

# Annual Report



2023



CELEBRATING  
**50** YEARS OF  
QUALITY SUPPORTS  
& SERVICES



## Our 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.





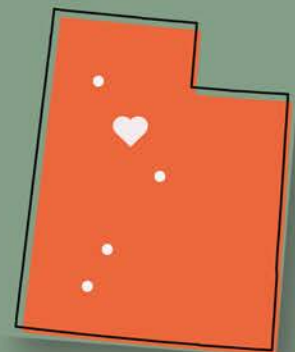
## Our Story

Formerly known as Project TURN, we were founded in 1973 by a group of parents who wanted to improve program services for 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.

More than fifty years later, TURN Community Services now provides services to more than 773 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 camps, and supported employment opportunities.



Serving Individuals  
and Families  
throughout Utah





Progress, Community, Unity,  
and Shared Vision.

# CEO MESSAGE

**TURN**  
CommUnity  
Services

I love that we are an organization with the word “community” in its name. I often draw on that concept when describing our agency to others:

*“We help the people we serve to Live, Work, and Play in the community of their choice.”*

*“We strive to be engaged with our local communities, and we encourage community members and businesses to donate and to come get involved with us.”*

*“Our greatest success is when the people we serve develop new and valued social roles and identities (such as artist, citizen, volunteer) because of opportunities in their community. Living a new and esteemed identity besides “disabled” and “receiver of help and services” can be life-changing and a dream come true!*

TURN is, simply put, a community of good people, serving good people. In the past two years, we reorganized in a way that changed the internal TURN community and helped us move toward a new level of unity. For many years, we had three regional Directors of Operations who oversaw all programs and services within their geographical area. As two of those Directors retired, we brought all services throughout the state under one Director of Operations, Eliza Detherage.

Eliza and her statewide team of Directors and Specialists began to address regional inconsistencies and communication challenges and started to teach and learn together how to create an “I Love It Here” employment culture. Although our Executive Management Team decreased to seven people, our new focus on statewide unification began to create greater consistency of practices and procedures as well as improvements in communication between administrative functions and those providing supports and direct care.

Two other “unification wins” for TURN were 1.) creating the position of Accounting Manager, with Lydia Robertson earning that role and title and 2.) restructuring HR to include administrative assistants throughout the state.

Lydia now oversees statewide organizational support functions including Accounts Receivable and Payables, Housing & HUD Compliance, Representative Payee Services, Fleet Management, and the Utah Pooled Trust.

Next, we brought Administrative Assistants throughout the state under the leadership of the Human Resources department, creating satellite HR offices to facilitate standardization of hiring and orientation processes. This results in unity that makes a difference and gets noticed.

According to Merriam-Webster, “Unity” means the quality or state of not being multiple: ONENESS  
A condition of harmony: ACCORD

The quality or state of being made one: UNIFICATION

For 50 years, TURN has provided a valuable alternative to institutional care for citizens with disabilities. We help people learn and grow in regular, natural settings, and help them establish desirable self-identities as members of their community. Our Management Team is a small, unified group of professionals that is so very knowledgeable and passionate about the disability field. We are strategic, proactive, fun, and aligned in pursuing our vision of exceptional services, growth, and success for TURN. The Operations team and hands-on staff pursue continuous quality improvement and keep nudging us toward a state of oneness. While our services are always customized and individualized to each person’s need, and each program or home has its own unique spirit and culture, our vision, philosophy, and practices are becoming more and more unified throughout the state.

Progress, Community, Unity, and Shared Vision.  
I love it here!

