

2022 Gratitude Report



A Note from Shannon

This year proved, yet again, that when we work together, we can accomplish great things. Despite the challenges thrown our way, we continue to provide the best supports to the more than 400 people we serve.

One of the greatest is finishing the home you built for Liz. This home allows her to be herself, safely. It allows our team to manage her unique diagnosis while helping her live her very best life. We also launched a campaign to build a fully accessible home for Joel, Buck, David, and Gary. As their mobility needs are changing, a fullyaccessible home is necessary to keep them safe. We are beyond grateful to you and the community for allowing us to complete these projects and better the lives of the people we support.

We continue to battle the workforce crisis our region is experiencing. Our team picked up extra shifts and adjusted their schedules to ensure the people we support received the care they deserve. We have been innovative and creative with hiring and staffing solutions,



including opening our hiring to people ages 16 and 17. And while we have a shortage of caregivers, we have not strayed from the quality of staff we need. The quality of care we provide is too important to the people we support. They deserve the best.

2022 brought us another ARRM Cares Award Winner! Elise Lakin is one of six award winners among thousands of DSPs across Minnesota. We know our team is full of high-caliber people and we are so proud to have one of our own recognized at the state level.

We continue to focus on retaining our team and have put practices into place to reduce turnover at all milestones of employment, improving our retention by 12%. We are proud to retain more than 60% of our workforce in an industry that only averages a 40% retention rate.

As we move forward into 2023, we are grateful for the support and commitment of our team and community to ensure we can provide the best support possible to some of the very best people we know.

Thank you for choosing to support CCRI,

Janna +

There's No Place like Liz's Home

One of our most public accomplishments in 2022 was finishing a home for Liz, where she can be herself, safely. Liz's unique challenges provided a very unique housing problem and thanks to your generosity, she is able to live safely in a home that meets her needs. Thank you will never be enough.



Building Independence for the Guys

Joel, Buck, Gary, and David, aka The Fab Four, are aging and as their mobility changes, their home needs have changed as well. As we have discovered in the last few years, accessible housing that meets their needs while keeping them together isn't available in our community. In 2022, we launched a campaign to keep these four together. Your generosity so far has raised \$385,000 of the \$400,000 we need to build this home.



A Minor Change in our Workforce

The workforce shortage hasn't gone away. One of the many things we implemented to combat this important issue was to hire 16 and 17 year olds. This allows us to bring in high school employees and hopefully retain them through their college years.

Workforce CLASS of 2025

How You Can Help

Word of mouth is our best referral source—73 people were hired in 2022 because of it. We'd love for you to tell the people in your life about our full- and part-time opportunities, flexible hours, sign-on incentives, and weekend incentive pay. We appreciate your help and so do the people who need caregivers!



Celebrating Longevity

In an industry where the average retention rate is 40%, CCRI is proud to boast a 59% retention rate.

Congratulations to these team members who celebrated milestone anniversaries in 2022:

Jennifer Behrens	Korene Moore25 Holli Brager24 Eric Hilber24	Allen Jang	Greta Miller 17 Anna Larson 16 Angela Linden 16
Shannon Bock	Amber Vallera22 Dennis Behl21 Jean Johnson-Thorson 21 Nicole Carlson20	Rachel Gustofson 18 Rebecca Gustofson 18 Jessica Krabbenhoft 18	Natalie Pieper

Volunteers Fill the Gaps

In 2022 we hired our first dedicated Volunteer Coordinator. We are excited to have Sara Peterson on our team to recruit and retain our volunteers. In this time of staffing shortages, we are grateful for our volunteers who are cooking meals, completing spring/fall cleaning, leading activities, and teaming up with our staff to ensure each day is the best it can be for the people we support.

We are always excited to have people and groups/businesses teach life skills classes (like cooking or cleaning), put together freezer meals for our homes, or help us with events and projects.

To join our incredible team of volunteers, contact Sara at <u>Sara.Peterson@CreativeCare.org</u> and find out how your talents or the gift of your time can enhance the lives of the people we support!



These businesses sent their teams to volunteer: US Bank, Gate City Bank, Brady Martz, Microsoft, WEX, MJ Capelli.

