

The Spectrum Network

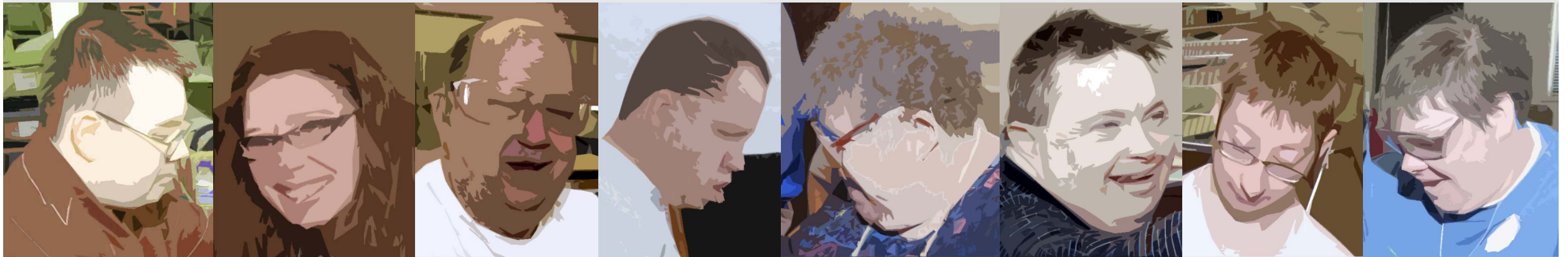
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Decorah, IA 52101

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www.thespectrumnetwork.org

Annual Report 2010



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Message from the director

This past year has been a time of review. As we celebrated 35 years of serving men and women in northeast Iowa, we reflected on our many accomplishments, and on historical changes for persons with disabilities. This year, we also gained from our CARF accreditation report a snapshot of where we are right now.

Our organization has never been afraid to try something new, whether becoming the recycling operation for two counties, moving into the thrift store business, helping a can redemption business grow, or supporting a barrier-free art studio.

Throughout our range of ventures, one thing has remained constant: our belief that every

person has the right to live, work, and participate fully in the community, regardless of ability or disability, income, or other barrier. Our commitment to this mission has driven and will continue to be the cornerstone for decision making and planning for the future.

As we start this next chapter, we are thankful for the individuals, businesses, and communities that share our vision and have supported us through the years. Each of you holds a place in our history. And, we look forward to new supporters who will join us for our next steps.

To all of you, you are a part of us.

Toni Smith, October 2010

Lyle & Susan Luzum
Florence Lynch
Tim Lynch
Madison WELCA
Ann & Dan Mansfield
Dennis & Barb Mashek
Rev. Michael & Kathy Massa
John Matter
Steven & Peg Matter
Mr. & Mrs. Donald McClain
Robert McQueen
Edward & Ilse Meyer
Midwest Group Benefits, Inc.
Carolyn Mikkelson
Dean & Sue Miller
Mike Miller
Onita Mohr
Betty Monroe
Craig Mosher
Todd & Dawn Muhlbauer
Kate Narveson
David Nelson
Dr. & Mrs. Frank Nelson
Harland & Corrinne Nelson
John & Arlene Nelson
Kent & Sandra Nelson
Northeast Iowa Lawn Care
Ossian Knights of Columbus
Lee & Rhonda Pape
Bill Pardee
Marilyn & Francis Peterson
Steve Peterson
Carol Rambo
Britt & Mark Rhodes
Rockwell Collins
Bob & Lucy Rosholt
Linus & Elsie Rothmeyer
Florabelle Schell
Ken & Mary Schissel
Todd & Lara Schissel
Betty & Bryan Schmitt
Cyndi Schulte

