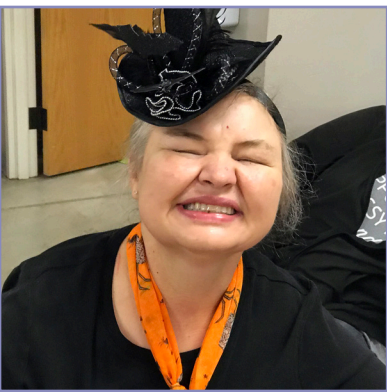


Independent Living Services

Annual Report • 2019



Advocate Independence, Purpose and
Dignity for Individuals
with Disabilities

A Message From the Executive Director

It is my pleasure to present the 2019 Annual Report for Independent Living Services. As you look at our annual report and the snapshot it provides of our programs, please keep in mind it represents just a small part of what Independent Living Services does every day.

It has been a year of transition for some of the services we provide. We are now providing Waiver Services under the new PASSEs model as required by Arkansas Developmental Disability Services. This has caused a lot of challenges as we get used to not providing Case Management and adjust to Care Coordination provided by an outside agency. It has also brought tremendous changes to our billing department. Throughout the transition our most important role is ensuring we provide excellent care to those we have the honor to serve.

I am consistently amazed at the commitment of our staff to ensure we provide exemplary services. I also appreciate our community and the support they offer the folks we serve, their families and our programs. Once again, I thank you for your belief, commitment and support to the ongoing success of Independent Living Services.

Elissa Douglas
Executive Director
Independent Living Services, Inc.



Leadership

Board of Directors

Rob Stevens, President
Melissa Britton
Leann Parker
Eric Treat

Jayme Lemon, Vice President
Jason Hansen
Umang Patel
Alan White

Sandra Leyva, Secretary
Josh Linden
Tyler Pearson
Courtney Williams

Kathleen Atkins
Mark McCuin
Mickey Prince
David Williams

Creative Living Board of Directors

Cathy Acre

James Plaxco

Greenbrier Board of Directors

Barbara Spradlin

Alan White

Florentz Estates Board of Directors

Evelyn Fecher-Ward

Calvin Price

Peggy Schneider

Robert Wright

Executive Team

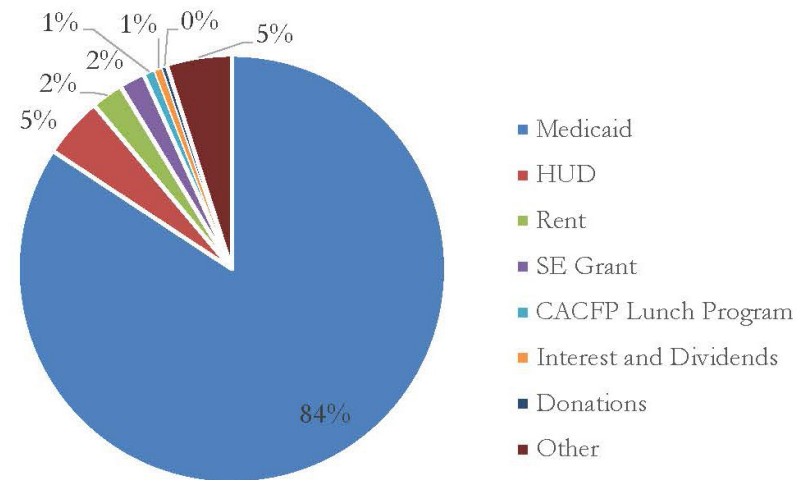
Elissa Douglas, Executive Director
Amy White, Director of Compliance
Danielle Henry, Human Resources Director
Jordan Dunn, Director of Profiles Day Services

Jessica Hutchison, Financial Director
Channing Hall, Director of Nursing
Evelyn Fecher-Ward, Program Director
Robert Wright, Dir of Development & Supported Employment

