HOME & COMMUNITY OPTIONS

2023 ANNUAL REPORT

Respecting differences. Creating opportunities. Achieving independence.

HCO MANAGEMENT TEAM

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

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.

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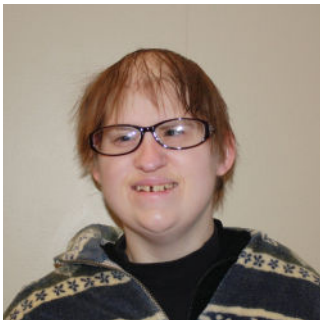

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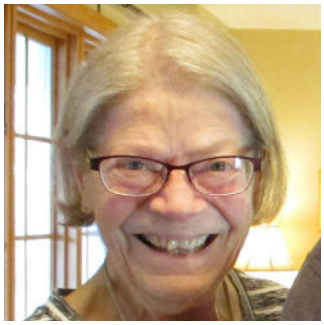

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Bob Youngerman
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*Thank you to **Michael Hagarty** and **Thomas Williams** for their years serving on the HCO Board!*

Suzanne Horstman
Executive Director

EXECUTIVE *message*

Have you ever pondered over the rapid pace at which our world is moving, making it challenging for people to truly connect? Scholars attribute this phenomenon to the pervasive influence of technology in our lives. It's not just the pandemic-induced isolation or the fast-paced society we live in, but also the digital age that's playing a significant role in this disconnect.

Whatever the reasons may be, HCO recognized the need for adaptation, urging us to be deliberate in our conversations and cultivate meaningful relationships with those we support, our employees, and our community. Our commitment to nurturing relationships and fostering a sense of community is so profound that we've made it the cornerstone of our 2022-2024 Strategic Plan. In this era of relentless change, it's more crucial than ever to be mindful of those we engage with and the conversations we share.

Strategically, as an agency, it's imperative that we are intentional about our communication and our ability to connect and engage with those we serve. This enables us to truly grasp their needs and aspirations, positioning HCO to provide the support they genuinely need and deserve.

Our communication with staff is undergoing a significant transformation. We're transitioning from the impersonal realm of Zoom meetings and a deluge of emails to more personal and impactful in-person sessions. This shift lays the groundwork for relationships that deepen our understanding of how to best serve our mission. By investing time in gathering as employees, acknowledging each other's achievements, and fostering deeper connections, we've increased retention and enhanced understanding and dedication to the HCO Mission.

We continue building relationships with the community's many vendors (grocers, pharmacists, electricians, plumbers, etc.). We believe that when businesses understand the needs of individuals with disabilities and their vital part in our community, they will more fully and positively impact those we serve.

Building relationships with partnering organizations in our community (like the Winona Developmental Achievement Center, Winona ORC Industries, Inc., and Benedictine Adult Day Center) is critical for the success of those we support. Many of our colleagues have left the workforce in the past few years, leaving the need to redevelop new relationships and connections. HCO understands the importance of having meaningful conversations about the future of our services and how we can collaborate. For this reason, HCO has scheduled time to engage with others in our community.

The Strategic Plan extends beyond those mentioned above. It's also critical to be mindful about our interactions with donors, volunteers, and others who help HCO fulfill its mission. These individuals have shared that they highly value building relationships, sharing their thoughts, and having a meaningful vision of our core values. Recognizing the importance of these connections, we aim to continue fostering them with care and attention, understanding that these relationships form an integral part of HCO's impact in our community.

Although the Strategic Plan lays the foundation, the concepts and HCO's growth in this area will continue into the future. As we embark on this journey of meaningful connection and engagement, we recognize that the true strength of our organization lies in the bonds we forge and the communities we build. Looking ahead, let us remain steadfast in our commitment to fostering understanding, empathy, and collaboration, knowing that every relationship nurtured brings us closer to realizing our vision of a more connected and compassionate world. Together, we stride forward, guided by the values of integrity, empathy, and inclusivity, shaping a future where every voice is heard, and every individual is valued.

