

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.

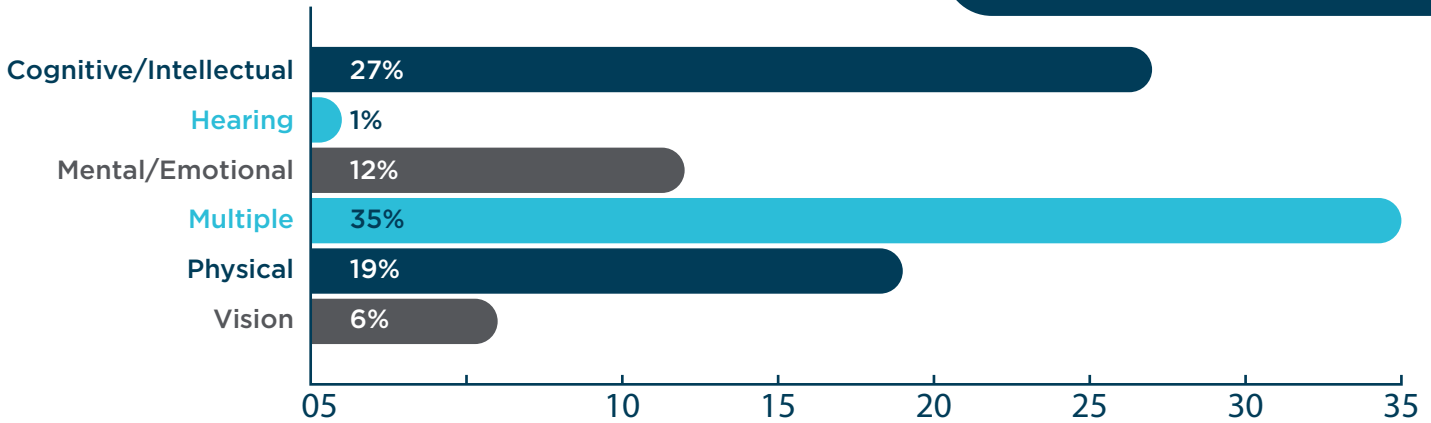


Executive Director, Disability Network Lakeshore

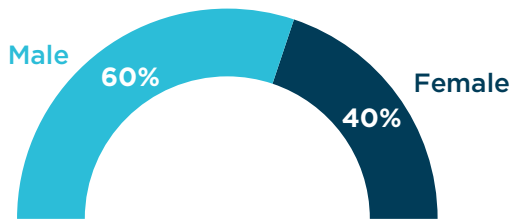


Who We Serve

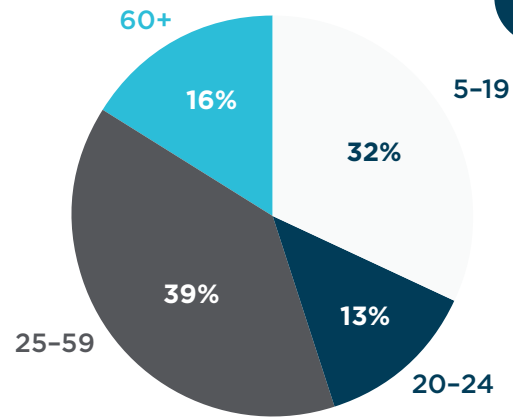
