HOME & COMMUNITY OPTIONS



2018 ANNUAL REPORT

Respecting differences. Creating opportunities. Achieving independence.

MANAGEMENT



Executive Director

Suzanne Horstman

Program Services Directors

Mary Jansen, Division I Paula Krage, Division II Cindi Wiczek, Division III Kathy Murck, Division V

Director of Health Services

Joette Gillett

Director of Finance

Maureen Schauble

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.

CORE VALUES

Respect for all people and their differences.

Quality services that balance independence with safety and security.

The ability of all individuals to learn, build relationships, and enjoy life.

BOARD OF DIRECTORS

PRESIDENT

Roderick Baker

VICE PRESIDENT

Bob Youngerman

SECRETARY

Laurie Ziliak

TREASURER

Bruce Nelson

Kelly Borck
Brittani Burt
Margaret Cassidy
John Collins
Randy Domeyer
Bill Harris
Laurel Kruse
Gary Luehmann
Jan Mosher
Eva Pampuch
Mark Zimmerman

Thank you to **Terrianna Gjerdrum** for her years serving on the HCO Board!
Terrianna retired at the end of 2018.

SHARON KANNENBERG COMMITTEE

Geri Corey Eric Decker Denise Herber Terri Kersting Jonelle Moore Wayne Shustrom Laurie Ziliak Mark Zimmerman

Suzanne Horstman Executive Director



Roderick Baker Board President

2019 BOARD AND EXECUTIVE MESSAGE

"Mission-focused." These words exemplify Home and Community Options' nearly 350 employees as they dedicate their lives to enabling individuals to live as full members of their communities. The dedication that staff show in caring for the 200 individuals supported by HCO brings the HCO mission to life. We see it in action every day: our friends with disabilities work hard in careers that they enjoy; they spend quality time with family and friends; they advocate for their needs with local legislators at the Minnesota State Capitol. They are living their lives to the fullest.

HCO's Board of Directors is mission-focused, and they continue to work closely with the HCO Management Team in leading the agency. Board members with a wide range of professional expertise serve on the Finance, Quality Assurance, Human Rights, Personnel, Policy, Grassroots, Building, and Sharon Kannenberg Committees.

Our families and community members who support us on a daily basis are mission-focused. Your advocacy for friends, neighbors, and loved ones is a testament to your support of HCO's mission. Through your volunteering, donations, and engagement with those we serve, HCO's mission advances.

Most importantly, our individuals served by HCO are mission-focused. Seeing those we serve gain the confidence and skills to be their own advocates is a moving experience. It is amazing to watch them become empowered to mentor their friends who are beginning to learn these skills as well. We are continually humbled and grateful for your presence in our lives!

It is the dedication of all these groups of people coming together in support of HCO's mission that enables the agency to provide high quality services while maintaining flexibility through these changing times. Despite the Minnesota Department of Human Services (DHS) 7% rate adjustment under the Disability Waiver Rate System (DWRS), HCO continues to be a strong agency. We look forward with confidence to the possibilities that unfold in 2019 as we, the employees, board members, families, community members, and individuals continue to fulfill our HCO mission.

On behalf of HCO, we thank you.

Home and Community Options, Inc.

Statement of Financial Position

Year Ended: December 31st	2018	2017
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ASSETS

Т	OTAL CURRENT ASSETS	\$3,188,338	\$3,137,403	
NON-CURRENT ASSETS				
	Escrows and reserves	\$88,213	\$74,102	
	Property and equipment, net	\$3,869,543	\$4,059,641	
	Long-term investments	\$2,752,651	\$2,342,358	
Т	OTAL NON-CURRENT ASSETS	\$6,710,407	\$6,476,101	
Т	OTAL ASSETS	\$9,898,745	\$9,613,504	

LIABILITIES

TOTAL CURRENT LIABILITIES	\$877,264	\$831,964
LONG-TERM DEBT - net of current portion	\$436,318	\$509,959
TOTAL LIABILITIES	\$1,313,582	\$1,341,923

