

HOME & COMMUNITY OPTIONS



2021 ANNUAL REPORT

Respecting differences. Creating opportunities. Achieving independence.

MANAGEMENT



Suzanne Horstman
Executive Director



Abigail Jackson
Program Services Director



Cindi Wiczek
Program Services Director



Keri Cada
Director of Licensing and
Policy



Maureen Schauble
Director of Finance

*In 2021, Program Services Directors, **Mary Jansen, Paula Krage, and Kathy Murck**, retired from Home and Community Options. Thank you, Mary, Paula, and Kathy, for your dedication to supporting the mission and work of our agency.*

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

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Laurel Kruse

VICE PRESIDENT

Jonelle Moore

SECRETARY

Marisa Corcoran

TREASURER

Randy Domeyer

Kelly Borck

Brittani Burt

Michael Hagarty

Gary Luehmann

Jan Mosher

Bruce Nelson

Eva Pampuch

Mary Stoltman

Lynn Theurer

Thomas Williams

Bob Youngerman

*Thank you to **John Collins** for his years serving on the HCO Board! John retired from the Board at the end of 2021.*

SHARON KANNENBERG COMMITTEE

Brittani Burt

Marisa Corcoran

Eric Decker

Terri Kersting

Jonelle Moore

Wayne Shustrom



Laurel Kruse
Board President

BOARD MESSAGE

These last two years have been a complete lifestyle change as Covid continues to affect every aspect of our lives. The individuals that we serve have been especially affected because of their inability to participate in many outside activities.

There is a glimmer of hope as the individuals that we serve have been able to slowly return to some of their previous activities. We are so thankful for all of the new skills, new ideas, and improved relationships that we have and continue to form.

Being able to work outside of their homes and able to enjoy community activities is so important to quality of life, happiness, and health.

One of HCO's core values is "quality services that balance independence with safety and security." Staff have worked diligently to keep all of the individuals that we serve safe and healthy. They continue to be loyal and committed to those they serve, and are creative in how to fill the hours that the clients would normally be away at job sites or other outside activities.

It has been an unprecedented struggle to fill the void in hours caused by illness and staffing shortages. Our HCO staff have really stepped up and proven their passion for what they do and the individuals that they serve.

I am so honored to serve on the Board of HCO. As a board member and as a parent of an individual being served by HCO I have seen this first hand from both sides. I cannot adequately express my appreciation and admiration for all that you do!



Suzanne Horstman
Executive Director

EXECUTIVE MESSAGE

Like many businesses, HCO experienced the reality of long-time employees retiring in the year 2021. Unfortunately, three of HCO's Management members were in the mix. With more than 115 years of experience between the three, Paula Krage, Mary Jansen, and Kathy Murck all retired from their full-time positions as Program Directors.

These retirements were not a surprise, and we were truly fortunate to have had the opportunity to use the time period between 2018-2021 to prepare our agency for their leave. Since 2018, the agency has worked to develop and implement a Directors Curriculum designed to provide opportunities for seasoned staff to learn about the director role and enhance their skills.

During the end of 2020 and the beginning of 2021, HCO's Management and Leadership Teams dug in and developed a plan to move the agency forward. The agency structure was assessed and strategies were developed based on what HCO should look like in the future. Key positions were identified to provide ongoing support. It was decided that downsizing Program Director positions from four to two Directors and adding a Director of Licensing and Policy would streamline workloads and provide consistency to the programs. We also closely reviewed recruitment and retention needs and identified that a dedicated position to oversee the recruitment and hiring process was essential to combat the workforce shortage. Timelines were established and training plans for the new Directors were developed.

Throughout 2021, it was amazing to see leaders throughout the agency step forward to share their talents and support each other during a historic transition. Overall, the process was smoother than I ever felt could have been possible. HCO continues to evolve and it is exciting to see new leaders of HCO emerge and their talents take hold to move the HCO mission into the future.

Home and Community Options, Inc.

