

CHALLENGE

ANNUAL REPORT
2023

UNLIMITED



THE PATHWAY
TO OPPORTUNITY
STARTS HERE



WWW.CUINC.ORG





MEET TUNSTELL

A talented artist overcoming life's adversities, Tunstell embodies the empowering mission of Challenge Unlimited. His inspiring transition from the Residential Options program to employment and independent living marks a heartwarming milestone, now with a home to call his own. His story of perseverance, supported by over a decade of guidance and skill-building gives others hope. We celebrate his journey and personal growth as a testament to the profound impact of community support and the importance of a place to call home. He will forever be a part of the Challenge Unlimited & Residential Options Family.

TABLE OF CONTENTS

01 OVERVIEW

To Our Partners, Customers & Friends	03
Guiding Principles	04

02 PROGRAMS & SERVICES

About us	05
Community Living	06
Employment & Training	07
Supported Employment & Job Placement	08
Missouri Supported Employment	09
Contract Services & Apprenticeships	10

03 STRATEGIC REPORT

Success Stories	11
Growth, Innovation & Technology	12
Advocacy	13
Our Culture	14
Finance Report	15
Recognition & Community	16
Board & Leadership Team	17
Supporters	18

TO OUR PARTNERS, CUSTOMERS & FRIENDS

EXECUTIVE REFLECTIONS

As we reflect on the past year and look forward with optimism to our Strategic Plan for 2024-2026, I am filled with pride and gratitude for what we've achieved together at Challenge Unlimited. Our roadmap, focusing on Staff Development & Culture, Workforce Stability, Business Development, and Policy Advocacy, encapsulates our commitment to empowering individuals with disabilities, highlighting our belief in the vast potential of the untapped workforce of individuals with disabilities.

The upcoming years promise growth, innovation, and an even deeper impact on the communities we serve. Our strategic goals are designed to meet challenges head-on and transform lives in the process. Stories of triumph, like Tunstell's journey to independence, underscore the transformative power of our mission and the vital role of our dedicated team and community partners.

Our Key Performance Indicators will guide our efforts as we move forward, ensuring we remain steadfast in our mission. I want to express my deepest appreciation to our staff, partners, and supporters. Your unwavering dedication inspires us every day.

Together, we are charting a course toward a brighter, more inclusive future in our communities. Thank you for being a part of this remarkable journey.

Charulatta Hummel
PRESIDENT & CEO



“
*I'VE LEARNED THAT
PEOPLE WILL FORGET
WHAT YOU SAID,
PEOPLE WILL FORGET
WHAT YOU DID, BUT
PEOPLE WILL NEVER
FORGET HOW YOU
MADE THEM FEEL.*

- MAYA ANGELOU

”



**COMPANY
PROFILE
AT A GLANCE**

1K+
EMPLOYEES

2K+
INDIVIDUALS WITH
DISABILITIES SERVED

20+
GROUP HOMES

400+
COMMUNITY
PARTNERS

\$1.5M
GRANTS AWARDED

60+
YEARS OF SERVICE TO
THE COMMUNITY

GUIDING PRINCIPLES & VALUES

C

COMMUNITY

An accepting, inclusive group of people who welcome everyone.

H

HELPFULNESS

Willingly support others with an open and receptive spirit.

A

ABILITIES

Encouraging the unique skills, talents, and positive attitudes that move us forward.

L

LEADERSHIP

Actively listening, assessing needs, coaching, teaching, mentoring, and guiding each other to achieve success.

L

LEARNING

Developing personally and professionally by asking questions, seeking knowledge, and keeping an open mind.

E

ETHICS

Serving others with dignity and respect while adhering to professional standards and respecting human rights.

N

NEW IDEAS & INNOVATION

Fearlessly creating the future, proactively pursuing options that meet the needs of customers.

G

GROWTH

Providing opportunities for positive change, independence and progress.

E

EFFECTIVE OUTCOMES

Focusing teamwork and accountable efforts to positive efforts to achieve positive results.



OUR MISSION

Provide opportunities for individuals with disabilities, which will assist them to live, work, and participate in their community.