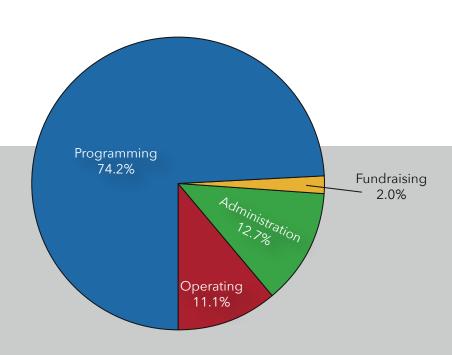
NET ASSETS

UNRESTRICTED	\$7,985,426	\$7,693,990
RESTRICTED\TEMPORARILY RESTRICTED	\$599,737	\$577,591
TOTAL NET ASSETS	\$8,585,163	\$8,271,581

TOTAL LIABILITIES AND NET ASSETS	\$9,898,745	\$9,613,504
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2018

Allocation of Expenses





2018 IN REVIEW

Exceptional Stakeholders

When implementing quality services for people with developmental disabilities, our greatest assets are the significant number of community volunteers, generous financial supporters, board and committee members, and dedicated staff that assist in providing for the needs of the children and adults that HCO serves. We are continually humbled by these individuals that enable HCO to stand 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.

For all of you who give, we say again: THANK YOU! Here are some special acknowledgments that recognize those who stand out among many in their dedication to HCO's Mission:

COMMUNITY BUILDER AWARD

This yearly acknowledgment focuses on individuals or businesses who provide outstanding volunteerism to HCO. 2018's recipient was **WINONA ELKS LODGE #327**.

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. 2018's Good Neighbor Award for HCO was **ED KRAGE**.

NEIGHBORS AWARD

Home and Community Options holds a special gathering to show our thanks to those individuals and businesses that support HCO with their financial generosity. This year, HCO is proud to honor the **SLAGGIE FAMILY FOUNDATION**.

SELF-ADVOCATE OF THE YEAR AWARD

Home and Community Options has a long-standing history of self-advocates who are actively engaged in advocacy at both the local and state level. While Home and Community Options has had a strong self-advocacy presence for many years, this is the first year for this award. HCO is proud to acknowledge **MILTON TOPNESS** as HCO's first Self-Advocate of the Year.



When Paula Krage was hired by Home and Community Options (then known as Group Homes of Winona), she had no idea how much the agency would enrich her life. Having graduated from St. Catherine University with a Bachelor's Degree in Social Work six years before, Paula previously worked within the Faribault School District and moved back to Winona to be near her family.

"I was looking for a social work position and had taken just about every state test I could with the county, from Probation Officer to Financial Worker (I had a crash course with my dad and a calculator for that one). I applied for lots of positions, but there were many social workers looking for jobs at that time." To make ends meet, Paula was working at the Winona Knitting Mills, inspecting sweaters, while she waited for an opportunity to come along. She remembers the excitement she felt when she saw the advertisement in the newspaper for a position as a counselor with Group Homes of Winona. "I applied, interviewed, and felt so lucky and privileged when I was offered the position. My sister even had a surprise party for me because I had a job with a salary of \$10,000 a year!" While the celebration was centered on her monetary stability, Paula describes her experiences and relationships with Home and Community Options as the true "richness beyond compare."

In her 35 years with the agency, Paula has held a series of positions, beginning as a Primary Counselor at 377 Main Street. Five years later she was promoted to a Coordinator position, and five years after that she was made the Director of Division II, a position which she has continued to hold to this day. Paula's division has fluctuated over the years as a result of new homes purchased or moves being made to accommodate the needs of individuals, but for now, it is made up of eight residences.

One of Paula's first memories with Home and Community Options is the Christmas party she attended a few months after she began working for the agency. Hosted at Zach's on the Tracks (today known as Jefferson's) Paula "was so excited to be a part of the company party," and can remember "everyone sitting around one table and having a great time." For Paula, the entire culture of the agency was, and still is, one of service, social justice, friendship, compassion, and true caring for each other. It is something she feels truly proud of.

Paula's pride in the agency doesn't stop there. Home and Community Options' leadership in assisting people moving from the state hospitals back to the Winona community in the



1980's is work she is especially honored to have been a part of. "We have been an agency of change from the very beginning," she said. "We have never stopped looking forward and seeking out what will make us a better agency and provider of services." From the Grassroots Advocacy Task Force to the Training Committee, and especially the Board of Directors (which includes an individual that the agency supports as a voting member), Paula has nothing but praise for the work and care that Home and Community Options provides for the individuals that it helps support.

