

**TASC, Inc.**  
***Report to the  
Community***  
**2020**



**This annual report described service activity and financial performance  
for fiscal year July 1, 2019 – June 30, 2020**

**TASC, Inc.**  
***(Training Advancement Skills in the Community)***

**About Us:**

**Mission Statement:**

**“Inspired by the values of Compassion, Dignity and Respect ... We Build Brighter Futures”**

**Philosophy:**

TASC believes that every person served in its programs should be respected and treated with dignity and respect at all times. TASC seeks to develop a partnership with each person to assist in the maximization of abilities and achievement of goals. The safety and well-being each person TASC serves and our employees are priorities at all times. TASC pledges to provide services of the highest possible quality in comfortable secure environments.

TASC embraces the personal choices of persons and seeks to accommodate these choices whenever possible. All decision regarding each person’s care are guided by the individual needs and desires of each person. TASC promotes community involvement for each person served by teaching skills of self-reliance. All TASC services and activities are designed to produce outcomes that ensue every person gains the ability to live, work and to lead a fulfilling life of dignity such as that accorded every citizen of the United States of America.

**Values that Shape Us:**

- To be accountable
- To be collaborative and responsible
- To be respectful and empathetic
- To be caring and compassionate
- To promote a safe and healthy workplace environment
- To challenge and be challenged
- To support the freedom to be creative
- To remain flexible and resilient

**Passions that Drive Us:**

- Helping people get a great life as contributing members of their communities
- Hiring and retaining staff who receive good benefits, are well trained and committed
- Raising community awareness of the diversity of disabilities and contributions made by people we support

- Providing quality outcome oriented services
- Being committed to sharing and learning from our results
- Demonstrating integrity and ethics in everything we do, and
- Making a positive difference in the world around us.
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**Our Commitment to Quality**

TASC holds itself accountable to providing services and supports that reflect the highest standards of quality while maintaining fiscally sound business practices.

We strive to provide services that are recognized and approved by regulatory entities. We believe that compliance to professional standards helps to assure the delivery of quality services within a supportive environment. TASC is accredited by the Commission of Rehabilitation Facilities (CARF) in the following service areas:

- Employment Services
  - Community Employment Services
  - Job Development
  - Employment Support
- Community Services
  - Community Integration
  - Community Housing
  - Supported Living

**Many People Play a Part**

It takes the whole community to help make TASC successful in carrying out its mission. TASC is governed by a Board of Directors who are members of the community that represent a wide selection of interests. These individuals are free of conflict in interest, professionals, persons receiving services or family members and interested citizens. The Board recognizes the importance of ethical considerations in providing services and conducting business. To that end, the Board has adopted 4 pillars of ethical values that drive their decision-making process and policy development.

- Trustworthiness
- Responsibility
- Respect
- Caring

We extend a special thanks to those individuals who have volunteered to serve as Board members for TASC this past year:

<b>Office:</b>	<b>Name:</b>	
President	Dr. Steven Perkins	6/30/19-12/31/19
	Brian Houliahan	1/20/20-present
Secretary/Treasurer	Bill Shafer	
Directors	Keeli Ward	
	Mike Myers	
	Robin Racicot	
	Ray Whalen	
	Rhonda Lettington	
	Meghan Palmer	

TASC is very fortunate to have not only a solid, caring Board of Directors, but a well stocked Tool-Chest to carry out the agency's mission. Tools in our Tool Box:

- Board strength
- Talented staff members aligned with TASC vision/mission
- Solid financial performance
- Person-Centered processes that facilitate achievement
- Stability – know community environment and opportunities for growth

### **Our Staff are Special People**

Receiving services from qualified and committed caregivers when you need them is a priority of TASC. TASC believes that its staff members are its number one asset. The agency's mission is dependent upon qualified staff loving their job and doing everything they can to be great at that job. TASC supports the success and development of each staff member by encouraging a culture that is dedicated to their satisfaction and achievement of the mission directed outcomes, organizational results and professional development goals.

