



A little over a year ago we sent our first correspondence about COVID-19 assuming we would be closing our office and quarantining for a couple of weeks. In a million years, I didn't think we would still be talking about COVID more than a year later!

This last year has been quite the ride and I want to thank each and every one of you for your support as we navigated through our first (and hopefully last) pandemic.

I will never forget sending 70 administrative staff to work from home and beginning the challenge of ensuring our 500 front-line workers and 450 clients felt safe. Our nurses and supervisors fielded questions at all hours of the day and our caregivers earned the title of heroes.

When COVID caused forced isolation and a break from routine, our Life Enrichment Coordinator armed herself with

educational and recreational activities that could be done at home, thanks to the generosity of our donors. Through creative use of technology, we provided virtual games, adaptive cooking and music classes and good old virtual gatherings.

For the people in our mental health program, not being able to meet with their therapist and mental health practitioners was extremely difficult and, in some cases, caused increased mental health symptoms. Our team quickly implemented Telehealth which offered a critical avenue to sustain mental and behavioral health services.

When I look back at 2020, I will remember it as the year that required significant creativity and grace. We worked our hardest and moved forward stronger, more resilient and confident that we can keep the folks we support safe.

As always, thanks for your support and confidence in our work.

Shannon Bock Shannon Bock

Why I Love Working At CCRI—by Claire Kuhlman

Supporting people with disabilities is always an adventure. The pride of seeing a person master a new skill is incredible—I share in the joy of day to day life with them.

There are so many highs in this job. But, as with any job, there are lows as well. It's part of the unpredictable nature of working with people who have their own thoughts and feelings. This is a challenge I find rewarding most of the time.

Recently, I worked a shift with a person I had never worked one-on-one with before. This person has a particularly difficult time with transitions. I'm sure it was scary and unnerving to her to have someone she's met only a handful of times suddenly be alone with her in her house.

It was a ROUGH night.

For the first two hours I tried everything I have learned in my career and my education to redirect and help calm her. Nothing worked. It was a consistent battle. It was draining.

I finally hit the end of my abilities to handle the situation on my own. I reached out to the on-call person and told her what was going on. I didn't even realize how close I was to tears until my voice cracked.

She reassured me that she would do what she could. And here's why I love CCRI: within minutes I had six, count them six, of my fellow DSPs call and text me to make sure I was ok and offer guidance. The two calls I answered were from people with a lot of experience with this young woman.

I've never even MET most of them. One of them was ON HER VACATION. She didn't need to call me. She absolutely could have let other people handle it. But there she was, telling me that she believed in me, and that I could do it, and what to do to help with the situation.



I went from being alone and overwhelmed to feeling like I had a veritable army of DSPs at my back in less than 10 minutes. The on-call person I had previously talked to came to the client's house and worked with me for more than an hour to turn the situation around.

Was the rest of the night still difficult? Of course, for both of us. But we made it thanks to the indescribable support I was given from my colleagues.

Do you work with people who would work this hard to help you do right by a client and take care of yourself? Does your company foster an environment where that much compassion and support is even possible, much less natural?

This is only one example of the support I have experienced from CCRI DSPs and admin alike. And this is only one example of why I am glad that this "summer job" turned into one of the best things to ever happen to me. Thank you, Team CCRI. I couldn't ask for better.



May is Mental Health Awareness Month. Lisa wanted to share her story in hopes it would provide hope to someone.

I began using mood-altering substances at 14 years old. I spent a lot of my 20s selling and using drugs. For me, it was what life was about. I got my first prison sentence at 28. I was locked up for six years. I did my best to remain compliant on my parole, however, once I was released, I went back to the life I knew. That led me to being in and out of jail and prison until I was 42.

At 39, I lost my parental rights to my children and at that point in my life I'd lost the only reasons to live. So I went on a wild using spree that was just devastating.

I was arrested and just tired of the same routine of getting out

of jail and using so I started seeking help for my problems.

I got out and went to a homeless shelter and humbled myself to get a dependency assessment. From there I went to treatment and stayed four months in inpatient treatment waiting for a bed to open up at Red River Recovery Center.

