



STRONGER TOGETHER

Celebrating 47 Years of Service



2019-2020 ANNUAL REPORT

DEAR FRIENDS,

Through the years, Wingspan has experienced, and has overcome, many challenges as we've grown. This past year surely tested us all in ways unimagined due to COVID-19, but I could not be more proud of our management teams, administrative staff, and Direct Support Professionals for rising to meet the crisis with extraordinary courage, dedication, compassion and creativity. Our nurse, Stacy Jacobsen, was in continuous contact with the CDC, the Minnesota Department of Health, and with our homes to closely monitor health and update protocols. Surely there were moments of frustration and times of great sadness for us.



Wingspan leaders, Mark and Therese

We have suffered a lot of losses. We lost 2 of the people we serve to COVID 19. Devastating losses for their loved ones, their housemates and their caregivers. A staff member lost her husband to COVID and several of our DSPs have fought through this illness.

We also lost Betty, from Skillman House, at age 108, and 2 former Board members, Bev Mooney and Harold Burke. And Audrey, our company mascot, also left us this year.

Our hearts have been heavy with grief. But our staff, and our clients, demonstrated incredible resiliency as we all navigated uncharted waters and learned to adapt to our new normal. For this we are thankful.

We are also grateful for the support of our Board and Finance Committee members whose alignment with our values and vision, along with their faith in our ability to lean into the uncertainty, kept our focus sharp. Though we ultimately had to suspend volunteer activity including yard work in our group homes, we had engaged a record number of volunteers this past fiscal year before COVID-19 made it unsafe for groups to gather. Nonetheless, volunteers from all over the Twin Cities worked from home and supplied us with hundreds of masks using their own materials and toiling at sewing machines for hours on end.

Our grant makers, sponsors, and donors likewise responded with incredible generosity. We were able to meet our event fundraising goals even in a virtual environment that we had never tried before. Our vendor partners maintained service and communication excellence that allowed for ongoing collaboration to ensure that our essential service would experience no business interruptions.

Though many businesses had to shut down or severely limit service during the pandemic, that was simply not an option for Wingspan because of the 24/7 care that we provide to 28 group homes around the greater Twin Cities as well as the supports we were able to provide for our In-Home clients.

All of this during what continues to be an unprecedented challenge to find employees to work in our homes and create the stability the people we serve deserve.

Though the road ahead will no doubt continue to provide challenges, it is gratifying to know that we can absolutely count on the strength of our leaders and staff to persevere and to provide the quality of care that has become Wingspan’s hallmark.

We are indeed stronger together!

Therese Davis, *Executive Director*

“Love is the only way to describe what we’ve been through together.”

Anonymous



The beauty of Fall is reflected in the Serviceberry Tree at Wingspan’s Plato campus.

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

MEET IN-HOME CLIENT, CARMELITA

Our In-Home program serves adults who may be living with family or living independently. Carmelita became a Wingspan client in December of 2017. Our In-Home program staff has taken great care to ensure her safety and comfort as part of our extended Wingspan family. We'd like to share her story and some of the ways in which Wingspan has provided support.



Carmelita is originally from Standing Rock Indian Reservation. As a child she had also lived on the Pine Ridge reservation during the Wounded Knee Occupation in South Dakota during the protest in 1973 when 200 Oglala Lakota and followers of the American Indian Movement seized the Monument grounds.

Like many people who were there during that violent crisis, she has Post Traumatic Stress Disorder (PTSD), and guns and police terrify her.

Adding to her worries, she also had a common law husband and love of her life, Francis, who was in the ICU and long term care facility for liver disease. He passed away this September. While Francis was in care facilities he could only have one visitor each day due to the COVID-19 pandemic response. Carmelita could not see Francis often, as they have 6 children (and 6 grandchildren) who all wanted to see their father and only one person a day could visit him. It has been emotionally very painful for Carmelita that she could not be by his side during his illness that led to his death.

