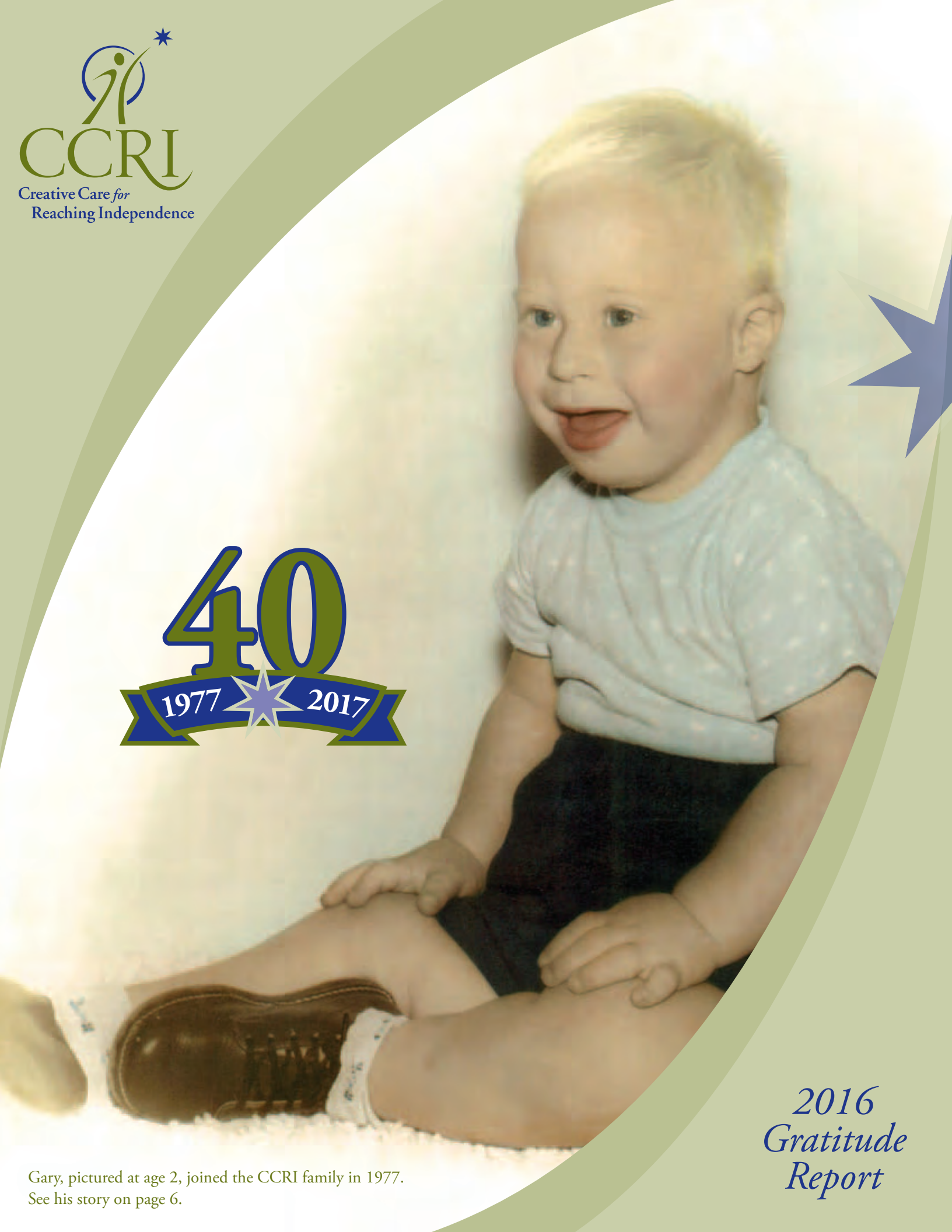


40
1977 2017



Gary, pictured at age 2, joined the CCRI family in 1977.
See his story on page 6.

2016
*Gratitude
Report*

Celebrating 40 Years



In 2017 we mark our 40th anniversary of providing person-centered opportunities to the people we support. This is a great milestone for everyone who has ever been involved with CCRI and we plan to celebrate throughout the year.

But it's more than just a milestone—it's a point where we can look back to just how much has changed since CCRI launched our first home. Our communities have changed much during that time and we are light years away from what our first caregivers experienced in 1977 Hawley.

They created a care-driven organization as a response to the institution settings that abruptly removed people from their families.

Those were the days when it was expected the person who needed the care would conform to the type of care available instead of the other way around.

That philosophy of service took a heavy toll on many individuals and families. By not personalizing care and services,

individuals were left to make the most of their lives with only basic support options. Today, I take pride in how we are able to create care plans as unique as each person we support and our lives are impacted by the interactions we could not have had 40 years ago. And by creating a space for everyone in the fabric of our communities, we further enrich the public.

As we consider what has made this immense turn in care possible, you only need to look as far as the people who make up CCRI. From those first families who knew there was a better option for their children, to the caregivers and staff who live that belief daily, to the people we support and the partners who help make it happen, it's simple: CCRI is successful because of the people who are a part of it. This year, we are celebrating our 40 years as an ongoing campaign telling these stories. We will celebrate the individuals who make CCRI unique, different, and the best at supporting people. We are calling this "I am CCRI" and I invite you to watch for it and to learn more about the people who are a part of this incredible organization

The political climate in our country, state, and communities in 2017 is going to prove itself challenging to all organizations that rely on federal and state funding. The people we support

are at a critical point in that we need to make the case that there is indeed value in helping them live full and enriched lives. Our caregivers should receive competitive wages. Their pay is directly tied to state reimbursement rates set by lawmakers. Their pay has not kept up with the rising costs over the past decade. To ensure we can continue to attract and keep the best team we MUST continue to educate our leaders about the importance of our work and stress how the people we support rely on qualified caregivers.

CCRI would not exist without the vision, direction, and hard work of those founding families who decided to do something different 40 years ago. We are the beneficiaries of this vision and our entire team also accepts the mantle of stewardship that comes with it. We will continue to provide customized, person-centered support and services while caring about the people we serve. We will also remain steadfast in acting as advocates for people who need our support and help.

Together we form something that's unique, powerful, and that works. I am CCRI.
You are CCRI. Together we are CCRI.

From our CCRI family to yours,



Shannon Bock
Executive Director



The Caregiver Experience

by Ben Deetz



Duane and Eric at the CCRI picnic.

In 2016, CCRI was again named a Top 150 Workplace in Minnesota by the Star Tribune. The Star Tribune generates this list based on the responses of surveys sent to all team members of the organizations nominated. The award speaks highly for the organizations as the winning selections come directly from analyzing the responses of their own team members. CCRI's culture and the hard work of team members has always been the foundation for our success. This culture is most easily described by CCRI caregivers with long tenures. Dianne Sanden and Carol Olson have both worked at CCRI for more than 25 years, while Duane Hickel has worked at CCRI for more than 15 years.

