

50th
Anniversary
Edition



2021 Annual Report

1237 Concord Rd., Crawfordsville
(765) 362-4020

110 S. Prairie Ave., Frankfort
(765) 659-4631

PROUDLY SERVING OUR COMMUNITY SINCE 1971!

MISSION STATEMENT

Abilities Services, Inc.'s mission is to assist people with disabilities or similar disadvantages to live and work in the community.

VISION STATEMENT

We envision communities where individuals of all abilities are respected and have an equal opportunity for improved quality of life.

VALUES

Abilities Services, Inc. expects all
To act with honesty and integrity
To professionally commit to give the best
To be responsible for our actions
To show respect to self and others
To have courage to lead
To be good stewards
To prepare to shape the future



Michelle Leonard-Smith
CEO/Executive Director
michelle.smith@asipages.com

**THANK YOU
BOARD
MEMBERS!**

Norm Reimondo, Crawfordsville – 16 years
Amy Rockhold, Frankfort – 24 years
Tim Elmore, Crawfordsville – 17 years
Wayne Williams, Frankfort – 24 years
Shan Sheridan, Frankfort – 2 years

Rita Hamm, Crawfordsville – 40 years
Gary Wehr, Frankfort – 44 years
Loren Myer, Frankfort – 12 years
Craig Leafgreen, Crawfordsville – 4 years
Joe Laskowski, Crawfordsville – 4 years

OUR COMMITMENTS TO EACH OTHER



THE PASSAGE FROM VERY GOOD TO EXCELLENT!

ASI celebrates 50 years of Disability Service to our Community

Milestones are an opportunity to look back at our successes; evaluate and learn from our shortcomings; and a reason to pause as we plan for future challenges. Abilities Services has created a proud heritage in Crawfordsville, Lafayette, and Frankfort.

Founded as a grass roots movement in the early 60's by local ARC's, Abilities Services is now a premiere community organization which provides services to clients with developmental disabilities and their families in Clinton, Montgomery, Tippecanoe and surrounding counties. We're thankful for a collective group of concerned parents and guardians who had a vision and persistence. They advocated legislatively, volunteered for a cause that was close to their heart, and gave untiringly. They desired nothing more than a voice for their children and improvement in their lives.

Our roots go back predominately to Boone, Clinton, and Montgomery Counties. By the mid 1980's Boone ARC decided to go their separate way and Montgomery County (then known as Adult Children Association with Potential for Learning) allied with the Clinton County ARC. However even with a central mission, both counties continued with their own separate identities. In Clinton County we were known as The Opportunity Center and in Montgomery County – people often referred to us as “the pallet shop”. In 1971 the Crawfordsville facility was named Disability Services and incorporated with the State of Indiana. On Oct 28th, 1991, the Board of Directors made the decision to put more of an emphasis on the positive things that were happening and made the choice to file with the State to change the name of the corporation to Abilities Services, Inc.

Changes began to happen

The Opportunity Center name and facility soon became united as Abilities Services. In 2010 our small facility in Frankfort was replaced with a beautiful 14,000 sq ft facility on the west edge of the city limits. In Crawfordsville, the pallet shop has since been closed for almost 2 decades, but the remnants of our past can still be found within our building on Concord Road. Around 1995, we were invited into Tippecanoe County to provide disability services to disadvantaged youth. Quickly we started to fill a void by offering supported living and job placement services. Soon thereafter we added a 6 bed Group Home that is still a cornerstone of our operation today.

Yes, our consumers benefited from those grassroots movements, and our advocacy since continues to provide a myriad of opportunities for people with developmental disabilities.

Within the last 15 years, we've extended our mission to encompass those with similar disadvantages. We strongly believe that the baby boomer generation and their loved ones need many services synonymous with our current service base. For that reason, we started and are rapidly growing our non-medical, personal and companion care business – Home by Choice. With a strong sense of history, passion for quality, and commitment for putting our clients first. Abilities Services is now in its 50th corporate year with a strong financial position and an annual budget close to \$5.0 million.

