

Fiscal Year 2019-2020

LINK ASSOCIATES ANNUAL REPORT



COVID-19

A Message from the Executive Director:

WELCOME

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 67 years, Link Associates has focused on serving individuals with intellectual disabilities through various programs and services. Over the last year, our world was rocked by the impact of COVID-19. Literally overnight, all services systems, practices and procedures changed 100%, yet the necessary care for those we serve remain higher than ever.

ABOUT US

Link Associates started as a grassroots organization in Des Moines in 1953 when a small group of parents banded together to seek opportunities for their children with intellectual disabilities. What started as one program in a church basement has today grown to become Link Associates, serving more than 680 people in 10 separate and distinct services and employing 300. 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.

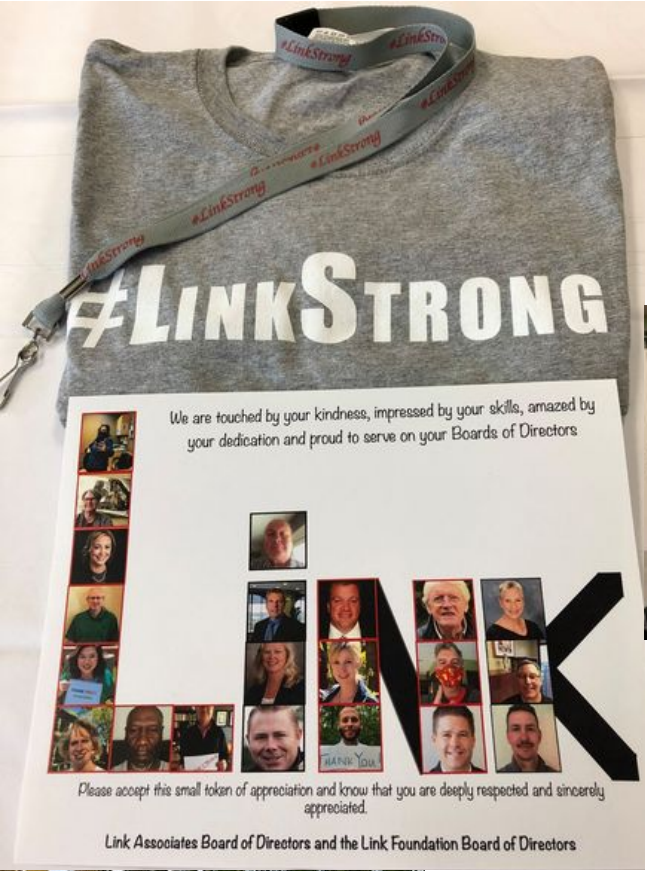
- ◆ They ensure those we serve are safe
- ◆ They are the link that lets each family know their loved ones are always in good hands
- ◆ They show members of our community how each citizen can contribute in all aspects of life
- ◆ They assist individuals with a disability to navigate the world and lead a self-directed life
- ◆ They help those supported contribute to the community which enhance community inclusion
- ◆ They advocate in communicating each person's needs, self-expression and goals

Because of our staff's dedication, those we serve live integrated into the community, they engage in work and day programs and maintain connections to family and friends. It is with honor that I and all of our amazing staff continue to do our jobs with pride and optimism and together we will eventually make headway in advocating for the financial and emotional support this industry deserves.

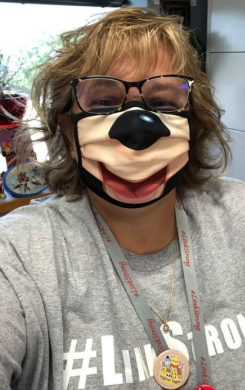
Linda Dunshee, Executive Director

Mission

Providing people with intellectual disabilities opportunities to achieve their personal goals.



