HOME & COMMUNITY OPTIONS

2022 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

Nicole Weydt
Health Services Director

*In 2022, Health Services Director, **Joette Gillett**, retired from Home and Community Options. Thank you, Joette, 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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*Thank you to **Marisa Corcoran** and **Gary Luehmann** for their years serving on the HCO Board!*

SHARON KANNENBERG COMMITTEE

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BOARD AND EXECUTIVE MESSAGE

Suzanne Horstman
Executive Director

Laurel Kruse
Board President

The year 2022 brought both unprecedented challenges and new opportunities for HCO. Three substantial challenges were:

- Caregiver shortages
- Changes in licensing
- Barriers with wages and legislation

Caregiver Shortages

With more than 53,000 caregivers vacancies in Minnesota, agencies across the state struggled to find the staff they needed to support the individuals they were serving. HCO was no exception. With many of the individuals at our residential sites still unable to return to their workplace/day programs, HCO was providing unprecedented levels of care with a severe staffing shortage. HCO is currently providing approximately 400 more hours of service per week than we did in 2020 with 41 fewer employees.

Although we had been planning for and trying to address this issue for many years, in the early spring, HCO data was indicating historic concerns with spring turnover, projecting more than 57 open positions, and it became apparent that HCO would need to make some difficult decisions regarding how to provide services without the needed caregivers. The Management Team spent the next month collecting and analyzing the data. Many aspects of the programs were looked at including: the needs of the individuals, number of individuals served at each site, ability to keep residents safe, workers compensation claims, difficulty in hiring, turnover rates, overtime, property destruction, location of the sites, physical structure of the homes, and the financial stability of each program.

With the review of the data, it was evident that HCO had two programs that, no matter how many resources were put into the sites, it wouldn't be enough to stabilize the homes and meet the needs of the individuals living there. We knew that we couldn't provide the quality of care or the environment that those we serve and our workforce deserved.

In April, the HCO Board of Directors made the difficult decision to close two residential sites. By June, a smaller in-town program was closed. One gentleman was able to move into his family home and three others moved into existing HCO homes that better met their physical and social needs. By July, the second residential site was successfully transitioned to a new provider without any interruption in service.

Managers reported that with these transitions, more than seven other programs were stabilized as employees moved to the new locations to support their individuals.

Changes in Licensing

Another challenge that HCO faced was changes in licensing. Waiver Reimagine (the funding system for a number of our individuals) reformed their licensing requirements which changed the way providers like HCO were able to offer services, impacting individuals that received services in our Resource Homes and at Iverson Court. The license would no longer allow people to receive Home and Community Based Services through waiver funding in a setting that the provider owned. This meant that because HCO owned the properties, we would no longer be able to serve children/adults at our Resource Homes and that individuals living at Iverson Court would not be eligible for services under the current license.

A plan for all three sites (the two Resource Homes and Iverson Court) needed to be developed. It was decided that the 721 Main Resource Home would be sold, and the Saehler Drive program would be used for overnight respite (an authorized service). We would change the Iverson Court services to a new Department of Human Services - DHS model (Integrated Community Supports) that would allow for services to continue for those that were living in the apartment setting. Since it was a new service and DHS didn't have a process determined, this was extremely time intensive. But by mid-summer, HCO was able to secure the required license and celebrated with the tenants living at Iverson Court. More about this can be found on page 7.

Barriers with Wages and Legislation

The final barrier was our reimbursement rates (how HCO is paid for providing care). Facts that our community often don't realize are:

- Reimbursement rates are set by legislation
- Providers like HCO can't increase rates without legislation
- In 2022, reimbursement rates didn't cover the cost to secure employees
  - Night DHS rates paid for Direct Support Professional (DSP) were $10.43. Providers were unable to find employees that were willing to care for individuals long-term through the night for this wage.
  - Day DHS rates paid for Direct Support Professional (DSP) were $15.63. To stay competitive in the Winona community, HCO's starting wage needed to be raised to $17.25 per hour, with degreed employees and employees working in the field as many as 30 years being reimbursed at $19.51 per hour. This amounted to HCO losing up to $3.88 for each hour served.