OUR VISION

To become the leading force in empowering people with disabilities, enabling them to unlock their full potential through unparalleled employment opportunities. We strive to not only change lives but to reshape society's understanding of ability and contribution.





CHOOSE YOUR PATH

INDIVIDUAL FOCUSED STRATEGY

At Challenge Unlimited, the pathway to opportunity starts with us. Multiple programs are available to career pathway participants, each with individual-focused strategies targeting a person's unique skills, abilities, and personal goals.

OUR WHY

We want everyone to feel included. Our mission is to provide individuals with disabilities equal opportunities to live, work, and actively participate in their communities. Our Employment Services, Skills Training, Apprenticeship, Supported Employment, Residential Options Programs, and Staff Hiring Practices ensure that each individual we serve can succeed.

COMMUNITY LIVING

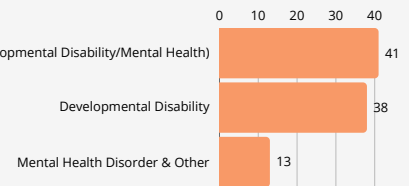
133 INDIVIDUALS HAVE A PLACE TO CALL HOME

RESIDENTIAL OPTIONS

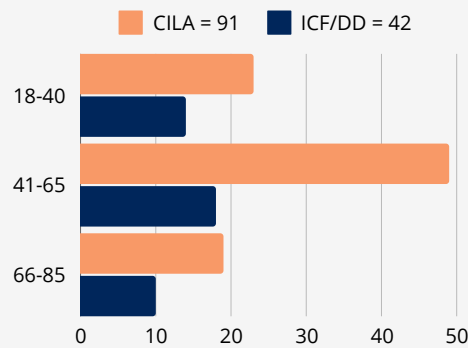
Residential Options, Inc. emphasizes the benefits of Community Integrated Living Arrangements (CILA) and Intermediate Care Facilities (ICF/DD) by promoting independence and personal growth for individuals with developmental disabilities, intellectual disabilities, and mental illness in Illinois-Metro East. These services offer safe, modern living conditions while supporting residents through developmental training and skill-building activities, enhancing their confidence, and facilitating community involvement. The approach ensures that residents benefit from a nurturing environment that fosters a sense of independence and a higher quality of life.



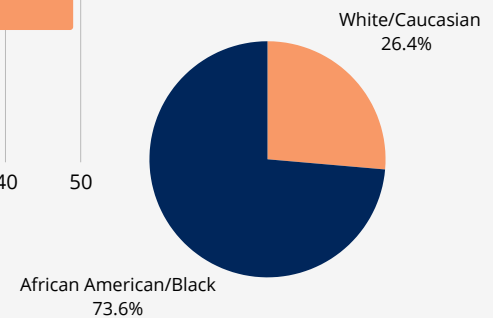
POPULATION



AGE



RACE



PROGRAM PARTICIPANTS



WAYNE & TERRY

Wayne & Terry are some of the happiest guys you'll ever meet. They are two residents that never stop smiling. Wayne has been seeking employment in the community. His journey to find a job has made him a local celebrity. A post on our social media has received over 30,000 views, and when he is out job hunting, residents in the community often recognize him. Terry attends our skills training program and is consistently among the first to greet new visitors when they arrive. Both are residents of our community housing program, and their kindness is infectious to our staff and housemates.

EMPLOYMENT & TRAINING

267 INDIVIDUALS SERVED

199

AVERAGE MONTHLY
ATTENDANCE AT
SKILLS CENTERS IN ALTON
& SWANSEA, ILLINOIS

SKILLS TRAINING & COMMUNITY INTEGRATION

Our Community Integration Skills Training Program aims to assist individuals with accessing the community and increasing independence. The program provides participants with an opportunity to develop community living skills, determine interests, learn community safety, and explore possible career pathways; individuals are provided with training and support to develop their skill sets, prepare for job expectations, and connect with agency resources if they desire to take the next step to competitive integrated employment.