Statement of Financial Position

Year Ended: December 31st	2021	2020
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ASSETS

TOTAL CURRENT ASSETS	\$4,326,953	\$3,768,909
NON-CURRENT ASSETS		
Escrows and reserves	\$153,223	\$153,171
Property and equipment, net	\$3,247,949	\$3,405,478
Long-term investments	\$4,036,326	\$4,148,874
TOTAL NON-CURRENT ASSETS	\$7,437,498	\$7,707,523
TOTAL ASSETS	\$11,764,451	\$11,476,432

LIABILITIES

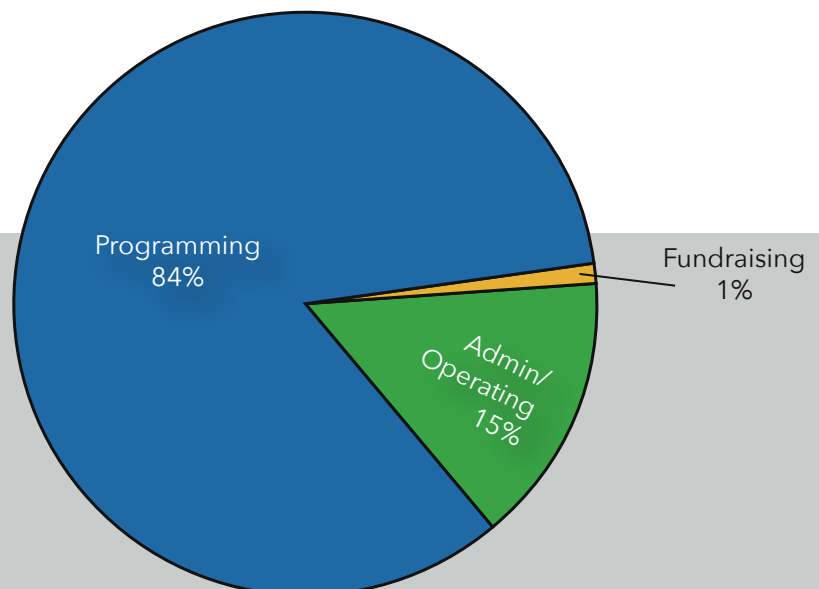
TOTAL CURRENT LIABILITIES	\$658,940	\$685,408
LONG-TERM DEBT - net of current portion	\$95,581	\$156,521
TOTAL LIABILITIES	\$754,521	\$841,929

NET ASSETS

UNRESTRICTED	\$10,501,735	\$10,098,135
RESTRICTED\TEMPORARILY RESTRICTED	\$508,195	\$536,368
TOTAL NET ASSETS	\$11,009,930	\$10,634,503

TOTAL LIABILITIES AND NET ASSETS	\$11,764,451	\$11,476,432
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2021
Allocation
of Expenses



ZACH



Zach grew up on a farm in Lewiston until his family moved into town when he was 11 years old. On the farm, Zach tended to get into trouble - some little, and some pretty big. He climbed the windmill, was responsible for a few broken windows, and even got into an argument with a sheep buck - an argument he lost. In town, he lived across from the park where he played on the swings, rode his bike, and, after watching a movie called "Holes" about boys forced to dig holes in the desert, dug holes. The volleyball pit was perfect for hole-digging. However, unlike in the movie, Zach had to fill in the holes, too!

Zach went to St. Charles High School where a para working with him got him interested in being the team manager for sports teams. Zach loves all sports, especially wrestling, football, basketball and bowling. He traveled with the team to games, and had a great time. The para's name was Becky Ball. Zach has a little

bit of a problem with names, so his nickname for her became "Meatball Becky." Zach's name for his kindergarten teacher, Mrs. Kalmes, became "Mouse."

Zach has a twin sister, Ana, and three older sisters (Becky, Peggy, and Mandy), who all live within easy driving distance of Lewiston. Ana is a special education teacher in Tomah and was married in February 2020. Zach walked her down the aisle. Ana recently had a baby boy, Zach is a proud uncle to baby Theo. His sister Becky lives in Lewiston. His sister Peggy, whom he calls "Pug," lives on Homer Ridge, and Mandy lives in Plainview. He has two nieces - Paige and Megan - and three nephews - Layne, Matthew, and Bo.

When he turned 12, Zach didn't qualify any longer for after care at the school, so his family began to look for other options. They were able to cobble together help for a year, but when he was 13, he no longer fit in with the younger children in after-care. It was then, his mom Jo says, that they were told about Home and Community Options, probably by a teacher. He received in-home services until he was 19 when he moved to HCO's home in Lewiston in 2017. Jo said it was a "bittersweet" experience, and it took Zach about a year to become comfortable in the HCO house.

