

Your Questions Answered

A guide for individuals and families exploring services at HCO

What is HCO all about?

Mission – To empower and support people with developmental disabilities

Vision – For everyone to thrive and be valued members in their community

Core Values – A culture of education and advocacy that promotes:

- Respect for all people and their differences
- Quality services that balance independence with safety and security
- Opportunities for all individuals to learn, build meaningful relationships, and enjoy life

Where can I receive support?

Most of our services are in Winona County, MN. We have 17 residential homes, and we help people who live in their own homes, too. We also have respite care available at our Resource Home and apartment living at our Iverson Court apartment building.

Who is eligible?

You may be eligible if you have a developmental disability, a related condition, or a dual diagnosis—with a developmental disability being your primary diagnosis. Support is personalized to meet your unique needs, whether that is occasional help or 24-hour care.

How is HCO different?

For over 50 years, people have turned to HCO for respectful, person-centered support. What makes us different is our belief that leadership starts with staff lead by listening, encouraging, and walking beside you. Many of them live in your community and are committed to building connections that matter. If you choose HCO, you will benefit from a forward-thinking approach that includes things like remote technology and thorough staff training that goes beyond state requirements. You will work with people who understand the importance of personal goals, daily routines, and living life on your terms.

What makes support from HCO different for me?

- We have been around for 50 years, and we know the local community.
- We are a nonprofit, which means we focus on people, not profits.
- We are licensed by the State of Minnesota and meet high safety and training standards.
- We provide 24/7 on-call support.
- We make sure services fit YOU—not the other way around.

What does “person-centered” mean?

Person-centered means that you are the most important part of your plan. Your choices, your goals, and your voice matter most. We will always ask, “What do YOU want?”

How can I get started with HCO?

If you are interested in learning more about HCO, we would love to hear from you. You or someone who is helping you (like a family member or a case worker) can contact us to set up a visit, talk about your goals, or begin the application process. We will help you understand your options, support you with any paperwork, and make sure everything is clear and comfortable. You will have someone by your side every step of the way.

To get started:

- Email: hco@hco.org
- Call: 507-452-1021

Services**What kinds of services can I get?**

HCO's services are here to help you live with more independence, confidence, and purpose—on your terms. Depending on your needs, this might include:

- 24-hour residential care
- Living in a U.S. Department of Housing and Urban Development (HUD) funded apartment with support
- Semi-independent living services
- In-home support while living with family
- Short-term respite care

Every service is shaped around your individual goals and preferences. Services are seen as a partnership—you are not just receiving care; you are being empowered to grow and live meaningfully.

What kinds of things could you help me with?

We offer lots of different supports, depending on what you want and need. This might include:

- Help with everyday activities like cooking, cleaning, or going places
- Help managing your money or health care
- Support finding and keeping a job
- A safe and welcoming place to live
- Respite care to give caregivers a break

Can I get help learning new skills?

Yes! You can work on building the skills that matter most to you—like cooking, budgeting, healthy eating, getting around town, staying safe, or taking care of yourself. Whether you want to learn how to plan meals, use public transportation, or get more involved in your community, your team will support you. You will set your own goals, learn at your own pace, and we will celebrate your progress along the way!

Who would help me with my support?

You would work with a team of trained staff who get to know you and what is important to you. You will help create your own support plan. We will check in often to make sure it's working for you.

How can I pay for services?

There are a few different ways to pay for services. Many people use a Medicaid waiver or get help through a county program. Others may use private insurance or pay on their own. We will work with you to explore your options and help figure out what works best for your situation.

Are staff screened before working with me?

To help ensure your safety, every staff member goes through a detailed hiring process that includes interviews and a full background check. If a staff person will be driving with you, their driving record is also reviewed.

Who helps me manage my money?

If you need help with money, trained staff can support you with things like budgeting, saving, spending, and keeping records. You'll be involved in the process, and we have systems in place—like regular checks and oversight from our Business Office—to make sure your finances are handled safely and securely.

How can I stay in contact with my friends and family?

You are encouraged to stay close with the people who matter most to you. Whether through visits, calls, video chats, or outings, you will have options to maintain strong and meaningful relationships.

What happens if my needs change?

As your needs or goals shift, your team will work with you to adjust your support plan. Whether you need more help or want to become more independent, you won't have to navigate those changes alone.

How does HCO ensure I'm satisfied with the services I receive?

Your feedback matters. Every year, you will have an opportunity to share your thoughts through a satisfaction survey. But you don't have to wait—if something is working well (or not), you are encouraged to talk with your staff or Coordinator anytime. Your voice helps shape the support you receive.

Who can I contact if I have questions?

If you have questions at any time, you—or your family—can talk with your assigned Coordinator, Program Director, or the Executive Director. There is always someone ready to listen and help you find the answers you need.

Residential Services**What services are available to me?**

The services you receive are based on your individual needs and preferences. This could include help with cooking, getting dressed, managing medications, attending appointments, building friendships, or working toward personal goals.

Are services available 24/7 if I need them?

Yes. If you need support around the clock, staff will be available 24 hours a day, 7 days a week to help you—day or night.

Can I have visitors?

Of course! You are always welcome to invite friends and family to visit. We encourage you to stay connected to the people who matter most to you.