All three have had jobs with many surprises throughout the years. When asked what has surprised her, Carol quickly countered with "What hasn't?" The relationship between clients and team members is hard to imagine without the experience, and that attachment is something that often comes more rapidly than expected. Duane was also surprised by this notion, and said he has really enjoyed opportunities to see clients grow as individuals and that he takes time to catch up with their progress when he has the chance. The more independent clients become, the less they need CCRI's services, which means team members like Duane see them less often, making these reunions very special. Dianne has been surprised to learn just how many caring individuals we have in the community, and how large of an impact these individuals can make when combining their efforts.



Dianne and Linda have been together 20 Years at CCRI.

Photo by James Nagle.

Carol and Gary have been together 25 Years.



When asked to describe CCRI's culture to someone not familiar with the organization, each person shared their perspective. Carol stressed how committed CCRI is to backing team members all the way, being very responsive when they ask for help in acquiring new tools and strategies to improve the situations of the people they support. Dianne praised the level of dedication CCRI exhibits in focusing on the best interests of their team members and clients. Duane mentioned that it's hard to express the culture to someone who hasn't experienced it, as the high standard for CCRI is so different from the way other agencies operate. He added that it goes beyond compensation, as CCRI is geared to allow opportunities for individual growth for team members in finding a meaningful vocation.

All three team members described their inspiration with the common ground of focusing on the people CCRI supports. Duane finds inspiration in the individuals who courageously try and try again to overcome the challenges life has given them until they reach success. In this sense, Duane feels oftentimes the clients teach him more than he can teach them. Dianne and Carol both indicated they are inspired by the opportunity to make a meaningful difference in others' lives. They relish chances to help clients experience new things, whether it's trips and activities or new opportunities. The perspectives of these three team members accentuate how CCRI's culture shapes the way the organization provides services to the community that expands beyond measure.

CCRI directors accepting the Top 150 Workplaces Award.



Gary and CCRI Celebrate 40 Years

40 years ago, CCRI opened its doors with a beautiful new home in Hawley.

At the time, there were eight eager people excited to move into the space and make it their home. Forty years later, this home is still part of the CCRI family and it has welcomed many different people, endured changes in funding, and gone through many renovations. One person has been a part of all of this. Gary moved into the house the first day it opened and he has

happily called it home ever since. As CCRI

celebrates its 40th anniversary, stories like Gary's are an example of the impact the organization has on members of the communities we serve.



Perched on the right is Gary with his younger brothers in 1959.

Before Gary had the opportunity to move into his home in Hawley, he had a long history as a ward of the state. The oldest of five children, Gary was born in Minneapolis in 1953 with Down Syndrome. Doctors anticipated Gary wouldn't survive with his disability and

Gary's team of caregivers have a tenure of more than 20 years.

suggested he be put into a state-run hospital. Gary became a ward of the state at just two months old. However, he remained living with his family until he moved into the Fairbault State Hospital when he was six years old.

While Gary's family visited him as often as they could, the visits were bittersweet. They

inevitably ended with painful goodbyes as Gary would watch the rest of his family leave and return home without him.

After one year, Gary's family found a partial solution by moving Gary to the Brainerd hospital which was closer and easier for them to visit. Gary lived in the facility for 17 years. Disability care was largely unregulated at the time and state hospitals and other institutions across the Midwest were involved in lawsuits about the care (or lack of) they provided.

The result of the lawsuits spurred the



allocation of government funding for community options like CCRI. In 1977, Gary turned 24 years old and moved into the CCRI Hawley house—a place he continues to call home today.

The initial vision for CCRI was to build a home where people with disabilities could live in a supportive environment. When the Hawley home opened, that dream became a reality. Gary could live much more independently and receive high-quality care as he needed. When Gary's mother needed to move to Arkansas, she discovered there were no equivalent local services like CCRI. Rather than risk radically upsetting Gary's situation, she believed Gary was exactly where he needed to be, at his home with CCRI. While the long distance would certainly be difficult for both her and her son, with CCRI's help, Gary and his mother were able to remain in contact and he was able to visit his mother four times before she passed away.



Basking in the sun at Camp HERO.

Both CCRI and Gary have aged over the years. Today, Gary relies on a wheelchair. Had Gary remained in an institutional setting, his story would have been largely different.



Gary enjoys dancing at Camp HERO.

To accommodate him as his lifestyle changes, CCRI has made modifications to his home and provided an accessible van to help Gary remain active in the community. The personalized care he receives from CCRI has allowed more independence—personalized care that allows him to live his life to the fullest.


With the help of the community, CCRI has been able to impact the lives of many people like Gary for 40 years.

Technology Provides Customized Care

by Ben Deetz

A core tenet of CCRI is to provide personalized, custom care to those we support. One of the organization's newest services allows that to occur through the use of technology. The Independent by Design (IBD) program incorporates technology to ensure efficient, quality, and extremely customizable care. Utilizing sensors to monitor environmental conditions such as motion or temperature, the IBD program provides an alternative option to traditional adult foster care.

The technology can be set up to meet the risks each person faces with a combination of live alerts and reports, using only sensors and no cameras. Technology eliminates the need for a 1:1 caregiver at each location and allows CCRI to extend the reach of care provided.



Justin on the job at Pizza Ranch.

The magnitude of the triumphs made possible through the IBD program is exemplified by stories like Justin's. Justin lived with his parents and desired more independence than was currently possible for him due to his disability. Alternative solutions either didn't offer enough independence for Justin or didn't provide a safe enough living situation with which his parents could be comfortable. The IBD program was the perfect fit for Justin as it gave him independence while providing the support he required. Before the IBD program, Justin was capable of doing much for himself, but sometimes needed small reminders to complete household tasks. The IBD technology now allows Justin to spend time on his own while striving towards reaching higher levels of responsibility within a setting of true independence.

The IBD program provides Justin with the opportunity to be responsible for himself while still having a safety net to ensure his well-being. CCRI caregiver Beth works in the IBD office and handles relaying messages and alerts between the system and the caregivers to ensure the safety and well-being of participants like Justin. Examples of these alerts include if a bed sensor stays on too long, a door sensor goes off unexpectedly, or the medicine cabinet sensor hasn't opened on time. The average response time for all these alerts is less than 10 minutes. Sometimes, all the situation needs is a simple phone call reminder and other times caregivers are on hand to further intervene. This minimalistic yet comforting supervision allows the IBD program to grant Justin and his family peace of mind while allowing him the freedom he could not achieve in any other program.

Cost for Justin in Traditional Foster Care: \$85,000.
Cost for Justin in IBD Care: \$41,000.

Stories like Justin's show the valuable impact the IBD program can have on people who seek alternatives to traditional adult foster care. This program proves its potential for high-quality service through customization and efficiency in optimization. In comparison to the cost of traditional 24-hour care, the IBD program is a much more efficient use of funds.

Ginny and Dennis

by Jody Hudson

Where is your special place—that spot that elicits joy and triggers memories you hold dear?

For Ginny and Dennis, their special place is a quaint restaurant tucked away in beautiful Minnesota Lakes Country. Married for more than 60 years, this adorable couple captured my heart on a beautiful fall evening.