Although HCO continued to meet with state legislators, the state ended the 2022 legislative session with a $17.0 billion surplus without the much-needed legislative relief. Providing additional education to our elected officials on our services became an even greater priority. During the fall, HCO held a candidate forum stressing how the rates were too low to acquire entry-level workers, let alone try to retain full-time employees with degrees and years of experience working in the field. Few people want a profession that has stagnant wages and little room for growth.

As we turned the corner into late fall, HCO started to see new opportunities that allowed us to overcome some of these challenges.

- With the changes that were made, our workforce started to stabilize.
- We were once again able to provide a better quality of services to the individuals we support.
- With the easing of COVID, our individuals were once again able to get out into the community.
- The new services at Iverson Court allowed for a more comprehensive care model.
- We have secured a commitment from our local state legislators that they will assist in bringing forth bills supporting services for individuals with developmental disabilities, and we will continue to rally to obtain that same commitment from legislators state-wide.
- By being intentional about the work/life balances of our employees, we have become a work-place of choice in our community.

As 2023 is upon us, we are excited to once again expand services, implement a Servant Leadership program, and be intentional with our interactions with our individuals, staff, and community. We look forward to seeing what the future will bring.

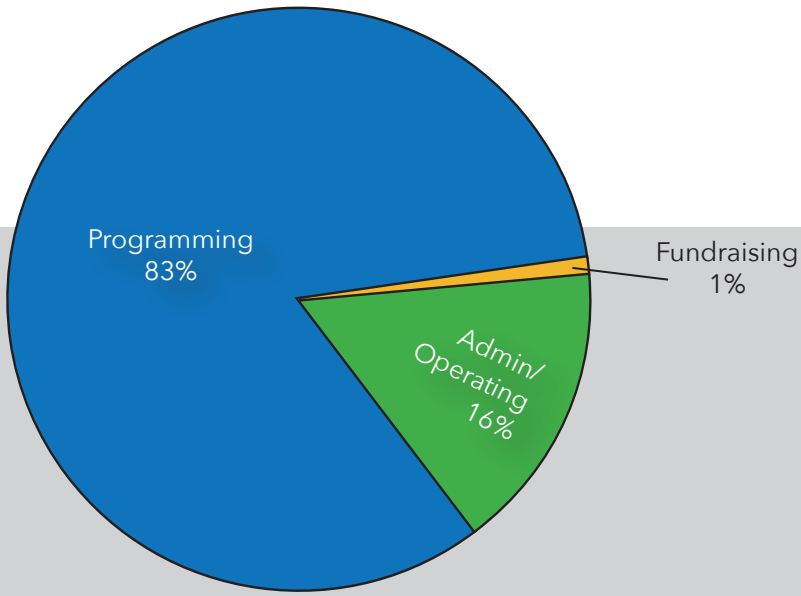
Home and Community Options, Inc.

Statement of Financial Position

Year Ended: December 31st	2022	2021
ASSETS		
TOTAL CURRENT ASSETS	$2,845,319	$4,326,953
NON-CURRENT ASSETS		
Escrows and reserves	$150,158	$153,223
Property and equipment, net	$2,730,408	$3,247,949
Long-term investments	$5,307,348	$4,036,326
TOTAL NON-CURRENT ASSETS	$8,187,914	$7,437,498
TOTAL ASSETS	$11,033,233	$11,764,451
LIABILITIES		
TOTAL CURRENT LIABILITIES	$663,709	$658,940
LONG-TERM DEBT - net of current portion	$32,429	$95,581
TOTAL LIABILITIES	$696,138	$754,521
NET ASSETS		
UNRESTRICTED	$9,835,566	$10,501,735
RESTRICTED\TEMPORARILY RESTRICTED	$501,529	$508,195
TOTAL NET ASSETS	$10,337,095	$11,009,930
TOTAL LIABILITIES AND NET ASSETS	$11,033,233	$11,764,451

2022

Allocation of Expenses



IVERSON COURT OBTAINS NEW LICENSE

Twelve months after the initial request, HCO staff, consumers, and stakeholders gathered to celebrate obtaining a new ICS license to provide services at Iverson Court.