Skills Training is crucial in empowering individuals to improve their quality of life and excel in their chosen paths. By offering specialized training and support, individuals can enhance their qualifications, gain independence and valuable insights into job expectations, and establish connections with the Department of Rehabilitation Services. This collaboration not only equips individuals with the necessary tools for success but also paves the way for them to transition smoothly into competitive, integrated employment opportunities if they desire to do so. Through Skills Training, individuals are prepared for a fulfilling and rewarding personal and professional journey.

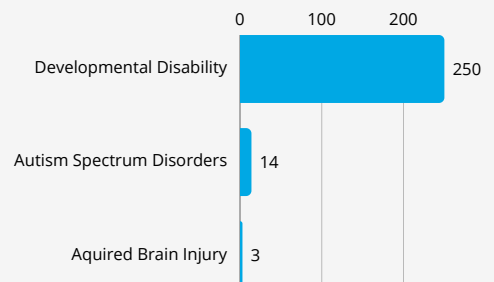
PROGRAM PARTICIPANTS



CHRIS, JOHN & STEVEN

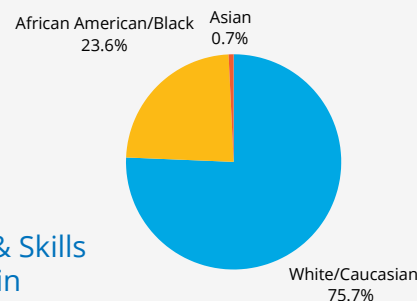
Through partnerships, Community Integration Pathway & Skills Training Program participants volunteer and participate in community outings with various organizations to explore their interests and build skills needed to lead rich and fulfilling lives. Spending time with animals is a great mental health boost, and volunteers at Metro-East Humane Society go through the orientation process to learn valuable skills related to animal care, safe interaction, and more. Pictured above: Steven(left) loves spending time with the pups, and Chris and John(middle) are pictured visiting "Kitty City." Through a partnership with Alton High School, participants perform basic diagnostic testing on Chromebooks in the technology department. Chris is also pictured on the right exploring skill development and testing equipment.

POPULATION SERVED

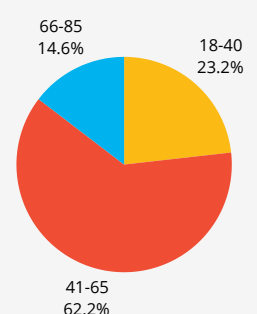


97% PARTICIPANT
SATISFACTION

RACE



AGE



“Both boys love coming to Challenge. The staff is so wonderful and does a great job. It's great they have these opportunities.”

SUPPORTED & CUSTOMIZED EMPLOYMENT

137 INDIVIDUALS SERVED

EMPLOYMENT SERVICES

Challenge Unlimited has provided Employment Services to support job seekers with disabilities in obtaining employment for over 45 years and sees it as a core component of our mission. Employment Services consists of three programs: Placement Services, Supported Employment, and Customized Employment. It assists individuals with disabilities in finding jobs through job readiness training, competitive job placement, job coaching, and employment retention. The program works in collaboration with businesses and organizations. It emphasizes personalized job placement and ongoing support, ensuring program participants successfully obtain a job of their choice while enhancing workplace diversity, inclusion, and morale.

Collaboration creates a bridge between talented individuals with disabilities and supportive workplaces. Through personalized job placement and continued support, the program helps individuals secure employment and fosters a sense of belonging and empowerment in the workplace. This dedication to enhancing workplace inclusion and morale benefits the individuals involved and contributes to a more diverse and thriving workforce for partners.

PROGRAM PARTICIPANTS



MEET SHAWN

Shawn is an Employment Services career pathway participant and a true inspiration. He is not only a college graduate who overcame a traumatic brain injury but also homelessness with unparalleled determination. Shawn was hit by a drunk driver and spent nine months in the Intensive Care Unit. He had to learn to walk, talk, and take care of himself all over again and was told by doctors that he would never work again, but when faced with life's challenges, he gets up every time he's knocked down. In his interview with KSDK, he said, "The pain gives me strength." His triumph highlights the impact of supported employment services in helping individuals who are faced with unexpected obstacles gain confidence and independence. Shawn's remarkable achievements prove that with the right support and the power of perseverance, there is incredible potential within each individual to beat the odds.

