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The Larrabee Center, Inc.

# Annual Report

## FY2020



COMMUNITY



EMPLOYMENT



TRINKETS  
& TOGS



SENIORS





# Mission, Vision and Values

## Mission

It is our mission to assist persons with disabilities and the elderly to become or remain valued members of their community.

## Vision

TLC will establish quality services, programs, and properties which will enhance the lives of the individuals we serve.

## Core Values

(We believe the following are essential for stable community living)

- Stable finances
- Affordable, desirable and safe living arrangements in the community (Housing)
- Affordable/Reliable Transportation
- Socialization/Leisure Activities
- Employment and Volunteerism (Purpose in Life)
- A support network including family, friends, and significant others
- Medical Services, Mental Health Services, and Other Medical Related Services
- Crisis Resolution Services and Strategies

**Additional Beliefs (We believe...)**

- Clients have a wide range of skills and motivation to increase skills
- The Clients' desire for independence is the driving force for the design of support services.
- Clients choose the degree of support they desire.
- Support services allow clients to attain independence, increase self-esteem, and foster a sense of achievement and purpose in life.
- Services are individualized based on clients' strengths, abilities, goals, choices and desires



**Bonnie Gesell,  
Executive Director**

Fiscal year 2020 started in celebration of important milestone anniversaries for the agency. The agency celebrated its 30th anniversary with a community picnic in September. Following that was the recognition of the 1st anniversary of the Cedar Falls Trinkets location. The agency was also poised to have a successful financial year. Then, COVID-19 struck the world.

The impact on the agency was significant. Retail and Employment Support Services were mandated by the Governor to close to help slow the spread of the virus.

This led to furloughing some of those staff for a short period of time. Revenues dropped by nearly 47% for the fourth quarter.

Meanwhile, Community Support Services continued on; providing essential services to clients throughout Bremer, Butler, and Grundy Counties. Staff adapted. They worked to keep the clients safe and healthy in creative ways while also providing critical social interaction.

When Retail and Employment Support Services staff returned to work, they were ready to work. When the clients were able to return to work, they too were ready. All of the agency staff remained flexible and patient as guidance changed sometimes on a daily basis. The administration developed procedures, safety protocols, and navigated new funding. The Supervisors provided key communication, figured out innovative solutions, and remained positive. Everyone chipped in and did their part to clean and sanitize as well as help clients and the public understand safety protocols and enforce them. The agency did end the year at an inevitable net loss, but the agency grew exponentially as a solid team of employees and clients.

The uncertainty of the pandemic's impact will continue in the new fiscal year, but Larrabee Center staff, clients, and Board Members will continue to do their part to keep things moving, keep each other safe, and stay positive. Please continue to read on to see each department's more detailed description of their successes for the fiscal year.

# Development & Community Relations

The year began with celebrating The Larrabee Center's 30th anniversary with our staff, clients and the community. Our 16th Annual Fashion Show Fundraiser was a huge success not only in raising funds to support employment services but in celebrating client successes and recognizing local employers who embrace and value employees of all abilities. Over the year, we maintained grant funds to support both Employment and Community Support Services and were awarded a new grant from the Autism Society of Iowa. We had the opportunity to partner with the Waterloo Black Hawks 1650 Campaign and finished the year strong with our Giving Tuesday Campaign. Finally, our WIN-WIN Raffle fell short of its goal as the pandemic hit our area midway through the event. As COVID affected our agency and our clients, we were able to access specific grant funds to support our agency and continue our mission.



# Community Support Services



## Waiver, Transportation Route, and Properties

The waiver program provided 3,440 hours of service with an average efficiency rate of 80% for the year. The efficiency rate tracks what percentage of time staff spends with a client in comparison to their labor hours. Efficiency increased 3% from last year.

Thankfully, no major improvements were needed during the year. The apartments were at capacity for most of the year and now the only opening we have is the efficiency apartment. We had no major repairs or upgrades this year to the properties. The regular and well managed upkeep in the properties continue to save the agency funds over time.

The free transportation route continues to run on a weekly basis and usually operates on Friday. The route usually has 3 to 5 riders on a consistent basis. The route is open to those over 50 years of age or disabled or persons receiving services from Friends of the Family.

