

**TASC, Inc.**

***Report to the Community***

**2018**

This annual report described service activity and financial performance  
for fiscal year July 1, 2017 – June 30, 2018

**TASC, Inc.**  
***(Training Advancement Skills in the Community)***

**About Us:**

**Mission Statement:**

**“Inspired by the values of Compassion, Dignity and Respect ... We Build Brighter Futures”**

**Philosophy:**

TASC believes that every person served in its programs should be respected and treated with dignity and respect at all times. TASC seeks to develop a partnership with each person to assist in the maximization of abilities and achievement of goals. The safety and well-being each person TASC serves and our employees are priorities at all times. TASC pledges to provide services of the highest possible quality in comfortable secure environments.

TASC embraces the personal choices of persons and seeks to accommodate these choices whenever possible. All decision regarding each person’s care are guided by the individual needs and desires of each person. TASC promotes community involvement for each person served by teaching skills of self-reliance. All TASC services and activities are designed to produce outcomes that ensue every person gains the ability to live, work and to lead a fulfilling life of dignity such as that accorded every citizen of the United States of America.

**Values that Shape Us:**

- To be accountable
- To be collaborative and responsible
- To be respectful and empathetic
- To be caring and compassionate
- To promote a safe and healthy workplace environment
- To challenge and be challenged
- To support the freedom to be creative
- To remain flexible and resilient

**Passions that Drive Us:**

- Helping people get a great life as contributing members of their communities
- Hiring and retaining staff who receive good benefits, are well trained and committed
- Raising community awareness of the diversity of disabilities and contributions made by people we support
- Providing quality outcome oriented services
- Being committed to sharing and learning from our results
- Demonstrating integrity and ethics in everything we do, and
- Making a positive difference in the world around us.

## **Our Commitment to Quality**

TASC holds itself accountable to providing services and supports that reflect the highest standards of quality while maintaining fiscally sound business practices.

We strive to provide services that are recognized and approved by regulatory entities. We believe that compliance to professional standards helps to assure the delivery of quality services within a supportive environment. TASC is accredited by the Commission of Rehabilitation Facilities (CARF) in the following service areas:

Employment Services  
    Community Employment Services  
        Job Development  
        Employment Supports  
    Organizational Employment Services  
Community Services  
    Community Integration  
    Community Housing  
    Supported Living

## **Many People Play a Part**

It takes the whole community to help make TASC successful in carrying out its mission. TASC is governed by a Board of Directors who are members of the community that represent a wide selection of interests. These individuals are free of conflict in interest, professionals, persons receiving services or family members and interested citizens. The Board recognizes the importance of ethical considerations in providing services and conducting business. To that end, the Board has adopted 4 pillars of ethical values that drive their decision-making process and policy development.

- Trustworthiness
- Responsibility
- Respect
- Caring

We extend a special thanks to those individuals who have volunteered to serve as Board members for TASC this past year:

Dr. Steven Perkins ..... President  
Matt Erickson ..... Secretary/Treasurer  
Sherry Jenkins  
JoEllyn Buckmaster (6/17-01/18); Mike Myers (02/18-7/18)  
Betty White  
Ray Whalen  
Brian Houlihan  
Ellen Mellick

TASC is very fortunate to have not only a solid, caring Board of Directors, but a well stocked Tool-Chest to carry out the agency's mission. Tools in our Tool Box:

- Board strength
- Talented staff members aligned with TASC vision/mission
- Solid financial performance
- Person-Centered processes that facilitate achievement
- Stability – know community environment and opportunities for growth

### **Our Staff are Special People**

Receiving services from qualified and committed caregivers when you need them is a priority of TASC. TASC believes that its staff members are its number one asset. The agency's mission is dependent upon qualified staff loving their job and doing everything they can to be great at that job. TASC supports the success and development of each staff member by encouraging a culture that is dedicated to their satisfaction and achievement of the mission directed outcomes, organizational results and professional development goals.

TASC's human resource system embraces the agency's organizational values. The core of the system is to treat each staff member with dignity and respect and to encourage their success and development through their entire work experience at the agency, including recruitment, staff relations, training, staff development and retention.

### **Recognition**

TASC recognizes and rewards staff for their achievement. An "Employee of the Month" is recognized in the monthly Mission Up for their exemplification of TASC's organizational values. The staff member receives a monetary award and becomes a member of the monthly "Breakfast of Champions" club for one year. Nominations for recognition come from the people we serve, supervisors, co-workers, outside agencies and the family we work with. Annually, at the Staff Appreciation Dinner, an "Employee of the Year" is chosen and recognized from the recipients of the monthly award. The staff member receives a monetary award for this honor.

