

FUTURES UNLIMITED, INC. PERFORMANCE EVALUATION REPORT FISCAL YEAR 2025 JULY 2024 – JUNE 2025

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 stable during FY25. During the year, one resident was added to the program, one was displaced and there were no disruptions to services. Futures Unlimited, Inc. (FUI) operated two CILA homes providing 24-hour residential services for 7 individuals at the beginning of the year and 8 individuals at the end of the year.

AT A GLANCE

- 7 Clients in July 2024
- 8 Clients in June 2025
- 24-hour staffing
- All residents have own bedrooms for privacy
- Program in operation 35 years

Location of CILA Homes	CILA Residents as of June 2025		
	Men	Women	Total
Blackhawk Drive	5	0	5
Mill Street	Home closed in FY 2024. All residents were transferred to reopened Division Street		
Division Street	3	0	3
Totals	8	0	8
One new resident in FY 25			

This year CILA residents ranged in age from 31 to 60 with an average age of 51. The residents had a variety of disabilities, including 25% with a diagnosis of Severe Intellectual Disability (ID), 50% with a Moderate ID diagnosis and 25% with a Mild ID. Additionally, 50% had an Autism diagnosis and one is non-verbal.

Staffing remained relatively stable throughout the year. One home coordinator voluntarily left employment and the position was not refilled. One DSP voluntarily left employment. The staffing pattern of the homes makes staffing a challenge with PRN staff often filling gaps.

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. The end of FY25 saw an increase to 8 residents. 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. Challenges to growth of this program include accessibility of new homes as the State of Illinois discourages supporting agencies to own the homes where clients live.

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

AT A GLANCE

- Program focuses on Community Integration
- 79 clients – full and part time
 - 46 at Torrance Ave site
 - 14 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.

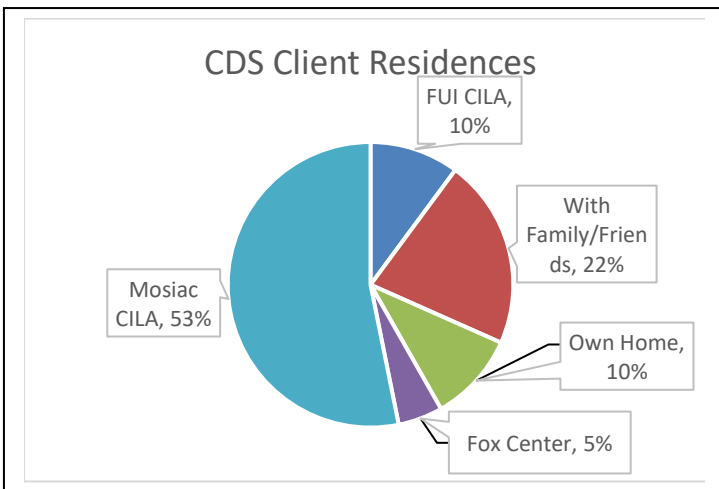
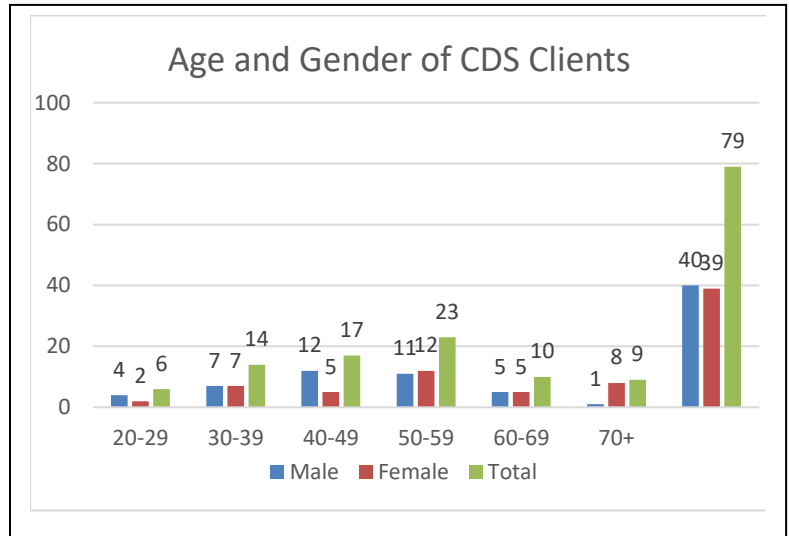
This year, 79 individuals attended Community Day Services (CDS) in-person,

either full or part-time. Six individual started/restarted services. and two stopped services; one moved to a different county and one opted to receive other services in CDS.

