

THE POWER OF  
*Person-Centered Care*



Staff and Residents of Oliver House





*George*



*Liz*



*Sharon*



*Mary*



*Gail*



*Jackie McDuffie*

# *IN LOVING Memory*

*Wingspan remembers these beloved members  
of our community who died during the past year.*

# Dear Friends,

Our person-centered approach to care is not only a labor of love, but it is at the core of all of our efforts at Wingspan. Most importantly, it embodies teamwork. While keeping the desires and abilities of our clients as our primary focus, together we work with families, case managers, health care providers, day program providers and others to provide our Residential and In Home clients with the support they need to increase self-determination and improve independence.

Though we experienced many challenges and disappointments on the legislative front this year, most notably with the inability to advance the mission of the Best Life Alliance campaign to achieve a modest 4% increase for direct care staff, we are grateful for the tireless efforts of those who advocated on our behalf. Your voice, your vote, matters – and we hope you will all continue to be strong advocates.

Our field has been experiencing an unprecedented staffing shortage for the past year and it is predicted to continue as we move into 2018. Currently, it is our greatest challenge. We have a great team of very dedicated staff who make sure we stay strong and safe. We are so appreciative of the dedication and commitment of our employees. Consistency of care is essential, and we do not take for granted how fortunate we are to have many long term staff—many of whom have been with us for five, ten, twenty—even forty years or more. So many have stepped up to cover extra shifts while we aggressively work on our recruitment efforts.

Despite the challenges, we've experienced many wonderful things this past year. We've had more events, parties and gatherings at our Plato campus than ever before. We've welcomed several new clients and families to Wingspan, and we were able to purchase a new home to better accommodate our residents of Bordner House. We were also approved by the Minnesota Department of Health for a new crisis respite house to help fill a critical community need.

Your continued support will help sustain our steadfast commitment to person-centered care.

John Thames  
*Board Chair*

Therese Davis  
*Executive Director*

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*\*A family member is being served or has been served by Wingspan.*



# Heroic Staff KNEW WHAT TO DO

***What a difference trained and attentive eyes make!*** Two Wingspan staff members recently took heroic actions in the line of duty. Femi Obikoya, full time staff at 1489 Hoyt, called 911 upon noticing that Mary was ill. She wanted to go to the hospital. The paramedics checked her vitals, and said she was “fine.” Mary still felt she should go to the hospital – and she was never one to ask for medical assistance unless urgent. Femi strongly advocated for Mary, pleaded with the paramedics, and ultimately insisted that they take her. At the hospital, tests found that she was having a serious heart attack. Sadly, Mary died 2 days later, but her family from California was able to come in and stay with her the whole time, seeing Mary while she was still able to talk and still knew them. Femi and Mary’s other staff were with her too that weekend. Femi showed excellence and caring in this situation and was a great example for other staff. He knew Mary absolutely needed help.

Around the same time, a client from another house was home with an eye infection, and felt good enough that her House Coordinator brought her to a team meeting. At this meeting was Stacy Boehmer, a Glenpaul House Coordinator who also worked at the client’s house previously. She looked at the client and said she didn’t think she looked right. She and the other House Coordinator talked and decided the client should be seen again right away. Due to this quick thinking, they were told the client had been spared serious consequences. The real problem was eye pressure so high she would have lost her sight in that eye if it had not been dealt with immediately. Stacy’s good judgment, and quick action too, is a great example for the rest of us.

***“ Our staff save lives. Consistency of care and long term staff make all the difference.”***

***– Therese Davis,  
Executive Director***





“What we love about Tim is his constant smile and his positive energy. He knows our customers and they know him!”

– Sandy MacPherson,  
Jerry’s Foods, Edina



## Meet Tim

Tim joined our Wingspan family as a resident of Oliver House in 2009. He has worked part-time for Jerry’s Foods in Edina for eleven years – assisting with courtesy and stocking responsibilities. At Wingspan, we celebrate and honor all of the unique gifts and attributes of our clients. He has been a member of our Glee Club since its inception in 2013 and participates with great enthusiasm. He enjoys country music – especially by artists Johnny Cash and Hank Snow. His favorite foods are hamburgers and corn, and he sometimes makes a special hot dish for his housemates Wally, Brian and Jimmy.



Tim was one of our ambassadors when members of the Partners in Pursuit team (from The Center – an organization serving people with disabilities in Houston) stopped in the Twin Cities on their cross country bike tour. He participates in other Wingspan peer support groups, and enjoys coming to our Magnolia Ball every June. He is generous with his time on the dance floor as there is always someone in line waiting to dance with Tim.