Early on in 2021, HCO became aware that because of changes made with Waiver Reimagine, residents at Iverson Court were at risk of losing their services under 245D with Home and Community Options. These are the services that support individuals with skill building in areas such as money management, medical/healthcare, and learning about personal rights and responsibilities. HCO's Iverson Court has offered this type of service at the program site for the past 38 years, and the tenants that live there are reliant on these supports to keep them safe. These services provide highly trained staff to teach skill building strategies that assist the tenants with reaching their highest levels of independence.

The new regulation within Waiver Reimagine does not allow for people receiving unit-based services to receive care at their home if the agency providing the care is the owner of the property. This is the case with HCO's Iverson Court, a 22-unit main apartment building and a fully accessible duplex that contains 2 – two-bedroom apartments.

Waiver Reimagine also does not allow for a property to have adjacent sites, so getting the Department of Human Services (DHS) to consider the apartment building and duplex on the property as one site was the first challenge. Married tenants that live in the duplex, as well as their family members, stepped up and voiced their concerns to DHS, becoming strong advocates for getting this matter resolved.

The next few months were spent compiling required documents for the new license to show that Iverson Court is an integrated setting where individuals are able to fully participate and be a part of the Winona community. HCO secured letters from Winona County Health and Human Services, numerous business leaders, and community members stating that the site offers not only the choice of the 245D provider, but also that the ICS site is located to allow maximum access to Winona's community resources. Policies were written and a multitude of required state forms were completed. An on-call system was also put in place for weekend use, enabling tenants to receive support from staff who may need additional support outside of traditional work hours. Once the license was obtained, staff received the required training, and tenants were formally notified of their rights to the new services.

Finally, in May of 2022, HCO was able to submit records to receive funding for the services and cares provided, enabling tenants to continue receiving critical support services in their homes. This was definitely an accomplishment to celebrate!

by Ashly Bissen, Communication Coordinator

CHRIS

Chris Dubois is, in a word, boisterous. At 39 years old, he has a big smile and an even bigger personality. He loves watching game shows on TV, coloring, playing games like Uno, and going out to eat. He especially enjoys talking to friends on the telephone, though he is never one to say goodbye at the end of a call.

Chris has intellectual disabilities and autism. Over 20 years ago, he first began receiving support from Home and Community Options at HCO's Saehler Drive program while he was still living at home with family. His mother, Rosey, worked for over 30 years for Saint Mary's University, was well known for her green thumb, and played a very active role in Chris' care with HCO throughout his life.

Routine and consistency are very important for Chris, so when he moved out of his family home and into a Home and Community Options residential home in 2009, it was a huge transition that took a lot of careful planning. Throughout his life, he always had a close bond with his mom. The change of not seeing her all day, every day had a big impact on him. To help with the transition, he stayed temporarily at a crisis home. This was to help ensure that he was able to bridge the gap between his family home and his new environment living at HCO. He didn't see Rosey much during this time, which helped him acclimate to living in a new home on his own prior to beginning visits with his mom.

Even after he moved in with HCO, his mom continued to be a constant presence in his life. They enjoyed visits together twice a week, and often spent long weekends and holidays together. In between visits, they frequently talked on the phone.

