



Annual Report

2025



Building Community

with Choice, Quality, and Respect

A woman with a head covering and a red patterned jacket sits in a wheelchair on a dirt path. The background features large, reddish-brown rock formations and some green and yellow shrubs under a clear blue sky. The scene is brightly lit, suggesting a sunny day.

“When you focus on someone’s disability you’ll overlook their **abilities, beauty** and **uniqueness**. Once you learn to accept and love them for who they are, you subconsciously learn to **love** yourself **unconditionally.**”

— *Yvonne Pierre*



"Wellness is not a department; it's a way of working and being together."

CEO Message

A CULTURE OF WELLNESS

Wellness refers to proactive practices that "pay proper attention to the whole", with the goal being optimal health, performance, and satisfaction. For an individual, that means consistently and in proper proportions, attending to the multiple realms of a person's life: Physical, Intellectual, Spiritual, Emotional, Financial, and Social. For a mission-driven human services organization like TURN, it means an operational philosophy of collaboration and interdependence among departments and functions, and a strategic mindset of "right-use", "right-size", and "right-fit" throughout the agency.

Client Wellness

As Utah's premier service provider, client-centered services and "dream realization" are at the heart of TURN's mission. We prioritize physical health, emotional well-being, and personal growth through accessible care, individualized support plans, skill-building programs, social connection, choice, and opportunities for exploration and independence. Testimonials from families highlight the emotional security and confidence they feel knowing their loved ones are seen, valued, and engaged.

Employee Wellness

We believe that the wellness of our employees can impact the well-being and quality of life of the people we serve, and can therefore also

impact the morale, culture, and financial health of the organization. TURN supports employee wellness by providing comprehensive benefits, wellness incentives, training opportunities, and mental health resources to ensure our team members feel valued, supported, and equipped to thrive.

Employee wellness has benefitted significantly through strategic changes to our health benefits model. Our second year of a transition to an Individual Coverage HRA (ICHRA) empowered employees with greater choice and flexibility, resulting in a 96% satisfaction rate, while also reducing administrative costs by 87%. Our Employee Assistance Plan (EAP), which provides counseling for employees and dependents as well as personal growth workshops, sees a well-above-average individual usage rate of 13.9%.

We are also in our second year of learning together from leadership expert Clint Pulver's "I Love it Here!" Masterclass, providing insights and discussions to help with leadership skill development and employee retention.

Our monthly TURN Wellness Challenge prompts and encourages employees to reflect on areas of their life that are universal to the human experience, resulting in commitments to change and improvement.



CEO Message Cont.

Corporate Wellness

TURN is once again financially healthy, thanks to careful and thoughtful stewardship, comprehensive internal auditing and QA practices, and wellness-focused staffing and HR practices. Organizational wellness also means managing finances and resources in a way that cultivates corporate fiscal health in both the short-term and the long-term. This past year, we continued to claw our way back from the staggering fiscal and personnel losses of the COVID-19 pandemic, and showed a net financial gain at the end of the year of 3.37%.

Community Wellness

We actively build inclusive communities by promoting disability awareness, advocating for disability rights and funding, assisting the people we serve to be active and engaged citizens, fostering partnerships with local organizations, and encouraging volunteerism. We strive to add to the wellness of others in the community by feeding their need to serve and experience the human condition. TURN believes that a healthy community is one where all members are seen, heard, and empowered to contribute and benefit each other.

At TURN, we work from a shared belief that wellness is not a department, it's a way of working and being together. As we look to the future, we will continue to grow this culture of wellness—investing in people, strengthening systems, and remaining grounded in the belief that every individual, when supported holistically, has the capacity to thrive.