There were two clients who were discharged from the CDS program during the year; one who moved from the county and one who chose to receive different services in the CDS department. There was no one on a wait list for services.

The following data and charts reflect the CDS program demographics for the 79 individuals who attended services during FY25.

Persons in the CDS program range in age from 20 to over 70. This year 53% of all CDS clients are age 50 or older and 8% are age 20-29. Age distribution has remained fairly consistent over the last several years.



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. 17 individuals live with family 8 own their own home, 4 reside with the Fox Center and 42 live in a Mosaic CILA.

There are three 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 (53%) will choose to receive services with Mosaic.

The third area of concern is the way the program is funded through the State of Illinois. The State pays based on a ratio of 5 clients for every one support professional. Reality is, many of the individuals we serve require higher level of supports than this finding ratio will allow safely. The State of Illinois is reluctant to acknowledge the increased needs of these individuals, thus funding remains unmatched to needs.

Other Disabilities	FY 25	FY 24	FY23	FY22
Non-Ambulatory	14 18%	24 32%	23 30%	33%
Mental Illness	23 29%	22 30%	26 34%	30%
Cerebral Palsy	22 28%	21 29%	21 28%	24%
Non-Verbal	20 25%	19 26%	17 22%	32%
Seizure Disorder	21 27%	19 26%	19 25%	30%
Visual Impairment	11 14%	11 15%	10 13%	13%
Autism	9 11%	9 12%	11 14%	15%
Medical Issues	9 11%	9 12%	11 14%	15%
Hearing Impairment	5 6%	5 7%	6 8%	8%

Many CDS clients have multiple disabilities as indicated in the chart to the right. 18% of CDS clients are non-ambulatory. 21% 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 of the last 3 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 several individuals volunteered through the Salvation Army.

A small group of CDS clients also worked in the community in FY25. During the year, individuals worked 1,309 hours in the community. Some performed work for FUI, while others worked for places like a coffee shop and production. A survey of CDS 39 clients indicated that 80% agree they have choices in activities they participate in while at FUI, with 10% 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 2 staff. This year 12 FUI clients participated in LCAA, meeting both in-person and virtually (3 meetings). Monthly meetings helped to teach skills in self-advocacy and to practice positive communication skills. One LCAA member is also 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 (10 clients), A.I.R. (21 clients), Vermillion Players (2 clients) and Rotary (1 client).

EMPLOYMENT SERVICES A total of 79 individuals received services through the Employment Services (ES) program at Futures Unlimited, Inc. in FY25. 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 2025 from 2024 (3 individuals), the overall participation in the program is 56% of where it was in 2019 (pre-COVID).

AT A GLANCE	
•	79 individuals in ES
•	14 new to program in FY25
•	48% have mental health diagnosis
•	\$114,900 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 in FY 25
	Males	Females	Total	Males	Females	Total	
16-19	2	0	2	1	1	2	4
20-29	7	4	11	12	3	15	26
30-39	5	2	7	2	1	3	10
40-49	5	1	6	3	2	5	11
50-59	4	3	7	2	6	8	15
60-69	3	2	5	1	4	5	10
70+	0	0	0	2	1	3	3
Totals	26	12	38	23	18	41	79

ES clients are categorized by the length of time they have received FUI services, measuring those under and those over a year of receiving services.

Over the last 10 years, 43% of individuals receiving services has been under the age of 30. FY24 saw a decline of 10% with FY 25 remaining steady at 38%. This is 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 2025	30 / 79	38%
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%

Past or present legal problems can often be a barrier to employment. This year 14 of the ES clients have a felony or misdemeanor.

During the past 10 years data has been tracked on clients with legal convictions. This year 18% 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 79 individuals in the program range in age 18 through age 60, 41 of which have been receiving services for longer than one year. They have a variety of disabilities. The following are their primary disability.

- 29% Mental Illness
- 17% Developmental Disability
- 4% Medical/Physical
- 5% Learning Disability
- 24% All Other

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

- 38 individuals (47%) have a mental health diagnosis, either as their primary or a secondary diagnosis (47% in FY 24, 48% in FY23, 49% in FY22, 61% in FY21, 64% in FY20, and 61% in FY19).

- 1 individuals (1%) have been identified as having a past or current substance addiction (8% in FY 24, 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 25 community jobs. This is a comparison to past years:

AT A GLANCE

- 24 Clients obtained 25 jobs
- Average hourly wage of \$15.65
- Placement assistance includes:
 - Job search and referrals
 - Resumes-applications-interviews
 - Skills for job success
 - Supports to maintain job

FY25	18 clients	25 jobs
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

Covid-19 significantly impacted job placements in recent years. There was a significant drop in 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.