What are the houses like? Will I have my own room?

You will have your own bedroom in a house that feels like a home. The space is comfortable, welcoming, and personalized with your belongings and style. Common areas such as the living room, kitchen, and bathroom(s) are shared with your housemates.

Would my home be licensed and regulated?

Yes. Homes are licensed by the State of Minnesota and regularly checked to make sure they are safe, clean, and meeting all standards of care.

What is included in my monthly cost of care?

Your monthly cost covers your room, meals, utilities, daily support from staff, help with things like bathing or budgeting, and rides to medical appointments or community activities. Things like clothing, personal spending, or entertainment are extra.

How many staff would I have?

Staffing depends on what kind of support you and others in the home need. We make sure there are always enough staff around to support everyone safely and respectfully.

Is there an age requirement to move in?

Generally, you need to be at least 18 years old. In some situations, we might be able to support someone younger—it depends on the services and funding.

Is there a wait list?

There might be a wait, depending on the home and the type of support you are looking for. It is a good idea to get in touch early so we can start the process with you.

Can I leave my residential home?

Yes. You are encouraged to get out into the community to do things like spend time with friends or family, attend events, go shopping or to the park—on your own or with support, depending on your plan.

How are meals planned and prepared?

You will have a say in what is on the menu, and your dietary needs and preferences will always be considered. Meals are made right in the home, and you and your housemates will take part in planning and preparing them. Staff will be there to support you as needed—whether that means helping with cooking, offering guidance, or making sure everything is safe.

Can I have time alone?

Definitely. Your privacy matters. You can have time alone based on your support plan and safety needs. We want you to have time for yourself and your own space.

Will I live with other people? How many people live in a home?

You will live with housemates who, like you, want a comfortable, respectful place to call home. Most homes have between 4 and 6 people who live there.

Are the homes fully accessible?

Many homes have ramps, grab bars, wider doorways, and other features to help you get around safely. If you have specific accessibility needs, we will work with you to find the right fit.

What if I need medical care?

If you have medical needs, trained staff will help you stay on track with medications, appointments, and your health goals. Nurses are available to support you and your team, and your care is based on what works best for you. Your well-being includes your choices, comfort, and peace of mind.

Remote Monitoring Services

What is a remote monitoring home?

A remote monitoring home uses technology—like sensors, communication tools, or cameras—to help you stay safe while giving you more independence. Staff are always available on-call either through the computer system or in-person if you need them.

What skills or abilities do I need to live in a remote monitoring home?

You will need to be able to handle most daily tasks on your own or with just a little help. Your support team will work with you to decide if this type of home is a good match for your needs, goals, and safety. (If you are interested in this type of service, a list of criteria to move in will be provided).

Support Services

What are Support Services?

Support Services give you the help you need while you live in your own home or with family. These services are flexible and can fit around your daily life. For example, you might get help with meal prep, keeping your home clean, managing money, or building routines. The goal is to help you stay as independent as possible while having someone you trust by your side.

How many hours of support can I get each week?

The number of hours you receive depends on your needs and what your funding allows. We will work with you and your team to figure out what makes sense for you.

Can services be provided in my own home?

Yes. If you live in your own home or with family, we can come to you. These services are designed to help you stay comfortable and independent in a familiar place.

What is support like?

Support looks different for everyone. It could mean someone helping you get ready for the day, figure out a grocery list, or attend a community event. Staff are trained to listen, adapt, and make sure your needs—not a one-size-fits-all plan—guide how support works.

Will I still make my own choices?

Absolutely. These services are built around your choices. You will decide how you want to spend your time, where you go, and what goals you want to reach. Support staff are there to help you live the life you want—not to make decisions for you.

Iverson Court

What types of services can I get at Iverson Court?

Iverson Court offers Integrated Community Supports (ICS services).

What are ICS services, and how can they support me?

Integrated Community Supports (ICS) are designed to help you live as independently as possible in your own apartment at Iverson Court. You will have staff available on site to support you with things that matter

in your daily life, such as managing your health, taking medications, grocery shopping, visiting the library, or joining in on activities in the building. You get the support you need, when you need it, in a way that fits your lifestyle and goals.

What if I need medical care?

If you have medical needs, trained staff will help you stay on track with medications, appointments, and your health goals.

Am I able to come and go whenever I want?

Yes, you can come and go as you like at Iverson Court. It is your home, and staff are nearby if you ever want or need support.

Am I able to have guests over?

Yes, you are welcome to have friends or family visit—just like in any apartment. We just ask that visits respect your neighbors and follow the lease or house rules.

Respite Services

What is respite care?

Respite care is a chance for both you and your caregiver to recharge. Respite care gives you and your caregiver a break while making sure you're safe, supported, and cared for.

Why is this important?

Respite care isn't just helpful for caregivers—it's important for you, too. When caregivers take time to rest and recharge, they return with more energy, focus, and patience. That means better, more consistent support. Respite care also gives you a chance to interact with new people, try different routines, and enjoy a change of pace, all of which can be enriching and empowering.

Where are respite services provided?

Respite care can happen in your caregiver's home or at our licensed resource home—depending on what works best for you and what's available.