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



Our Mission

TURNing Dreams into Reality

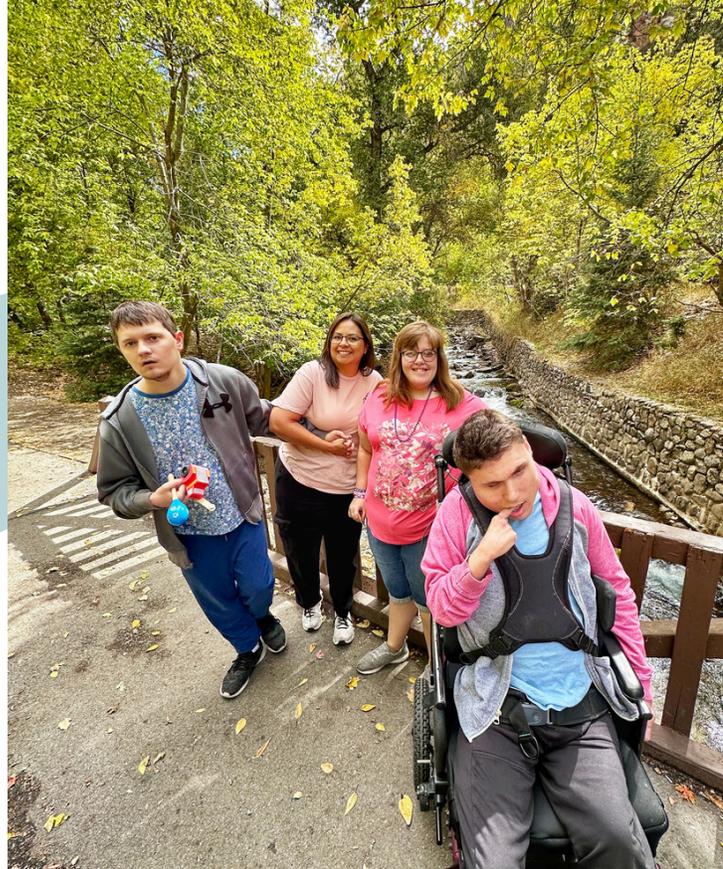


Our Vision

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.



Our Story



TURN Community Services began in 1973 when a group of parents came together to create better opportunities for their adult children with intellectual and developmental disabilities. Then known as Project TURN, they wanted more than care; they wanted connection, purpose, and a meaningful place in the community. The first homes opened in Ogden and Bountiful, offering individuals the chance to live in neighborhood settings, participate in community life, and build genuine relationships.

Over the past fifty years, TURN Community Services has supported thousands of individuals and their families. Today, we serve more than 545 people across Utah, from Brigham City to St. George. TURN empowers individuals to live with greater independence and stronger community connections, giving families the opportunity to live their lives with confidence and peace of mind.

Through our residential, employment, day programs, and other essential services, we provide care, support, and experiences that encourage personal growth and accomplishment. Education continues at TURN. People keep learning, achieving, and thriving throughout their lives as we help them TURN dreams into reality.

DEMOGRAPHICS



ETHNICITY

White	479	87.9%
Black/African American	9	4.4%
American Indian/ Alaskan Native	6	1.1%
Asian	4	0.7%
All Others	23	4.2%

Total: 545



GENDER

Male	314	57.6%
Female	231	42.4%

Total: 545



COUNTY OF RESIDENCE

Salt Lake County	174	31.9%
Utah County	125	22.9%
Washington County	63	11.6%
Davis County	66	12.1%
Iron County	56	10.3%
Weber County	42	2.0%
Box Elder County	7	1.3%
Wasatch County	11	0.5%
Beaver County	1	0.2%

Total: 545



AGE

0-10	1	0.2%
11-18	40	7.3%
19-29	104	19.1%
30-39	125	22.9%
40-49	97	17.8%
50-59	86	15.8%
60-69	59	10.8%
70-79	28	5.1%
80+	5	0.9%

Total: 545



SERVICE TYPE (Some Duplicates)

Day Program	362	34.8%
Social Security Rep Payee	138	13.3%
Residential	136	13.1%
Behavior Supports	99	9.5%
Vocational Rehabilitation	52	5.0%
Professional Medication Monitoring	54	5.2%
Supported Living	52	5.0%
Pre-Employment Transition Services	46	4.4%
Family Support/Respite	43	4.1%
Supported Employment (DSPD)	34	3.3%
Individual Day Services (DSI)	12	1.2%
Summer Camp	11	1.1%

Total: 1039



FINANCIAL SNAPSHOT

REVENUES 2024-2025

Contract revenue	\$20,771,906
Room and board	\$494,772
Private revenue	\$172,199
Public support	\$147,866
Client activities	\$28,007
United Way	\$ 231
Investment income	\$30,360
Other income	\$220,445
Gain (loss) on sale of assets	\$184,870
Total Revenue	\$23,198,481

EXPENSES 2024-2025

Residential programs	\$10,044,125
Day training	\$7,155,530
Hourly services	\$1,811,687
Fundraising and other	\$144,708
Management and general	\$3,254,612
Total expenses	\$22,410,662