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



# TURN COMMUNITY SERVICES Management Team



**Dave Hennessey**  
Chief Executive Officer



**Phil Shumway**  
Chief Financial Officer



**Brenda Harris**  
Director of Human Resources



**Eliza Detherage**  
Director of Operations, Statewide



**Eddie Fung**  
Director of Technology & Excellence



**Selena Harris**  
Director of Employment Services



**Alyssa DeHart**  
Director of Development & Communication



# TURN Community Services

## BOARD OF DIRECTORS

**David Hill, Chairman**  
UPHCA

**David Clark, Vice Chair**  
The Pitney Bowes Bank

**Paul Allen, Treasurer**  
Synchrony

**Sam Falsone, Secretary**  
Father of Person Served by TURN

**Jason Despain, Immediate Past Chair**  
Merrick Bank

**Lloyd Alexander**  
Business and Investment Management

**Emily Ashby**  
Digital Marketing

**Nan T. Bassett**  
Attorney, Kipp & Christian

**Jeff Cline**  
Investment Management

**Lenora Dale**  
Person Served by TURN

**Kathy Hale**  
Ally Bank

**Shannon Noble**  
Harmen Hope Foundation

**Barry Scholl**  
Attorney, Richards, Brandt, Miller, Nelson

**Jim Witherspoon**  
Sibling of Person Served by TURN



## CORPORATE & ADMINISTRATIVE OFFICES

### Salt Lake City Corporate Office

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

### 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



# TURN COMMUNITY SERVICES DEMOGRAPHICS



## ETHNICITY

Not Hispanic or Latino	694	89.8%
Hispanic	48	6.2%
Unable to Determine	14	1.8%
Mexican	8	1.0%
Other Spanish Origin	3	0.4%
Puerto Rican	2	0.3%
Indian	1	0.1%
Chinese	1	0.1%
South American	1	0.1%

**Total: 773**

## AGE

0-10	1	0.1%
11-18	59	7.6%
19-29	207	26.8%
30-39	170	22.0%
40-49	138	17.9%
50-59	110	14.2%
60-69	60	7.8%
70-79	24	3.1%
80+	4	0.5%

**Total: 773**



## GENDER

Male	422	54.6%
Female	351	45.4%
<b>Total:</b>	<b>773</b>	



\*In addition to the 773 individuals included in this report, there were 20 individuals on TURN's client list for whom we did not bill any services because they did not resume supports since the COVID-19 pandemic.



## COUNTY OF RESIDENCE

Salt Lake County	249	32.2%
Utah County	185	23.9%
Washington County	86	11.1%
Davis County	80	10.3%
Iron County	72	9.3%
Weber County	54	7.0%
Sevier County	1	0.1%
Box Elder County	6	0.8%
Garfield County	2	0.3%
Beaver County	2	0.3%
Summit County	13	1.7%
Wasatch County	9	1.2%
Piute County	1	0.1%
Kane County	8	0.8%

**Total: 773**

## SERVICE TYPE (DUPLICATED NUMBERS)

Day Program	374	28.7%
Social Security Rep Payee	154	11.8%
Residential	140	10.8%
Behavior Supports	106	8.1%
Vocational Rehabilitation	99	7.6%
Professional Medication		
Monitoring (PM)	65	5.0%
Family Support/Respite	63	4.8%
Supported Living	61	4.7%
Supported Employment (DSPD)	41	3.2%
Employment-Related		
Personal Assistant (EPAS)	45	3.5%
Pre-Employment		
Transition Services	69	5.3%
Counseling	48	3.7%
Individual Day Services (DSI)	15	1.2%
Summer Camp	21	1.6%

**Total: 1301**





# TURN COMMUNITY SERVICES FINANCIAL SNAPSHOT

## REVENUES 2023

Contract revenue	\$20,866,804
Room and board	\$416,644
Private revenue	\$299,889
Public support	\$190,571
Client activities	\$45,630
United Way	\$27
Interest income	\$86,589
Other income	\$856,473
Gain (loss) on sale of assets	\$96,246
<b>Total Revenue</b>	<b>\$22,858,873</b>



## EXPENSES 2023

Residential programs	\$9,149,552
Day training	\$7,433,422
Hourly services	\$2,226,358
Fundraising and other	\$153,634
Management and general	\$2,823,378
<b>Total expenses</b>	<b>\$23,403,845</b>

<b>DECREASE IN NET ASSETS</b>	<b>\$(544,972)</b>
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<b>NET ASSETS - WITHOUT DONOR RESTRICTIONS BEGINNING OF YEAR</b>	<b>\$7,889,529</b>
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<b>NET ASSETS - WITHOUT DONOR RESTRICTIONS END OF YEAR</b>	<b>\$7,344,557</b>
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# We Appreciate Our Community Partners

