

# FUTURES UNLIMITED, INC. PERFORMANCE EVALUATION REPORT FISCAL YEAR 2024 JULY 2023 – JUNE 2024

**Mission: to assist individuals in Livingston County as they achieve independence and develop the skills needed to live and work successfully in our community.**

*Futures Unlimited, Inc. annually reviews all programs and business operations to ensure that agency clients receive high quality and individualized services. Data from agency programs, business practices, satisfaction surveys and client characteristics are reviewed for trends and used to evaluate satisfaction, efficiency, effectiveness, and service access. This report is a summary of this assessment and will be used to identify strengths as well as areas for service improvement.*

## PROGRAMS AND SERVICES

### COMMUNITY INTEGRATED LIVING ARRANGEMENT (CILA)

The CILA program remained relatively stable during FY24. During the year, the Mill Street home was closed for financial reasons and all residents were moved to the reopened Division home. No one was displaced and there were no disruptions to services. At the beginning and end of the year, Futures Unlimited, Inc. (FUI) operated two CILA homes providing 24-hour residential services for 7 individuals.

**AT A GLANCE**

- 7 Clients in July 2023
- 7 Clients in June 2024
- 24-hour staffing
- All residents have own bedrooms for privacy
- Program in operation 34 years

Location of CILA Homes	CILA Residents as of June 2024		
	Men	Women	Total
Blackhawk Drive	4	0	4
Mill Street	Home closed in FY 2024. All residents were transferred to reopened Division Street		
Division Street	3	0	3
Totals	7	0	7
No new/lost residents in FY 2024			

This year CILA residents ranged in age from 32 to 76 with an average age of 51. The residents had a variety of disabilities, including 23% with a diagnosis of Severe Intellectual Disability (ID), 38% with a Moderate ID diagnosis and 39% with a Mild ID. Additionally, 38% had an Autism diagnosis and 23% were non-verbal.

As noted above, staffing challenges continued to impact the program. This year 5 CILA staff members left agency employment, 2 for personal reasons/retirement, 2 upset with job/co-workers and one unknown. The agency was only able to hire 2 new CILA staff and they remained employed through the end of the fiscal year.

The CILA program has been in operation at FUI since 1990. From FY09 through FY19 the program consistently provided services to 20 to 23 residents annually. During the past five years, the number of residents decreased notably. At the end of FY20 there were 17 residents, and this decreased to 14 at the end of FY21, 13 at the end of FY22 and just 7 at the end of FY23 where it remained through FY24. In spite of these challenges, staff continue to focus on community inclusion, supporting residents to visit local and area shops, restaurants, and parks and to participate in community activities.

**COMMUNITY DAY SERVICES (CDS)** are provided to individuals with intellectual disabilities, with

**AT A GLANCE**

- Program focuses on Community Integration
- 73 clients – full and part time
  - 41 at Torrance Ave site
  - 13 at MB Taylor Learning Center
  - 19 at Dwight Learning Center

the goal to provide educational and social experiences as well as supporting persons to participate in community activities of their choice, while developing and reinforcing adaptive living skills, positive behaviors and social skills

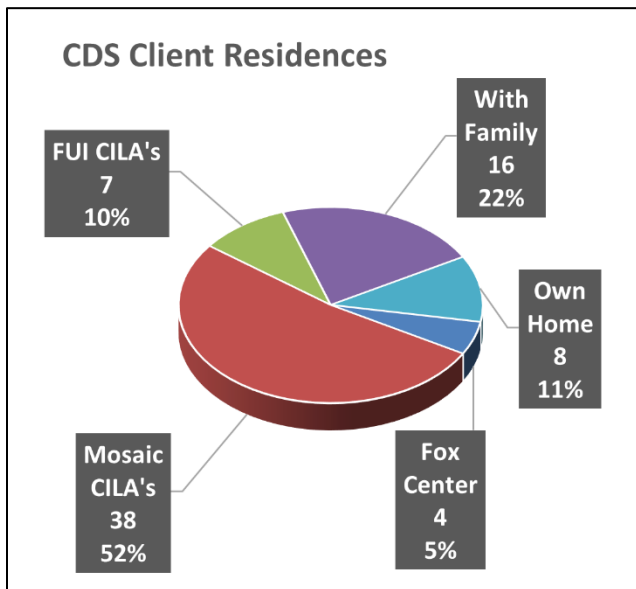
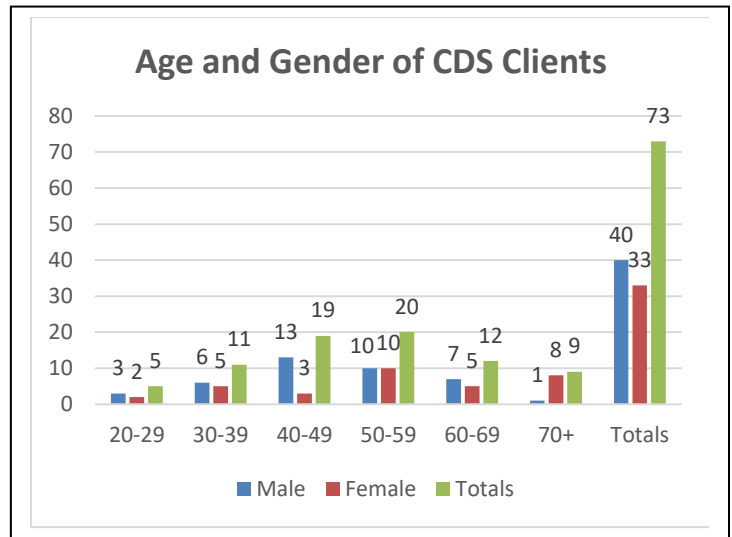
This year 73 individuals attended Community Day Services (CDS) in-person, either full or part-time.

One individual new to services, one attended but discontinued services during the year, and one is on a waiting list to return.

There was one client who was discharged from the CDS program during the year for medical reasons.

The following data and charts reflect the CDS program demographics for the 73 individuals who attended services during FY24.

Persons in the CDS program range in age from 25 to 81. This year 54% of all CDS clients are age 50 or older and 7% are age 20-29. We had a group of individuals leave between FY 23 and 24 in the middle age range (40-59) but time does march on and so the numbers have stayed fairly consistent.



The clients who receive services in the CDS program live in a variety of situations. All of the individuals who live in a FUI CILA attend FUI CDS services. 16 individuals live with family 8 own their own home, 4 reside with the Fox Center and 38 live in a Mosaic CILA.

There are two areas of concern when looking at future participation in the CDS program. One, there is a growing trend to Home Based Support where individuals seek services in their home with family members and not in a traditional training program. Second, Mosaic currently does not offer a training program in the Pontiac area. If they choose to start one, it is likely many of the individuals who currently live in a Mosaic home will choose to receive services with Mosaic.

<b>Other Disabilities</b>	<b>FY 24</b>	<b>FY23</b>	<b>FY22</b>
Non-Ambulatory	<b>24 32%</b>	<b>23 30%</b>	<b>33%</b>
Mental Illness	<b>22 30%</b>	<b>26 34%</b>	<b>30%</b>
Cerebral Palsy	<b>21 29%</b>	<b>21 28%</b>	<b>24%</b>
Non-Verbal	<b>19 26%</b>	<b>17 22%</b>	<b>32%</b>
Seizure Disorder	<b>19 26%</b>	<b>19 25%</b>	<b>30%</b>
Visual Impairment	<b>11 15%</b>	<b>10 13%</b>	<b>13%</b>
Autism	<b>9 12%</b>	<b>11 14%</b>	<b>15%</b>
Medical Issues	<b>9 12%</b>	<b>11 14%</b>	<b>15%</b>
Hearing Impairment	<b>5 7%</b>	<b>6 8%</b>	<b>8%</b>

Many CDS clients have multiple disabilities as indicated in the chart to the right. Almost one-third of CDS clients are non-ambulatory and a similar percentage have a mental illness diagnosis. 25% have a seizure disorder and 28% have a Cerebral Palsy diagnosis. The chart to the left provides data on the additional disabilities of CDS clients and provides a comparison to the last 2 years.