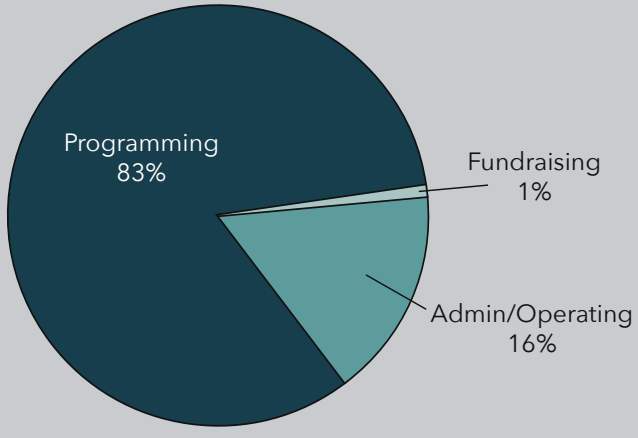
Home and Community Options, Inc.

Statement of Financial Position

Year Ended: December 31st	2023	2022
ASSETS		
TOTAL CURRENT ASSETS	$2,164,489	$2,845,319
NON-CURRENT ASSETS		
Escrows and reserves	$154,429	$150,158
Property and equipment, net	$2,682,215	$2,730,408
Long-term investments	$6,959,324	$5,307,348
TOTAL NON-CURRENT ASSETS	$9,795,968	$8,187,914
TOTAL ASSETS	$11,960,457	$11,033,233
LIABILITIES		
TOTAL CURRENT LIABILITIES	$673,194	$663,709
LONG-TERM DEBT - net of current portion	$48,011	$32,429
TOTAL LIABILITIES	$721,205	$696,138
NET ASSETS		
UNRESTRICTED	$10,659,662	$9,835,566
RESTRICTED\TEMPORARILY RESTRICTED	$579,590	$501,529
TOTAL NET ASSETS	$11,239,252	$10,337,095
TOTAL LIABILITIES AND NET ASSETS	$11,960,457	$11,033,233

2023

Allocation of Expenses



SPECIAL *thanks. . .*

More than $25,000 was raised for the 2022-2023 mail campaign. Your kind donations have helped us purchase grocery items in large quantities, ensure we have the proper storage to keep ingredients fresh, and provide education to help improve the health of those we serve. We thank you for your continuous support!

SERVANT *leadership*

Our Servant Leadership Program, known as “Living with Purpose,” is making significant strides, and we’re excited to share the latest updates with you.

We are steadfast in our commitment of introducing concepts of diversity, inclusion, and the value of caring for/about others in early youth, encouraging the importance of volunteerism and concepts of servant leadership in older students, and establishing curriculum components/training that emphasize servant leadership values and skills for individuals deciding on their future career path.

We recognize that building a purpose-driven community is a gradual process requiring sustained effort. Our first step is to promote understanding among our peers about the importance of living with purpose and its ripple effects. By encouraging individuals to adopt this mindset in their own lives, we aim to gradually embed a culture of purpose within the Winona community. This shift will benefit not only our organization but also our neighbors and key industries serving our local community, fostering lasting positive impacts.

In 2023, our Management Team actively participated in a Servant Leadership Conference hosted by Viterbo University, featuring speakers from across the country. Thomas Thibodeau, Professor of Servant Leadership at Viterbo University, also provided training for our full-time staff and members of our Board of Directors at our Summer Leadership Meeting.

Collaborating with a similar agency in southeastern Minnesota, we identified areas of synergy that directly impact workforce development strategies geared toward instilling the importance of community service among providers.

We have actively collaborated with educators at local school districts to discuss our program’s benefits and potential partnerships, pinpointing coursework offerings that could be tailored to enhance training and comprehension of the importance of community support. Additionally, engaging with students and faculty from local universities further provided valuable perspectives on our program and the services we provide.