Amber Weaver believes that Chris' personality is best described in that he just loves being goofy. Amber has worked with Chris since 2016, supervising the HCO home and direct care staff who work with Chris and his roommates. People who assist Chris have an advanced level of behavioral training to help him thrive, and he needs multiple staff to help support him when he's out in the community. Chris may get anxious in situations where he is around a lot of people he doesn't know, if he's unfamiliar with the area, or if he has unclear expectations for a particular trip. It is important to establish clear plans with him prior to going out so he knows what to expect.

Chris struggles to share how he is feeling verbally, and it can make him feel anxious or frustrated. "He just needs a little help communicating how he's feeling and space to process if he's overwhelmed," Amber

shared. “When Dan from Tech was here working recently, he bumped his head. Chris saw and immediately kissed his head, like kissing a boo-boo away. He’s so sweet. He has such a big heart.”

When the COVID-19 pandemic began, social distancing became paramount. In-person visits were limited for health and safety reasons, so Chris was flung into a new routine of seeing even less of his mom. To combat this as best as they could, Chris and Rosey began video visits so they could still spend time together. Then, the unthinkable happened: Rosey was diagnosed with Amyotrophic Lateral Sclerosis (ALS).

Knowing the devastating impact it would have on Chris, Amber focused on looking for ways to help him process through his mom’s diagnosis. “How do you explain what ALS is and what the outcome is going to be to someone who doesn’t have much understanding of human health, or of living and dying?” Amber asked. She was able to find an activity book that helped explain, in basic terms, what ALS is, what happens to the body, and the end result. Staff reviewed the book with Chris daily, helping him work through its contents and what it meant. “Staff went through the book with Chris many times. He would also look at it on his own and ask questions. I think it really helped prepare him for what to expect.”

As COVID continued, Rosey’s health began declining rapidly, and it became apparent how important it would be for staff to understand how they could help support Chris through the grief of losing his mother. Most of HCO’s employees are college-aged young adults, many of whom may not have yet experienced a loss like the death of a parent. “I talked with staff a lot about letting Chris lead the conversation,” Amber shared. “Most especially with people who have communication difficulties – we’ve had to be really creative with how we communicate a significant loss and how we navigate that with them.”

COVID progressed, and Chris and Rosey’s video visits became a daily occurrence. With Rosey’s permission, staff began recording their calls so that Chris would still have them to be able to look back on after she was gone. In July of 2020, Rosey passed away - just a few short months after receiving her diagnosis.

That very day, Amber remembers picking up the phone and calling Marjanae McGowan. Marjanae had a long-time bond with Rosey and Chris, which had been built slowly over many years. Marjanae had worked part-time with Chris when he first moved in to his HCO home. They’d hit it off immediately, and she became one of Chris’ primary support staff. “We’ve known each other for 16… 17 years,” Marjanae says. “I was moving out and figuring out life and so was he – moving into his first place away from Mom. We kind of grew up together.” Marjanae went on to become the supervisor of the HCO program where Chris lived, and her relationship with Rosey only got closer as a result.

When Amber called to let her know that Rosey had passed, Marjanae’s first question was: *Who would become his guardian? Who would make sure he was being taken care of?* To her dismay, she was told he would likely go into public guardianship. “My heart sank,” Marjanae shares. “With how involved Rosey was, the idea of not having that with a public guardian… I didn’t like that.”

Marjanae called her husband, Sean, to discuss the idea of becoming Chris’ guardians. Sean was also a previous employee of HCO and had worked with Chris when he was first hired. Chris had been an important part of Sean’s engagement proposal to Marjanae and had also been a part of their wedding. Sean’s response was instantaneous - absolutely.

So, they began the process of working with Winona County and HCO to become emergency guardians – a temporary, short-term stop-gap that would only last 90 days. During that time, Marjanae and Sean had

many talks with Chris to find out what he wanted, and Chris shared that he wished for Marjanae and Sean to continue to be his guardians long-term. By October, the McGowans were granted full guardianship of Chris, and Marjanae credits the hard work of Winona County and Chris' case manager on making the process so seamless.