Now, Zach sees himself as in charge of the house, where three women also live. He keeps house, including doing dishes, washing floors, doing laundry, and cooking. He likes to cook eggs and toast, which he spreads with his mother's homemade jam. He also likes to spice up his food with several condiments, including hot sauce! Another of his jobs is to make sure the door to the house is secure at night, so everyone is safe. "I'm a busy man," says Zach.

During the week, Zach works at DAC doing whatever jobs are brought into the center by other community business. He takes the bus to work and has his own spot, his "own space," on it. After lunch, he can take a walk outside or play hoops, which he is quite good at. After work on Wednesdays, Zach goes to the Dojo, where he is studying martial arts. He has an orange and black belt. He likes his sensei, Ralph, and looks forward to his sessions. His sisters better not tease him, he joked, because he can work his martial arts skills on them! Other days, Zach will go to the Y to work out on the machines, run on the track, or play hoops.

When he's not working, Zach has many activities he pursues. He likes card games, monopoly, bowling (his bowling ball is green and gold and says "Go Packers!"), and movies. He has a list of favorite movies too long to relate. One of his all-time favorites is "Lion King," says his mom. Jo tells of the first time they rented a movie to play at home. "Lion King" was the first. Zach watched the movie six times a day, on average, for nine months straight. Other favorites are anything with The Rock, plus many other Disney movies.

One thing Zach loves to do is volunteer at the Humane Society, where he plays with the dogs and cats. He proudly wears his Humane Society lanyard around his neck. He is a big fan of wrestling, John Cena being a favorite along with The Rock, and likes boxing and boxing gloves. He also likes to go down to local bar with staff, for a beer, some popcorn, and games. Jo says everyone in Lewiston and St. Charles knows Zach, and wherever he goes, on his bike or a golf cart, he waves to them. At times, though, Zach says he just wants to have his space and doesn't like it when people interrupt him to talk. He also doesn't like to be teased. Jo says that Zach has a method for dealing with people who tease him. "He doesn't show that it bothers him, and when they don't get a reaction, they stop," she says.

But mostly, Zach is a happy guy with many and varied interests. Like he says, "I'm a busy man. Gotta stay focused!"



LYNN

Lynn grew up in Winona. Her parents owned a bar in town, so she has gotten to know a lot of people in the community over the years. People often come up to her and begin talking, and she remembers each of them by name. She was close to her parents, especially her dad who she often says she misses. Her parents both have passed away. Lynn has a younger sister who lives with her husband in Carnation, Washington. She does not see them often, but they keep in touch by phone and mail. She also has a cousin in town and she spends most holidays with him and his family.

Lynn is friendly, kind, and thoughtful. She lives with 3 other women in a Home and Community Options home and works in the laundry department at ORC - which she loves. When she's not working, Lynn enjoys walking around her neighborhood and making daily stops at Kwik Trip for a soda and sometimes a treat. If the weather is not conducive to walking, Lynn likes to go to the movies with friends or out to eat and shop. She has a close friend that she likes walk to McDonalds with. They also enjoy visiting at each other's home and could talk for hours with each other.

At home, Lynn likes to cook. Her specialties are meat loaf, beer cheese soup, and pizza. She is also very partial to Diet Coke and chocolate. She loves music, especially country, that she likes to sing along to.

Lynn is an avid fan of dogs. Owning a dog is too much for her nowadays, but she enjoys playing with other people's dogs, which makes her laugh. When she watches television, she especially enjoys Hallmark Channel movies - preferably about dogs. Even her hobby of putting together jigsaw puzzles involves dogs. Dogs, or other cute animals, are her favorite puzzle themes.

Lynn loves Dalmatian dogs in particular. She had a Dalmatian named Alex when she was younger. She enjoys wearing clothes with dogs on them and has grown a large collection of Dalmatians. Most of her collection are stone figures of Dalmatians in various sizes, poses, and even themes that she has in a curio cabinet in her bedroom. She has a few stuffed ones which are larger that she puts on the top of her bed after she makes it each morning. There are a couple larger stone Dalmatians that do not fit in her curio cabinet she has sitting on the floor, using one of them as a doorstop. She estimates that she has over 100 Dalmatians in her room, and says, "I don't think I need to buy any more Dalmatians!" but if you ask those who know her best - they will tell you she will collect more. Anyone who knows her can see how much she enjoys them, and how important they are to her.