More than anything, Paula is overjoyed to be a part of an agency so dedicated to the people it supports, both self-advocates and staff. "We have grown together," she added, speaking of the community that she has seen become more like family. "I am so proud and feel so privileged to know the individuals we serve as true individuals living and working in their own communities. I have learned more than I could ever teach, and I am constantly humbled by their courage, strength, generosity, and integrity."



Paula's family members are steeped in working and volunteering with HCO over the years, too. Her husband, Eddie, volunteers backstage every year at the musical fundraiser, where he, too, has made long-lasting friendships.

The relationships Paula has made here enrich her life more than she could have ever imagined. "I am proud to say that I am employed by an agency that is so well respected in the community, by our neighbors, families, and business friends," she said. People are at the center of Paula's experiences at Home and Community Options, just as they are at the center of the agency's mission, vision, and core values.



Milton has a great memory for detail and is quite matter-of-fact when he recites his history. He was born and raised in Winona, "10/18 of '56," he said. He grew up with his mother, father, and a younger brother. During his time at home, he received services from HCO and got on very well. He was a kindergartener at Jefferson Elementary before transferring to Lincoln, where he attended special education classes. He later went on to W-K school. When he finished his education, Milton went to work at ORC. "I was there almost from the beginning of ORC," he says proudly. Milton has also been involved with HCO since the early 1980's, when HCO's Community Living Services had offices above Piccadilly in downtown Winona.

When his parents' health began to fail, Milton's living situation gradually changed. Sadly, when his mother died, Milton says his father "was ailing," too, and was admitted to Sauer Home. At that point, Milton went to a foster home and spent the next eight years living with Judy and Larry.

When Judy and Larry retired, Milton moved into an HCO home and now lives with five others. Here, he gets help with laundry, his checking account, doctor appointments, medications, shaving, and other every-day and special activities. Milton likes where he lives now, and he especially enjoys helping with the cooking. "I'm good at scrambled eggs," he said. "I can cook them without a hitch!" Thursday nights are "Sweet Treat" nights at the house, and they bake cookies or make banana bread. "Last week, we had lemon bars," he said.

As he listed his day-to-day schedule, from pressing buttons at ORC to watching The Andy Griffith Show and other old TV shows, he admitted that even though he described his performance at COMPASS bowling as "so-so," he actually won a trophy in 2018. He also goes to HCO's adaptive dance classes, and he enjoys doing holiday crafts at home. Recently, they cut out flowers to decorate for Easter. Milton once had a live snake around his neck at a trip to the Renaissance Festival, likes trips to Eagle Bluff Environmental Learning Center, and is looking forward to summer outings to the Aquatic Center. "I like to keep active," said Milton. "You're not going to have fun if you don't stay active."

His best friend, Randy, lives at a different HCO home. Their houses trade weekly dinner get-togethers on Fridays. Milton and Randy will often go out to eat at Winona Family Restaurant, where they like to order breakfast meals and visit, or go to the movies.

When he began to talk about his advocacy work, Milton's eyes lit up. He excitedly shared his pride in his - and his friend's - accomplishments through SAM SE (Self Advocates of Minnesota- SE Region), monthly meetings of People First, and the HCO Grassroots Advocacy Task Force. He has proudly held office in SAM, and his certificates and photos hang on his wall. Milton has served in a variety of capacities within self-

advocacy circles. He has been a member of the SAM Leadership Council and has served as the Media and Legislative Specialist and the Sargent of Arms. "You can ask anybody who's been on a committee, and they'll tell you how good I am," said Milton. He is looking forward to the SAM conference in Rochester this coming June.

Milton is modest, but not shy, when it comes to speaking up. He wants to be heard and expresses what is important to him. Milton understands the importance of the voices of the self-advocacy movement and the need for our legislators and state representatives to hear those voices. He is strong in his beliefs, while at the same time, sees himself as a learner who welcomes input and ideas from others. He is very proud of how far he has come in his self-advocacy and enjoys the many connections he has made with other self-advocates around the state. Milton shared that he's so involved because he wants "to help people with disabilities stick up for their rights." His message to legislators is often centered around the workforce shortage for disability care providers and how important their role is. "We need to keep the staff we have," he said.