#LinkStrong started with the pandemic but has grown to be a tagline that represents the dedication, skills, and tenacity of the staff of Link Associates. The board of directors and the Link foundation board members made a gift to staff during the pandemic of #LinkStrong T-shirts and lanyards



The 1st Full Year of GEM Winners Proudly Displayed



One year ago Link began the GEM recognition awards. This is awarded to an employee who goes above and beyond to make Link Associates a better place. Someone who makes work fun! Someone who lives and breathes positive behavioral supports. Someone who displays dignity and respect when supporting those we serve and someone who provides services that fit with the saying it would be **"Good Enough for Me"**. For fiscal year 19/20 the GEM winners were:

- Tasha Palmer-Lead Float
- Emily Eaves-Health Services Administrative Specialist
- Adam Stout-Employment Training Specialist
- Andrea Price-Residential Counselor
- David Volpone- General Store Specialist
- Ian Beatty-Employment Training Specialist
- Barb Hitsman- Residential Supervisor
- Joyce Jones-Direct Support Professional-FLEX
- Andrea Sykes-Residential Supervisor
- Ashley Young-Developmental Instructor
- Audrey Dell-Day Program Administrative Specialist
- Adria Smith-Leisure Specialist

Congratulations to all!! So proud to have you on our team!



Boards of Directors Fiscal Year 2019-2020

Not-for-Profit board members are vital to steer organizations toward 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.

We recognize their contributions reflect a year-round commitment. Link Associates is very fortunate to have such thoughtful and dedicated community members guiding and supporting our organization.

Thank you for all that you do.

BOARD OF DIRECTORS

EXECUTIVE COMMITTEE

Steve Schmidt, **President**
Jim O'Donnell, **1st Vice**
Matt Banzahf, **2nd Vice**
Patricia Martin, **Secretary**
Rick Mumm, **Treasurer**
Nick Pellegrin, **Past President**

BOARD MEMBERS

Amy Bethel
Scott Brennan
Amber Brown
Jeff Claeys
Tony Dahm
Rachel Delzell
Russell Jensen
Tammy Kerrigan
Dr. Laura Myers
Natasha Rogers
Tony Stevenson
Dennis Warren

EXECUTIVE DIRECTOR

Linda Dunshee

LINK FOUNDATION BOARD

EXECUTIVE COMMITTEE

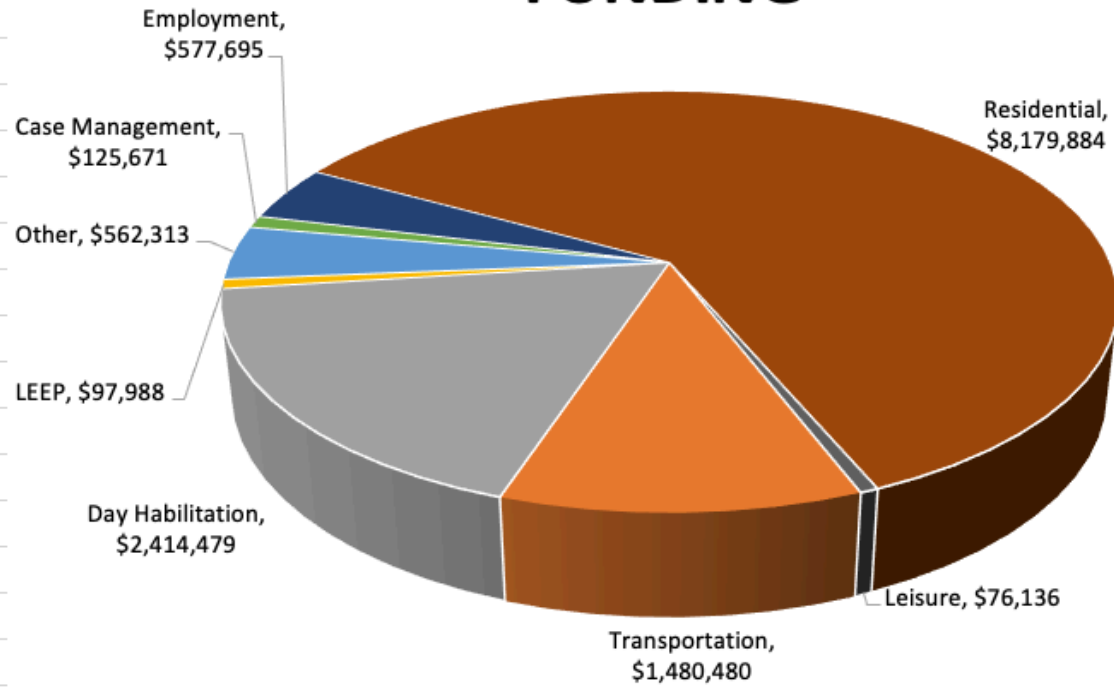
Tammy Kerrigan, **President**
Russell Jensen, **Vice President**
Harold Templeman, **Secretary**
Jim Langin, **Treasurer**

