



# 2021 ANNUAL REPORT

**ACCESS***ability*



# Meet Farrah!

She was faced with an impossible choice. Farrah could keep working part time and pay expensive insurance rates, or she could quit her job and stay on Medicaid.

Farrah's humble. She won't admit it, but she was a really good website developer. She had a future with potential for raises and promotions.

Then she received terrible news; She lost Medicaid because of her level of income.

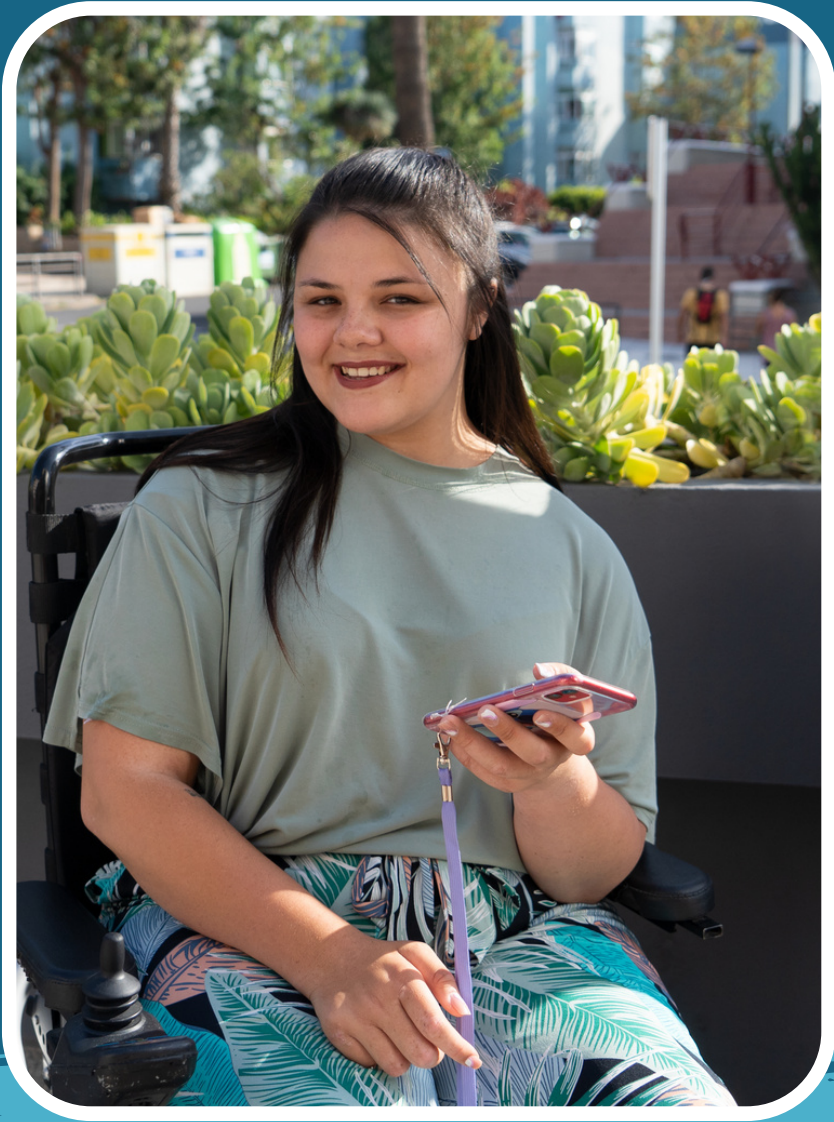
She had to make a quick decision. Bewildered, Farrah admitted "It was very confusing to be told different things or receive no information after my appeal was outright denied."

That's when she heard about Angela Mitchell at Disability Network Lakeshore. Farrah, determined to get an answer and stay employed, gave Angela a call.

Then, something amazing happened. Farrah finally got a straight answer. After partnering with Angela, she learned about the Freedom to Work program. Since Farrah had a disability that met specific requirements, she was eligible for the program. Yes, she'd have to pay a premium, but now she could keep her job. Farrah could finally chase her dreams, build her resume, and seek and gain promotion.

"I won't need Freedom to Work Medicaid soon enough," she said with a sly smile, "This outcome has opened up so many doors."

Now, Farrah can relax in her free time. She loves to spend time with her family and read. There's just one catch about those books. They must have a happy ending.



"I had the freedom to work and go out there and seek promotion."  
-Farrah, DNL Customer

# From Amanda, Our Executive Director,

Disability Network Lakeshore is a Center for Independent Living. Our name means something very specific and it represents a proud history of empowerment of people with disabilities. We are guided by the philosophy of Independent Living, a philosophy that departs from the traditional view of disability and disability services in our community.

