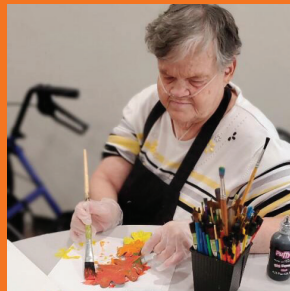




2021 Annual Report

TURN COMMUNITY SERVICES

**TURNing Dreams
Into Reality**



www.TURNDreams.org



MESSAGE FROM THE CEO

At this writing, we are now 18 months into the COVID-19 pandemic, and have just completed an entire fiscal year dealing with serious complications and challenges. Between staff and clients, two people passed away from the virus, and illnesses and quarantines caused program closures and suspension of some services. Our financial losses and staff turnover were significant, but we did not abandon our mission, vision, or values. We continued to keep the well-being of the people we serve and our staff at the center of our decisions and actions, and still labored

to help people live their best and preferred life, despite rapidly changing restrictions and hardships. We were resilient and adapted the look and settings of many services and strived to keep people supported. We continued to be TURN!

To keep things in perspective, I have been compiling a report entitled "Good Things Happening at TURN;" it is now 5 pages! A few of many items from this last year that are worth sharing....

- An anonymous donor pledged \$5,000 as a challenge match for the TURN Board. Board members stepped up and contributed \$6,150, for a total donation of \$11,150 to be used to help fund programs.
- From a hands-on staff perspective: "We saved lives! We created protocols, followed guidelines, and did REALLY, REALLY HARD THINGS. Staff diligently wore masks and used all types of Personal Protective Equipment, and cleaned and disinfected night and day. Our carefulness and compulsiveness were the highest level of caring."
- Communication within teams increased. With the lack of face-to-face interaction, communication necessarily improved to ensure that everyone on the team was working together. People also increased their trust in others when there was a lack of face-to-face contact.
- TURN's own Sub-For-Santa program, "Labor of Love," received \$17,000 in donations and provided Christmas presents for 165 individuals who would otherwise go without.

It is the sign of a great organization when, while faced with unpredictable and inconceivable chaos and change, workers and supporters continue to do great and difficult things. We are also blessed by loyal donors who have continued to support us during a year that was challenging for them as well. Indeed, good things are happening at TURN!

David H. Hennessey, Ph.D.
CEO / Executive Director

OUR STORY

TURN Community Services was founded in 1973 by parents who wanted improved program services for their adult children with intellectual and developmental disabilities. TURN began by opening residential programs in Ogden and Bountiful. Individuals with disabilities could live in a traditional home setting, participate in community activities, and have an integrated, more independent social interaction experience.

Today, nearly 50 years later, TURN Community Services now provides services to more than 840 individuals with developmental disabilities in Utah. We provide services across the state from Brigham City to St. George, UT. We offer a full range of services, including day programs, residential living services, art center programs, summer camp, and supported employment opportunities.



TURN COMMUNITY SERVICES BOARD OF DIRECTORS

Jason Despain, Chairman
Merrick Bank

David C. Hill, Vice Chairman
UPHCA

David Clark, Secretary
The Pitney Bowes Bank

Jeff Cline, Treasurer
Investment Management

J. Eric Vanderhooft, M.D., Past Chairman

Kathy Hale, Housing Committee
Ally Bank

Jim Witherspoon, Housing Committee
Brother of Individual Served by TURN; Real Estate Development

Nan T. Bassett, Attorney
Kipp & Christian

Paul Allen
Synchrony

Sam Falsone, Events Committee
Spectrum Brands HHI; Father of Individual Served by TURN

Clayton Denos
Cache Valley Bank

Emily Ashby
Digital Marketing

Barry Scholl
Attorney: Richards, Brandt, Miller, Nelson

Shannon Noble
Harmen Hope Foundation

Lloyd Alexander
Business and Investment Management

David Dodgion
Clinical Psychologist

Rose Montoya
Individual Served by TURN



TURN COMMUNITY SERVICES

Annual Report

FINANCIAL SNAPSHOT

REVENUES

2021

Public support and revenue:

Contract revenue	\$15,187,408
Room and board	\$394,480
Private revenue	\$220,913
Public support	\$255,012
Client activities	\$41,240
United Way	\$11,402
Interest income	\$233
Paycheck protection program income	\$99,682
ERTC income	3,910,578
Other income	\$294,366
Gain (loss) on investments	\$29,396
Realized gain (loss) on sale of assets	\$(69,368)
Total public support and revenue	\$20,375,342

EXPENSES

Residential programs	\$9,025,491
Day training	\$4,368,398
Hourly services	\$2,109,894
Fundraising and other	\$109,999
Management and general	\$2,384,719
Total expenses	\$17,998,501

