



# Link Associates Annual Report 2020/2021



# Welcome to Link Associates!

Fiscal Year 2020/2021 provided us with many many challenges, and yet here we are - strong and proud on the other side. Within this annual report is it my honor to introduce you to an agency with very humble beginnings, amazing expectations and some of the most dedicated employees that you can imagine. For 68 years, Link Associates has focused on serving individuals with intellectual disabilities through various programs and services. Over the last year and a half, our world was rocked by the impact of COVID-19, social and political unrest, the most significant staff shortage in my career and even a derecho. The staff of Link Associates stepped up in bolstered by 68 years of providing strength and stability our staff showed adaptability, resilience, dedication and innovation. Unlike many businesses, our staff did not have the luxury of sheltering in place or working from their homes. Being a direct care professional literally means working hand-in-hand with those we serve and Link Associates could not be more proud of the quality and dedication displayed by our direct support professional's and they are supervisory teams. Literally overnight, all services systems, practices and procedures changed 100%, we experienced and yet the necessary care for those we serve remain higher than ever.

Link Associates has a long-strong-proud history of supporting lowans with intellectual disabilities. Over the years we have made many changes with all of the additions in funding and service delivery. Link has affected the lives of thousands, by providing support and services to individuals and their family members. 1953 - Initially known as Polk County Association for Retarded Children 1988 - name changed to Polk County Association of Retarded Citizens (ARC) 1989 - disaffiliated with national and state chapters of the ARC - name changed to Polk County Association for Retarded People (Polk County ARP) 1992 - changed its name to Link Associates.

Link Associates provides broad array of services, individually tailored to meet each person's and their families need. The people we serve can be in multiple services or just participate in one. To be eligible for services, each person must have a diagnosis of intellectual disability and often have other mental/medical and/or physical disabilities as well. The people who choose our services have a dramatic range of abilities and Link's staff of over 300 professionals, works side-by-side with each to them achieve their personal goals.

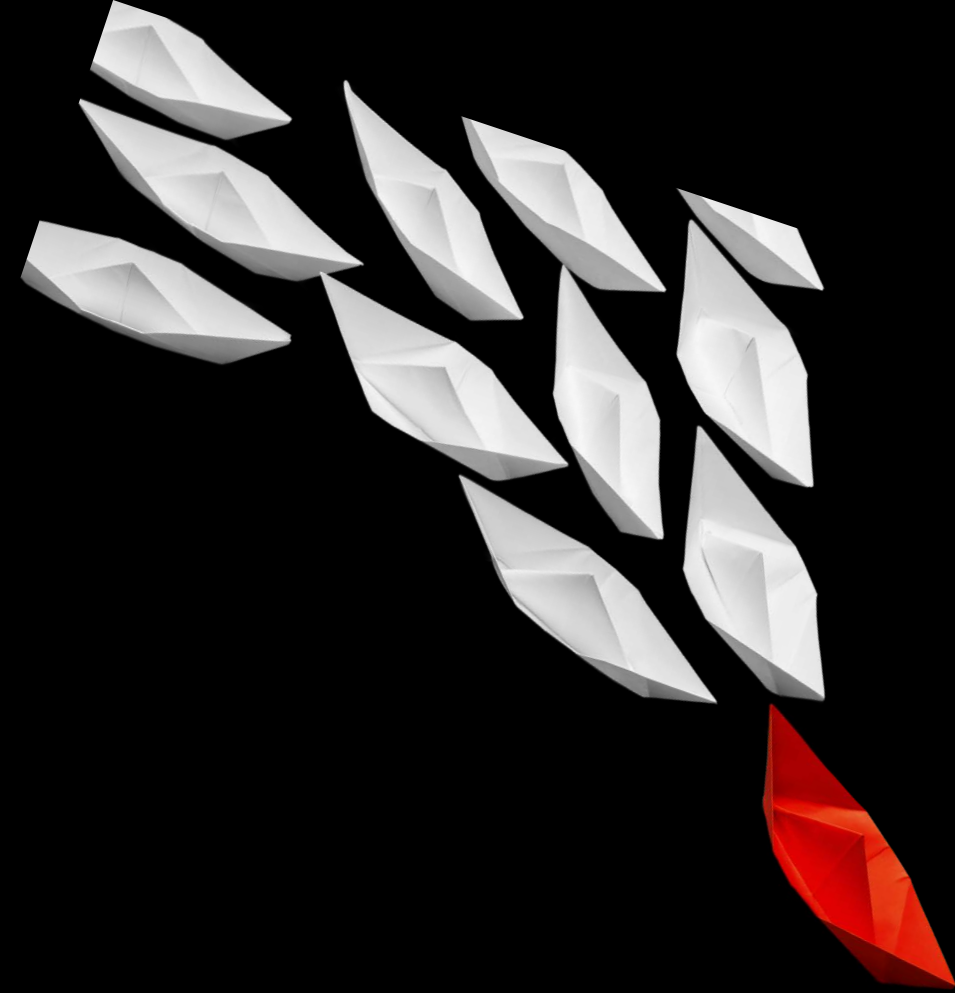
The Heart of Link Associates Without question the heart of the services we provide are the staff of Link, Working together they are the lifeline to the people we support and their families. They ensure those we serve are safe and happy. They assist individuals with an intellectual disability navigate the world and contribute to their community.