FUI operates two CDS training sites in Pontiac and one in Dwight, however the program focuses on supporting individuals to spend time in the community, at restaurants, local rec centers, stores, libraries, parks, and at a variety of community activities. Volunteer opportunities are also available for individuals in the CDS program and this year 14 individuals volunteered through the Salvation Army.

A small group of CDS clients also earned training wages during the year, primarily in the production department earning a total of \$7,639. This is a significant decrease from the above \$50,000 two years ago. A survey of CDS 44 clients indicated that 89% agree they have choices in activities they participate in while at FUI, with 7% indicating they sometimes have choices. This is a decrease from prior years, likely caused by the closing of Seedballz and letting the 14C certificate expire which reduced the number of employment opportunities available for clients. No clients indicated they do not have choices of activities.

**LIVINGSTON COUNTY ADVOCATES IN ACTION (LCAA)** is a self-advocacy group open to both FUI clients and community members that promotes disability awareness, accessibility and service improvement. It is supported by FUI staff. This year 15 FUI clients participated in LCAA, meeting both in-person (9 meetings) and virtually (6 webinars). Monthly meetings helped to teach skills in self-advocacy and to practice positive communication skills. LCAA members can also be involved on the state level, as a member of the Illinois Council on Developmental Disabilities.

**Civic and Inclusive Clubs** FUI clients also have the opportunity to participate in other civic organizations. This year clients participated in Atkion Club (5 clients), A.I.R. (22 clients), Vermillion Players (2 clients) and Rotary (1 client).

**EMPLOYMENT SERVICES** A total of 76 individuals received services through the Employment Services (ES) program at Futures Unlimited, Inc. in FY24. An additional 9 individuals applied and came in for an intake but did not start services. Since the Covid-19 pandemic there have been a limited number of individuals seeking services, despite ongoing community outreach. As shown below, although there was a slight uptick in number of individuals receiving services in 2024 from 2023, the overall participation in the program is 56% of where it was in 2019 (pre-COVID).

**AT A GLANCE**

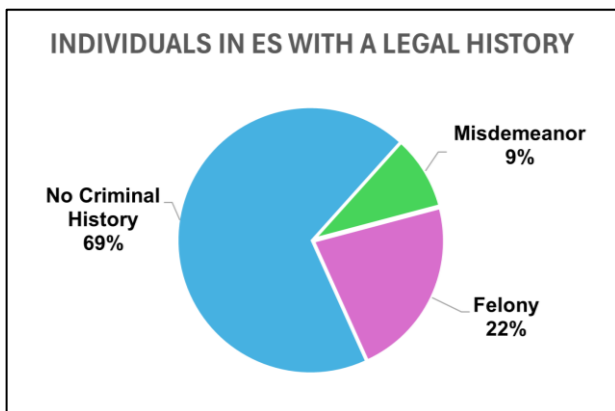
- 76 individuals in ES
- 36 new to program in FY24
- 50% have mental health diagnosis
- \$81,551 wages paid to ES clients for contract and production work

Age	Less Than 1 Year of Services			More Than 1 Year of Services			Total ES Trainees FY 2024
	Males	Females	Total	Males	Females	Total	
16 – 19	3	1	4	2	0	2	6
20 – 29	9	3	12	8	4	12	24
30 – 39	4	3	7	3	2	5	12
40 – 49	6	2	8	4	2	6	14
50 – 59	1	2	3	4	5	9	12
60 +	1	1	2	2	4	6	8
<b>Totals</b>	<b>24</b>	<b>12</b>	<b>36</b>	<b>23</b>	<b>17</b>	<b>40</b>	<b>76</b>

ES clients are categorized by the length of time they have received FUI services, with one group made up of individuals who have been at FUI for less than one full year, and all others who have received services for more than a year.

Trends over the last 10 years have been that close to 45% of individuals receiving Employment Services were under age 30. For FY24, this declined slightly to 39%, likely due to the general aging population and the number of individuals who have been receiving services for longer than one year.

Fiscal Year	ES Clients under age 30/Total Clients	% under age 30
FY 2024	30 / 76	39%
FY 2023	29 / 61	48%
FY 2022	33 / 77	43%
FY 2021	35 / 83	43%
FY 2020	39 / 106	37%
FY 2019	61 / 135	45%
FY 2018	73 / 167	44%
FY 2017	68 / 162	42%
FY 2016	72 / 146	49%
FY 2015	85 / 190	45%



Past or present legal problems can often be a barrier to employment. This year 18 of the ES clients (50%) who have been at FUI less than a year have a felony or misdemeanor conviction, but only 15% (6 of 40) of the longer-term clients do.

During the past 10 years data has been tracked on clients with legal convictions. This year 31% of all ES trainees have been convicted of a crime. During the previous seven years the number of individuals in the ES program with a misdemeanor or felony conviction ranged from 27% to 49% each year.

The 76 individuals in the program range in age 18 through age 60, 40 of which have been receiving services for longer than one year. They have a variety of disabilities. The following are their primary disability.

- 39% Mental Illness
- 28% Developmental Disability
- 13% Medical/Physical
- 9% Learning Disability
- 21% All Other

Several individuals in the ES program have more than one disability or diagnosis:

- 36 individuals (47%) have a mental health diagnosis, either as their primary or a secondary diagnosis (48% in FY23, 49% in FY22, 61% in FY21, 64% in FY20, and 61% in FY19).
- 3 individuals (7.5%) have been identified as having a past or current substance addiction (7% in FY23, 9% in FY22, 7% in FY21, 8% in FY20, and 12% in FY19) but it was not listed as their primary diagnosis.

**Job Placement and Supported Employment services are offered at FUI to support individuals in obtaining community employment.**

**JOB PLACEMENT** According to a recent Gallup poll, people work to survive, to gain status, for social interaction, to learn skills or to gain a sense of purpose in their life. Men and women with disabilities often want a job for similar reasons, however getting hired and maintaining employment can be more challenging. This year 24 FUI clients were hired at 27 community jobs. This is a comparison to past years:

**AT A GLANCE**

- 24 Clients obtained 27 jobs
- Average hourly wage of \$14.58
- Placement assistance includes:
  - Job search and referrals
  - Resumes-applications-interviews
  - Skills for job success
  - Supports to maintain job

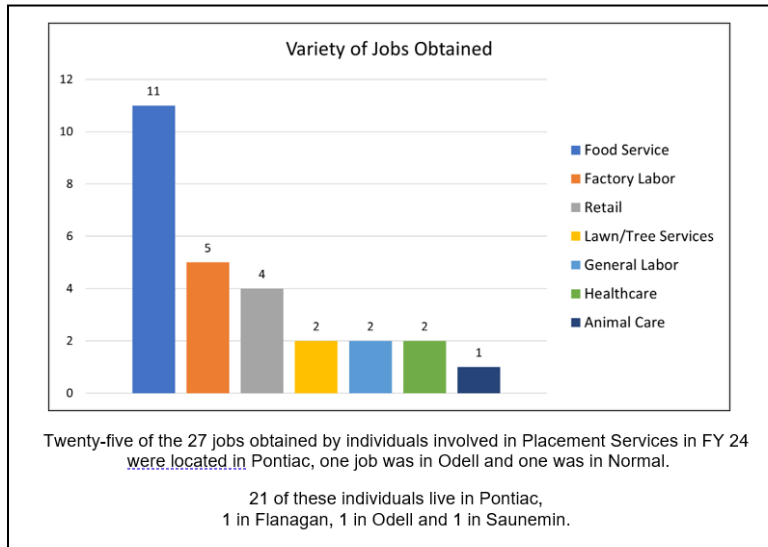
FY24	24 clients	27 jobs
FY23	16 clients	21 jobs
FY22	17 clients	19 jobs
FY21	17 clients	19 jobs
FY20	35 clients	41 jobs
FY19	39 clients	44 jobs
FY18	52 clients	64 jobs
FY17	47 clients	62 jobs
FY16	46 clients	52 jobs
FY15	55 clients	71 jobs
FY14	63 clients	83 jobs

Covid-19 significantly impacted job placements in recent years. There were reduced job placements starting in FY21 and there has been a slow increase in subsequent years. Outreach continues to both secure new individuals who need assistance with finding jobs and find new job placement sites. Interest remains low from individuals seeking employment. Due to multiple economic factors, there has been a decrease in the number and type of companies/jobs available to offer for placement in the area.