Tim also has an admirable collection of neck ties. He is very outgoing and has a very affable and laid back personality. He is quick to greet everyone with a warm smile, has a great sense of humor, and easily engages in conversation. ***You are a great Wingspan ambassador, Tim!***

# Meet Mike

Mike was welcomed into our Hoyt Avenue group home in September of 2013. For 16 years prior, Mike lived in a nursing home and shared a room with 2 other men. He was in the middle spot so his view had no windows. Mike was falling a lot and running away; he found the chaos of his life overwhelming. When he was about to be admitted into a locked ward at the nursing home, a case manager saw the possibility of a better life for him at Wingspan.

When we met him he was decked out in full fall gear, knee pads, elbow pads, a helmet and goggles instead of glasses. Our person-centered care of Mike has been transformational. He no longer wears his fall gear. Mike has his own room with 2 windows. He has space for his beloved collection of bibles and city maps and a large dining room table where he can pursue his study of city streets.



He loves to walk through the neighborhood, and sometimes hands out prayer cards he collects. Mike talks a lot, loves the Minnesota Vikings, and treasures fun jewelry. He continually shares ideas and observations. You may even catch a little saltiness in his comments, but for sure you will hear an “I love you” at the end of every phone call. ***We love you too, Mike!***



**“Mike has undergone such a wonderful transformation since joining Wingspan. It’s great to see him happy and enjoying greater independence.”**

**– Frank Merrill,  
Residential Services Director**



*Above, Glee Club, Roseville Lutheran Church,  
November 2016. Patty Peterson, right.  
Gaelynn Lea and Rachael Kroog, below.*



## *Glee Club* IS GOING STRONG

Wingspan's group music therapy program started in 2013. Since then, more than 65 clients and staff have had an opportunity to participate and perform. In November 2016 they performed with NPR Tiny Desk Concert winner Gaelyn Lea and guest artist Rachael Kroog at Roseville Lutheran Church, and in May of 2017 they performed with jazz vocalist Patty Peterson at Wingspan's Power of Love Gala.



### RAINBOW SUPPORT GROUP

Now celebrating its 16th year, Wingspan's peer support group for LGBTQ adults provides a safe, welcoming and respectful place for interactive discussion and community events.



## WINGSPAN'S PLATO CAMPUS IS

# Action-Packed

One of the program goals this past year was to reduce outside venue rental fees and increase community-building by making optimum use of the great space at Wingspan's Plato Campus. The spacious Learning Lab not only was utilized for In-Service Trainings (including Culture Share Day and Quiz Show Day) and monthly House Coordinator or team meetings, but it was also used for the dedication of the legacy garden last October, for Tsev Laus Kaj Siab's November Hmong New Year's Celebration, and in December there was another holiday celebration for staff including a very competitive door decorating contest.

We held several birthday parties (including Betty's 105th with "Elvis" in February), the 40 years of service celebration for Executive Director Therese Davis in April, two financial planning donor appreciation events, a small business breakfast event for the Plato neighborhood, a new family breakfast, a "Wingspan's Got Talent" show, Rainbow Support Group meetings, and it was also the site of a few memorial celebration of life services for clients who passed away.



*Team Captain  
John "J. Dizzle" accepted  
1st Place in the  
talent show on behalf  
of Aurora Stars.*



*Glenpaul residents Amy and Jenny enjoyed  
breakfast and games at the Plato campus.*

In the coming year, Glee Club will hold its weekly rehearsals at the Plato Campus for greater accessibility and free, convenient parking.

**“Consolidating our management team at our Plato Campus has increased efficiency, improved communication, and enhanced our corporate culture.”**

– John Thames, Board Chair



# Did You Know?

Wingspan's youngest client served during this past year was 20 and the oldest turned 105 in February.

For over a month, birthday cards arrived from all over the United States!



*Skillman House Coordinator Lina Ntakagero and staff made Betty's 105th birthday party extra special!*

## ANOTHER GOAL SURPASSED

Each year, Wingspan sends customer satisfaction surveys to obtain feedback from clients, guardians and family. Once again, our goal of receiving satisfaction ratings of 90% or better was exceeded.

### Customer service is an attitude, not a department

This past year Wingspan launched a customer service initiative to give even greater focus to our person centered support programming. The management team outlined key areas for improvement and took a proactive approach to reinforce concepts in monthly training sessions.