I want to thank all of you for the trust you have placed in us as a premier provider and because of that trust we are continuing to change thousands of lives each year. On behalf of the Link Associates Board of Directors, the Link Associates Foundation Board, our amazing staff and the incredible people we support-thank you for your never ending encouragement and support. You are vital to our continued success. With my deepest gratitude and respect,

*Linda Dunshee*

Linda Dunshee, Executive Director





# Leadership of Link Associates



**Joan Osborn**  
Case Management Director

**Tiffany Steenblock**  
Day/Employment Program Director

**Linda Dunshee**  
Executive Director

**Cristy Jennings**  
Outreach Director

**Jim Wilkie**  
Fleet & Facilities Director

**Jay Bruns**  
Corporate Operations Director

**Bob Munger**  
Information Technology Director

**Bryon Christensen**  
Finance Director

# So Proud of our GEM Winners

## What is a GEM

A GEM is a person who invest themselves in changing the world of another. We congratulate all of the staff as being recognized as a Link GEM



## LINK BOARD OF DIRECTORS

Steve Schmidt, President  
Jim O'Donnell, 1st Vice  
Matt Banzahf, 2nd Vice  
Patricia Martin, Secretary  
Rick Mumm, Treasurer  
Nick Pellegrin, Past President  
Amy Bethel  
Scott Brennan  
Amber Brown  
Tony Dahm  
Rachel Delzell  
Leisa Fox  
Russell Jensen  
Sarah Kavalier  
Tammy Kerrigan  
Captain Lillie Miller  
Dr. Laura Myers  
Natasha Rogers  
Tony Steverson  
Dennis Warren

## LINK FOUNDATION BOARD

Tammy Kerrigan, President  
Russell Jensen, Vice President  
Harold Templeman, Secretary  
Jim Langin, Treasurer  
Scott Brennan  
Tony Dahm  
Rachel Delzell  
Chris Haviland  
Lorinda Peters  
Steve Schmidt

# TWO SOLID BOARDS OF DIRECTORS

Link Associates is accredited by CARF, an international accrediting body for rehabilitation facilities. Following our survey in May 2021, the first area of strength listed is

*"The Board of Directors is composed of a diverse group of community members who actively support the organization and provide oversight to the leadership of the organization. The working relationship is excellent and supportive"*

Because Link Associates has board members on both Link Associates & the Link Associates Foundation who are invested – practically and emotionally they help to challenge the Executive Director and move this organization on the right path to success. By speaking up, providing counsel and drawing from their own experience, each member of our boards have a dramatic impact and are vital in steering Link towards a sustainable future.

This Annual Report is a great time for us to show our appreciation to these dedicated individuals for all the time and effort they devote in support of Link Associates and the Link Foundation. We all recognize the unique roles members of the board play in promoting and advocating for not-for-profit organizations. Our board members serve as advisers, decision makers, problem solvers, and advocates of Link Associates. They are elected by peer members of the Board to provide sound, ethical and legal governance and ensure the organization has the resources to advance its mission. It must be noted that they are volunteers who put in countless hours in meetings and in their communities advocating for those we serve and those we employ. Being a board member is a challenging role, an important role, to help lead Link Associates and the Link Foundation into a successful future. Link benefits every day from the dedicated energies and time devoted by the 18 members and the 1 ad hoc member of the Link Associates Board and the Link Foundation Board.



CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of person served worldwide. The accreditation process applies CARF's internationally recognized standards during a site visit conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a providers service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

## The Commission on Accreditation of Rehabilitation Facilities (CARF) Issues The Three-Year Accreditation to Link Associates

In 2021 Link Associates received it's 13th consecutive three-year accreditation, the best outcome an organization can achieve.

Not only did Link receive the three-year accreditation, but was also in 100% compliance with all standards or in CARF's terminology "a deficiency free" survey that less than 3% of organizations around the world ever achieve.

Obviously, Link Associates is extremely proud of this 39 year history. CARF International is an independent non profit accrediator of health and human services aorganizations. This achievement is an indication of Link's dedication and commitment to improving the quality of the lives of the people served and the services, personnel and documentation demonstrated an established pattern of conformance to standards.



### The Three-Year Accreditation Applies to the Following Programs/Services

- Community Employment Services
  - Employment Supports
  - Job Development
- Community Housing
- Community Integration
- Employment Planning Services
- Services Coordination
- Supported Living
- Governance Standards Applied

# We Could Not Do It Without You!!

*Link Associates thanks all of our donors - you truly make the difference in the lives of so many!!*

Laffoon & Company - Foundations/Footings  
\$11,221.95  
James & JoAnne Whitmore  
\$5,000.00  
Polk County Betterment Grant  
\$4,122.07  
Network for Good  
\$3,580.31  
William C Knapp Charitable Foundation  
\$3,565.00  
James & JoAnne Whitmore  
\$3,500.00  
Contractor Services of Iowa  
\$3,250.00  
Bill & Nancy Knapp  
\$3,000.00  
Christina Jarck  
\$3,000.00  
Coldwell Banker Mid America Group  
\$3,000.00  
Sacred Heart Knights of Columbus, Council #9632  
\$2,750.00  
West Bancorporation  
\$2,749.99  
KRM Development, LLC  
\$2,500.00  
The American Legion of Iowa Foundation  
\$2,414.84  
EMC Insurance Companies  
\$2,391.82  
Your Cause, Principal Financial Group Foundation  
\$2,216.00  
Stone Age Granite  
\$2,074.00  
Gilcrest Jewett Lumber Company  
\$2,000.00  
MacArthur Company  
\$2,000.00  
Rotary Club of Des Moines  
\$2,000.00  
Syverson Strege  
\$2,000.00  
Pay Pal Giving Fund  
\$1,797.65  
Wayne and Gloria Dunshee  
\$1,600.00

Linda Dunshee  
\$1,588.00  
Judy Porter  
\$1,500.00  
Robin Von Gillern  
\$1,500.00  
Sarah Kavalier  
\$1,500.00  
Walmart  
\$1,500.00  
Charities Aid Foundation of America  
\$1,207.65  
The Blackbaud Giving Fund, YourCause  
\$1,003.20  
Carolyn and Robert Birch  
\$1,000.00  
David Sidney  
\$1,000.00  
Lohse Family Foundation Fund  
\$1,000.00  
Peggy & Roy Johnson  
\$1,000.00  
Kristi Andriano  
\$892.00  
Jody and Richard Muller  
\$755.00  
St. Mary of Nazareth Knights of Columbus Council #11643  
\$645.00  
Wells Fargo  
\$623.70  
American Legion Foundation Agency  
\$600.00  
Dana & Jessica Wylie  
\$600.00  
Delta Dental of Iowa Foundation  
\$600.00  
St. Anthony's Fr. Romanelli Knights of Columbus, Council #12482  
\$542.94  
Mary Bertogli  
\$514.00  
Mike Rohlf  
\$506.00  
David Norris  
\$500.00

Des Moines Business Group  
\$500.00  
GRX Holdings LLC - DBA Medicap Pharmacy or Wright Pharmacy  
\$500.00  
Hurmoline Dixson  
\$500.00  
Jim and Kathleen Hingtgen  
\$500.00  
Perry Glassgow  
\$500.00  
Staff of Link Associates  
\$432.00  
Thrivent Charitable Impact & Investing  
\$410.00  
Patrick & Margaret Deluhery  
\$400.00  
Black Diamond Beauty Bar  
\$300.00  
Doyle & Barbara Burn  
\$300.00  
Gary & Laurel Armstrong  
\$300.00  
Heike Rath  
\$300.00  
Keri Ellingboe  
\$300.00  
Nationwide Foundation CyberGrants  
\$300.00  
Randall Davis  
\$300.00  
Rick Mumm  
\$300.00  
Scott and Theresa Tebbe  
\$300.00  
Unknown Donor  
\$300.00  
Jennifer Muller  
\$267.24  
The Blackbaud Giving Fund, YourCause  
\$260.50  
Gannon Roofing Supply  
\$250.00