Amber believes that both Marjane's experience and her history with Chris and Rosey have been tremendously beneficial, making his care very collaborative, and Marjanae agrees. "It's been really helpful having been a part of HCO – having been a staff – having the history of what has been successful for Chris in the past and what hasn't, what are things we could revisit… that helps 100% in decisions we have to make or suggestions we propose," Marjanae says. "And had I not had that relationship with Rosey, I wouldn't be able to say I'd be confident of what her wishes were."

Chris still struggles with his mom's passing, some days more than others. The family had a strong faith in God, so when he feels like talking about Rosey, staff will often talk with Chris about Rosey being in heaven, or being with other family members who have already passed away. They understand that talking about Rosey's passing isn't a conversation that should be shied away from, but that it should be led by Chris and on his terms.

For Amber, her own experience losing her father has helped her relate to Chris on a deeply personal level. "When we would talk about it, I would be able to say, 'your mom is in heaven, and my dad is in heaven'," she shared. "Some people get uncomfortable talking about grief in that way, but it was good to be able to tell him that it's okay. It's okay to take time talking about her, or not talking about her. It's okay to be sad and it's okay to feel those emotions."

On tougher days, he often stays in his room, watching family videos or DVD copies of the video calls with just him and his mom on repeat. When this occurs, Marjanae and Amber work together to come up with little things that HCO staff can do with Chris in Rosey's honor. "Last year, on the anniversary of Rosey's passing, we got a plant that Chris and his staff were able to plant outside in her memory," Amber said. "And on her birthday, staff picked up pizza and cupcakes to celebrate. You never want to feel like they're forgotten."

Looking back, Amber is thankful that Chris already had the stability of living with HCO for so many years before Rosey became sick. "Some families choose to keep their loved ones at home with them forever, but when the time comes when family dynamics change and they can't be there anymore, or a parent passes away, I think there's so much more stability when they're already in an HCO home," Amber shared. Grieving a loved one is hard enough. Having to change where you live, who you spend all your time with, and learning the new faces of different caregivers at the same time can make the loss completely untenable. "Your home won't change. Visits may change or even discontinue, but overall, your familiar environment is still stable, so I was really thankful that he had that."

The first time the McGowans came to visit in person after taking over guardianship, Chris couldn't stop hugging Marjanae. "As a staff, we can't be super affectionate," Marjanae shares, referencing her time as an

employee of HCO. "Being able to say 'love you' and 'miss you' every time we're on the phone now, and being able to give him those hugs… after so many years, the feelings are definitely there, so being able to express that has been really special."

Even though they no longer live in Winona, the McGowans try to visit as much as they can, and they talk on the phone with Chris often. "Holidays were really big with Rosey and are often the hardest times for him. We try to make his birthday, Christmas, Easter, a little extra special for him and try to channel our 'inner-Rosey' of things she would get for him. It was really nice having had that strong bond with Rosey, and already knowing a lot of her preferences with Chris' care."

When they come to visit, Marjanae calls the night before. On visits, they spend time outside if the weather is nice. They'll paint canvases or cook a meal together. The McGowan's children, Mason (5) and Caleb (3), color pictures and mail them to Chris. In the ones Chris sends back, you can typically find "To: Boys, From: Chris" somewhere in its contents.

"I love still being able to be close to him. Chris has shared that he's not big on kids, but when Mason came to visit for the first time, I remember Chris helping him with his milkshake. It was just really sweet – I didn't envision him doing that. It was just really heartwarming. He's 'Uncle Chris' to our kids, and that makes us really happy."

These days, Chris is doing good. "He looks great, he's happy. I think Rosey would be really happy where things are," Marjanae comments, grinning. "HCO is phenomenal. They've been doing a great job staffing and providing as much consistency as they can. I have yet to meet another company that even comes close around here."