# Volunteering

## LOVELY LANDSCAPING

Wingspan would like to thank all of our fabulous volunteers who help with events, landscaping projects, interior and exterior painting, and more. Last year, more than 300 volunteer hours were logged for Wingspan. We welcome corporate teams, families and individuals, and we promise to make your volunteer experience a rewarding one. This year, several BMO Harris volunteers helped with landscaping at our Wentworth House. They also planted a lilac bush in memory of beloved Program Director, Jeannie Rogers. Spring and Fall yard clean-up is especially helpful. *Would you, or someone you know, like to help?*



### **Thank You Human Rights Committee Volunteers**

As a regulatory obligation, the committee meets several times per year and the primary purpose is to review admissions, medications, incidents, and a variety of other important reports. We are grateful for the time, due diligence, dedication and advocacy of those who serve.

We are grateful for the past volunteer efforts of Bev Mooney and John Paul Roy. This year's committee members who serve on the committee along with staff include volunteers Kathy Powers and Jim White.



*Young dancers from The Community School of Excellence  
K-8 Hmong language and cultural school.*

# Together

## FINDING CONTENTMENT

At Wingspan's Tsev Laus Kaj Siab – Hmong for “place of contentment” – Hmong elders find support, fellowship and community along with services to improve their health and well-being.



It provides a respite for family caregivers who take comfort knowing there is a safe place for their older loved ones. Wingspan is honored to have pioneered the first adult day center for Hmong elders in Minnesota.



# WINGSPAN'S *Legacy Garden* BLOOMS WITH LOVE

Last October, Wingspan held a Harvest Festival which included a dedication ceremony for our new garden. We are grateful for Board member Mark Mooney's suggestion that we have a garden and patio installed at our campus as a special place of reflection and remembrance. Engraved pavers have been installed for our clients and staff who have passed away. Many donors have also purchased pavers in memory of loved ones and pets, or to honor someone special.



*The cost is only \$100 per brick. We welcome visitors and gardeners! Contact 651.888.3112 for information or to donate toward supplies.*

## *Save the Date*

**Friday, May 18, 2018**

**POWER OF LOVE GALA**

Minneapolis Marriott  
Northwest

### Wingspan's CORE VALUES

**CHOICE**

**GROWTH**

**RESPECT**

**INTEGRITY**

**LEARNING**

**FELLOWSHIP**

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We thank our extended family of businesses, corporations, family members, foundations, staff, volunteers and other caring individuals for their gracious support that helps enrich the lives of people served by Wingspan – adults with disabilities and Hmong elders.

**The donor list below recognizes donors for their cumulative gifts received between July 1, 2016 and June 30, 2017.**

*If we have misspelled your name or have failed to include your name on the donor list, please accept our apologies and let us know of the error by calling the Development Office at 651.888.3112.*

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*Sheridan House Coordinator Mike McCabe dances with his sister Julie, a resident of Aurora House, at Wingspan's annual Magnolia Ball for clients.*

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Joke Joint Comedy Club  
Joseph's Grill  
Kenefick Bolstad Wealth  
Management  
Lettuce Entertain You  
Enterprises  
Lions Tap  
Litin's Paper Value  
Luci Ancora  
MacPhail Center for Music  
Massage Retreat & Spa  
Mall of America  
Malmborg's Greenhouse  
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Marriott Minneapolis-City Center  
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Millennium Hotel  
Minneapolis Gun Club  
Minneapolis Institute of Art  
Minnesota Historical Society  
Minnesota Renaissance Festival  
Minnesota State Horticulture  
Society  
Minnesota Timberwolves  
Fastbreak Foundation  
Minnesota Twins  
Minnesota Vikings  
Mixed Blood Theater  
Murray's  
Mystic Lake Casino & Hotel  
New Richmond Golf Club, Inc.  
New Scenic Cafe  
Northrop Center  
Nothing Bundt Cakes-Eagan  
Nothing Bundt Cakes-  
Minnetonka  
One Voice Mixed Chorus  
Osaka Japanese Steakhouse  
Paintball Minnesota.com  
Panera Bread  
Park Square Theater  
Pearson Candy Company  
Plaza TV & Appliance  
Pool & Yacht Club  
RF Moeller  
Radisson Blu-Mall of America  
Red Cow  
Rick Bronson's House of Comedy  
Roasted Pear  
Rocco Altobelli  
Running Aces  
Sam's Club  
Sara's Topsy Pies  
Science Museum of Minnesota  
Sea Change  
Shooting Star Casino  
Singles for a Cause  
St Paul Ballet  
St Paul Saints  
Stages Theater Company  
Stagetime Productions  
Stepping Stone Theater  
Studio U  
Suishin Japanese Cuisine  
Sun Ray Lanes  
Target-Inver Grove Heights