Never one to sit around, Lynn says she likes to "run around" instead! Before the pandemic, she participated in various Compass activities. While she has continued to stay very active over the last year, she is looking forward to being able to do the things she used to do as the community continues to open up.



Written by Hannah Petersen, May 2021

HCO SCHOLARS

An Amazing Internship for Social Work Students

My first experience with Home and Community Options was auditioning for their annual summer musical in 2018. I am close friends with someone who grew up watching and participating in them - since we had been in other shows together, he had me come along to audition for 'The Little Mermaid.' As I was sitting at HCO's downtown office waiting to audition, a staff member approached me and struck up a conversation. I would later get to know this staff as being Suzanne Horstman, the Executive Director of HCO. She asked me what I was studying at Winona State, and when I replied with social work, she immediately encouraged me to apply for the agency. She quickly informed me of a program that Social Work students employed by HCO can partake in, and with that in mind, sent me in to my audition.

I soon started working at HCO and quickly got involved in HCO's Northam Scholar Program. The Northam Scholar Program presents a special opportunity for a paid practicum and an amazing learning experience to Social Work students at WSU. This program was developed not only to help HCO retain long-term staff, but also for the Social Work students to receive an immersive and extensive education that will benefit them greatly in their future career(s). I began this program my sophomore year of college, before I was even accepted into the social work program. It started with the completion of my field experience hours at my first program, one of HCO's Resource Homes. After my acceptance into the Social Work program, I began meeting with the Northam Scholar liaison- Social Work Professor, Jay Palmer.

Each semester I was given reading assignments for each class I was taking, which connected what I was learning in class to the training and work I was doing at HCO. These readings were a supplement to what I had been learning, both in my HCO trainings as a Direct Support Professional (DSP) and as a social work student. What I had been learning in trainings and classes was kept in two separate parts of my brain. These readings and meetings with Professor Palmer allowed me to fuse the knowledge I was gaining and apply it to become an even better DSP and social worker.

This semester, I completed the Northam Scholar program by being an administrative intern at HCO's Central Office. I worked directly underneath Cindi Wiczek, a Program Director and Licensed Social Worker for the agency. I primarily expected to be an administrative intern, learning by following my field instructor around. What I experienced this semester far exceeded what I initially thought. I was able to work on my communication skills by working with various teams throughout the agency, and I was also given many opportunities to learn about policies and exactly what it takes to run a non-profit organization. I attended Director's meetings, division meetings, various committee meetings, and had other opportunities to further my education as a social worker and a DSP. I expanded my knowledge of different policies that affected the agency and received the opportunity to speak to State Legislators that represent Winona at ARRM's Virtual Day at the Capitol.

My favorite part of this internship was working with the Leadership Team. HCO provides a familial atmosphere that permeates throughout the organization, which allows for great communication and teamwork. Because this was my final semester at WSU, I also completed my senior project at the agency. I took on a project that the last Scholar was working on and implemented it in programs agency-wide. The idea was for an "All About Me" sheet to be created to help new staff and staff in the open shift pool learn how to best support the individuals they were working with through person-centered supports. I loved being able to communicate with all the Directors and other full-time staff at HCO to implement this project, and to have been able to experience being a part of the agency in a different way.

This internship was an amazing opportunity to participate in a wonderful program that has provided me with the chance to expand my education and my knowledge of what it takes to work as a social worker and a Direct Support Professional. All of this would not have been possible without the generous support from the Northam family, who have funded this internship for myself and three other Northam Scholars throughout the years. With their help, I was able to have an amazing experience that I will carry with me in my future with the agency and as a social worker. I would like to thank both the Northam family and everyone at HCO who have provided me with a semester full of learning opportunities and great, fun experiences.

I know that because I had the chance to be a Northam Scholar, I have become a better social worker and a better direct support professional, and I cannot wait to continue working with HCO.

After this story was released, Hannah was promoted to Primary Counselor of one of HCO's Residential Programs. She continues to support individuals at HCO in this role to date.

