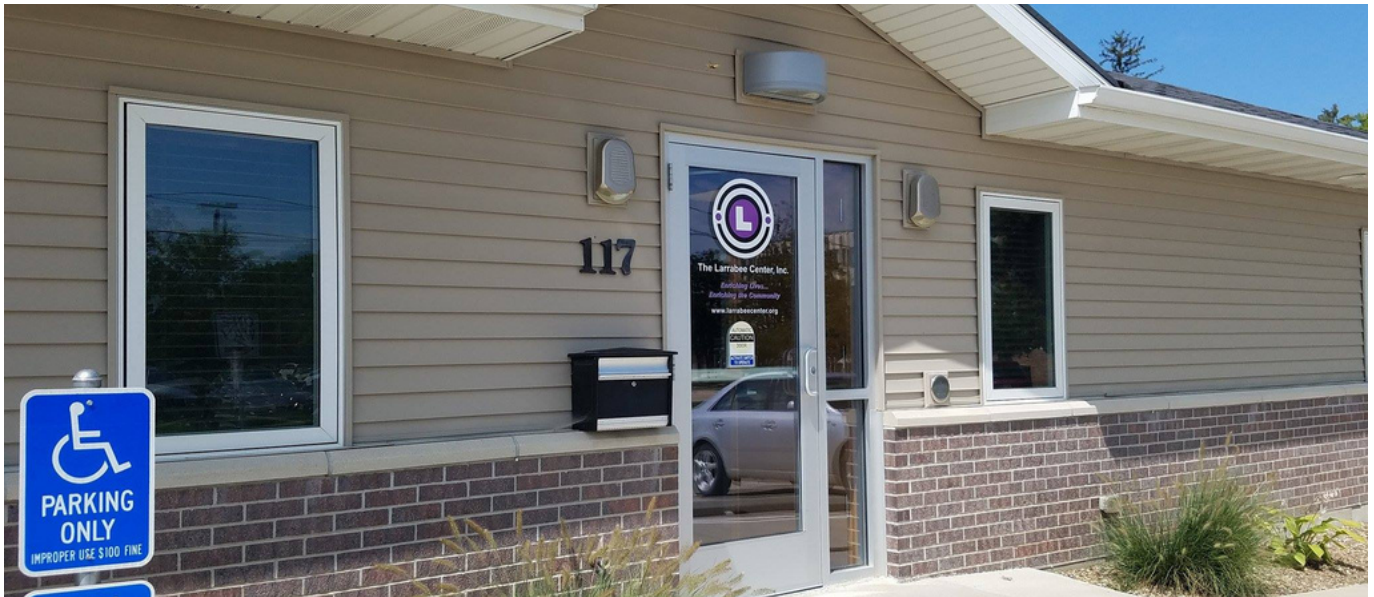

The Larrabee Center, Inc.

Annual Report

FY2023



www.larrabeecenter.org / 319.352.2234 / larrabee@larrabeecenter.org



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

The agency continued to thrive during fiscal year 2023 through client services growth, record retail sales, staff development and recognition, and investment in capital improvements. Client services grew by 8-19% across the service lines while reaching 100% satisfaction per the clients across all services. Funding through ARPA and ECR grants allowed the agency to purchase three vehicles for client services and provide several staff retention payments for service staff. During the year, across the board, wage increases and other opportunities for staff recognition were possible due to increased revenues. Overall staff satisfaction rated at 91% for the year.

The Retail Services staff accomplished another record sales year. In Waverly, staff also concentrated on managing significant capital improvements. Projects to replace concrete, the compactor, the shed, flooring, and overhead lighting in the store began during the year. In Grundy Center, the store celebrated its 10-year anniversary and began a plan to replace their carpeting. For Cedar Falls, staff focused on growth by investigating options for the first TV commercial for the agency following the losses in the customer base from the flooding. All locations dedicated time and energy to making connections and partnerships with other non-profits which serves to strengthen support for persons in need throughout the Cedar Valley. The excellent customer service provided by staff was recognized once again in the Best of the Best competition. Trinkets & Togs was rated best in antiques and the “Favorite Thrift Store” for the year.

During the year, the agency also welcomed two new Board Members and said goodbye to one long term member. The year also resulted in strides in development and fundraising. Staff worked diligently to expand the annual Fashion Show & Social event and the resulting community support was outstanding. A new fundraising partnership was also developed this year with Tenenbaum’s Jewelry as a result of further community support. The annual raffle also reached record ticket sales. Development staff made new connections and secured grants from new sources to significantly support client services.

This year was a great example of each department and each staff person doing their part to show pride in their work and bring success to client services, retail services, and the overall agency. Thank you to the clients, customers, co-workers, and community members that voiced their satisfaction in a job well done through their support of the agency. Please read on to hear each department’s further successes.