Tragedy brings reflection

Early in 2016 our agency was hit with 2 tragedies in the same week. The staff and clients took a personal hit, and it was quickly evident

that it was time to reinvent our day program. Prior to this ASI in Frankfort and Crawfordsville had a 14c classification with State and Department of Labor. What this meant was that we could provide a sheltered workshop where clients would work at sub minimum wage (piece rate) inside our facility. In the first quarter of 2016, the decision was made that if the clients were able to work within our building – why couldn't the clients do the same job, where they would be amongst co-workers, be able to have lunch breaks together, and even do things with co-workers after hours. Across the state, agencies like us were expanding sheltered workshops as we decided to close this service line. Clients wanting to continue to work were able to switch to Vocational Rehabilitation and acquired jobs in our local community. As winter was transitioning to spring – Abilities Services found it's self with 2 unexpected staff deaths in 5 days. The leadership team knew it was time for a complete overhaul of our day program following the sudden changes. 2 years earlier members of the Leadership Team had attended a conference and became acquainted with a consulting firm called Creative Abundance that would come on site for a few weeks and train staff to lead a new and exciting art program that revolves around upcycling of things that would normally hit the landfill. The team made the presentation to the Board of Directors, and it was quickly approved. The rest is history and both Crawfordsville and Frankfort have inclusive art hives and have made a name for themselves within the community.

2016 also brought Abilities Services together with Habitat for Humanity for an amazing partnership. Housing is always a struggle and with the help of North Central Health Services, we were able to come together with Clinton and Montgomery County Habitat for Humanity and build a 3-bedroom house in each community. Clients were able to take part in several ceremonial facets of the build and take pride in having a new home.

Change can be tough

During one of the many Leadership Team meetings in 2018 it was becoming apparent that our need for better and additional transportation was growing dire. Our Group Home vans were 10+ years old and costing every bit or more of a monthly payment just on upkeep and repairs. The calls were pouring in for services for individuals who lived out in the country and surrounding locations. As an agency, that is one thing that is unpopular we don't like to turn someone away who needs our help. After some research we were led to join the Transportation Advisory Committee group which is part of INDOT. From there we learned that they offer grants to organizations like ours and assist with the purchasing of buses and vans. In the years leading up to this we had contracted out our transportation to the Sunshine Vans in Crawfordsville and the Paul Philippe Center in Frankfort – here is where we learned change can be tough. To be eligible for the INDOT grants, we could no longer work with either one of them, as they also were grant recipients and used our demographics in their grant writing. After a 30-year partnership, we had to end the comfortable relationships and found ourselves in the transportation business! Since that time, we have been able to add 4 buses for our group homes that have been purchased solely by ASI and 7 additions to our fleet funded in part by INDOT – 4 vans and 3 buses. With

the expansion – we have been able to extend services to families throughout Montgomery and Clinton County that would not have been possible without the option for transportation.

Also, in 2018 Abilities Services was approached about joining a collaborative that was being created to provide transition services/job coaching to students in Middle School and High School. For the students to qualify for this state funded service, they need to have an active IEP (individualized education plan) or similar 504 plan. We agreed to join in with Easter Seals Cross Roads and the rest is history. This program started with 1 job coach and has blossomed in to 6 coaches and now encompasses nontraditional schools as well as brick and mortar schools in both counties under the ASI umbrella. Some of our first students have since graduated and moved on to post-secondary education or outside employment. If a student makes the decision to continue their education, the coach can continue to support them throughout their educational journey.

How did 2020 change our service delivery model?

Let's just make this perfectly clear – there isn't a person on this planet who took a job hoping to serve during a pandemic. In the early days of March 2020, the leadership team could be found glued to the daily press briefings and making in flight corrections to a plan we hoped we would never have to put in place. We knew it was getting bad when the schools closed and we made the decision to allow parents to bring in their children to the office during the day and we staffed it so the kids could complete their on-line school assignments, while we provided lunch and snacks so the parents could continue to work shifts. That fateful day when the Governor announced that we would close for 2 weeks caused the Leadership Team to go into overdrive and work through a fool proof pandemic staffing plan. By 5pm that day we had the plan in place and had delivered the message to all staff.