TASC's human resource system embraces the agency's organizational values. The core of the system is to treat each staff member with dignity and respect and to encourage their success and development through their entire work experience at the agency, including recruitment, staff relations, training, staff development and retention.

### **Recognition**

TASC recognizes and rewards staff for their achievement. An "Employee of the Month" is recognized in the monthly Mission Up for their exemplification of TASC's organizational values.

The staff member receives a monetary award. Nominations for recognition come from the people we serve, supervisors, co-workers, outside agencies and the family we work with. Annually, at the Staff Appreciation Dinner, an “Employee of the Year” is chosen and recognized from the recipients of the monthly award. The staff member receives a monetary award for this honor. Due to COVID-19 and in an effort to protect our staff, the Annual Staff Appreciation Dinner was cancelled; however, all staff received a token of appreciation and the Employee of the Year was presented with her award by the Crisis Team.

**Congratulations:**

- **Brittney Boydston .... Employee of the Year**

**Employees of the Month:**

*July 1, 2019 –June 30, 2020*

Leah Welsh

Mareen Garin

Becky Schott

Theresa Johnson

Cassie Regan

Brittney Boydston

Denise Ward

Eileen Wood

Darren Koozer, Jenny Kuegel, Meika Fahey, Faye Neverman (group)

Corrina Nelson

Sam Johnson

Carrie Larsen

**Retention:**

Retaining qualified staff members is key in carrying out TASC’s mission. With unemployment levels at historical lows prior to COVID-19, employee retention is a priority. Staff turnover rate for the 2020 fiscal year was at 22%, 3% higher than the previous year, but well below the industry level. Turnover rates for 2019 were at 48% and turnover rates for 2020 was at 36%. COVID-19 had a dramatic impact on wages increasing to retain staff. Organizations were able to do this by utilizing one-time provider relief funds and is not sustainable going forward. Good hiring practices, including thorough background checks, planning professional development for staff and supervisors and a commitment to our mission makes TASC a great place to work; a place where staff choose to work; and a place where the dedication of our staff is reflected in the achievements and smiles of the people we serve.

TASC is proud to report that 65% of staff have been employed at the agency for over 5 years and 13% of staff were employed between 16 and 30 years.

**Great staff make great life happen for the people we serve.**

**Being “Of the Community”:**

There is more to life than having to do household tasks and going to work. TASC strives to offer activities for a well-rounded life. We encourage every person to become part of the community; attending public events, shopping in local stores or accessing local resources.

TASC provides as many opportunities as possible for individuals to choose an activities which appeal to them, away from work and home, on weekends and evenings.

Personal shopping, medical appointments, and events all draw people we serve into their communities. It is important that individuals feel the satisfaction that comes from being a contributing member of society, either through work, volunteer opportunities or social interactions.

**Points of Interest:**

99% of the services provided are funded through Medicaid (Title 19)

Staff wages and benefits account for 84% of our expenditures

TASC employed 68 staff members this fiscal year

TASC operated 6 Home and Community Based Waiver homes, an 8-plex apartment complex and provided hourly Supported Living Services to a total 60 individuals.

TASC has two very active committees comprised staff from all service areas—the “Change Agents” and the “Vision Seekers”. Change Agents listen to staff’s suggestions and make recommendations to management as well as offer activities for staff member to stay connected and satisfied with their working environment. Vision Seekers are the agencies visionaries. Their task is to develop strategies to keep TASC progressive with the changing environment—Managed Care Organizations and the HCBS Waiver Setting rules.

A Wellness Program emphasizes developing healthy living habits and promotion of active leisure opportunities for the people we serve. The FIT Center (Fitness Inspired Together) was opened in July, 2016 and continues to be furnished with low impact exercise equipment specifically designed for persons with physical and mental challenges and features a simulated

golf simulator. The FIT building was offered to several groups throughout the community for use of our specialized equipment and fitness activities. The Waukon High School Women's Golf team were interested in utilizing the building but this did not happen this year due to COVID-19. In addition, the FIT building is now being utilized by staff on their time off and to persons served when Dayhab activities are not running in an effort to improve staff and person served overall health. The equipment and activities offered are unique and will not duplicate any services currently available in the community.

