:

Architectural Barriers

- Entrance/Emergency/Restroom doors are difficult to open at the Administration Building, Alton DT and Swansea DT. The tension will be adjusted bi-annually on all doors for ease of operation. Additionally, automatic door openers have been installed at common entrances, emergency exits and restrooms in these buildings.
- Knob-type door hardware is in use on interior doors at the Administration Building and Alton DT. An action plan to replace door hardware is in place. Several doorknobs have been replaced and the others are being replaced on an ongoing basis. Due date for completion is December of 2009.
- Locks on accessible restroom stall doors are of the twist type in the Administration Building. An action plan is in place and a due date of July 2009 has been set for the installation of lever-type locks.
- The Custodial building at Ft. McCoy does not have handicap signage. A request has been submitted to the Base Contracting Officer to repair and/or remodel the existing restroom to comply with ADA standards.
- SAFB Building #799 is not handicap accessible. SAFB Contracting office has been contacted requesting a renovation on the entrances for Building #799 to make them ADA compliant. Meetings are held at the Nightingale Inn which is completely accessible.
- Knob-type door hardware is in use on the interior doors at SAFB Building #799. A request has been submitted to the Base Contracting Office to replace existing doorknobs to comply with ADA standards.
- Locks on accessible restrooms stall doors are of the twist type in SAFB Building #799. A request has been submitted to the Base Contracting Office to repair/replace these items.
- The Grounds office and Recycling office at SAFB are located in trailers and are not handicap accessible.
- The dining hall building entrance at Lincoln's Challenge Academy in Rantoul, Illinois is handicap accessible and handicap parking is available out side of the building. However, these are the only handicap accessible areas in the building. A request has been submitted to the Lincoln Challenge Budget office to repair and/or remodel parts of the building to comply with ADA and Illinois Accessibility Code standards.
- The GSA Records Center in St. Louis Missouri is totally accessible and complies with all ADA standards.

Environmental Barriers

- Environmental barriers are explored at time of intake. If adaptive equipment is needed the individual may borrow equipment from the Illinois Assistive Technology program or the funding/referring agency can purchase the equipment for the individual.

Communication Barriers

- Intakes are completed by the Intake and Recruitment Director by asking the applicant questions from a standard form and answers are recorded for the individual by the staff member. Individuals may bring advocates with them to the intake to help with comprehension, support, or communication.
- Communication sheets are given at the end of the intake session which explain services, which may be provided to the individual such as a description of the evaluation, supported employment and placement services.
- TTD, interpreter, and other services are provided for hearing impaired individuals. Email, Braille, and foreign language communications are available for people with hearing, vision, or language challenges.
- The International Institute has been contacted regarding the possibility of obtaining assistance with support and information on the communication styles and languages of individuals from other countries and cultures.
- Company-wide publications such as the monthly newsletter are provided in 14 point type in compliance with ADA.
- The website is currently under renovation and the information-gathering needs of individuals receiving services will be taken into account according to ADA standards.

Financial Barriers

- Funding sources are sought out for all persons with disabilities to overcome financial barriers to obtaining and/or maintaining services.

Attitudinal Barriers

- Continuing education is provided to staff, media, and the community is disability-neutral language.
- The company promotes the abilities of persons with disabilities through participation in training and on agency committees, external communications, speaking engagements and community interaction.

Transportation Barriers

- Intakes are completed within the community and at company sites which are accessible to public transportation and to accommodate travel distances for the individual. Intakes are also completed at other agencies and public places when necessary to meet the transportation needs of the individuals.
- Employment services are in part determined by the individual's home location. Employment opportunities are considered by the transportation needs of the individual such as bus schedules and hours of operation.

- The individual is provided with transportation training such as directions and bus schedules as needed by the Intake and Recruitment Director and Job Coach staff. Referrals to outside agencies are also available.

Job Flexibility Barriers

- Every attempt is made to accommodate the needs of the individual through adjustment of work hours and work conditions.

For additional information on accessibility, contact the Director of Support Services.

Technology

With the support and commitment of the Board of Directors, administration and staff Challenge Unlimited continues to improve the technological resources available through the company. The FY2009-FY2011 Technology Plan is administered by the MIS Department and serves as a review of FY2008 technology projects and outlines current and future technological services within the projected budget.

A Technology Committee comprised of the company's VBM team (Value Based Management) consistently provides input and guidance for the plan as it develops with final consideration for feasibility and budget considerations managed by the Chief Information Officer and the MIS team. The Technology Committee identifies technological needs better serve the company and helps MIS develop a Technology Plan that:

- Is supported by all departments and includes their full commitment to the implementation of the adopted plan.
- Is cost-effective, with regard given to present and anticipated financial resources.
- Is developed with input from key staff and administration with full consideration given to the American Disabilities Act and the need to accommodate access for the physically challenged.
- Provides investments in technology that will provide a sound, reliable infrastructure.
- Focuses on major technology needs outside of the normal operating budget and grant funds.

Technology Committee Members (Senior Management VBM Team)

Tom Moehn	Debbi McMahon	Charlotte Jones
Stephanie Brown	John Gilliland	Steve Brenegan
Denise Carter	Diane Tebbe	Mike Robinson

Challenge Unlimited has actively built a substantial technology foundation rapidly adopting a significant amount of technology. The company now must accomplish the

task of utilizing the power of the new technology in order to maximize the efficiency benefits to the company.

Technology changes on a regular basis, therefore, the Technology Plan is a “living” document that will be updated on an annual basis. The plan is a blueprint for tomorrow that sets forth Challenge Unlimited’s information technology vision, directions, and action plans for achieving the empowerment of the company’s personnel through information technology entails supporting and strengthening the mission of the company.

Additional information on the Technology Plan can be found with the Chief Information Officer.

Risk Management

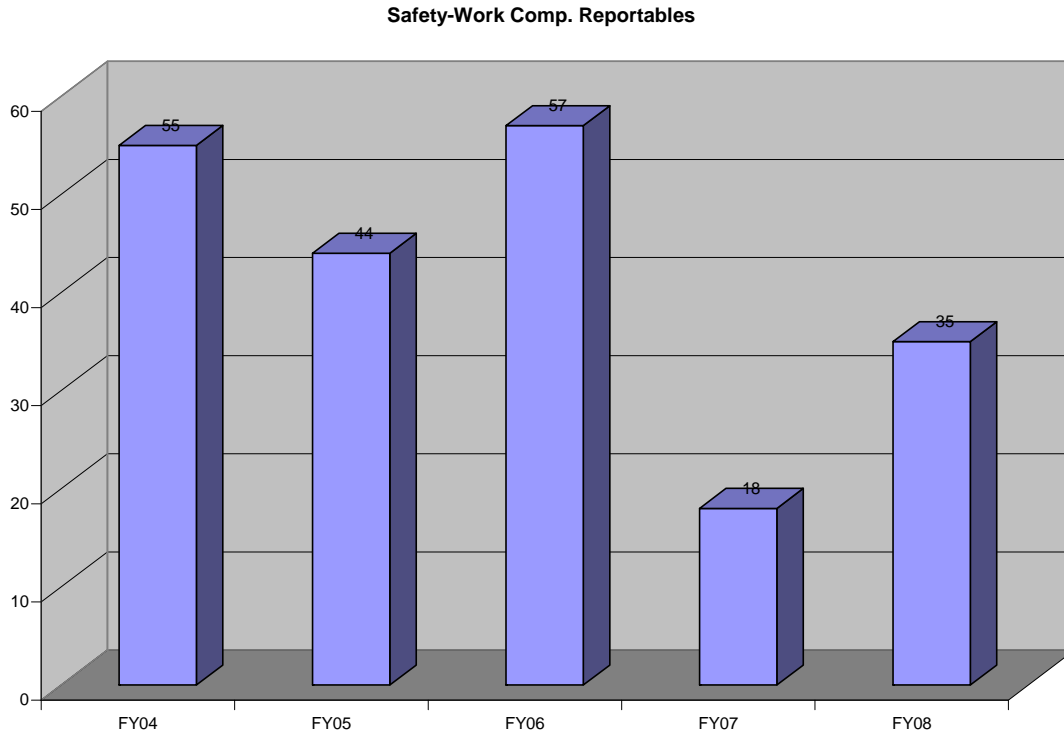
The company has taken an aggressive approach to evaluating and analyzing any loss exposure to the organization in the last 3 years. We formed a Risk Management Team to identify how to rectify those exposures and actions taken and the results of those actions. Below is an overall summary of the Risk Management Plan:

Key Areas Identified as an exposure to the Organization included:

1. Risk Financing
2. Governance to the Organization
3. Employment Practices
4. Contracts
5. Special Events
6. Harm to Person Receiving Services
7. Transportation
8. Technology (performed external audit)
9. Internal Controls
10. Facilities

Please see the Risk Management Plan in its entirety housed with the Chief Financial Officer.