The next days turned in to weeks of nonstop Zoom calls and webinars as we tried to grasp every ounce of new knowledge, we could about this thing they called COVID-19. The State of Indiana was quick to check in on us and even shipped us PPE (personal protective equipment) as it was nearly impossible to buy at that time. Just as we were about to reopen, the local numbers began to increase, and the determination was made to hold off until after Memorial Day. June 1, 2020, we were proudly standing at our doors ready to welcome back the individuals that we serve and had missed for 2 months. But those doors only welcomed a few - as families were still hesitant to resume pre-pandemic life. Over the course of the next few months, clients started to return, and we were able to begin the teaching and training process of living through a National Public Health Emergency.

Before we knew it – the holidays were coming up and the case numbers were growing rapidly. A tough choice had to be made. Did the agency say that no client could go home with family for the holidays out of fear of transmission or did we do a controlled shut down which would consist of each house isolating for 14 days after the holiday to watch for signs of illness. The obvious right thing to do was a controlled shut down even though it meant losing more money – but families could still be together for the holidays. It was a success! We did end up with

a few COVID cases after clients returned home from family visits. Honestly all of our reported client cases were tracked back to family transmission during home visits so we knew our plan was working. A few staff member contracted the disease from clients but for the most part we were quite lucky. At the beginning of the shut down we lost quite a few staff over fear of contracting COVID. We ran on a skeleton crew for months as people knew that we were considered essential employees and had to be at work every day. Applications for employment all but ceased to show up in our inbox.

As an agency that is entirely Medicaid funded – we only get paid when we provide services. Luckily the team at ASI got creative and found ways to engage clients on an entirely new level for us. We started providing music therapy via telehealth. Day services went virtual and community outing meant lots of time spent outdoors learning to wear a mask. Soon it became obvious that this was going to be our new normal and it was our job to start teaching and training staff and clients how to live within pandemic times.

What does the future hold?

One of the biggest things that we are working on for the future, is a new corporate office in Crawfordsville. Our current building on Concord Rd was built in 1984 with more of an industrial purpose. The past 35+ years have seen many changes to the building, but it is landlocked, and we are about to outgrow our current site. A space that is a little less hidden would also help with us being known as the “best kept secret in Montgomery County”.

Adding service lines is also something that we are always looking in to. We really try to not be a cookie cutter facility and we recognize that not all families need the same type of services. If we can continue to add more available lines of service, then we would hope that we could prevent a family from spending quality time driving 30-60 minutes one way several times a week to get help they need for their loved one.

How can you help?