HCO’s Healthy Lifestyles and Recreation and Leisure groups have been actively supporting and exploring ways to encourage and assist the individuals we care for as they serve others.

Building a strong foundation of understanding among our staff is paramount. We've reimagined our meetings and training opportunities to reflect the values of living with purpose, encouraging staff to introspect on their caregiving approaches and interpersonal interactions. Through thought-provoking questions like "In what ways do you actively listen to the concerns and desires of the individuals you support, and how do you incorporate their feedback into your caregiving approach?" or questions such as "Do I show empathy and understanding towards my co-workers' challenges and successes?", we can prompt deep reflection on their interactions. By engaging our staff in discussions like these and others, we will illustrate how their actions resonate with those around them, both within the workplace and in their personal lives.

During 2024, our Management Team plans to meet with over 20 different HCO teams/programs to advance the program further. We're committed to updating job descriptions and postings to attract and retain a workforce aligned with our core values. Moreover, we aim to enhance our employee appraisal process by incorporating key concepts and goals related to serving others, fostering collaborative discussions with employees about how these concepts directly affect their work.

By nurturing future leaders with critical skills like resiliency, empathy, stewardship, and empowerment, and a passion for serving the needs of the community and the greater good as a whole, we hope to encourage our community members to pursue fields of study that give them the opportunity to remain in this area in the long-term in order to strengthen our community's health, well-being, and values in the years to come.

We will continue to work towards:

- Providing opportunities for children to learn concepts of inclusion and diversity from the perspective of someone with a disability, ask questions, and see real life examples of the personal value and appreciation that can be gained for those who take on the role of providing support to someone who needs it.

- For older students, sharing the value of volunteerism and giving back to their community, sharing the advantages of servant leadership-based professions, and talking about opportunities that are available to explore potential careers that offer high levels of fulfillment and personal satisfaction.

- For those deciding on their future career path, encouraging them to consider fields with strong servant leadership practices. Most of HCO's workforce is comprised of college-aged students across all educational fields who are in the process of determining what their long-term career goals are. By offering training on servant leadership, HCO's aim would be to utilize its training curriculum to educate current employees on the value of remaining in fields like law enforcement, social work, or the medical field, as well as provide training that builds servant leadership skills which individuals can continue to use, no matter what industry they choose for their long-term career goals.

It is because of generous donations that this program was able to be developed. Our community's support for Home and Community Options' mission and initiatives is invaluable. If you have questions or feedback, please don't hesitate to reach out. Thank you for your unwavering support.

THE ROAD TO *independence*

At Home and Community Options, we have the privilege of witnessing many inspiring journeys, both among our dedicated staff and the individuals under our care. It's a profound privilege to nurture the independence and aspirations of those we support. Our mission is clear: to offer unwavering support and residential services to individuals with developmental disabilities, empowering them to embrace their communities fully. Our vision extends even further — envisioning a world where every individual can savor life's opportunities, pursue their dreams, and be embraced as integral members of society. There's no greater joy than witnessing these accomplishments unfold right before our eyes.

ERIC & MICHELLE DECKER

HCO operates 17 residential homes across Winona County, offering continuous support to those in our care. Several of these homes utilize Assistive Technology (AT), enabling individuals to receive assistance overnight without staff presence, promoting greater independence while ensuring help is readily available when needed. Additionally, we extend our support services to individuals living either independently or with their families. We also own an apartment building that, for some of the individuals we support, provides an important pathway toward increased independence, marking a significant milestone in our individuals' journeys. At HCO, we witness remarkable transitions—from residential settings to homes equipped with Assistive Technology, to achieving independence and pursuing personal aspirations, whether that's through residence at Iverson Court or living in their own home.

