



Annual Report

2024



Building on the Legacy
of Choice, Quality, & Respect

Our Mission

TURNing Dreams into Reality.



Meaning we know the people we serve well enough to know their hopes and dreams and how to help them realize these.

Our Vision

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



Our Values

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



Making Everyday Count





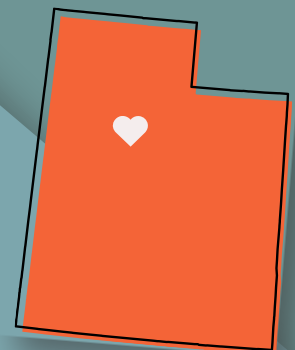
Our Story

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 650 individuals with developmental disabilities in Utah. We offer a full range of services, including day programs, residential living services, art center programs, summer camps, and supported employment opportunities from Brigham City to St. George and most places in between.



Serving
Individuals and Families
throughout Utah



The TURN story reveals challenges and triumphs.

A Beautiful Story

"Painting a picture of an innovative and resilient service organization."



CEO MESSAGE

As an executive leader, I am often asked “who” and “what” is TURN. At that moment, I become a passionate storyteller, painting a picture of an innovative and resilient service organization that, for over 50 years, has transformed the lives of thousands of individuals with disabilities, empowering them to live more independent and fulfilling lives.

“The TURN Story” is an enjoyable and compelling story to tell. It is the legacy of a non-profit started by parents, providing “a life in the community” when segregation and institutionalization for people with disabilities was the norm. It is the story of fierce advocacy and an unwavering focus on inclusion, respect, and personalized supports. It includes stories of glorious achievements and successes in people’s lives, as well as extraordinary challenges and struggles that our organization and the people we serve face each day.

The TURN Story reveals challenges brought about by years of underfunding and unproductive overregulation which, in some ways, helped build corporate character and a culture of lean and determined effectiveness and unparalleled quality. It is the story of six mergers/acquisitions over the years that helped us grow to currently serve over 750 persons through a staff of about 400. It is the story of the careful management of human resources, and dedicated employees drawn by opportunities for learning, growth, and progress, and a love for, and commitment to, the people they serve.

Disability touches everyone in some way; 25% of adults in Utah, or 1 in 4, have a disability. Therefore, the story of TURN can be a relatable and familiar story of people helping people. This Annual Report tells the story of one year in the world of TURN. It illustrates our successful financial performance while tables and photographs speak to our identity and values and the many ways that we make a difference in communities and in people’s lives.

TURN Community Services stands as a beacon of hope, showing that with the right supports and mindset, anyone can thrive, regardless of their challenges. The TURN Story is a beautiful narrative about the transformative power of community, compassion, and belief in human potential.

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



BOARD OF DIRECTORS

David Clark, Chairman
The Pitney Bowes Bank

Nan T. Bassett, Chair-Elect
Attorney, Kipp & Christian

Paul Allen, Treasurer
Synchrony

Sam Falsone, Secretary
Father of Person Served by TURN

David Hill, Immediate Past Chair
UPHCA

Jason Despain
Merrick Bank

Lloyd Alexander
Business and Investment Management

Emily Ashby
Digital Marketing

Jeff Cline
Investment Management

Lenora Dale
Person Served by TURN

Kathy Hale
Ally Bank

Shannon Noble
Harmon Hope Foundation

Barry Scholl
Attorney, Richards, Brandt, Miller, Nelson

Jim Witherspoon
Sibling of Person Served by TURN



TURN COMMUNITY SERVICES Management Team



Dave Hennessey
Chief Executive Officer



Phil Shumway
Chief Financial Officer



Brenda Harris
Associate Executive Director



Eliza Detherage
Director of Operations, Statewide



Eddie Fung
Director of Technology & Excellence



Selena Williams
Director of Employment Services



Alyssa DeHart
Director of Development & Communication

TURN COMMUNITY SERVICES FINANCIAL SNAPSHOT

REVENUES 2023

| | |
|-------------------------------|--------------|
| Contract revenue | \$21,141,708 |
| Room and board | \$450,672 |
| Private revenue | \$250,672 |
| Public support | \$263,265 |
| Client activities | \$70,155 |
| United Way | \$376 |
| Interest income | \$15,968 |
| Other income | \$220,445 |
| Gain (loss) on sale of assets | \$47,361 |
| Total revenue | \$22,460,622 |