96

 INDIVIDUALS PLACED
IN COMMUNITY
EMPLOYMENT

75%

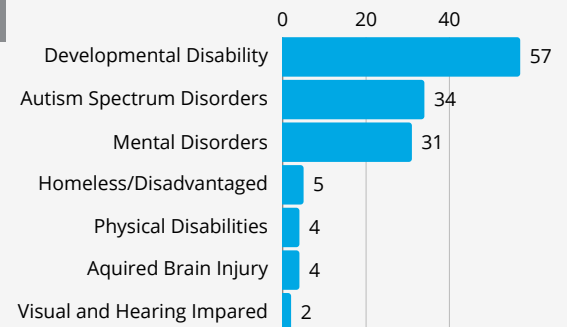
 SUCCESS RATE FOR
INDIVIDUALS SEEKING
COMMUNITY EMPLOYMENT

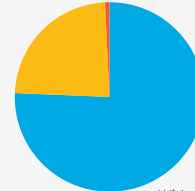
70%

 SUCCESS RATE FOR
INDIVIDUALS SEEKING
SUPPORTED EMPLOYMENT

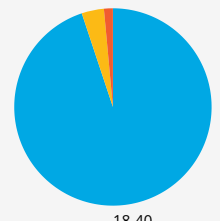
100% SATISFACTION

POPULATION SERVED


 African American/Black
23.6%

 Asian
0.7%

RACE

 White/Caucasian
75.7%

 41-65
3.6%

AGE

 18-40
94.9%

“This is a great program and job coach, Lisa, has been great to work with. I look forward to training Cole on new things every shift.”

MISSOURI EMPLOYMENT PROGRAMS

112 PRODUCTION CAREERS & SUPPORTED EMPLOYMENT

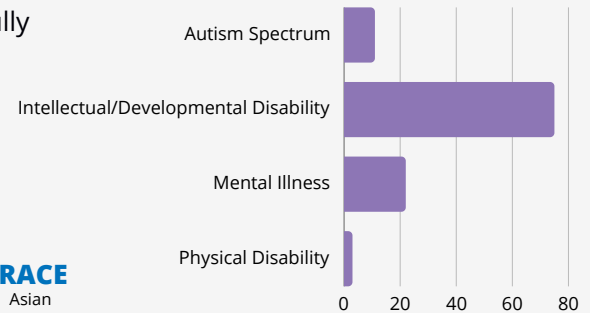
PROJECT CU, INC.

Project CU, Inc. is a pioneering supported employment initiative rooted in the collective efforts of St. Louis parents to create vocational opportunities for their adult children with developmental disabilities. Established in 1957, it has evolved from a job training program into a comprehensive employment and skill development center. The organization offers individuals a secure, enriching environment, focusing on continuous skill improvement and positive social interactions. Once it is determined that an individual cannot work in a competitive work situation at the time of employment, the individual receives training and skill development services. If, after some time, a worker wishes to transition to a competitive work situation, they are referred to supportive employment and provided assistance to help them succeed. These are provided to workers and their families free of charge. Supported by Vocational Rehabilitation and partly funded by the St. Louis Office for Developmental Disability Resources and the Productive Living Board, Project CU, Inc. prides itself on modern, accessible facilities designed to enhance its participants' vocational and social experience. Our range of projects offers a spectrum of opportunities, allowing those often marginalized to contribute meaningfully with dignity and pride in work.

“Everyone Deserves A CHOICE”



POPULATION SERVED

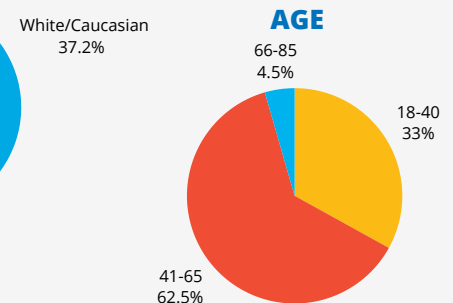
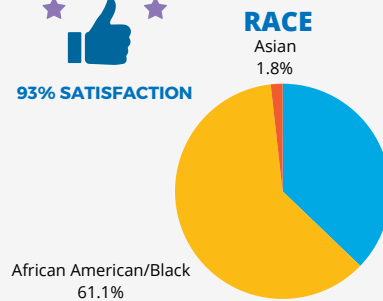