Ginny and Dennis have lived an adventurous life—traveling the world. They shared stories spanning from World War II to piloting a plane in the Alaskan Bush. Both are educators, craftspeople, storytellers and have a love of the Midwest.

This love of the Red River Valley, a.k.a. “home”, is how CCRI got involved.

Originally from the area, Ginny and Dennis recently left their retirement home in Arizona and moved back to Moorhead. They planned to rediscover the community they had treasured in their youth. But sometimes one’s path changes and their journey instead brought them to an assisted living center. It was at this center that Ginny and Dennis first encountered CCRI which now supports their transportation needs. It was on one of these drives that the CCRI staff learned of their “special spot” on Rose Lake.

We at CCRI specialize in enhancing lives, so on a beautiful fall day Dennis, Ginny, and I made the

trek down Highway 10 to lakes country. Their appreciation of the beauty of nature had been finely honed from their days in Alaska. As their mobility had been dramatically limited in the past year, I was happy to watch Dennis and Ginny soak in the colors and landscape. Their attitudes reminded me of the importance of taking time to pause to appreciate the beauty of my surroundings.

We were early on our arrival at the restaurant and Dennis asked to park where we could spend the extra time looking at the lake. As we looked at the wonderful mosaic of autumn colors, Ginny pointed out the calmness of the lake, the silhouettes of the trees and the color of the sky. Her words were like poetry and painted a picture in my mind I will forever cherish.

Once at our table, there was no need for menus as walleye was the obvious choice for all. As we dined, overlooking the calm lake, we shared stories, laughter and friendship.

CCRI is an organization that encourages their team members to find opportunities that will elicit joy in a person’s life—for when we do, our hearts are touched as well. I’m so grateful for an organization that lives that philosophy; for that quaint restaurant on the lake; for my rediscovery in the beauty of a fall sky; and for the new friendships that were nurtured that day.



The Next Chapter

by Mitchell Benson



I enjoy many opportunities to share my story with others.

Man, how the time flies. Hard to believe it will have been 10 years in April since I became a resident of CCRI. Looking back, it's hard to quantify all that has happened to me over that span. I was only 10 months post spinal cord injury when I made the move to Moorhead. I was still pretty new to the idea of being vulnerable or needing to depend on others which was not a simple transition by the way. I had to learn how to not only ask for help but to accept it, neither of which I was very good at. Even after living in a rehab facility for eight months I still had no idea what it would be like, living life, immobile, and in a wheelchair, or the unlimited number of obstacles I would have to face in daily living. It was a very humbling experience. If I said that no feathers were ruffled along the way, I would be lying.

Before my injury, I was a hands-on kind of guy. I enjoyed a good, hard day's work, and I was physically capable of accomplishing more than most. I was the kind of guy people could depend on if they needed help, and I really enjoyed being that go-to guy. When I went from being dependable for others to being dependent on them, I struggled. It was a challenging experience to need to be bathed, clothed, and fed. At times I felt like an infant. Vulnerability can be a tricky thing. When I felt emasculated, slighted, or embarrassed, it was easy to get aggravated and push back or become disconnected and avoid things altogether. I'm not saying my caregivers intended any of that, but it took some getting used to. I had to learn to be comfortable in my own skin and that anything else would just be avoiding the situation or prolonging the frustration.

Now you may be asking yourself, what does a guy without the use of his arms and legs do all day? It's simple—I sit around, A LOT! But literally I do. (I have retained my sense of humor by the way). I have always enjoyed the freedom to be spontaneous

After graduation, I became a CCRI team member in the Human Resource department. I assist with recruitment and new team member orientation. It's very rewarding to be able to inspire and excite caregivers to engage with their prospective clients.



and my parents will tell you I was always on the move. I try to continue that trend. I'm still dependent on CCRI caregivers for everything physical but I'm always looking for and brainstorming new ways to allow myself more independence and control. I try to set up my environment so it works for me. I have full use of my computer, cell phone, TV, and even a couple doorways in my house, thanks to a few pieces of adaptive equipment. Once my caregiver has me up in my chair I'm free to roam. I can terrorize almost any flat surface and can even whip a mean 360° on snow or ice. I have to point out that curbs and steps are not my friends, so if you're building a house and want me to visit, think accessible! I try to take advantage of every accessible place I can: restaurants, movie theaters, sporting events, and even some of the great outdoors (avid hunter). I'd also like to point out that the world is not 100% accessible. Maybe 40%, at best. There is limited accessible seating, parking, wheelchair ramps, steps, curbs and so on. Until the world sees the error of its ways, I'll take what I can get. But don't think I'll stop there!

I can tell you the last 10 years haven't all been sunshine and rainbows, but like everyone else, you have to take the bad with the good. I consider myself to be very fortunate to be living the life I live and I appreciate all the opportunities I have been able to experience over these years.

In 2008, I was able to enroll at North Dakota State University. With the help of Minnesota Vocational Rehab, NDSU Disability Services, and my entire team at CCRI, I was able to not only attend classes, but succeed in them. In 2014, I graduated Summa Cum Laude with a bachelor of science degree in Business Administration. For a guy who wasn't the most studious before, that ought to show you what an impact a positive support group can have on a person.

After nine years of missing the wilderness, I was able to get back out to the wild and experience hunting again. Since then, I've hunted turkey and deer and even tried trap shooting. It's just great to be able to experience the outdoors again.



Seeing Miracles Happen

by Wayne Zitzow



Jon and Wayne tie-dyeing at Camp HERO.

I started with CCRI in the beginning of 2008.

I had been self-employed for about 40 years but due to technology changes, I decided I needed a change. My plan was I would work at CCRI until I decided what I wanted to do. I had no idea this job would become one of the most awesome experiences of my life.

After my first couple of training days, I thought “How can someone do this day after day?” After a while, I began to love the challenges of my job.

Soon, I started to see my job differently. Work became less about a challenge and more about making Jon’s life the best it could possibly be following his accident. During his recovery, Jon developed an anxiety disorder and sensory disorder. Jon became anxious around people, in new environments, and even when completing his daily cares such as

showowering or brushing his teeth. In the first few months he was at CCRI, milestones such as squeezing the ketchup bottle were celebrated. We could see good things starting to happen and, as the team changed over the years, we always had people working to help Jon’s life be the best it could be.

The changes with Jon over the years have been exciting to watch. Behaviors such as yelling and striking out are basically gone and every day features plenty of laughs and giggles. In the past, leaving his home would cause anxiety and Jon would spend much of the time yelling. He now wants to go places—summer camp, restaurants, shopping, visiting relatives, movies, church, his job and more. Jon is constantly improving and it’s awesome watching as he takes on new challenges. Jon even started allowing a hair stylist to cut his hair a couple of months ago (after his accident, Jon would only let his mom cut his hair).

A big turning point for Jon socially came when he went to Camp HERO for the first time. Jon’s coordinator and team worked together to ensure it would be a success, and it was. We were at tables for a group dinner. I told Jon that Anna (Jon’s residential coordinator) might come and sit with us. Jon tipped up the empty chair that was alongside of him to save it which was something I had never seen him do. That was his reward to her.