INCREASE IN NET ASSETS **\$787,819**

**NET ASSETS - WITHOUT DONOR RESTRICTIONS
BEGINNING OF YEAR** **\$7,448,513**

**NET ASSETS - WITHOUT DONOR RESTRICTIONS
END OF YEAR** **\$8,236,332**





CORPORATE & ADMINISTRATIVE OFFICES



Salt Lake City Corporate Office

423 West 800 South, Suite A-200
Salt Lake City, UT 84101
801.359.8876

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 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



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

BOARD OF DIRECTORS

David Clark, Chair
Pitney Bowes Bank

David C. Hill, Past Chair
UPHCA

Paul Allen, Treasurer
Synchrony

Sam Falsone, Secretary
Development Committee
Father of person served by TURN

Jason Despain
Merrick Bank

Kathy Hale, Housing Committee
CRA Specialist

Emily Ashby
Digital Marketing

Shannon Noble
Harmen Hope Foundation

Lloyd Alexander
Investment Management

Jim Witherspoon, Housing Committee
Real Estate, Brother of person served by TURN

Jeff Cline, Development Committee
Investment Management

Barry Scholl
Attorney

Lenora Dale
Person in TURN's services

Kaleb Holt
Select Health

Blake Marsh
Optum Bank



Thank You

to Our Community Partners
for making all the difference in our world!



Morgan Stanley



J.P.Morgan



CONNIE SCHOON

KENNETH & JOANNE MAYNE FOUNDATION





Advocacy in Action

At TURN, our mission is rooted in empowering individuals with disabilities to live fulfilling and independent lives. In February, we took that commitment a step further by engaging our broader community including employees, families, friends, neighbors, and the people we serve in an advocacy campaign to ensure continued funding for essential services through Medicaid.

The response was extraordinary. More than 281 shares across multiple posts reached over 41,300 people, demonstrating the deep compassion and dedication of the TURN community. Together, we are raising awareness about the importance of maintaining vital supports that enable individuals with disabilities to thrive.

This effort was not about politics; it was about people. It was about ensuring that every individual we serve continues to have access to the resources, care, and opportunities they need to succeed. We are deeply grateful to everyone who lent their voice and helped make sure that those who depend on these services were heard.





Technology at TURN

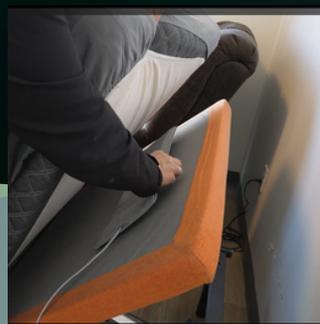
Therap Connect gives our individuals more independence and privacy with their own healthcare. For example, individuals can weigh themselves and take their own blood pressure with minimal or no assistance from staff. All of that health data is transmitted automatically to our electronic medical record, which then can be shared with medical professionals during appointments.

We now have the ability to capture quantitative sleep data using the Withings Sleep Mat and Therap Connect. This is data that we have never been able to collect before. With this information, we are collaborating with medical professionals to make data-driven medical decisions.

At the Assistive Technology Open House, Ashlee Vigil showcased various devices and software to help people participate more fully in the digital world. For example, one individual, who is blind, is very excited that she can now text and call people using her voice. She quite often uses her newfound technology to listen to country music and send jokes to her staff.

Coordinators create shift schedules using Punctual Pug and staff can readily access this information on a mobile app. Individuals or their families can also view these schedules so they can see who and when staff will be working with them. Knowing this information eliminates a lot of stress for some individuals and has a positive impact on their mental health.

Eddie Fung
Director of Technology & Excellence





Art & Educational Day Services



Nature Therapy



Fine Motor Skills

TURN is full of people who don't just come to work; they come to serve a purpose and a passion.

David Clark, President Board of Directors

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“I spend my days around some of the most thoughtful, kind, and loving people I have ever met and I am grateful to work with TURN. . . they are not only dedicated to the health and wellness of the individuals it serves, but the staff who serve them as well.”

-TURN Staff



Summer Parades



Shopping with Friends



Birthdays



Monthly



Outdoor Adventures



Field Trips



Sewing Crafts



Music

TURN's Art and Educational Day Centers empower individuals with disabilities to express themselves through art, dance, music, and other creative experiences. Participants build skills, engage safely in community events, and explore the world around them—fostering confidence, creativity, and meaningful community connection.

