

*Lifeworks*

# 2021 ANNUAL REPORT

Since 1965, Lifeworks Services Inc. has been a champion for inclusion. Lifeworks was founded by families who recognized the importance of advocacy and breaking down barriers for people with disabilities to be part of the community.

As an industry leader, Lifeworks continues our commitment to self-determined support, careers with competitive wages, and developing innovative opportunities that enhance everyday lives.

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**Pictured right, top:**  
Kirk Langsjoen

**Pictured right, bottom:**  
Felix Vaubel



## Dear Lifeworks Community,

The 2021 Lifeworks Annual Report provides insight into who we are and our impact across Minnesota. With support and feedback from our community, Lifeworks continues to provide high-quality services that honor choice and break down barriers to inclusion.

As we continued to navigate challenges brought on by the pandemic, we remained steadfast in our commitment to personalized support for the people we serve. In 2021, we supported more people than ever before - serving 3,352 people with disabilities and their families across Minnesota. 935 people received career support from Lifeworks and 3,200,456 hours of direct care were provided by 2,307 fiscal employees.

In 2021, we embraced reconnecting after a long year marked by social distancing and isolation. We successfully re-opened our Day Support Services in both Apple Valley and Brooklyn Park, focusing on community services. Our team continued to innovate the services we offer by introducing two new offerings: Resource Navigation, resources for people who are facing a transition in their lives; and Housing Consultation, assisting individuals with developing a plan that honors choice and finding a housing solution that works for them.

We leaned into our value of "You Lead the Way - We Listen" by reinventing our feedback process in 2021. Rather than simply asking how we are doing, we wanted to learn from the entire Lifeworks community and let you lead the way for innovation at Lifeworks. From these results, we created three action items for 2022: increase tools for customers, reinvent the new employee experience, and provide greater assistance with navigating service options. We look forward to reporting on these action items throughout the year.

Lifeworks is confident in our efforts to reinvent what's possible while delivering services that encourage a sense of belonging for all. Thank you for your continued support of Lifeworks and for investing in a more inclusive community where we live and work together.



John Abbott  
Board Chair



# We Focus on Impact

## Our Values

### You Lead the Way - We Listen

We honor choice and pursue opportunities with community at the heart of our work.

### Together, We Break Down Barriers

We seek diverse perspectives, advance accessibility, and encourage a sense of belonging for all.

### We Focus on Impact

We hold ourselves to the highest standards. We share expertise and collaborate to find solutions that address the whole picture.

### We Reinvent What's Possible

We take chances and welcome the unknown. We learn from the past and lean into the future.

**I'm so grateful for everything Lifeworks does for my son. I would not be where I am today without this incredible support. My son has thrived.**

**– Sally, Lifeworks Customer**

In 2021, Lifeworks supported more people than ever before - serving 3,352 people with disabilities and their families across Minnesota. In our annual survey, 97% of our customers said they feel like we are responsive to their needs.

# 2021 by the numbers



**3,350**

people served across all Lifeworks programs



**935**

people served through employment services



**290**

people served in day support services



**85**

youth served through employment services



**681**

employers, hiring people supported by Lifeworks



**133**

new employers



**2,307**

fiscal employees providing **3,200,456** hours of care



**2,125**

served in fiscal services



**57**

number of years Lifeworks has provided services

## Fiscal Support

Lifeworks supported 2,125 individuals with self-directing their services in 2021. As an approved Financial Management Services provider through the State of Minnesota, Lifeworks processes services for people enrolled in the Consumer Directed Community Supports and Consumer Support Grant programs.

Lifeworks also serves as a PCA Choice and as an in-home licensed provider of Individualized Home Supports, formerly known as Personal Support and Respite, and Night Supervision.



## Employment

Lifeworks is driven by the belief that all people can work and have a meaningful impact in their community. For 35 years, Lifeworks has worked to create a more diverse and inclusive workforce in Minnesota. We connect people to experiences that explore their interests, develop skills, and start or advance their careers.

In 2021, Lifeworks served 935 people in employment services. We supported 223 individuals in finding and starting new jobs – with 94% of those hired directly by the business. And we welcomed 133 new employers throughout the year who are committed to breaking down barriers to employment for people with disabilities.