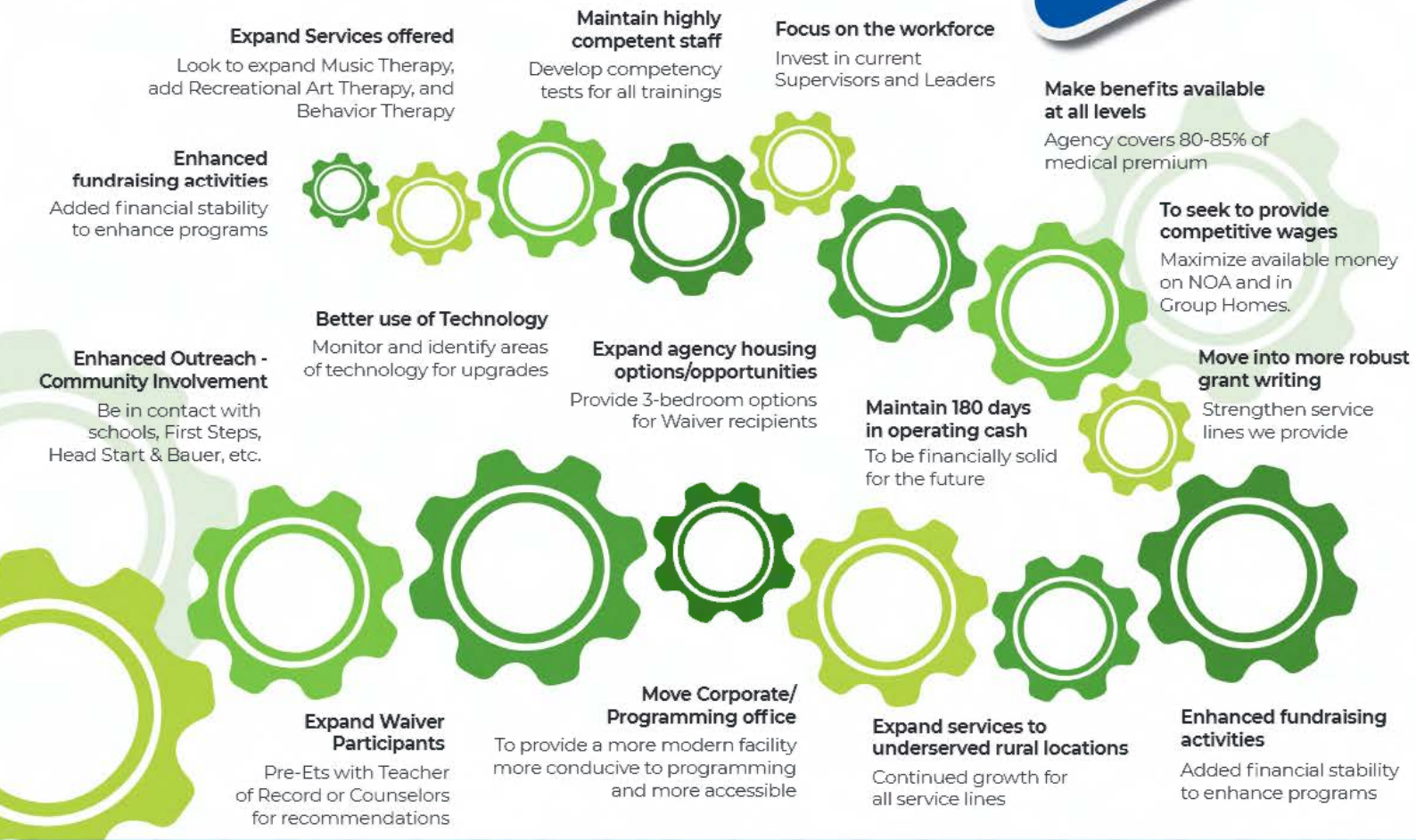
Now that you know that we are entirely Medicaid funded – donations are always welcome. But there are some things that are equally important to us. People run “sheet drives” for us! We use bed sheets in our art studio and can go through hundreds of them in a month. We all have that one closet in our house where we stash old used bed sheets “in case” we would ever need them. All we ask if you want to run sheet campaign for us is that you have them washed and ready when they are delivered as quite often when they hit the door they will begin to be used.

Do you have any contacts with local industries that you would not mind reaching out and asking if they have any left-over items like cardboard tubes, wiring, ribbon, paper, plastic trays – anything that could be used for upcycling into art that otherwise might go to the recycle center or landfill.

And this might be the simplest yet most effective way to help... Write a thank you card to a DSP (Direct Support Professional). Under normal circumstances this is a tough job – now with COVID it is overwhelming. A simple thank you even if from someone they don't know really goes a long way in making a difficult day much more manageable.

STRATEGIC PLAN

GOAL - STRATEGY



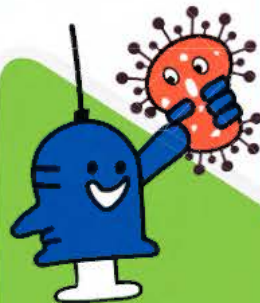
EMPLOYEE SATISFACTION SURVEY ▶▶▶

What does ASI/Home by Choice do that makes it a place where people would want to work?

- ▶ The staff actually cares about the consumers
- ▶ They are willing to work with your limitations including personal fears and hang-ups
- ▶ Insurance and benefits, potential for promotion
- ▶ Family Environment
- ▶ If you love working with people it's a great job for you! The staff at ask/home by choice is caring and supportive no matter the cause
- ▶ The job is rewarding
- ▶ The care and love we put into the job we do for our consumers to make sure they have the best quality of life in and outside of ASI
- ▶ They let them have independence and creativity where needed. Strengths are used where employees have them.
- ▶ Treat everyone equally
- ▶ Excellent team work
- ▶ Helps people & cares for others
- ▶ Work flexibility
- ▶ Rewarding to help consumers

What types of employee appreciation ideas would you like to see the agency implement?