Jon is proud of his job and he looks forward to going each day. One day I asked him if I could get a job there and maybe he could train me and we could both work together at his work station. Jon said “Nope” and later indicated I probably couldn’t do the job the right way.

For me, working at CCRI has been an experience of a lifetime. I could never have imagined I would work at a place where peoples’ lives are changed for the better, they are kept safe, they have opportunities to learn, and are able to do things they never thought possible before. I get to see miracles happen.

Express Yourself

Even though today he's in a safe place where he can express his creativity, John Paulson's life wasn't always so easy. At one time, he was homeless and living on the streets while battling alcohol abuse and drug addiction. John's story in using art as a creative outlet to help him overcome his struggles is a unique and wonderful success story. John has shown his work at Moorhead RiverArts, Nicole's Fine Pastry, Drekker Brewing, McCulley Optix, and Atomic Coffee. He has a Facebook page that allows him to interact with his supporters and spreads his work through social media. As a result, John's artwork has traveled from New York to California.

Art has proven to be a long-term and effective solution in creating and sustaining stability in John's life. John proudly summarizes this impact on his life by saying "My art is fulfilling my dream. I'm glad to do something in my life that is worthwhile." With the help of CCRI, two grants were written and he received funding to frame and make prints of his work. The self-expression and purpose created for John in his art is therapeutic to his mind and calming for his soul. John adds that "art makes me feel better about myself." With John's new social media presence, his supporters are able to communicate their reactions to John's new pieces as he posts them. These comments inspire John, and he says it feels great to have people cheering him on.

Stories like John's have elements that are often relatable for others as well. No matter what the situation, having a creative outlet is beneficial to personal health in a variety of ways. The therapeutic benefit of self-expression offers a long-term solution to combating the stress and anxiety in everybody's life. Not everyone has an outlet like John's art, but all can relate to the powerful effect of feeling the support of others around you. No matter what hardships life brings, John reminds us to express yourself. It might just turn your life around.



Partners Who Made an Impact

CCRI has enjoyed many opportunities to work with partners within the Fargo—Moorhead community. We are thrilled people feel passionately enough about the work we do to support our mission through partnerships. Over the past year, we saw support from local businesses and also from individuals. There are many ways to get involved with CCRI, and the businesses' below all chose unique ways to make an impact.

A photograph of two women standing together and smiling. The woman on the left is wearing a black top and a long gold necklace. The woman on the right is wearing a white t-shirt with a colorful graphic on the sleeve. They are in front of a backdrop that says 'The Black Frame Fashion Show'.

Glamming it up at The Black Frame Fashion Show.


The Black Frame Boutique put on a fashion show and invited the people we support to be the models. *Big 98.7's* Amanda Lea helped plan this event

and emceed it. (Big 98.7 DJs have also emceed numerous events).

The Haunted Farm invited the CCRI crew to participate in their Halloween festivities and gave us the opportunity to join the haunted farm family as a ghoul or goblin—giving participants a Halloween full of memories.

The Fargo Marathon donated running shoes to the people we support and provided an opportunity for them to participate in their 5K.

Granite City's Dine to Donate program allowed for 20% of a diner's bill to be donated to CCRI.

A photograph of two women running on a paved path. The woman in the foreground is wearing a bright pink and yellow tie-dye shirt and black pants, with her arms raised in celebration. She has a race bib with the number 4253. The woman behind her is wearing a blue Superman t-shirt and black shorts, with a race bib number 5805. They are surrounded by spectators and orange traffic cones.

Celebrating a 5K Hero Run finish!



Pies and personal care items from Hatch Realty.

Fargo Brewing Company held a fundraiser where \$1 of every pint sold was donated back to CCRI.

Hatch Realty collected personal care items, winter gear and monetary donations for CCRI during their annual Pie Day.

FM Crusaders MC graciously invited our clients to a night of bowling and pizza which kicked off their annual bike show. This group has raised more than \$115,000 over the years at their live and silent auctions for CCRI's Camp HERO.

Spicy Pie donated a portion of each slice of pizza sold on Giving Hearts Day. They also donated a free slice of pizza to our team members on our Employee Appreciation Day.

Pounds hosted two trivia nights supporting CCRI. Red River Trivia and CCRI team member *Reid Hartle* collected personal care items one of the nights.

Pat Lenertz organized a fundraiser where money was raised in exchange for participants' agreement to eat a Trinidad Scorpion pepper, one of the hottest-known peppers.

The *Courtyard by Marriott* graciously volunteered to prepare 400 pounds of turkey so our clients and their families could have a home-cooked meal around Thanksgiving.

The *Grace Smebak and Randy Smebak* families funded a memorial bowling tournament.

We are grateful for all of these unique events that support our mission of enhancing and enriching lives.



Pepper-eating Pat.

Photo by Michael Vossburg/Forum Photo Editor

Built in 1997,
this house in Hawley
is still home to Gary, one
of the original residents.
(See story on page 6.)

- 1992**—CCRI organizes an adaptive softball league.
- 1994**—CCRI coordinates the first Camp HERO (Helping Everyone Remove Obstacles).
- 1999**—Introduction of CCRI Guiding Principles.
- 2000**—Rhonda King named Executive Director.
Beginning of CCRI's Life Enrichment program.
- 2001**—CCRI clients Bob and Char build their own accessible home through the Fanny Mae Foundation.
- 2002**—New logo and name change to Creative Care for Reaching Independence.



CCRI recognized for supporting team members in the National Guard and Army Reserve.

The Story of CCRI

- 1975**—A group of parents organize to provide their children the opportunity to live in a home and not an institution.
- 1977**—Clay County Residence Inc. is born.



The first CCRI-run group home is built in Hawley, Minnesota.

- 1980**—CCRI builds a second home in Moorhead, in the middle of a wheat field.
That wheat field is now known as Village Green.
- 1983**—CCRI first provides in-home support in a family's home.
- 1990**—Diane Wray Williams is hired as CCRI's Executive Director.
The Americans with Disabilities Act is signed into law.

- 2002**—Celebration of 25 years in business at the Fargo Theatre with a performance by Interact Center for Visual & Performing Arts.
Started transition from renting apartments to renting homes throughout the community.
- 2003**—CCRI website launched.
- 2004**—Maury Nissen ARRM Cares Award winner for exceptional work as a direct service professional.
CCRI begins a week-long Day Camp for children with disabilities.
A group of CCRI directors speak at a national conference on building leaders at every level.
- 2006**—First annual Walk for Disability Awareness.
A formal fundraising program is developed to enhance our state-funded services.
Mental Health Services introduced.
IT Director position created.
Duane Hickel wins ARRM Cares Award and National ANCOR Award for his exceptional work.

2007—Logo and Mission updated.



CCRI wins Chamber Choice Award.
First Client & Family Appreciation Dinner.

2008—Collaboration with Clay County Rehabilitative Housing Association (CCRHA) to support Prairie Horizon Townhomes.

Angela Breckel wins national ANCOR Award.

2009—Dianne Sanden wins ARRM Cares Award.