## FY 2020 ACCOMPLISHMENTS

- Provided 3,440 service hours at 80% efficiency
- Properties were at full capacity for most of the year
- Consistently ran the transportation route during the pandemic

## Home Habilitation/SCL

In FY 2020, we served 35 clients under the Home Based Habilitation and Regional SCL programs, compared to 37 the previous year. The majority of those clients lived in Bremer and Butler Counties; however, we continued to serve a client in Grundy County. Staff efficiency continued to remain over 70%. In addition, service documentation was audited for two of our Regional/SCL funded clients. The audit went well and documentation was found to be in compliance with standards.

Staff continued to provide services throughout the pandemic with extra safety precautions in place. We were fortunate that Iowa Medicaid Enterprise (IME) approved telehealth services for HCBS providers. This allowed service provision over the phone rather than being in direct contact with clients if necessary. IME also approved HCBS providers to complete errands outside the home for members rather than with them as needed. Despite the stress and uncertainty caused by the pandemic, staff continues to provide quality services. Client mental health hospitalizations reduced from 5 in FY 2019 to 0 in FY 2020.

The community continued to support our clients throughout the year. Trinity United Methodist Church donated Thanksgiving food bags and Christmas gift cards to our agency to distribute to CSS clients again this year. United Way donated hygiene products to distribute to our clients, as well. Most clients receiving CSS live on a fixed income and really appreciate the generosity of the community.



## FY 2020 ACCOMPLISHMENTS

- Staff Efficiency over 70%
- Positive Regional/SCL audit results
- Reduction in mental health hospitalizations

# Employment Support Services

This year we served 47 clients through various employment programs, a decrease from previous years due in part to COVID-19 effects on our individual supported employment program. We continue to have 16 clients per day participate in small group supported employment at Trinkets & Togs in Waverly and have continued to have a waiting list for services. Crews at Trinkets logged over 7,800 hours last year. We continue to partner with Wartburg College Dining Services, Friends of the Family and Waverly Chamber of Commerce for contracted work crews. Due to COVID, we did not have a work crew at the Summer Feeding Program through the Northeast Iowa Food Bank and United Way.

Altogether, our work crews apart from Trinkets & Togs, logged over 1,200 hours. Referrals were down for individual SE services and hampered due to COVID as well for individual employment services, which includes career exploration services, job development, and job coaching.

Individual SE services were provided to 19 clients this year. This includes 11 clients served through Voc Rehab services. Our individual supported employment services have led to 2 new community job placements for 2 clients in Waverly. The average wage was \$7.25 per hour and the average hours per week were 15. One of our goals was to transition 3 clients from small group to individual supported employment. In FY20, we had 4 clients transition from small group to job development and/or job coaching services.



## FY 2020 ACCOMPLISHMENTS

- 4 clients from small group SE began individual SE services
- 2 clients placed in community employment



## Retail Services WAVERLY

The Waverly location had a 12.75% decrease in sales compared to last year. Almost 15,800 vehicles stopped by to make donations over the past year which was an average of 55 vehicles per day. Overall, this was a 23% decrease from the prior year. Store sales and donation decreases were a direct result of the COVID-19 store closure from March 27 through May 20. Volunteer hours were slightly down from 489 hours to 409 hours this year. Volunteerism was limited by the pandemic, as well. In June, the store reached a milestone being in operation for 25 years. We delayed the celebration of our 25th anniversary until September, due to COVID.

## GRUNDY CENTER

The Grundy Center store closed, due to COVID-19, from March 27 through May 13, 2020. This caused a 3.5% decrease in sales. Volunteers from the community, Paradigm, and students from Gladbrook-Reinbeck and Grundy Center Schools provided 1,228 hours of service to the store. This is a slight decrease from the prior year, which had 1,255 hours. The number of vehicles making donations averaged 24 per day; totaling 6,781 vehicles for the year.

## CEDAR FALLS

Despite closing the store due to COVID-19 from March 27 through July 2, 2020, Cedar Falls had a 27% increase in sales. The store received a \$750 grant from Wal-Mart in Cedar Falls to purchase donation bins. Volunteers from the community, AARP, North Star, Work Finders, and students from Cedar Falls, Dike-New Hartford, and UNI provided 1,550.75 hours of service to the store. This was a significant increase from the previous year which had 187 hours. The number of vehicles making donations averaged 11 per day; totaling 3,086 vehicles for the year.