David & Mary Shaw
Sims TV & Electronics
Marv & Mickey Slind
Patrick & Toni Smith
Lynne Sootheran
Kyle Sparrgrove
Stavanger Women
Jack Storkamp
Art Tangen
Ron & Nina Taylor
Jack & Fran Thomson
Jim Tibbits
Diane & Bill Tisue
Rick & Judy Torgerson
Jason Trout
Bob & Pat Usgaard
Marilyn Wahlberg
Norma Wangsness
Wapsie Produce, Inc.
Wayne & Phyllis Wasta
Mark & Amy Webber
Weis Buick GMC
Dennis & Sue Wepler
George & Marjorie Wharton
Dr. David & Linda Wilgenbusch
Barb & Bruce Willis
Ronald & Penelope Wills
Larry Wilson
Linda Woodhouse
Christian & Karen Wyse

Gifts in honor of

Don Gray
Roger Wepler

Gifts in memory of

Dan Bappe
Jack Darland
Gail Doyle
Rita Hanson
Iona E. Kubesh
Lloyd E. Monroe
Milo & Ida Noecker

Don Schell
Frances Smith

In-kind gifts

Arthaus
Tom Bourcier
Rick Burras
Faith Prigge Interior Design
Rachel Faldet
Faust & Tanya Gertz
Mary Ann Gloe
Larry & Diane Grimstad
Hacker, Nelson & Co, PC
Joann Hagen
Holiday Pines Tree Farm
Hotel Winneshiek
Julie Huiskamp
Betsy Imhoff
JD's House of Wine & Spirits
John Jacobs
Kittelson Kaleidoscopes
Connie & Celsey Klepper
Kent & Jill Kleckner
La Rana Bistro
Luther College
Esther Metzger
Tom Misseldine
The Perfect Edge
Rifresh Integrated Therapies
& Day Spa
Rubaiyat
Betty Schmitt
Seed Savers Exchange
Erin Stolhammer
Twin Springs Salon
Vesterheim Norwegian-
American Museum
Dianne Ward
Willowglen Nursery
Windridge Implements, LLC
Zelda Productions

Supporters 2009-10

Thank you to the individuals and organizations below that made contributions to The Spectrum Network. Your investment makes a difference in the lives of men and women in our community!

This list includes donations from July 1, 2009, through June 30, 2010, including A Taste of August 2009. Please accept our sincere apologies for any errors or omissions. Call us at 563-382-8401 with corrections.

Financial gifts

Gifts of \$10,000 or more

United Way of Winneshiek County

Gifts of \$1,000 to \$9,999

Bank of the West

Decorah and Cresco Bank & Trust
Companies

Infastech Decorah, LLC (formerly
Camcar)

Marion Jerome Foundation

Winneshiek County Community
Foundation

Gifts of \$1 to \$999

A&J Petersburg Agency

Alliant Energy Corporation

Harold Amsbaugh

Melanie & Erik Anundsen

Candace & David Arp

Donna & Vernon Bahr

Russell & Cathryn Baldner

Norma & David Bappe

Daniel & Bonnie Beard

Connie & Joe Becker

Gary & Pat Billiet

Robert & Sandra Bishop

Keri & Chris Redenius Bodensteiner

Jim Boeding

Steve & Judy Bohr

Stephen & Sherry Bouska

Jan & Diana Bryant

Jim & Jane Bullard

Bushman Insurance & Real Estate

C US Bank

David & Brenda Carlson

Dr. Kurt & Jane Carlson

Jim & Bridget Casper

Keith & Dawn Deines- Christiansen

John & Birgitte Christianson

William & Anne Craft

Robert & Karen Crookshank

Barb & Jim Dale

Decorah Electric, Inc.

Decorah Knights of Columbus

Robert & Sheryl Dohmen

Mark & Vicki Donhowe

Donlon Health Mart Pharmacy

Kathy Donovan

Steve & Denise Duffy

Mike & Tammy Einck

Ed & Joyce Epperly

Karla & Lindsay Erdman

Faith Prigge Interior Design

Rachel & David Faldet

Elwin & Helen Farwell

Fenco Products, Inc.