**INCREASE IN NET ASSETS -
WITHOUT DONOR RESTRICTIONS**

\$2,376,841

**NET ASSETS - WITHOUT DONOR RESTRICTIONS
BEGINNING OF YEAR**

\$6,311,423

**NET ASSETS - WITHOUT DONOR RESTRICTIONS
END OF YEAR**

\$8,688,264

TURN DEMOGRAPHICS

GENDER

Male	353	51.9%
Female	327	48.1%
Total:	680	



ETHNICITY

Not Hispanic or Latino	627	92.2%
Hispanic	27	4.0%
Unable to Determine	15	2.2%
Mexican	4	0.6%
Other Spanish Origin	2	0.3%
Indian	2	0.3%
Chinese	1	0.1%
South American	1	0.1%
Puerto Rican	1	0.1%
Total:	680	

AGE

0-10	2	0.3%
11-18	25	3.7%
19-29	181	26.6%
30-39	149	20.4%
40-49	126	18.5%
50-59	107	15.7%
60-69	63	9.3%
70-79	24	3.5%
80+	3	0.4%
Total:	680	



COUNTY OF RESIDENCE

Salt Lake County	207	30.4%
Utah County	158	23.2%
Washington County	94	13.8%
Davis County	71	10.4%
Iron County	69	10.1%
Weber County	46	6.8%
Sevier County	19	2.8%
Box Elder County	6	0.9%
Garfield County	4	0.6%
Beaver County	3	0.4%
Piute County	2	0.3%
Kane County	1	0.1%
Total:	680	



SERVICE TYPE (DUPLICATED NUMBERS)

Day Program	363	28.6%
Social Security Rep Payee	164	12.9%
Residential	150	11.8%
Behavior Supports	111	8.8%
Family Support/Respite	79	6.2%
Supported Living	73	5.8%
Professional Medication Monitoring (PM)	70	5.5%
Vocational Rehabilitation	69	5.4%
Supported Employment (DSPD)	68	5.4%
Employment-Related	47	3.7%
Personal Assistant (EPAS)		
Counseling	40	3.2%
Individual Day Services (DSI)	15	1.2%
Pre-Employment Transition Services	12	0.9%
Summer Camp	7	0.6%
Total:	1,268	



NOTE: In addition to the 680 individuals included in this report, there were 82 individuals on TURN's client list for whom we did not bill any services because of the COVID-19 pandemic.

TURN COMMUNITY SERVICES MANAGEMENT TEAM



Dave Hennessey
CEO



Phil Shumway
CFO



Pat Boyle
Director of Operations
Utah County & St. George



Susan Johnson
Director of Operations
Cedar City



Eliza Etherage
Director of Operations
Wasatch Front



Brenda Harris
Director of Human
Resources



Selena Harris
Director of Employment
Services



Eddie Fung
Director of Technology
& Excellence



Cindie Quintana
Director of Public
Relations & Development

THANK YOU TURN DONORS

American Express
Network for Good
Synchrony Financial
Workers Compensation Fund
Amazon Smile
Daniels Fund
Giving University
Acadamh Rince LLC
Salt Lake City Arts Council
Ally Bank
Cedar City Corporation
City of Orem
Provo City
Wells Fargo
UBS Bank
Archer Family Charitable Trust
Rio Tinto

Kenneth Coburn Trust
Community Foundation of Utah
The Church of Jesus Christ of Latter-Day Saints
Clingenpeel Family Trust
Jeffs & Jeffs
Associated Business Technologies
Chilis
Kroger
Bland Tree Experts
UTA
UDOT
Morgan Stanley
Benevity Fund
Kroger
Kenneth & Joanne Mayne Foundation
Choice Supports
Klamm Irrevocable Trust

INDIVIDUALS

Connie Schoon
Lisa Fotheringham
Carolyn Cowder
Kathy Hale
Tiffany Barnes
Victoria Sohn
Teri Fostvedt
DL Gardner
Lydia Robertson
Phil Shumway
Kathie Frischknecht
Raychellene Talbot
Rudy Purwono

Gladeeh Begaye
Eliza & Garry Detherage
Cheryl Hansen
Sara Kimball
Cynthia Proctor
Sue Behle
Robert Babcock
Eric Vanderhooft
Jeff & Michele Cline
Sam & Petrine Falsone
WJ Garmoe
David Runnells
Julie Bentley

Paul Allen
Nan Bassett
Barry Scholl
Michael Cook
Lisa Johnson
Thomas Abbay
Emily Corbett
Lisa Fotheringham
Katheryn Lindquist
Byron & Judy Hardy
Pamela Warren
Zola Stoker

TURN COMMUNITY SERVICES



TURN Vision

TURN Community Services will be the premiere provider of quality services for people with disabilities.

Our Mission

TURNing Dreams into Reality.

Our Values

We are dedicated to choice, quality, and respect for people with disabilities and those who support them.



TURN COMMUNITY SERVICES

Salt Lake City Corporate Office

423 West 800 South, Suite A-200 | Salt Lake City, UT 84101
801.359.8876 | P.O. Box 1287 | info@turndreams.org

Clinton Administrative Office

1906 West 1800 North | Clinton, UT 84015 | 801.820.5471

Provo Administrative Office

1921 North 1120 West | Provo, UT 84604 | 801.343.3900

Cedar City Administrative Office

44 West Harding Ave, Suite 101 | Cedar City, UT 84720 | 435.586.1128

St. George Administrative Office

523 E. Sunland Drive, Suite #5A | St. George, UT 84790 | 435.673.5251



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