

**2013 Annual Report**



**HOME &  
COMMUNITY  
OPTIONS**

# Moving Forward



**Suzanne Horstman,  
Executive Director**

Over the past 39 years of serving individuals with developmental disabilities from Winona County, Home and Community Options, Inc. has a history of resiliency. An organization with a grassroots beginning, HCO was founded by advocates with the support of a community that understands the importance of providing quality care for people with disabilities. Our mission hasn't changed throughout the years, and we continue to foster innovation in providing quality and efficient services for those we care for.

The industry we work in is experiencing massive and historic changes in 2013 and 2014. New systems are being launched by the federal government to change how we are paid for services, and new regulations have been instituted that guide our work and determine the expectations of our licensing requirements (called 245D). While the development of these new systems has been talked about for over a decade, we never imagined that they would both be implemented at the same time. During the past year, the organization has dedicated significant time and effort to implementing these new requirements. While some of these changes have been exciting and very welcome, others have been cumbersome, confusing, and difficult to implement - a testament to the challenge of creating one mold that is designed to fit for all providers and services.

HCO's staff currently includes twenty-two employees with more than 20 years of experience within our organization. The knowledge, consistency, and compassion that these individuals bring to work each day provides the groundwork for our agency's mission to continue building upon. We are also fortunate to have hired a number of employees who recently graduated from our local campuses, and these people bring fresh, new ideas and energy to the agency. In 2013, HCO stakeholders and employees met with legislators to emphasize the importance of maintaining a stable and healthy workforce, a key component to providing quality services to our clients. Working with many other providers throughout the state to advocate for wage increases to direct support professionals, Minnesota Legislature recognized the need of our direct care workers and approved funding for a 5% wage increase for caregivers throughout the state.

HCO is dedicated to developing new ways to stabilize the changing needs of our in-home programs and to maintain the aging population in the most natural settings possible, including maintenance in our residential homes. As state systems continue to change, we will continue to be challenged to implement new service models in the years to come. Our goal will be to adjust for these changes while maintaining accessible and quality services with as little impact as possible to those we serve, but we can't do it without you. All of us at HCO value the support of community members that encourage and help us with the work we do. By working together, our staff, volunteers, and supporters maintain the vision of enabling our clients to enjoy life as valued members of our community.

The work ahead of us will not be easy, but we are definitely ready for the challenge!

## MISSION

to provide support and residential services to people with developmental disabilities, enabling them to live as full members of the community.

## VISION

for all individuals to have opportunities to enjoy life, strive to reach their full potential, and be accepted members of the community.



**Bruce Klein,  
Board President**

## A letter from the Board

Since 1975, HCO employees and advocates have focused on the daily vision of improving the lives of those less fortunate, moment by moment. For many of us, this effort is built upon exceeding expectations in our mission to provide support services to our community members with disabilities. HCO's enthusiasm and dedication to excellence are founded on the expectations of the clients we serve; and as we support them, the personal impact they have in our lives also raises the expectations we have of ourselves.

Respect is a core value of HCO, and we embrace it in our efforts to improve the quality of the work we do. Providing exemplary services means offering care that is safe while offering a sense of security, and our values have enabled those we serve with the opportunity to learn, build relationships, and enjoy life. Thank you to our employees, management, committees, and board of directors for raising a higher standard of exceptional service each year.

Many hands **do** make light work, but it takes a large number of individuals and businesses to create the financially sound \$9 million annual budget, and balance sheet of \$8.4 million in assets supporting \$1.9 million of liabilities. The success within HCO also lies within its many cherished volunteers and financial supporters, whom we call valued partners. Thank you for your continued support; whether small or large, it is appreciated.

On behalf of the board of directors, in serving over 250 clients, and employing over 320 individuals, and partnering with nearly 1,000 supporters, we salute you in making a difference in the lives of individuals with disabilities. Pat each other on the back; it is well deserved.