Lovely Moments Iowa  
\$250.00  
Paul Faulkes  
\$250.00  
Paige and Jeff Chapman  
\$235.00  
Our Lady's Immaculate Heart Knights of Columbus  
\$228.83  
David and Kate Payne  
\$225.00  
Tiffany Steenblock  
\$225.00  
Community Foundation of Greater Des Moines  
\$200.00  
Dana and Bonnie Bilyeu  
\$200.00  
Dave and Judy Person  
\$200.00  
Mary Beth Myers  
\$200.00  
Naomi Quinn Johnson  
\$200.00  
Ohnemus Family Gift Fund  
\$200.00  
Patricia Martin  
\$200.00  
Paul & Jay Johnson  
\$200.00  
Richard & Maureen Durwood Foundation  
\$175.00  
Raygun  
\$167.90  
Wells Fargo Community Support Campaign  
\$155.00  
Howard and Phyllis Hugen  
\$150.00  
Michael Feinberg  
\$150.00  
Sue Strain  
\$150.00

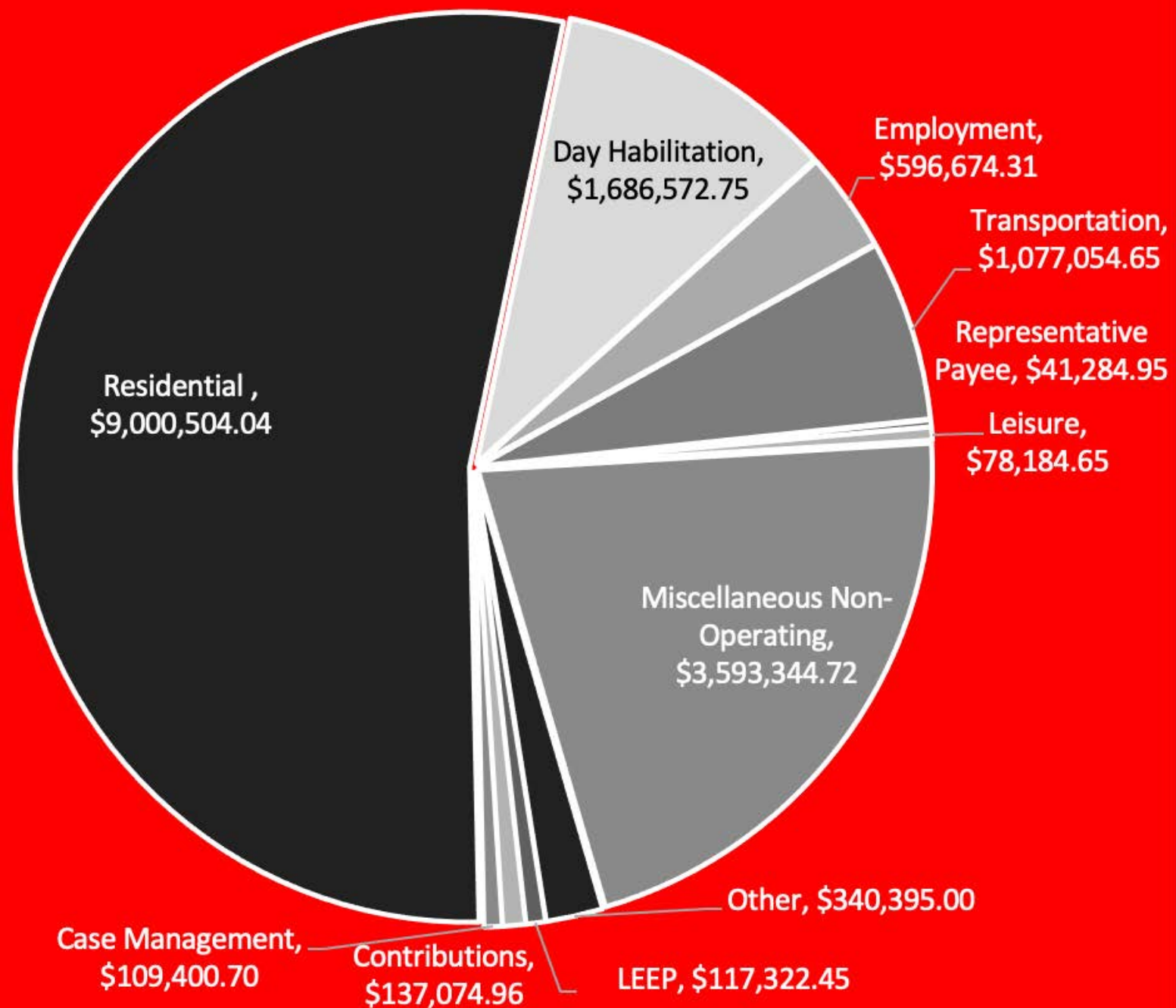
*Link Associates thanks all of our donors - you truly make the difference in the lives of so many!!*