Safety



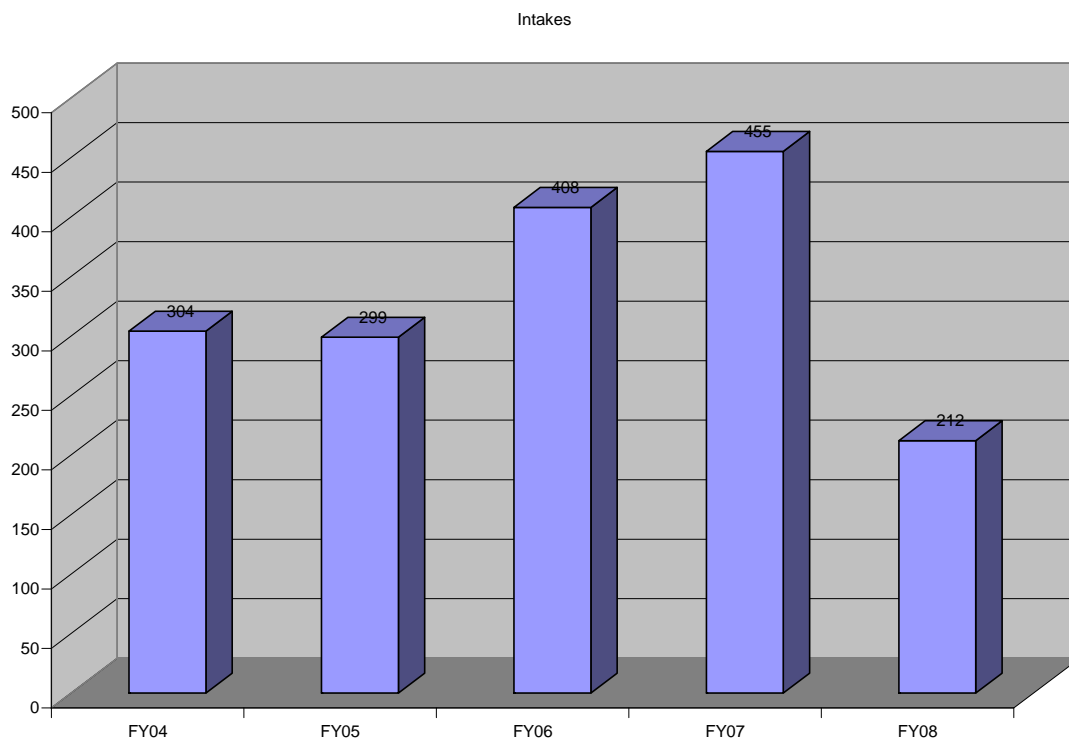
There were no issues related to Biohazardous Accidents, Sentinel Events, Use or Possession of Weapons or Use of Possessions of Illicit Substances.

Challenge Unlimited, Inc. / Residential Options, Inc. / Alpha Industries is committed to providing a healthy and safe workplace for all employees, persons receiving services and visitors. Our goal is to implement a safety and health program that will eliminate workplace injuries and illnesses. Our safety philosophy is that 100 percent of workplace accidents are predictable, preventable, and unacceptable. This is demonstrated by our Zero Accident Culture (ZAC). Everyone in the organization is responsible for wholehearted, genuine cooperation with all aspects of the ZAC program.

The Good Catch Program allows everyone to participate in making the company a safer place to work. Our object is not to place blame, but to correct any situation where there is a chance for someone to be injured. This is our first and foremost concern. Every worker and their family deserves to have confidence that the worker will not be injured in the course of their employment with this company.

The Director of Support Services manages the company's safety program and has an open door policy regarding workplace safety issues. Employees are encouraged to try to work with their supervisor to resolve any concerns. However, if the employee feels that the situation has not improved, or he/she feels uncomfortable discussing the situation with the supervisor, they may contact the Director of Support Services. Employees may choose to identify themselves when reporting the issue or the notification can be made anonymously.

Intake and Recruitment



In FY2008, 212 intakes were completed for possible entry into community rehabilitation or developmental training services. To complete the Intake Application, the Intake and Recruitment Director meets with each applicant and their advocates to obtain comprehensive background information. Information obtained includes but not limited to: demographics, prior employment, diagnosis, entitlements, prior education, prior military, individual support network, emergency contacts, precautions, accommodation needs, adaptive technology needs, and agency sponsors. Challenge Unlimited's Intake and Recruitment Department had 1.0 Full Time Employee (FTE) staff to complete all applications for entry into the agency's programs. In FY2008 as in 2007, there was one full time director who primarily completed all intakes in the Illinois bi-state region including St. Louis, Missouri.

All applicants are screened by the Admissions Committee to determine the appropriateness of placement in desired program. The Intake and Recruitment Director provides the Committee with all information related to the applicant. The Intake and Recruitment staff obtains documentation of disability to enhance proper program match for the applicant. The Intake and Recruitment Director is also responsible for obtaining funding information for the applicant. Because funding is critical for the continued financial success of the agency, applicants without funding are not admitted to the program, but are placed on a waiting list to receive services when funding is obtained. Applicants without funding are referred to area agencies to assist them in obtaining funding necessary for programs and services. Because of the need for individuals who are able to work on sites with few limitations as well as individuals who are able to pass federal screening standards to work on government worksites, the Intake and Recruitment Director must screen more applicants than available positions to ensure that the applicant pool contains enough "viable" candidates for the positions.

The Intake and Recruitment Director averaged 5 intakes per week in FY2008 as compared to 6 intakes per week in FY2007 and 8 in FY2006. Community Rehabilitation and Developmental Training staff also participated in presentations to various community groups and schools to provide information about Challenge Unlimited and its services. Community Rehabilitation staff also participated in local transition committees and sub committees including: St. Clair Transition Committee; Madison County Transition Committee; Illinois Rehabilitation Association; IEP committee; Next Steps; and BAASC. The number of intakes in 2008 decreased to 212, compared to FY2007 of 227 intakes, due to the removal of the St. Louis GSA Page Contract from the Community Rehabilitation Department. The Illinois intakes increased from 102 to 112. Applicants that were no show for their appointments were 68. The Department of Rehabilitation Services (DRS) referrals are down from: 116 to 111; River Bend Office decreased from 69 to 38; Belleville office referrals increased from 30 to 57; East St. Louis maintained the same number of referrals at 16. Referrals to DT centers were as follows: 15 Swansea DT and 21 Alton DT.