To learn more about HCO's Scholars Program, or other internship opportunities, check out our website at www.hco.org or by contacting us today at 507.452.1021.



by Jessie Clegg, Coordinator

CAROL

Carol met Bob Neumann at a pizza joint in Faribault MN when she was 17. It was love at first site. "I still remember the first time I saw him," she says excitedly. "I remember what he was wearing, and how good-looking he was!" Not many people are lucky enough to meet their soulmate at such a young age, but Carol and Bob quickly parlayed "high school sweethearts" into "man and wife" when they married right out of school. "Young and in love" she says fondly, as she recalls their first apartment with no running water..."It was a dump!" Carol laughs. "Oh well, we were young and together and in love, so nothing else mattered." Not too long after finding a more comfortable place to live, they began a family. Bob worked construction and Carol went to college to become an X-ray technician. Shortly after graduating with her degree, Carol surprised Bob with the news she was pregnant with their third child. Their family was complete.

The couple juggled work and home life, but always found time to sneak away for little vacations and especially music concerts. "I've seen the Rolling Stones at least five times" she says proudly. "We would fly places too, but most of the time it was just Bob and me in the car, driving. We used to go for drives all the time. Just being together." Between concerts and holidays, long work days, and weekend drives, Carol and Bob raised their children. A devote Catholic, Christmas remains Carol's favorite time of year. She admits to being a "bit of a perfectionist" when it came to her family's holidays. Decorations, presents, food, gatherings, you name it! Carol did it all with the excitement and perfection only a mother could deliver. She still prides herself on some of her "famous" recipes.

Bob had job opportunities in Louisiana, so Carol bid farewell to the Midwest and hello to the southeast, eventually settling in Shreveport LA. Carol busied herself with her family and career, but also found time to establish herself as a published author. "I always wanted to write a novel," she says. "It was fun, and the story kind of wrote itself." Her work of fiction, *Out of Tears*, is at its heart, a love-story, set in the turbulent 1960s. Published in 2001, her book remains a crowning achievement for Carol. "I got the title from a Rolling Stones' song," she laughs, "and you can buy it on Amazon!"

Shreveport quickly became Carol's favorite place to live. She endeared herself to the staff of the hospital in which she worked. An experienced and beloved fixture, Carol was a shoe-in to train the new crop of X-ray

technicians for several hospitals and clinics. Her friendly smile and zest for life instantly put people at ease. Carol never met a stranger, and her warmth and kindness exuded in whatever she did. She was happy and respected in her fulfilling career. She was married to her soulmate; raised her family and was enjoying all the fruits of her labor. Both Carol and Bob were looking forward to a well-earned break in the coming years, and all the perks of retirement.

It was a typical day at the hospital, that late summer of 2001. Carol was laughing with a co-worker as they chatted between offices. Suddenly, Carol stopped talking. Becoming concerned, the co-worker glanced into the room in which Carol had been laughing seconds earlier. Carol had fallen on the floor, unconscious. The weeks and months which followed became an all-out fight for survival.

Within an instant, Carol had suffered complete and utter heart failure. Because she was already in a hospital and found immediately, medical personnel saved precious seconds in beginning life-saving treatment. Because they all knew and loved her, they worked longer and harder than they would have typically, just to stabilize her. Carol was in a coma and on life-support for over a week. Her family struggled with the dire prognosis, and Bob and the kids shared many a sleepless night as they wrestled with the unthinkable. When the dust settled, Carol miraculously and against all odds regained consciousness, but her journey was far from over.

The after-effects of the heart-failure and subsequent coma had caused irreparable damage to her brain. Her life, and the life of her family, was forever changed. Carol suffered seizures, memory and cognitive loss due to the traumatic brain injury. She struggled with the lack of gross and fine motor skills. She spent months in a rehabilitation center relearning how to talk, feed herself, walk, read and write. Slowly, Carol began to fight her way back. With each milestone and step, each skill she painstakingly relearned, she amazed medical professionals and experts. Although there were obviously more challenges ahead, after several months, Carol was released from the center and into the care of her family.

Understandably, it was a big adjustment. New routines, new medications, a flurry of doctor's appointments and various life-altering changes overwhelmed the couple. Bob sold the house in Shreveport, and he and Carol moved back to the Midwest to be nearer family and natural supports. Bob dedicated himself to the full-time care of his wife. Despite his hard work, unconditional love and support, after a while, Bob came to the heart-wrenching conclusion he could no longer adequately support and care for his wife's needs alone. He needed help. Bob researched options, and with the guidance of case management, made the decision to explore adult foster-care services.

