



2020 Lifeworks Annual Report

HONORING CHOICE AND PUTTING INCLUSION INTO PRACTICE

Lifeworks

A nonprofit serving
people with disabilities

Dear Lifeworks Community,

The 2020 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.

The pandemic brought about new challenges for people with disabilities – and they rose to the occasion. We followed suit, working together with the people we serve to meet support needs. For Lifeworks, this meant creating more options and flexibility through one-to-one, in-person and virtual support. In total, we served 3,021 people with disabilities and their families in 2020, and this was done with help from our 613 community partners. 733 people received career support from Lifeworks and 3,066,282 hours of direct care were provided by 4,143 fiscal employees.

Our efforts included the addition of three new offerings: Pre-Employment Transition Services for people between the ages of 14-21 who are exploring the next step in their life path; Resource Navigation for people who are facing a transition in their lives; and Night Supervision, allowing families to hire staff who remain awake overnight.

2020 was also a year of collaboration and innovation. In partnership with the Governor's Council on Development Disabilities, Lifeworks coordinated our first Self-Advocacy Conference and continued sharing our expertise about disability rights and inclusion at local and national conferences. We also invited community leaders, representatives, and educators to Lifeworks for our staff to further build their knowledge of our community's intersectionality.

We focused on listening and took time to connect with individuals served, their families, and our staff to reveal truths about their experiences with us. Their feedback served as the backbone for our values, which we unveiled this past year and use to guide our decision making.

While 2021 continues to test our agility, Lifeworks is confident in our efforts to reinvent what's possible while delivering services that encourage a sense of belonging for all. Thank you to our community – we couldn't do what we do without your support.



Jeffrey D. Brown
President and CEO



John Abbott
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2020 by the Numbers

IMPACT



3,021
people
served



733
people
received
career
support with
114 new job
placements



613
community
partners



3,066,282
hours of
direct care
provided by
4,143 fiscal
employees

SERVICES

Since 1965, Lifeworks has been a champion for inclusion. We were 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.

Fiscal Services

Lifeworks supported nearly 1,900 individuals with self-directing their services in 2020. 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 an in-home licensed provider of Individualized Home Supports, formerly known as Personal Support and Respite.

In 2020, Lifeworks added Night Supervision as a service offering, allowing families to hire staff who remain awake overnight and helping with activities of daily living.



Employment Services

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 2020, Lifeworks began providing Pre-Employment Transition Services as a partner of Minnesota's Vocational Rehabilitation Services. This new offering is available to individuals with disabilities between the ages of 14 and 21 and provides counseling and training in job exploration, work-based learning, post-secondary education, workplace readiness, and self-advocacy.



Day Support Services

Lifeworks supported more than 280 people in Day Support Services in 2020. With the people we serve leading the way, we offered opportunities to build self-reliance, including: creative arts, music therapy, skill building in the community, self-advocacy development, technology labs, and so much more.

In 2020, Lifeworks offered individualized in-person and remote services throughout the Twin Cities and Mankato areas. Lifeworks also launched free, on-demand virtual music therapy sessions for individuals to access via YouTube created and led by our board-certified music therapists.



“

If we didn't have this support, I'd have to find someone else to take care of my kids. I'm so grateful. I am giving my children the life they want to live.

-Cynthia, Fiscal Services Participant

Pins, Spikes, and Patches: Loki's Custom Jackets

Loki started customizing jackets when they were 14 years old. They were inspired after coming across a fellow classmate wearing crust pants, a punk-inspired, clothing style. Loki explains, "To make crust pants, you cut up jean fabric, sew it on a pair of pants, and kick the pants in the mud; then, after letting them soak up the mud for a bit, you smack the pants to remove the excess earth and set the look."

Paired with Dr. Martens boots and a painted coat featuring spikes, pins, and band patches, the punk style of Loki's friend sparked the idea for a new business venture.

Loki reflects, "I dug out one my old jackets from middle school and began working on it. Figuring practice makes perfect, when I finished my first jacket, I did another one – and it was a complete mess. The sleeves were too tight, so I cut them off - and so was the hem, which I ripped. In the end, only the back was left of it. I destroyed the jacket by accident."

Over the next year, Loki continued to experiment, customizing several jackets for themselves and friends. They work with jean, leather, and cotton jackets – and have even used hoodies to design one-of-a-kind, wearable works of art that people can use to express themselves in their everyday lives.

Loki learned about Lifeworks Pre-Employment Transition Services (Pre-ETS) through school. Pre-ETS is offered through Minnesota's Vocational Rehabilitation Services (VRS). They provide counseling and training in job exploration, work-based learning, post-secondary education, workplace readiness, and self-advocacy. Susan Fox, a counselor with VRS, connected Lifeworks with Loki's school.