“ I love working as a DSP because I get to make a difference by helping those I serve reach their potential! This line of work is incredibly fulfilling and I truly feel I've grown as a person by doing it. The people I serve inspire me each and every day. ”

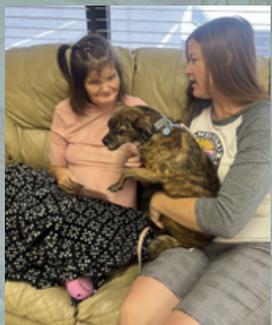
- TURN Direct Support Professional



Athletics



Gardening



Adaptive Hiking



Art Shows



Holiday Parties

Volunteering



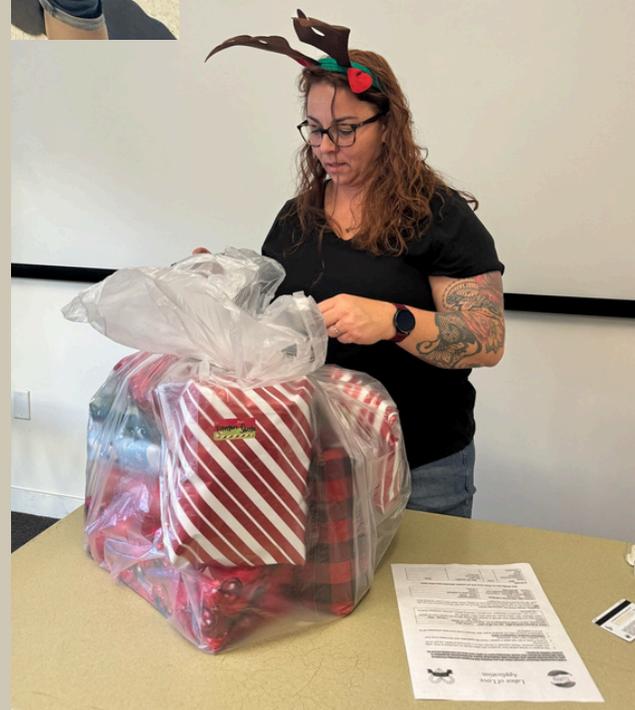
“I can say having them volunteer has been truly a positive experience. [Our volunteer] has stepped up in so many ways and has been very engaged with our clients, he even participates in activities like bingo and is consistently involved. Its been such a great thing for both our clients and, I believe our staff as well.”

--Program Coordinator, Cedar City



Over the past year, volunteers have contributed over **462 hours** assisting our community. Some of the most notable experiences have included help with our **Labor of Love** gifting program (helping to shop for, and wrap presents), local royalty helping with dances and picnics, professionals bringing **service animals** to our centers, and weekly **adaptive fitness programs**, as well as helping clients have fun at day programs by playing games and interacting with the individuals as friends.

As part of **Citizens in Action**, we also encourage the individuals we serve to support local causes. With help from staff, they have participated in fundraisers for the **Special Olympics**, **neighborhood cleanup** efforts, and delivered food to those in need.



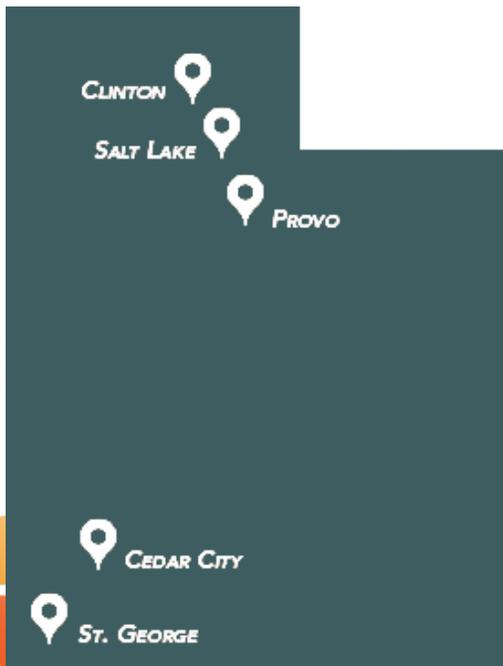


TURN Statewide



In 2024-2025, we served **545 individuals** in **9 counties** in Utah. This included **15 day programs** and **22 residential programs**, and a variety of supportive hourly services overseen by **5 administrative offices**.

As the largest nonprofit provider of developmental disability services in Utah, TURN serves over **10% of the 5,000+ individuals in Utah**.