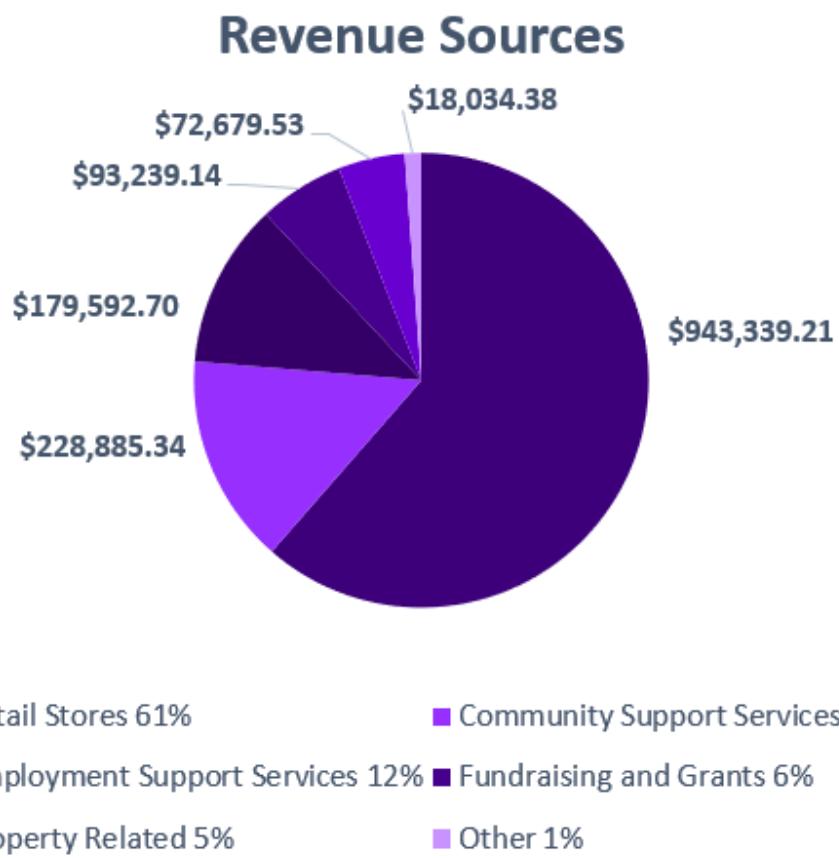
## FY 2020 ACCOMPLISHMENTS

- Purchase and install new iPad registers in Waverly
- Increase marketing in Waverly through a variety of mediums including in store displays with rotating information
- Further develop Volunteer Program in Waverly (affected by COVID-19)
- Although businesses closed, due to COVID-19, all three stores were able to reopen in a safe manner for customers and staff
- Greatly increase volunteer hours at Cedar Falls

# Financial Summary

*Below are agency income and expense figures for the past three fiscal years:*

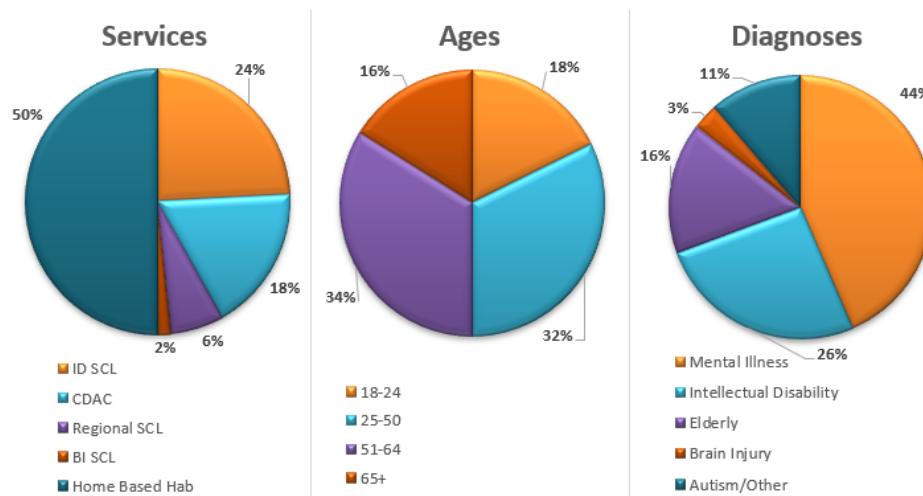
FY 2020	FY 2019	FY 2018
Income \$1,537,520	Income \$1,623,063	Income \$ 1,668,834
Expenses \$1,685,983	Expenses \$1,735,203	Expenses \$ 1,524,598
Total \$ -148,463	Total \$ -112,140	Total \$ -41,373