Our volunteers made these events possible: Prom (including our Prom Shop and Prom Hair Salon), Camp HERO, Talent Show, and our annual Client Appreciation Dinner

Volunteers also did yard work at five of our homes, sent cards of encouragement, washed windows, painted a shed, cleaned our vans, made gift tags, and helped with our many Life Enrichment activities. 444 Total Volunteers 211 Total organization/businesses who volunteered 20

Total Volunteer hours

(13 were school/youth organizations)

Six High Schools/High School Organizations: Moorhead High School Key Club, Hawley High School, Fargo South Key Club, Oak Grove, Park Christian, and Dilworth-Glyndon-Felton

Four Colleges; MSUM, NDSU, Concordia, University of Mary.

Three Youth Organizations: Boy Scouts Troop #215, TC United Soccer Club, Clay County 4-H.

Our Impact



Our Mental Health department provided 6,629 hours of service.

The Options department provided 35,345 hours of service.

SLS provided 419,432 hours of service and 15,504 hours in IBD.

Use of technology in our Independent by Design program saved taxpayers more than \$2,867,900 versus traditional 24-hour care.

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Our Supportive Housing program served 100 people with more than 1,800 hours of support.

Your Impact

Your gifts on Giving Hearts Day 2022 helped provide a one time bonus for team members based on their longevity. We are so grateful to the community for supporting our hard working team! Our events wouldn't be possible without our generous sponsors. Thank you for partnering with us. For a complete list of our 2022 supporters, view our on-line Gratitude Report on our website.

Camp HERO

FM Crusaders MC

TableScapes

Tellwell Story Co. Sound Engagement Scheels Gate City Bank Courtyard by Marriott Christensen Group Bremer Bank YHR Partners Microsoft Bell Bank Brandfolk Dakota Medical Foundation DonorDock RDO Sanford Health **Eide Bailly** Hohenstein Homes Dale Carnegie Happy Harry's

Your gifts provided 24 healthy cooking classes.

Your support allowed 26 people to showcase their talents at our Talent Show.

CCRI Adaptive Softball

Baer Poultry Farms Bennet Houglum Agency Bert's Mobility Solutions Bremer Bank Elks Hawley lions Club Houston Engineering, Inc.

Be Bold, Get Cold Challenge

Christensen Group Bremer Bank Microsoft Payroll Professionals Brady Martz

Fargo Marathon 5k

Rugged Races LLC Jackie Beedy, Remax Realty 1 Elks Tesoro





www.CCRIMoorhead.org





We have Award-winning Caregivers

We are so proud to have a 2022 ARRM Cares Award Winner! Elise Lakin was one of six Direct Support Professionals (DSPs) across the state to win this award from our state trade organization, ARRM. Thank you, Elise, for your dedication and commitment to the people we support.

Elise is one of those DSPs you wish you could clone ten times over! Elise doesn't see limitations. She sees possibilities.

Elise works with a woman who is non-verbal and can be physically aggressive. Communication can be challenging. But, when you watch the two interacting with each other, you would never guess. Elise doesn't get intimidated by a challenge. Once, while Elise was driving, her client tried to jump out of her moving car. Although terrifying, nobody was hurt. This incident did not deter Elise from driving and going out in the community on their next shift together. She focuses on the future and doesn't dwell on the past. Each day is a new day. Her dedication to her client, even in uncomfortable situations, is commendable. She continues to show up to each shift with a sunny demeanor—something that is welcomed by the woman she works with.



Elise volunteered to participate in the ABLE Games with client Zach! This is an all-inclusive functional fitness competition that celebrates all abilities, from the highly-skilled athlete to an individual with a disability. There are no barriers on the competition floor; just athletes giving it all and leaving it out on the floor! Elise read up on this event in advance, and even had her parents come watch because she was so proud to be doing this event with Zach! Her parents made a big sign for Zach, which motivated him to do his events! Elise really went out of her way to make this opportunity happen.

Elise knew how to help Zach be successful at the ABLE Games. When asked how she did this she replied, "I prepped him a lot the week before and talked about the Able Games with him and tried to get him really excited. During the actual event, it was a lot of trying to keep him focused and letting

him take a couple energy breaks is what I call it. I let him run down and back when the gym was clear because it was a lot of waiting around between events. Zach thrives off of big energy so when I'd sing along to the music, cheer him on, a ton of high fives, hugs, and positive reinforcement kept him really focused! He thinks it's really funny when I sing and dance to the music so that really motivated him. It was a little difficult to explain some of the exercises but keeping his eyes on me and continually talking him through things worked really well. My biggest thing with Zach is he matches my energy so if I'm being fun he's more likely to have fun and listen better."