And the hard choices didn't stop there. Not only would Bob have to let Carol live with strangers under their care, but he also had to find a way to pay for those services. It was quickly discovered his and Carol's insurance wouldn't even make a dent in the mountain of medical bills that had already occurred, not to mention her ongoing care. The only way Carol could qualify for support, and have a way to pay for services, would be if she applied as a single-uninsured person with a disability. In other words, as long as she stayed married to Bob, she would not be eligible for the services or support she so desperately required. After over 30 years of marriage to his best friend, Bob made the sacrificial decision to legally divorce from Carol, so she could qualify for the chance at a better life.

It was an adjustment. Bob was a constant visitor to Carol's home, often taking her on drives, to events, mini-vacations, church gatherings and out to dinner. They met up with old friends, celebrated holidays with family, spent nearly every weekend together. Due to her evolving physical restrictions, it was



decided Carol should have the option of living in a handicap-accessible home, and so she became part of the Home and Community Options family, where she's been ever since. She quickly made friends with her housemates and settled into a routine at her new home. The visits from Bob, and the adventures he and Carol shared, continued religiously until his passing several years later. "He never stopped taking care of me," Carol remembers wistfully.

Today, Carol remains a vivacious, sweet and friendly lady who loves life and enjoys everything in it. She still adores shopping, long drives and get-togethers with family and friends. She enjoys dressing-up for events and holidays and is always the life of the party. She's an avid Packer fan and tries to never miss a game. Carol loves her music and crafts, and her daily visits to Benedictine Adult Day Center where she can socialize and partake in all the activities and gatherings they provide. Her cookbook, compiled by Carol years ago, provides her "famous recipes" which she often shares with her housemates and staff. She continues to be recognized all over town, especially at Winona Health. Many of the folks she trained are still there and always have a kind word for Carol. Her family remains the most important aspect of her life.



Carol's amazing story is unfortunately not unique. At any time, any one of us could face a medical emergency - just like Carol did - that could change our lives and the lives of our family forever. When that occurs, providers like Home and Community Options are there to provide care and support to those who need it.



ABOUT JESSIE

My name is Jessie Clegg, and I began working at HCO in 2005.

I am the Coordinator at the HWY 14 program where Carol lives and have been honored to know and support Carol and her family for the past 5 years.

TECHNOLOGY AND INFORMED CHOICE

Consumer Spotlight, April 2021



Keith McConville, who lives in an HCO house in Winona, MN, testified remotely in front of the Senate Committee on Human Services Reform Finance and Policy. At issue before the committee was a bill, SF 1092, that would put some teeth into informed choice for people with disabilities, making sure that they have access to information about new technologies and remote supports. In a letter to the committee, the Minnesota Inclusive Higher Education Consortium (MIHEC) said, "This important legislation will establish and clarify the term Informed Choice. In addition, the legislation strengthens the Employment First, Independent Living First and Self-Direction First policies and establishes a Technology First policy."

Keith shared with the committee his ability to make an informed choice about the technology used in his home. His program was the first at HCO to implement remote monitoring technology, which allows individuals to reach out for support as needed during the overnight hours without requiring staff to remain on-site. He told the committee how much he appreciates and embraces this technology, which gives him and his roommates increased independence and responsibility at home.

Keith enjoys the independence he has to determine his own life. In addition to living in a home of his choice, Keith makes independent choices about his leisure time and work. He shared that he works and earns money. He has his own lawn mower, and mows the lawns at his house and his parents' house to earn more. He likes fishing, biking, and going bowling in his free time. He plays the organ, giving concerts for his housemates and staff, and also plays organ at church. Before the pandemic, he volunteered his time playing the organ at the hospital.

The committee was impressed by Keith's presentation, commenting that it was comforting to hear that such independence was available to Keith and others through assistive technology and informed choice. They were also impressed by the fact that the remote monitoring that Keith likes so much also saves the state a great deal of money.

Keith's testimony was a great example of being a self-advocate sharing his thoughts and experiences for the benefit of others with disabilities.

Home and Community Options continues to advocate for legislative change to address challenges facing services like remote monitoring and overnight supervision.

WE NEED YOUR HELP

Legislative change is needed to support disability services

As an agency - and as an industry - HCO and other providers have been sounding the alarm for years. We are desperately (and unsuccessfully) trying to balance having enough workers with the number of individuals asking for care. Simply put, there aren't enough caregivers to provide the support that is needed by our current caseloads.