# Home and Community Options, Inc.

## Statement of Financial Position

Year Ended: December 31st	2012	2013
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### ASSETS

<b>TOTAL CURRENT ASSETS</b>	<b>\$1,993,818</b>	<b>\$2,003,224</b>
<b>NON-CURRENT ASSETS</b>		
Escrows and reserves	\$72,997	\$87,207
Property and equipment, net	\$4,792,106	\$4,656,516
Long-term investments	\$1,320,492	\$1,629,943
<b>TOTAL NON-CURRENT ASSETS</b>	<b>\$6,185,595</b>	<b>\$6,373,666</b>
<b>TOTAL ASSETS</b>	<b>\$8,179,413</b>	<b>\$8,376,890</b>

### LIABILITIES AND NET ASSETS

TOTAL CURRENT LIABILITIES	\$715,442	\$771,077
LONG-TERM DEBT - net of current portion	\$1,197,244	\$1,086,521
<b>TOTAL LIABILITIES</b>	<b>\$1,912,686</b>	<b>\$1,857,598</b>

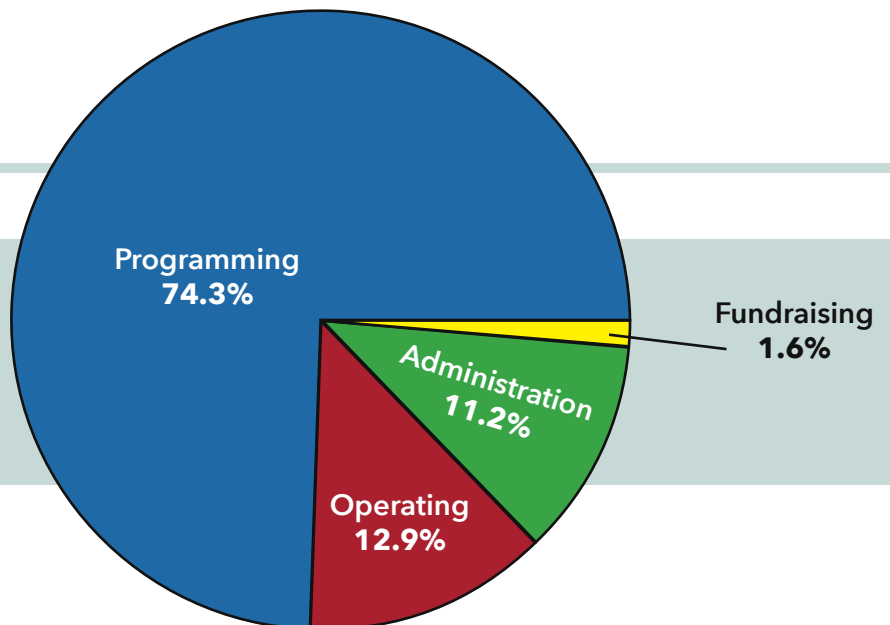
### NET ASSETS

UNRESTRICTED	\$5,734,757	\$5,999,124
RESTRICTED\TEMPORARILY RESTRICTED	\$531,970	\$520,168
<b>TOTAL NET ASSETS</b>	<b>\$6,266,727</b>	<b>\$6,519,292</b>

<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>\$8,179,413</b>	<b>\$8,376,890</b>
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2013

## Allocation of Expenses





## Management Team

### Executive Director

*Suzanne Horstman*

### Director of Services:

#### Division I

*Mary Jansen*

#### Division II

*Paula Krage*

#### Division III

*Lucinda Wiczek*

#### Division IV & Health Services

*Joette Gillett*

#### Development Director

*Denny Theede*

#### Finance Director

*Patricia Wood*

#### Human Resources Director

*Cari McCann*

## Board of Directors

**President** – Bruce Klein

**Vice President** – Mark Zimmerman

**Secretary** – Jan Mosher

**Treasurer** – Bill Harris

### Board Members:

Barb Appel, Roderick Baker, Kelly Borck, Eric Johnsrud, Laurel Kruse, Mary Lange, Gary Luehmann, Gail Opatz, Stewart Shaw, Robert Youngerman, Laurie Ziliak