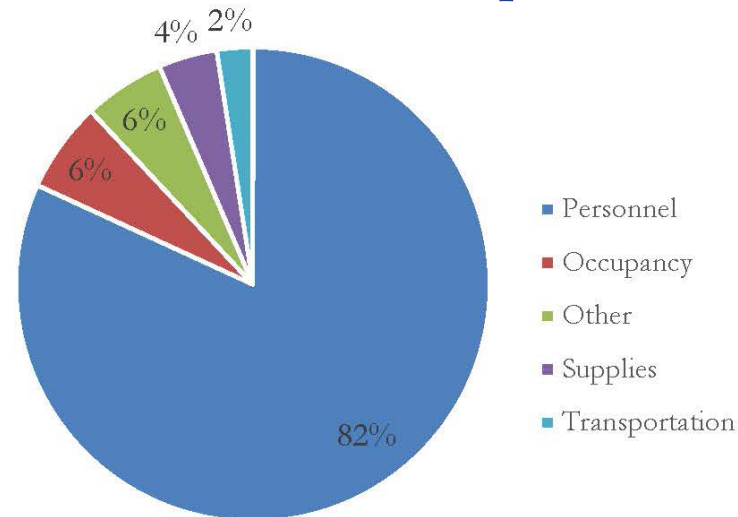
Financial

The annual audits of Independent Living Services, Inc. and Creative Living, Inc. are free of any material findings and questioned costs. Continuing to improve financial policies is an important and inherent responsibility to be a good steward of the funds received. This financial strength is a valuable asset in continuing to serve our consumers, families, employees and our community.

Revenues



Expenses



Human Resources

Employees

	Full-time	Part-time	Total
2019	119	331	450
2018	123	291	414

Licenses held by Employees

Certified Public Accountant
 Commercial Driver's License
 Licensed Social Worker

Licensed Professional Nurse
 Nursing Home Administrator
 Registered Nurse

Internal Trainings

CPR/First Aid: 40 Trainings
 New Hire: 36 Classes
 Orientation: 100 Trainings
 Outside Speakers: 4 Trainings

Personal Care Certification: 24 Trainings
 Positive Behavior Management: 12 Trainings
 Transportation: 12 Trainings



Barbara Spradlin and Yeves Black enjoying the festivities at the Employee Picnic.

The Employees of the Year were recognized by the Board of Directors in April. Mark White, Lutricia Brown, Ramona Brinkman and Candace Perry.



Development



Jayne Lemon, Board Vice President, with the Conway Fire Department preparing to drop the golf balls.

Our Development Department planned the Annual Golf Ball Drop at Centennial Valley Country Club.

The Golf Ball Drop raised
\$14,005!

1,647 Balls Dropped

Volunteer Hours: 1,311

Volunteers include Board Members, UCA O.T. Students, Conway Christian Students, Cooking Matters, Conway Junior Auxiliary, Hendrix, Key Club, Beta Club, UCA Outreach and many other wonderful community members!

Card Sales

Christmas and Occasional Cards featuring original Artwork by Consumers are sold to benefit Independent Living Services.



Rob Stevens, Board President, serving food at the Golf Ball Drop.

Grants & Outreach

Grants

Arkansas Department of Human Services

Arkansas State Highway Department

Blue Cross/Blue Shield Blue & You Grant

City of Conway For Supported Employment & Transportation

Community Development Block Grant



Independent Living Services won the Greenbrier Non-Profit Business of the Year. The award was presented at the Greenbrier Annual Meeting.

Outreach

City of Conway

Our Human Resource department provided Autism Awareness training for the entire Conway Police and Fire Departments.

City of Hope Outreach

The City of Hope Outreach Annual Thanksgiving Dinner was hosted at the Profiles Cafeteria.

Salvation Army

As the Salvation Army's pantries became empty, ILS consumers and staff collected food and helped fill their pantry.

University of Central Arkansas - Occupational Therapy Dept.

The Occupational Therapy students volunteer to create the ACTS (Acting Creates Therapeutic Success) play.



Bob Leffert and Josh Linden from Centennial Bank grilling the food for our Annual Golf Ball Drop and Employee Picnic.