PROGRAM PARTICIPANTS



MEET CEDRIC

Cedric's story is a testament to resilience and the transformative power of opportunity. His life, once shadowed by the challenges of paranoid schizophrenia and the depths of homelessness, has been remarkably redefined. Since 1991, Cedric has navigated mental health crises, but through our inclusive workshops, he discovered a gateway to dignity and self-reliance. Here, Cedric earned more than a paycheck; he was promoted to a job that pays a minimum wage, which is a testament to the potential within each person we support. Cedric stands proud, symbolizing what is possible when we look beyond disability and focus on capability. His journey underscores the essence of our work: to offer not only jobs but a reason to wake up each morning with purpose.



ELEVATED OPERATIONS WITH PURPOSE

We are a leading provider of Facility Support Services to the Department of Defense (DOD), federal and state governments, and the commercial sector. As a mission-driven social enterprise that employs individuals with disabilities we know the challenges these job seekers often face when seeking employment. Having over 60 years of proven expertise employing individuals with disabilities across multiple lines of business, including Custodial, Grounds Maintenance, Food Service, Facility Management, Staffing Services, Warehousing, and Storage. We partner with organizations to provide meaningful employment to individuals with disabilities and a more diverse and qualified workforce for employers.



These partnerships include Vocational Rehabilitation organizations and many public and private community partners to engage a diverse population of job seekers. We are an authorized provider of Department of Labor Apprenticeships and the US AbilityOne Program.

“I am very pleased to recommend Challenge Unlimited as a Food Service Contractor. I have worked with them for more than a decade. During this time they have provided supervision, cashiers, food service workers, janitors and replacement cooks. They have always been very flexible, reliable, and professional in exceeding all contract requirements.”

23

APPRENTICESHIP
GRADUATES

68

VETERANS
EMPLOYED

6.4M+

SQUARE FEET OF
FACILITIES CLEANED

688

PRODUCTS BUILT,
PACKAGED, AND SHIPPED

1500+

ACRES OF LAND
MAINTAINED

95K+

SQUARE FOOT OF
WAREHOUSE SPACE

1M+

MEALS PREPARED
ANNUALLY

50+

CUSTOMERS SERVED
ACROSS 6 STATES

54K+

SQUARE FOOT
PRODUCTION FACILITY



JEFFIE

Jeffie is a Mississippi native who overcame employment challenges related to his disability. After graduating with a degree in Mass Communications, Jeffie struggled to find work until joining the AbilityOne Program as a janitor. Demonstrating exceptional dedication, he was promoted to Floor Care Technician. This role led to being invited to speak at the SourceAmerica Grassroots Advocacy Conference in Washington, D.C., to highlight his success and elevate his advocacy efforts and public speaking skills. Jeffie's story is a testament to the potential of individuals with disabilities when given the opportunity, highlighting the need for inclusivity and support in the workforce.



I've been at my job for 10 years and will be 11 this July. I love my job, between cleaning for the judges and having fun with my coworkers. I cannot thank Challenge Unlimited, Inc. enough, especially my boss and supervisor, for everything at my job location. You are the best, Challenge Unlimited. Thank you!

MATT



Matt celebrated his 10th Anniversary with Challenge Unlimited. He's pictured proudly holding a gift card that he received for perfect attendance.

Despite what you have, what some would call a disability, there's always a place for someone to do some kind of work. I love cleaning for the military and representing my company. It's been a great experience and I am here to stay for as long as I can.

BOBBY & TYLER

Father-and-son Custodial Team Members Bobby and Tyler were recently interviewed for our #EmployAbility Storytelling Series, highlighting the essential role of the AbilityOne Program in disability employment.



VP of IT, Mike Robinson & Nestle IT Team Lead Yancho brainstorm the Thinksgiving Challenge



Thinksgiving Challenge: How might we set ourselves up for success and expand our lines of service to provide more sustainable career pathways for disabled individuals while embracing the evolving demands of the workforce?