Marlene & Duane Fensterman

Scott & Ann Fjelstul

Irv & Jane Forster

Bettie Fox

John & Jane Frana

Naomi & Richard Frana

Ron & Karen Fretheim

Friest & Associates Realtors

Thomas & Bev Gardner

Bev & Ron Gesme

Neelu & Autar Gill

Jerry & Elaine Gipp

Lloyd & Colleen Gossman

Joe & Ann Grimstad

Larry & Diane Grimstad

Dick Guilgot

Darvin & Norma Hacker

Hacker, Nelson & Co., P.C.

Ross & Nori Hadley

Jim & Sue Haemker

Dean & LaRue Hagen

Jon & Mary Hart

Dwayne & Phyllis Hauber

David & Maxine Herold

Dennis & Kay Herold

Kelley Herold

Melissa & Jeff Heying

Jim & Sandy Hoeg

Gertrude Holthaus

Robert & Arlene Houlihan

Kim & Mike Huinker

Roger & Pat Huinker

Julie & Dan Huiskamp

Bill & Donna Rae Ibanez

Philip & Sarah Iversen

Richard & Denise Janechek

Robert Janechek

Jerry & Patricia Johnson

Dave & Jill Jordahl

John Kane

Georgianna & Harvey Klevar

M. W. Klocke

Ron Koester

Ruth Ann Kovarik

Rick & Roz Kratz

Marilynn & Bob Larson

Gary & Geraldine Lee

Joan Leuenberger

Russell & Juanita Loven

About us

At The Spectrum Network, we provide customized employment services and daily living assistance to adults with disabilities, substance abuse, mental illness, and other barriers. Approximately 115 men and women from 10 Iowa counties currently benefit from our services.

CARF accreditation: our quality commitment

In 2010, The Spectrum Network was awarded a three-year accreditation from The Commission on Accreditation of Rehabilitation Facilities (CARF). CARF is an independent, non-profit organization that reviews and grants accreditation internationally. CARF standards are rigorous, so services that meet them are among the best available.

In February, a team of CARF surveyors spent a week with us and conducted a comprehensive audit of our organization's leadership, services, operational systems, and much more. They analyzed our financial records, safety procedures, and personnel policies. They interviewed clients, employees, employers, case managers, and many others.

The resulting three-year accreditation is the highest attainable. CARF president Brian J. Boon wrote in a letter of congratulations, "This achievement is an indication of your organization's dedication and commitment to improving the lives of persons served. Services, personnel, and documentation clearly indicate an established pattern of practice excellence."

In their report, the surveyors listed our many strengths, including an "exemplary conformance to standards" for advocacy with publication of *From My Perspective: Essays about Disability*.

Thank you to all who helped us achieve this quality milestone!

I'm part of this

"I feel very secure in having a network of support to help me become successful in life."

Ron Munsterman

Programs & services

Job Skills Training

On-the-job training in areas ranging from retail to manufacturing. As clients train, we help them learn “soft skills” like how to communicate effectively with coworkers.

Life Skills Coaching

Personalized coaching for skills like planning meals, calling the doctor, and setting up a budget. Our Supported Community Living (SCL) program helps clients build confidence and connection to community. We focus on helping people learn to do things for themselves so that they can achieve their independence goals.

Achievements

In the past fiscal year:

- We provided 2,349 hours of life skills coaching to clients—an increase of 21 percent over the prior year.
- Over 30 people in our Adult Day Services program participated in a community garden, horse grooming, art workshops, volunteer projects, and adopting a needy family for Christmas.
- We delivered 24,135 hours of job skills training to 74 men and women in our facilities and on client work crews.
- Client work crews operated at Infastech Decorah (formerly Camcar), Luther College, Bank of the West, Iowa Workforce Development, and HAWC Partnerships for Children.
- Fifteen Iowans were employed because of our help in finding and keeping a job.

Employment Services

Help with every step of finding and keeping a job: interest and skills assessments, conducting a job search, writing a resume, interviewing, and more. We also provide ongoing “on the job” support.