# Client Demographic Summary

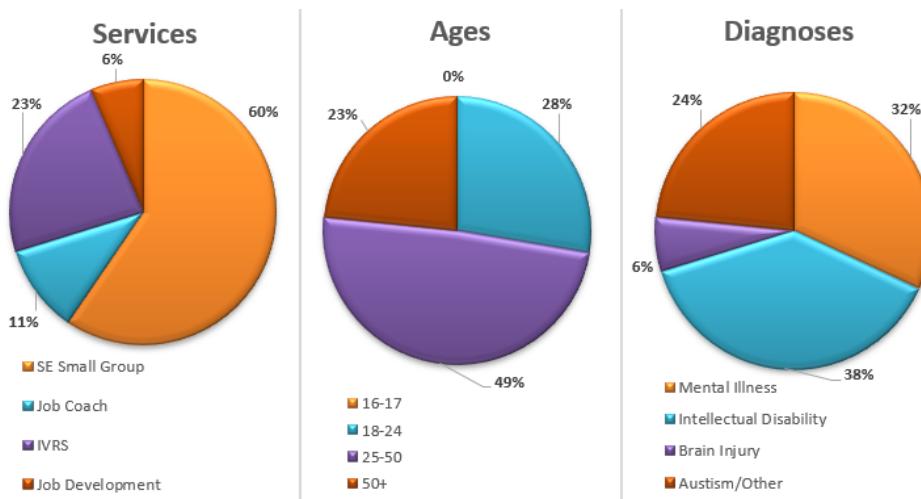
## COMMUNITY SUPPORT SERVICES

A total of 62 clients were served over the last year under the Residential Programs. This was a 3% increase from last year. The summary of clients served by type of service is as follows: CDAC/Private Pay 11, Habilitation/County SCL 35, and Waiver SCL 16. Following is a breakdown of clients served by their specific service, age, and diagnosis.



## EMPLOYMENT SUPPORT SERVICES

A total of 47 clients were served under the Vocational Programs. This is a 20% decrease from last year. The enrollments in the services were as follows: Small Group Supported Employment 28, Job Coaching 5, Job Development 3, and IVRS 11. The percentages shown in the chart below represent the percentage of clients served by their specific service, age, and diagnosis.



# Board of Directors

Jerry Elsamiller, President  
 Ryan Rasmussen, Vice President  
 Steve Willemssen, Secretary/Treasurer  
 Mike Byl  
 Donita Dettmer  
 Ty Burke  
 Jeff Kolb



## Leadership Team

Bonnie Gesell, Executive Director  
 Stephanie Brooks, SCL/Habilitation Program Manager  
 Jessica Gulick, Employment Services Program Manager  
 John Lord, HCBS Waiver Program Manager  
 Darleen Lindahl, Retail Manager  
 Karla Brickhouse, Retail Manager

## Years of Service

We would like to recognize employees for their dedication in providing quality services to the individuals The Larrabee Center serves.

### 20+ YEARS

Diane Andersen

Bonnie Gesell

### 15-19 YEARS

Jessica Gulick

Darleen Lindahl

John Lord

Phyllis Lund

### 10-14 YEARS

Stephanie Brooks

Carolyn Duncalf

Heather Harrington

Gary Kielman

Brad Kuethe

Kathryn O'Hara

Marcia Parsons

Lori Shepherd

Cindy Siemers

Kelly Willis

### 5-9 YEARS

Kate Beenken

Kris Butterfield

Joanne Clemens

Julie Harrenstein

Kenzie Miller

Dina Peterson

Mike Trewin

Ardie Viet

### UNDER 5 YEARS

Dennis Adams

Shari Anderson

Karla Brickhouse

Darcy Brede

Sharon Coats

Sheila Conrad

Jill Dean

Sara Demuth

Dayna Draper

Sonia Eggleston

### UNDER 5 YEARS

Eve Gallentine

Jared Gerringer

Kendra Gliem

Kristi Hunemuller

Darian Jacobs

Sharon Jenison

Monica Klinkefus

Amber Kramer

Shelby Kruse

Miranda Kurtt

Hannah Lechtenberg

Michaela Lee

Sheila Marquette

Abby McGrane

Melinda Meyne

Sue Montgomery

Doug Moss

Mary Newell

Brennon Nolan

### UNDER 5 YEARS

Imelda Odjo

Lisa Oelmann

Ryan Petersen

Annie Peerman

Carrie Pint

Sheila Reinking

Dayna Schuur

Tandi Siebrands

Lisa Smith

Vesta Sobczyk

Aaron Stumpf

Steve Thomas

Kaytlyn Toulouse

Kira Vaske

Kristina Vollmer

Anjela Waterman

Crystal Wedeking

Tina White