The 24 individuals in this program range in age from ages 19 to their upper 60's and earned an average hourly wage of \$14.80. Many of these individuals have barriers to employment, which is one of the reasons they seek our services. Barriers include, but are not limited to: legal problems, mental health and/or substance abuse history or inexperience due to age. The chart at the right compares these factors over the last three years.

The chart below offers insight into the types of jobs individuals receive after training.

Data on Barriers for Placement Clients	% in FY24	% in FY23	% in FY22
Under Age 30	29%	25%	41%
Mental Health and/or Substance Abuse History	54%	69%	76%
Misdemeanor or Felony Conviction	50%	50%	53%



Funding for this program is through a milestone contract with the IL Dept. of Human Services-Division of Rehabilitation Services (DRS). Benchmarks of 15, 45 and 90 days of employment are paid for each DRS eligible client. During FY24, staff provided both in-person and virtual supports, and 16 individuals met the employment goal of 15 days, 13 met the 45-day goal and 9 met the 90-day goal. 92% of the milestone placement contract was met.

**SUPPORTED EMPLOYMENT (SEP)** is a program offered to individuals who have not previously held a community job or have been unsuccessful in maintaining employment. Job Coaches are available to provide on-the-job training and supports to learn job tasks and soft skills for job success.

**AT A GLANCE**

- 12 Clients
- 3 new clients
- 9 Businesses hired SEP clients

During this time, coaches also work with supervisors and co-workers to provide natural supports. This allows coaches to fade from the job site while still being available for assistance as needed, both at and away from the worksite. This program provides more intensive and longer-term supports than the Job Placement program.

This year 11 men and 1 woman who ranged in age from 23 to 60 participated in the program. Most preferred to work part-time, working an average of 12.5 hours weekly and earning an average of \$14.58 per hour. Individuals worked at 9 different area businesses and employers provided positive feedback with the program. Individuals worked in the following industries:

- Food Service
- Retail
- Janitorial Services

**FUI made changes in some programs and services during FY24 and prior years to best address client needs and interests, and in response to community input and shifting business and operational demands. These included the following microbusinesses:**

The **Community Contracts** program that provided contract work to area businesses (primarily janitorial) and paid job training for clients was discontinued last year. The program had operated at a deficit for many years, primarily due to the elimination of the 14C Certificate.

**Deluxe Details**, a vehicle detailing operation that started in 2012, had a reputation for providing excellent quality work. It operated in an unheated building, and therefore was limited to seasonal work. The first few years were the most successful, but earning less than \$5k annually. The operation saw its' last customer in June, 2021.

**Production Services** provides work training for FUI clients with primary jobs of labeling, sorting, packaging and inspection work for area businesses. **Managed Services** also provides sorting, inspection and rework of products primarily for Caterpillar and CAT suppliers. Both Production and Managed Services are Certified to ISO 9001:2015 by TUV Rheinland.

In past years the clients who participated in work training in these departments were paid on a piece-rate basis, depending on productivity; many persons became proficient at the work and earned above prevailing wages. The Federal Department of Labor is moving toward ending sub-minimum wage certificates (14C) and to prepare for this, FUI opted begin paying an hourly wage for all work done by clients during FY23 (January 2023). This will benefit some individuals but may impact others who are unable to produce at certain levels after a training time and can no longer receive this type of training.

**SeedBallz** is another agency microbusiness that provided work training opportunities, primarily for individuals in the CDS program, making rolled balls of various flower and herb seeds. This business was purchased in FY15; at the end of FY23, the agency made the difficult decision to search for a buyer for SeedBallz, which officially closed on October 6, 2023. Changes in training wage policies (see above paragraph) and retail trends have made this a less viable operation for the agency. The agency still seeks a buyer for the business and in the process of liquidating the assets.

**FUI provides supports for individuals who choose to live independently or semi-independently in their own home or apartment. These services are funded by two different sources, the Illinois Department of Human Services (IDHS) and the Livingston County 377 Board. These two programs are described below.**

**IDHS HOME BASED SUPPORT** services are provided to both individuals who live with family members and those who live in their own home. These services are self-directed by the individual who hires their own support worker and selects services that best meet their needs. Some individuals do this independently, while others seek help from FUI staff to secure services and support workers for them. When FUI provides this assistance, the agency receives a small amount of revenue, which is limited to 3 hours monthly for each individual. These IDHS funded services can include:

- Participation in Community Day Services
- Home Health Care
- Assistive Technology
- Job Coaching
- Support workers for days, evenings, and evenings
- A variety of other supports as desired

#### **AT A GLANCE**

- 39 active clients
- 1 new HBS clients
- All have intellectual disability
- Clients ranged in age from 22 to 83; average age was 39
- Clients from 10 communities in Livingston County

The state of Illinois has funded this program for more than 15 years, and it was developed as an alternative to 24-hour residential services. Eligibility for this program is through a lottery system using the PUNS database (Priority for Urgency of Need for Services).

**COMMUNITY SUPPORT** services (CS) are funded by the Livingston County 377 Board and are

**AT A GLANCE**

- 5 Individuals received supports
- 609.75 hours of support provided
- 28.25 hours of transportation provided

provided to individuals who have an intellectual or developmental disability and have significant needs, but are not eligible or not yet receiving state-funded residential supports (i.e. CILA or Home Based Support). This year 5 women received assistance through this program. During the year one of the

women became eligible for the IDHS Home Based Support Program and another moved to a local Supported Living facility.

Services are individualized and help to teach and reinforce independent living skills such as meal planning, food preparation, shopping, budgeting and bill paying, caring for their home and attending medical appointments and social activities.

**Behavioral Health Clinic** A behavioral Health Clinic (BHC) is another opportunity to provide more in-depth mental health, psychotherapy, crisis support and case management services to our existing clients with a longer term goal of offering these services to the greater Livingston County residents. In October 2023, FUI hired a Licensed Professional of the Healing Arts (LPHA) to start and build the program. The initial first year start-up costs, including technology and staff wages are being off-set by the 708 Board of Livingston County. One internal FUI employee transferred into the department in May of 2024 to begin training with the goal of hiring additional therapists. Therapists are/will be certified to deliver the IAM CANS assessment, which will help provide more accurate mental health diagnosis to better serve our clients and public.

The first clients were seen on March 12, 2024 with 31 clients actively seeking services at the end of FY24.

**REPRESENTATIVE PAYEE SERVICES** were provided to 22 individuals that the Social Security Administration determined require assistance to manage their benefits. FUI was approved as an organizational payee in 2011, and can charge a modest fee to provide this service. Revenue totaled just over \$9,748 for this support service in FY24. FUI also provides this service to 7 CILA residents with no additional fee charged.

**AT A GLANCE**

- 22 Individuals receive payee services
- 4 Are not involved in other FUI services
- 8 Also receive Employment Services
- 4 Also receive Community Day Services

The 12 men and 12 women who receive payee services range in age from 20 to 69. They have a variety of disabilities, including 10 with an intellectual disability and 6 with a primary diagnosis of mental illness. All live in their own home or apartment with 7 in a FUI CILA home. During the year, 1 individual discontinued payee services.