Adult Day Services

Weekday opportunities for exploring interests and building friendships. Clients enjoy activities like gardening, painting, and cooking. We focus on community participation, both by exploring the community, and by bringing community programming into our space.

- Twenty clients learned job skills through Spectrum Thrift Store, both on the retail floor and in behind-the-scenes operations
- We provided training, work crew participation, and other services to four high school students transitioning to adult services.
- We partnered with seven residential providers, 10 schools, and case managers from 10 counties to provide seamless access to high quality services.
- We raised awareness by publishing *From My Perspective: Essays about Disability*, and organizing three author readings at public libraries; the book was featured on Iowa Public Radio, and used as a classroom text at Wartburg and Luther Colleges.
- Our “Spectrum of Possibilities” client art exhibit traveled to venues in Decorah and Cresco.

Board of directors

Officers

President

Cathryn Baldner, Oneota Community Co-op

Vice President

Betty Schmitt, First Lutheran Church

Secretary

Julie Huiskamp, Northeast Iowa Community College

Members

Jan Bryant, Infastech Decorah, LLC (formerly Camcar)

Don Burnikel, Seedorf Masonry

Bill Ibanez, Winneshiek County Board of Supervisors

Kent Kleckner, Bank of the West

Todd Kowalke, Kowalke Law Office

Pastor Michael Massa, Immanuel Lutheran Church

Britt Rhodes, Luther College

Randy Uhl, Winneshiek County Development, Inc.

Toni Smith, The Spectrum Network Executive Director

Staff

Tina Bappe

Kathy Donovan

Paige Eddy

Kristy Elsbernd

Emily Gade

Kylene Haugen

Mallory Horsfall

Betsy Imhoff

Jeremiah Johnson

Jon Lobeck

Ron Lysne

Brenda Olson

Peggy Piper

Jesie Roney

Megan Rose

Cathy Sabelka

Cyndi Schulte

Jack Storkamp

Missy Trappe

Diane Ward

“Sometimes your life takes a different turn than you expect . . .
Life with a person with challenges can be amazing.”

Betty Schmitt

Strategic plan

Our board of directors continues to passionately pursue our mission, beginning with our strategic plan. The board set forth the following goals for this year to meet our immediate need to preserve and grow mission-related services:

- **Achieve firm financial footing**

We successfully transferred our recycling programs to other entities, met expenses in Spectrum Thrift Store sales, maintained our financial reserves, and obtained grants for a special project.

- **Celebrate 35 years of service**

We held a series of events over the year to celebrate our 35-year history. Every staff person, board member, and client was invited to take part. We created and implemented a public relations plan to update public perceptions on our organization, and have developed a strategic plan for FY11.

- **Add value to services**

We have expanded our on-site job skills training program, and increased capacity on work crews that train in the community.

- **Maintain CARF accreditation and organizational excellence**

In March, we were awarded a three-year CARF accreditation for Employment and Community Services. The CARF survey reported our many strengths, including strong partnerships with Luther College and local businesses, a committed board of directors, high satisfaction among parents and clients with our services and staff, and our willingness to “think outside the box.” We also received an “exemplary” commendation for developing and publishing *From My Perspective: Essays about Disability* as an example of our advocacy efforts.

“We’re not just here to do a job. We create situations where people are accepted and can fulfill their potential.”

Betsy Imhoff

We’re all part of this

Outcomes summary

When our clients succeed, we succeed. This is why we regularly gather client feedback on how well we are helping them achieve their goals. We also survey parents, guardians, case managers, and other stakeholders. From this and other input, we measured our performance against key organizational goals for the fiscal year, as follows:

- **Increase the number of individuals participating in work crews**

We have added two available spaces to work crews, and increased by three the number of clients participating in work crews.

- **Expand client opportunities for job skills training**

By changing the way we process thrift store donations, and by increasing training at the store to five days per week, we increased client training opportunities by 300 percent.