Demographics

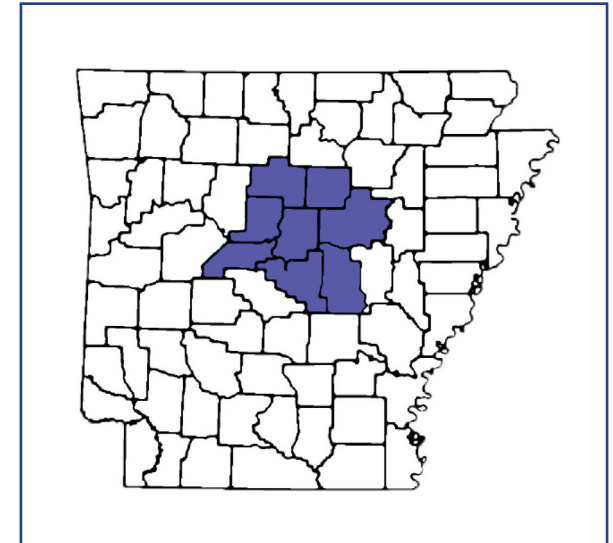
Total Number Served: 282

Numbers Served in our Programs – Individuals may be enrolled in more than one service

Creative Living:	10	Profiles / Productions:	179
Residential / Waiver:	167	Supported Employment:	76

Statistical Breakdown

Male:	161	Female:	121
African American:	56	Asian:	1
Caucasian:	219	Hispanic:	4
Other:	2		
6 – 17 years old:	9	18 – 40 years old:	146
41 – 65 years old:	115	66 – 85 years old:	13



Areas Served

Independent Living Services is licensed to provide services in eight counties in Arkansas

Cleburne County	Conway County	Faulkner County	Lonoke County
Perry County	Pulaski County	Van Buren County	White County

Independent Living Services is licensed to provide Medicaid Waiver, ADDT (Adult Developmental Day Treatment) Work Center, Supported Employment, Supported Apartments, Group Homes, ICF/IID (Intermediate Care Facility/Individuals with Intellectual Disabilities), Personal Care and Transportation. Administrative offices are located in Faulkner County.

Residential and Community Based Services

Our residential services allow our consumers to live in the most independent setting possible. Our trained staff provide assistance with personal finance while helping our consumers meet their health care, nutritional, transportation, recreational and personal care needs.

Capacity

Capacity to Serve: 91

Currently Serving: 90

- Patterson House, Women's Home
- Reynolds House, Women's Home
- Ross House, Men's Home
- South Boulevard, Women's Home
- Conway Apartments
- Greenbrier Apartments
- Florentz Estates, Apartments
- Creative Living, 10 Bed Intermediate Care Facility

An Additional 67 Individuals are provided support in their own home, a rented apartment, house in the community or family residence.



Benny lives at Florentz Estates. He has received services from ILS since 1986. Benny receives Medicaid Waiver services. Benny is retired from the Hendrix Radio Station. Benny enjoys listening to music in his spare time. He is also an avid Razorback Fan!

Profiles Enrichment Center

Our adult developmental day treatment program provides our consumers with a variety of opportunities to continue their education in a classroom environment.

Consumers Served at Profiles & Profiles Productions: 179 Profiles Kitchen Served: 25,921 Lunches

Classes Offered at Profiles

Advocacy

Art

Computer

Health & Wellness

Home Ec

Music

Journey's

Performing Arts

Sensory

Social Skills

Values



Winston attends Profiles and Profiles Productions. He lives at Greenbrier Apartment Complex. Winston has received services from ILS since 2014. Winston likes to watch horror movies. He is also a very talented artist.