In 2010, Milton received the Self-Advocate of the Year Award from ARC Southeastern Minnesota. "It's a real heavy award," he says, "clear plastic with white letters." He proudly displays his more recent advocacy awards in his room at home. He even invited a local legislator to attend the banquet when he received HCO's advocacy award, and had his picture taken with him. Milton just recently returned from a Minnesota Self-Advocacy conference at Mystic Lake, where he was a flag-bearer in the opening ceremonies. The theme was "Inclusion is for Everyone!" He has advice for those who may be speaking at these meetings. "You've got to slow down. If you get ahead of yourself, you're in trouble!"

Milton is a Twins fan and proudly displays the team logo on his hat. His love for the Twins, however, is nothing compared to his love of "Monday Night RAW," a World Wrestling Entertainment, Inc. (WWE) television show that airs every Monday night. Milton can't even stay seated when he talks about RAW. "In high school wrestling, they just lay on the mat and whoever gets pinned first, that's it. It's okay, but it's not as competitive as watching guys get thrown out of the ring onto the announcers' table! You take Monday Night RAW, well, now that's REAL wrestling," he explained of his love of the sport.

Milton is a walking billboard for how HCO infuses enthusiasm and purpose into all those involved with the organization. Though he's growing older, his energy and interest in self-advocacy has not begun to wane. Milton is on a mission to ensure that services for people with disabilities are not only funded by the legislature, but at the forefront of conversations about the importance of community.



Milton (and guests) receiving HCO's first Self-Advocate of the Year award at the Home and Community Options 2018 Friends Event.



GROWING UP WITH THE AGENCY

When Pat Wood started with Home and Community Options, it was impossible to know that her coworkers would grow to be her family. At a Tupperware party, through her friend, Mary Jansen, Pat learned about the part-time position for a bookkeeper/secretary and knew that, fresh out of Winona State with a degree in accounting, it would be a great way to start her career. She began part-time in order to raise her family, but quickly became an essential asset to the team. After a year and a half at HCO, known at that time as Group Homes of Winona Inc., Pat was moved to full-time and never looked back.

From service recipients to coworkers, the people at Home and Community Options quickly became some of Pat's closest friends, which she attributes to the culture of the agency. "A lot of people leave work, and once they leave they don't want to associate with anybody that is there. That wasn't the case with me. I played bingo with people; I went dancing with people; I could go to the river lots with people and have a really good time! Most of my friends

are associated with work and I have made quite a few friends." Pat remembers one individual, in particular, who she would get lunch with on her birthday. "I used to pick her name from the Christmas tree and buy her anything from her list," Pat recalls. "Every time she came here she would always come show me that she was wearing the bracelet that I gave her or a ring or that she got her fingernails done." This client is only one of many, however. There are a lot of others who still come and visit the office to joke around.

HCO consumers often make Pat's day, but the leadership and her coworkers are one of the main reasons she has remained at HCO for so long. She learned a lot about the agency through Sharon Kannenberg, most memorably "how to pick up what needed to be done and just do it." From all of her bosses, Pat has always had guidance and understanding in her work. "I am the luckiest person as far as my work has gone. I couldn't have found a better place to spend my career than right here. I have been able to do something I am fairly good at -working with numbers and making them make sense for other people - and still help people. Even though I didn't provide the personal care, I had a piece in it."

Over the past 40 years, Pat has helped with many different things. One task that she remembers most was the transition from using ledger sheets to using computers. HCO's Board President at that time, Carl Iverson, heard about software that was put together by a company in Rochester, so he sent Pat to some classes and she got it set up. The success of finally getting most of the information on a computer was then followed by the big test of dividing the information between different programs. The computers were a success and it was a big improvement, especially for Pat's assistant at the time, Shirley. Before computers, Shirley had to write four checks for each bill in order to divide the costs between each program. Once they got the computers working, only half as many checks were needed.

As the company expanded over the years, more and more responsibilities fell into Pat's lap. In the early days, when the agency only had nine employees, the Executive Director would do budgeting and work with the county to determine rates for people and what would be charged. Now with over 300 employees, many responsibilities have been delegated to managing Directors across the board. These days, one of Pat's greatest responsibilities has been to keep up with changes within the Minnesota Department of Human Services as they continue to work for a system that will provide everybody with funds based on the same kind of data.