- ▶ Gift Cards
- ▶ Extra PTO
- ▶ More community involvement
- ▶ Small gifts, lunch cards, gift cards
- ▶ Celebrations
- ▶ Company picnic
- ▶ Acknowledgment of extra efforts
- ▶ Bonuses
- ▶ Free Shirts
- ▶ Pizza Party
- ▶ Employee of the month
- ▶ Other awards



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PRE-EDUCATIONAL TRAINING SERVICES

SUCCESS STORY PERLA

Career Coach (CC) Thompson met Perla in August of 2018. It was her sophomore year of high school. She was referred to CC by her Teacher of Record. Perla is diagnosed with a specific learning disability, she exhibits weakness in verbal reason, working memory, and phonological process. On top of that, English is her second language. Perla is a sweet young lady that strives to do her best and she works hard to accomplish her goals. Perla would like to work with

animals. She enjoys volunteering at the local animal shelter and caring for her pets at home. Perla started a Career and Technical Education class her junior year. She wanted to explore her desire to work in the medical field. Perla struggle with keeping up with the medical term portion of the class. The class was too fast paced for her. She struggled with the idea that she was failing this class. CC encouraged her that maybe this is not where she was meant to be, and this

was the best way for her to discover what her abilities are. Unfortunately, Perla failed the class and was dropped from the program. Perla didn't let this get her down, she continued to work hard and graduate high school. She is continuing her studies through Ivy Tech. She has self-advocated for herself by submitting her Individualized Education Plan (IEP) to the school for accommodations, seeing a tutor twice a week for math and she studies

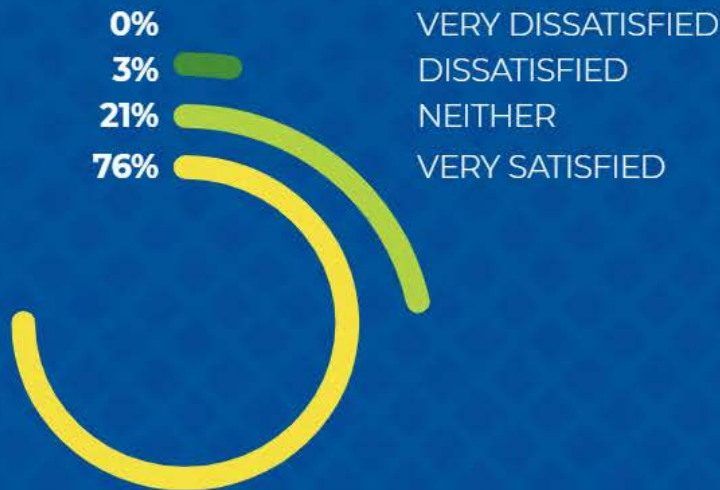
regularly to bridge the language barrier gap. Perla is succeeding in her goal of furthering her education to obtain her goal of someday working with animals as a Vet Technician. As Perla's CC, I am very proud of the young woman she has become. She has drive and determination to prove herself and a huge caring heart for family and friends (animals).

CAREER COACH-CONNIE THOMPSON

Position Summary: Responsible for providing direct services to students with disabilities ages 14-22 enrolled in the Pre-ETS program. Career coach meets with students individually or in groups, providing services in the 5 areas outlined by WIOA regulations: 1) job exploration and counseling, 2) work-based learning, 3) workplace readiness, 4) instruction in self-advocacy, and 5) post-secondary education counseling.

GOAL OF PRE-ETS: *The goal is that by the time you exit our Pre-ETS program (either because you graduate or because you and your Career Coach decide you are finished), you will have a pretty good idea of what happens next for you. Your next step may involve looking for a job, going to college, starting a training program, moving out on your own, or some other way of making the transition to adulthood. That's the fun part about transition planning...it's YOUR choice and YOUR future! You and your Career Coach will create a final portfolio for you to take with you as you exit school. Your portfolio will contain things like a resume, a list of references, and a sample cover letter – these will help you wish your next steps in life.*

QUESTION: OVERALL, HOW SATISFIED ARE YOU WITH ASI/HOME BY CHOICE AS AN EMPLOYER?