**CLIENTS DISCHARGED FROM AGENCY SERVICES** During FY24 there were 37 clients discharged from agency programs, lower than the prior year of 50, and notably less than the 12-year average of 73. Individuals were discharged from the following programs during the year:

- 33 from Employment Services
- 1 from Community Day Services (CDS)
- 0 CILA
- 0 from Supported Employment
- 2 from Home Based Support
- 1 placement only

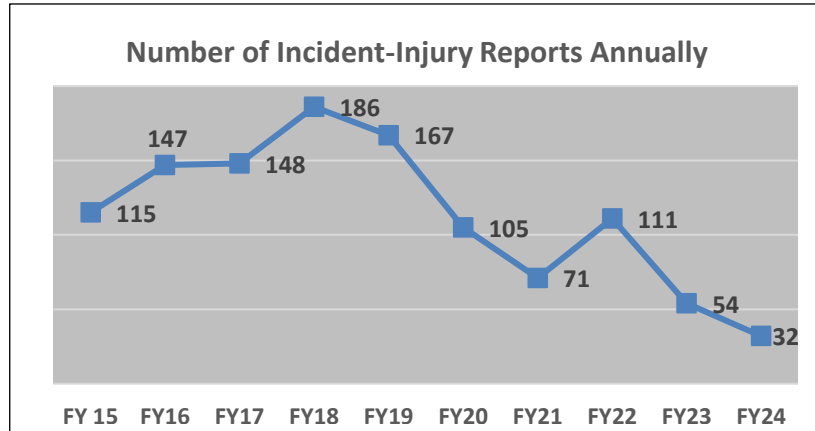
In past years the majority of individuals discharged were from Employment Services (an average of 89 persons over the previous 6 years). There was a 9% increase in the number of individuals leaving the county and a 14% increase in the number of individuals we are unable to contact or locate. All other discharge reasons are within trends and historical norms with no significant changes.

<b>Reason for Discharge</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>	<b>FY21</b>	<b>FY20</b>
Obtained Community Employment	11%	10%	30%	41%	33%
Unable to Contact / Locate	24%	10%	14%	7%	26%
Deceased	8%	4%	5%	9%	3%
Health	14%	6%	7%	11%	3%
Not Following Policies	11%	2%	12%	13%	13%
Moved From County	19%	10%	5%	7%	7%
Not Happy / Interested in Services	5%	8%	16%	11%	9%
Did Not Continue-Reason Unknown	5%	0%	7%	0%	3%
Department of Corrections / Jail	3%	8%	5%	2%	4%
Staffing Shortage in CILA and CDS	0%	42%	0%		

## AGENCY OPERATIONS

**Health and Safety** Futures Unlimited, Inc. (FUI) reports and tracks all injuries that occur to individuals while receiving services, as well as staff members and guests, regardless of the severity of the injury. During FY24, there were a total of 32 injury reports. This chart is a breakdown of injuries reported quarterly in each department. Injuries occurred during all quarters of FY24, with most during the first half of the year. This year staff injuries accounted for the majority of reports. Most of the client injuries occurred in the CDS (Community Day Services) program and 10 of the staff injuries were also for staff working in this program.

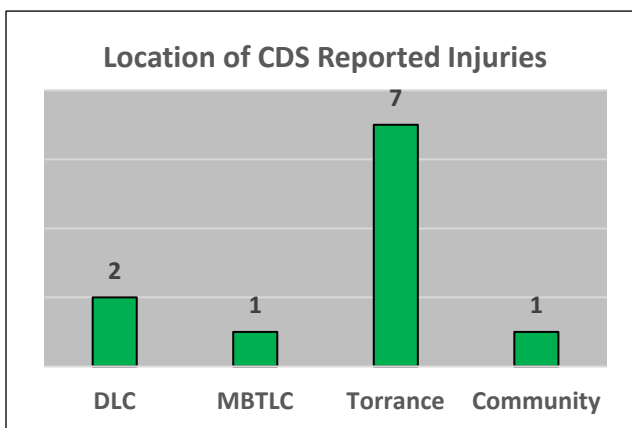
There was a notable decrease in reports from last year and this was the lowest number of reports in the past 10 years. The chart at the right reflects the number of injuries reported during the past decade. In past years, the majority of injury reports were generated from CILA home residents. This year there were only 2 resident injury reports and 5 staff injury reports.



**CILA RESIDENT INJURY** reports totaled 2 this year, compared with 9 reports last year, 55 reports in FY22, 54 in FY21, 34 in FY20, 63 in FY19 and 75 in FY18.

The individual listed in these 2 reports was pushed to the floor by a housemate and sustained bruising to his lower back. His physician was notified, but no treatment was required. There were 2 reports for this incident, as one was completed a day later when bruising was noticed.

This year there were just 7 residents living at agency CILA homes, compared with 13 at the beginning of FY23, and 20 during previous years when the number of reports were significantly higher.



**COMMUNITY DAY SERVICES (CDS)** recorded the highest number of injury reports during FY24 compared to other departments. There were just 11 client injuries, while the 10-year average was 48.

	# of Reports
FY24	11
FY23	33
FY22	21 *
FY21	8 *
FY20	51
FY19	79
FY18	82
FY17	71
FY16	73
FY15	46

\*Limited attendance due to Covid-19 restrictions in FY21 and FY22

See annual data at the right. None of these injuries required outside medical attention. Injury reports this year were for a variety of different reasons. There were 6 injuries from falls, including 2 that occurred due to inclement weather. Other reports included 1 injury resulting from peer aggression, 1 from self-injurious actions, and 3 accidental scrapes.

**EMPLOYMENT SERVICES, SEP, PRODUCTION, MANAGED SERVICES and MANPOWER** clients accounted for just two incident/injury reports during FY24, similar to the number of reports during each of the past 5 years. Both were from falls and no medical treatment was required in either case.

**STAFF INJURIES** This year there were 17 injuries to staff members, up from 11 in FY23, but significantly less than the 10-year average of 24 staff injuries. Causes of staff injuries this year included 3 falls, 6 from aggressive client behaviors, 4 wheelchair/lift related injuries, 1 back strain from lifting, and 3 from cuts while assisting in the loom room. Three of these injuries required medical attention.

This year there were 6 injuries related to aggressive client behaviors, compared to 2 last year. Three occurred in the CDS program and 3 at the Blackhawk CILA home. This is different from two years ago when 25 staff injuries took place at one of the CILA residential homes.

**SUMMARY** There were just 32 injury reports in FY24, compared to 54 injury reports in FY23, 111 in FY22, and to the 10-year average of 114. Making a comparison to the past few years is difficult, as Covid-19 pandemic restrictions changed how the agency was able to provide services in FY21 and FY22 and there are just 7 CILA home residents this year compared to 20 a few years ago. Some of the FY24 injuries required first aid at FUI, but 3 staff injuries required medical treatment. None of the client injuries required medical attention.

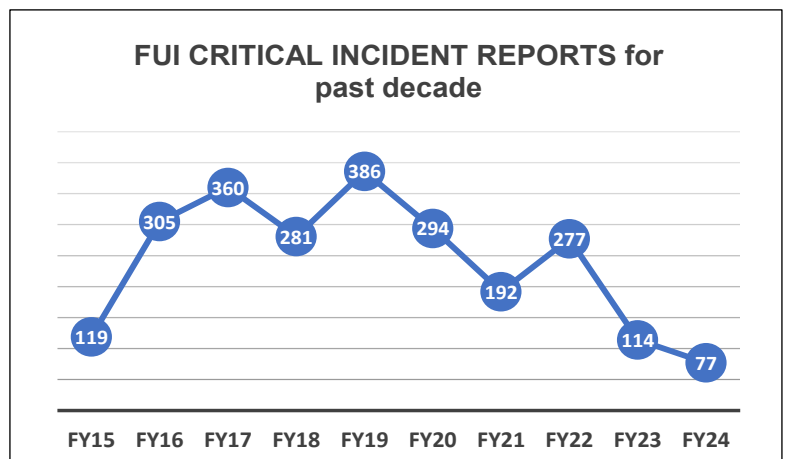
This year there were 12 mobility-related injuries and falls, compared to 8 last year and 30 in FY22. Injuries caused by aggressive behaviors also decreased notably, from 53 in FY22 to just 8 this year (1 peer-to-peer in the CILA home, 1 peer-to-peer in CDS and 6 peer-to-staff incidents). There were also 8 of these aggressive behavior injuries last year. There were also 4 staff injuries related to wheelchairs and chair lifts.

Futures Unlimited is committed to providing a safe work and training environment. All staff are required to attend annual safety trainings on topics including safe lifting, ergonomics, infection control, safe transportation, emergency evacuation, universal precautions, and a variety of other safety related topics. 75% of staff in all departments and 100% of CILA and CDS staff maintain CPR and first aid certifications, and staff and clients regularly participate in safety drills. Safety reminders are provided at staff meetings and in weekly newsletters. Clients also attend regularly scheduled safety trainings.