Among those on this journey are Eric and Michelle, individuals with longstanding connections to HCO. Each has followed a unique path that led them to a similar road of self-discovery and independence, with one starting in a residential program with 24-hour support, they both eventually moved to homes with assistive technology and worked hard with their HCO teams to gain the critical skillsets needed to be able to move into their own apartments. Their growth over the years has been a source of inspiration for everyone here at HCO. Eric and Michelle have not only both been a part of HCO for many years, but they also realized their life goals extended beyond the transition to Iverson Court. Sharing the same building for a few years, they discovered a deeper connection that went beyond friendship.

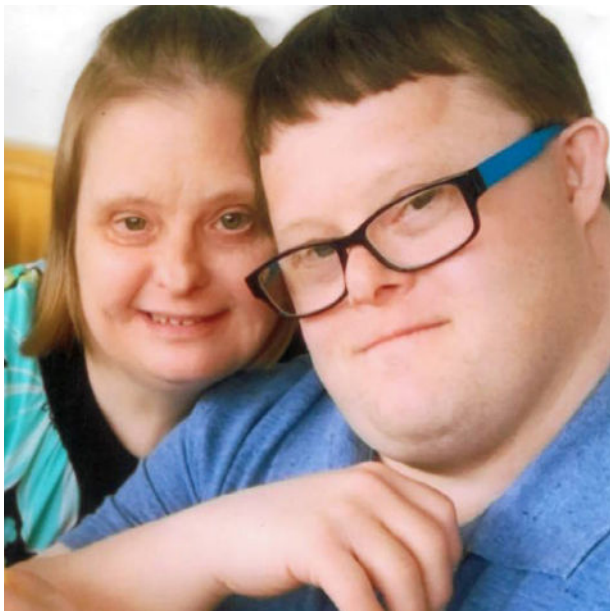
Although they were taking the same road to independence, their journey as a couple started with shared activities in a church group before they officially started dating. Eric fondly recalls their first date—a leisurely walk to the nearby Kwik Trip for their favorite snacks. Eventually, Eric asked Michelle to be his life partner. He proposed at his apartment, cooking dinner, and expressing his love on bended knee. Without hesitation, Michelle joyfully accepted, marking the beginning of their journey as a married couple.

Their wedding in May 2021 was a celebration of love, with vows exchanged at a Catholic Church in Winona and a reception held at a local golf course. Following the festivities, they enjoyed a honeymoon in Florida, visiting Eric's family.

Married life has brought joy to Eric and Michelle, who cherish every moment together. Their compatibility shines through in shared interests like dancing, creative pursuits such as drawings and diamond art, solving puzzles, and collaborating on culinary and cleaning endeavors.

Like all good marriages, they build on each other's strengths, find common passions, and set goals for their future. Both maintain busy jobs, and they aspire to start their own business by selling their handcrafted art pieces.