Demographics

Intake/Recruitment (June 07-July 08)

212 Total Intakes Completed, 280 Total Intakes Scheduled, 68 No Shows/Cancellations

<u>DRS Referrals Total:</u>	111
River Bend	38
Belleville	57
East St. Louis	16
Jacksonville	0
Mt. Vernon	0

<u>SEP Waiting List (Total # June 30):</u>	16
New Added to List	13
New SEP Program Entries	8
Closed off list by DRS Counselor	5

<u>Developmental Training Intakes Total:</u>	36
Swansea DT	15
Alton DT	21

Referral Sources:

Strader Rehabilitation	7
DDSME	8
Residential Options	4
Clinton Manor	1
Kensington	1
Piasa Manor	4
Community Counseling Center	1
SLC	3
Epilepsy Foundation	1
Private Pay	2
Cerebral Palsy	2
Support Systems	1
Lebanon Terrace	1

Race:

Caucasian	143
African American	68
Hispanic	0
Bi Racial	1

Community Applications:

Community Referral Sources:	65
• Community Counseling Center	1
• Chestnut Health Systems	1
• Burt Shelter Care	1
• Applicants DRS Refused to Refer	5
• Applicants Referred by DRS	0

Veteran Status:

Army	2
Air Force	1
Navy	2
Army Reserves	1

Legal Backgrounds of Applicants:

<u>Felonies:</u>	8
Offenses: Sexual Offenses, Burglary, DUI, Check Fraud, Drug Offenses	

Misdemeanors:

Offenses: Battery, Traffic Charges, Property

Destruction, False 911 Calls, Gun Charges Probation	1
<u>Misdemeanors & Felonies:</u>	2
<u>Primary Diagnosis:</u>	
Mental Retardation	44
Mental Illness	58
Multiple Sclerosis	3
Physical Impairment	11
Stroke/CVA	2
Seizure Disorder	2
Unknown Disability	1
Congenital/Genetic	7
Renal Failure/Dialysis Treatment	4
Deaf/Hearing Impairment	7
ADHD	5
Autism/Aspergers/Spectrum D/O	8
Blind/Visually Impaired	3
Substance Abuse/Chemical Dependency	1
Learning Disabilities	31
Traumatic Brain Injury	13
Cerebral Palsy	11
Behavioral Disability	1
<u>Denial for Services:</u>	18
Drug Related Issues/Dependency	3
Legal Problems	2
Not Appropriate Services to Offer	6
Inappropriate Behaviors at Intake	2
Terminated on Own Volition	5
<u>Living Arrangements:</u>	
Independent	39
Natural Home	85
Living w/ Family	23
Married Home	15
With Friends	16
With Legal Guardians	2
Foster Parent	1
Homeless	2
Residential Home/Facility	29

Counties:	Present	Past
Madison	74	103
St. Clair	107	90
Clinton	11	2
Monroe	3	0
Washington	1	0
Bond	5	0
Randolph	1	0
Jersey	7	2
Macoupin	1	2
Calhoun	1	0
St. Louis	1	26

Service Access

Referral to Intake Time-The amount of time varies depending upon the customer, often times individuals call and schedule appointments without being a current customer of the Division of Rehabilitation. The intakes are completed, the applicants are given the DRS information at the time of intake. DRS information is given to applicant by distributing the DRS brochures, which describes services. The contact information is also given to applicants on the back of the Intake and Recruitment Director's business card, this way they have Challenge Unlimited's information available when they contact the DRS office for an application.

When referrals are received from the DRS office for services, the customers are sent a letter from the Intake and Recruitment Director as a form of introduction. The letter also contains all information they will need for the intake (identification, documentation, benefits, etc.). The letter also requests that the individual call the Intake and Recruitment Director to set up the appointment. This letter is sent out the same week the referral is received. The Intake and Recruitment Director will also call applicants to establish appointments, if the letter was sent, but no contact has been made by the customer.

Sometimes DRS counselors will contact the Intake and Recruitment Director while the customer is in the office to set up the appointment.

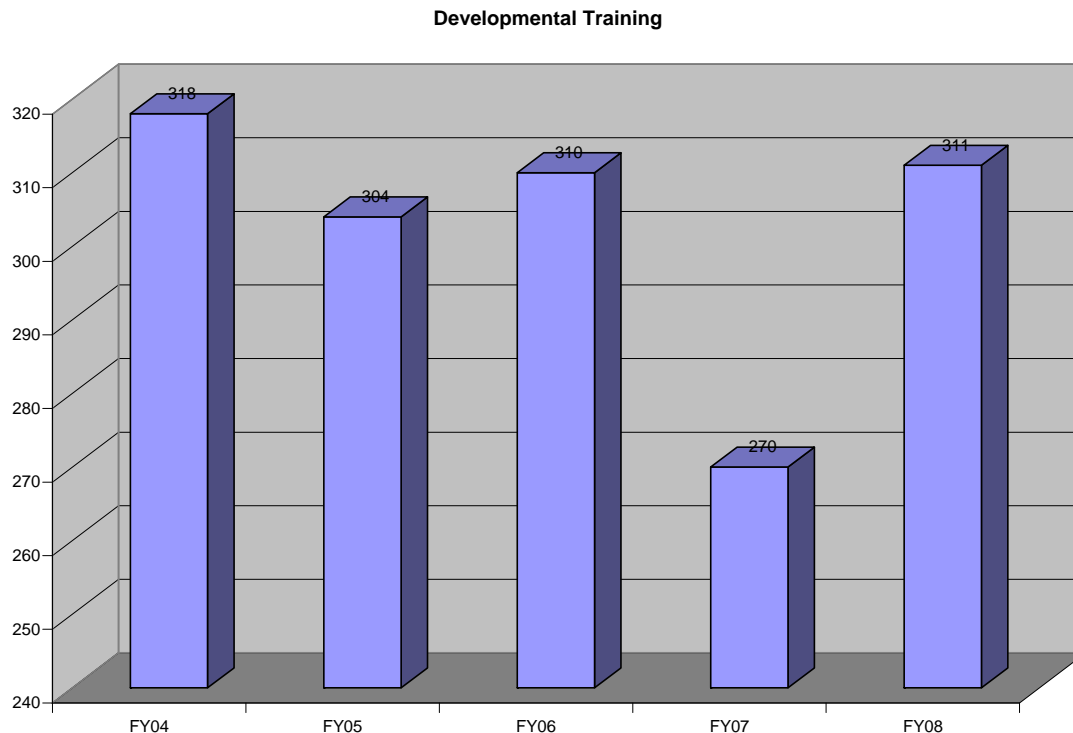
All DRS referrals and applications are reviewed at the following Admissions Meeting following the appointment, even if the documentation has not been received. The applicants are then re-reviewed once documentation, or referral has been received.

Referrals from Developmental Training services can be a formal packet from the Developmental Disability Services of Metro East (DDSME) or the group home may call and set up the appointment, at which time they provide a packet for services. After the intake is

completed the assembled file is forwarded to Developmental Training for services. The starting date is then established by the Case Manager or Site Supervisor.

Challenge Unlimited ensures that each department is working together to provide a timely process from the time a referral is made to the intake so quality services maybe provided as soon as possible.

Developmental Training



The Developmental Training Program is a goal-oriented program in which practical skills are developed and maintained which provide opportunities for significant, non-work and work related roles in the community. The program is designed to develop independent functioning through the provision of training in areas of specific need.

The DT Program serves individuals with developmental, mental, and physical disabilities in need of habilitation. The goal of the Developmental Training Program is to maximize independent functioning, develop age appropriate behavior, develop functional skills addressed in daily living, develop leisure time interests, provide travel and mobility training in the community, develop or maintain communication skills, develop appropriate grooming and health habits, train in food purchases, preparation and nutrition, enhance and maintain physical and mental health, train in medication management, maximize decision making ability and self-advocacy, provide pre-vocational and vocational training and provide referral and integration into other programs and services based upon progress and need. Opportunities are provided that allow individuals to decrease dependence on paid services in order to increase self-sufficiency through the use of natural supports via community resources. In

addition, individuals receive opportunities and support needed to participate in cultural activities of choice (customs, holidays, social interaction, dietary choices, etc.).