Our organization has been embracing technology and innovation while planning for the future. In November, we partnered with NestleIT for Thinksgiving, an event hosted by Filament at The Cortex Innovation District in St. Louis. Nonprofits selected to participate are then partnered with business partners through a draft selection. Once drafted, both partners come together for a full day of strategic thinking and challenge-solving. Our goal this year was to expand our business development services to offer entry-level IT positions in the public and private sectors to individuals with disabilities.

GROWTH, INNOVATION & TECHNOLOGY



Cloud Migration & Cybersecurity

Shifted to cloud infrastructure, ensuring secure communication via IPsec tunnels. Strengthened defenses with multi-factor authentication and met Level 1 CMMC standards.



Data & Efficiency

We added a dedicated full-time Quantum system data administrator and automated supply processes to enhance operational efficiency.



Tech Upgrades

Modernized one-third of workstations to foster innovation and improve productivity.

Advocacy Highlights



SWANSEA SKILLS TRAINING

Senator Christopher Belt visited our Skills Training Center in January. Senator Belt met with Director of Skills Training Services, Susan Wild, and our CEO, Charlotte Martin Hammond, to discuss how we can work together to increase opportunities for individuals living with disabilities in the Illinois 57th District.

ALTON AMINISTRATION

Representative Amy Elik graciously allocated time from her busy agenda to engage in a meaningful discussion with our President & CEO, Charlotte Martin Hammond, and our Senior Account Manager, Ron Lassman. The focus of the conversation was on critical legislation and advocacy efforts aimed at empowering our disability workforce. We extend our sincere gratitude to Representative Elik for her willingness to understand and support our mission. Engaging with community leaders like her is invaluable to us, and we deeply appreciate every opportunity to share the goals and values of our organization.



CONGRESSMAN BOST AWARDED AT SCOTT AFB FOR ABILITYONE SUPPORT

We are proud to acknowledge Challenge Unlimited's recognition of Congressman Mike Bost as an AbilityOne Congressional Champion. This accolade was presented to Congressman Bost at Scott Air Force Base, recognizing his commendable efforts to promote employment opportunities for individuals with disabilities, including veterans.



PROJECT CU ADVOCATES AT THE CAPITOL

In May, Project CU, Inc. Executive Director, Kit Brewer visited with legislators in Washington, D.C to advocate for employment choice for individuals with disabilities. Thanks to Congressman Glenn Grothman of Wisconsin for supporting our efforts to ensure that the men and women we support are an important part of the workforce and the economy.



#WeAreCU MANAGERS OF THE YEAR



“ KELLEY YOUNG, FINANCE DEPARTMENT ADMINISTRATION TEAM

I've been fortunate to have devoted my entire career to service in the nonprofit sector. It is important to me that my work directly impacts those who are often marginalized in our society. Challenge Unlimited and its affiliate companies provide services that are desperately needed in the communities we serve. I am proud and honored to be lucky enough to play a role every day in our mission.



“ NANCY NEKOLA, GROUNDS TEAM OPERATIONS DEPARTMENT

As a subject matter expert in groundskeeping, Nancy raises the bar of expertise and ensures that her team is equally informed and skilled. This commitment to collective growth and knowledge sharing reflects the collaborative and innovative spirit encouraged within military communities.

✓ Photo Booth Fun at the 2023 Annual In- Person Quarterly Managers Meeting

PEOPLE POWERED!

689

EMPLOYEES
RECIEVED BENEFITS

461

STAFF & CAREER PATHWAY
PARTICIPANTS WORKED AN
AVERAGE OF 30
HOURS/WEEK OR MORE

15+

TEAM MEMBERS
CELEBRATED 20+
YEARS OF SERVICE

569

EMPLOYEES OBTAINED
PAY RAISES

25+

TEAM MEMBERS
WERE PROMOTED

68%

PERCENTAGE OF CU
EMPLOYEES WITH
DISABILITIES



The pathway to meaningful work for all abilities starts here.

CHALLENGE
unlimited



The pathway to meaningful work for all abilities starts here.

CHALLENGE
unlimited

✓ GSA Team Member Karen sits proudly displaying her Above and Beyond the Call of Duty (ABCD) Award



The pathway to meaningful work for all abilities starts here.