BOARD MEMBERS

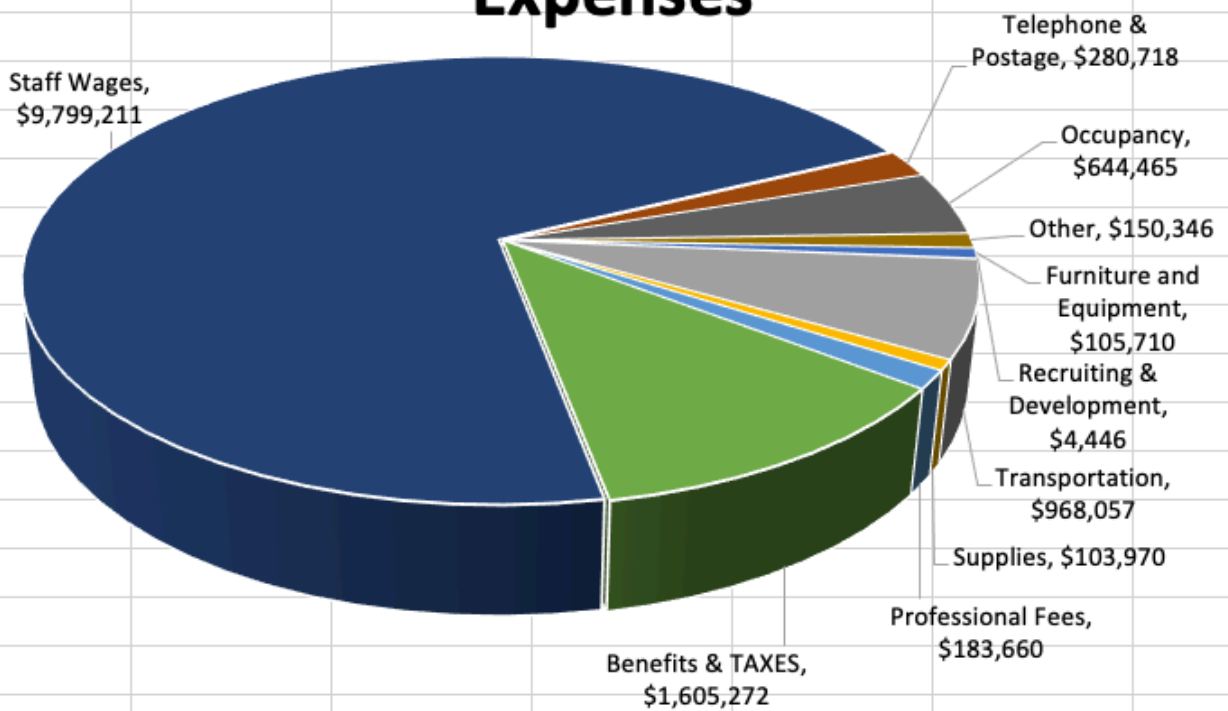
Jeff Claeys
Tony Dahm
Chris Haviland
Lorinda Peters
Steve Schmidt



FUNDING



Expenses



Link's Leadership



Joan Osborn
Case
Management
Director

Linda Dunshee
Executive
Director

Tiffany Steenblock
Day/Employment
Program
Director

Cristy Jennings
Outreach
Director

Jay Bruns
Corporate
Operations
Director

Jim Wilkie
Fleet & Facilities
Director

Bob Munger
Information
Technology Director

**Bryon
Christensen**
Finance
Director

Vision

Link Associates will be the recognized leader in providing quality services to persons with intellectual disabilities



What do you do when a Global Pandemic Stomps On Your Program? GO VIRTUAL like Link Leisure did!!

When COVID-19 struck Iowa, it resulted in the immediate closure of many programs including Link's Leisure Services. Although this program is not funded by federal or state dollars, it is one of the most dynamic and sought after services offered. The opportunity to engage with others and participate in things that give your life quality is so essential. Adrian Smith, Leisure Manager did not roll over and give up. Immediately she and her team transitioned to virtual programming which became the lifeline for so many of those we serve. Those we support found themselves quarantined in one location and were drastically missing family and friends.

But wait, the story does not stop there...Although this started as programming for those served by Link Associates, it quickly went viral. Look below at the number of cities and COUNTRIES that begin regularly tuning into the Link Leisure Live broadcasts.