EXPENSES 2023

| | |
|------------------------|--------------|
| Residential programs | \$10,284,746 |
| Day training | \$7,131,800 |
| Hourly services | 1,783,406 |
| Fundraising and other | \$111,213 |
| Management and general | \$3,031,182 |
| Total expenses | \$22,349,347 |

| | |
|------------------------|-----------|
| INCREASE IN NET ASSETS | \$111,275 |
|------------------------|-----------|

| | |
|--|-------------|
| NET ASSETS - WITHOUT DONOR RESTRICTIONS BEGINNING OF YEAR | \$7,337,238 |
|--|-------------|

| | |
|--|-------------|
| NET ASSETS - WITHOUT DONOR RESTRICTIONS END OF YEAR | \$7,448,513 |
|--|-------------|

TURN COMMUNITY SERVICES DEMOGRAPHICS



ETHNICITY

| | | |
|------------------------|-----|-------|
| Not Hispanic or Latino | 562 | 90.4% |
| Hispanic | 33 | 5.3% |
| Unable to Determine | 11 | 1.8% |
| Mexican | 6 | 1.0% |
| Other Spanish Origin | 3 | 0.5% |
| Puerto Rican | 3 | 0.5% |
| Indian | 1 | 0.2% |
| Chinese | 1 | 0.2% |
| South American | 1 | 0.2% |

Total: 622

AGE

| | | |
|-------|-----|-------|
| 0-10 | 1 | 0.2% |
| 11-18 | 58 | 9.3% |
| 19-29 | 137 | 22.0% |
| 30-39 | 137 | 22.0% |
| 40-49 | 111 | 17.8% |
| 50-59 | 85 | 13.7% |
| 60-69 | 60 | 9.6% |
| 70-79 | 29 | 4.7% |
| 80+ | 4 | 0.6% |

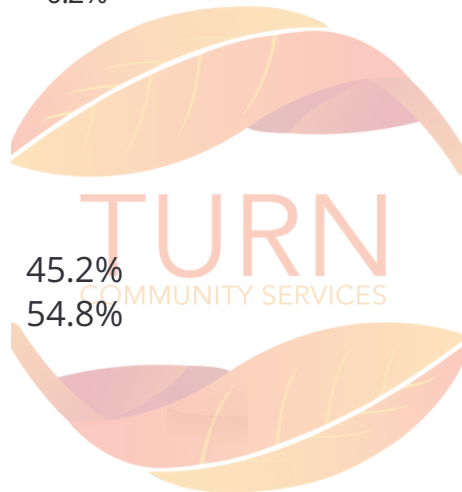
**Total:
622**



GENDER

| | | |
|--------|-----|-------|
| Male | 281 | 45.2% |
| Female | 341 | 54.8% |

Total: 622



COUNTY OF RESIDENCE

| | | |
|-------------------|-----|-------|
| Salt Lake County | 208 | 34% |
| Utah County | 134 | 21.5% |
| Washington County | 74 | 11.9% |
| Davis County | 69 | 11.1% |
| Iron County | 59 | 9.5% |
| Weber County | 49 | 7.9% |
| Sevier County | 7 | 1.1% |
| Box Elder County | 4 | 1.1% |
| Summit County | 3 | .5% |
| Wasatch County | 14 | 2.3% |
| Beaver County | 1 | .2% |
| Kane County | 4 | .6% |

Total: 622

SERVICE TYPE (DUPLICATED NUMBERS)

| | | |
|------------------------------------|-----|-------|
| Day Program | 375 | 33.2% |
| Social Security Rep Payee | 150 | 13.3% |
| Residential | 133 | 11.8% |
| Behavior Supports | 99 | 8.8% |
| Vocational Rehabilitation | 66 | 5.8% |
| Professional Medication Monitoring | 59 | 5.2% |
| Family Support/Respite | 52 | 4.6% |
| Supported Living | 59 | 5.2% |
| Supported Employment (DSPD) | 39 | 3.4% |
| Pre-Employment Transition Services | 53 | 4.7% |
| Counseling | 13 | 1.1% |
| Individual Day Services (DSI) | 15 | 1.3% |
| Summer Camp | 18 | 1.6% |

Total: 1131



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

647 South Cross Hollow Road.
Cedar City, UT 84720
435.586.1128

St. George Administrative Office

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

Sharing the Story of TURN



by Celebrating 50 years of Services in the Community



TURN Hosted Events

- Everest Open House
- Meraki Open House
- Miss Inspiration Pageant
- World FolkFest Picnic
- Multiple Holiday Parties



Joined the Festivities

- Freedom Festival Parade
- American Fork Parade
- Springville Days
- Orem Summerfest Parade