What is Independent Living? Independent Living is a philosophy that people with disabilities are the experts in their own lives and are able to make decisions about how they want to live, work and play within their communities. It is a dramatic shift away from thinking of people with disabilities as broken and dependent on medical and social professionals to make life decisions on their behalf.

As a Center for Independent Living, DNL partners with people with disabilities to help bring their skills, gifts and voice to the forefront to create their own plan for independence and work with them to achieve it. This looks differently for each person but our primary focus is on the empowerment of people with disabilities to create the lives of their choosing.

But—this is only one part of our mandate. The other is to create a community where people with disabilities can belong.

Our work does not stop with the people we partner with for if we did, we would have failed. There must be a desk in the school, a seat in the boardroom, and a home they can access.

Through a combination of Federal, State and donor dollars we are able to partner with people with disabilities, community organizations, municipalities and employers to ensure that we are living out our mission to provide self-directed, personalized independent living services to people with disabilities while creating a community where everyone can participate, contribute and belong.

On behalf of the Board and Staff of Disability Network Lakeshore, we thank all of our donors, volunteers and customers for assisting us to realize this mission, year in and year out.

Amanda Rhines-Poehlman

Executive Director

2021

# Community Footprint

1473 people with  
disabilities served

277

People Served with  
Independent Living  
Plans

309

Independent  
Living Goals Set

77

Youth Served  
Through Transition  
Services

1554

Hours of Community  
Education and  
Information

82

People Acquired  
Access to Benefits

35

People at risk  
diverted from  
Nursing Homes

8

People Transitioned  
Out of  
Nursing Homes

\$484,305

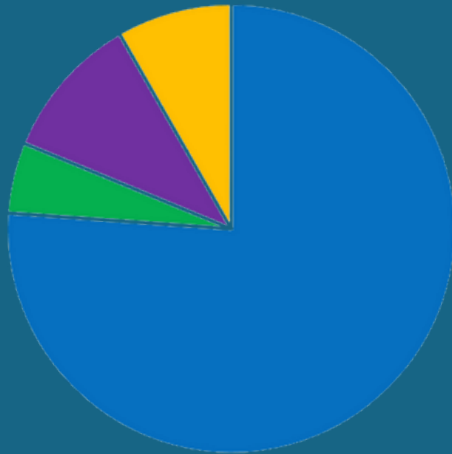
Minimum Calculated  
Savings to Medicaid  
from Transition Program



# Type of Disability Customer Ethnicity



Cognitive: 35.4%  
Physical: 16.6%  
Multiple Disabilities: 26.4%  
Mental/Emotional: 16.2%  
Vision/Hearing: 5.4%



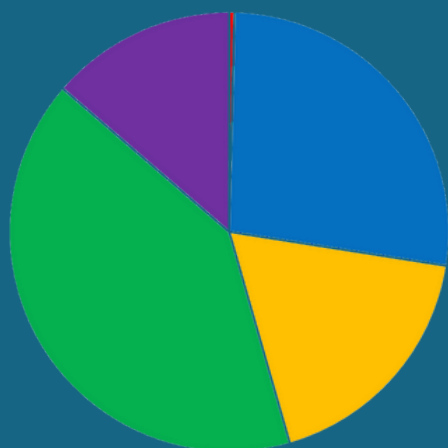
White: 76.2%  
Hispanic/Latino: 10.5%  
African American: 5.1%  
Multiple/Unknown/Other: 8.3%

## Customer Gender



Male: 57%  
Female: 43%

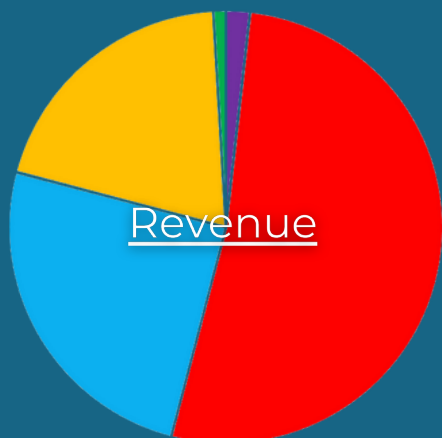
## Customer Age



Under 5: 0.4%  
5 - 19: 27.1%  
20 - 24: 18.1%  
25 - 59: 40.8%  
60+: 13.7%

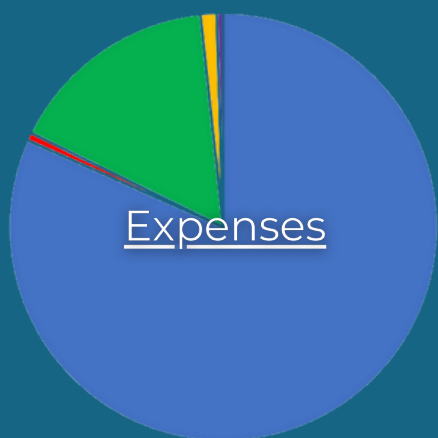


# 2021 Financial Outlook



- Public Support/Donations  
\$23,075
- Grants (Federal, State, Other)  
\$676,369
- Fee for Service  
\$324,100
- PPP Forgiveness  
\$257,955
- Miscellaneous  
\$12,061