I got connected with CCRI and my ARMHS worker helped me begin my journey to freedom, which is the way I look at it. I would make goals, set a schedule and follow the schedule. I accomplished many small tasks that led me to receiving housing and eventually leaving Red River Recovery Center after eight months of treatment. I now have my own place and a car and go to college. Everyone at CCRI has been such a tremendous part of my recovery and stability in my life that even though I did the work, the guidance I've received has truly helped me become stable. I also work with Lakeland for my mental health so I can function in a world that I've never been a positive part of.

I am waiting to be a certified peer specialist also. It's exciting to have become a person who wants to work with people in recovery.

I'm now 27 months sober and connected to my community. Thanks for letting me share this short story with you.

As of the publishing of this story, Lisa has achieved her goal of becoming a certified peer specialist and has successfully graduated from CCRI's ARMHS services.

A Slam Dunk For Sara—by Rachel Gustofson

Sara LOVES basketball and can spin a basketball on her finger just as good as, if not better than, a Harlem Globetrotter! This skill came with lots of dedication and driveway practice.

In February 2020, Sara and her housemates moved into a brand new accessible home. This house was built to meet their needs and support them through all stages of life. The home is absolutely beautiful and fits the ladies so well. Just one thing was missing. Sara needed a basketball hoop.

When visiting with Sara's mother, she threw out the wild idea of installing a basketball court in the new backyard. Sara would be responsible for the cost and would be excited to spend her money on something so important to her. A court in the backyard, protected by a fence, would eliminate the concern of the ball going into the street and there would never again be a car parked in the way.

Immediately the vision was put into motion. We began researching materials, supplies and the cost of labor. We explored everything from concrete to patio pavers. We also discovered that city ordinances can quickly cause you to switch gears and steer you in other directions. Lucky for us, after many, many, Google searches, we stumbled on VersaCourt, an outdoor tile system that would hold up in our extreme temperatures and be approved by the city of Moorhead.

Thanks to CCRI's Facilities Manager, Jason Johnson, the project quickly began to take shape. Jason set to work finding the perfect location and then getting it ready for the installation. Connecting all the tiles was much like a puzzle—lucky for Jason, Sara was there coaching him along the way, so excited for the finished product.

There are no words to describe Sara's excitement for her very own basketball court in her backyard. It isn't unusual to see her rush her morning routine so she can shoot a few hoops before work each morning. You can often find Sara on her court when the sun is rising and when it is setting. The mild weather this year allowed her to play throughout the winter months.

At CCRI, we do all we can to help people live their best lives and achieve their dreams. For Sara that has included a trip to Disney World, visiting the US Mint and now building her very own basketball court!







COVID-19 is scary. There are still so many unknowns. Just a year ago, we were scrubbing down our groceries while rationing Clorox wipes. Toilet paper was a hot commodity and we were purchasing gallons of hand sanitizer in truck stop parking lots. People were dusting off their sewing machines to make cloth masks. People throughout the community were stepping up to do what they could to help their neighbors.

Keeping the people we support and their caregivers safe was our biggest concern. We did everything that we could, but the virus still found its way into many of our homes.

There were mild cases and harsh cases and hospitalizations and discharges. We rallied around all the COVID Warriors. We felt so lucky that we had the same number of people leaving the hospital as going in.

We found new ways to celebrate safely. When sweet Nancy was discharged after 88 days in the hospital, we were all ready and eager to welcome her back home! She was ushered home via police escort where she was greeted by blocks and blocks of cars filled with her friends and family parked along the street in her neighborhood. Family, friends and neighbors waved signs and banners welcoming her home. It was a wonderful day so full of joy and love—just like Nancy.

For the next six months, Nancy was in and out of the hospital fighting the aftereffects of the virus. In pure Nancy fashion, she made the best of things. Nancy's bright light, smile, sense of humor and huge heart impacted the lives of everyone who came in contact with her. She was a gem and anyone who was able to spend time with her had their spirit lifted. Sadly, Nancy passed away due to the aftereffects of COVID-19. She will be missed greatly.

COVID continues to be scary, there are still so many unknowns.

Thank You

At the bleakest of times, your encouragement and support was humbling. We never felt alone. Thank you. Every gift given, item donated, mask/gown sewn, meal purchased and supportive note sent meant the world to us. With your help, we were able to keep people safe, comfortable and busy while they sheltered in place.



2020 Achievements

by Jody Hudson

The pandemic provided us with numerous obstacles but it didn't stop us from reaching our goals.