SURVEY: I LIKE THE TYPE OF WORK I DO.



SURVEY: QUALITY IS A TOP PRIORITY WITH ASI/HOME BY CHOICE.



SURVEY: THE LEADERS OF ASI/HOME BY CHOICE CARE ABOUT THEIR EMPLOYEES' WELL BEING.



SURVEY: I UNDERSTAND THE LONG-TERM STRATEGY WITH ASI/HOME BY CHOICE.



WHO WE SERVE



Did you know it costs **\$139 PER DAY** to support one of our artists?



- * FRAGILE X SYNDROME
- * PROFOUND ID
- * ASPERGER'S DISORDER
- * MODERATE-SEVERE ID
- * CEREBRAL PALSY
- * DOWN SYNDROME
- * AUTISM SPECTRUM
- * SEVERE ID
- * BORDERLINE ID
- * TRISOMY 13
- * VISUAL IMPAIRMENT
- * SEIZURE DISORDER
- * EPILEPSY
- * BLIND
- * NEUROFIBROMATOSIS TYPE 1
- * PSYCHOTIC DISORDERS
- * MODERATE ID
- * MILD ID



PROGRAMS & SERVICES

PRE-EMPLOYMENT TRANSITION SERVICES

Services that provide support and enhance existing school transition services. We want to assist you in identifying unmet needs within your school, & then provide student-centered services to meet those needs. A career coach from Collaborative will work with your staff to identify students in need of services, and the necessary consent forms will be obtained. The career coach will then develop a personalized plan for that student. Activities can be one-on-one or in groups depending upon need including job exploration & counseling, work-based learning experiences, workplace readiness, instruction in self-advocacy, and assistance with post-secondary education counseling and enrollment.

DAY SERVICES

Services are designed to help individuals with developmental disabilities become more independent in their own communities. Day services focuses on areas of autonomy that are often overlooked, such as personal or social skills. Depending on their needs, our staff assist our

consumers in learning such skills as balancing a checkbook, shopping for groceries, comparing prices at stores, doing laundry, cooking, and making productive use of their leisure time. Staff work with consumers in the agency and may also accompany them on outings, recreational activities and volunteering opportunities in the community. Services are provided in a highly structured group or individual setting

BEHAVIOR MANAGEMENT

Our Behavior Management program provides ongoing training, supervision, or assistance in appropriate expression of emotions and desires, compliance, assertiveness, acquisition of socially appropriate behaviors, and the reduction of inappropriate behaviors. As a part of the individual support team, ASI Behavior Consultants provide in home services to waiver consumers and on going supports to ASI's group home participants.

SUPPORTED LIVING IN A HOME OR APARTMENT

Through this program, individuals live in homes or apartments of their

choice or with their family members. We provide the level of care that each individual needs ranging from only a few hours a week to 24-7 supervision. At home, we help individuals with home care, personal hygiene, cooking, laundry, shopping and other daily activities

MUSIC THERAPY

Music Therapy Services means services provided for the systematic application of music in the treatment of the physiological and psychosocial aspects of an individual's disability and focusing on the acquisition of non-musical skills and behaviors

GROUP HOMES

Group homes are training facilities designed to help increase the independence of adults with developmental disabilities. Through 24-hour supervision, our staff can assist each resident with their home, community, and vocational needs. At each home, we teach individuals personal hygiene, cooking, laundry, shopping, and other life skills. ASI currently operates a six bed home in Lafayette, and eight bed home in Rossville and an eight bed home in Frankfort.

WELLNESS COORDINATION

Wellness Coordination services include the development, maintenance and routine monitoring of participants' Wellness Coordination plans and the medical services required to manage their health care needs.

JOB PLACEMENT

Our employment services provides educational and vocational opportunities to help individuals pursue their careers of choice. We help evaluate their wants and abilities, assist them with their job search and training, assist on the job once they obtain a job. And we help monitor their success within their new role. In Fiscal Year, 2018, ASI Placed 30 consumers into community employment

SUMMER PROGRAM

ASI's summer program is offered to high school students with developmental disabilities from early June to mid August. The Program offers a wide variety of activities ranging from cooking, computer skills, exercise, gardening, the arts and socialization * Scholarships available or private pay.