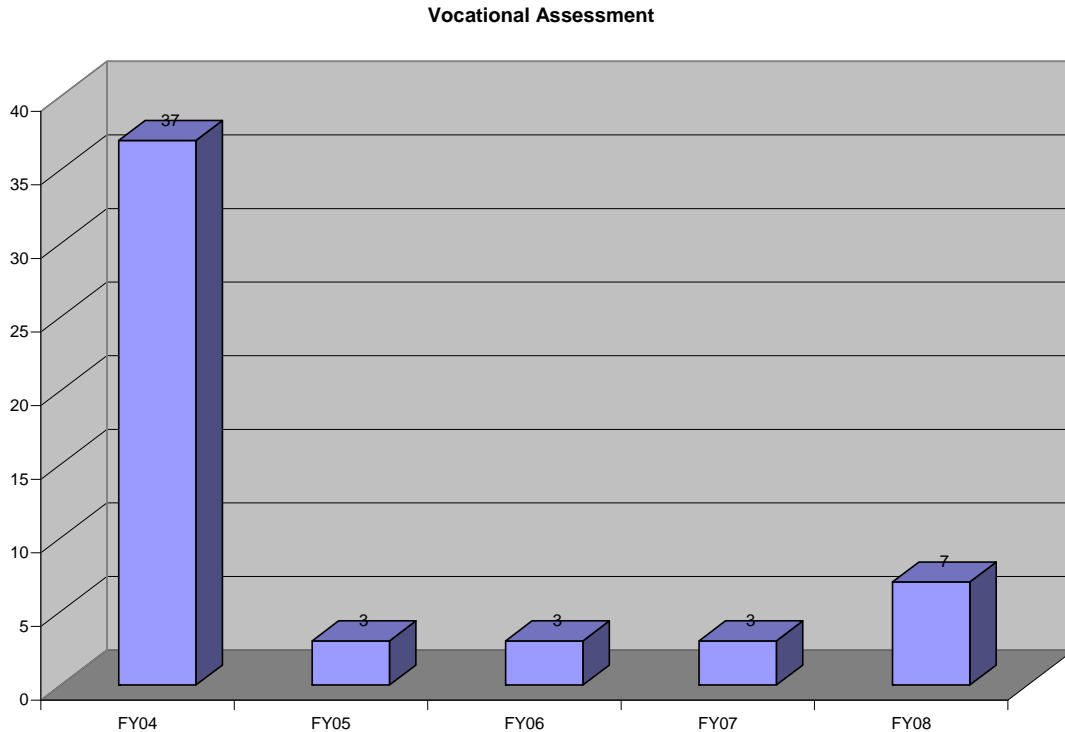
REVIEW OF DT PROGRAM GOALS FOR FY2008

1. Maintain participation in community integrated recreational and educational activities at a minimum of 30% of individuals.
Achieved 14% in FY2008, there was a decrease in the amount of participants who participated in the community integrated recreational and educational activities due to the PRS' wanting to stay at the DT site and participate in paid work opportunities.
2. Increase number of individuals receiving services in St. Clair and surrounding counties through the Swansea DT facility by 10.
FY2008, there were 98 PRS who attended the Swansea DT program and at the end of FY2007 there were 91 PRS'. Many PRS bounce between Swansea DT and other area agencies throughout the year causing the census to fluctuate.
3. Maintain satisfaction of developmental training services at 95% or better.
Satisfaction with services was 92% in FY2008 with a breakdown of 87% at Alton DT and 98% at Swansea DT.
Reasons for dissatisfaction were:
 - Not enough work
 - Wanted a bigger paycheck
 - Wanted to retire
 - Would like more work
 - Would like a different kind of work
 - Noisy co-workers
 - Personal property taken by peers
 - Bus comes too early
4. Maintain number of substantiated abuse/neglect allegations to 0.
There was one substantiated allegation of verbal/physical abuse in FY2008 that occurred at Swansea DT.

DT PROGRAM GOALS FOR FY2009

1. Person Receiving Services will have the opportunity to participate in at least one community integrated activities on a monthly basis.
2. Continue to maintain census (from FY08) at both DT locations by providing quality services.
3. Maintain satisfaction of developmental training services at 95% or better.
4. Maintain a score of 90% or better on the Department of Human Services Annual Licensure Survey.
4. Maintain number of substantiated abuse/neglect allegations to 0.

Vocational Assessment



The purpose of the Evaluation Program (Work Assessment) is to evaluate and assess PRS' work skills, behavioral skills and social competencies needed for competitive or semi-competitive work. Evaluations provide the funding agency, DRS counselors and program staff with a working knowledge of PRS' strengths and barriers in a work environment as well as support needed to promote success in employment.

The average length of an evaluation is 3 weeks at 20-40 hours per week. The length of some evaluations were extended due to modified work schedules of 3 or fewer days per week, medical interruptions, and/or the need for a longer time period to gather data to provide more accurate evaluation results.

The Evaluation Program is funded primarily through the Base Performance contract with Division of Rehabilitation. The DRS Base Performance contract reimburses Challenge Unlimited for employment outcomes once a PRS reaches 90 days successful employment placement. If an evaluation is completed but the PRS does not enter another program, the Office of Rehabilitation issues a \$500 voucher for the completed assessment.

During FY2008, 7 individuals participated in an on the job evaluation with 5 completing on site that continued the employment opportunity. The Vocational Assessment demographics were: Primary Diagnosis: 2 mental retardation, 3 mental illness, 1 physical disability, 1 learning disability; secondary diagnosis: 2; Sex: 4 male, 3 female; Age: 5 (19-39) and 2 (31-50); Race: 6 Caucasian, 1 African American; Living Arrangement: 4 Natural Home and 3 Independent; County: 6 St. Clair County and 1 Bond County.

All 7 individuals completed the vocational assessment. Five of the 7 stayed and remained employed after the assessment was completed and 2 of the 7 were placed into other work opportunities within 1 month of the assessment.

In the next year, additional assessments will be sought with high school students in junior and senior year to enhance transition services. Funding is being sought for these assessments.

Demographics

Vocational Assessment-7 Total Served

Diagnosis:

2-Mental Retardation
3-Mental Illness
1-Physical
1-Learning Disability

Gender:

4-Male
3-Female

Age:

5 (19-39); 1 (31-50); 1 (57-64)

Race:

6-Caucasian
1-African American

Living Arrangement:

3-Independent
4-Natural Home

County:

6-St. Clair
1-Bond

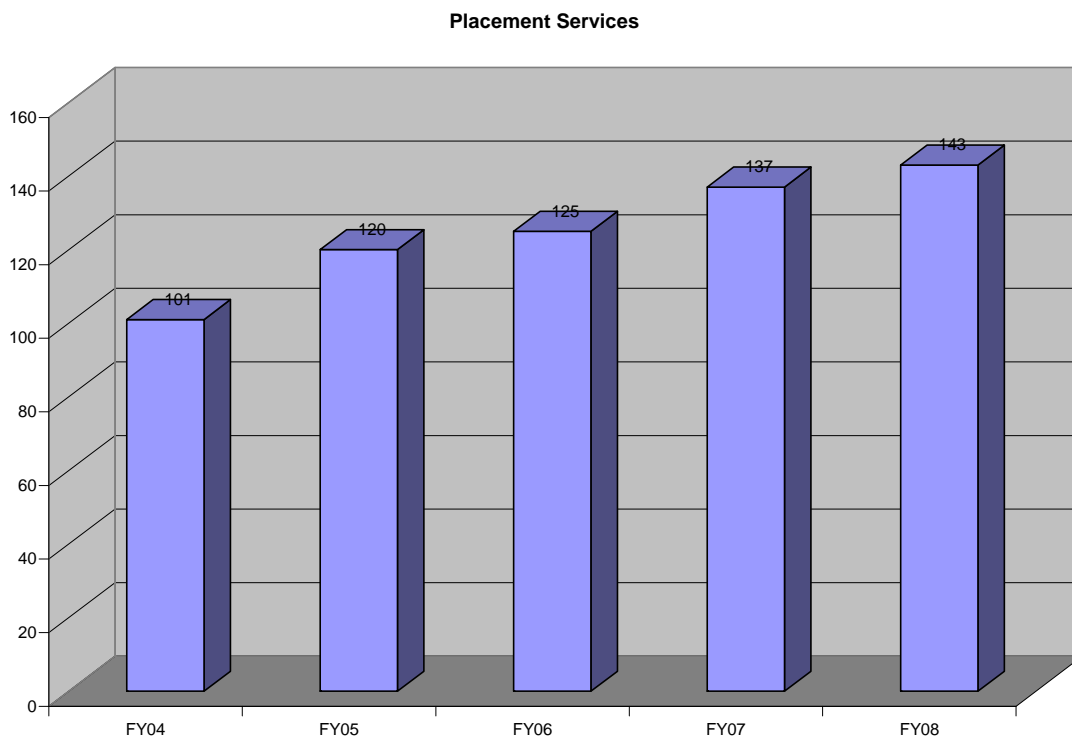
REVIEW OF PROGRAM GOALS FOR FY2008

1. Increase positive outcomes of PRS completing an evaluation to 75%.
7 participants completed the evaluation program with 100% going into Supported Employment or Placement programs.
2. Maintain the number of days in which to complete an evaluation at 30 days or less.
The average number of days to complete an evaluation was 23.
3. Maintain 50% of the PRS who are considered positive outcomes should gain employment.
100% of the PRS obtained employment.
4. Maintain positive satisfaction survey responses at 95%.
Satisfaction with services averaged 100%.