2010—Added a Maintenance Technician to ensure homes reflect the individuality of the people living there.
Added electronic scheduling to ensure quality service and jobs.
Started collaboration with CCRHA to provide supportive housing.

2011—Started using social media.
Seth Dahle named Metro Area Mayors Committee (MAMC) outstanding caregiver.
First CCRI Prom.
Online time keeping started.
CCRI began providing Aftercare Mental Health support to our community's most vulnerable in collaboration with Becker, Clay, Otter Tail and Wilkin Counties (BCOW).
Collaboration with Churches United for the Homeless for case management services.
Nicky Bessette wins ARRM Cares Award.

2012—Started Independent by Design (technology program) with grant from Bremer and United Way of Cass Clay.
Added online training.
Shannon Bock named Executive Director.
Purchased land for building.

2013—Broke ground for building.
Announced *Building a Better Future* capital campaign.
Taylor Swift video gains national media attention.
First Polar Plunge.
Wayne Zitzow named MAMC Outstanding Caregiver.
Brianna Houston wins ARRM Cares Award.

2014—Moved to new office location.
Chamber Choice Award Winner.
Becky Sallberg wins ARRM Cares Award.
First TableScapes Event.

2015—Named a Top 150 WorkPlace in Minnesota.
Received a grant from PartnerSHIP 4 Health for adaptive bicycles.

2016—Named a Top 150 WorkPlace in Minnesota for the second year in a row.
Started a social employee program.
Amanda Noyes wins ARRM Cares Award and ANCOR Minnesota Outstanding Caregiver of the Year.

2017—Sara Weston wins ARRM Cares Award.
Chad Dodds named MAMC Outstanding Caregiver.





See What a Difference Your Caring Can Make.

Your support can make the difference between a house and a home, a van ride and an adventure, a gathering and a celebration, an existence and a life.

Join us to provide opportunities that help people with disabilities achieve their potential and thrive as members of our community.

Workforce Crisis

The people supported by CCRI rely on Minnesota's Home & Community-Based Services (HCBS). These unique services allow people with intellectual and physical disabilities to receive support tailored to meet their needs—whether that means help getting to work or complex 24/7 medical care. These essential services foster skill development, provide job coaching and complex medical care, ensure health and safety, and much more. They allow people with disabilities to contribute to their communities and stay as active and independent as possible.

Right now the foundation of the system—a strong and stable direct care workforce—is crumbling away. Caregivers, who assist people with disabilities, have demanding, highly-skilled, professional jobs and should receive competitive wages. \$12.32/hour is the average wage of direct care workers in Minnesota, and many earn less. This pay is directly tied to state reimbursement rates set by lawmakers and that pay has not kept up with rising costs over the past decade. Due to these low wages, more than 8,700 unfilled caregiver and staff jobs exist in Minnesota today.

Without maintenance, the entire system is at risk. People with disabilities and providers like CCRI cannot hire the staff they need. There is a huge strain on overworked direct care staff and providers struggling to recruit, train, retain and operate with high turnover rates.

It is important for this issue to be something that is discussed throughout the year, not just during the legislative session. And to say it is important to discuss it is an understatement. Lack of communication about any issue tells legislators that the issue is not affecting the people they serve and it isn't an issue. A year-round, grassroots effort is important. We need messages to reach the legislators throughout the state of Minnesota to come from the people we support, their families, our employees and our supporters. That message should be how your life or the life of your loved one would look different without the services CCRI provides.

Please share your story today:

Governor Mark Dayton
130 State Capitol
75 Rev Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155
651-201-3400 or 800-657-3717
mark.dayton@state.mn.us

Representative Ben Lien (DFL) District 04A
241 State Office Building
100 Rev. Dr. Martin Luther King Jr. Blvd
Saint Paul, Minnesota 55155
651-296-5515 or 800-657-3742
rep.ben.lien@house.mn

Senator Kent Eken (DFL) District 04
Capitol Office
95 University Ave W
Minnesota Senate Bldg., Room 2227
Saint Paul, Minnesota 55155
651-296-3205 sen.kent.eken@senate.mn

Representative Paul Marquart (DFL) District 04B
261 State Office Building
100 Rev. Dr. Martin Luther King Jr. Blvd.
Saint Paul, Minnesota 55155
651-296-6829 or 800-551-5520
rep.paul.marquart@house.mn

#SocialEmployeeProgram

CCRI implemented a Social Employee program at the beginning of 2016. This program gives people the opportunity to tell their stories of what they are doing daily in real time. This Twitter program currently has more than twenty accounts which are run independently by our team members. After completing a short training, these team members are able to celebrate the successes they see, showcase our work culture, and recognize partnerships in the community.

The simplicity of social media allows messages and stories from our work at CCRI to spread with ease. Danielle Weller loves having the opportunity to see what's happening in other departments outside of the Options Department. Social media can also kickstart some creativity, as Allie Moum noticed. She enjoys seeing what other staff are doing day-to-day with their clients as they can spark ideas for new things she can try with the people she works with.

While tweets can definitely show our culture in action, the new Social Employee program really benefits from the power of pictures. Sharing a picture of a special moment on Twitter can have a profound impact on those who see it. CCRI Employment Representative Michelle Colvert appreciates the opportunity to reach a broader audience with exciting recruitment messages for potential team members. Seeing all of the wonderful messages and images shared on social media, CCRI Supporting Living Services Director Sue Lopez believes it makes for the best job ever.

CCRI's Social Employee program aims to highlight the work culture and demonstrate the special relationships that form between team members and the people we support.





2016 Achievements

207 people were served by our mental health department

15 people were served by our Independent by Design program

600,833 hours of service were provided to people with disabilities

1,322 people applied to work at CCRI

25,266+ hours of training were provided to team members

20% of new hires were from employee referrals

55% employee retention rate was maintained (industry average is 50%)

\$95,668 was invested in life-enhancing opportunities for the people we serve

100% of CCRI team members are enthusiastic about CCRI's mission

95% of CCRI team members would recommend CCRI to their friends as a great place to work

75 athletes participated in Red River Valley Adaptive Softball

175 members of *Team CCRI* participated in Fargo Marathon events

15th CCRI Caregiver recognized on a state/national level for exceptional service to people with disabilities: **Sara Weston** (above right) was named a 2017 ARRM Cares Award-winner

59 people attended Camp HERO

225+ people attended CCRI Prom

11 interns made priceless contributions to our team

4,236 volunteer hours were committed to helping CCRI

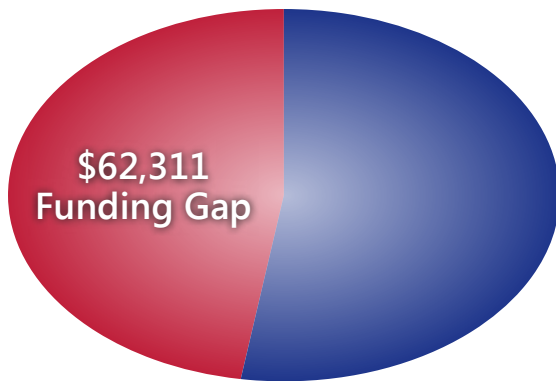
127 volunteers helped enhance the lives of people with disabilities