Chris has shared that someday he wants to spend Christmas with Marjanae, Sean, and the boys at their home in the Twin Cities. While it's a ways away, it's a goal he continues to work towards.

Many individuals HCO supports need care 24 hours a day, 365 days a year. Our employees are trained to provide care to the *whole* person, and the relationships they form with the people they care for can last a *lifetime*.

SOPHI

For almost as long as she can remember, Sophi Schneider has loved skating. The Saturday mornings and Sunday evenings when she gets to slip on her skates and dart out onto the ice are what she looks forward to all week. "It helps me let go of worries and de-stress," Sophi shared. "Knowing I have something to go do and enjoy each week is even better."

Last session, she skated a lot at St. Mary's – she did some adult group skating, but mostly she skates on her own. In the winter months, she'll also do a lot of open skates, as well as take advantage of the outdoor ice rink down at the lake.

She first started with group lessons in 3rd or 4th grade, but now she does 1-1 coaching. She has had the same coach this year and last year. "She pushes me hard, which I like," Sophi shared with a smile. Her coach typically takes care of coming up with both the routine and picking music, and Sophi works hard to practice-practice-practice! For the Christmas exhibition at Bud King this year, Sophi will be picking the song, and her coach will create a routine from the music she chooses.

Sophi started to skate competitively a couple of years ago at a local Bud King event. Last July was her first out-of-town competition in Ames, Iowa, at the State Games of America 2022. Her routine – a mix of spins, jumps, and half flips – also brought a new success for Sophi: her performance awarded her 1st place for her level! Her mom has been a huge support and was in the crowd that day watching. "It was a very special moment and experience," Sophi recalled.

Her enthusiasm for the sport doesn't end when she takes her skates off. When she's not on the ice, she also enjoys watching skating on tv. "I would watch it all day and night!" She looks up to skaters like Michelle Kwan and Nathan Chen (her current favorite male skater).

So, what's next for Sophi in competing? She's hoping to enter a competition in Eau Claire coming up in March. Her win in Iowa has also qualified her to go to Nationals in 2024.

In the end, much of Sophi's love of skating really boils down to how skating makes her feel. "Skating helps me open my mind and takes away negative thoughts. It helps me focus on what's really important."

JESSE

After graduating from Lewiston-Altura High School, Jesse Soderstrom was living at home with his mother while he was looking for an apartment. While waiting to find the right one, he worked at various stores in Lewiston, stocking shelves and helping customers. He eventually found an apartment at Iverson Court in Winona, and has lived there now for 14 years. He enjoys his apartment, which he has decorated with wall art and a special sword he bought, like the one Uma Thurman used in Kill Bill. It gets visitors talking!

He currently works in the cafeteria for Chartwells at Winona State University. He washes dishes for the main dining hall and Panda Express, a fast-food Chinese restaurant in the same building. He likes his job because he has met friends there. He also likes that he gets a free meal, which he often eats at Panda Express.