VOCATIONAL EVALUATION PROGRAM GOALS FOR FY2009

1. Continue positive outcomes of PRS completing an evaluation at 75%.
2. Maintain the number of days in which to complete an evaluation at 30 days or less.
3. Maintain 50% of PRS considered positive outcome obtaining employment.
4. Maintain positive satisfaction survey responses at 95%.

Placement Services



Placement Services assist PRS' in locating, securing and retaining paid competitive or semi-competitive employment. Placement Services is funded under the Division of Rehabilitation (DRS) Base Performance contract. Placement Services offers PRS' the opportunity to learn and practice job-seeking skills in order to secure employment based on their individual goals.

Placement Services staff provides job development with local community businesses, follow-up once a PRS is employed for 90 days, and assistance with employment skills as needed.

During FY2008 2 FTE Placement staff provided the majority of job placement and follow up for the working PRS. Other CR staff provided support and assistance at a rate of a .75 FTE. In FY2007 there were 2 FTE.

The average length for Placement Services varied depending on the PRS' motivation to work, vocational goals, local labor market, individual capabilities, and transportation. Placement Services staff assist PRS that live in 6 counties, mainly Madison and St. Clair counties, which is a radius of 50 miles in Illinois.

In FY2008, Division of Rehabilitation counselors continued to refer individuals that have increased barriers to work and are more difficult to place due to changes in the order of selection of services. Referrals also included individuals who were not placement ready. A marked decline in referrals from Madison County was noted in 2008 referrals for placement. Despite the increased needs of the individuals referred for Placement Services, Placement staff must meet the DRS contract for 44 placements.

In 2008, 90 participants of the 143 in the placement program were placed into competitive positions. Of these 90, 44 stabilized and were counted in this fiscal year toward the contract, 6 were moved to SEP program for more support, and 13 PRS continued employment into FY2009. 13 PRS left the program for the following reasons: 7 were non-compliant with program, 4 health related issues, 1 went back to school, 1 unable to continue work.

Demographics

Placement Services-143 Served

66 PRS' left services; 48 PRS' left with employment

Diagnosis:

3-Visual Impairment
4-Seizure D/O
9-Physical Disability
23-Learning Disability
1-Autoimmune Disorder
36-Mental Retardation
8-Hearing Impairment
7-Head Injury
3-Cerebral Palsy
3-Asperger's
3-Attention Deficit D/O
42-Mental Illness
1-Genetic D/O

Gender:

97-Male

46-Female

Age:

8 (18); 75 (19-39); 44 (31-50); 16 (57-64)

Race:

96-Caucasian

46-African American

1-Mexican

Living Arrangement:

69-Independent

74-Natural Home

County:

2-Bond

9-Clinton

1-Jersey

46-Madison

2-Macoupin

3-Monroe

79-St. Clair

1-Washington

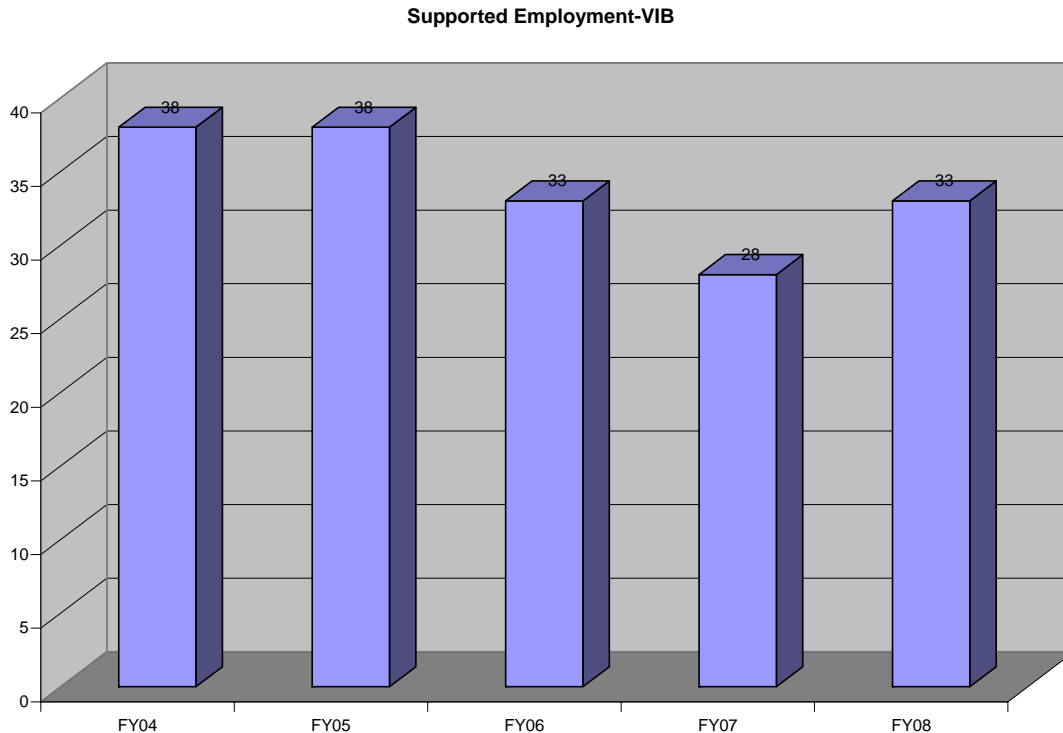
REVIEW OF PROGRAM GOALS FOR FY2008

1. Maintain an average of 5 PRS placed at community based employment each month.
There was an average of 5.33 placements per month.
2. Maintain an average of 65% of referrals placed leaving with a positive outcome.
There was an average of 65% of referrals leaving with a positive outcome.
3. Maintain 10 new employer contacts per month by Placement Services staff.
New employer contacts averaged 12 per month.
4. Maintain an average of 95% of positive PRS responses on the satisfaction survey.
There was an average of 99% satisfaction with services.

PLACEMENT PROGRAM GOALS FOR FY2009

1. Place an average of 5 PRS placed at community based employment each month.
2. Maintain an average of 65% of referrals placed leaving with a positive outcome.
3. Increase new employer contacts to 10 per month.
4. Maintain positive satisfaction survey responses at 95%.

Supported Employment – VIB



The Supported Employment Program VIB is a program that provides support to PRS in locating and working at community worksites. Support Services provided include on-site skills training, vocational counseling, case management, job development, and employment planning. Job coaching is provided at the level and duration to ensure stabilization on the work site. Natural supports at the community worksites are sought to promote fading. This program is funded under the Division of Rehabilitation (DRS) Title VIB federal funds. The future of this funding is at risk of cuts and may be absorbed by the State DRS. Challenge Unlimited would like to expand the SEP services based on the overwhelming need for Supported Employment. A waiting list was established last year due to the great demand and limited funding. The increase demand has been a result of the updated order of selection that DRS has used to provide services providing persons with more severe disabilities DRS services. Reimbursement for services is based on direct service hours performed monthly. One full time coordinator and 5.5 job coaching staff support the participants in the Supported Employment Programs.