**Critical Incidents** There were 80 critical incident reports related to 77 incidents during FY 24. This included the following incidents reported during each quarter:

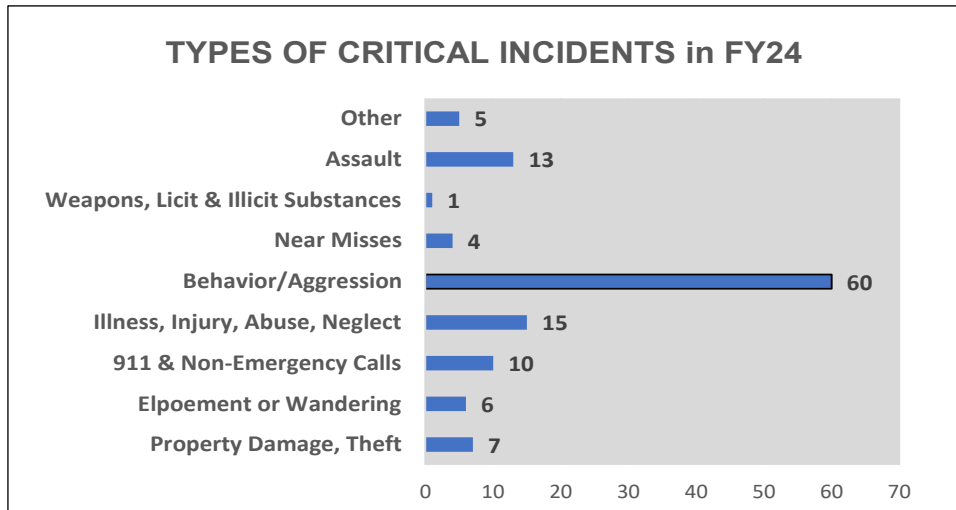
1 <sup>st</sup> quarter	29 incidents
2 <sup>nd</sup> quarter	25 incidents
3 <sup>rd</sup> quarter	9 incidents
4 <sup>th</sup> quarter	14 incidents

The chart at the right indicates the number of reports in each of the past 10 years. This is the least number of reports in over a decade. During this timeframe there was an average of 241 reports annually and in 6 of the past 10 years there were more than 3 times as many critical incidents reported. There was a significant increase in critical incident reports made starting in FY16. Some of this can be attributed to better staff education regarding the importance of consistent reporting. During this timeframe, FUI provided services to more individuals with specialized needs and more challenging behaviors. This was not the case during FY23 and FY24,



as the few clients involved in many of these incidents are no longer receiving FUI services.

**TYPES OF REPORTS** The chart below shows the type and number of critical incidents that took place in FY24. Some reports indicate more than one type of incident in an event; for example, an occurrence may have included both an aggressive behavior and property damage, or an injury report may have also included a 911 call. This year, as in all past documented years, most reports (78%) included behavior incidents involving aggression.



Some trends were noted in the FY24 reports, which include:

- **Aggressive and inappropriate behavior incidents** accounted for 78% of all reports this fiscal year, which is typical of all past years. Most of these incidents were for behaviors toward other clients/residents, staff, for self-injurious behaviors or general inappropriate behaviors.

In past years there were significantly more reports involving aggressive behaviors; however, the percentage has been fairly consistent, with the exception of FY23 when there was a notably lower percentage. During the past two years FUI provided services to less individuals in both the CILA and Community Day Services (CDS) programs. In FY22, 95% of all Critical Incident Reports were generated from these two programs. This year 64 incidents (83%) occurred in these two programs.

Year	Total # of Behavior Incidents Reported	% of all Critical Incidents Annually
<b>FY24</b>	60	78%
<b>FY23</b>	74	65%
<b>FY22</b>	229	83%
<b>FY21</b>	176	92%
<b>FY20</b>	243	83%
<b>FY19</b>	341	88%

There were three individuals involved in 50 of the 77 (65%) reported critical incidents this year. Two of these individuals reside in two different FUI owned and operated CILA homes and attend the FUI CDS program at Torrance Avenue. The majority of the reports took place at their home. The other individual receives services at the Dwight Learning Center and resides in a home operated by another agency.

- The number of reports related to **property damage and threats** decreased significantly, when in FY23 there were 17 incidents reported and this year only 7. Six of these were related to property damage, most involving incidents at CILA homes that also involved aggressive behaviors. One involved damage to a van when a resident closed the garage door onto the van. The very minor theft also occurred at a CILA home when a resident tried to take something from a staff person.

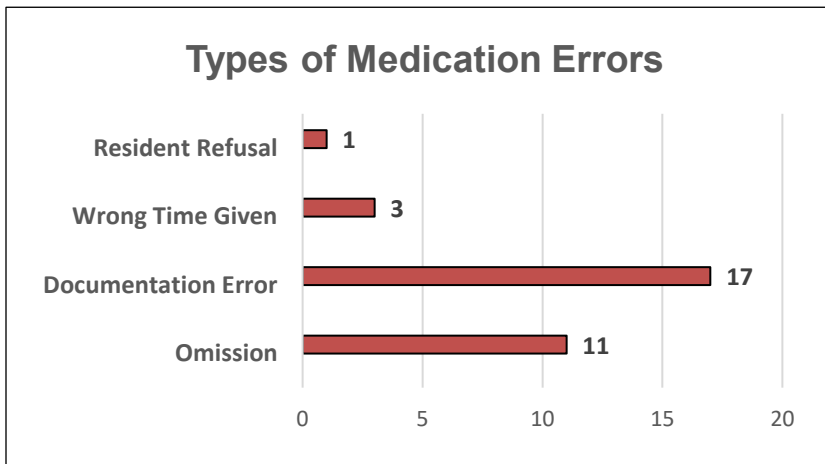
- This year there were 9 calls made for **911 emergency assistance**, including 7 for medical emergencies. Two of the 911 calls were for police support at the Blackhawk CILA home and involved the same resident. He is now receiving support through the Behavioral Health Clinic and the IL DHS Support Services Team while he continues attending the FUI CDS program and living at a FUI CILA home. During the past decade the calls for 911 assistance ranged from 5 to 25 annually. During FY24 there was also one call made to the Pontiac police non-emergency number for assistance with a suspicious vehicle in the parking lot of the MBTLC site.
- This year there were 7 reports related to **illnesses**, 6 for **injuries**, and 2 for **abuse and neglect**. The abuse and neglect reports were forwarded to the State of Illinois as required. The state agency then completes an investigation and determines if there is a finding of abuse or neglect. One report involved possible neglect at another agency and the other related to staff at a group home.
- The 13 reports that included **assaults** all resulted from behavior incidents. Most were for striking, poking or throwing an object at peers, or for doing the same to staff. This year staff members sought medical care as a result of two of these incidents.
- Elopement and wandering reports totaled 6 during the year, down from 11 in FY23. These all occurred while the client was attending the CDS program at the Dwight Learning Center or the Torrance Avenue site. None of the individuals were actually out of staff site during these incidents, as staff followed as appropriate to ensure safety.
- **Near miss** incidents included one individual who fell into a very shallow area of a pond while fishing, a situation involving a wheelchair lift on a van, a near miss involving an agency van in traffic and the oven at a CDS site that was turned on to the cleaning cycle without staff knowledge. None involved injuries.
- The **additional incidents** included one report of a theft, one of a client death, one of a CILA resident who improvised a weapon, and 3 for sexual harassment.

**LOCATIONS OF REPORTED INCIDENTS** Critical Incident Reports were generated from the following departments and locations during FY24:

- 15 @ Community Day Services - Torrance Avenue site (19%)
- 14 @ Community Day Services - Dwight Learning Center (18%)
- 1 @ Community Day Services - MBTLC, Pontiac (1%)
- 4 @ Community Day Services - In Community (5%)
- 8 @ Blackhawk CILA Home - (10%)
- 21 @ Mill/Division CILA Home - (27%)
- 2 @ Employment Services-Production - Torrance Avenue (3%)
- 8 @ Community - General community and Special Olympics games/practices (10%)
- 4 @ Other location - (5%)

The Mill/Division Street home had the most reports of any site. The majority involved two housemates that bickered, with one often trying to bully the other. Staff have been careful to defuse the situations as they occur and report all incidents, no matter how minor.