## Day Support

Lifeworks supported 290 people in Day Support Services in 2021 as they connected with their communities, engaged with their peers, and accessed technology. With the people we serve leading the way, we offered opportunities to build self-reliance, including: creative arts, career exploration, music therapy, skill building in the community, self-advocacy development, technology labs, multi-sensory environments, and so much more.

In 2021, Lifeworks launched Resource Navigation services, designed to support individuals in exploring options and connect them with resources in the community. Through a series of informational meetings, this personalized approach gives people with disabilities the tools to take the next step while developing self-advocacy skills.

**Our mission** is to serve our community and people with disabilities as we live and work together.

**We envision** a community where people with disabilities are more broadly valued, hired by employers, receiving support, and participating in ordinary activities.



# 2021 FINANCIALS

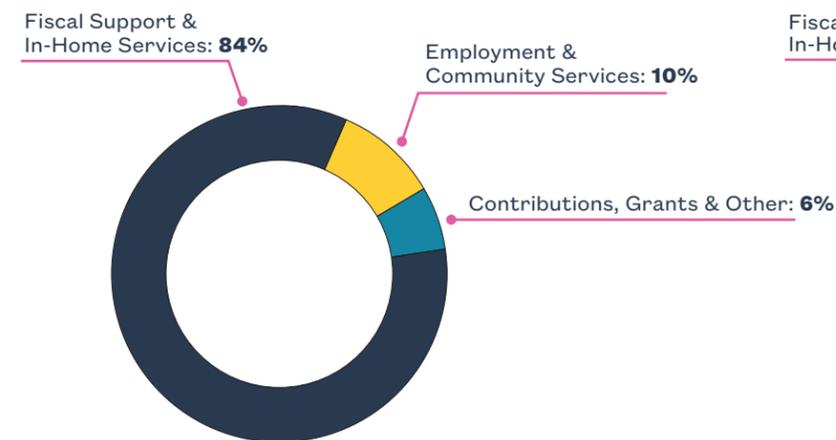
## STATEMENT OF FINANCIAL POSITION

Year Ended December 31	2021	2020
<b>ASSETS</b>		
Cash and Investments	31,927,250	27,701,240
Accounts Receivable and other	6,945,001	7,044,532
Property and equipment net of accumulated depreciation	3,287,392	3,293,449
<b>Total Assets</b>	<b>\$42,159,643</b>	<b>\$ 38,039,221</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>Liabilities</b>		
Debt Maturities	1,353,632	1,493,524
Accounts Payable	269,525	911,669
Accrued Salaries and related expenses	5,366,754	5,665,105
Other Accrued Expenses	161,279	600
Other Liabilities	369,557	390,116
<b>Total Liabilities</b>	<b>\$7,520,747</b>	<b>\$8,461,014</b>
<b>Net Assets</b>		
<b>Without Donor Restrictions</b>		
Total Designated Net Assets	1,933,760	1,799,925
Total Board-Designated Net Assets	26,592,400	19,880,259
Total Undesignated Net Assets	6,085,436	7,892,523
<b>Total Net Assets Without Donor Restrictions</b>	<b>\$34,611,596</b>	<b>\$29,572,707</b>
<b>With Donor Restrictions</b>	<b>\$27,300</b>	<b>\$5,500</b>
<b>Total Net Assets</b>	<b>\$34,638,896</b>	<b>\$29,578,207</b>
<b>Total Liabilities and Net Assets</b>	<b>\$42,159,643</b>	<b>\$38,039,221</b>