\$76,244 funds leveraged through volunteer hours

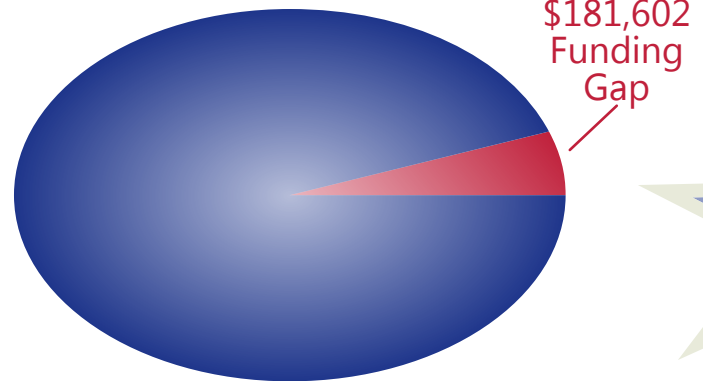
2017 Challenges—Our Funding Gap

Each year, a portion of our budget comes from philanthropic support and gifts from caring people like you. We call this amount our funding gap. Closing the gap in our budget for numerous life-enhancing activities not funded by the state will take \$62,311 in community support this year. Closing the gap on our \$3.7 million building budget will take an additional \$181,602.

Activities Funding Gap
\$131,263 Budget



Building Budget Gap
\$3,700,000 Budget



Alone, one person can accomplish only so much; but together, the sky is the limit. Whether it is an in-kind gift, a financial gift, or a planned gift—all are vehicles by which you can support CCRI in achieving our mission and commitment to people with disabilities.

“CCRI offers one of the most meaningful gifts of all—the opportunity for all individuals, regardless of their differences, to live a full and happy life. From changing perceptions about disabilities, to providing a safe home, and even the little things—like prom—brightens days, inspires, and helps ensure individuals reach their full potential by leveraging their strengths. Simply put, the programs and resources provided by CCRI are vital and life changing for those who are directly served, their families, and our community.”

—Bethany Berkeley
CCRI Board Member



Our Mission

To enhance and enrich the lives and learning of people with disabilities.

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CCRI Senior Leadership (Left to Right)

Lynette Weber, Options Director—25 years

Mark McGuigan, Business Manager—16 years

Shelly Thompson, Human Resources Director—1 year

Shannon Bock, Executive Director—22 years

Dave Pompe, Options Assistant Director—17 years

Jody Hudson, Development/Communications Director—17 years

Eric Hilber, Supported Living Services Assistant Director—18 years

Kent Schultz, Information Technology Director—11 years

Sue Lopez, Supported Living Services Director—20 years



Honorariums/Memorials

In Honor of All Who Are a Part of CCRl

Eken, Deb
Stotts, Rachel & Rick

In Honor of All You Do For Liz!

Garberg, Bryan & Clare

In Honor of Liz Bennett

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In Honor of Mitchell Benson

Hamrick, Lowell & Shirley

In Honor of Shannon Bock

Pladson, Kim

In Honor of Dan Brendemuhl

Brendemuhl, Wayne & Diane
Wilmer, Michael & Trudy

In Honor of David, Brad, Lane & Greg

Wieber, Emily

In Honor of Fran Fadness's 90th Birthday

Gilbertson, Shannon & Linda

In Honor of Nancy Ferguson

Holtgrewe, Jayne & Tom

In Honor of Grandchildren

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H.O.P.E.

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& Chris Michalski

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In Honor of Shena Holtgrewe

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In Honor of David & Marjo Lysne

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In Honor of Kate, Ella & Ava Newman

Newman, David

In Honor of Wayne Possehl

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Elaine, Chrissy

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Meland, Ben & Anna

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& Linda
Hovland,
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Memory**
Samuel Jacobson
Laura Johnson
Rose LaRock
Michael Mcpherson

Our supporters donate on-line, mail in checks, volunteer at events and help us meet our funding gaps. We receive donations from people all around the country who generously support our cause and make the work we do possible. Thank you.



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 Magnuson, Sharon & Tim
 Malbon, Michael
 Maristuen, Norma
 Martzke, Julie
 Mason, Scott
 & Cindy
 Matheson,
 Evelyn

McAllister, E.J. & Violet
 McCartney,
 Bruce & Monica
 McGuigan, Mark & Teresa
 McGuigan, Rachel
 McMurray,
 Dean & Marilyn
 Mehlhoff, Randy
 Mehus, Christy
 Melgard, Betty
 Mercil, Jim
 Merkens, Dionne
 Meyer Built, LLC
 Miedema, Courtenay
 Miller, Carmen
 Miller, Faye
 Miller, Hans
 Miller, Jeff
 Miller, Jodene
 Miller, Steve
 Minnesota Travel
 Connections, Inc
 MinnKota Recycling
 Mitzel, Rebecca
 Modahl, Rosemary
 Moen, Rolland & Nancy
 Moen, Scott
 Mohr, Melissa
 Monson, Joann
 Monson, Terry
 Montgomery, Jen
 Moore, Dawn
 Morgan, Janine

Morlan, Ericka
 Moug,
 Edward & Lillian
 Moug, Jaylyn
 Moug, Justin
 Moum, Allie
 Moum, David
 Mueller, Galen
 Mueller, Kelly
 Mulhall, Larry
 Murdock, Jessica
 Murphy, Trevor
 Myrold, Melissa
 Myrvik, Judith
 Naastad, Janet
 Naastad, Marsha
 Nelson, Diane
 Nelson, Lorraine
 Nelson, Nicky
 Nelson, Sandra
 Nelson, Tracy
 Newland,
 Stephanie
 Newman,
 David