**Data in the following two sections, Medication Errors and Exposure to Communicable Diseases are not included in any of the above statistics.**



**MEDICATION ERRORS** during FY24 included 29 reports, all occurring at agency group homes, with some reports including more than one type of error. This compares to previous years, with 14 reports in FY23, 40 reports in FY22, 44 in FY21, and 49 in FY20. In FY23 and FY24 there were just 7 CILA home residents, compared with 20 residents in FY20. None of the errors this year required medical treatment and there did not seem to be a pattern related to staff involved. During FY24, prescribed

medications were passed over 6,900 times; this included over 38,000 medications given, as some residents are prescribed numerous medications.

Documentation errors usually occur when staff forget to sign or initial records after passing medications. Staff are instructed to always have appropriate medication reports out when completing this task. There were 17 documentation errors, up from 9 last year. One error was due to a resident refusing to take a prescribed medication. This year there were 11 omissions, compared with 7 last year. Medication counts are completed every night and this is when they are typically noted. Often omission errors occur due to miscommunication during shift changes.

Staff are verbally counseled when medication errors occur and then monitored for continued errors and performance issues. The importance of accuracy is discussed at monthly group home staff meetings and staff receive training annually and more often if appropriate. This year there appeared to be a pattern related to the controlled count sheets. There were many times, by different staff and at both houses where these counts were not completed at the beginning of shift count as required. Training was provided for all staff and this is being monitored closely for compliance.

**EXPOSURE TO COMMUNICABLE DISEASES** FUI continued to practice Covid-19 safety and sanitation protocols as required by the IL Department of Public Health, Department of Human Services and OSHA. The FUI Pandemic Risk Assessment and Action Plan were followed and FUI administration remained in contact with the Livingston County Health Department regularly during the year. Staff continued to be educated and monitored on safety precautions; additional sanitization supplies, masks and other PPE were supplied to staff and clients as appropriate. Vaccines and boosters were also encouraged for all interested clients and staff members. Pandemic updates and safety reminders were included in the agency staff newsletter weekly. Flu and Pneumonia vaccines were also offered to staff and clients on-site during the year.

Occasionally there were staff and clients who tested positive for Covid-19 during FY24 and the appropriate safety precautions were implemented. Each positive case was traced to determine if it was likely contacted while at FUI. Any staff and clients who tested positive and any close contacts at FUI were quarantined or required to follow established protocols.

**CIRAS REPORTED INCIDENTS** The Critical Incident Reporting and Analysis System (CIRAS) was implemented seven years ago by the Illinois Department of Human Services as an electronic reporting

system to be used for critical incidents involving individuals receiving Medicaid Waiver services. Incidents that are required to be reported to the state through CIRAS include:

- Peer to Peer Aggression
- Death of a Client
- Arrest or Incarceration
- Medical Emergency
- Unauthorized Restraint
- Missing Individual
- Unknown Injury
- Peer to Staff Aggression
- Unscheduled Hospitalization

Many of these State of Illinois defined critical incidents are included in the incidents tracked by FUI, however FUI tracks more types of incidents. During FY24, the agency made a total of 22 reports to DHS through CIRAS, as indicated in the chart below. This was slightly lower than in FY23 when there were 32 CIRAS reports, but notably lower than the previous three years when there were over 100 reports each year.

<b>CIRAS REPORT</b>	<b>FY24</b>	<b>FY23</b>	<b>FY22</b>	<b>FY21</b>	<b>FY20</b>
Peer to Peer Aggression	<b>9</b>	16	32	52	54
Peer to Staff Aggression	<b>7</b>	7	47	37	74
911 Calls	<b>4</b>	5	20	5	7
Injury/Hospitalization	<b>1</b>	3	4	9	3
Missing Person	<b>0</b>	1	0	0	0
Death of Client	<b>1</b>	0	0	0	1
<b>Totals</b>	<b>22</b>	32	103	103	139

**TRANSPORTAION** services are provided through a fleet of 27 vehicles. The busses, vans and cars are used for morning and afternoon routes to bring clients to services, to transport individuals to activities, appointments, jobs, and for agency business and for maintenance needs. CILA homes also have vans available for client services. Included in the

FUI owned fleet are:

- 14 Mini-vans and passenger vans
- 2 Cars
- 2 Pick-up Trucks
- 1 Light duty bus
- 3 Medium duty busses
- 3 Heave duty busses (2 leased to Showbus)
- 2 Golf carts

**AT A GLANCE**

- 27 vehicles and 2 golf carts
- 2 leased box trucks
- 130, 269 miles Logged
- No major accidents

There are also two leased box trucks used in the Production and Managed Services departments for product delivery. Two forklifts are also used for production needs. The agency continues to partner with Show Bus to provide daily routes to transport clients in the southeast area of the county to avoid route duplication. Show Bus started running a route in Dwight in January, 2024 with a planned route to start in July 2024.

Mileage on agency vehicles decreased by almost 11,000 miles this year, to a total of just over 130,000 miles. During recent years FUI has made efforts to upgrade the fleet with one rear entry van

being secured through a grant. During FY24 there no major accidents.

**MARKETING** goals in the strategic plan include increasing community awareness of programs and services, developing a stronger community presence and continuing to promote agency services. FUI shares agency information on their webpage and through regular posts on social media. The holiday newsletter is a collaboration with a community organization and is mailed to all homes in Livingston County. This promotes agency services and is an excellent catalyst for fundraising. Additional marketing was done through career fairs, presentations to community groups, tours and attendance at community events. The agency administrative staff also appeared on two local radio forum during the year.

**Farm to Tableau** is a new fundraising activity started in FY24 through a partnership with Studio 4 Forty. The event featured silent as well as live auction items including overseas trips and other valuable activities. The event was primarily coordinated by two members of the executive staff with support from multiple agency staff. The event, which included participation and support from local businesses, was held on August 24 and sold 149 tickets with 104 attending. The event received positive feedback and was a net positive financial undertaking.

**Community/Lobbying Involvement** FUI continues to maintain membership in the Greater Livingston County Economic Development Council, the Fairbury Chamber of Commerce and the Pontiac Area Chamber of Commerce and the Economic Alliance. Staff regularly attend networking events sponsored by these groups. Marketing to recruit new staff members has also continued to be a focus during the past year.

**FUI is a member of Don Moss and Associates** which is a state focused lobbying organization focusing on influencing legal activities specifically for individuals with intellectual and/or developmental disabilities. FUI is also a member of The Institute, which is a lobbying organization with state and federal influence. Both organizations provide information on legal trends and upcoming legislation.

**TECHNOLOGY** A critical employee position was filled in FY23 with the addition of a systems analyst, who assumed the tech responsibilities that were previously shared by two staff members who have full- time responsibilities in other areas. A primary focus during the first year was on cyber security within the agency. Software upgrades to Windows 11 were made for many users. In FY24, new software was purchased for the BHC for medical reporting, billing and tracking. A new focus is on end user training of software/hardware.

In recent years, FUI has been able to upgrade technology for all billing and staff training. The agency recognizes the need to transition client case records to an electronic format and is currently researching options to best meet current and future needs.