In 2008 of the 33 individuals in SEP VIL, 12 PRS left the program for the following reasons: 2 with employment and natural supports, 4 with employment to Extended SEP services, 2 quit the program, 3 non-compliance, 1 medical.

Demographics

Supported Employment VIB-33 Total Served

Diagnosis:

2-Autism
2-Cerebral Palsy
1-Head Injury
2-Learning Disability
19-Mental Retardation
5-Mental Illness
1-Seizure
1-Visual Impairment

Gender:

25-Male
8-Female

Age:

31 (19-39); 2 (31-50)

Race:

26-Caucasian
7-African American

Living Arrangement:

3-Independent
30-Natural Home

County:

10-St. Clair
3-Jersey
20-Madison

REVIEW OF PROGRAM GOALS FOR FY2008

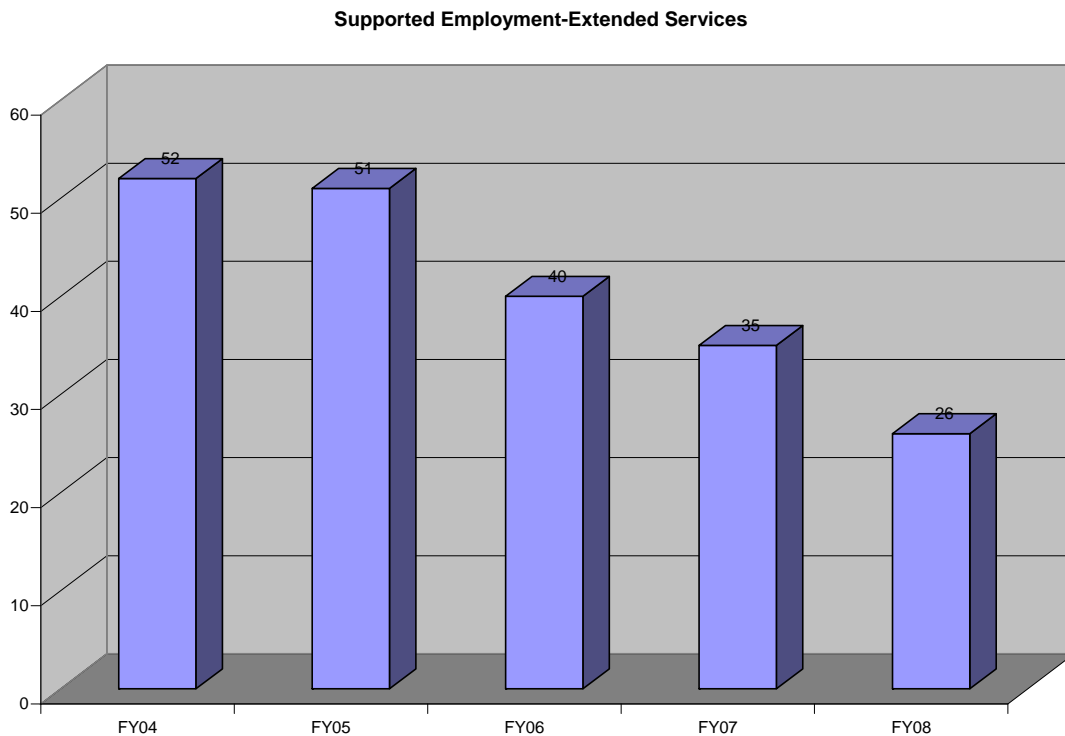
1. Reduce goal to 60% of PRS enrolled in VI-B three months or longer are employed.
An average of 60.06% of PRS were employed.
2. Maintain an average of 20 PRS per month in VI-B.
An average of 18 PRS were enrolled per month.
3. Continue working towards 80% of PRS discharged from VI-B being referred to Extended Services or to employment with natural supports.
An average of 42% of PRS discharged were referred to Extended Services or to employment which is down from 43% in 2007. This is due to less work ready participants with greater barriers to employment.
4. Maintain goal of 95% positive responses on the satisfaction survey.

Satisfaction with services averaged 98%.

SUPPORTED EMPLOYMENT – VI B PROGRAM GOALS FOR FY2009

1. Maintain 60% of PRS enrolled in VI-B three months or longer being employed.
2. Maintain an average of 20 PRS per month in VI-B.
3. Increase PRS discharged from VI-B to Extended Services or to employment to 70%
4. Maintain positive satisfaction survey responses at 95%.

Supported Employment – Extended Services



Supported Employment Program Extended Services is a program that provides support to PRS in locating and working at community worksites. SEP Extended Services is the long term SEP support. Support services provided include on-site skills training, vocational counseling, case management, job development, and employment planning. Job coaching is provided at the level and duration to ensure stabilization on the work site. Natural supports within the community employment site are sought to promote fading. This program is funded under the Division of Rehabilitation (DRS) General Revenue state funds which provide reimbursement for services based on direct service hours provided monthly. Locations of Extended Services included all locations within SAFB, the Administration Building of Challenge Unlimited, Challenge Unlimited community sites, and community businesses.

A total of 26 PRS were served throughout 2008. One full time coordinator and 5.5 job coaching staff support the participants in the Supported Employment Programs.

Of the 26 participants in the Extended Services, 4 left the program for the following reasons: 2 quit, 1 to another service and 1 medical issue.

Demographics

Supported Employment Extended -26 Total Served

Diagnosis:

1-Borderline IQ
1-Autism
5-Learning Disability
14-Mental Retardation
5-Mental Illness

Gender:

16-Male
10-Female

Age:

14 (19-39); 11 (31-50); 1 (51-64)

Race:

22-Caucasian
4-African American

Living Arrangement:

5-Independent
18-Natural Home
2-Shelter Care
1-CILA

County:

10-St. Clair
3-Jersey
13-Madison

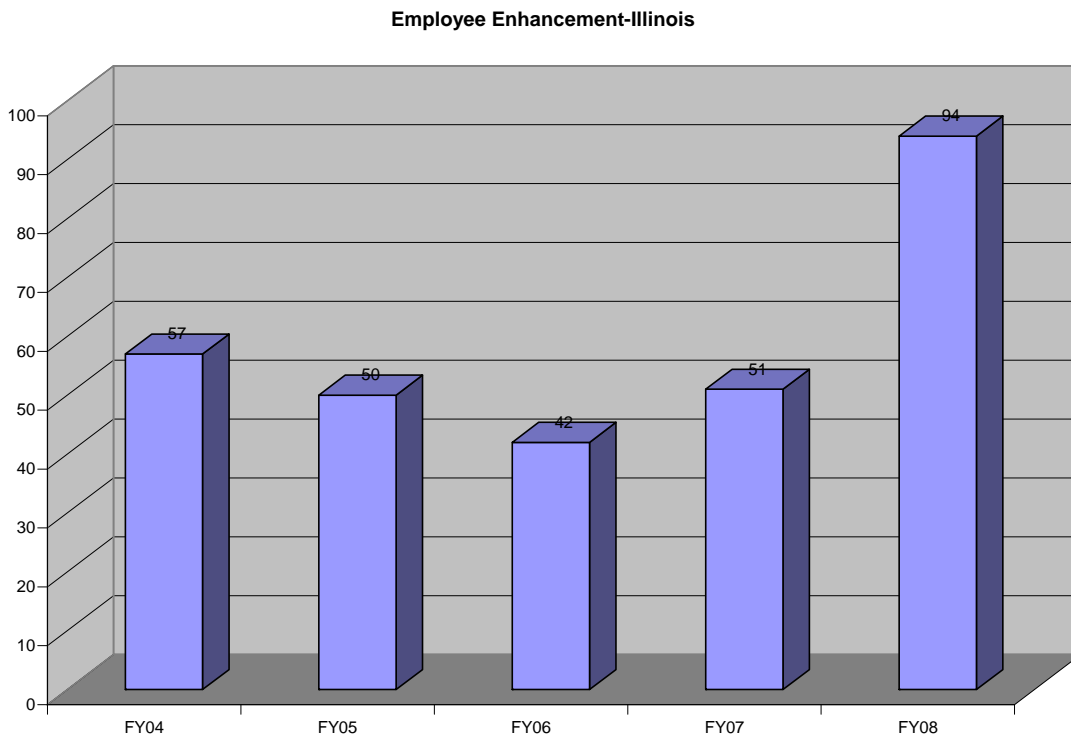
REVIEW OF PROGRAM GOALS FOR FY2008

1. Maintain an employment rate of 85% for PRS in the Extended Services program.
The employment rate averaged 92%.
2. Maintain a monthly average of 30 PRS in the Extended Services program.
The monthly average was 24 PRS.
3. Maintain the goal of 80% of PRS discharged from employment with natural supports to competitive employment.
An average of 0% of PRS were discharged to competitive employment.
Of 3 participants leaving the program, 1 left for medical reasons, 1 left to work in work shop environment, 1 left because no longer wanted to work.
4. Maintain goal of 95% positive responses on the satisfaction survey.
Satisfaction with services averaged 99%.