### **Congratulations:**

- Dan Olson .... Employee of the Year

Employees of the Month:

July 1, 2017 –June 30, 2018

Brittney Boydston

Corrina Nelson

Lisa Walch

Kristine Piedot

Robin Rasicot

Laina Ford

Amy McCormick

Leah Stameyer

Brittany Nargang

Kayla Klingeman

### **Retention:**

Retaining qualified staff members is key in carrying out TASC's mission. With unemployment levels at historical lows, employee retention is a priority. Staff turnover has gone down to 17%, 4% lower than the previous year (at 21%), but well below the industry level of 30%. Good hiring practices, including thorough background checks, planning professional development for staff and supervisors and a commitment to our mission makes TASC a great place to work; a place where staff choose to work; and a place where the dedication of our staff is reflected in the achievements and smiles of the people we serve.

TASC is proud to report that 60% of staff have been employed at the agency for over 5 years and 8% of staff were employed between 16 and 41 years.

**Great staff make great life happen for the people we serve.**

### **Being "Of the Community":**

There is more to life than having to do household tasks and going to work. TASC strives to offer activities for a well-rounded life. We encourage every person to become part of the community; attending public events, shopping in local stores or accessing local resources.

TASC provides as many opportunities as possible for individuals to choose an activities which appeal to them, away from work and home, on weekends and evenings.

Personal shopping, medical appointments, and events all draw people we serve into their communities. It is important that individuals feel the satisfaction that comes from being a contributing member of society, either through work, volunteer opportunities or social interactions.

### **Points of Interest:**

90% of the services provided are funded through Medicaid (Title 19)

Staff wages and benefits account for 85% of our expenditures

TASC employed 83 staff members this fiscal year

TASC operated 8 Home and Community Based Waiver homes, an 8-plex apartment complex and provided hourly Supported Living Services to a total of 57 individuals.

TASC has two very active committees comprised staff from all service areas—the "Change Agents" and the "Vision Seekers". Change Agents listen to staff's suggestions and make recommendations to management as well as offer activities for staff member to stay connected and satisfied with their working environment. Vision Seekers are the agencies visionaries. Their task is to develop strategies to keep TASC progressive with the changing environment—Managed Care Organizations and the HCBS Waiver Setting rules.

A Wellness Program emphasizes developing healthy living habits and promotion of active leisure opportunities for the people we serve. The FIT Center (Fitness Inspired Together) was opened in July, 2016 and is furnished with low impact exercise equipment specifically designed for persons with physical and mental challenges and features a simulated golf simulator. Opportunities to offer the specialized equipment and fitness activities to the general public will continue to be explored. Community organizations who may benefit from the simulated gold simulator were contacted and are considering partnering with TASC. The equipment and activities offered are unique and will not duplicate any services currently available in the community.

**The People We Serve:**

**Funding Sources:**

Private Pay	3 or 3%
Allamakee County	5 or 5%
Schools	3 or 3%
HAB	17 or 16%
ID Waiver	80 or 75%
Vocational Rehab	1 or 1%

**Where We Come from:**

Allamakee	79 or 72%
Fayette	13 or 12%
Clayton	7 or 6%
Winneshiek	5 or 5%
Howard	5 or 5%

**Ages:**

In FY'18, the ages of the 107 people we served were as follows:

age 16-17	1 or 1%
age 18-21	8 or 7%
age 22-29	20 or 19%
age 30-39	17 or 16%
age 40-49	17 or 16%
age 50-59	18 or 17%
age 60+	26 or 24%

**Quality Outcome:**

- 100% of supported community living individuals increased their community integration opportunities
- 100% of persons receiving supported community living individuals had family who played an active role
- 100% of persons receiving supported community living services reported satisfaction with services
- 100% of employers were satisfied with the services received through TASC's supported employment program
- 100% of supported employment individuals were satisfied with the services that they received
- 4 individuals moved from work crews/enclaves to their own community jobs; 8 individuals obtained competitive employment in the community
- 100% of persons served/guardians/parents were satisfied with their Dayhabilitation Program