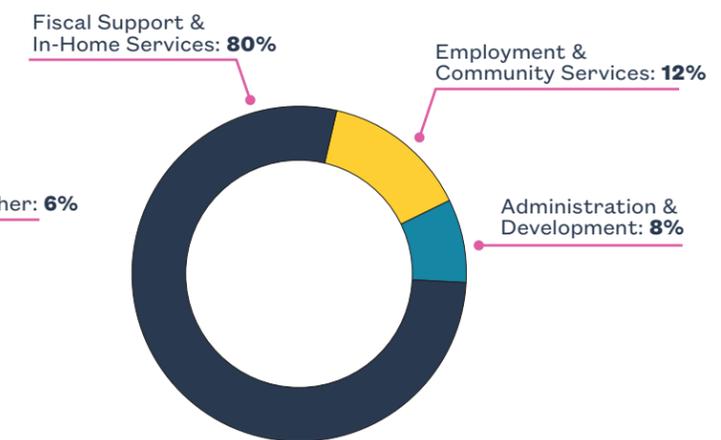
## STATEMENT OF ACTIVITIES

Year Ended December 31	2021	2020
<b>SUPPORT AND REVENUE</b>		
Fiscal Support & In-Home Services	71,496,371	65,712,956
Employment and Community-Based Services	8,209,303	7,245,530
Contributions and grants	2,078,755	3,716,081
Other	3,736,641	1,332,396
<b>Total Support and Revenue</b>	<b>\$85,521,070</b>	<b>\$78,006,963</b>
<b>EXPENSES</b>		
Fiscal Support & In-Home Services	64,187,217	59,311,182
Employment and Community-Based Services	9,684,518	10,659,001
Administration	6,223,422	5,422,972
Development	365,224	333,804
<b>Total Expenses</b>	<b>\$80,460,381</b>	<b>\$75,726,959</b>
<b>Change in Net Assets</b>	<b>\$5,060,689</b>	<b>\$2,280,004</b>
<b>Net Assets, Beginning of Year</b>	<b>\$29,578,207</b>	<b>\$27,298,203</b>
<b>Net Assets, End of Year</b>	<b>\$34,638,896</b>	<b>\$29,578,207</b>

REVENUE 2021



EXPENSES 2021





# BRIAN AND JESSE'S EMPLOYMENT STORY

## BUILDING CAREERS AND FINDING VALUE

When Brian Schroeder was enrolled in a social studies course as a student in high school, he was tasked with exploring a big question: what career do you want to have? Given the opportunity to explore potential career paths, Brian decided to talk to some of the janitors at his school. Through this process he developed an interest in becoming a janitor one day. "I got to interview a couple of the janitors and I kind of got interested in janitorial."

Fast forward to May of 2021 and Brian had just started a new job as a janitor in the school cafeteria at Loyola Catholic School in Mankato. After previously working in other custodial roles and having trouble finding a new job, Brian accessed Lifeworks Employment Services to search for a new job that would allow him to transfer his skills and best use his expertise. At Brian's new workplace, he is responsible for cleaning the floors, wiping down tables, and taking out the garbage.

Starting a new job brings with it all sorts of challenges. One of those challenges, as Brian reflects, is becoming comfortable with new coworkers and a new environment. Initially, he didn't feel close to many of his coworkers. Over time he found his rhythm and began creating connections with others as he got used to the job tasks. Brian's manager Sandy Bach noticed the change: "He has just really opened up and he's just blossomed all the way around."

Loyola Catholic School is in a scenic, hilltop area in northeast Mankato. Each morning Brian drives up the hill to the campus, something that he says is one of his favorite parts about going to work. "This fall, I went out and walked around most of the area and took a few pictures," he says as he pulls up some photos on his phone. On the job, he takes pride in keeping the lunchroom tidy and enjoys visiting with his coworkers.

**Pictured above:**  
Jesse McDurmont and Amy Rademacher  
at Loyola Catholic School

One such coworker is Jesse McDurmont. Jesse also found out about an open position at Loyola while exploring career options through Lifeworks Employment Services. Brian and Jesse often work closely together; helping each other with cleaning the tables and taking out the trash. Jesse also began working at Loyola in 2021 after an extended period of unemployment due to the COVID-19 pandemic. He was uncertain if he would enjoy this new role, but after getting started he noted, "Once I got good at it, I thought, 'I kind of liked this.'"

One reason Jesse was able to find success at his job is the supportive environment. "It's really friendly. This is kind of like our little family. Everyone's always looking out for each other." It didn't take long for both Jesse and Brian to become integral parts of the team. Bach notes that, "They're a very integral part of the team and having them each understand their own importance is phenomenal." Not only have they solidified themselves as hard workers, but they have both found a job that they enjoy and feel respected at. Their Lifeworks job coach, Amy Rademacher, recalls, "I get texts from them all the time. I love my job. For them, they've never had a job where they've really actually felt that value before so that's a real game changer."