**REASONABLE ACCOMODATIONS** provide clients with greater access to programs, services and resources, and provide individuals with opportunities for more independence in the areas of mobility, communication, self-care and access to the community. These accommodations are part of every-day operations at FUI and some of these many accommodations include:

- Physical changes to work stations for easier access, including shortened legs, creating 'holders' for items for correct labeling
- Adjustable height stools for work stations
- Adjusting work schedules for clients to accommodate wellness
- Developed and used an alternative format for completing applications for service
- Assisted in purchasing a phone for a client so that they could receive calls for potential employment
- Purchased outdoor wear for a client working outdoors, to protect them from weather
- Provided training and adapted work skills as needed
- Rescheduled a meeting to allow for remote access for a client with transportation limitations
- Group homes have safety bars installed in bathrooms
- Furniture has been rearranged in group homes for increased accessibility
- Calming props are encouraged for clients with heightened anxiety
- Hoyer and sit-to-stand lifts are used for transfer assistance
- Card blocks are used for holding playing cards during games
- Meal utensil adaptations for cups, straws, plates with sides and silverware, etc.
- Table heights are adjusted for wheelchair accessibility and other physical needs
- Behavioral supports are provided to qualified individuals on-site through the Behavioral Health Clinic

Accommodations are also made for staff members and visitors. Some include:

- Chairs and office furniture changes made for medical needs and physical comfort
- Staff schedules accommodated for staff with family health needs
- Staff can use anxiety reducing items (i.e. fidget spinners, stress balls) as needed
- Comfort animals allowed as needed and requested
- A reserved parking spot was created for a staff member with a medical need
- Light filters for LED lights were installed to reduce brightness
- Responsibility changes made, based on disability needs
- Free and confidential counseling services available through agency health insurance program

**FACILITIES** operated by FUI included 3 program sites and 2 residential homes during FY24. These include the following:

- The main campus at Torrance Avenue, Pontiac, includes administrative and program offices, Community Day Center and Employment Services programs, production work areas, a warehouse and an 8-bay bus garage. Buildings total over 41,000 sq. ft. and are all agency owned but located on land leased from Livingston County.
- The Mary Beth Taylor Learning Center in Pontiac is agency owned and provides Community Day Services in a 3300 sq. ft. building.
- The Dwight Learning Center is also used for Community Day Services and is a 6800 sq. ft. building located in Dwight.
- FUI owned 2 homes in Pontiac used for CILA group homes for all or part of FY24. These properties are all located in residential neighborhoods. FUI closed one CILA and reopened a

CILA that had been closed previously. All residents were offered and accepted accommodation in the new location. There were no loss of residents or disruptions of services as a result of the transition.

- FUI continues to manage the HUD owned Prairie Horizons apartments, located south of the main campus. The apartments in the north building are rented to individuals with a developmental disability and clients of the Institute for Human Services live in the south building.

**FY24 building and facility improvements** include:

- New closet for a client in CILA
- Repaired the warehouse roof
- Parking lot in Dwight was sealed with asphalt
- 2 new furnaces were installed in Dwight
- Hoyer lift installed at Dwight
- Furniture upgrades for a CILA

**QUALITY and SYSTEMS** Providing high quality programs and services as well as business

**AT A GLANCE**

- Certified to ISO 9001:2015 by TUV Rheinland
- CARF accredited
- External oversight by 14 funders, and state/federal

operations have always been a high priority for FUI administration and staff members. There are numerous checks and balances in place to ensure that FUI is providing quality services for the individuals in agency program and their families. Standards established by state and federal agencies and the Commission on Accreditation of Rehabilitation Facilities (CARF) are followed for oversight of agency programs. During the 3-year CARF survey to review

'best practices' in the fall of 2022 there were just 3 recommendations from over 1000 standards. ISO 9001:2015 is utilized to ensure quality in Production and Managed Services operations. There were no nonconformities cited in the ISO 9001:2015 surveillance audit during 2025.

Internal quality controls are practiced in all agency departments, and include:

- Quarterly program billing audits
- Weekly attendance record reviews
- Monthly Board of Directors meetings to review finances and operations
- Quality Assurance Committee meetings three times per year
- Bi-Monthly Behavioral Support and Human Rights Committee meetings
- Quarterly case records reviews
- Semi-annual review of the Strategic Plan and the agency Risk Assessment goals/objectives
- Annual satisfaction surveys of individuals in 8 agency programs and/or their family members
- Annual review of demographics and accomplishments in each program
- Annual survey of businesses that FUI contracts work with

FUI is also monitored for compliance from state and local funders as well as regulatory bodies at the local, state and federal level. Some are scheduled, but others are unannounced and include:

- Livingston County 377 & 708 Boards
- IL Bureau of Quality Management
- IL Department of Human Services
- IL Department of Transportation
- US Social Security Administration
- IL State Fire Marshall
- IL DHS-Office of Rehabilitation Services
- IL Bureau of Accreditation, Licensure and Certification

The US Department of Labor, OSHA, Equip for Equality, Illinois Office of Inspector General, and the Illinois Disability Rights Bureau can also provide oversight for agency programs and business operations.

**RISK MANAGEMENT** Futures Unlimited strives to provide quality services in a safe, secure, and healthy environment for the individuals we serve, as well as for staff members, visitors, and volunteers, while safeguarding assets and promoting the agency mission. A risk management plan and risk assessment action plan continue to be updated regularly. Several goals and objectives have been developed and prioritized relating to reducing the risk of abuse and neglect, enhancing safety awareness, and decreasing exposure to a variety of other risks.

FUI practices fiscal responsibility and annually reviews and updates policies and procedures; these include safety, human resources, computer use, abuse and neglect, and emergency and disaster policies, as well as the Code of Professional Ethics. Insurance coverage is verified with each insurance company and safety, loss control and legal advice are provided through our insurance carrier and the payroll/human resources provider. The agency contracts with a human resources consultant to ensure that we are in compliance with employer laws and regulations. FUI also participates in a supplier financing program with two of its largest production contractors and maintains an expedited payment status with the state. New staff are fingerprinted, screened for drug use, complete a physical function test and a series of background checks. Annual background and DMV checks are completed on existing staff.

A variety of staff trainings help to provide a safe work environment. Annual trainings include CPR and first aid, crisis prevention (CPI), abuse and neglect reporting, general safety practices and transportation safety. Clients in both CDS and ES programs receive ongoing safety training, and all clients and staff participate in a variety of quarterly safety drills. Staff complete quarterly safety inspections of all agency buildings, and external inspections are completed annually by a representative from the insurance company and/or the state fire marshal.

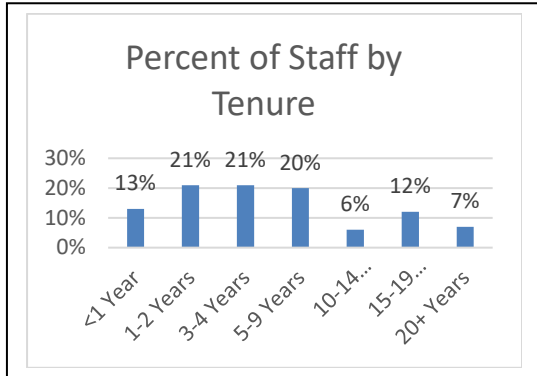
**HUMAN RESOURCES** Dedicated and well-trained staff are key to providing high quality services for individuals in agency programs. The agency employed 89 staff members at the end of FY24, and 18 of these were PRN workers or staff who are not regularly scheduled (considered PRN). The total number of staff increased from FY2023, however this increase was found in full time staff moving to PRN (increased from 11 to 18) and having to replace them in full time status.

- 22 in Community Day Services (and 7 prn staff)
- 11 in CILA (and 7 prn staff)
- 2 in Production
- 11 in Administration (and 2 PRN staff)

**AT A GLANCE**

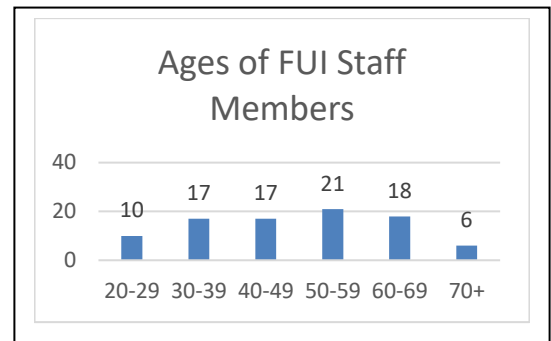
- 71 Staff – regularly scheduled at the end of FY23
- 18 additional prn staff, work as needed or on-call
- 30% of staff employed for 15+ years
- 15 regularly scheduled staff and 3 PRN staff left agency employment during the year
- 38% of staff are age 55 or older

- 7 in Management
- 3 in Employment Services
- 5 in Maintenance/Property Management
- 4 in transportation (and 1 prn staff)



Staff turnover continues to be a concern. This year 15 scheduled staff and 3 prn staff left jobs at the agency. This included 6 who had been employed for less than 1 year and 2 more who had worked at FUI for less than 2 years. Staff orientation has been restructured to address this over the past few years, but retaining new employees continues to be challenging. This year four long-term employees also left the agency after 34, 28, 24 and 14 years of employment respectively.