10 males and 8 females comprise the 18 individuals in this program who range in age from ages 21 to 60 and earned an average hourly wage of \$16.43. 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 four years.

Data on Barriers for Placement Clients	% in FY25	% in FY24	% in FY23	% in FY22
Under Age 30	28%	29%	25%	41%
Mental Health and/or Substance Abuse History	56%	54%	69%	76%
Misdemeanor or Felony Conviction	28%	50%	50%	53%

Individuals in this program secured jobs in the following industries: food service, retail, home health, health care, manufacturing and landscaping.

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 FY25, staff provided both in-person and virtual supports, and 13 individuals met the employment goal of 15 days, 10 met the 45-day goal and 10 met the 90-day goal. Because of the low census and challenges in maintaining jobs, only 62% of the contract was met this year.

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**
- 10 Clients
 - No new clients
 - 7 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 8 men and 2 woman who ranged in age from 21 to 60 participated in the program. Most preferred to work part-time, working an average of 10.75 hours weekly and earning an average of \$15.65 per hour. Individuals worked at 7 different area businesses and employers provided positive feedback with the program. Individuals worked in the following industries and jobs as shown in the chart to the left.

INDUSTRIES	JOB TITLES
Retail	Cart Pusher
Health Care	Greeter
Quick Serve Restaurant	House Keeping
Full Serve Restaurant	Stocker
Grocery	Sales Associate
	Janitor

FUI made changes in some programs prior to FY 25 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 in FY24. The program had operated at a deficit for many years and it had become increasingly more difficult to fill these staff positions.

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
- Support workers for days and evenings
- Job Coaching
- Assistive Technology
- A variety of other supports as desired

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 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

- 7 Individuals received supports
- 414 hours of support provided
- 173.75 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 7 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) provides another opportunity to provide more in-depth mental health, psychotherapy, crisis support and case management services to our existing clients and the community at large. Therapists are certified to deliver the IAM CANS assessment, which will help provide more accurate mental health diagnosis to better serve our clients and public. Being a community based behavioral health clinic, 51% or more of provided services are in the community and not at our main location. The first clients were seen on March 12, 2024 with 31 clients actively seeking services at the end of FY24. 73 new clients received services during FY25 and eight stopped receiving services. 57% of BHC clients receive at least one additional service/support provided by Futures Unlimited.

AT A GLANCE

- 82 clients received services
- 73 new clients
- 51% of services provided in the community
- 1,579 appointments made, 1,277 kept
- 81% of appointments kept

FY25 BHC Appointments	
Appointment Kept	81%
Canceled > 24 hours	12%
Canceled < 24 hours	1%
Rescheduled	2%
No Call No Show	4%

Services are primarily provided on an appointment basis, similar to a medical office. This model impacts both therapist efficiency, billing for services and client experience. During FY25, there were 1,579 appointments made and 82% of appointments were attended. Overall appointment characteristics are displayed in the chart to the left.

Ages of the clients in the BHC are evenly distributed. 20% are under age 25, 50% are between 16-40, 35% are between 41-60 and 11% are over 60.

REPRESENTATIVE PAYEE SERVICES were provided to 25 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 \$10,495 for this support service in FY25. FUI also provides this service to 8 CILA residents with no additional fee charged.

AT A GLANCE
• 25 Individuals receive payee services
• 8 live in FUI CILA's

The 18 men and 7 women who receive payee services range in age from 34 to 84. They have a variety of disabilities. One lives in assisted living and 8 in a FUI CILA home. The remainder live independently. During the year, 1 individual discontinued payee services, however he only received services for one month.

CLIENTS DISCHARGED FROM AGENCY SERVICES During FY25 there were 24 clients discharged from agency programs, roughly half of each of the previous two years and significantly less than the 10-year average of 73. Individuals were discharged from the following programs during the year:

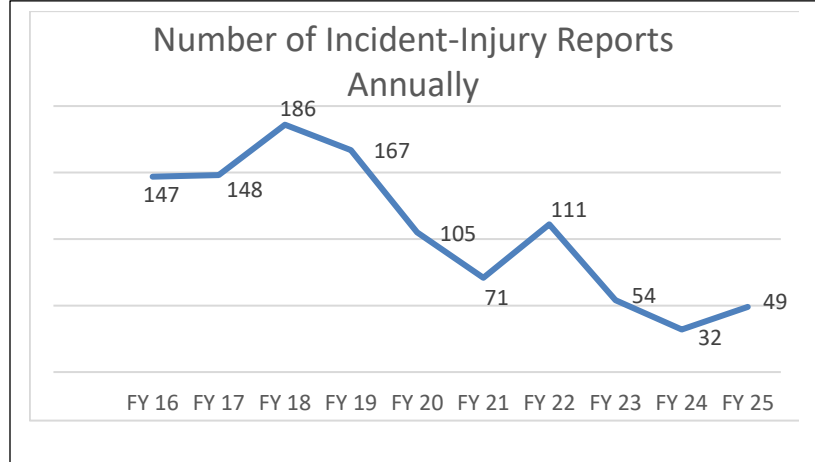
- 21 from Employment Services
- 3 from Community Day Services (CDS)
- 0 from CDS and CILA
- 0 from Supported Employment
- 0 from Home Based Support

In past years the majority of individuals discharged were from Employment Services (an average of 56 persons over the previous 5 years). During the past few years, the CDS program experienced staffing shortages, which impacted the number of individuals that could be provided services safely; although those concerns have mostly been resolved. The chart at the right indicates the primary reason that individuals gave for leaving agency services.

Reason for Discharge	FY 25	FY24	FY23	FY22	FY21	FY20
Obtained Community Employment	21%	11%	10%	30%	41%	33%
Unable to Contact / Locate	25%	24%	10%	14%	7%	26%
Deceased	0%	8%	4%	5%	9%	3%
Health	4%	14%	6%	7%	11%	3%
Not Following Policies	13%	11%	2%	12%	13%	13%
Moved From County	21%	19%	10%	5%	7%	7%
Not Happy / Interested in Services	8%	5%	8%	16%	11%	9%
Did Not Continue-Reason Unknown	8%	5%	0%	7%	0%	3%
Department of Corrections / Jail	0%	3%	8%	5%	2%	4%
Staffing Shortage in CILA and CDS	0%	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 FY25, there were a total of 49 injury reports. There is a notable decrease in reports since COVID. The report on the right shows reports from the past 10 years. In past years, the majority of injury reports were generated from CILA home residents. This year there were only 9 resident injury reports and 0 staff injury reports in CILA. Three were peer to peer.



CILA RESIDENT INJURY reports totaled 9 this year, compared with 11 reports last year, 2 reports in FY23, 55 reports in FY22, 54 in FY21, 34 in FY20, 63 in FY19 and 75 in FY18.

This year there were just 8 residents living at agency CILA homes, compared with 7 at the beginning of FY24, and 20 during previous years when the number of reports were significantly higher.

COMMUNITY DAY SERVICES (CDS) recorded the highest number of incident/injury reports during FY25 compared to other departments. There were 22 client injuries, while the 10-year average was 48. See annual data at the right. Injury reports this year were for a variety of different reasons.

There were 11 client reports at the Torrance location and 9 at MBTLC with 4 being peer to peer and one self injury. DLC had the fewest client reports with 2 total and one being self injury.

There were two staff related reports with one being a slip outside in wet conditions and one being a slip/fall on ice.

	# of Reports
FY25	28
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	

EMPLOYMENT SERVICES, SEP, PRODUCTION, MANAGED

SERVICES and MANPOWER clients accounted for just two incident/injury reports during FY25 and one related to staff. This is similar to the number of reports during each of the past 5 years.

STAFF INJURIES This year there were four injuries to staff members, down from 17 in FY24, but significantly less than the 10-year average of 24 staff injuries. All but one was related to a slip and/or fall.

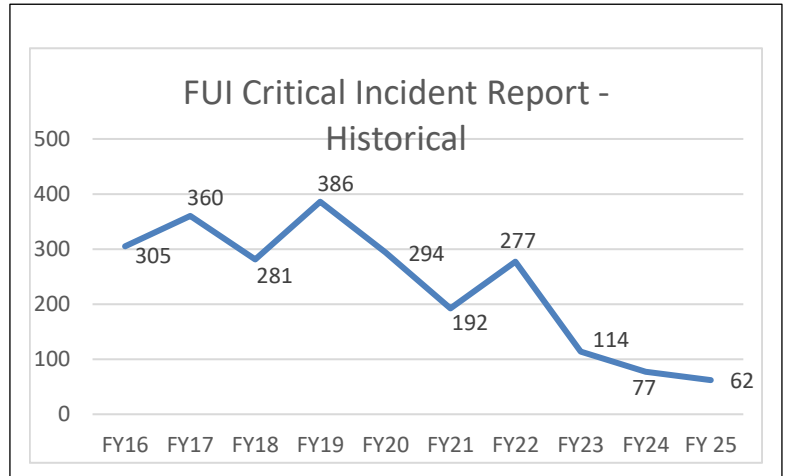
SUMMARY There were 49 injury reports in FY25, compared to 32 injury reports in FY24 and 54 in FY23, and to the 10-year average of 114. Making a comparison to the past few years is difficult, as Covid-19 pandemic restrictions changed how the agency was able to provide services in FY21 and FY22 and there are just 7 CILA home residents this year compared to 20 a few years ago. Some of the FY25 injuries required first aid at FUI.