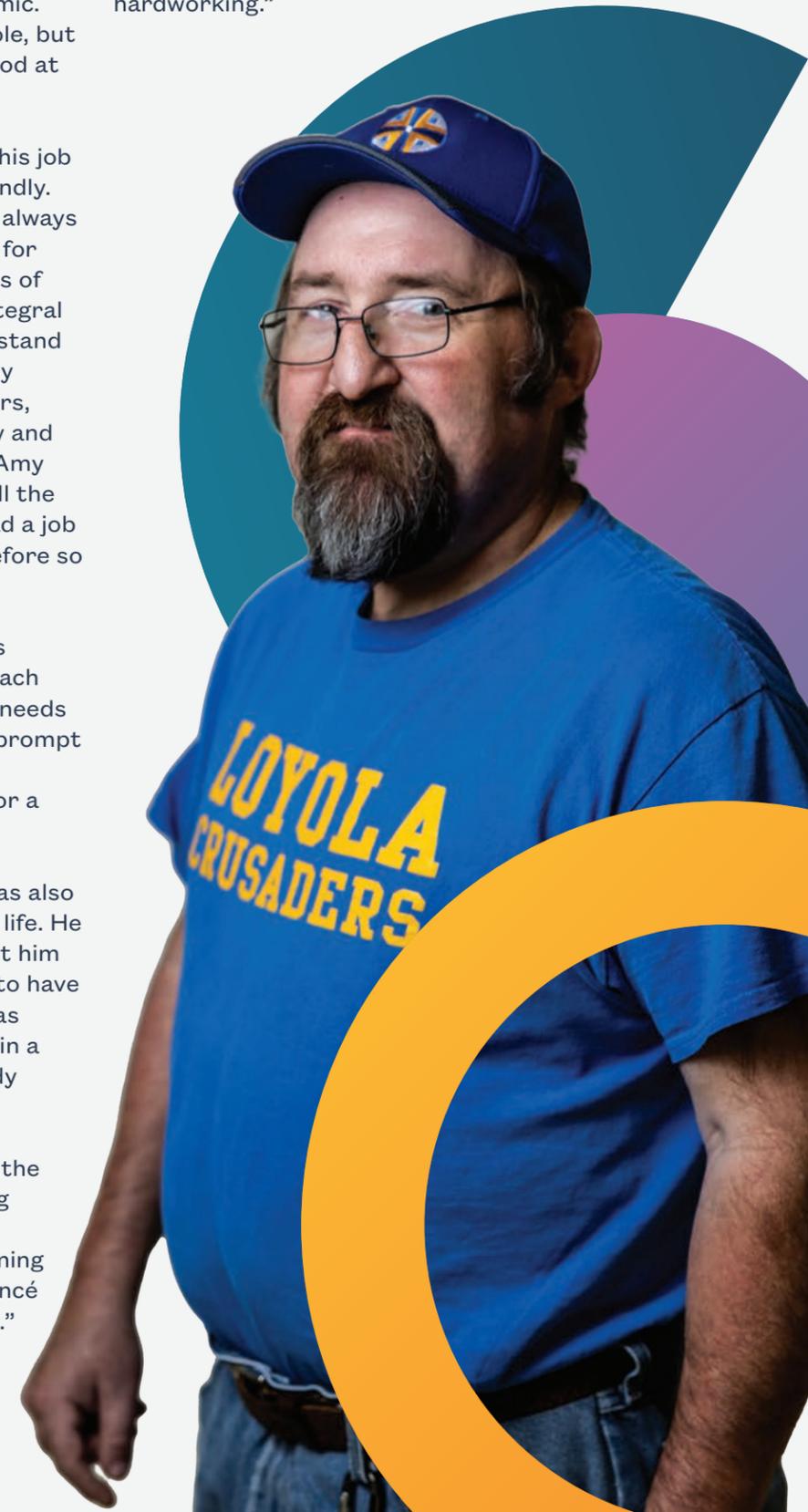
Both Jesse and Brian have been recognized as responsible and dependable staff members. Bach explains that "When they see something that needs to be done, they just do it. They don't need a prompt and it might be something they've never done before. All of a sudden, they'll just grab a rag or a mop or broom."

For Jesse, learning valuable skills on the job has also translated to lessons he can apply to his daily life. He mentions how his role at the school has taught him how to stay busy, take things day by day, and to have initiative. He also acknowledges that his job has taught him patience, especially when working in a busy school cafeteria filled with students ready for lunch.

Outside of work, Jesse enjoys walking around the mall, running, and lifting weights, and spending time with his fiancé at home. Jesse is getting married next year and is excited for his upcoming wedding. When asked about the impact his fiancé has had on him, he said "She's changed my life."