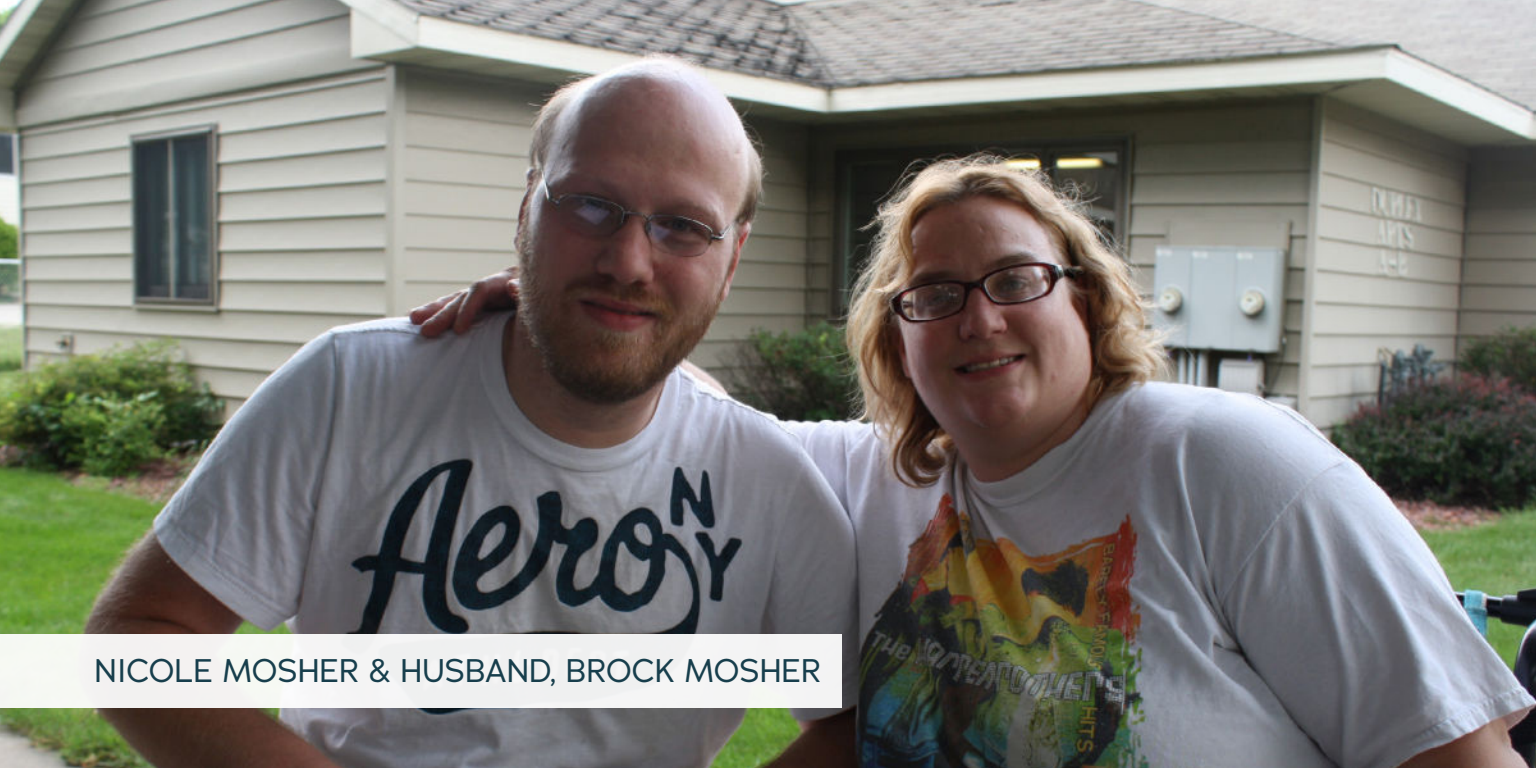
While the road they have traveled is already impressive, Eric and Michelle envision an exciting next chapter, continuing to move forward in their independence. This dream promises fulfillment and happiness. As they navigate their path, we hope Eric and Michelle continue to embrace each moment and live life to its fullest.



DID YOU KNOW?

Home and Community Options, Inc., manages Iverson Court, a 24-unit apartment building, which provides housing for adults with disabilities who qualify for low income housing. Apartment rent is subsidized through the Department of Housing and Urban Development. Tenants of the apartments are expected to be self-sufficient with life, safety, and basic living skills, but can receive support and skill building through program services.

EQUAL HOUSING OPPORTUNITY



NICOLE MOSHER & HUSBAND, BROCK MOSHER

A LEGACY THAT *lives on*

This past year, Home and Community Options lost a friend and fierce self-advocate. In June of 2023, Nicole Mosher was tragically killed in a train accident. However, her life will be remembered for the changes that she made to make the world a better place.

Nicole's efforts towards accessibility and advocacy for individuals with developmental disabilities made a profound impact on herself and other individuals. Despite facing personal challenges due to her disability, Nicole's determination and passion for change were unwavering.