Housing Stabilization Services

In 2020, we began offering Housing Stabilization Support Services. This program helps people with disabilities plan for, find, move into, and keep housing. It focuses on a person's wants, needs and goals for living in the community. We are excited for the opportunity to reduce homelessness in our community.

TeleHealth

When COVID caused forced isolation

and a break from routine we had to come up with ways to make it easier for our clients and try to prevent increased crisis situations and hospitalizations. Not being able to meet with their CCRI therapists and practitioners was exasperating mental health symptoms. So our mental health and IT teams quickly got together and initiated Telehealth.

This allowed our practitioners and therapists



to safely continue providing vital mental health services for people who needed them.

Expansion to Wilkin County



We know there are families throughout the community that need support services. So when the opportunity to offer services in Wilkin County presented itself, we jumped at the chance. We are proud to report we have begun providing Individualized Home Support, Semi-Independent Living Skills, and Respites to our neighbors to the south.

The pandemic may have thrown obstacles our way, but it didn't deter us from providing critical services and expanding new programs. We couldn't be prouder.

2020 By The Numbers



32,000 + Surgical masks
22,000 + KN95 masks
15,000 + Gowns
11,000 + Face shields
~6,000 Meals distributed thanks to donors
2,000 + Ounces of hand sanitizer
1,000 + Donated face masks



165 people were served by our Mental Health department

people were served by our Independent by Design program

\$304,771 was invested in life-enhancing opportunities for the people we serve

848,756 hours of service were provided to people with disabilities



569 people applied to work at CCRI

12,411 + hours of training were provided to team members

49% of new hires were from employee referrals

64% employee retention rate was maintained (industry average is 50%)

98% of CCRI team members would recommend CCRI to their friends as a great place to work

\$7,000 in scholarships were awarded to team members to enhance their education thanks to donors



250 + virtual activities presented

people attended COVID-adapted Camp HERO

people participated in CCRI's virtual 5K

150 + activity bins distributed

Loving Memory

Jackie Dessellier Nancy Jacobson Wendy Jeral Enson Maattala Mary Lou Murphy

Our Mission

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

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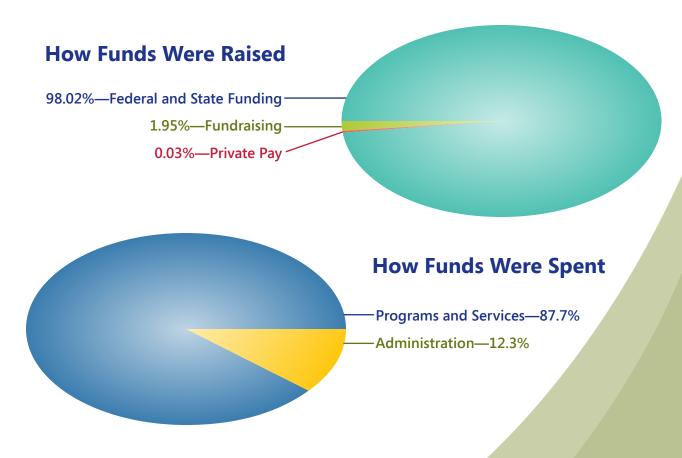
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Dave Pompe, Options Assistant Director—21 years
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Mark McGuigan, Business Manager—20 years
Shannon Bock, Executive Director—26 years



2020 Financial Statement

Statement of Operations and Changes in Net Assets

	\$ 8,003,453
\$ 17,795,917 \$ 353,322	<u>\$ 18,149,239</u>
\$ 15,124,404 \$ 191,863 \$ 1,733,506 \$ 199,558	<u>\$ 17,249,331</u>
	\$ 899,908
\$ 10,613	<u>\$ 10,613</u>
	\$ 910,521
	\$ 8,913,974
	\$ 353,322 \$ 15,124,404 \$ 191,863 \$ 1,733,506 \$ 199,558



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.

Thank You #TeamCCRI

Thank you so much for your investment in CCRI's mission. Our team members have the opportunity to make contributions through payroll deductions and other gifts to funds of their choice. In 2020, 76 employees donated almost \$8,857. Our amazing team continues to share their time, talents and treasure with the people we support.

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Thank you for your generosity in enhancing and enriching the lives and learning of people with disabilities.

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