## Sharon Kannenberg Committee

Peggy Dalton

Eric Decker

Terri Kersting

Bruce Klein

Jonelle Moore

Darcy O'Laughlin

Jan Northam

Stewart Shaw

Wayne Shustrom

Lee Turek

Laurie Ziliak

Mark Zimmerman



# A Year in Review

2013 Photos



## **DOWNTOWN FIRE - 9/13/13**

"We are grateful for our local fire departments that worked fearlessly to save the buildings on our block. HCO was blessed to receive only smoke damage, and our dedicated employees adjusted quickly to relocate throughout the community to maintain services to our clients without interruption."

- Suzanne Horstman, Executive Director





**AGENCY PICNIC**



**FIDDLER ON THE ROOF**





# Developing Greater Independence

## Remote Monitoring



*Through the use of “smart home” technology and a secure video conferencing system developed by Home and Community Options, Eric and his three roommates can now live safely without reliance on direct care in their home 24 hours a day. He is enjoying this new freedom, and is excited that he no longer needs staff in his home for overnight supervision.*





After living in a 24 hour supervised environment for the past 14 years of his adulthood, Eric has been seeking greater independence. He wants to take his girlfriend out on dates, to have his own garden, and ultimately he wants to live in his own place. He hopes to go on trips somewhere warm, like Florida or Texas.

Last September, Eric was afforded a step in this direction when he moved into a Home and Community Options' residence that has a special license to provide overnight care using remote monitoring technology. This technology was developed specially by HCO, and HCO was one of the first providers in Minnesota licensed to use remote monitoring technology to support people with disabilities.

Currently being utilized in 4 of its 18 residential homes, the remote monitoring system uses sensors, call-for-help devices, intercoms, and video conferencing to provide support to individuals from an off-site location. This technology insures that fail-safe notifications are sent to a caretaker, and also provides an opportunity for staff support in a remote location to help if necessary. On-call staff are just minutes away if an emergency occurs, and the remote attendant has the capability to immediately get help from the community emergency response system if needed.

When asked if he likes his new home and remote monitoring, his enthusiasm is apparent. "I like it!" Eric states, his eyes shining with excitement. "It gives me more independence. I like it when I can be alone without staff around. All I need to do is press this button if I need help." Eric can quickly describe the call-for-help devices and demonstrate how to use the intercom or video conferencing system. He says he hasn't had to use it yet, but he knows how and he can even use it if one of his roommates needs assistance. "Staff will come quickly if we need help."

"I really like the remote monitoring," Eric says, with a big smile on his face. "I can do things on my own without staff! That is what I like. I get to be like everyone else."



## Dancing with the Winona Stars

Home and Community Options (HCO) was one of the charities supported by the Dancing with the Stars community event on New Year's Eve, 2013. Michelle Alexander volunteered to be HCO's dancing star and performed beautifully, even with a broken foot! Michelle shared her dancing talents, but she also represented HCO beautifully as an ambassador and advocate for people with disabilities.

The agency had support from O'Laughlin Plumbing & Heating, River City Heating and Air Conditioning, Morgan's Jewelers, and many other donors to help earn proceeds for Michelle's efforts to garner funds for the needs of HCO.



The 2014 Musical, sponsored by Home and Community Options (HCO) June 12th-17th, was very successful. With a cast of 70, both community members and individuals with disabilities shared their wonderful talents and entertained sell-out crowds throughout the run of the show!

The Board of Directors and Staff of HCO are extremely humbled by the support we received for the production of Seussical. Special thanks goes out to our directors (Mark Roeckers, Harry Mechell, and Jen TeBeest), a marvelous cast, dedicated volunteers, the generosity of donors and the community at large that came out to the shows. The talent of our cast and crew, both young and old and of all abilities, performed fabulously! This show embodied the HCO Mission at its core, promoting true integration and building lasting relationships for years to come. THANK YOU!