Development & Community Relations

The fiscal year kicked off with our annual summer direct mail campaign which met our goal of nearly \$3,000 for CSS services. We held our 20th Annual Fundraiser Fashion Show & Social which was held at Prairie Links for the second year. We grossed approximately \$20,000 and keeping our expenses near \$4,000, our net profit was approximately \$16,000. This was a \$2,000 increase from last year and 100% of the funds support client wages. Giving Tuesday, our annual year-end campaign, brought in around \$2,400 from direct mail and add-on donations at the thrift stores to support our overall agency budget. The Win-Win Raffle was a wonderful success this year, selling over 700 tickets, the highest in our 10 years of this event. In addition to the raffle, Senior Services were supported with grant funds from Elsie Crosby Mitchell Fund for Senior Citizens and NEI3A, which supports our free transportation route on Friday mornings. Community Support Services received grant funds from the Schumacher Family Fund and from the Butler County Community Foundation for in-home services provided in Butler County. Employment Support Services was pleased to receive continued support through grant funds from the Waverly-Shell Rock Area United Way, Max and Helen Guernsey Charitable Foundation, Veridian Credit Union Fund, Wal-Mart Foundation, the Knights of Columbus and for the first time, the Otto Schoitz Foundation. The majority of the funds directly support wages for clients participating in small group supported employment at the Waverly thrift store. Additionally, projects at the Grundy Center and Waverly Trinkets & Togs Thrift stores were supported by the Grundy County and Bremer County Foundations as well as the Schumacher Family Fund.



Community Support Services



Waiver, Transportation Route, and Properties

This past fiscal year we added some new CDAC and ID clients. We continue to get more CDAC referrals than any other waiver service we provide and much of that is due to an aging population wanting to stay in their own homes for as long as they can. We currently provide waiver services in the following towns: Waverly, Shell Rock, Denver, and Janesville. With the travel time added in, staff had an overall efficiency of 75%. This is down a bit from past years but that is due to more clients being in surrounding towns.

This past year we were able to purchase two brand new cars and one “new to us” car with grant money. The purchase of these cars allowed us to get rid of some older, less reliable cars. The new cars will be safer and last the agency a long time.

For the property, a new riding lawn mower was purchased during the year. Apartment rentals stayed at 100% capacity for the majority of the year.



FY 2023 ACCOMPLISHMENTS

- Increased the number of CDAC clients
- Staff efficiency remains at 75% for the year
- Purchased new automobiles for staff to transport clients

Home Habilitation/SCL

In Fiscal Year 2023, we served 31 clients under the Home-Based Habilitation and Regional SCL programs which was similar to the previous year. The majority of those clients lived in Bremer and Butler Counties; however, we served one client in Grundy County. Staff efficiency remained around 65%. Service documentation was audited again this year for two of our Regional/SCL funded clients. The audit went well and documentation was found to be in compliance with standards. New regulations for direct support staff providing Home-Based Habilitation services require 24 hours of training for new staff and 12 hours of training annually thereafter. To comply with this new regulation, we are utilizing the College of Direct Supports online training through Direct Course.

Clients have been able to access local mental health support groups in person through NAMI and Pathways, with staff assistance, during this Fiscal Year. They have also been able to plan and participate in more activities with peers and staff, such as attending potlucks, attending free community meals, going to the movies, and visiting the Lost Island Them Park this summer. Increased socialization for clients tends to have a positive effect on their mental health. Only four clients were hospitalized for their mental health during this fiscal year, which is the same as last fiscal year.

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. Waverly-Shell Rock Area United Way also donated hygiene products for clients, as well as extra meals from their summer feeding program, when they were available. Staff have assisted clients with signing up for energy assistance through NEICA to aid in paying utilities in the winter months. Most clients receiving CSS live on a fixed income and really appreciate the generosity of the community.

FY 2023 ACCOMPLISHMENTS

- Positive Regional/SCL audit results
- Few mental health hospitalizations
- Increased participation in community activities



Employment Support Services

This year we served 34 clients through various employment programs, similar to the previous year. We continue to have capacity to serve 16 clients per day in small group supported employment at Trinkets & Togs in Waverly. With the success of our individual supported employment program over the past few years, we have seen our small group program participant numbers remain below capacity. Crews at Trinkets logged just under 11,000 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. Altogether, our work crews apart from Trinkets & Togs, logged over 800 hours. Referrals remained steady this year with over half being for individual supported employment services. Individual SE services were provided to 27 clients this year, an increase from last year. This includes 13 clients served through Voc Rehab services. Our individual supported employment services have led to 13 new community job placements for 9 clients in Waverly and Denver. The average wage was \$10.94 per hour, up from \$10.48 per hour last year and the average hours per week were 14, down from 19 last year. One of



our goals was to transition 3 clients from small group to individual supported employment. In FY23, we had 5 clients from small group concurrently receive job development and 2 moved to community employment with job coaching services. We continue to add employers to our network. This last year we added a handful of new employers to our employer network of over 40 employers.