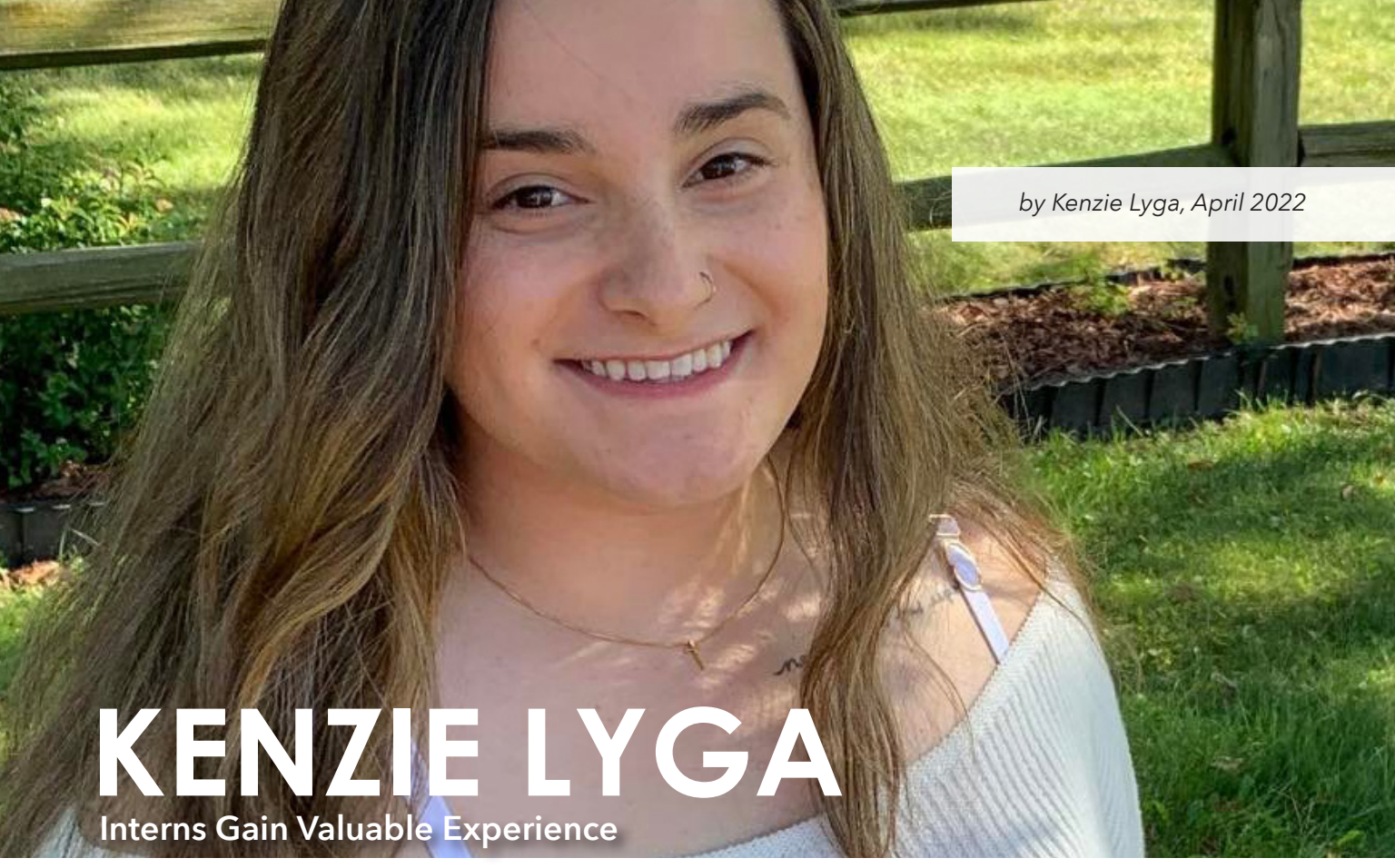
Depending on the weather, he either walks, bikes, or takes the bus to work. He also enjoys riding his bike around town, getting exercise, spending time outdoors, and watching the changes around him.

Jesse likes to play video games – especially action games. Gears of War and Mortal Combat are two favorites. He says he still likes to play Super Mario, too, "a classic." He also has a lot of favorite TV shows, among them Game of Thrones, That 70s Show, and Euphoria. He watches movies on TV and likes to go the movies often. He is enjoying the Marvel series at the theater, and recently saw Dr. Strange. He warns moviegoers that if they haven't been following the Marvel series, they are "going to be confused by Dr. Strange." His friends often accompany him to the movies, but he also likes to go alone. "I just saw Black Widow seven times," he says. It stars Scarlett Johansson. In the winter, he plays pool and darts.