Everest Open House



WCF Picnic-20th year



Utah County Parades



World FolkFest



Ken Garff Automotive Volunteers



Making Community Connections

Events for TURN hosted by :

Ken Garff Automotive Utah Jazz Day at the Delta Center

Dream Machines

Miss Inspiration Pre-party

Open Text Employee Awareness day

Red Hills Art Show in St. George

WCF Picnic United Way Day of Caring

Ivy City Co. Fashion Show Prep

RevRoad dinner at the **Car Show**



Radio Spots on
KRCL, KSOP, KSL,
Salt Lake Chamber of Commerce:
Speaking on Business



Hosted **film creation with crews**
from
UTA, Take Command
and Launched **YouTube Channel**



Together, We Make a Difference



TURN Enjoyed Volunteer help from

Teva Pharmaceuticals

*Art & Organization Day
Gardening w TURN
SLC Halloween Party
Labor of Love*



Nature Human Health Utah Selene Finance

*Photography Day at the
International Peace Gardens*

Western Garden Centers & KRCL

Gardening with TURN

Salt Lake Community College

Interns for Miss Inspiration

Seeds of Change

Planting for Community gardens

Eccles Art Foundation

Art instruction at Weber Junction

Mountain West

Granite Credit Union

Love Lake City

Labor of Love



TURN thanks these and many more organizations & individuals who generously dedicated time and energy to our community.



Photography day with MNH_UT



RevRoad Car Show Dinner



Spending Time Together



KEN CARTF JAZZ DAY at the Delta Center



Utah Business HR Achievement Award



Meraki Open House



Open Text



Davis County Chamber of Commerce Community Impact finalist Filming



Ivy City Co.



Everest Open House



NNH-UT + Selene Finance



Community Donors

giving \$1,000 or more

ALLY BANK

ALBION FINANCIAL

BENEVITY

BEVERLY PATRICK

BEYOND ADVOCACY

CHOICE SUPPORTS

CITY OF OREM

CONNIE SCHOON

DAN DIXON

ERIC VANDERHOOF, MD

EVERGREEN SUPPORTS

FORESTER AND LETTHA BETTS

INFINITE SUPPORTS

JP MORGAN CHASE

JAKE TINGEY

KEN GARFF AUTOMOTIVE GROUP

KENNETH & JOANNE MAYNE FOUNDATION

KROGER

LKJ SUPPORT SERVICES

MORGAN STANLEY

MOUNTAIN WEST SMALL BUSINESS FINANCE

OPEN TEXT

PITNEY BOWES

QUALITY SUPPORT SOLUTIONS

REBEN REBEN, LLC

RENAISSANCE CHARITABLE

SYNCHRONY FINANCIAL

UBS Bank USA

UNITED WAY SOUTHERN UTAH

VERTICAL RAISE TRUST

WORKERS COMPENSATION FUND

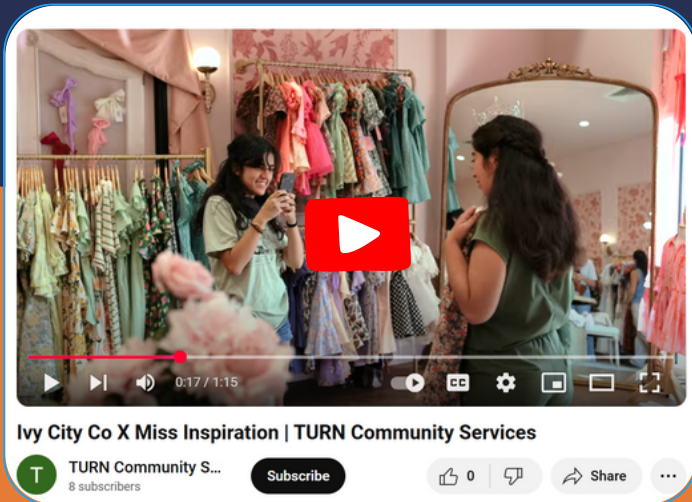


Together, we change
the world!

Thank You

Stay in Touch

visit us online



NEW in 2024
YouTube Channel

Subscribe today! ➔

“Being part of the TURN community means you BELIEVE

- You believe in the power of people,
- The power of hopes and dreams,
- The power of moments,
- The power of new and positively expanded identities,
- The power of connections

Community and Service is at the heart of all we do.”

– Alyssa DeHart, Director of Development and Communications
Speaking on Business at the Salt Lake Chamber of Commerce

Follow us Online

www.turndreams.org