- 99% of individuals in the Dayhabilitaiton program chose to participate in community outings (up from 92% the previous year); Participants were offered community outings several times each day
- 50+ **NEW** community activities were offered to individuals participating in the Dayhabilitation program this year

**TASC Growth 2002-2017:**

	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018
#'s served	71	75	76	81	88	96	93	104	109	115	121	125	105	112	104	109	107

**Our Community Supporters:**

We gratefully recognize the generosity and vision of those who have supported our mission through their contributions to TASC during our fiscal year July 1, 2017 through June 30, 2018. Whether it was a memorial to a loved one, an estate gift, a tribute for a special occasion or simply a gift from the heart, all are gratefully accepted and used to carry out our mission. We also extend our gratitude to those donors who wish to remain anonymous.

**Thank You**

Ross and Melanie Krambeer	Lisa Vanderkolk	Target Corporation
George and Joann Hagen	Gary and Tony Kolsrud	Shawn Tuttle
Knights of Columbus-Lansing Co. 12244	Nightcrawlers Forever	Sue Ellen White
Mayo Foundation for Medical Education and Research	Waukon Lions Club	Ellen and James Mellick
Bethany Hovden	Connie White Delaney	Old East Paint Creek Church
CMSGT C. J. and Debra S. Mettille	Matt Erickson	Betty and Ann White
Jan Baumler	Mrs. Margaret Lingreen	John D. and Leona Mettille
Knights of Columbus-Waukon	Old West Paint Creek Church	Tony & Deborah Schulte
Terry and Darla Johnson	Big Canoe Lutheran Church	Karen Schoeder
Dr. Steven and Stefanie Perkins	Mary Ament	JoEllyn and Raleigh Buckmaster
Felix Vazquez	Ray and Edna Whalen	Ellen and James Mellick
Lloyd Mathews	Brian Houlihan	Jerry and Sue Schulte
Denise Long	Carol Moe	Melody and Richard Protsman
Sheila Schulte	Allamakee Historical Society	Pat Moore
Suzanne Wessels	Monica Roderick	George and Gail Teff
	Ross and Melanie Krambeer	
	Butch and Debbie Mettille	

**Our Community Foundation:**

The Board of Directors has established a TASC Endowment Fund, now known as the Mary Ament-TASC Endowment, through the Allamakee County Foundation to ensure the agency’s future and long-term financial stability. The Community Foundation can assist doners who are contemplating planned donations for tax savings and/or estate planning.

**Our Community Employment Partners:**

Community Employment Partners are an essential piece of helping persons served achieve full inclusion. A true partnership between TASC and our business community has developed over the past thirty years. Providing quality works and supports when needed has strengthened this relationship. The Employment Specialists listen to and are responsible to the employer’s needs. The result ... solid employment opportunities. Of 15 individual placements TASC is currently working with, 10 of the 15 or 67% have retained their employment relationship for over six months and all were being paid at or above minimum wage with benefits. Four individuals have been employed less than 6 months at the end of this reporting period.

Annually employers are surveyed to determine their satisfaction level. Of the 24 surveys sent out, 14 or 58% were returned. The survey included individual placements, job crews and enclaves. All were given high satisfaction marks.

Business Partners

Quillins Food Ranch	Winneshiek County Recycling Systems
Waukon Feed Ranch	Shopko
German Farmer's Mutual Insurance	S & D Cafe'
Dee's Implement	Allamakee County Fair Board
West Side Lumber	Kwik Star – Waukon and Lansing
Allamakee County Extension Service	Waukon City Club
Allamakee County Economic Development	Waukon Feed Ranch (2 locations)
Empty Nest Winery	Hartig Drug
Northeast Iowa Community College	Robey Memorial Library
Good Samaritan Society	St. Paul's United Methodist Church
YMCA of Northeast Iowa	Luther College
Hardees	

**CARF Accreditation**

CARF (Commission on Accreditation of Rehabilitation Facilities) assists service providers in improving the quality of their services, demonstrating value and meeting internationally recognized organizational and program standards. Achieving accreditation requires a service provider to commit to quality improvement, focus on the unique needs of each person the persons serve and monitor the results of services. TASC is proud of their accreditation history with CARE. Over the past 30 years, the agency has undergone 10 voluntary CARF accreditation surveys, receiving a 3-year (maximum) award for each of the surveys. Currently, the following services are CARF accredited:

- Community Employment: Employments Supports and Job Development
- Community Housing
- Community Integration
- Organizational Employment Services
- Supported Living