- **Increase the number of clients served by 15**

We served 115 clients over the fiscal year—15 more than last year. We helped individuals through not only our core services, but also vocational evaluations, transitional services for high school youth, and Access to Recovery for people who have chemical dependency.

- **Achieve CARF accreditation**

In 2010, The Spectrum Network earned a fifth consecutive three-year CARF accreditation. A team of CARF surveyors visited our site and rigorously examined every aspect of our operation and services. Along with accreditation, this team gave us a report on our quality strengths:

- Clients and families are highly satisfied with our performance. They consider our services “high quality,” responsive to their needs, and a significant support in their lives.
- Employers of long-term client work crews are very pleased with client performance and with our employment services.
- Other providers are very satisfied with our staff. They regard us as friendly, approachable, organized, professional, and willing to “think outside the box.”

For the complete outcomes report, call 563-382-8401 or visit www.thespectrumnetwork.org.

I’m part of this

“People with disabilities want to work and hold down a job. I love working. It feels good to work.”

Faye Bockman

Financials

Income & Expense	2009-2010*	2008-2009*	<i>(includes discontinued operations)</i>
Support & Revenue			
Client Service Revenue	820,118	961,425	
Program Revenue	208,082	546,552	
Support	46,462	224,887	
Other	<u>5,157</u>	<u>(65,452)</u>	
Total Support & Revenue	\$1,079,819	\$1,667,412	
Expenses			
Direct Client Service Costs	584,670	1,071,872	
Occupancy Costs	186,883	262,779	
Administrative & Overhead Costs	302,257	313,484	
Lunch Program Costs	0	8,007	
Client Wages & Other Costs	<u>136,195</u>	<u>180,770</u>	
Total Expenses	\$1,210,005	\$1,836,912	
Balance Sheet			
	2009-2010***	2008-2009**	
Assets			
Cash & Investments	329,769	274,474	
Accounts Receivable	94,285	123,836	
Property & Equipment	1,450,822	1,626,500	
Other Assets	<u>8,511</u>	<u>4,112</u>	
Total Assets	\$1,883,387	\$2,028,922	
Liabilities & Equity			
Accounts Payable	9,885	4,494	
Payroll & Benefits Payable	73,163	39,874	
Other Current Liabilities	49,143	65,673	
Long-Term Debt	553,118	590,617	
Equity/Fund Balance	<u>1,198,078</u>	<u>1,328,264</u>	
Total Liabilities & Equity	\$1,883,387	\$2,028,922	

*Data taken from cost report for MHDD service providers

**Audited figures

***Unaudited figures

Accessibility plan summary

July 26, 2010, marked the 20th anniversary of the signing of the Americans with Disability Act (ADA). This act prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications.

The Spectrum Network's history mirrors historical progress since the ADA was passed, toward realizing a fully integrated society. Our vision is a world where everyone has the right to work, live, and fully participate in our communities.

We continually work to identify, remove, and prevent accessibility barriers for our clients and all others with whom we interact. This past year, we took the following steps to address physical, attitudinal, communication, and transportation barriers:

- We resolved access and clearance issues in the Spectrum Thrift Store showroom and sorting area, and the Washington Street job skills training areas.

- We provided transportation internally to Spectrum Thrift Store to increase training opportunities for our clients.
- We expanded our Web content to include informational articles and links.
- We raised awareness by publishing and distributing 500 copies of *From My Perspective: Essays about Disability*, holding author readings in three libraries in northeast Iowa, and discussing the book on Iowa Public Radio's *The Exchange*, a live call-in program. Students at Wartburg and Luther Colleges read the book for their social work classes.
- We recorded an audio version of *From My Perspective* for release next fiscal year.
- Over 60 community members attended a reception for two artists at our Washington Street site.
- We held five film showings of *A Friend Indeed: The Bill Sackter Story* in Decorah and Cresco, and screened two films about autism.

I'm part of this

"Anyone can reach their goals if they are willing to work for them."

Charla Hageman