When we could not safely go out into the world, this team brought the world right to their home. If you can think of it, they did it, gaming, cooking, dancing, farming, agricultural, crafting, singing...and so much more. They use their own staff from the leisure department and reached out and recruited so many volunteers from around our state that kept peoples spirits high and hearts happy. Thank you Link Leisure

US Locations & Number of Clients from Location:

- Des Moines, IA - 268
- West Des Moines, IA - 60
- Ankeny, IA - 44
- Urbandale, IA - 34
- Johnston, IA - 21
- Waukee, IA - 20
- Cedar Rapids, IA - 9
- Iowa City, IA - 9
- Ames, IA - 8
- Granger, IA - 7
- Grimes, IA - 7
- Pleasant Hill, IA - 7
- Runnells, IA - 2
- Sioux City, IA - 2
- Muscatine, IA - 2
- Clear Lake, IA - 2
- Dubuque, IA - 2
- Sugar Grove, IL - 2
- Emmetsburg, IA - 2

- Kirksville, MO - 2
- Columbia, MO - 2
- Lees Summit, MO - 2
- New York, NY - 2
- Avoca, IA - 2
- Panora, IA - 2
- Prairie City, IA - 2
- Colfax, IA - 2
- Pella, IA - 2
- Albuquerque, NM - 2
- Sumner, IA - 6
- Norwalk, IA - 5
- Indianola, IA - 5
- Monticello, IA - 4
- Waterloo, IA - 4
- Chicago, IL - 4
- Marion, IA - 4
- Carlisle, IA - 4
- Cedar Falls, IA - 4
- Bondurant, IA - 4
- Altoona, IA - 4

- Dallas Center, IA - 3
- Windsor Heights, IA - 3
- Polk City, IA - 3
- Perry, IA - 3
- Huxley, IA - 3

Countries We have Reached

- USA
- Democratic Republic of the Congo
- Sweden
- Australia
- United Arab Emirates
- Morocco
- Philippines
- Pakistan
- Italy

Gender

- Men 153 (21%)
- Females 583 (78%)



Link Associates Thanks All Those Amazing People and Corporations That So Generously Gave in 2019-2020

\$10.00	Alvadore and Mary Osborn
\$10.00	Gary & Terri Steinke
\$10.00	Gary and Ellen Batten
\$10.00	Gloria Salinas
\$20.00	Leona Korr
\$20.00	Rosemary Walkup
\$20.00	William Kramer
\$20.26	AmazonSmile
\$25.00	Eric Myers
\$25.00	Harold Templeman
\$25.00	Marcie Stilwell-Krcil
\$25.00	Michael & Caroline Compiano
\$25.00	Michael and Judy Cruzen
\$25.00	Sue & Robert Knutson
\$25.00	Teresa Schall
\$25.00	Terry Head
\$25.00	Trisha Brooks
\$30.00	Claudette Beaird
\$40.00	Cy Stewart
\$40.00	Howard and Phyllis Huguen
\$40.00	Jan & Joyce Sharp
\$44.11	Knights of Columbus-Supreme Office
\$50.00	Amber Brown
\$50.00	Costco
\$50.00	Duane & Donna Nault
\$50.00	Jean & Jim Tabor
\$50.00	Lorinda Peters
\$50.00	Mary Jane & James Allgood
\$50.00	Michelle Tredway
\$50.00	Nancy & Alex Foote
\$50.00	Philip Dunshee
\$50.00	Polk County Health Services
\$50.00	Ronald & Judy Bertrand
\$50.00	Shirley Conner
\$50.00	Steve O'Brien
\$60.00	Renate Shotwell
\$72.11	Kent & Kari Paulsen
\$76.00	Iowa Wild
\$94.34	Iowa One Gift