545
individuals



462
volunteer hours



400
employees
average



126
donors



\$86,915
cash donations



\$530
avg gift size



Community Moments



Jonathan Peterson speaking with Therap about how technology advances care models at TURN

Film Crews created highlights of TURN including:

Therap and KUTV News
Utah Transit Authority
Davis County Chamber
Take Command
Madison Johnson Films



Mountain America and KUTV News Pay it Forward Community highlight

Community



- Paradigms BDCA Art Show
- Cedar City Open House
- City Center for the Arts Monthly Art Strolls
- Salt Lake Chamber Leadership Tour

- SLC Chamber President's Ambassadors
- Mr. Inspiration Advocacy Pageant
- NNHUT Photography Day
- WCF Picnic



The Founders of **Ivy City Co.** invited TURN's Miss Inspiration to walk in their annual fall fashion show. She is pictured here with her family at a special fitting at their warehouse store in preparation for the show. She was then gifted a dress and accessories to wear for community appearances. *See the video on TURN's YouTube Channel.*

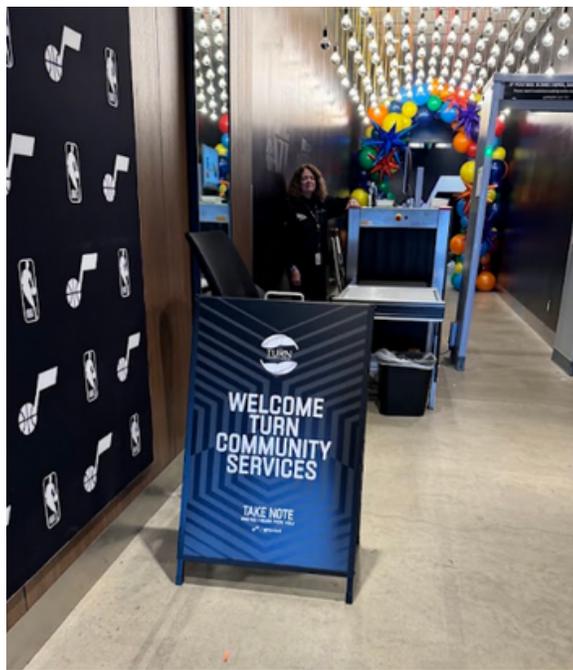


Dancers from the **WorldFolk Fest** visiting from Austria put on a show of traditional dancers for the TURN Community in Utah County. TURN dancers returned the favor and they all danced together to try out their new steps. Broadening horizons through connection is a continual focus at TURN.





Ken Garff Automotive Group invited TURN to enjoy a day with the Jazz at the Delta Center in March.



We arrived in style on charter buses bringing us up from Utah County.



Every detail was perfect. We crafted, played basketball, met the jazz Bear and made new friends.



You're invited to Opening Night!
Join us at the



Unified Art Show

Paradigms
Friday, February 21st 6-8pm
TURN Community Services at the

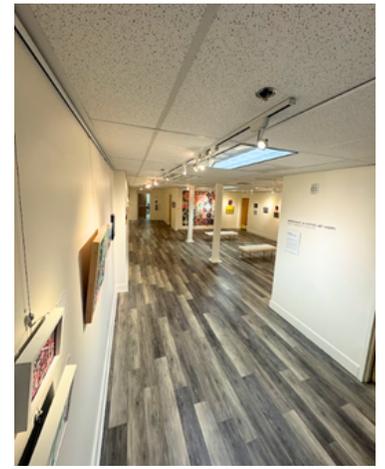
Bountiful Davis Art Center
90 N Main Street Bountiful UT, 84010

FULL SHOW RUN
February 21- March 28 2023





Scan to
Visit the online
art show

Bountiful Davis Art Center invited TURN Community to present an Art show for the Community. Artists from across the state submitted work to display. Submissions came from each area and included people served by TURN and staff.



Therap included staff and people served by TURN in their feature film about technology advances to care models.



The TURN team cheered on the Utah Jazz in April and enjoyed taking center court before the game kick off which included a behind the scenes tour.



People Served by TURN have participated in Special Olympics in Cedar City for 20 years. The TURN Lighting participated in track and swimming events in the 2025 Summer games held at SUU this year.

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“I feel so grateful to work alongside people who genuinely care about growth, service, and doing good work.