Living at Iverson Court with her husband Brock, Nicole exemplified resilience and perseverance. Despite being in a wheelchair, she was an ardent advocate for making the world a more inclusive place. Nicole's ability to communicate her needs through compelling storytelling not only illustrated the barriers she encountered daily but also served as a powerful tool for raising awareness and initiating change. Nicole's advocacy extended beyond her personal experiences. She identified shortcomings in the accessibility of facilities and took proactive steps to address them (such as highlighting the practical needs of individuals with disabilities which played a pivotal role in influencing the construction of updated, more inclusive restroom facilities at HCO).

Nicole's involvement in the HCO Grassroots Task Force further amplified her impact. Our Grassroots Task Force is a group of approximately 50 individuals that work together to learn about their rights and advocate for making changes. Nicole's insights and contributions to the task force were invaluable, leading to her appointment to HCO's Grassroot Task Force Leadership Committee. Nicole would often be the greeter at these meetings, welcoming people in and making them feel comfortable. She would facilitate the introduction of old and new members alike and start the meeting's agenda. Despite any reservations she may have had about public speaking due to shyness or nervousness, Nicole's dedication to self-advocacy never wavered.

Nicole's commitment to creating positive change extended far beyond the confines of HCO. Her tireless efforts influenced decisions made by various entities, including city officials, local businesses, event planners, and state legislators, among others. Here are some notable examples of Nicole's advocacy initiatives:

1. Accessibility to our Downtown
- Nicole met with city officials and business owners to discuss issues such as street cuts and snow removal, advocating for better accessibility throughout Winona. Her input led to improvements in infrastructure that benefited individuals with disabilities.

2. Winona Transit:
- Nicole engaged with Winona Transit to address concerns regarding bus stop locations and the availability of bus stop shelters. Her advocacy contributed to increased awareness and more accessible transit options in the community.

3. Iverson Court Management:
- Nicole worked with Iverson Court Management to develop accessible pathways and an emergency sidewalk exit behind her apartment, enhancing safety and accessibility for residents with disabilities.

4. Voting Stations, Businesses, and Special Events:
- Nicole advocated for changes to better access local voting stations and businesses, contributing to enhanced measures that enabled individuals with disabilities to participate more fully in civic and community activities. When confronted with accessibility challenges at a local music event, she collaborated with event planners to address the issue, ensuring that she and others using wheelchairs could attend without difficulty.

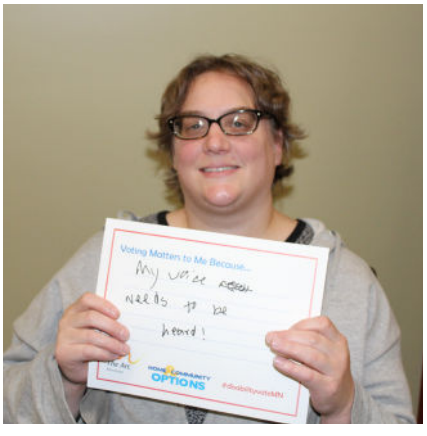
5. State Legislators:
- Nicole spoke at the Capitol to state legislators, advocating for increased funding for Direct Support Professionals (DSPs). Her efforts aimed to ensure that individuals with disabilities, including herself, could receive the necessary support to maintain independence and quality of life.

6. Legislation Pertaining to Employment Sites:
- Nicole understood the value of meaningful employment for all individuals. On a number of occasions, she attended trips to the Capitol to advocate for legislation pertaining to her employment sites, the DAC (Developmental Achievement Center) and WORC (Winona Occupational Rehabilitation Center), helping push forward policies that promoted inclusivity and support for individuals with disabilities in the workforce.