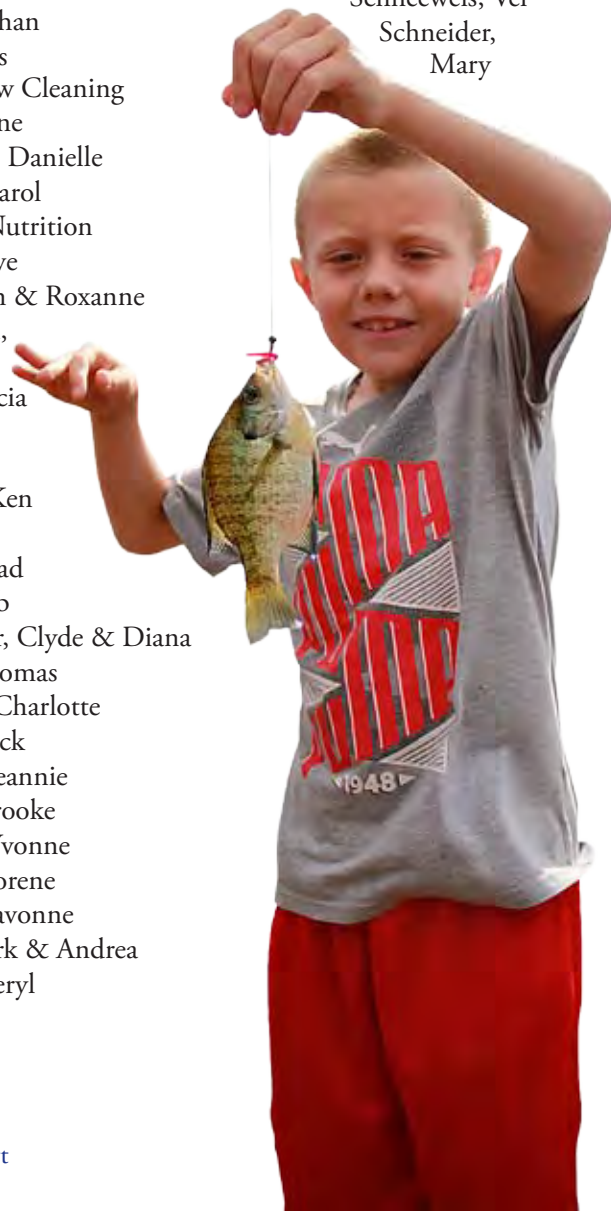




Neys, George & Marlene
 Neys, Lori
 Nielsen, Marilyn
 Nodland, Carol
 Nolte, Dan & Gina
 Norgren, Steve & Yvonne
 Norlin, Deb
 Norman, Karen
 Norman, Mary
 Odney, Ian
 O'Driscoll, Lindsey
 Offerdahl, Cory
 Offerdahl, Eric
 Offerdahl, Ryan & Allana
 Oien, Jo Ann
 Olmscheid, Kelly
 Olness, Jay
 Olson, Benjamin
 Olson, Erica
 Olson, Jacki
 Olson, Jaclyn
 Olson, Jennifer
 Olson, Jim

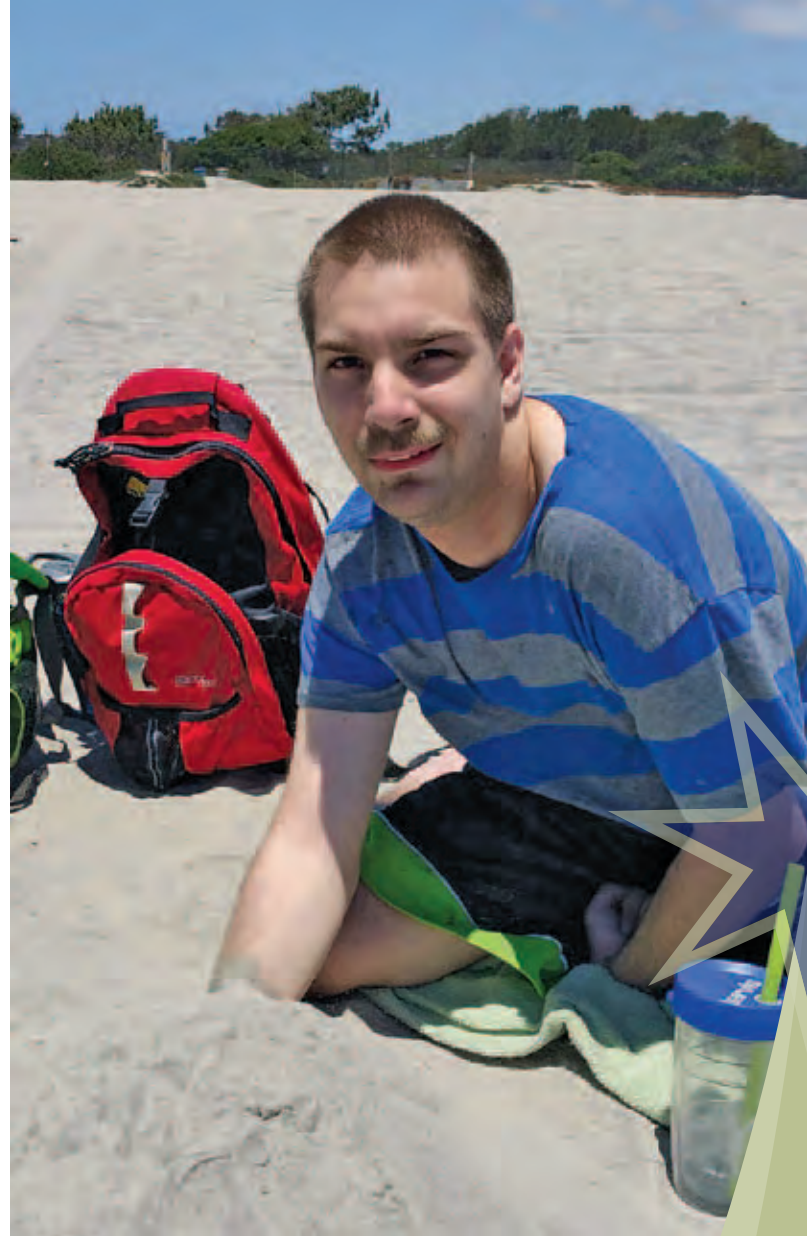
Olson, Marjorie & Cris Michalski
 Olson, Marshall & Vicki
 Olson, Patricia
 One Light Chiropractic Ltd.
 Onstad, Jo
 Oslund, Jackie
 Pahl, Jarrod & Deanne
 Palmen, Matt & Lisa
 Paul, Nadja
 PDS & ND Center for Sleep
 Peacock, Rena
 Percy, Sara
 Pearson, Trevor
 Pederson, Clark
 Pemble, Dan
 Pepsin, Jenna
 Perencevic, Boris
 Perez, Kristi
 Perius, Colleen
 Perius, Darin
 Perius, Donald

Perius, Geraldine
 Peterson, Leroy & Ardee
 Peterson, Nick
 Petry, Anna
 Phillips, Alicia
 Pieper, Natalie & Kyle
 Pladson, Kim
 Platt, Kathleen
 Poppe, Dick & Bette
 Poss, Phyllis
 Prestegaard, Karen
 Purdon, Tim
 Radley, Jill
 Raetzman, Amanda
 Randall, Mitch
 Randall, Sara
 Rea, Suzanne
 Reda, Nathan
 Reflections Window Cleaning
 Reitan, June
 Remmick, Danielle
 Renner, Carol
 Reshape Nutrition
 Reski, Dave
 Reski, Tim & Roxanne
 Rethwisch, Tracy
 Rexin, Alicia
 Rheault, Jeffrey
 Rheault, Ken
 Rief, Julia
 Right, Chad
 Rinas, Deb
 Ripplinger, Clyde & Diana
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 Rudrud, Yvonne
 Rurup, Dorene
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 Sandberg, Michele
 Sanden, Dianne
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 Sandgren, Stacy
 Sando, Kristofer
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 Saylor, Timothy & Lori
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 Schmeling, Alex
 Schmidt, Jonah & Celine
 Schneeweis, David
 Schneeweis, Vel
 Schneider, Mary