“Here’s to leading with purpose, lifting others, and continuing to grow — always.”

- Brenda Harris,
Associate Executive Director



The **WCF Picnic** and **United Way Day of Service Picnic** is one of our favorite days of the year. This longstanding partnership of more than 20 years has been an annual tradition. Each year the WCF team rallies to put on a picnic with purpose for the TURN community to sharing how much they care.



TURN is full of people who don't just come to work; they come to serve a **purpose** and a **passion**.

David Clark, President, Board of Directors



This job has helped me to grow in ways I did not expect. It has taught me how to be more **patient** and flexible..and the importance of consistency.

TURN Staff

To be able to help is a blessing to me. . . It has allowed me the privilege of teaching my grandchildren how to be **kind** and not fear those who are different.

TURN Administrative Assistant

Those who work on the TURN team are acquainted with and aware of the **hopes** and **dreams** of the individuals that we serve.

Alyssa DeHart, Director of Development & Communications

Voices of TURN



A healthy community is one where all members are seen, heard, and **empowered** to contribute and **benefit** each other.

Dave Hennesey, CEO, Executive Director



I go home and know that I have been able to make a **difference** in someone's life each day.

Director of Program Services

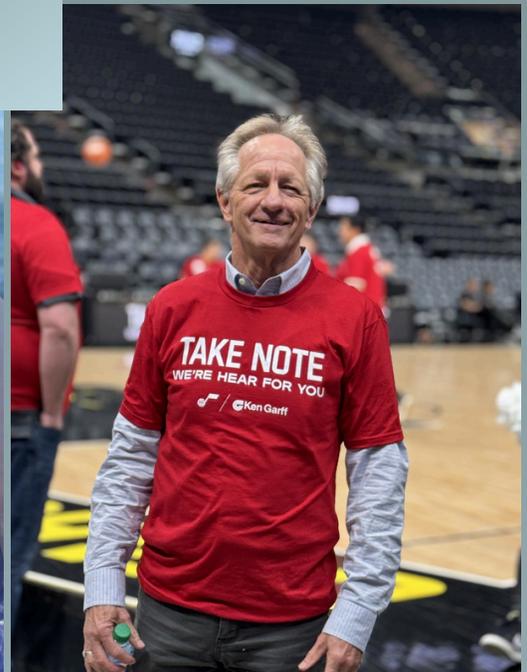
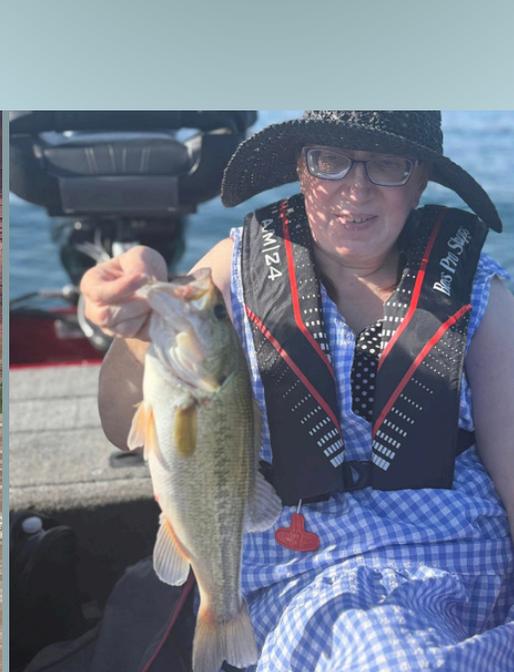
Helping someone roast marshmallows for smores, teaching someone to cook their own dinner, assisting someone to move into their own apartment. . . These moments are **my WHY**.

TURN Staff





2024-2025



Stay In Touch



As we reflect on another year of growth and service, we extend our heartfelt gratitude to everyone who makes TURN's mission possible. To our dedicated employees, whose compassion and commitment bring our programs to life each day; to our clients, who inspire us through their courage, creativity, and determination; to our families, partners, donors, and community members, who stand beside us in support and advocacy—thank you.

Together, we have continued to build inclusive communities where individuals with disabilities are empowered to live meaningful, self-directed lives. Every milestone reached and every life enriched is a testament to what we can achieve when we work as one. TURN's success is truly a reflection of the strength, heart, and unity of our entire community.

-TURN Community Services

To find out what's happening.
Follow the TURN Community, share the Joy!



www.turndreams.org



www.turncommunityservices.org