DO WITH
NOT FOR



PRESUME
COMPETENCE



BE PRESENT
BE INVISIBLE



REINFORCE EFFORT
OVER ACCOMPLISHMENT

BE A SHADOW
NOT AN
ECLIPSE



DON'T JUDGE
DREAMS,
SUPPORT THEM

BE OPEN TO
YES



EVERY
MOMENT HAS
POTENTIAL



WORK YOURSELF
OUT OF A JOB

GREAT
DISABILITY
SUPPORT
IS A LOT OF
LITTLE THINGS
DONE
WELL.

OPENFUTURELEARNING.ORG

INKYBRITANNY.COM



BY THE NUMBERS

DURING LAST FISCAL YEAR 07/20 - 06/21
AMONGST COVID RESTRICTIONS, WE HAD:



ASI Vehicles drove consumers 52,500 miles
Distance driven by staff taking consumers
within our community: 91,000 miles



Gas used by ASI Vehicles
3,500 gallons



Amount Group Homes purchased in food
\$50,000



Musical Therapy played by Consumers
1,100 Hours

WE WERE PRIVILEGED TO SERVE
68 TOTAL PRE-ETS STUDENTS
THIS YEAR!



FINANCIALS

Fiscal 2021 Operating Revenues.....	\$3,872,564
Fiscal 2021 Operating Net Income	\$77,231
Grants and Covid Relief Received above these amounts	\$729,770 <i>(Includes PPP Loan Forgiveness and Covid Relief Grants)</i>
Amount of lawn maintenance for all locations	\$22,700
Medical supplies purchased not covered by Medicaid	\$8,700
Amount spent on vehicle repairs	\$13,700
Amount spent of gas	\$36,00

It costs **\$139 per day** to support **ONE** of our artists at ASI.

Donations

CAN BE MAILED
TO:

PO Box 808,
Crawfordsville, IN 47933
OR VISIT www.asipages.com

Your donations contribute to effectively managing our programs and services. They also fund activities such as creative abundance art programming, birthday parties, summer barbecues, special guests, and other special occasions for our consumers. Your contribution can be earmarked specifically for a program or service, or simply given as an unrestricted gift.

Abilities Services is registered as a 501(c)(3) non-profit organization. **Contributions to ASI are tax-deductible** to the extent allowed by law. Abilities Services tax identification number is 35-1266320.

Your donation will make a difference as we:

- enhance our service delivery
- purchase safe, reliable vehicles for consumer transport
- enrich programming
- upgrade our facilities

It's not the size of the contribution that matters; what matters is the outcome your giving produces.

*Please consider a donation of **\$139 or more** to support an artist for a day at the studio.*

THANK YOU TO OUR DONORS

\$0-100

Amanda York
Clark Truck Equipment
Daniel & Shirley Ross
Ronald & Trudy Dickerson
Encompass Credit Union
Esserman's Best One Tire
& Auto Care
Frankfort Kiwanis Club
Giving a Foundation, INC
Gould Body & Paint
Halleluyah Way
Lawn Tamer
M & T Inc
Michael & Patricia Brackett
Mont. United Fund For
You, INC
Mulberry Cooperative
Telephone
Sacha Brown Farms
State Employees
Community Gamp

United Way of
Greater Lafayette
James Steele
David & Lizabeth Hart

\$101-250

Amazon Smile
FC Tucker
Hoosier Heartland
Industrial Federal
Credit Union
Kappa Kappa Kappa
NHK Seating of America Inc
TCB Farms
The Farmers Bank
Richard Vanarsdel
Frontstream

\$251-1000

Network for Good
Montgomery County
Community Foundation
Lois Miles

Kroger Supermarket
John Zachary III
G Arald D Gill Fund
Crawfordsville Paper
Products

\$1001-5000

Carol Cook
Clinton County Treasurer
Montgomery County
Treasurer



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Abilities Services, Inc