During burning and looting after George Floyd's murder in Minneapolis and St. Paul in May of this year and the subsequent protests, Carmelita looked out her University Avenue window and saw men with rifles on the roofs of their shops in a nearby mall. This completely threw her into flashbacks and panic. She called Wingspan In-Home Supervisor Karen Nelson who came and got her and, for a month, helped her get out of the city or stay with relatives, offering her some friendship and distraction. Karen and Carmelita had phone contact daily. Karen helped her to set a doctor appointment to get a recommendation to move away from her neighborhood. She has a housing worker who is also helping her find a different apartment location away from University Avenue and the Capitol area.

Carmelita enjoys cooking, feeding others, and being out in nature – particularly around lakes, rivers and parks. She is wise and spiritual, and follows the ways of family traditions. She has three sons and three daughters and especially enjoys spending time with her many grandchildren. Karen says, “She teaches them how to be still and listen to the sounds of the living by being still herself. She tells them how to be a good human being in a difficult world. Carmelita walks a path of beauty by the way she teaches the young, and she accepts everyone equally. She overcomes all that is thrown at her by life, and she is able to ask for what she needs to get by.”

Other things In-Home staff have done for Carmelita for past several years include helping her sign up for and get to the food bank, shop, get medical care and have some leisure experiences. Karen and another staff twice in two years took her back to the Reservation for a funeral and a high school reunion. She visited with family she had not seen for years. Karen also accompanied Carmelita to the memorial service for Francis at the Standing Rock Reservation.

We appreciate the care and compassion of all of our staff as they work hard to help our clients navigate life’s ongoing challenges.

(Left to Right) In-Home Assistant Supervisor, Carol Hanson, Carmelita, and In-Home Supervisor Karen Nelson



SPOTLIGHT ON OAKLAND HOUSE

Oakland House in Richfield is home to four women – Ann, Barb, Laura and Pat. Lori Mason joined Wingspan in October of 2012 as the House Coordinator. She had previously worked for similar organizations in Wisconsin, but felt Wingspan's reputation was superior so she moved to Minneapolis. Lori leads and serves Oakland House with quiet dignity, grace, compassion, efficiency and a high level of attention to detail. The house is well-kept inside and out and staff are engaged onsite. In 2019, Lori received the Beryl Wolney Award during our Staff Appreciation event. This is Wingspan's highest honor for staff performance. It is awarded annually to a staff member who represents the "gold standard" in care for the people we serve at Wingspan. It's an award that honors the heart and soul of service to others.



Lori and Pepper

Program Director Julie Leiferman gives Lori high marks for being organized and for being a great communicator. She says, "Oakland always feels warm and homey to me. It's always clean and beautifully decorated – even the yard with its wonderful patio area and garden in back. Lori really cares about the residents who live there. I really enjoy visiting Oakland. Ann is often at the stove working on a recipe. Pat is ready to share a poem or a fun rhyme. Barb may have an update on the Green Bay Packers – she and Lori are big fans. Laura will ask questions about what's going on in my life."

"What I like most about the job," says Lori, "is the fact that I never need to look at a clock and wonder 'how many hours until I go home?'" Days are filled with such a variety of things that I am never ever bored! I may be supporting the emotional needs of clients, researching a new health condition, planting vegetables, fixing a clogged toilet, cheerleading everyone to try some movement exercises off a YouTube video or Wii game, adding oil to the car, writing reports, mediating issues between housemates, acting as dietician, holiday decorator, or helping take care of the simple daily needs of 4 people among a thousand other things. I come back day after day because I believe in what I do. I believe I make a positive difference in people's lives. Barb is always so excited to see me she has my cup of coffee ready and a big hug (with our masks on, of course).



(above) Clients Laura and Barb (seated), along with client Ann and House Coordinator Lori (standing), are really enjoying their new patio set.

(at right) Laura has participated in Glee Club, Spoken Word & Poetry Club, and French Club. When Lori asked what she likes best about Oakland House, Laura said, “being around all of you.”

Staff are great because everyone has their own talents and interests and specialties and everyone has been here for many years and everyone plays their best part in the home. We have been so fortunate not to have much staff turnover.”