Target-West St Paul  
 The Bakken Museum  
 The Mermaid  
 The Olive Grove  
 The Saint Paul Hotel  
 The Sample Room  
 The Spectacle Shop  
 Theater Latte Da  
 Tin Whiskers  
 Title Boxing Club  
 Toasty's  
 Total Wine & More  
 Treasure Island Resort & Casino  
 TREVIS-Tesla Car Rental Agency  
 Two Betty's Green Cleaning  
 United Hardware  
 Valleyfair  
 Vertical Endeavors  
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(continued on next page)

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for many of the images in this report.*

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# Financials

## SUMMARY

12 Months Ending June 30, 2017

### Source of Income

|  |                     |
|--|---------------------|
| State of Minnesota, Hennepin & Ramsey Counties |                     |
| Residential . . . . .                          | \$ 8,394,409        |
| In-Home . . . . .                              | \$ 545,885          |
| Tsev Laus Kaj Siab . . . . .                   | \$ 312,940          |
| Contributions . . . . .                        | \$ 202,888          |
| Grants . . . . .                               | \$ 32,490           |
| <b>TOTAL . . . . .</b>                         | <b>\$ 9,488,612</b> |

### Expenses

|   |                     |
|---|---------------------|
| Residential . . . . .                             | \$ 8,078,843        |
| In-Home . . . . .                                 | \$ 543,168          |
| Tsev Laus Kaj Siab . . . . .                      | \$ 327,305          |
| Fund Development . . . . .                        | \$ 174,484          |
| <b>TOTAL . . . . .</b>                            | <b>\$ 9,123,800</b> |
| Income from Operations. . . . .                   | \$ 364,812          |
| Unrealized Gain or (Loss) on Investment . . . . . | \$ 258,707          |
| Other Interest Income. . . . .                    | \$ 15,496           |
| Gain or (Loss) on Disposal of Assets . . . . .    | \$ (123,939)        |
|   | <b>\$ 515,076</b>   |
| Program Expenses . . . . .                        | \$ 8,288,550        |
| Management & Administration Expenses . . . . .    | \$ 660,766          |
| Fundraising . . . . .                             | \$ 174,484          |
|   | <b>\$ 9,123,800</b> |

## BALANCE SHEET

June 30, 2017 and 2016

### Assets

|                                     | 6/30/17             | 6/30/16             |
|-------------------------------------|---------------------|---------------------|
| Current Assets . . . . .            | \$ 1,894,006        | \$ 1,749,105        |
| Investments . . . . .               | \$ 2,572,740        | \$ 2,314,034        |
| Property & Equipment, Net . . . . . | \$ 5,151,960        | \$ 5,432,734        |
| Other Assets . . . . .              | \$ 294,591          | \$ 288,108          |
| <b>TOTAL ASSETS. . . . .</b>        | <b>\$ 9,913,297</b> | <b>\$ 9,783,981</b> |

### Liabilities and Net Assets

|  |                     |                     |
|--|---------------------|---------------------|
| Current Liabilities . . . . .                      | \$ 1,074,042        | \$ 1,669,423        |
| Long Term Debt . . . . .                           | \$ 712,114          | \$ 513,790          |
| Long Term Other . . . . .                          | \$ 81,805           | \$ 70,508           |
| Net Assets . . . . .                               | \$ 8,045,336        | \$ 7,530,260        |
| <b>TOTAL LIABILITIES &amp; NET ASSETS. . . . .</b> | <b>\$ 9,913,297</b> | <b>\$ 9,783,981</b> |



30 East Plato Boulevard  
St. Paul, MN 55107

**RETURN SERVICE REQUESTED**

### **Holiday Benefit Concert**

3:00 pm Sunday, December 3rd  
Roseville Lutheran Church  
Tickets Just \$20!

Gospel Virtuoso Robert Robinson  
and Wingspan's Glee Club  
**Call 651.888.3112**

### *Our Mission*

to help people who are challenged by age, ability or health to realize their unique gifts, talents and dreams.



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Give to the Max Day, November 16, 2017!**

Go to: <https://givemn.org/organization/Wingspan-Life-Resources>

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