Data indicates that 45 of the current staff members are age 55 or older and 22 (25%) are age 60 or older. This is a trend that FUI has been tracking for several years. The agency benefits from the knowledge and experience that long-term and mature staff provide, but should continue to focus on staff recruitment as well as cultivating talent internally and promoting management training in order to plan for the future.



FUI continues to contract with a Human Resources Consultant while working to recruit a HR Generalist. This has been an open position for several months. The consultant provides guidance with HR laws and regulations as well as with recruitment of new staff members.

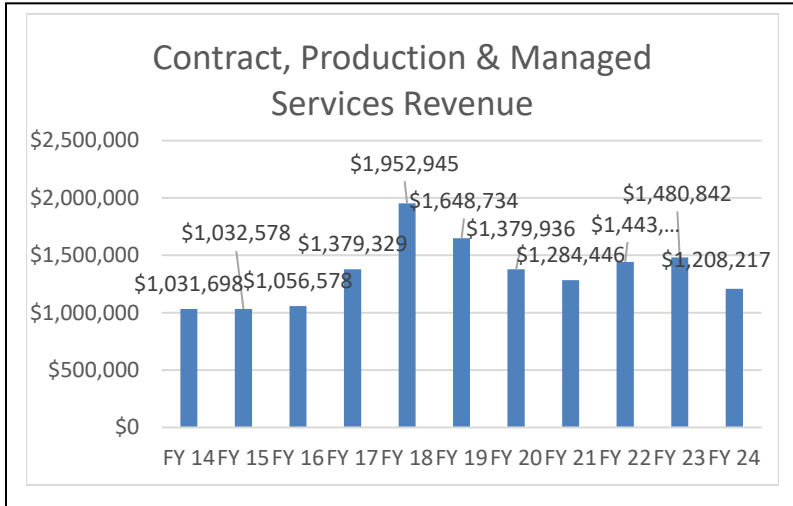
**FINANCES** FUI operated with an annual budget of more than \$4 million dollars and ended fiscal year 2023 with positive balance. This represents a budget decrease of \$1 million from FY23. The agency receives revenue from a variety of sources. During FY24, revenue sources included:

- 41% from the State of Illinois
- 31% from sale of goods and services
- 13% from donations
- 5% from Livingston Co. 377 & 708 Boards
- 4% from other sources
- 3% Grants – DORS

**AT A GLANCE**

- \$4,032,784 annual budget
- Positive year-ending balance
- Sale of goods and services increased slightly
- DHS Recruitment and Retention grant ended June 2024
- Livingston County ARPA funds ended July 2023

The agency ended the year in the negative with a deficit of \$724,345. This was due, in part because of DHS Recruitment and Retention grant ending as well as the Livingston County ARPA funds also ending. This, along with the decrease of sales of goods and services of \$272,625 from FY23 added to the deficit. FUI had received funds from various programs since COVID which were



for the agency while providing work training for FUI clients. This had changed substantially with the expiration of the 14C certificate in FY23.

crucial to finding the agency. All of those funding sources have ended.

As noted earlier in this report, some operations have changed or been discontinued. The agency also recognized that fundraising, outsourcing transportation and continuing to research opportunities for new programs will be important for future growth and sustainability.

The sale of goods and services decreased by \$273K from FY23. The Production Services and Managed Services departments have provided steady revenue

## SUMMARY AND CONCLUSIONS

Futures Unlimited, Inc. has provided services to individuals with disabilities and their families in Livingston County for over 53 years. During this time the agency has supported individuals to gain new skills, to achieve greater independence, obtain employment and to participate in the life of the community. This year the agency provided services to 289 clients (199 unduplicated) who participated in one or more agency programs through the year. They ranged in age from 19 to 80 and had a variety of disabilities including intellectual disabilities, physical disabilities, mental illness, learning disabilities and autism.

Some notable accomplishments this year include:

- 73 individuals attended Community Day Services, either full or part-time as they desired.
- 15 FUI clients participated in the Livingston County Advocates in Action group, along with community members, to learn about and promote disability awareness, accessibility and service improvement. This club is supported by FUI staff members.
- The Employment Services program provided services to 76 individuals. 50% of these clients have a mental health diagnosis.
- The agency provided supports to individuals to live more independently in the community. This included 39 individuals receiving Home Based Supports, 5 who received Community Support, and 22 who received Representative Payee Services.
- Injury reports were notably less than in past years, with just 32 injuries reported in FY24, compared to the 10-year average of 122.
- Critical Incident reports were also significantly lower, with just 77 incidents reported in FY24, compared to 114 reports the prior year and an average of 245 per year over the past 10 years.
- There were just 29 medication errors during the year, with over 6,900 medication passes that included over 38,000 medications given. None of these 14 errors caused adverse reactions or required medical treatment.
- Agency vehicles logged over 130,000 miles this year. There were no accidents. The agency fleet includes 27 vehicles and 2 golf carts.
- The annual ISO 9001:2015 surveillance audit noted no nonconformities.
- The 3-year CARF survey to review agency services and operations cited just 3 recommendations from over 1000 standards.
- FUI has external oversight and compliance reviews from 14 state agencies and funders.
- There were 79 regularly scheduled staff members employed at FUI at the end of FY24 and 18 prn staff.
- 22% of staff have been employed at FUI for 15 or more years.
- Building and property modifications during FY24 included: a new closet in CILA, repairs to the warehouse roof, parking lot in Dwight fixed and sealed with asphalt, hoist lift installed in Dwight, two new furnaces installed in Dwight, furniture upgrades for CILA.

FUI has implemented plans to modify programs and services to better prepare for the future and to remain fiscally solvent. Some of these include:

- Downsizing the CILA program to two homes in the Pontiac community.
- Discontinued some programs and services including Community Contracts, Deluxe Details and SeedBallz.
- Paying clients a base rate and ending the sub-minimum wage certificate.
- Working to partner with Show Bus to transfer more transportation services to them.
- Expanding fundraising opportunities with Farm to Tableau.

- Developing a new Behavioral Health program, funded by the state of Illinois.

It will be important to continue to address the financial situation. The elimination of the 14C sub minimum wage certificate has made some past revenue generating and training activities unprofitable and are now financial liabilities; although they are important to clients. A continued focus on identifying new revenue generating and training activities for clients will be essential moving into the future.

FUI is fortunate to have many staff members who have made a career of working at the agency. 28% of all staff have been employed at FUI for 10+ years, including 8% with a 20+ year history. This longevity benefits client contentment as well as helps to ensure safety and quality service delivery. During the next few years there will likely be staff turnover in several departments due to aging staff, as 30% of staff are over age 60. Developing leadership opportunities for younger staff members to help reduce attrition and focusing on staff retention will remain a priority as more long-term staff prepare for retirement.

During the past few years, the agency has seen a significant decline in the client census. In FY18 services were provided to 497 individuals (311 unduplicated) and in FY20 411 individuals (256 unduplicated) participated in agency programs. This year just 289 (199 unduplicated) individuals received agency supports. Much of this decline appears to be related to the pandemic. Some never returned to services after the stay-at-home mandates were lifted and others may have found opportunities on their own and do not need agency services. Recruitment for clients who would benefit from Job Placement services should remain a priority. Additionally, developing innovative placement and job retention services will help clients to maintain community jobs and will maximize grant funding.

The agency ended the year with a negative balance, in part due to American Rescue Plan Act (ARPA) funds. These were federal funds channeled through state and local governments to provide relief from the impact of the pandemic. This was a one-time grant. FUI has been researching options to remain fiscally solvent and administrative staff have been working toward opening a Behavioral Health Clinic. The state of Illinois has begun funding this type of program during the past few years to provide additional supports to individuals with behavioral and mental health concerns. It is possible that this could become a reality during the next fiscal year and could provide needed services and supports for individuals, as well as a new funding stream for FUI.