**The People We Serve:**

**Funding Sources:**

Private Pay	3 or 3%
County Social Services	7 or 7%
Schools	2 or 2%
HAB	16 or 16%
ID Waiver	73 or 71%
BI Waiver	1 or 1%

**Ages:**

In FY'20, the ages of the 102 people we served were as follows:

age 16-17	0 or 0%
age 18-21	4 or 4%
age 22-29	24 or 24%
age 30-39	15 or 15%
age 40-49	17 or 17%
age 50-59	19 or 18%
age 60+	23 or 22%

**Quality Outcome:**

- 98% of supported community living individuals increased their community integration opportunities
- 100% of persons receiving supported community living individuals had family who played an active role
- 98% of persons receiving supported community living services reported satisfaction with services
- 100% of employers were satisfied with the services received through TASC's supported employment program

- 100% of supported employment individuals were satisfied with the services that they received
- 3 individuals moved from work crews/enclaves to their own community jobs; 3 individuals obtained competitive employment in the community
- 99% of persons served/guardians/parents were satisfied with their Day Habilitation Program (Community Integration)
- 99% of individuals in the Day Habilitation Program (Community Integration) chose to participate in community outings. Participants were offered community outings several times each day.
- 60+ **NEW** community activities were offered to individuals participating in the Day Habilitation (Community Integration) program this year

**TASC Growth 2002-2020:**

**Number of Persons Served:**

2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016
71	75	76	81	88	96	93	104	109	115	121	125	105	112	104
2017	2018	2019	2020											
109	107	107	102											



T.A.S.C., INC.  
STATEMENTS OF FINANCIAL POSITION  
June 30, 2020 and 2019

ASSETS

	2020	2019
<b>CURRENT ASSETS</b>		
Cash	\$ 2,398,534	\$ 1,217,573
Accounts receivable	303,689	804,583
Pension plan contribution forfeitures	1	1
Accrued interest	658	758
Prepaid expense	50,762	57,310
	<b>2,753,644</b>	<b>2,080,225</b>
<b>NONCURRENT ASSETS</b>		
Property and equipment, net	1,300,891	1,354,796
Restricted cash	22,361	21,973
Beneficial interest in Community Foundation	2,328	2,395
Investments, Aflac stock	14,412	21,924
Investments, MetLife stock	438	596
Investments, Brighthouse Financial stock	28	37
Patronage dividend receivable	-	13
	<b>1,340,458</b>	<b>1,401,734</b>
<b>Total noncurrent assets</b>	<b>1,340,458</b>	<b>1,401,734</b>
<b>Total assets</b>	<b>\$ 4,094,102</b>	<b>\$ 3,481,959</b>

LIABILITIES AND NET ASSETS

<b>CURRENT LIABILITIES</b>		
Current portion of long-term debt	\$ 11,648	\$ 10,078
Accounts payable	19,680	29,893
Payroll tax payables	26,671	29,819
Sales tax payable	30	713
Accrued expenses	330,672	310,705
Note payable - SBA (PPP funds)	512,055	-
	<b>900,756</b>	<b>381,208</b>
<b>Total current liabilities</b>	<b>900,756</b>	<b>381,208</b>
<b>LONG-TERM LIABILITIES</b>		
Lease contract payable, net	4,791	8,091
Note payable - USDA, net	300,679	334,677
	<b>305,470</b>	<b>342,768</b>
<b>Total long-term liabilities</b>	<b>305,470</b>	<b>342,768</b>
<b>Total liabilities</b>	<b>1,206,226</b>	<b>723,976</b>
<b>NET ASSETS</b>		
<b>Without donor restrictions:</b>		
Designated by the Board for asset replacement	353,217	344,715
Designated by the Board for special projects	23,016	22,795
Designated by the Board for reserve requirements	22,361	21,973
Undesignated	2,489,282	2,368,500
<b>Total without donor restrictions</b>	<b>2,887,876</b>	<b>2,757,983</b>
<b>Total net assets</b>	<b>2,887,876</b>	<b>2,757,983</b>
<b>Total liabilities and net assets</b>	<b>\$ 4,094,102</b>	<b>\$ 3,481,959</b>

See Notes to Financial Statements and Accountant's Compilation Report.