ALLY BANK

AMAZON SMILE

BENEVITY

BEYOND ADVOCACY

CHOICE SUPPORTS

COMMONWEALTH CHARITABLE

FUND

INFINITE SUPPORTS

JP MORGAN CHASE

KENNETH & JOANNE MAYNE

FOUNDATION

KROGER

LKJ SUPPORT SERVICES

MORGAN STANLEY

MOUNTAIN WEST SMALL BUSINESS FINANCE

PITNEY BOWES

QUALITY SUPPORT SOLUTIONS

REBEN REBEN, LLC

RIO TINTO

SYNCHRONY FINANCIAL

UBS Bank USA

VERTICAL RAISE TRUST

WORKERS COMPENSATION FUND



# Thank You

for making a difference in our world!





# Celebrating Individual Donors

ABIGAIL HAMBLIN  
 ALLISON MICHEL  
 ANGELA CHAVEZ  
 ANN RONEY  
 AUDREY HOLLAAR  
 BARRY SCHOLL  
 BEVERLY PATRICK  
 BRENDA HARRIS  
 CAMILLE POWELL  
 CAROLYN COWDER  
 CATHERINE CHAMBLESS  
 CHRIS FRAZIER  
 CINDY WORKMAN  
 CLINGENPEEL FAMILY  
 TRUST  
 CONNEE SCHOON  
 CRAIG MCCALL  
 CYNTHIA PROCTOR  
 DAVE & DIANE  
 HENNESSEY  
 DAVE HILL  
 DAVID CLARK  
 DAVID ROBERTSON  
 DEONE GINES  
 DIANA GRAFF  
 DIANE MCNEILL  
 EDDIE FUNG  
 ELIZA DETHERAGE  
 EMILY ASHBY  
 ERIC VANDERHOOF  
 FIONA HILDEBRANT  
 FRANCES HOLMIN  
 GLADYS BEGAY  
 HELEN FAGENBUSH

JANE TOWNSEND  
 JASON DESPAIN  
 JEFF CLINE  
 JENNIFER SHUMWAY  
 JIM & JANET WITHERSPOON  
 JOANNE LUDY  
 JOE ROBERTSON  
 JOHN & KAY FOLEY  
 JULIE BENTLEY  
 KATHLEEN CROCKER  
 KATHY HALE  
 KATIE ANN POWELL  
 KATIE JOHNSON  
 KERRY CARLSON  
 KERRY HAWKES  
 LADAWN RINDLIBAK  
 LADESS SWINSCOE  
 LEATHA BETTS  
 LENNY JONES  
 LENORA DALE  
 LEWIS C MCCALLUM  
 LISA DEBRY  
 LISA FOTHERINGHAM  
 LLOYD ALEXANDER  
 LYDIA ROBERTSON  
 MARIA BOWDEN  
 MARIAH PETROSINO  
 MATT JENSEN  
 MAZELLE NOHR  
 MELISSA CASEY  
 MELISSA QUIGLEY  
 MICHAL ROBERTSON  
 MINDY ALLEN

NAN BASSETT  
 NATHAN JONES  
 PAUL ALLEN  
 PHIL SHUMWAY  
 POPE FAMILY  
 RACHEL HAWKES  
 REBECCA PROCTOR  
 RICHARD & DIANE HOUSTON  
 RICHARD & SHELLY MULLER  
 ROBERT BARRUS  
 ROSE MONTOYA  
 RUZENA NOVAK  
 SAM FALSONE  
 SARA KIMBALL  
 SONDRA DURHAM  
 STACEY MATCH  
 STEPHANIE VAROZ  
 STEPHEN ANDERSON  
 THOMAS ABBAY  
 THOMAS DAYIN  
 TOM DAY  
 TRENT WILKERSON  
 MARE GUNDERSON  
 VALORIE DODART  
 VICTORIA SOHN  
 WENDY MORGAN



# Thank You for Your Support!

# Stay in Touch



[www.turndreams.org](http://www.turndreams.org)