7. Minnesota Department of Human Services (DHS):
- Nicole communicated her needs to the Minnesota DHS regarding Integrated Community Support and changes needed in DHS licensing to facilitate her continued residence at Iverson Court with her current care provider. Her advocacy contributed to policy improvements that enhanced accessibility and support for individuals with disabilties within the state.

In essence, Nicole Mosher's legacy is one of resilience, advocacy, and empowerment. Through her tireless efforts, she not only improved accessibility within our local community and advocated for changes within the State of Minnesota, she also inspired others to strive for positive change. Her story serves as a reminder of the transformative power of individual advocacy and the importance of building a better society.

Throughout Winona and beyond, Nicole's tireless advocacy efforts for inclusivity, accessibility, and the rights of individuals with disabilities have left a lasting imprint. We will fondly remember her for her unwavering commitment to creating a more equitable and compassionate world and for being a beacon of hope in our community. Though she may no longer be with us, her legacy will live on in the countless lives she touched and the positive change she inspired, and her memory will remain forever in our hearts.



HEALTHY *lifestyles*

Exploring apple orchards, engaging in nature scavenger hunts, participating in mindfulness workshops, and enjoying sing-alongs—our Healthy Lifestyles group is living their best lives, relishing the beauty of our community and creating cherished memories spending quality time together!

HCO's Healthy Lifestyles Committee provides engaging, enriching, and educational activities and programming to encourage individuals to lead healthy and active lives.

Activities are designed to promote HCO's mission by facilitating opportunities for individuals and staff to be active in their community. These adaptable activities aim to promote physical fitness, healthy nutrition, and provide mentally stimulating and soothing experiences for both individuals and staff to enjoy.

HCO volunteers

In our tight-knit community, we're immensely grateful for the support provided by volunteers at Home and Community Options (HCO). Their dedication not only enhances the lives of those they serve but also brings personal fulfillment to the volunteers themselves.

Simple acts of kindness often blossom into lasting friendships within our organization. Beyond the tasks they undertake, volunteers have the chance to build meaningful connections within our community.

Every shared moment, every heartfelt song, and every meal enjoyed together contribute to a sense of warmth and understanding among us. These friendships form the foundation of our community.

As we express our appreciation for our volunteers, we recognize the profound impact they have on the fabric of our community. To all those captured in these photographs and countless others who work diligently behind the scenes to support us, we extend our heartfelt gratitude.

HCO *training*

In 2023, HCO received funding through a grant from the Winona Community Foundation to offer workshops for caregivers and community members on essential topics that can directly affect the health and well-being of those they support.

Throughout the year, these workshops delved into various topics such as the Disability Waiver Rate System (DWRS) which determines how the services that individuals with developmental disabilities receive are paid for, Guardianships, Dementia, and Cyber Fraud.

Looking ahead to 2024, HCO plans to expand its educational offerings with workshops addressing End of Life Planning, Social Leisure Activities As We Age, CPR, and more!

We extend our deepest gratitude to the Winona Community Foundation for the generous grant funds which allowed us to offer these trainings to our community members.

WINONA COMMUNITY FOUNDATION

RECRUITMENT & *retention*

At HCO, our mission revolves around empowering individuals to live their best lives, and at the heart of this mission lies our dedicated staff. Our Recruitment and Retention committee plays a pivotal role in bringing this vision to fruition. Our committee tirelessly seeks out individuals who not only possess the necessary skills but also share our passion for enhancing the lives of those we serve. Understanding the unique needs and preferences of our individuals requires a deep level of commitment and empathy, qualities we actively seek in our team members. Recruiting the right candidates is just the first step; we are equally committed to nurturing and retaining our existing team members.

Retention efforts are essential in ensuring continuity and fostering a supportive work environment. In 2023, we focused on hosting more staff events, not only to boost morale but also to foster camaraderie among our team. These initiatives not only strengthen our agency internally but also serve as a testament to our positive workplace culture, encouraging word-of-mouth referrals.