His favorite meal is Zesty Ranch Wings at Sliced, a restaurant in downtown Winona near the movie theater. He does all his own cooking when he's home, often just throwing something in the microwave since he is around ovens in the kitchen at work all day. He wants it to be "something that doesn't have a lot of ingredients" like spaghetti, or a steak. If he has friends over, he'll usually fix whatever they want. Maybe it will be ordering in a pizza, or the friend might say, "I want you to make me a steak!"

Jesse's mother now lives in St. Charles. He says the rest of his family is spread out, some in Myrtle Beach, others in Arizona, California, and Illinois. He sometimes takes Amtrak to visit his grandmother, who is 95 and lives in Illinois. She is legally blind, so he will help her look for things. They most times just sit and talk.

Jesse likes his life, and says that as long as he has his own apartment, "I'll be happy."



by Kenzie Lyga, April 2022

KENZIE LYGA

Interns Gain Valuable Experience

My first experience with HCO was around sophomore year when my advisor and Social Work Professor, Jay Palmer, informed me about the organization. I had a few classmates who enjoyed working at HCO as well. At the time, I wasn't looking for a job, but it's something I kept on my radar. When senior year approached, my peers and I were on a search for internships for our final semester in Spring 2022. I interviewed with a few different places, unsure of where I wanted to go. My Social Work Professor, Dr. Anne VandeBerg, advised me to set up an interview with HCO because it might be a good fit for me. Remembering what I learned back in sophomore year, I got in touch with Madeline Hoesley from Human Resources for an interview. After that, we set up an additional interview over Zoom to see where I would fit best. I decided to go with HCO because of their desire to teach and their flexibility. My main priority was looking for an internship that valued people and loved to teach, which is what I have found at HCO!

One of my favorite things from my internship so far is that I have been given the opportunity to have a dual learning experience. I've learned about the role of a Direct Support Professional and about the administrative work a Coordinator does. There have been many instances where I was able to revisit material I learned from my classes at WSU and apply them at my internship.

The family-like atmosphere at HCO has provided staff with great communication skills, strong relationships, and team collaboration. What I love most about this organization is that everyone treats you like a person and not just an employee. I was slightly nervous going into my program because I had never worked in this field before. That quickly faded because everyone was welcoming, encouraging, supportive, and caring toward one another, no matter what role you are in. It's something I've rarely seen in the workforce and that is why I am extremely grateful I chose HCO.

I have been given the opportunity to grow in multiple ways during my internship. One of those is being able to learn and use basic living skills. With clients, I have learned the method and benefit of using redirection for behaviors. For my specific program, there is use of American Sign Language (ASL), and I have loved being introduced to it! It has opened a whole new communication field for me. I've always wanted to learn ASL, and

now I've gotten to learn some signs. This helped me build stronger rapport with the clients, and I was able to better understand the barriers they face. As a social worker, it is important for us to recognize and address these barriers.

In addition, I've attended division meetings weekly, a Grassroots meeting, trainings, and Virtual Day at the Capitol. These are a few things I participated in that helped me grow my professional identity and improve my communication skills. I have also become more familiar with policy practice. Some things I have been learning about a lot are medication administration, money management and finances, documentation, and running reports (and more!). All of these opportunities have contributed to my great learning experience and have helped me grow into a more confident person.

This internship has expanded my education and has given me a wealth of knowledge of what it means to be a Social Worker and a Direct Support Professional. I have learned a variety of skills and values that I will use in my future as a Social Worker. Thank you to the full-time and part-time staff who have shown me patience and kindness while teaching me about your roles and sharing your views. Thank you, HCO, for taking me in as an intern. Thank you to the other Coordinators who let me visit your programs to see different environments. Lastly, thank you to my supervisor, Amber Weaver (LSW), for teaching me what it takes to be a great Social Worker! It has been a pleasure interning at HCO.

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

PARTNER WITH HCO

VOLUNTEER

Opportunities await!

Supporting Individuals:

Go out for coffee
Read, crafts, or play games
Provide Transportation
Cook meals, do 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.

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Gary Luehmann

Ed Whetstone

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