DISABILITY



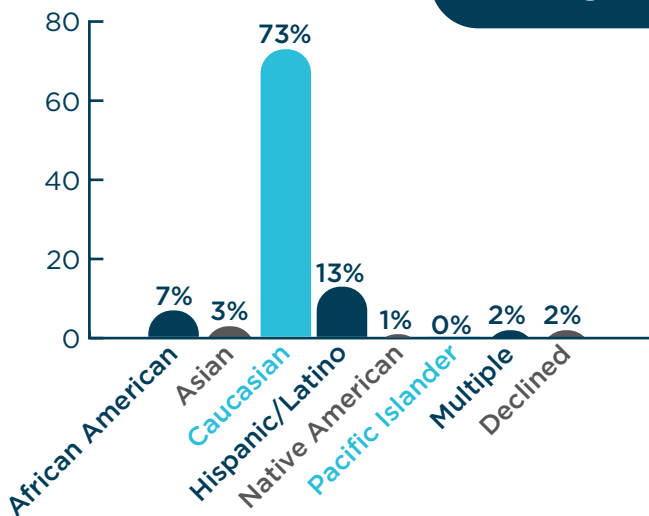
GENDER



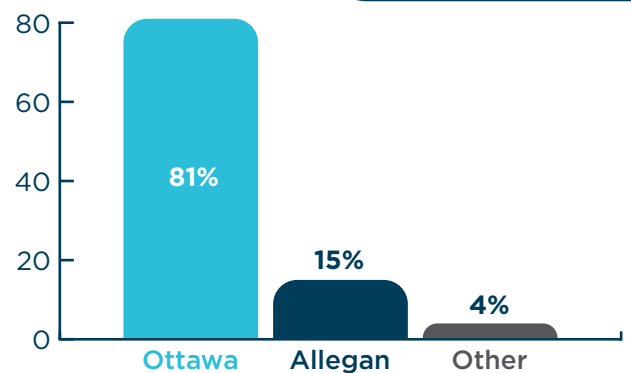
AGE



RACE

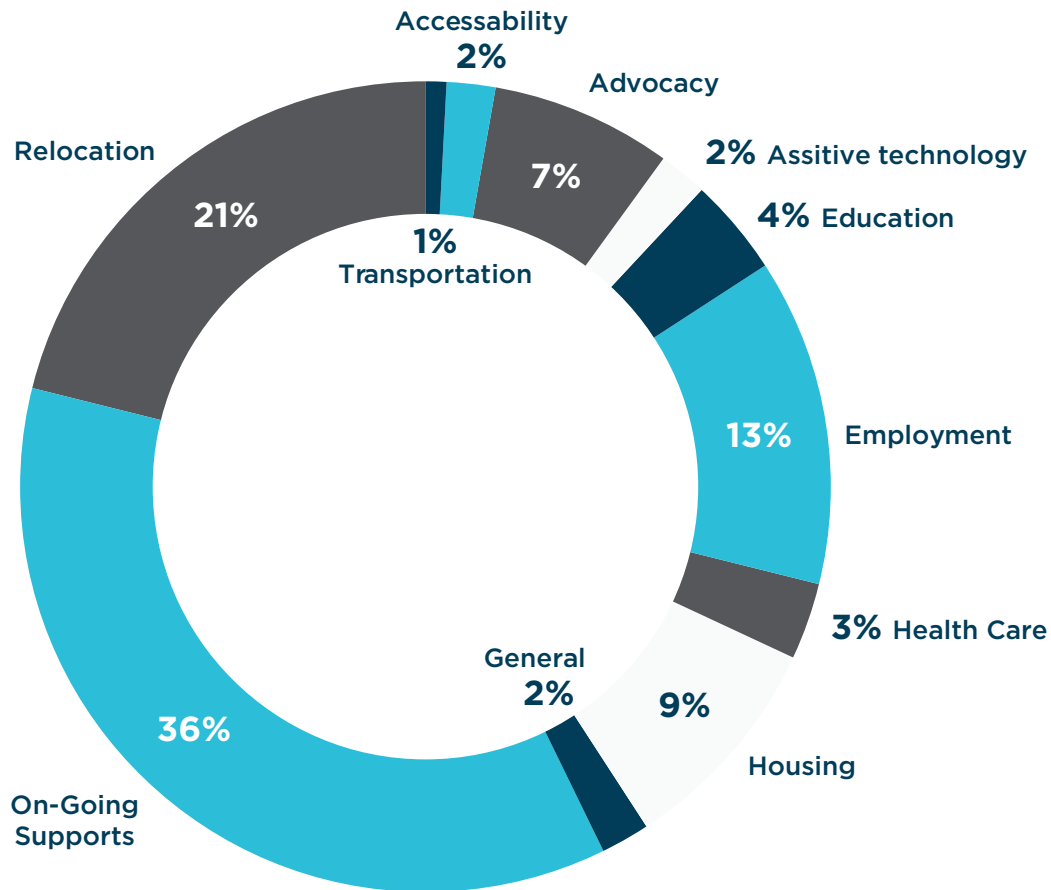


COUNTY



Information & Referral

Answers for those who call with questions.