Additional Activities at Profiles:

- Breast Cancer Awareness Day
- College Football Pep Rally
- Doughnuts with Dads
- Fitness Power Hour
- Halloween Escape Room
- Junior Auxiliary Thanksgiving Dinner
- Kamp Kahuna
- Muffins with Mom
- Sunshine Optimist Club

Profile Productions

Pounds of Paper Shredded/Recycled 10,000 lbs / Month

Conservation Equivalents

85 Trees / Month

1,900 Gallons of Oil / Month

35,000 Gallons of Water / Month



Michelle attends Profiles Productions. She has received services from ILS since 2009. Michelle lives at Reynolds House and receives Medicaid Waiver Services. She is hoping to move to her own apartment this next year.

Employees at Profiles Productions

	2018	2019
Part-time	72	70
Full-time	38	45
Total	110	115

Job Contracts, Shredding and Recycling Vendors:

American Management Corporation
 Arkansas Research Alliance
 BCJM, Inc.
 Beebe High School
 Bethlehem House
 Conner and Sartain, CPA
 Conway Chamber of Commerce
 Conway Wealth Management
 Crafton and Tull
 DHS/DDS Quality Assurance

Edgar Tyler, LLP
 Fairmont Specialty
 Farris Agency
 Faulkner County Circuit Clerk
 Faulkner County Juvenile Court
 Faulkner County Treasurer
 George S. Mackey, CPA
 Independent Living Services, Inc.
 Log Cabin Democrat
 Millar Jiles Cullipher, LLP

New York Life Insurance Company
 Patterson Eye Care
 Salvation Army
 SMC Packaging
 Talkington & Associates
 Torreyson Library, UCA
 Twentieth Judicial District
 Virco
 West Rock

Supported Employment

Businesses in the Community that Employ our Consumers

Aramark	Conway Sheriff Dept.	Kroger	St. Andrew's Place
Arby's	Cross Creek Sandwich Shop	Larry's Pizza	Salvation Army
Bob's Grill	DHS/DDS	Lumber 1	Sam's Club
Burger King	Grace Methodist Church	McAlister's Deli	Teletech-Morrilton
Chick-Fil-A	Goodwill Industries	McDonald's	Wal-Mart
Conway Animal Welfare	Hardee's	Pediatrics Plus	Wendy's
CHDC	Hendrix College	Pizza Hut	West Tree Service
Conway Regional Hospital	ILS	Popeye's	Zaxby's



Kevin moved to Conway with his family in 2017. Kevin was referred to ILS through Arkansas Rehab. He received services through the ILS Supported Employment team to help him find a job at McDonald's. Kevin started as a crew member and was promoted after two months to be the leader of productions in the lobby. Kevin's next goal is to be a member of the management team at Mc'Donald's.

Transportation

With no public transportation in Faulkner County, our consumers depend on our fleet of 39 vehicles for transportation to employment opportunities, social activities, medical appointments, shopping trips and volunteer opportunities.

We have 318 seats available on our vehicles!

Thank you to the Arkansas Highway Department, City of Conway, and Community Development Block Grant for assistance with funding our vehicles and transportation costs.



Chris attends Profiles and lives in the community with the support of Waiver. He enjoys walking with his staff.

Activities Our Consumers participated in:

ACTS	Junior Auxiliary Thanksgiving Dinner
Arts Fest	October Fest
Arkansas State Fair	Pizza Parties
Bingo	Pumpkin Patch
Braves Baseball	Razorback Games
Camp Mitchell	Special Olympics
Conway Football Games	Toad Suck Daze
Conway Symphony Concerts	Traveler's Games
DDS Fall Festival	Trips to Branson
EcoFest	Trips to Hot Springs
Faulkner County Fair	UCA Games
Fishing Trips	UCA OT Halloween Dance

Licensure & Associations

Licensure

Waiver Program & Profiles are reviewed and licensed by the Division of Provider Services & Quality Assurance.

Creative Living is reviewed and licensed by the Office of Long Term Care annually.

All of our residences that receive HUD (Housing and Urban Development) funding are reviewed annually.

The Kitchen at Profiles is reviewed by the Health Department two times a year.

We receive a Special Nutrition License from the Department of Human Services which is reviewed annually.

Our vehicles are inspected annually by the Arkansas Department of Transportation

All of our owned facilities and residences are reviewed by the Fire Department annually.