Staying at home during the pandemic has not always made things easy. Our clients have missed out on so many activities. When the women were asked about the worst part of dealing with the pandemic, it was that there was no State Fair this year. Barb missed the ride “Crazy Mouse,” Pat missed all the fast rides, and Laura missed Sweet Martha’s Cookies and cheese curds. Ann, on the other hand, was happy because, “Too many people are at the fair and it is too noisy.” Laura likes the weekly Zoom game of, “Would You Rather?” and Barb likes being able to say hello to other Wingspan staff during House Coordinator Zoom conferences. Technology has been our friend during this year.

We are proud of our team at Oakland House, and very proud of the women who live there for making the best of a difficult year.

VOLUNTEERING

A great opportunity for families, individuals, groups, and corporate teams!

Before the pandemic altered our plans for volunteer engagement at our homes, we were pleased to welcome many new individual and corporate volunteers – particularly as a result of our partnership with HandsOn Twin Cities. With client-care always being the most important focus of our staff, we rely heavily on volunteers to supplement the hard work of our 3-man maintenance team to help keep our homes and yards looking their best.

The necessary mask-wearing protocols soon hid the beautiful smiles of our staff. One consolation is that so many amazing volunteers stepped up to dedicate time and effort to make wonderful masks in all colors and designs. Finding materials, following recommended size templates, spending hours and hours at sewing machines – truly became a life-saving labor of love for Wingspan clients and staff. So many chose to channel their stay-at-home energy into supporting a critical need. We are grateful to Lindsey Richins and her volunteers from Project Soar, and to 20 additional Wingspan staff and volunteers who recorded over 330 hours constructing more than one thousand masks and donating hundreds of dollars' worth of supplies. Thank you to Ruth Barclay, Marie Egnell, Crystal Jackson, Peggy Johnson, Danielle Lawrence, Jean Marchiniak, Laurie McLennan, Joann Nelson, Lina Ntakagero, Lena's Tailoring, JoAnn Nelson, Sue Parnell, Anita and Sara Pecor, Renee Sagmoe, Susan Wendorf, Ka and Kon Vue, Michelle Willner, Rachael Zaffke.



Client Kristine from Skillman House was thrilled to receive their supply of masks.



We sincerely appreciate all of the volunteers who also helped with painting, yard work, birdhouse painting for our gala, helping out at our Glee Club concert, and more. Special thanks to Lyle Eagle Hawk for the extra help at our Sherburne site, and for building new planters for the bench he had previously built for our legacy garden at our Plato campus.

(above) Groveland House Coordinator Alpha Kargbo (seated) is surrounded by yard clean up volunteers from Medtronic. (below) Volunteers from Associated Bank/Associated Benefits and Risk Consulting helped with yardwork at Sheridan House.



DID YOU KNOW?

43

People Celebrated
10+ Years
of Service

11

People Celebrated
20+ Years
of Service

6

People Celebrated
30+ Years
of Service

2

People Celebrated
40+ Years
of Service



Happy Campers

18 Clients attended Camp



Gifts of Time & Talent

136 Volunteers (including 10 staff):
906 Hours

Our In-Home Programs is Growing



In-Home Clients Served

63



Employment Assistance Services

8

Keeping Our Homes and Transportation Safe and Well Maintained



Appliances Purchased

- 5 Dishwashers
- 5 Washing Machines
- 4 Dryers
- 3 Hot Water Heaters/1 Boiler
- 1 Freezer
- 1 Refrigerator

Computers & Printers

\$21,800

Painting Interior/Exterior

\$12,130



Used Vehicles Purchased

3 Totaling \$72,805

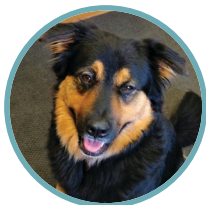
The List Goes On...

- 1 Deck Work
- 1 Floor Refinishing
- 1 Garage Door
- 1 Snow Plow
- 1 Shower Rehab
- 2 Cabinets/Countertops
- 2 Concrete Work
- 2 Tree Service

IN LOVING MEMORY

Forever in our Hearts

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



*Audrey
Plato Campus Mascot*



*Lynn Bergerson
Thomas House*



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CHOICE

GROWTH

RESPECT

INTEGRITY

LEARNING

FELLOWSHIP

give
TO THE **MAX**
Nov. 19, 2020

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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.

The donor list below recognizes donors for their cumulative gifts received between July 1, 2019 and June 30, 2020.