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 Schroeder, MaKayla
 Schuler, Katie
 Schumann, Sheri
 Schweitzer,
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Styf, Tara
 Suda, Katie
 Sufka, Anella
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 Sweeney, Pamela
 Sylva, Jodi
 Tabery, Melissa
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 Thompson,
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 Thompson, Margaret
 Thompson, Tomi
 Thomte, Michele
 Thorne, Chani
 Thorne, Kelly
 Thorne, Sandy
 Thrivent Choice Dollars
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 Tollefson, Rachel
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 Trautman, Patti
 Truist
 Twamley, Sara
 Twite, Tamara
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 Volk, Mitch
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 Wang, Jason & Tanya
 Ward, Gary
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 Weigand, Brad
 Welder, Anna
 Welsch, Nicole
 Wendel, Cathleen
 Weninger, Becky



Westby, Andrea
 Wheelock, Sonja
 Wieber, Emily
 Wielenberg, Sandy
 Wiger, Toria
 Willett, Todd
 Williams, Angela
 Williams, Del Rae
 Willoughby, Dan
 Wilmer,
 Michael & Trudy
 Winter, Steve
 Wirth, Marissa
 Witt, Brandon
 Wohlhuter, Amy
 Wold, Joyce & Jeff
 Wolf, Carissa
 Wollman, Missy
 Wolter, Rebecca

Wonser, Hope
 Woolery, Staci
 Young, Hannah
 Zastrow, Cara
 Zeleznik, Joseph
 Zeller, Deanna
 Zietz, Ben
 Zimara, Sabrina
 Zimmerman,
 Dorthy
 Zimmerman,
 Klara

While every effort is made to ensure the accuracy of donor records, errors occasionally occur. If your name has been omitted or misspelled, please accept our apologies and contact Jody at 218-331-2024.



In-kind Gifts

Abe
Addictions
Tattoo & Piercings
Alan Evans Bridal
Alice
Anytime Fitness
Aquablue
Bank of the West
Beans Coffee Bar
Bergseth Brothers
Bill's Gun Shop & Range
Birdy
Blow
Bock, Shannon
Bordertown
Bar & Grill
Bottle Barn
Bremer Bank
Brown, Eve & Joe
Budweiser
Butkiewicz,
Mike & Lisa
Cambria
Hotel & Suites
Canad Inns
Destination Center

Catalyst Medical Center
and Clinical Spa
CCRI ARMHS Department
CCRI Business Office
CCRI Development
Department
CCRI HR Department
CCRI Options Department
CCRI SLS Department
Contour Clinic Fargo
Courtyard by Marriott
Creatively Uncorked
David D.

Deek's Pizza
DT Wood
& Antler Creations
Eggers, Jean
Family Fare
Family Wellness
Fargo Force
Fargo—Moorhead
RedHawks
FM Crusaders MC
FM Pallet Furniture
and Decor LLC
Freedo
Furniture For Less
Gateway
Golden Needle—Anita
Golden Needle—Hannah
Golden Needle—Joe
Golden Needle—Justin
Golden Needle—Kellie
Golden Needle—Tom
Great Clips
Gust, Char
Hagen, Jennifer
Hakanson, Shelly
Happy Harry's Bottle Shop
Harley-Davidson of Fargo
Hugo's Wine & Spirits
In Style Hair Salon
InterOffice
Izumi Sushi & Hibachi
Jacobson, Dave
Jamin
Johnny 5
Johnny Rockets
Kluth, Brenda
Koenig, Angie

Lucky's 13 Pub
Mainline Bar & Grill
Malvin, Jess
Marcus Theaters
McDonald's
Mel
Microsoft
MJ Capelli Hair Salon
Motorheadz Boutique
& Little Evil
Natwick, Herman & Agnes
Nickel
One of a Kind Designs
Perkins Restaurant
& Bakery
Pooch, Lindsay
Porter Creek
Hardwood Grill
Prometheous MC
Ramada Plaza Suites
RDO Equipment Co./
R.D. Offutt Company
Reichel, Karen
Republic National
Distributing
Richardson, Joyce
Rick's Bar
Rookies
Sports Bar & Gill
Rosdahl, Deb & Chad
S&S Hospitality
Sabin General Store
Scheels
Serene Escape Salon
Seven Clans Casino
Shar
Shooting Star Casino
Silver Dollar Bar &
Flying Pig Grill
Slumberland
Furniture
Speck's Bar
Stutsman
Harley-Davidson
Sweeto Burrito
Swift, Paul
The Crown Jewels
Thumper
Witte, Nikki
X-Stream
Waterjetting



2016 Financial Statement

Statement of Operations and Changes in Net Assets

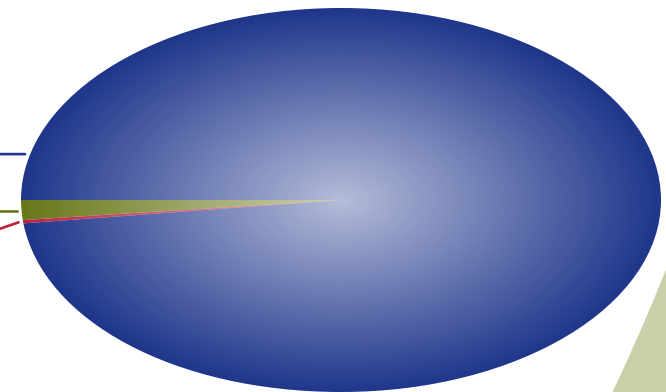
BEGINNING NET ASSETS		<u>\$ 6,463,022</u>
Operating Revenue & Support		
Program	\$ 14,025,462	
Fundraising	<u>\$ 206,289</u>	
Total Revenues, Support & Grants		<u>\$ 14,231,751</u>
Operating Expenses		
Program	\$ 12,159,168	
Property Related	\$ 122,674	
Administrative	\$ 1,480,543	
Fundraising	<u>\$ 186,045</u>	
Total Operating Expenses		<u>\$ 13,948,430</u>
Increase in Net Assets Before Other Income (Expenses)		\$ 283,321
Other income (expense)		
Interest Income	\$ 5,806	
Total Other Income		<u>\$ 5,806</u>
Increase in Net Assets		<u>\$ 289,127</u>
ENDING NET ASSETS		<u><u>\$ 6,752,149</u></u>

How Funds Were Raised

98.37%—Federal and State Funding

1.45%—Fundraising

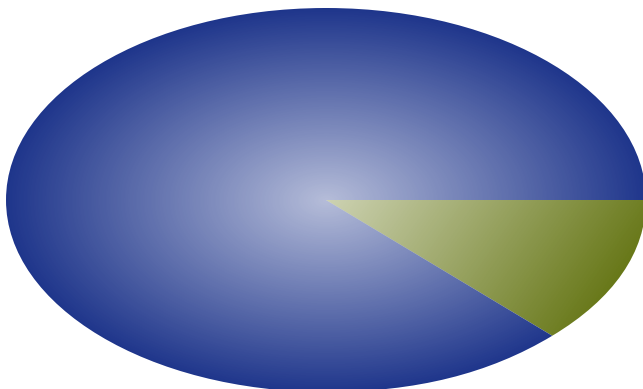
0.18%—Private Pay



How Funds Were Spent

Programs and Services—88.1%

Administration—11.9%





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