Associations

ANCOR - American Network of Community Options and Resources, is a National advocate and resource association for private community providers of services to people with disabilities.

APSE - Association of People Supporting Employment First, is a National organization that supports employment first to facilitate the full inclusion of people with disabilities in the workplace and community.

DDPA - Developmental Disability Provider Association, is an Arkansas advocacy agency which promotes the shared interests of non-profit agencies in their service to children and adults with developmental disabilities.

Independent Living Services, Inc. & Creative Living, Inc. are in compliance with Titles VI & VII of the Civil Rights Act and is operated, managed and delivers its services without regard to sex, race, color or national origin.

Contact Us

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Fax

501 548-6432

Mailing

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Conway, AR 72033

Administration

615 East Robins
Conway, AR 72032

Finance

1615 Independence
Conway, AR 72034

Website

indliving.org

Facebook

[Facebook.com/IndependentLivingServices](https://www.facebook.com/IndependentLivingServices)

Twitter

[@indlivingserv](https://twitter.com/indlivingserv)

How to Donate:

Our Foundation thrives on the involvement and generosity of people like you. Every donation, no matter the size, can make an impact on the lives of people with intellectual disabilities.

Amazon Smile
Give Online

Kroger Community Rewards
Christmas Giving Fund

Employee Giving
Give through Your Estate

Your Contribution

All tax-deductible contributions to the Foundation enable us to expand our ever-growing transportation fleet, to improve existing programs like Profiles Enrichment Center and to develop new programs aimed at making a better life possible for people with intellectual disabilities in central Arkansas.

Robert Wright

Director of Development &
Supported Employment
501 358-6572
robert@indliving.org

Donate By Mail

Independent Living Services
P.O. Box 1070
Conway, Arkansas 72033

Donate Online

www.indliving.org/give
give@indliving.org

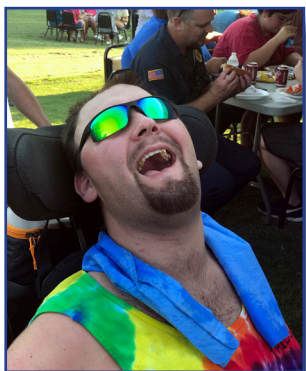
Thank you for your support

Golf Ball Drop Sponsors

Arkansas Blue Cross Blue Shield
Arkansas Total Care
Baker Drug
Canopy Employment Screenings
Centennial Bank
Central Arkansas Pest Services
Conner & Sartain Certified Public Accountants
Conway Fire Department
Conway Heating & Air
Conway Management Inc
Cousins' Office Furniture
Covington Companies
Dow Building Services
FAB&T
Farris Agency
First Security Bank
First Service Bank
Gallagher Insurance/Risk Management/Consulting
Hutch's Hometown Services
Meyers
Nabholz Construction
Pro Auto Conway
Smith Family Pharmacy
Summit Community Care
Sysco
Xerox
Y107.1

Employee Giving

Acklin, Whitney
Alford, Lacy
Alumbaugh, Beth
Anderson, Clara
Antonio, David
Appleby, Larry
Baker, Tiffany
Bartlett, Matthew
Bender, Jian
Black, Yeves
Blackwell-El, Arlinda
Blake, Shawnda
Blakely, Zachary
Bowles, Matthew
Breakfield, Linda
Brown, Crystal
Brown, Lorraine
Brown, Lutricia
Butler, Kaitlyn
Campbell, Deborah



Campbell, Lynn
Carolina, Tevis
Cauthen, Brandi
Chaney, Natasha
Cleveland, Lakisha
Cockrell, Ceaira
Davis, Jeanette
Deal, Bobbie
Deloney, Anthony
Douglas, Elissa
Dunn, Jordan
Ealy, Laura
Ealy, Tameke
Ellis, Andrea
Ester, Lakendra
Evans, LaTonia
Fecher-Ward, Evelyn
Flinoil, Mary
Fountain, Kimberly
Frazier, Jimmie
French, Rachel
Garner, Valencia
George, Michael
Gilbert, Carla
Gillum, Barbara
Grandy, LaKitta
Green, Jake
Grimes, Selena
Griswold, Kanisha
Guge, Kelly
Hamilton, Betty