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, proper lifting techniques 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.

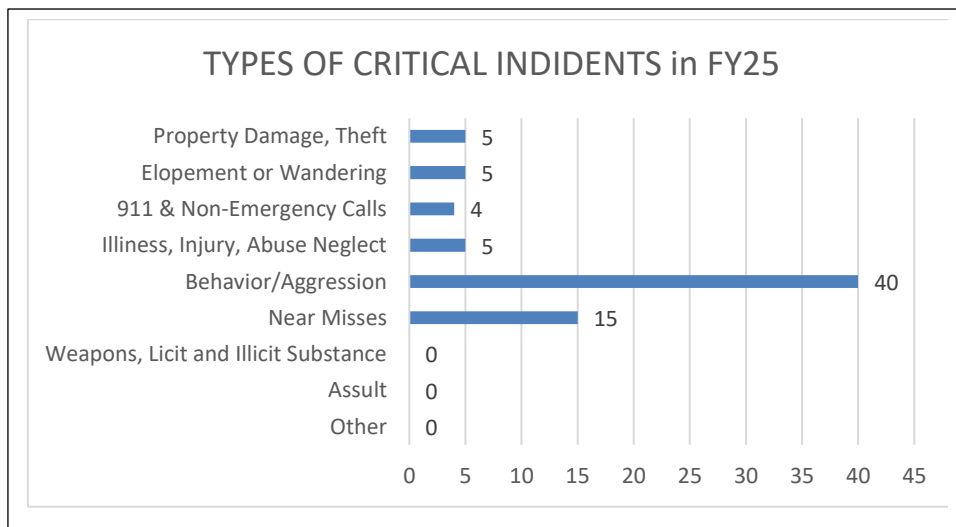
Critical Incidents There were 62 critical incident reports related to 77 incidents during FY 24. This included the following incidents reported during each quarter:

- 1st quarter 19 incidents
- 2nd quarter 17 incidents
- 3rd quarter 16 incidents
- 4th quarter 11 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 213 reports annually and in 7 of the past 10 years there were more than twice as many critical incidents reported. There was a significant decrease in the number of reports since FY22 when people returned from COVID-19. THE continued decline may be due to the increased presence of the Behavioral Health Clinic and the additional therapeutic/mental health services they are providing individuals.



TYPES OF REPORTS The chart below shows the type and number of critical incidents that took place in FY25. 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 (65%) included behavior incidents involving aggression, although lower than to 78% from FY24.



Some trends were noted in the FY25 reports, which include:

Aggressive and inappropriate behavior incidents accounted for 65% 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.

Two reports included trespassing by a non-serviced individual who was violating an Order of Protection, one invasion of privacy in CILA (individual going into someone else’s bedroom without permission) and one involving serious injury.

The number of reports related to **Illness, Injury, Abuse, Neglect** decreased significantly to 5 from 15 in FY24. There were zero reports for **assault** and only one report about weapons or **licit or illicit** substances.

This year there were 4 calls made for **911 emergency assistance** with all relating to medical incidents. During the past decade the calls for 911 assistance ranged from 5 to 25 annually.

Year	Total # of Behavior Incidents Reported	% of all Critical Incidents Annually
FY25	40	65%
FY24	60	78%
FY23	74	65%
FY22	229	83%
FY21	176	92%
FY20	243	83%
FY19	341	88%

Elopement and wandering reports totaled 5 during the year, down from 6 in FY24. 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.