From being a part time bookkeeper/secretary to being the Director of Finance, Pat became a staple of the Home and Community Options family. Pat has had three kids during her tenure, and has enjoyed being able to rely on the agency for support and flexibility in order to raise her children. While looking back on her time at HCO, Pat has said, "Most of the time I have enjoyed the changes and the challenges that my job brought. I learned by trial and error and it was fun. I enjoyed growing up with the agency."



Paul can do (and has done) "everything" on a farm. His grandfather had six big Belgian horses, which they used to cultivate the soil, cut hay, and other big tasks around the farm. Paul trained the horses, raised the colts, and even kept a couple of mares. Paul also had a black and white horse named Pal. Prior to being Paul's horse, Pal was trained as a jumper. One instance when Paul was riding him, they approached a gate and as Paul was going to dismount to open it, Pal took it into his head to just jump right over it! "It scared the devil out of me," Paul laughed. He had a heck of a time convincing his grandfather that it really happened! To this day, Paul loves to go to horse shows at the Equestrian Center, and one of the highlights of his life is attending long weekends at the rodeo in the Twin Cities.

Paul's family raised more than just horses. They had sheep, pigs, and lambs - which at times needed to be bottle fed. Paul had to get the sheep ready to be shorn, which involved removing all the dirt and "stickers" from the wool. His hands were so soft from all of the lanolin in the wool that by the time he was done, he thought they felt like dish rags. Once the sheep were shorn, the little lambs often couldn't identify their mothers right away and would wander around crying "baaa, baaa!" Paul and his grandparents also raised geese, which he was not fond of at all. "The old gander would go after me and go after the back of my ankles with his wings," Paul said. "And geese have a big wingspan!" When they bought chicks to raise on the farm, it was Paul's job to make sure the heater on the chicks' cage didn't go out during the cold nights.

Paul also had a dog, a German Shepherd named Teddy, which he got when the dog was six weeks old. Teddy was pretty much a one-man dog, and once when Paul's grandparents went to town, Teddy broke his chain and went after the milkman, who had to jump on top of his truck. It took some doing to corral Teddy and save the milkman!

After his grandparents and mother passed away, Paul met an amazing man named Joe Morse. Joe assisted Paul in receiving services from Home and Community Options, and he now lives in one of HCO's residential programs.

The farm's garden was a place Paul really enjoyed. Even now, he is the gardener at his HCO home on Garvin Heights, although the size of the garden is not as big. Paul likes to do yard work, water, weed, and plant flowers. Frustrated by the hungry deer that eat his flowers, he now plants marigolds which the deer don't seem to like as much. Paul lives with four other men, including his friend Steve, who grew up on an adjacent farm and who Paul has known since they were both very young. Paul gets up at 5 a.m. each morning and cooks breakfast for the house, which includes eggs and raw fries. "They eat them all up!" he says.

During the week, he goes to the Benedictine Day Center where he socializes, plays bingo, and now and then goes gambling at the casino near Red Wing. At Benedictine, Paul says he has a "big friend in Tom Severson," a volunteer who he plays games and talks with there. He also takes trips to the Eagle Center, Owl Center, and apple orchards in the fall. Sometimes he takes a Thursday or Friday off from Benedictine to relax, work in his garden, or maybe go out to dinner. According to Paul, it's a great life in his HCO home.

ADVOCACY

HCO's Grassroots Advocacy Task Force is made up of a dedicated group of staff, family members, supporters, and self advocates. This group is committed to advocating for disability services within the state legislature and works as a coalition with other advocates across Minnesota.

Grassroots Meetings

40 Average Attendance

Voting Workshop

2 Capitol Trips

95
Advocated for disability services at the MN State Capitol



IN REMEMBRANCE...

James Borkowski Susan Norton









Sue Jacques Julie Theis

<u>IN HONOR/MEMORY OF...</u>

We greatly appreciate all those who honored friends and loved ones with a gift to Home and Community Options.

In 2018, contributions have been made in honor and memory of these individuals:

HJ and Rose Andersen
Ben and Sharon Baratto
Eric Bartleson
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Joe and Chrissy Christenson
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IMPACT









Employees +20



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A heartfelt thank you to all of our dedicated donors.

If we have neglected to mention anyone, please accept our apologies and know that we deeply appreciate your support.

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