# Advocating for Change

**The 5% Campaign's success makes huge strides in closing the wage gap for disability service providers**

Following years of budget cuts and freezes to services, Home and Community Options (HCO) joined with a coalition of other providers, family members and advocates to seek Minnesota State Legislative approval for a rate increase to help curb high staff turnover and improve the quality of care for people receiving services. HCO met with area legislators numerous times throughout the 2013 year who voiced their support for a funding increase. In May of 2014, the Minnesota State Legislature passed a law providing a 5% rate increase for funding.

This funding increase was promptly passed forward to employees of HCO. Executive Director Suzanne Horstman commented, "We are thankful for the support of our legislature and for advocates who made this critical increase possible. In order for HCO to maintain quality services, we must be able to recruit and retain a qualified and dedicated workforce. The 5% Rate increase helped to get the organization caught up."





# YOU MAKE THE DIFFERENCE!

## Exceptional Staff, Volunteers, & Supporters

Our agency's greatest assets are the significant number of volunteers, financial supporters, and dedicated staff that assist in providing for the needs of children and adults that HCO serves. The commitment of so many assures that HCO stands out as a quality organization! We are always challenged in finding ways to adequately thank those of you who help us in our efforts to enrich the lives of our neighbors and friends with disabilities. Here are some of the activities that recognize those who stand out among many in their efforts to meet the needs of the people we serve:

### COMMUNITY BUILDER AWARD

This yearly acknowledgment focuses on individuals or businesses who provide outstanding volunteerism to HCO. 2013's recipients include:

*Mike Johnson, Chad Lundahl, Samuel Graff, Helen Newell, Larry Herdina, Darcy and Kim O'Laughlin, Darin Olson, and Kathy Shustrom*

### GOOD NEIGHBOR AWARD

HCO is a member of Provider's Network, Inc. a southeastern Minnesota organization that holds a regional banquet each year to recognize an individual or business that is a "good neighbor" to our agency. Recipients of this award interact with people with disabilities to help them become part of the greater community. This year's recipients of the Good Neighbor Award for HCO are **Samuel Graff** and **Dr. Laurel Quinn**.

### NEIGHBORS EVENT

A special gathering of HCO supporters to show our thanks to those individuals and businesses that support HCO with their financial generosity. This year, HCO is proud to honor:

*Kendell Lumber, Kim and Darcy O'Laughlin, Patte Peterson, Tom and Maryann Severson, Stewart and Kay Shaw, Jan Wilke, and The Winona Hims*

### ARRM CARES AWARDS

Home and Community Options is a member of ARRM, a Minnesota organization that provides advocacy and training support to agencies like ours. Each year, outstanding direct support professionals from across our state can receive special acknowledgment for their dedication in the form of the ARRM Cares Award. Each recipient must demonstrate exceptional dedication, professional integrity, creative thinking, and commitment to the needs of people with disabilities. HCO is proud to acknowledge four dedicated staff that received an ARRM Cares Award Nomination in the 2013-2014 year:

*Kelly Hallock, Gavin Herber, Adrienne Tryan, and Estrella Winter*

### ARC HEROES AWARD

Arc Minnesota is a statewide advocacy organization that does important work in supporting people with disabilities. Their mission aligns directly with the work of HCO. This past year, Arc Minnesota recognized **Stewart Shaw** with the Arc Hero's Award. This recognition is due to Stewart's sustaining leadership in disability services. Stewart has played a key role as a leader within HCO, but he has also been a past President of Arc Minnesota. He was instrumental in advocating for policies that led to the end of institutionalization practices for people with disabilities, and directed the development of community based services like those provided by HCO. We are honored to join Arc Minnesota in recognizing Stewart as an exceptional advocate for individuals with disabilities!

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anyone, please accept  
our apologies and  
know that we deeply  
appreciate your help  
and support.*

# 2013 Annual Report

**CHECK OUT  
OUR NEW  
WEBSITE!**