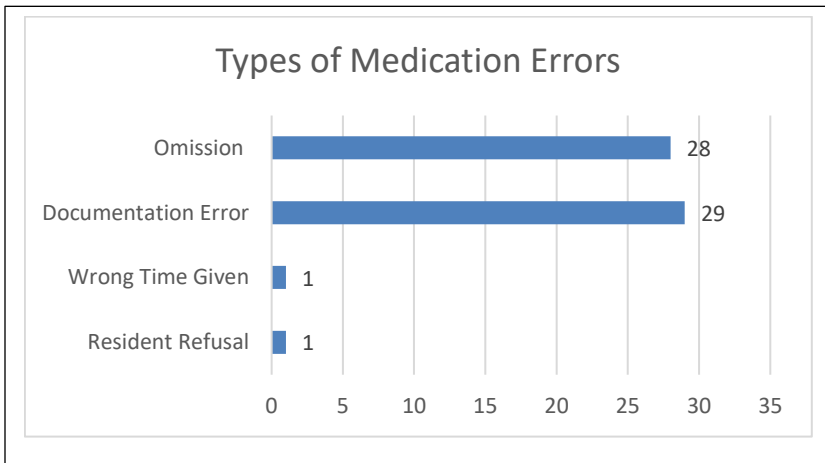
There were 15 reported near misses with none requiring medical attention or other interventions.

LOCATIONS OF REPORTED INCIDENTS Critical Incident Reports were generated from the following departments and locations during FY25:

- 19 @ Community Day Services - Torrance Avenue site (31%)
- 8 @ Community Day Services - Dwight Learning Center (13%)
- 11 @ Community Day Services - MBTLC, Pontiac (18%)
- 4 @ Community Day Services - In Community (7%)
- 4 @ Blackhawk CILA Home - (7%)
- 9 @ Mill/Division CILA Home - (15%)
- 3 @ Employment Services-Production - Torrance Avenue (8%)
- 1 @ Community - General community and Special Olympics games/practices (2%)
- 3 @ Other location - (5%)

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 FY25 included 61 reports, all occurring at agency group homes, with some reports including more than one type of error. This compares to previous years, with 29 reports in FY24, 14 reports in FY23, 40 reports in FY22, 44 in FY21, and 49 in FY20. In FY25 there were just 8 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 FY25, prescribed medications were passed 7,309 times; this included over 45,331 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 29 documentation errors, up from 17 last year. One error was due to a resident refusing to take a prescribed medication. This year there were 28 omissions, compared with 11 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. The agency is implementing an Electronic Health Record which should decrease the frequency of omissions and documentation errors.

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.

The agency changed to Tarry Town Pharmacy effective 9/30/2024. The transition saw small delays for some refills or new medications. There were no required medication changes due to availability issues and there were no adverse effects due to the small delays.

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. 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 FY25 and the appropriate safety precautions were implemented. Any staff and clients who tested positive and any close contacts at FUI were suggested to not report for five days and were required to wear a mask for 10 days.

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 FY25, the agency made a total of 14 reports to DHS through CIRAS, as indicated in the chart below. This was slightly lower than in FY24 when there were 22 CIRAS reports, but notably lower than the previous three years when there were over 100 reports each year. This decrease is likely due to the decrease in individuals served after the pandemic.

CIRAS REPORT	FY25	FY24	FY23	FY22	FY21	FY20
Peer to Peer Aggression	4	9	16	32	52	54
Peer to Staff Aggression	0	7	7	47	37	74
911 Calls	4	4	5	20	5	7
Injury/Hospitalization	5	1	3	4	9	3
Missing Person	1	0	1	0	0	0
Death of Client	0	1	0	0	0	1
Totals	14	22	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:

- 15 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

- 26 vehicles and 2 golf carts
- 2 leased box trucks
- 234,334 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 increased by almost 104,000 miles this year, to a total of just over 234,000 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. A marketing coordinator was hired in June 2024 with primary responsibilities of increasing visibility across the county of services provided, manage various fund raising campaigns and securing additional companies to contract with for job placement, employment services and production services.

Denim and Diamonds is the off shoot of the original event called Farm to Tableau. 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 in August and sold 119 tickets with 103 attending.

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 *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. With financial support from the 708 Board, an Electronic Health Record system was purchased. Information integration, customization and staff training have been ongoing through the year.

REASONABLE ACCOMMODATIONS 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 workstations for easier access, including shortened legs, creating 'holders' for items for correct labeling
- Adjustable height stools for workstations
- 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 FY25.

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 FY25. These properties are all located in residential neighborhoods.
- 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.

FY5 building and facility improvements include:

- A new commercial kitchen at the Torrance Avenue location
- A new residential training kitchen at the Torrance Avenue location
- 4 new rooftop air conditioning units at the Torrance Avenue location
- 4 light fixtures upgraded to LED technology

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

AT A GLANCE

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

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
- Illinois Department of Human Services
- Illinois 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 resource

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.