CHALLENGE
unlimited

SUMMARY OF FINANCES

BELOW IS A SUMMARY OF CHALLENGE UNLIMITED AUDITED FINANCIAL STATEMENTS FOR THE FISCAL YEAR ENDING JULY 31, 2023.

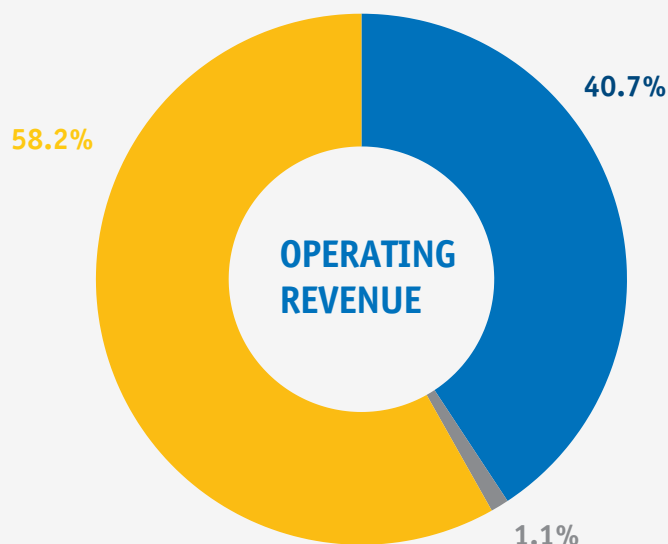
BALANCE SHEET

Cash & Equivalents	\$6,303,836
Other Current Assets	\$16,250,682
Property & Equipment	\$8,407,808
Net Other Assets	<u>\$4,695,296</u>
Total Assets	\$35,657,622
Total Liabilities	<u>(\$6,440,336)</u>
Net Assets	\$29,217,286

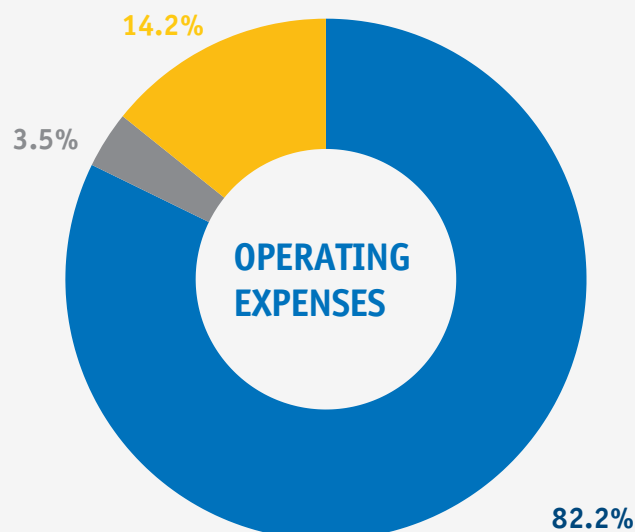
INCOME STATEMENT ITEMS

Program Revenues	\$15,412,868
Grants	<u>\$1,539,979</u>
Net Program Revenue	\$16,952,847
Public Support	\$461,118
Other Revenue – Operating	\$25,211,580
Non-Operating Activities	\$379,524
Operating Expenses	\$42,112,349

Challenge Unlimited's operating funds come from: revenues from programs and contracts, investment income and other sources. Total Challenge Unlimited support and operating revenue for fiscal year 2023 was \$43,005,069, and Challenge Unlimited's total expenses were \$42,112,349.