**Pictured above:**  
Brian Schroeder at Loyola Catholic School

Having careers at Loyola has been a positive change for both Brian and Jesse. It has both given them a strong sense of responsibility, provides a steady income, and is a place where they both feel valued and supported. Jesse offers this piece of advice for others looking for employment: "Make sure you're reliable. Be a little early. And just be really hardworking."





## CAREERS AT LIFEWORKS: LINDSEY'S STORY

Lifeworks prides itself in having staff who live up to our values as an organization and work every day to uphold our commitment to develop innovative opportunities that enhance everyday lives. Just as we support those we serve, we also support our staff in their journeys to progress their careers and encourage them to develop and try out new ideas which improve our programs and services.

We sat down with one of our career placement counselors, Lindsey Schmitt, to learn more about her career journey with Lifeworks. Lindsey has been with the organization for over four years and has found herself in many different roles. Lindsey embodies the mission and values of Lifeworks and is a prime example of what you can achieve as a member of our team.

Before joining Lifeworks, Lindsey was working as a group home manager. Through a connection to a program manager at Lifeworks, Lindsey decided to interview for a service specialist position in Mankato. Service specialists

work with those we serve who choose to use our services in day programs, one to one community services, and virtual services. In her starting position, she worked with a crew of employees at the Centennial Student Union at Mankato State University who were using Employment Services.

Lindsey has found herself working in many roles since joining the organization in 2017. After starting out as a service specialist, she moved into several different roles as a service facilitator for the Community Skill Building program, then as a follow-along service facilitator, and now as a career placement counselor. Lindsey felt that Lifeworks was the right fit for her career as soon as she got started. Lindsey mentioned throughout her time at Lifeworks, she has felt strongly for the mission and the work we do to serve our community. Each step she took along the way, she made her mark by strengthening the quality of support we provide and developing new methods of person-centered services. Lindsey was pivotal in the formation of Lifework's Community Skill Building program, a service she helped pilot while she was a service facilitator.

Lindsey knew that those supported on the university crew were going to be without work during the summer and started to brainstorm ideas with them on what they'd like to do. In talking to her supervisor, Laura Koble, Laura stated that her ideas fit the new service called Community Skill Building. After identifying the need for a person-centered space to further explore interests and develop new skills, Lindsey and her coworker, Jody Decker, worked together to develop a day-to-day schedule that would best serve the individuals under that program. Lindsey and Jody presented information to our Board of Directors, our Executive Leadership Team, and other service facilitators who worked in similar programs throughout the Twin Cities metro area. When talking about the program's development, she claimed "community skill building was my pride and joy."



Throughout Lindsey's time at Lifeworks, she has always felt that her contributions have been supported and appreciated. "It's a company that is 100% dedicated to the people we serve. I've never been told no. We figure out how to make it work and talk over logistics. My creativity for the people we serve has always been encouraged," answered Lindsey when asked about why she loves working at Lifeworks. She further reflects on why she enjoys the work she does: "I love seeing the success stories, both for the businesses and for the individuals I'm supporting." Early this year Lindsey was invited to join the local chapter of Business Networking International (BNI). With a focus on professional networking and referrals, Lindsey hopes to foster relationships with area business leaders in order to connect people served by Lifeworks with careers.

She offers this piece of advice for those who are interested in working at Lifeworks: "If you're willing to work hard, we're a great company for it. If you're creative and if you don't want to think inside of a box, this is a perfect company." Lindsey recognizes that there is an equal level of achievement available for both the people we serve and for our staff. "There's a constant desire for growth. I'm a prime example of it."

Lindsey continues to give back to the organization by offering up her expertise in training new staff members. She says, "I also take a lot of pride in the staff training I do. Creating the next level of great staff is going to help the people we support so that's been something I've been extremely passionate about." In closing our interview with Lindsey, she reinforced her pride for working at Lifeworks: "I'm endlessly passionate about the job we do at Lifeworks and the people that we support."

### Interested in joining the Lifeworks team?

Are you passionate about working for a mission-driven organization which offers competitive pay and extensive benefits? **Check out our current openings to learn more: [lifeworks.org/careers](https://lifeworks.org/careers)**

# CONTRIBUTORS

Thank you to the following businesses, foundations, and individuals who made contributions to Lifeworks in 2021. It is because of your investment that we are able to fund the innovative and progressive programs that Lifeworks offers. Your support makes a profound difference in the lives of those we serve.

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