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.

Youth Services

78 Youth Served

48 youth received Pre-Employment Transition Services

30 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

Nursing Facility Transition

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

Facebook Interactions

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

32,000

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

21,111 Hrs

Serving

both individuals and our community

Access

61

Customers Increased Access

to previously unavailable transportation, health care services, or assistive technology.

56

Area Employers

educated about inclusive workforces and workplaces.

13

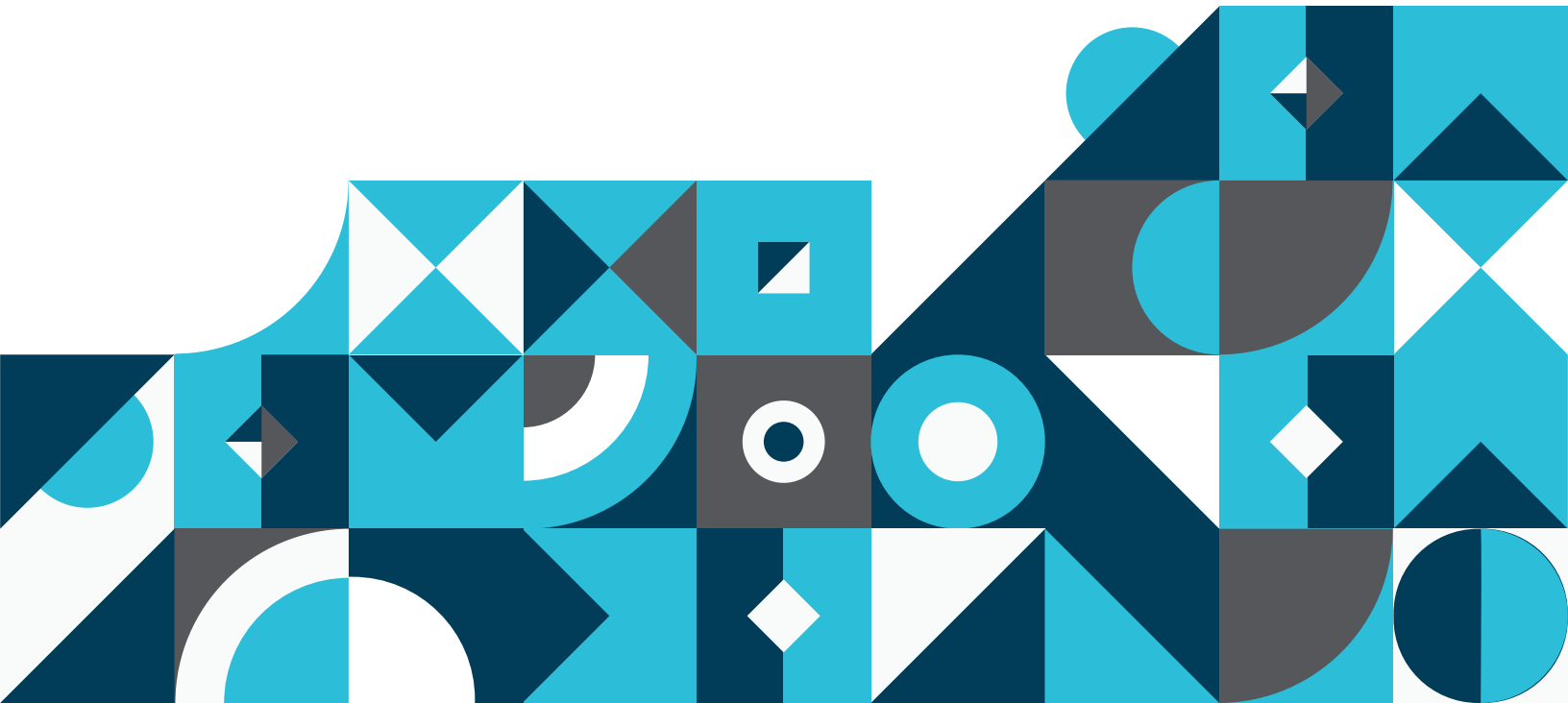
Organizations

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

11

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.