- Program Revenues \$15,412,868
- Public Support \$461,118
- Other Revenues \$25,211,580



- Programs \$35,894,961
- Grants \$1,539,979
- Management & General \$6,217,388

View our 990 and Annual Audit Report on our Website or on our GuideStar Profile

Recognition and Highlights



ST. LOUIS
BUSINESS JOURNAL

Most Influential Business Women 2022: Charlotte Hammond expands services for people with disabilities



WGEM

Quincy woman finds employment with help from an organization in spite of her challenges



'Pain gives me strength': How this Mascoutah man went from hopeless to hopeful



Marketing Manager named
YWCA Woman of Distinction



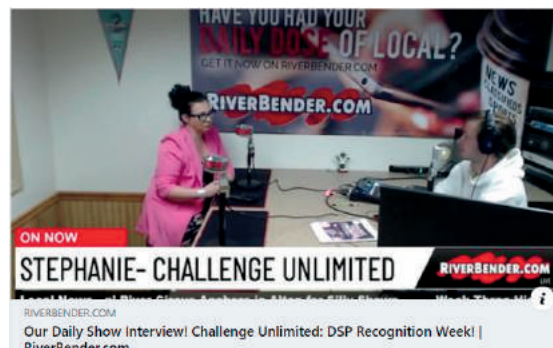
BSCAI
CLEAN
AWARDS

RECOGNIZING BSC EXCELLENCE

Lisa Burns-Wojick has been selected to represent **Challenge Unlimited, Inc. - An AbilityOne Provider** on the Illinois DORS Workforce Development Committee. 🙌



In April, Project CU, Inc., Direct Support Professional Asaline Robinson honored with DSP of the Year Award.



Last week, Kate was recognized and coined by the Force Support Squadron Commander. The Commander raved about Ms. Kate's awesome personality, flexibility, "can do" attitude, ability to get things done effectively and with a smile, and her overall leadership as the **#AbilityOne** Manager and support for our **#team**.

#EmployAbilityOne #SourceAmerica #WeAreCU SourceAmerica AbilityOne

BOARD OF DIRECTORS



Tom Morrissey
Chairperson,
Challenge Unlimited



Rose Gibson
Chairperson,
Residential Options



Reid McDowell
Secretary,
Residential Options



Jim Concannon
Board Member



Cathy Cooke
Board Member



Bret Berigan
Board Member



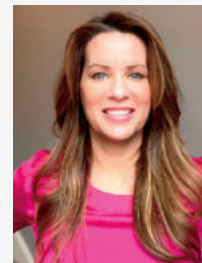
Jim Kasten
Board Member



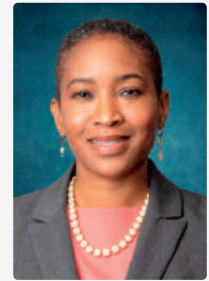
Joni Lombardo
Board Member



Bruce Malone
Board Member



Erica Orrison
Board Member



Geri Lynn Arrindell
Board Member &
General Counsel

LEADERSHIP TEAM



Charlotte Hammond
President & CEO



Andy Esterer
Executive VP Finance
& Strategic Initiatives



John Becker
VP Program Services



James Porter
Executive VP Operations



April Santos
VP Human Resources



Diane Tebbe
VP Residential Options



Mike Robinson
VP IT & EVS

A Heartfelt Thank You to Our Supporters

We extend our deepest gratitude to our esteemed community partners, generous donors, and dedicated funders. Your unwavering support empowers us to fulfill our mission, making a tangible difference in the lives of individuals and families across our communities.

Your collaboration, generosity, and trust have propelled us forward and sparked hope and change where it's most needed. Together, we've faced challenges, celebrated successes, and made strides toward a more inclusive and supportive community.

As we look ahead, we see that your continued partnership is vital to sustaining and expanding our impact. Thank you for being an integral part of our journey and your commitment to creating a brighter future for all.



DONORS & SPONSORS

Carmelita Abellana	Thomas Morrissey
Bret Berigen	Erica Orrison
James Boehm	Richard Rezabeck
Sandy Curran Family	Daniel & Margaret Sabato
Vicki Egan	Stephanie Schrage
Catherine Klostermann	Lonnie & Estella Slater
Kirk & Angela Markuly	Chris Swift
Sue Montgomery	Jeanette Weisenberger



Follow Us For More Stories



Scan the QR Code to learn more about our mission, and follow us on social media.

Be sure to sign up for our program, service, and event updates newsletter!



ApprenticeshipUSA

CONTACT US :



Call

+618-465-0044



Mail

imarketing@cuinc.org



Administration Headquarters

#4 Emmie L Kaus Ln
Alton, Illinois 62002



Website

www.cuinc.org