IMPACT REPORT
2020
Connecting people with disabilities to resources and opportunities while creating communities where people can participate, contribute, and belong.
Dear Friends,

I think every annual report written across the country will begin the same way, “Wow, 2020 was quite the year!” And it was. The impact of a global pandemic on the lives of every person and the organizations built to assist them cannot be understated. The assumptions and the foundation of the world we knew one day, were gone the next.

We at Disability Network Lakeshore have been unwaveringly dedicated to carrying out our mission in the face of COVID-19 because it has never been more needed. In no other time since the creation of Disability Network Lakeshore, has it been more essential to connect people with disabilities to resources and to help create an inclusive community where everyone belongs, than it has over the past year.

The COVID-19 pandemic shone a spotlight on all the reasons an organization like ours is so essential. In 2020 people with disabilities faced concerns of health care rationing, increased mortality rates due to COVID-19, disproportionately high unemployment, and the inability to exit nursing facilities to community settings due to denied access of transition staff and lack of appropriate and affordable housing options.

Disability Network Lakeshore remained firm in our mission and evolved to meet the new reality of 2020 while never faltering in our mission. While we may have had to provide services in a new way, we continued to provide them and adapt them to meet the new needs of our community. We look forward to the “new normal” and stand ready to meet it with our newly honed flexibility and renewed creativity. We hope you will join us in furthering our mission in 2021.

Amanda Clines

Executive Director, Disability Network Lakeshore
Who We Serve

**DISABILITY**
- Cognitive/Intellectual: 27%
- Hearing: 1%
- Mental/Emotional: 12%
- Multiple: 35%
- Physical: 19%
- Vision: 6%

**AGE**
- 20-24: 20%
- 5-19: 32%
- 25-59: 39%
- 60+: 16%

**RACE**
- African American: 7%
- Asian: 3%
- Caucasian: 13%
- Hispanic/Latino: 1%
- Native American: 0%
- Pacific Islander: 2%
- Multiple: 2%
- Declined: 0%

**GENDER**
- Male: 60%
- Female: 40%

**COUNTY**
- Ottawa: 81%
- Allegan: 15%
- Other: 4%
Information & Referral
Answers for those who call with questions.

- Relocation: 21%
- Transportation: 1%
- On-Going Supports: 36%
- Advocacy: 7%
- Accessability: 2%
- Education: 4%
- Employment: 13%
- Assitive technology: 2%
- Health Care: 3%
- General: 2%
- Housing: 9%

784 individuals received Information and Referral services
3419 services in total
Consumer driven

Independent Living Plans

474 Goals Set
306 Goals Achieved
65% Success Rate*

184 Customers developed Independent Living Plans.
45 customers increased self-advocacy skills.

Loan Closet & Assistive Technology

28 individuals received durable medical equipment or assistive technology services that eliminated a barrier to community-based living.

*65% of people achieved the goals they set. The remaining goals were put on hold due to COVID-19 restrictions.
post-high school youth were assisted with transitioning to post secondary life including: vocational training, independent living skills, community participation, self advocacy and more

5 youth participated in a paid summer work program

Youth Services

78 Youth Served

48 youth received Pre-Employment Transition Services
Despite COVID restrictions we were still able to accomplish the following:

- **62** Nursing home residents were visited and had an initial interview.
- **11** Nursing home residents transitioned back to community-based living.
- **7** Nursing home residents were in the transition process at year end.

2020 minimum savings to Medicaid: **$386,000**

6-year cumulative minimum savings to Medicaid: **approximately $4.9 million**
Community Development

210 Guests at the Ability Award
Held in calendar year 2019

210 Guests at the Ability Award
Held in calendar year 2019

Facebook Interactions
74% increase from 2019, including 1,554 followers & 289 posts

32,000 Facebook Interactions
74% increase from 2019, including 1,554 followers & 289 posts

Redesign of Website
Used the website and Facebook to educate the community about disability services, COVID-19 and the 30th anniversary of the ADA

Redesign of Website
Used the website and Facebook to educate the community about disability services, COVID-19 and the 30th anniversary of the ADA

Worked with 83 Area Organizations
3157 hours of collaboration and networking
1357 hours of community education
818 hours of community outreach
104 hours of systems advocacy
93 hours of technical assistance

Worked with 83 Area Organizations
3157 hours of collaboration and networking
1357 hours of community education
818 hours of community outreach
104 hours of systems advocacy
93 hours of technical assistance

21,111 Hrs
Serving both individuals and our community

21,111 Hrs
Serving both individuals and our community
Customers Increased Access to previously unavailable transportation, health care services, or assistive technology.

Area Employers educated about inclusive workforces and workplaces.

Organizations assisted in increasing their access both physically and programmatically, an increase from 9 in 2019.

Municipalities received technical assistance for increasing access.
# More Accomplishments

## SHAPE
- Grant letter of support for Park Theatre capital improvement to improve accessibility
- Ramp Reuse program to assist with home accessibility
- FACES program to help eliminate employment barriers for returning citizens
- Assisting customers with Smart211 Profiles
- Cultivating the Assistive Technology Loan Closet

## TEACH
- Blog, Veterans Newsletters, Social Media and Website to engage directly with customers
- Employment Navigator and other transition services to individuals with disabilities at various stages of life
- Educated over 80 OAISD young adult services staff on benefits planning and work incentives

## INFLUENCE
- Emergency Preparedness for People with Disabilities training to the Ottawa County Medical Reserve Corp.
- Systems advocacy for access to equitable health care and access to COVID-19 vaccine
- Participation in Max Transit board meetings
- Outreach to and collaboration with Intermediate School District administrations in Ottawa and Allegan Counties to ensure student access to services

## REACH
- Website redesign that included more targeted messaging as well as added accessibility features
- ADA 30th Anniversary videos created and posted to YouTube
- Scripts and video content created for “Share Your Story” Promotion
- Held the Ability Award virtually
Disability Network/Lakeshore is providing more information online and through social media. Please visit our website at dnlakeshore.org for pictures, blog posts, calendar, and up-to-date information about our work within the community.