TOTAL  
\$1,293,600



- Personnel and Contractual  
\$856,990
- Goods for Consumers  
\$6,378
- Occupancy and Operations  
\$168,197
- Supplies and Equipment  
\$12,753
- Events  
\$5,101

TOTAL  
\$1,049,419



# 2021

## Balance Sheet

Assets		
Current Assets		
	Cash & Cash Equivalents	\$471,535
	Investments	\$120,774
	Accounts Receivable	\$194,895
	Ramps Inventory	\$14,115
	Prepaid Expenses	\$4,085
	<b>Total Current Assets</b>	<b>\$805,404</b>
Property & Equipment		
	Office Furniture	\$143,553
	Office Equipment	\$80,311
	Lease Improvements	\$49,322
	Less Accumulated Depreciation	(\$245,111)
	<b>Net Property &amp; Equipment</b>	<b>\$28,075</b>
Other Assets		
	Beneficial Interest in Assets held by CFHZ	\$22,477
	Deposit	\$2,502
	<b>Total Other Assets</b>	<b>\$24,979</b>
<b>Total Assets</b>		<b>\$858,458</b>
Liabilities & Net Assets		
Current Liabilities		
	Accounts Payable	\$4,842
	Accrued Salaries, Wages, and Vacation Pay	\$50,443
	<b>Total Current Liabilities</b>	<b>\$55,285</b>
Net Assets		
	With Donor Restriction	\$0
	Without Donor Restriction	\$803,173
	<b>Total Net Assets</b>	<b>\$803,173</b>
<b>Total Liabilities &amp; Net Assets FY 21</b>		<b>\$858,458</b>
<b>Total Net Assets Beginning of FY 21</b>		<b>\$561,090</b>
<b>Total Change in Net Assets</b>		<b>\$242,083</b>

# Our Generous Donors

## 2021 Corporate Sponsors



## 2021

# Individual Sponsors



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Cecil & Elizabeth Williams  
Kebah Wilson  
Christine Wistrom  
Mark & Linda Witte  
Susan Zwart  
The Doug & Ketzi Zylstra Giving  
Foundation of the CFHZ

# Our Staff



Amanda Rhines  
Executive Director

Angela Mitchell  
Independent Living

Annie Donlin  
Contractor

Chris Wistrom  
Independent Living

Holly Harvey  
Information & Referral

Josh Keur  
Information & Referral

Karon Beukema  
Office Manager

Kristin Myers  
Transition

Mark Leeson  
Vocational Evaluation

Michael Niederer  
Community Education & Media  
Relations

Rick Diamond  
Director of Operations

Rob Dale  
Accountant

Ronda Wegner  
Transition Navigator

Stacey Trowbridge  
Director of Community  
Development

## Board of Directors

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Treasurer

Marge Bakker  
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Megan Rietman  
Director

Chris Klein  
Director

Barry Lambers  
Director

# Meet Leo!

Leo was diagnosed with schizophrenia twenty-three years ago.

He has big aspirations. He wants to be a Peer Support Specialist. If you asked him about working a few years ago, he would have told you it wasn't possible. But today?

"I'm ready for work," he says earnestly, "It's a bold step for me to decide I want to start working. I've had to step out of my comfort zone."

It's true. Leo has stepped out of his comfort zone. He credits his deep faith and the promise he made to himself many years ago: He would work when he felt like he was ready.

There was only one problem. And it was a big one. How would he attempt to work for the first time in decades without losing his Social Security Disability benefits?

When the time came to go back to work, Leo knew who to call. He had partnered with Disability Network Lakeshore before. In fact, Leo learned he was eligible for the Disabled Adult Child benefit program, something he didn't even know existed.

This time, he came alongside a specialist at Disability Network Lakeshore to learn how he could balance work and still receive benefits. Leo felt empowered because he was informed.

What did Leo do with this knowledge? He got a job!

"Now, I'm working on being more independent," he says with a palpable sense of honesty. As for his job, Leo is excited. A huge grin comes across his face. "I love getting up early."



"When you feel informed, you feel  
empowered"

-Leo, DNL Customer



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