With over 300 dedicated individuals on our team, we are immensely grateful for their contributions. Together, we strive to uphold our standards of excellence and continue growing, making a meaningful difference in the lives of those we serve.

2023 DONORS

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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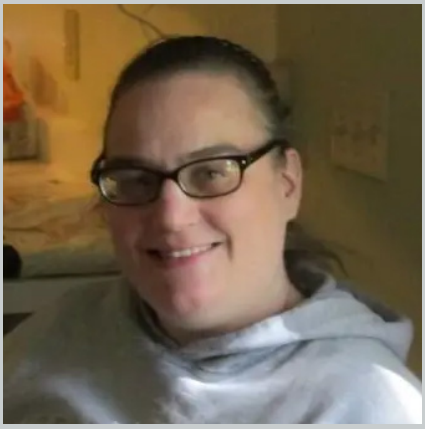
Sandy Ghionzoli
Heather Grinsteinner
Doug Hauge (SEMN EMS)
Mary Jansen
Kendall Lumber
Leighton Broadcasting
Merchants Trust Department
Jeremy and Janel Miller
Russ and Wanda Rattunde
Bob and Karen Shaw
Steak Shop Catering

IN REMEMBRANCE...

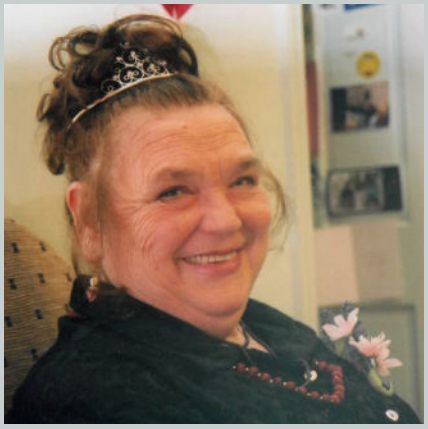
Michael Bambenek

Nancy Dorn

Tasha Luehmann



Nicole Mosher



Darlene Schwartz

Mark Zimmerman
Former Board Member

IN HONOR/MEMORY OF...

We are truly grateful for everyone who honored their friends and loved ones with a gift to Home and Community Options. In 2023, contributions were made in honor or memory of these individuals:

Harold Andre †
Michelle Ball †
Sharon Blanchette †
Mike Breza †
Nancy Dorn †
Barbara Farrell
Ted and Shirley Gierok †
Erika Gilbertson
Angela Gotz
Lou & Maureen Guillou
Lucille Habeck †
Shannon Hanzel
HCO Individual
HCO Production Committee
The Amazing HCO Staff
Betty Elizabeth Heisel †
Patricia Holm †
Pat Jansen †
Tasha Luehmann †
Mathew Maroushek †
Judith Maus †
Charlie McGrory
Mom, Dad & ML †
Nicole Mosher †
Susan Norton †
Harland Nygard †
Patte Peterson
Pam Richardson †
Darlene Schwartz †
Dave and Shelly Stewart
David Trocinski †
Ed Whetstone †
Anne Williams
Mark Zimmerman †

SPECIAL THANKS

We love our supporters!

Gratitude on Repeath - Leighton Broadcasting

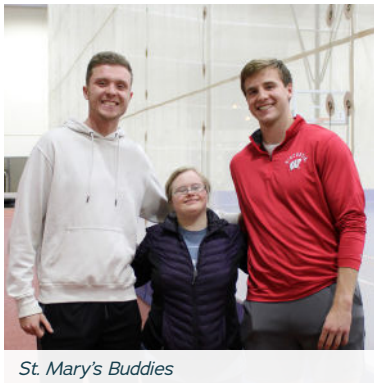
Home Federal

Miller Scrap & Disposal

Mindfulness Art Sessions

Pez on the River

Café Congo



St. Mary's Buddies

Jesus Cares Caroling

Island City & H3O Jazz Trio - Jazz Jam

May Day Baskets with Cotter Schools

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