Jen Wolfe \$140.00	Marjorie Surface \$100.00	Dan and Barbara Pence \$50.00	Troy & Catherine Murphy \$50.00	LaMie Bakery \$25.00
Elizabeth Greiner \$125.00	Mary Jo & Russell Richards \$100.00	Dean & Kim Pfaltzgraff \$50.00	Vickie Creger \$50.00	Meghan Landers \$25.00
Goodshop \$118.75	Nicholas Pellegrin \$100.00	Donald & Annie Ross \$50.00	Betty Turley \$40.00	Ronald & Judy Fye \$25.00
Alina Chapman \$115.00	Patricia A Staskal \$100.00	Emily Garlock Dickenson, Inc. \$50.00	Lorie Webb \$40.00	Thomas and Laura Wenck \$25.00
Iowa One Gift - Hoover State Office Bldg. \$106.01	Patrick & Darlene McLaughlin \$100.00	Evan & Julie Sunde \$50.00	Marvin and Lynda Slings \$40.00	Todd & Alison Cate \$25.00
Kara Thompson \$105.00	Randy & Donna Horn \$100.00	Greg & Denise Murray \$50.00	Cassandra Jones \$30.00	Tressia Rummans \$25.00
Amber Kline Dotdotsmile \$100.00	Richard and Nancy Jewett \$100.00	Heather Landers \$50.00	David Connolly \$30.00	Link Council \$24.76
Amy Kenny \$100.00	Ronald Hester \$100.00	Jake Feuerhelm & Amy Wiseman \$50.00	Orange Leaf Frozen Yougart \$27.80	Rosemary Newell \$20.00
Basic Stitch \$100.00	Rose Deluhery \$100.00	Kathleen Clark \$50.00	Beverly Evans \$25.00	Torey Cuellar \$20.00
Christian Arnold \$100.00	Stephanie Johnson \$100.00	Kent & Kari Paulsen \$50.00	Caitlyn Clevenger \$25.00	The Giving Assistant, Inc. \$17.52
Cris Stahowick \$100.00	The Bruce B. and Christine M. Wilson Revocable Family Trust \$100.00	Laura Myers \$50.00	Cold Stone Creamery \$25.00	Joan Vos \$15.00
Dan Polson \$100.00	Timothy Plimmer \$100.00	Renate Shotwell \$50.00	Constance Lynn \$25.00	Jay Bruns \$10.00
David & Carolyn Bishop \$100.00	Twila Haviland \$100.00	RoCA \$50.00	Daniel & Marcia Mueller \$25.00	Rebecca Waters \$10.00
David Burn \$100.00	Fridley Theaters \$96.00	Ronald & Judy Bertrand \$50.00	Deb Berry \$25.00	
Doug & Laveta Pfaltzgraff \$100.00	Allen Pane \$75.00	Ronald and Judy Betrand \$50.00	Douglas & Linda Fuller \$25.00	
Edward & Catherine Robinson \$100.00	Edgetech Mobile Sharpening \$70.00	Russ & Jean Gerke \$50.00	Ellen Cunningham \$25.00	
Erika Richards \$100.00	Karolee Klonglan \$65.00	Shawn & Virginia Constable \$50.00	Jacqueline Siems \$25.00	
Irene Lubin \$100.00	Sam Smith \$65.00	Suellen Rose \$50.00	James & Maridine Anderlik \$25.00	
Janice Reinicke \$100.00	Funny Bone Comedy Club & Restaurant \$60.00	Susan Rowland \$50.00	Jordin Robinson \$25.00	
Kyla Gehm \$100.00	Panera Bread \$60.00	Tammy Kerrigan \$50.00	Kris Vokoun \$25.00	
Lorinda Peters \$100.00	Chris and Matthew Clawson \$50.00	Tim & Bonnie Martin \$50.00		
Marjorie Rohlf \$100.00				