FY 2023 ACCOMPLISHMENTS

- 5 clients from small group SE added/continued individual SE services
- 2 new clients placed in community employment from Small Group SE



Retail Services

WAVERLY

The Waverly location had four significant improvement projects completed this past year which required disruption in space as well as reduction in hours of operation for shopping and donation acceptance. Those projects included: carpeting a large section of the retail space, changing the flooring in the public bathrooms, replacing the lighting in the retail space, and replacing the concrete at the donation area behind the store. Even with these impacts, the store still experienced a 5.71% increase in sales. Almost 17,400 vehicles stopped to make donations during the year; this resulted in an average of over 57 vehicles per day. Volunteers from the community, Wartburg College, and students from Waverly-Shell Rock Schools logged 546.25 hours over the course of the year; this was an increase of 100 hours compared to last year. Recycling revenue across all retail locations increased 12% compared to last year.

FY 2023 ACCOMPLISHMENTS

- Established a well-defined volunteer program for the Waverly store
- Developed additional partnerships with local non-profit organizations

CEDAR FALLS

The Cedar Falls store increased sales by 17.27% over the year prior. Revenue from recycling continued to increase over the year. Volunteers from the community and students from Cedar Falls and Dike-New Hartford Schools provided 307 hours of service to the store. This was a decrease from the previous year, which had 416 hours. The number of vehicles making donations averaged 20 per day, totaling 6,012 vehicles for the year.

GRUNDY CENTER

The Grundy Center store increased sales by 7.29% over the year prior. Revenue from recycling continued to increase over the year. The store received a \$1,000 grant from the Grundy County Community Foundation to assist with the carpet project. Volunteers from the community and students from Grundy Center High School provided 344 hours of service to the store. This was an increase from the previous year, which had 265 hours. The number of vehicles making donations averaged 24 per day, totaling 7,288 vehicles for the year.

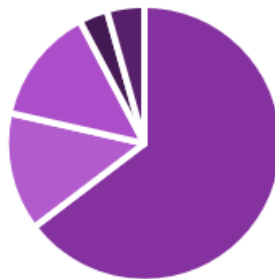
Financial Summary

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

FY 2023		FY 2022		FY 2021		FY 2020	
Income	\$2,191,224	Income	\$2,169,593	Income	\$2,022,151	Income	\$1,537,520
Expenses	\$2,050,493	Expenses	\$1,835,258	Expenses	\$1,725,702	Expenses	\$1,685,983
Net	\$140,731	Net	* \$334,335	Net	*\$ 296,449	Net	-\$148,463)

*2nd PPP loan forgiveness *1st PPP loan forgiveness

Revenue Sources

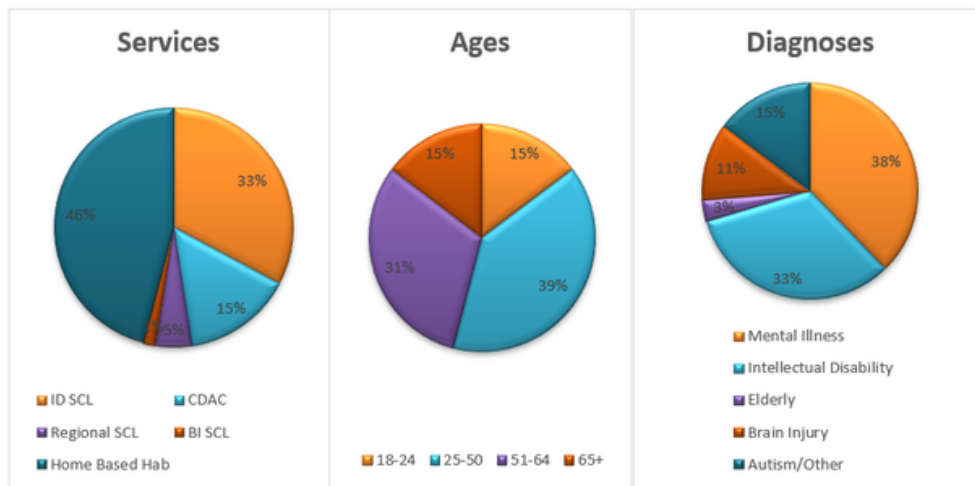


- Retail Stores 65%
- Community Support Services 14%
- Employment Support Services 14%
- Property Related 3%
- Other (PPP/CARES/admin) 4%