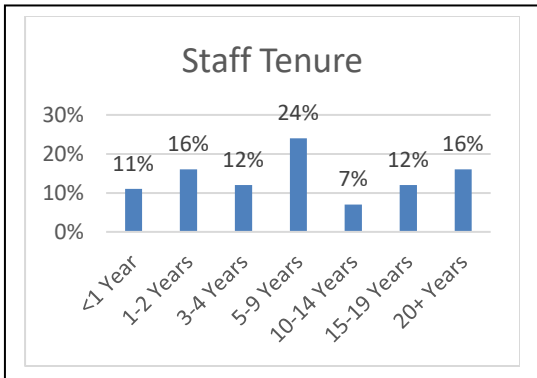
A variety of staff trainings help to provide a safe work environment. Annual trainings include CPR and first aid, crisis prevention (CPI), abuse and neglect reporting, general safety practices and transportation safety. Clients in both CDS and ES programs receive ongoing safety training, and all clients 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 91 staff members at the end of FY25, and 20 of these were PRN workers or staff who are not regularly scheduled (considered PRN). The total number of staff increased by two from FY2024.

- 22 in Community Day Services (and 7 prn staff)
- 12 in CILA (and 7 prn staff)
- 3 in Production
- 10 in Administration (and 2 PRN staff)
- 7 in Management
- 3 in Employment Services
- 5 in Maintenance/Property Management
- 3 in transportation (and 1 prn staff)
- 5 in Behavioral Health Clinic

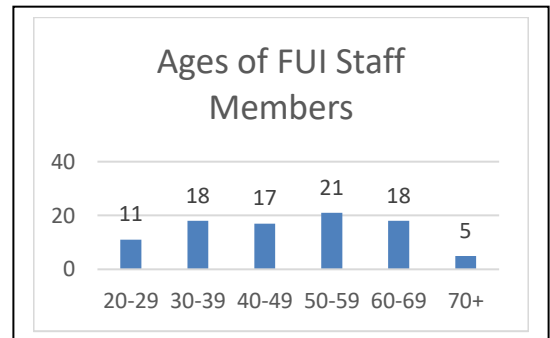
AT A GLANCE

- 91 Staff – regularly scheduled at the end of FY25
- 20 additional prn staff, work as needed or on-call
- 27% of staff employed for 15+ years
- 8 regularly scheduled staff and 2 PRN staff left agency employment during the year
- 40% of staff are age 55 or older



Staff turnover decreased to 10% with industry averages at 45%. This year 8 scheduled staff and 2 prn staff left jobs at the agency. This included 1 who had been employed for 31 years due to retirement. There were 10 new hires during the year to replace turnover. Five of those new hires left the agency voluntarily within their first year of employment.

36 (40%) staff are over the age of 55. This is becoming a concern as the new populations are smaller and replacing pending retirements will be a challenge. Four (57%) of the executive staff are aged 55 or older, with six (86%) being over 50. Although the agency benefits from the knowledge and experience that long-term and mature staff provide, but should continue to focus on staff recruitment and retention while developing internal staff for future leadership



positions. This should be balanced with bring outside talent into the agency to full gaps to prepare 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.

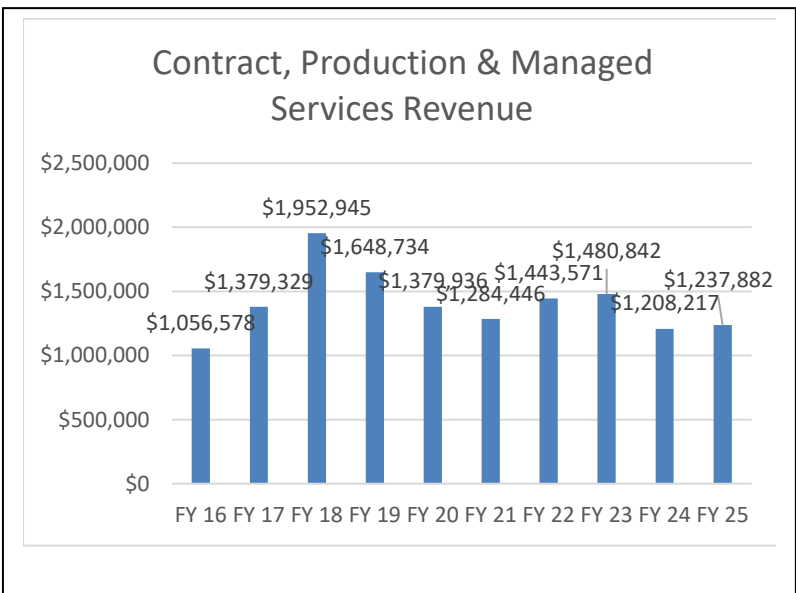
FINANCES FUI operated with an annual budget of more than \$4.3 million dollars and ended fiscal year 2025 with negative balance. The budget increased slightly from FY24 approximately \$300,000. The agency receives revenue from a variety of sources. During FY25, revenue sources included:

- 61% from the State of Illinois
- 26% from sale of goods and services
- 6% from donations
- 14% from Livingston Co. 377 & 708 Boards
- 2% from other sources
- 2% Grants – DORS

AT A GLANCE

- \$4,032,784 annual budget
- 61% of revenue from the State of Illinois
- Sale of goods and services decreased slightly
- Donations decreased by 7%
- 377 & 708 Boards increased slightly

The agency ended the year in the negative with a loss of \$645, 279. Funding as a percent of revenue from the State of Illinois increased by 20%, showing an increased reliance on the State of Illinois. As stated elsewhere in this report, the State of Illinois historically underfunds I/DD services, and this increased reliance on them is concerning for the future. This, combined with a loss in Production Services, contributed to the overall loss. Increased reliance on the State of Illinois for proper funding will be detrimental to the agency, and a renewed effort is needed to secure additional/new funding sources.



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 increased slightly by \$30,000 from FY24. The Production Services and Managed Services departments have provided steady revenue for the agency while providing work training for FUI clients, however profitability has decreased with the expiration of the 14C certificate in FY23.

The Employment Services, Community Support, Behavioral Health Clinic, Community Contracts and Managed Services departments all had positive balances at the end of FY24. The CDS and CILA and Production departments reflect negative year-end balances. These state-funded programs provide essential services to individuals at FUI with the most significant disabilities, however, continue to be underfunded. The FUI administration partners with directors in other social services agencies to communicate these concerns with legislators and state officials but have had limited success to increase funding levels to meet programming costs.

SUMMARY AND CONCLUSIONS

Futures Unlimited, Inc. has provided services to individuals with disabilities and their families in Livingston County for over 52 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 374 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:

- 79 individuals attended Community Day Services, either full or part-time as they desired.
- 12 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 79 individuals. 48% of these clients have a mental health diagnosis.
- The agency provided supports to individuals to live more independently in the community. This included 37 individuals receiving Home Based Supports, 7 who received Community Support, and 25 who received Representative Payee Services.
- Injury reports increased slightly this year with 49 from 32 in FY 24. This is notably lower than the 10-year average of 122.
- Critical Incident reports were also lower, with just 62 incidents reported in FY25, compared to 77 in FY24 and 114 in FY23.
- There were 61 medication errors during the year, with almost 8,000 medication passes that included over 45, 300 medications given. None of these 61 errors caused adverse reactions or required medical treatment.
- Agency vehicles logged over 234,000 miles this year. There were no accidents and no injuries. The agency fleet includes 26 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.
- The Behavioral Health Clinic saw its first full year of operations seeing 112 patients.
- 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 FY25 and 20 prn staff.
- 27% of staff have been employed at FUI for 15 or more years.
- Building and property modifications during FY25 included the completion of the commercial kitchen, training kitchen, 4 new A/C units and LED lighting upgrades.
- The agency had a \$4,374,000 annual budget and ended the year with a negative balance.

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

- Working to partner with Show Bus to transfer more transportation services to them.
- Expanding fundraising opportunities.
- Developing a new Behavioral Health department.
- Starting a PAES lab for employment assessments

It will be important to continue to address long term staffing issues, including staffing recruitment,

retention and succession planning. Outreach for new staff continues to be challenging in all departments. Eight (8) staff and 2 prn staff left agency employment during FY25. Interestingly, 5 of the 10 staff hired left within one year of employment. New staff orientation was restructured a few years ago and continues to be modified as needed with the hope of addressing this turnover, but new employee engagement continues to be challenging.

FUI is fortunate to have many staff members who have made a career of working at the agency. 41% of all staff have been employed at FUI for 10+ years, including 19% 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 40% of staff are over age 55. 57% of the executive team is over the age 55 and planning should start to develop training and succession plans for these key roles. 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 374 individuals received agency supports, which is an increase from FY24. This increase is primarily due to the introduction of the Behavioral Health Clinic. The agency, and industry overall, has struggled to recover from the COVID pandemic. Some clients 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. Increasing community patient participation in the Behavioral Health center has the opportunity to increase services provided to these individuals in other areas.

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 commercial and training kitchen. The kitchen becoming operational in the next year should open not only training opportunities, but also micro-business opportunities for an additional revenue source.