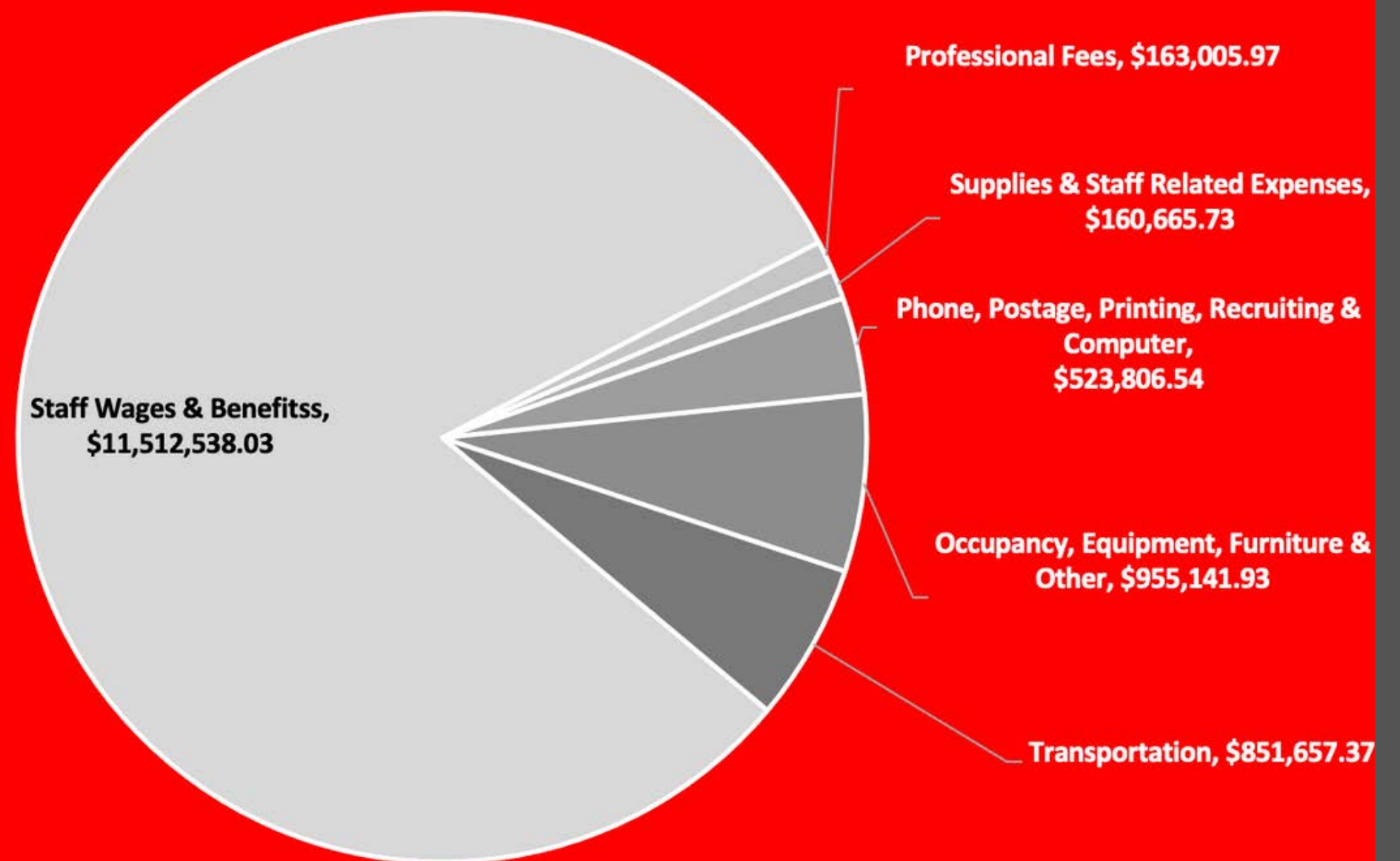


# Finance

## Revenues



## Expenses





Link Associates  
1452 29th St., West Des Moines, IA 50266  
Website: [www.linkassociates.org](http://www.linkassociates.org)  
Facebook: [www.facebook.com/linkassociates](http://www.facebook.com/linkassociates)  
Twitter: [Twitter.com/linkassociates](http://Twitter.com/linkassociates)