Client Demographic Summary

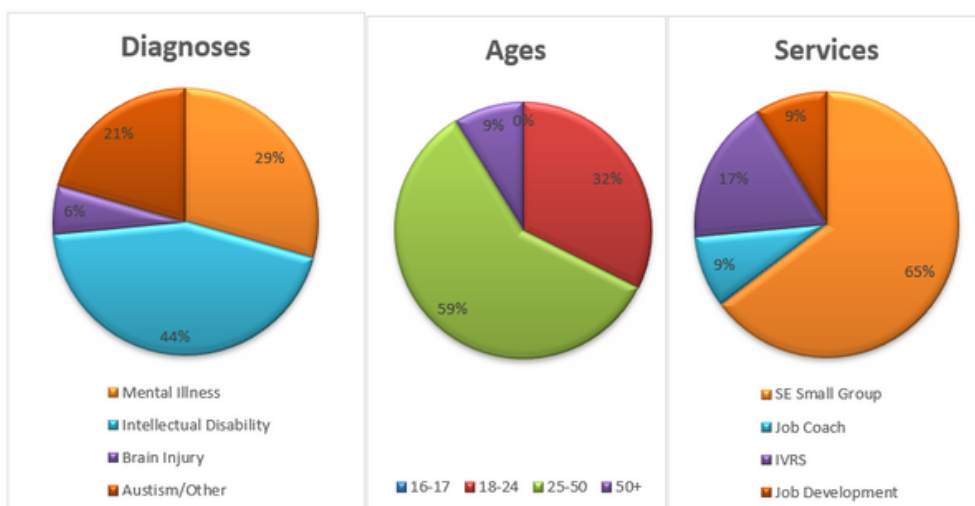
COMMUNITY SUPPORT SERVICES

A total of 61 clients were served over the last year under the Residential Programs. This was a decrease of 6 clients from previous year. The summary of clients served by type of service is as follows: CDAC/Private Pay 9, Habilitation/County SCL 31, and Waiver SCL 21. Following is a breakdown of clients served by their specific service, age, and diagnosis.



EMPLOYMENT SUPPORT SERVICES

A total of 34 clients were served under the Employment Programs. This is a decrease in three clients from last year. The enrollments in the services were as follows: Small Group Supported Employment 22, Job Coaching 3, Job Development 3, and IVRS 6. The percentages shown in the chart below represent the percentage of clients served by their specific service, age, and diagnosis.



Board of Directors

Ty Burke, President
 Jerry Elsamiller, Vice President
 Donita Dettmer, Secretary/Treasurer
 Jeff Kolb
 Emily Neuendorf Frederick
 Connie Tolan
 Steve Willemsen



Leadership Team

Bonnie Gesell, Executive Director
 Jessica Gulick, Associate Director
 Stephanie Brooks, Administrative/CSS Program Manager
 John Lord, CSS and Property 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

Bonnie Gesell
 Jessica Gulick
 Darleen Lindahl

15-19 YEARS

Stephanie Brooks
 John Lord
 Phyllis Lund
 Kathryn O'Hara
 Kelly Willis

10-14 YEARS

Kate Beenken
 Gary Kielman
 Brad Kuethe
 Dina Petersen
 Cindy Siemers

5-9 YEARS

Shari Anderson
 Karla Brickhouse
 Kris Butterfield
 Sheila Conrad
 Sonia Eggleston
 Sheila Marquette
 Sue Montgomery
 Brennon Nolan
 Ryan Petersen
 Steve Thomas
 Mike Trewin
 Ardie Viet
 Kristina Vollmer

UNDER 5 YEARS

Raea Billman
 Darcy Brede
 Jasmine Buls

UNDER 5 YEARS

Petrina Buls
 Kenna Dahlke
 Graceanne Dodd
 Amanda Engelkes
 Danielle Fedeler
 Jerilyn Fedeler
 Isaiah Franzen
 Hannah Geilenfeld
 Jared Geringer
 Kayla Gosnell
 Matthew Gulick
 Neveah Helmers
 Lola Jacobson
 Miranda Kurtt
 Ryan Lee
 Kaylen Lehmen
 Jan Mason
 Emma McRobie-Bishop

UNDER 5 YEARS

Melinda Meyne
 Doug Moss
 Ayden Passig
 Jo Pier
 Madison Ralls
 Sheila Reinking
 Claire Ridenour
 Carmelita Salcedo
 Barb Stewart
 Jane Stoner
 Aaron Stumpf
 Laura Teal
 Jenna Vrieze
 Crystal Wedeking
 Amy Dhein
 Debbie Wilkinson
 Maggie Winders