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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 New Hope Cinema Grill
 New Scenic Cafe
 Nolo's Kitchen & Bar
 Nothing Bundt Cakes- Eden Prairie
 Nothing Bundt Cakes- Woodbury
 Old Log Theater
 Our House of Minnesota, Inc.
 Paintball Minnesota.com
 Park Square Theatre
 Pilgrim Cleaners
 Pizza Luce
 Plaza TV & Appliance
 Porter Creek Hardwood Grill
 Project Soar
 R.F. Moeller Jewelers
 Raising Cane's Chicken Fingers
 Rick Bronson's House of Comedy
 River City Extreme
 Roasted Pear
 Running Aces
 Sara's Tippy Pies
 Science Museum of Minnesota
 Sen Yai Sen Lek
 St Croix Casino Turtle Lake
 St. Croix Festival Theater
 St. Paul Ballet
 St. Paul Saints Baseball Club
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 Target- Richfield
 Target- West St Paul
 Tattersall Distilling
 Theater in the Round
 The Bakken Museum
 The Blue Door Pub
 The Cheesecake Factory
 The Cowles Center for Dance
 & the Performing Arts
 The Guthrie Theater
 The Malt Shop Restaurant
 The Marquette Hotel
 The Mermaid
 The Museum of Russian Art
 The Naughty Greek
 The Park Tavern
 The Saint Paul Chamber Orchestra
 The Saint Paul Hotel
 The Spectacle Shoppe
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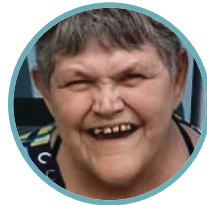
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Thank you to Chuck Carver of Carver Photo for some of the images in this report.

FINANCIAL SUMMARY

STATEMENTS OF ACTIVITIES

12 Months Ending June 30, 2020 and 2019

Revenues	2020	2019
(State of Minnesota, Hennepin, Ramsey & Dakota Counties)		
Residential	\$10,019,779	\$ 9,200,409
In-Home	\$ 725,710	\$ 643,837
Crisis Respite	\$ 969,161	\$ 853,703
Fundraising	\$ 183,828	\$ 272,257
Grants	\$ 145,248	\$ 14,960
Other	\$ 108,984	\$ -
TOTAL	\$12,152,710	\$10,985,166
Expenses		
Residential	\$ 9,770,141	\$ 9,192,346
In-Home	\$ 657,308	\$ 640,752
Crisis Respite	\$ 864,395	\$ 819,465
Fundraising Expense	\$ 183,537	\$ 192,485
TOTAL	\$11,475,381	\$10,850,065
Income from Operations.....	\$ 677,329	\$ 135,101
Unrealized Gain or (Loss) on Investment	\$ 70,802	\$ 161,691
Other Interest Income.....	\$ 15,369	\$ 13,099
Contribution of Capital Assets	\$ -	\$ 853,500
Gain or (Loss) on Disposal of Assets	\$ 4,198	\$ 7,533
CHANGE IN NET ASSETS	\$ 767,698	\$ 1,170,924
Program Expenses	\$ 10,295,350	\$ 9,463,567
Management & General Expenses.....	\$ 996,494	\$ 1,194,013
Fundraising	\$ 183,537	\$ 192,485
TOTAL	\$11,475,381	\$10,850,065

STATEMENTS OF FINANCIAL POSITION

June 30, 2020 and 2019

Assets	2020	2019
Current Assets	\$ 3,118,964	\$ 2,104,067
Investments.	\$ 3,015,444	\$ 2,944,641
Property & Equipment, Net	\$ 5,969,157	\$ 6,148,208
Other Assets	\$ 46,883	\$ 311,903
TOTAL ASSETS	\$12,150,448	\$11,508,819
Liabilities and Net Assets		
Current Liabilities	\$ 1,235,037	\$ 1,234,669
Long Term Debt	\$ 466,348	\$ 516,262
Long Term Other	\$ 46,883	\$ 123,406
Net Assets	\$10,402,180	\$ 9,634,482
TOTAL LIABILITIES & NET ASSETS	\$12,150,448	\$11,508,819



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