\$97.10	Kathleen Riley
\$98.14	PepsiCo1 - division of Pepsi Cola Company
\$100.00	Alan Canter
\$100.00	Annette Bair
\$100.00	Bev Everitt
\$100.00	Chris and Stacy Haviland
\$100.00	Cindy Steingrabe
\$100.00	Dennis Warren
\$100.00	Gerald Jones
\$100.00	Glenda Wieland
\$100.00	Gregory Fortune
\$100.00	Janet & Ronald Hester
\$100.00	Jill Clothier
\$100.00	Jill Southworth Trust
\$100.00	Jim O'Donnell
\$100.00	Jo Richards
\$100.00	John & Kathy Ropp
\$100.00	Kuniko Papas
\$100.00	Kyla Gehm
\$100.00	Linda Vilmain
\$100.00	Marjorie Rohlf
\$100.00	Mary Beth Myers
\$100.00	Micheal Steverson
\$100.00	Nicholas Pellegrin
\$100.00	Patrick & Darlene McLaughlin
\$100.00	Paul Faulkes
\$100.00	Richard and Nancy Jewett
\$100.00	Risk Reduction Solutions LLC
\$100.00	Rose Deluhery
\$100.00	Russell Jensen
\$100.00	Scott & Elizabeth Brennan
\$100.00	Steve Schmidt
\$100.00	Susan Rowland
\$112.53	Wells Farge Community Support Campaign
\$135.00	Custom Ink
\$143.78	FrontStream
\$150.00	Kevin Spire

\$150.00	Rachel Delzell
\$200.00	Barbara Heitz
\$200.00	Darryl and Jane Blythe
\$200.00	Dave and Judy Person
\$200.00	David & Barbara Burn
\$200.00	Harold and Liz Finnell
\$200.00	Irene Lubin
\$200.00	Lynn Busacca
\$200.00	Marlys West
\$200.00	Matthew Banzhaf
\$200.00	Toni and Teri Helms
\$236.00	Jen Wolfe
\$250.00	Carolyn and Robert Birch
\$250.00	Cris Stahowick
\$250.00	Robert Endriss
\$250.00	Wellmark Foundation
\$286.00	Truist Comprehensive Distribution
\$300.00	Dana & Jessica Wylie
\$300.00	Rick Mumm
\$350.00	Jerome & Janet Rimer
\$370.00	Twila Haviland
\$450.00	Kara Thompson
\$485.50	John Papas
\$500.00	Paul & Jay Johnson
\$572.00	Network for Good
\$600.00	Patrick or Margaret Deluhery
\$626.86	Craig Woods
\$729.43	Link Council
\$734.48	St. Anthony's Fr. Romanelli Knights of Columbus, Council #12482
\$750.00	Retirement Resources USA, INC
\$840.00	David Coco
\$840.00	Nationwide Foundation CyberGrants
\$900.00	Patricia Martin
\$936.98	Knights of Columbus St Joseph Council 10980
\$1,000.00	Bill & Nancy Knapp
\$1,000.00	Chris & Jane Stout
\$1,000.00	James & JoAnne Whitmore

\$1,000.00	Jim and Kathleen Hingtgen
\$1,000.00	Peggy & Roy Johnson
\$1,000.00	Sarah Kavalier
\$1,150.00	The American Legion of Iowa Foundation
\$1,233.67	Your Cause, Principal Financial Group Foundation
\$1,340.00	Gary & Laurel Armstrong
\$1,500.00	Wayne and Gloria Dunshee
\$1,562.00	Linda Dunshee
\$1,796.90	Our Lady's Immaculate Heart Knights of Columbus
\$2,000.00	Coldwell Banker Mid America Group
\$2,000.00	James & Sheila Hourigan
\$2,000.00	Quick Trip Corporation-Des Moines Division
\$2,000.00	Robin Von Gillern
\$2,030.62	St. Mary of Nazareth Knights of Columbus Council #11643
\$2,050.00	Sacred Heart Knights of Columbus, Council #9632
\$2,500.00	West Bancorporation
\$3,000.00	Christina Jarck
\$3,000.00	Community Foundation of Greater Des Moines
\$5,000.00	Casey's Charities
\$5,000.00	Gayle Malone
\$5,000.00	Prairie Meadows
\$5,826.00	Willian C Knapp Charitable Foundation
\$10,250.00	Natasha and Lynnricks Rogers
\$15,000.00	Connie French
\$38,849.44	Jim and Joyce Shaffer
\$80,517.55	United Way
	IN KIND DONATIONS
	Cato Corporation Versona Store
	Debra Becker
	Don Thomason
	Gayle Malone
	Hormel
	Patrick or Margaret Deluhery
	Philip Dunshee
	Price Chopper



Link Associates
1452 29th St., West Des Moines, Iowa 50266
515-262-8888
Website www.linkassociates.org
Facebook <https://www.facebook.com/linkassociates>
Twitter: <https://twitter.com/linkassociates>