Whether it's an event or a day at home, Elise uses every minute of her shift to make an impact.



Employee Giving

Our employees give of themselves in many ways. They pick up extra shifts when needed, which keep them away from their own families.

They volunteer at various events throughout the year. And they provide their own financial gifts to support our mission. In 2022, our team gave \$13,707 back in financial gifts!

To our skilled, caring, and dedicated DSPs, RCs, Directors, and central office team, thank you for all you do! We are inspired by your resiliency and commitment to those we serve.

Thanks to these team members who provided financial gifts in 2022.

Mark & Tracy Aaker Blake & Laura Anderson Phil & Jennifer Behrens Mitchell Benson John & Shannon Bock **Bailey Braatz** Holli Brager Jason & Nicole Carlson Jonathon & Tasha Dullea Beth Dykema Elaine Ehalt Kody & Melanie Eidsmoe Kayla Fedje Heather Forbord & Jennifer Brandt Shayley Gifford Keith & Beth Grosz Becky Gustofson Janet Harles

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Shelly Petersen Sara Peterson Cheyenne & Justin Phillips Natalie & Kyle Pieper Robert & Debra Plageman Haley Prim Zachary Sandbakken Dianne Sanden Adam Schroeder Alli Schuch Josh & Rachelle Staton Lee & Brandy Strand Daniel & Shelly Thompson Phyllis Thompson Chuck Thorne Brad & Ashley Tweten Loree Walvatne Lynette & Darlene Weber

We are proud to offer a wide range of service options to meet the vast needs in our community.

Supported Living Services (SLS)

SLS provides personalized, life-enriching services to people of all ages who need assistance 24 hours a day. It expands opportunities, allowing individuals to live and work in the community.

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Options for Independent Living

A wide range of options are available for people who need less-than-24-hour care or who live in their family's home. Services are catered to assist people in accomplishing specific goals so they can lead a more independent and fulfilling life.





Independent by Design (IBD)

IBD uses a combination of traditional direct caregiving hours and remote technology monitoring. Remote monitoring consists of sensors that can be put in place to support people with areas of concern.



Life Enrichment

From activities such as bowling leagues and birthday clubs, to day trips, to extended travel to popular destinations, our staff is dedicated to expanding each participant's experience based on individual needs and aspirations. We provide support and encouragement for individuals to become visible, productive members of the community.





Mental Health Services

Our mental health programs support individuals diagnosed with a Serious Mental Illness or Serious and Persistent Mental Illness. Many times, these diagnosis cause barriers to remembering appointments, getting to appointments, or just leaving their home. Our team is able to meet the people they are supporting wherever they are at—literally! This removes the barriers of remembering or getting to appointments since our practitioners come to them. Our focus is to help individuals manage their mental health so a person can live the life they want to live.



Housing Stabilization Services

Housing Stabilization Services help people with disabilities—including mental illness and substance-use disorder, and seniors find and keep housing. Our Supportive Housing Specialists work closely with each person to identify, and help to overcome, any barriers to finding and/or keeping their housing. This is a huge need in our community and at the end of 2022, we were able to grow HSS to add a third Supportive Housing Specialist to our team along with a Supportive Housing Administrative Assistant.



Along with other services we provide, our mental health program's rates are set by the state. There has not been a rate increase on these services in eight years. The cost of doing business continues to rise while the reimbursement for those services remains stagnant. Sustaining these vital services is incredibly important. Please let your Minnesota legislative representatives and senators know the importance of these, and all of our services to our community and to support them with rate increases.



Erin Larsgaard President

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Jackie Beedy



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Shawn Peterson



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Taya Spelhaug

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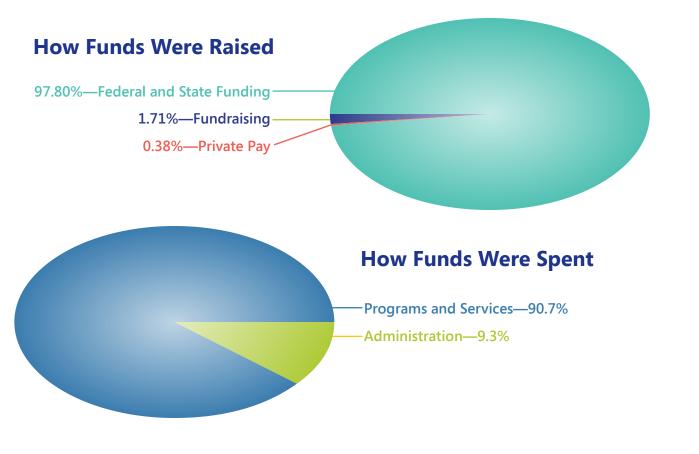
CCRI Senior Leadership