Hamilton, Xena
Hardamon, Monica
Harper, Kathi
Harper, Teia
Hawkins, Andrea
Hawkins, Shunette
Hernandez, Aquita
Higgs, Jennifer
Hightower, Arthur
Holman, Jamie
Holmes, Delicia
Houck, Eleanor
Howell, Ashton
Hutchison, Jessica
Jenkins, Sharita
Johnson, Jennifer
Johnson, Lyndley
Johnson, Tracy
Jones, Alyssa
Jones, Robin
Jones, Sarah
Joyner, Laurie
Kennedy, Courtney
Key, Heather
King, Anna
Lackland, Sylvia
Layne III, Tyree
Lindsay, Karen
Loew, Dawn
Macon, Rosalyn
Manuel, Barbara

Marshall, Sherita
 Mattison, Paulette
 Maxfield, Sheila
 Mays, Deondra
 McCall, Carolyn
 McDowell, Kimberly
 McKissick, Patricia
 McKissick, Shannadrian
 Mitchell, Shirley
 Moore, Gayland
 Moore, Molly
 Morris, Stella
 Moses, Becky
 Moses, Emily
 Nettles, Kathy
 Noel, Doretta
 Novak, Brady
 Oates, Twyla
 Perry, Candace
 Phillips, Sheliscia
 Pitts, Ayannah
 Podwoski, David
 Powell, Samterious
 Ragland, Kayla
 Rains, Scott
 Rasool, Nisa
 Reese, Trenton
 Rimlinger, Syble
 Rogers, Dylan
 Rzeznikiewicz, Nancy
 Sanders, Eddie
 Schmall, Marie

Scott, Austin
 Seymore, Melanie
 Smith, LaQuannnda
 Smith, Mary
 Smith, Sonya
 Smith-Williams, Victoria
 Sparlin, Viktoria
 Spencer, Kentaysia
 Stricklin, Anna
 Sullinger, Calissa
 Swaim, Deborah
 Swartz, Patricia
 Tate, Janice
 Taylor, Kayla



Thomas, Elgin
 Thomas, Jasmine
 Thomas, Javlin
 Thrift, Mattie
 Tuggle, Deniece
 Vasquez, Daniel
 Walker, Joshua
 Ward, Heather
 Washington, Katrina
 Washington, Sabrina

White Jr, Mark
 White, Amy
 Williams, Aakeem
 Williams, Deyonka
 Williams, Tarik
 Woods, Paula
 Wright, Brittany
 Wright, Robert
 Young, Mariah
 Young, Terry

Community Partners

Alpha Sigma Alpha Sorority
 Arkansas Democrat Gazette
 Arkansas Community Foundation
 Arkansas Hunger Alliance
 Arkansas Rehab
 Arkansas State Highway Association
 Arkansas Transportation Association
 Arts Fest
 Bob's Grill
 Centennial Bank
 Central Arkansas Leadership Institute
 Central Arkansas Youth Leadership Institute
 Central Baptist College
 City of Conway
 City of Hope
 Conway Area Chamber of Commerce
 Conway Christian School
 Conway Fire Department
 Conway Human Development Center
 Conway Police Department

Conway Optimist Club
 Conway Symphony Orchestra



Down syndrome Association
 Eco Fest
 Faulkner County Library
 Faulkner County Sheriff Department
 Hendrix Kampus Kitty
 Hendrix Volunteers
 Junior Auxiliary
 Log Cabin Democrat
 Occupational Therapy Department at UCA
 Special Olympics
 Tru Service Federal Credit Union
 United Way
 University of Central Arkansas
 Communication Dept.
 University of Central Arkansas Interns
 University of Central Arkansas Volunteer
 Offices
 Vilonia Fire Department