**Our Community Supporters:**

We gratefully recognize the generosity and vision of those who have supported our mission through their contributions to TASC during our fiscal year July 1, 2018 through June 30, 2019. Whether it was a memorial to a loved one, an estate gift, a tribute for a special occasion or simply a gift from the heart, all are gratefully accepted and used to carry out our mission. We also extend our gratitude to those donors who wish to remain anonymous.

Betty and Ann White	Gemini – Shawn Peck, Ryan Peck
Gil and Sherrie Hunstad	Pastor Grant Vander Velden-First Presbyterian Church
Iowa Developmental Disability Council	Waukon Future Farmers of America (FFA)
Department of Human Services	Veterans Memorial Hospital
George and Joann Hagen	Old East Paint Creek Church
Waukon Fire Department	Donna Saddler
Glenda Koehn	Vickie Klingeman
Terri Kleinow	Kathy Smith
Betty Saddler Palmer	Joyce Rasmussen
Brenda Timmerman	Randy Nordheim
Marlys Leiran	IC Lansing Knights of Columbus
Waukon Lions Club	Waukon High School – Class of 88
Joe and Mary Cunningham	Shawn Tuttle – Mike & Sherry Tuttle
Allamakee County Community Foundation	Old West Pain Creek Church
John & Leona Mettille	Big Canoe Lutheran Church
Knights of Columbus	Old East Pain Creek Church-Martha Circle/EOPC Ladies
Dr. Steven and Stefanie J. Perkins	Phillis Waters
Mary Kelly – Debbie McGeough	Suzanne Wessels
Family of Emmett and Bernadine	Ron and Theresa Wessels
Jones	Waukon State Bank

**Thank You**

**Our Community Foundation:**

The Board of Directors has established a TASC Endowment Fund, now known as the Mary Ament-TASC Endowment, through the Allamakee County Foundation to ensure the agency’s future and long-term financial stability. The Community Foundation can assist donors who are contemplating planned donations for tax savings and/or estate planning.

### Our Community Employment Partners:

Community Employment Partners are an essential piece of helping persons served achieve full inclusion. A true partnership between TASC and our business community has developed over the past thirty plus years. Providing quality works and supports when needed has strengthened this relationship. The Employment Specialists listen to and are responsible to the employer's needs. The result ... solid employment opportunities. Of 6 individual placements TASC is currently working with, 6 of the 6 or 100% have retained their employment relationship for over six months and all were being paid at or above minimum wage with benefits. One individual obtained her job at the end of this fiscal year. Annually employers are surveyed to determine their satisfaction level. Of the 20 surveys sent out, 14 or 70% were returned. The survey included individual placements, job crews and enclaves. All were given high satisfaction marks.

#### Business Partners

Quillins Food Ranch	Winneshiek County Recycling Systems
Waukon Feed Ranch	Allamakee County Fair Board
German Farmer's Mutual Insurance	Kwik Star-Waukon and Monona
Dee's Implement	Waukon City Club
West Side Lumber	Northeast Iowa Community College
Allamakee County Extension Service	Luther College
Allamakee County Economic Development	Robey Memorial Library
YMCA, Postville	

### CARF Accreditation

CARF (Commission on Accreditation of Rehabilitation Facilities) assists service providers in improving the quality of their services, demonstrating value and meeting internationally recognized organizational and program standards. Achieving accreditation requires a service provider to commit to quality improvement, focus on the unique needs of each person the persons serve and monitor the results of services. TASC is proud of their accreditation history with CARE. Over the past 30+ years, the agency has undergone 11 voluntary CARF accreditation surveys, receiving a 3-year (maximum) award for each of the surveys. Currently, the following services are CARF accredited:

- Community Employment: Employments Supports and Job Development
- Community Housing
- Community Integration
- Supported Living