CCRI 2022 Gratitude Report

2022 Financial Statement

Statement of Operations and Changes in Net Assets

BEGINNING NET ASSETS		<u>\$11,919,098</u>
Operating Revenue & Support Program Fundraising Total Revenues, Support & Grants	\$ 19,651,274 <u>\$ 342,545</u>	<u>\$ 19,993,819</u>
Operating Expenses Program Property Related Administrative Fundraising Total Operating Expenses	\$ 17,068,746 \$ 267,370 \$ 1,806,029 <u>\$ 277,906</u>	<u>\$ 19,420,051</u>
Increase in Net Assets Before Other Income (Expenses)		\$ 573,768
Other income (expense) Interest & Dividend Income Total Other Income Increase in Net Assets ENDING NET ASSETS	\$ 76,709	<u>\$ 76,709</u> <u>\$ 650,477</u> \$ 12,569,575



www.CCRIMoorhead.org

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.

Honorariums/Memorials

In Honor of Bethany Berkeley 2022 United Way 35 Under 35 Class Bell Bank

Alyssa Bernhardt

In Honor of DSPs Sharon & Gary Grugel Todd Grugel

In Honor of Pam Grugel and Jody Hudson Roger & Joan Stenerson

In Honor of Ashlin Heng Lavonne Heng Debora & Neil Sapin

In Honor of David Lysne Josh & Ann Lysne Matthew & Karis Lysne

In Honor of Marjo Lysne Matthew & Karis Lysne

In Honor of Tamara Peters and Trisha Hanson Douglas & Kathleen Twite

In Honor of Staff of CCRI Hans & Phyllis Hohle

In Honor of Gary Wiger Jan Erickson Victoria Gilbert

In Honor of Casie Wolfswinkel Lorraine Nelson

In Memory of Marie Anderson Joyce & Kurt Anderson

In Memory of Mike Carpenter, Emerson Jon Kukuzke, Mary Simon, Jamie & Bonnie Surerus, and Kevin Vanyo Shannon & Linda Gilbertson

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In Memory of Jackie Devillars Jack & Kelly Borgen In Memory of Connie, Glenice & Chuck Driscoll Connie Driscoll

In Memory of Grandpa and Grandma Driscoll Shaun Johnson

In Memory of Jeff Hakanson John & Shannon Bock Kings Guest Ranch Kevin & Heidi Moxness Macy Sinner

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In Memory of Bernadine Jundt Charlotte Feldman

In Memory of Brandon Kluth My Amazing Son Brenda Kluth

In Memory of Darvin Landa Reed & Roni Schoephoerster

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In Memory of Duane Lawrence Charles & Maureen Bucholz

In Memory of Doris Ness-Dibley Phil & Jennifer Behrens

In Memory of Maxine Nibbe Arlene Stock

In Memory of Morrie Nissen Helga Nissen

In Memory of Sheila Reski Tim & Roxanne Reski

In Memory of Angelika Rohr-Schmiedel JoAnn Holte

In Memory of Jeff Row, MD Dale & Marti Johnson

In Memory of Rachel Schoephoerster Enclave Companies Ben & Anna Meland

In Memory of Lloyd Seter Dayna & Richard Sorby

In Memory of Kevin Vanyo Wayne & Jeanne Ingersoll Chuck Thorne

In Memory of Phyllis Vigen (Gary's Grandma) Connie Lerew

Donors & Partners

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

Becky Gustofson

\$25,000+

DHS (Department of Human Services)

\$10,000-24,999

Lori Chambers FM Crusaders MC

\$5,000-\$9,999

Bell Bank Donald & Gloria Doescher Patty & Mike Evans Gate City Bank Donna Hastings Valerie & Charles Rick Scheels

\$2,500-\$4,999

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Anonymous donors contributed more than \$21,000 in 2022.

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