For the past few years, the number of individuals that HCO has been able to serve has slowly been declining. Our unit-based services have been reduced to the point where we are only supporting individuals that are identified as in need of "specialized" or "critical" care. Earlier this year, another 23 individuals that HCO is not able to provide the needed support received notices that we were closing their files. We have also look at all of our residential sites to determine which homes we need to close.

As we have these difficult, emotional conversations with families, a common theme I continue to hear is, "I just didn't think that my loved one would lose services." We want to be honest with you - disability services across the state are in crisis. This issue affects every person and every family we serve, and it is not going to go away. The workforce shortage has been impacting the entire country across all sectors, and we are doing all that we can to counteract its effects. However, many Direct Support Professionals are also choosing to leave our organizations - not for a competitor who is paying a little more or offering better hours. They are leaving and stating that they can't - or won't - come back to work in this field entirely.

For too long, our Direct Care Professionals have heard...

- I just couldn't do what you do
- You are such an angel
- I can't believe the dedication that you have for those you serve



These are nice thoughts; however, they don't maintain a workforce.

Our direct support workforce is tasked with having detailed knowledge, understanding, and extensive training on the medical, behavioral, mental, physical, and emotional needs of those they're supporting - all with inadequate pay. In addition to this, they have been expected to give up holiday after holiday with their loved ones to support those in our care instead. They are asked to come in at the last minute or work longer hours to cover for a coworker who didn't show; to work split shifts, early mornings, overnights, and weekends. They are asked to miss getting their children off the bus or to skip the medical appointment for their aging parents: all because they

We hope you'll join us in our *efforts* to make meaningful *change* on behalf of those we serve, our staff, and our services.

have been repeatedly called to duty on their days off to support the vulnerable children and adults in our care.

We need to respect the impact on our caregivers' lives outside of our programs where they work. As they leave this field, HCO caregivers are sharing that the cost to their families and personal lives is too high. They have been asked to put their own health and wellbeing, their families, and their personal lives second - behind their careers and the needs of those they are supporting. Our amazing caregivers are choosing to redirect the love and care that they were previously sharing with HCO back to their friends, family, and loved ones instead.

We know that we need to be a smaller agency. We need to be purposeful in identifying who we can serve with the workforce we have. We need to be able to provide quality support to those we have the capacity to care for. And we need to provide a work-life balance for our caregivers with adequate pay that makes their careers in this field sustainable.

For the past 5 years, we have worked hard to implement strategies to mitigate the workforce challenge, and we have sought to get the attention of legislators and stakeholders alike to bring this issue to the forefront of the conversation.

Now, we need your help.

VOLUNTEER

Opportunities await!

Supporting Individuals:

- Go out for coffee
- Reading, crafts, or playing games
- Provide Transportation
- Cooking meals, laundry, or light cleaning

Supporting HCO:

- Yard work, gardening, or shoveling snow
- Filing, copies, or light clerical work
- Stuffing envelopes and addressing mailings

... and more!

ADVOCATE

for Caregivers

Supporting our Caregivers:

Thank DSPs in the community for their hard work

Share about the important role of DSPs with your family, friends, and neighbors

Add your voice to the conversation by advocating for disability services and their impact on those who need them

... and more!

WORK FOR US

Help children and adults with developmental disabilities in our community to lead self-directed lives as a Direct Support Professional with HCO! Apply today at hco.org/careers

DSPs teach skills of daily living, provide health or medical support, assist with daily tasks and personal care needs, provide social or emotional support, and much more. They advocate for the wants, needs, and life goals of the people they are supporting. By providing care that values each person's interests and preferences, DSPs empower those they support to lead the lives they want to live at home, work, school, and in the community.

IN REMEMBRANCE...



Karen
Block



Susan Przybylski



Tim Jaszewski



Marian
Zimmerman

IN HONOR/MEMORY OF...

*We greatly appreciate all those who honored friends and loved ones with a gift to Home and Community Options.
In 2021, contributions have been made in honor or memory of these individuals:*

HJ and Rose Andersen
Kenneth Dwayne Anderson †
Ben and Sharon Baratto
Randy Benson †
Karen Block †
Margaret Cassidy
Jim Christopherson †
Karl and Gloria Conrad
Don and Sandy Curtin
Bob and Sue Edel
Raymond Feuerhelm †
Beverly Frank †
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