SUPPORTED EMPLOYMENT – EXTENDED PROGRAM GOALS FOR FY2009

1. Maintain an employment rate of 85% for PRS in the Extended Services program.
2. Increase monthly average to 30 PRS in the Extended Services program.
3. Increase to 80% of PRS discharged from employment with natural supports to competitive employment.
4. Maintain positive satisfaction survey responses at 95%.

Employment Enhancement Program



The Employment Enhancement Program (EEP) is a program offered by Challenge Unlimited to provide case management and paid employment experiences while the PRS have staff support to work. Funding for EEP in Illinois includes the Illinois Department of Human Services Title XX Donated Funds Initiative grant monies and a Vocational Development grant through Illinois Department of Human Services. The Title XX funding provides approximately 30 PRS per year with employment support and case management. The EEP program also offers PRS an opportunity to practice work skills in a competitive setting while still having support as needed. The majority of PRS worked at Challenge Unlimited federal, state and private contracted worksites. 1.5 FTE staff provide services.

In FY2008, EEP served 94 PRS in St. Clair and Madison Counties. EEP served a total of 51 PRS in FY2007. The increase in PRS served includes PRS merged from the Base + program. The change occurred due to the similarities in the services for PRS working at CU worksites.

During FY2008, 35 PRS left services, 19 obtained competitive work in the community, 4 were laid off, 6 were medical/emotional separations, 6 violation of rules including poor attendance, falsifying time cards, damage to property.

Referrals for EEP come from other Challenge Unlimited programs such as Evaluation and Placement Services when DRS funded services are completed but individuals continue to need case management support by direct placement from the community in to the work training programs through Challenge Unlimited when a PRS enter services without funding. Challenge Unlimited's Community Rehabilitation staff provide support services in the Illinois locations as well as referrals to DHS services and other community services as needed.

Demographics

Employment Enhancement Program-94 Total Served

Diagnosis:

1-Visual Impairment
1-Tourettes Syndrome
29-Mental Retardation
2-Asperger's
1-Cardiovascular Disease
1-Diabetes
7-Head Injury
4-Hearing Impairment
32-Learning Disability
10-Mental Illness
1-Neurological
2-Physical
3-Seizure D/O

Gender:

77-Male
17-Female

Age:

51 (19-39); 34 (31-50); 9 (51-64)

Race:

74-Caucasian
20-African American

Living Arrangement:

- 40-Independent
- 53-Natural Home
- 1-Group Home

County:

- 63-St. Clair
- 2-Monroe
- 18-Madison
- 3-Washington
- 8-Clinton

REVIEW OF PROGRAM GOALS FOR FY2008

1. Maintain goal of 15 PRS referred to Placement Services or competitive employment during the fiscal year.
20 PRS were referred to Placement Services of competitive employment with 17 of the 20 obtaining community employment. 3 individuals did not follow through with placement recommendations or returned for continued services.
2. Improve towards goal of 50% of PRS to receive services in the EEP program for 24 months or less.
22% of PRS received services in the EEP program for 24 months or less.
3. Maintain goal for 75% of PRS to earn wages of 75% or greater of the industrial norm.
89% of PRS earned wages at a minimum of 75% of the industrial norm.
4. Maintain an average of 90% of positive PRS responses on the satisfaction survey.
An average of 98% of PRS expressed satisfaction with services.

EMPLOYMENT ENHANCEMENT PROGRAM GOALS FOR FY2009

1. Continue working toward goal of 15 PRS referred to Placement Services or competitive employment during the fiscal year.
2. Continue working toward goal of 50% of PRS being in the EEP program for 24 months or less.
3. Maintain goal of 75% of PRS earning wages of 75% or greater of the industrial norm.
4. Maintain positive satisfaction survey responses at 95%.

Overall Challenge Unlimited Demographics:

Total Number of PRS Served:

Developmental Training	309
Vocational Assessment	7
Placement Services	143
Supported Employment-Base Performance	33
Supported Employment-Extended	26
Employment Enhancement	94

Primary Disability:

Mental Retardation

Developmental Training	256
Vocational Assessment	2
Placement Services	36
Supported Employment-Base Performance	20
Supported Employment-Extended	14
Employment Enhancement	29

Mental Illness

Developmental Training	39
Vocational Assessment	3
Placement Services	0
Supported Employment-Base Performance	5
Supported Employment-Extended	5
Employment Enhancement	10

CP

Developmental Training	0
Vocational Assessment	0
Placement Services	3
Supported Employment-Base Performance	2
Supported Employment-Extended	0
Employment Enhancement	0

LD/BIQ

Developmental Training	0
Vocational Assessment	1
Placement Services	23
Supported Employment-Base Performance	2
Supported Employment-Extended	6
Employment Enhancement	32

Deaf

Developmental Training	2
Vocational Assessment	0
Placement Services	8
Supported Employment-Base Performance	0
Supported Employment-Extended	0
Employment Enhancement	4

TBI

Developmental Training	9
Vocational Assessment	0
Placement Services	7
Supported Employment-Base Performance	1
Supported Employment-Extended	0
Employment Enhancement	7

Health

Developmental Training	0
Vocational Assessment	0
Placement Services	4
Supported Employment-Base Performance	1
Supported Employment-Extended	0
Employment Enhancement	5

Physical

Developmental Training	0
Vocational Assessment	1
Placement Services	9
Supported Employment-Base Performance	0
Supported Employment-Extended	0
Employment Enhancement	0

DD

Developmental Training	2
Vocational Assessment	0
Placement Services	0
Supported Employment-Base Performance	0
Supported Employment-Extended	0
Employment Enhancement	0

Vision

Developmental Training	0
Vocational Assessment	0
Placement Services	3
Supported Employment-Base Performance	1
Supported Employment-Extended	0
Employment Enhancement	1

Other

Developmental Training	1
Vocational Assessment	0
Placement Services	7
Supported Employment-Base Performance	2
Supported Employment-Extended	1
Employment Enhancement	4

Gender:

Developmental Training	Female=131	Male=180
Vocational Assessment	Female=3	Male=4
Placement Services	Female=46	Male=97
Supported Employment-Base Performance	Female=8	Male=25
Supported Employment-Extended	Female=10	Male=16
Employment Enhancement	Female=17	Male=77

Age:

<u>Developmental Training</u>				
18 years=0	19-30 years=33	31-50 years=100	51-64 years=51	65+ years=14
<u>Vocational Assessment</u>				
18 years=0	19-30 years=15	31-50 years=1	51-64 years=0	65+ years=0
<u>Placement Services</u>				
18 years=18	19-30 years=75	31-50 years=44	51-64 years=16	65+ years=0
<u>Supported Employment-Base Performance</u>				
18 years=0	19-30 years=31	31-50 years=2	51-64 years=0	65+ years=0
<u>Supported Employment-Extended</u>				
18 years=0	19-30 years=14	31-50 years=11	51-64 years=1	65+ years=0

Race:

<u>Developmental Training</u>		
African American=74	Caucasian=237	Other=0
<u>Vocational Assessment</u>		
African American=1	Caucasian=6	Other=0
<u>Placement Services</u>		
African American=46	Caucasian=96	Other=1
<u>Supported Employment-Base Performance</u>		
African American=7	Caucasian=26	Other=0
<u>Supported Employment-Extended</u>		
African American=4	Caucasian=22	Other=0
<u>Employment Enhancement</u>		
African American=20	Caucasian=74	Other=0

Living Arrangement:

<u>Developmental Training</u>		
Agency=232	Home=64	Independent=15
<u>Vocational Assessment</u>		
Agency=0	Home=4	Independent=3
<u>Placement Services</u>		
Agency=0	Home=74	Independent=69
<u>Supported Employment-Base Performance</u>		
Agency=0	Home=30	Independent=3
<u>Supported Employment-Extended</u>		
Agency=3	Home=18	Independent=5

Employment Enhancement

Agency=1

Home=53

Independent=40

Area of Residence:

Developmental Training

Madison=120

St. Clair=104

Clinton=7

Vocational Assessment

St. Clair=6

Bond=1

Placement Services

Bond=2

Clinton=9

Jersey=1

Madison=49

Macoupin=2

Monroe=3

St. Clair=79

Washington=1

Supported Employment-Base Performance

Jersey=3

Madison=20

St. Clair=10

Supported Employment-Extended Services

Jersey=3

Madison=13

St. Clair=10

Employment Enhancement

Madison=18

St. Clair=63

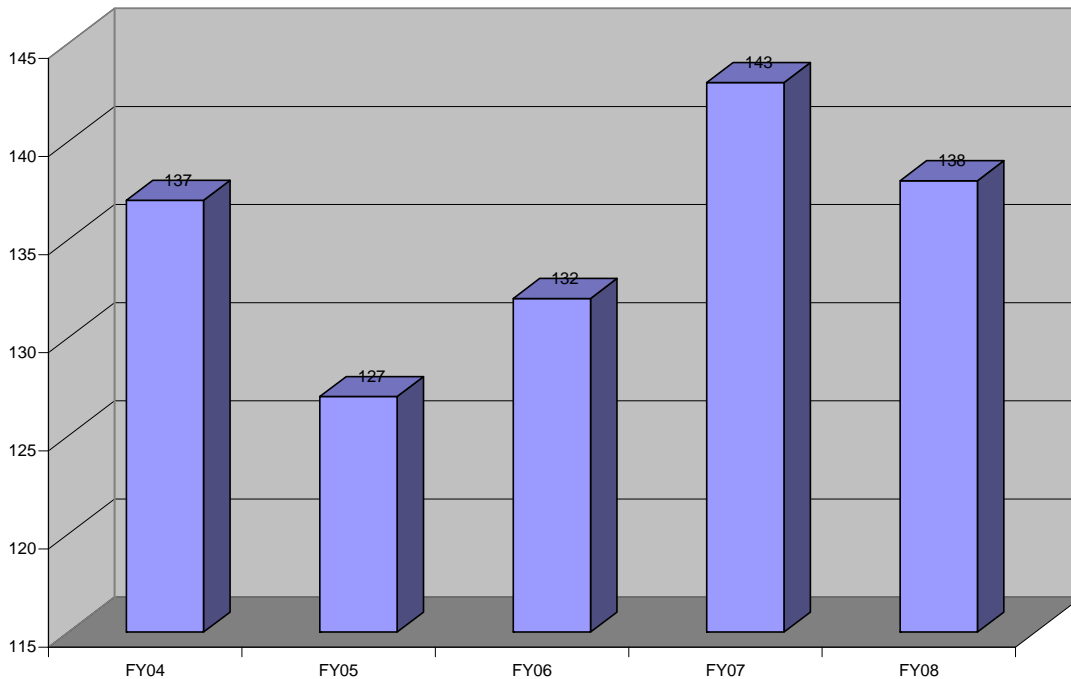
Clinton=8

Washington=3

Monroe=2

Residential Options, Inc.

Residential Options



Residential Options operates five (5) Intermediate Care Facilities for the Developmental Disabled (ICF/DD). There are currently eighty (80) beds in the ICF/DD program.

Each ICF/DD is located in the community and has a maximum of sixteen (16) Persons Receiving Services, with 24 hour awake staff supervision.

Residential Options also operates eight (8) Community Integrated Living Arrangements (CILA). Each CILA is located in the community and provides services for three (3) to eight (8) Persons Receiving Services, with 24 hour awake staff supervision. There are currently fifty-seven (57) beds in the CILA program. The ICF/DD's are regulated by the Illinois Department of Public Health and the Illinois Department of Human Services. Inspections by the Illinois Department of Public Health are conducted regularly. At each facility, trained staff assist and support Persons Receiving Services as they gain skills leading towards greater independence in the areas of self advocacy, self care, communication, mobility, learning, capacity for independent living, and self direction. The medical director is available 24 hours per day as are agency nurses. The use of community resources, community integrated activities, spirituality, and cultural opportunities (customs, holidays, social interaction, dietary choices, etc.) as well as maintaining friendships and family relationships is a vital part of each facility.

Service Access

Time from initial contact to admission into Residential Options

It takes minimally a month (not including waiting for CILA funding) if there are no barriers that delay the admission process. Some of the barriers that are run into are as follows:

- Parents/Guardians do not want to admit right away.
- Residential Options cannot get all the required documentation for the referral packet immediately.
- Individuals needing to sign up for Medicaid or Social Security benefits.
- Unable to confirm initial diagnosis criteria.
- Playing phone tag with individuals involved.
- Waiting on the Department of Human Services for CILA funding.

Residential Options completes the following process for screening referrals:

- Receives phone inquiry and discuss services and availability and request packet.
- Director receive/review referral packet.
- Director reviews referral with Vice President and/or in PBL to make recommendations for placement or denial or questions.
- Schedule initial tour at group home to meet individual and discuss services offered and answer any questions.
- Schedule dinner visit for individual to meet the other residents at the home and vice versa.
- Schedule overnight visit.
- Schedule three night visit.
- Admission

As discussed earlier in the document all departments involved in the admission process for Residential Options works together to ensure each referral receives timely assistance through the process so quality services can be provided as soon as possible.

REVIEW OF PROGRAM GOALS FOR FY2008

1. Maintain/exceed utilization rate of 96%.
FY2008 had an average of 95%, with CILA's at 94% and ICF/DD's at 95%.
2. Maintain PRS' discharged to a less restrictive environment by a minimum of 20%.
In FY2008, there were 13 discharges total (7 in the ICF/DD program, and 6 in the CILA program). Of the 13 discharges, 3 went to live with family or into an apartment with supports. 23% of the PRS' who were discharged moved to a less restrictive environment.
3. Maintain reduction/discontinuance of psychotropic medication usage rate by a minimum of 5%.
Reduction/discontinuance of psychotropic medication usage averaged 5.7%.
This is a decrease from the previous fiscal year.
4. Reduce medication errors to a maximum of 5 errors per month.
There was an average of 89 medication errors per month, with an average of 48 in the CILA program and 41 in the ICF/DD program.
5. Reduce substantiated abuse/neglect allegations to 0%.
There was 0 substantiated incident of abuse/neglect.
6. Maintain/exceed satisfaction of services to 98%.
Satisfaction with services averaged 96%

RESIDENTIAL OPTIONS' PROGRAM GOALS FOR FY2009

1. Maintain/exceed utilization rate of 99%.
2. Maintain reduction/discontinuance of psychotropic medication usage rate by a minimum of 5%. The definition of med error will be revised to get a more accurate account.
3. Reduce medication errors to a maximum of 5 errors per month.
4. Reduce substantiated abuse/e/neglect allegations to 0%.
5. Maintain/exceed satisfaction of services to 98%.

Residential Options, Inc. Demographics

Primary Disability:

Developmental Disability=68

Mental Illness=22

Dual Diagnosis=48

Gender:

Female=56

Males=82

Race:

African American=23

Asian=1

Caucasian=114

Age:

18-22 years=2

23-64 years=90

65-79 years=44

80+ years=2

Area of Residence:

Madison=138

Living Arrangement:

ICF/DD=81

CILA=57