After meeting with Lifeworks, Loki decided to move forward with Pre-ETS. They completed an assessment of their interests and goals for the future. They share, "I was skeptical at first. I thought, 'Do these people think that I cannot find a job on my own? There is a view that people with disabilities cannot do a lot on their own. And I don't like that stereotype.'"

Right as the in-person, Pre-ETS meetings were scheduled to start, COVID-19 happened, resulting in transitioning to virtual, individual support with Lifeworks Career Placement Counselor, Iqra Rabbani. She explains, "When we connected, the



purpose was to explore different fields. As I got to know Loki, it became clear that fashion was their passion. They are so creative. They were already making custom jackets, so I suggested that Loki develop their skillset by starting a business."

They came up with a name: LokisPunkwear, created a brand with a logo, put together a professional portfolio, built an online shop through Etsy, and setup marketing channels, including Facebook and Instagram. As an online business owner herself and an expert in connecting people with careers that they love, Iqra was a great mentor for Loki. She shared free resources and passed on the knowledge she has gained over the years – all while focusing on developing lifelong skills and supporting Loki's goals.

Loki has been grateful for this experience. "Lifeworks has given me so many opportunities. Iqra has supported me a lot. I wouldn't have my business without her. I cannot stop thanking her."

When asked what's next for their business, Loki replies, "I want to continue giving people another way to express themselves. It's not just about the money. I'm gaining skills and knowledge that will help me well into my future."

A Recipe for Success:

Remote Cooking Sessions

Prior to COVID-19, Casey participated in Lifeworks Day Services. She enjoyed band practice, art classes, and archery. Along with an active social life, Casey has worked at McDonald's for the past two and a half years, preparing salads, making parfaits, and ensuring that the food and serving items are ready to go.

For her, work is not just a job. Casey loves to cook. Nowadays, she can often be found researching recipes for her one-to-one, remote cooking sessions with Lifeworks Service Facilitator, Karen Finke. After Day Services in facilities were suspended due to the pandemic, Lifeworks transitioned to providing virtual support so that the people we serve could remain connected and continue building their skills – and the feedback has been great.

Casey and Karen have a standing weekly, cooking session. Together, through FaceTime, they've made grilled cheese, pancake in a mug, pudding, and more – with the goal of advancing Casey's skills in the kitchen. They cook together, meaning they follow the recipe step-by-step, measuring ingredients, preheating the oven, and ending with a taste test, all in the comfort of their own homes. They balance healthy dishes with baked goods, sharing the fruits of their labor with families.

Casey's favorite recipe so far has been chocolate chip cookies. During the 12-minutes it took for each tray of cookies to bake in the oven, Casey and Karen reviewed future recipes and had fun testing one another's trivia knowledge. Nancy, Casey's mother, is grateful to Lifeworks for figuring out a way to continue providing services, "I really appreciate having a schedule again and a connection for Casey to work on skill building."

Lifeworks has a history of reinventing what's possible – even as we respond to COVID-19. From transitioning our Community Skill Building and Day Services to remote, one-to-one support to offering virtual music therapy, Lifeworks has pivoted quickly to deliver high-quality, essential services.



Self-Directed Services

Provide Choice and Consistency

The Pathre family has been with Lifeworks Fiscal Management Services since 2009. Rijuta and Sadanand chose to self-direct services through Personal Support and Respite for their daughter, Minkakshi – or Minu for short.

Prior to managing their own support staff, the Pathres tried working with traditional service providers, but realized it was not a good fit for Minu.

“There were so many new people and lots of documentation. I was training their staff all the time. It was hard on Minu to get used to new people and it was hard for the support professionals too. To understand a person, you need to work with them for a while. Read her cues and know what she is trying to express – there wasn’t a chance to develop that bond,” reflected Rijuta.

The Pathre’s decided to self-direct Minu’s care; they wanted to hire and manage their own staff. When in the market for a licensed provider of Personal Support and Respite, their social worker mentioned Lifeworks – and the rest is history. Rijuta shared, “Now, since we are on a waiver, Lifeworks is our financial intermediary – and we like that much better. We chose the staff so Minu has a consistent person and can form that bond of trust. Because we went this route, Minu has changed dramatically – much more relaxed and happier. It really helps to have consistency.”

For the Pathre family, the personalized service that Lifeworks provides has given them peace of mind that payroll for their staff is processed and state requirements are met – leaving more time for enjoying everyday life. Minu loves being outdoors listening to the birds chirp and watching for airplanes. She enjoys horseback riding and spending time with people. Rijuta explains, “In our community, everyone is attached to Minu. She’s part of it.”

Learn more about the services at Lifeworks. Visit: lifeworks.org



MISSION

to serve our
community and
people with
disabilities as
we live and
work together.



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.

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Thank you to the following businesses, foundations, and individuals who made contributions to Lifeworks in 2020. 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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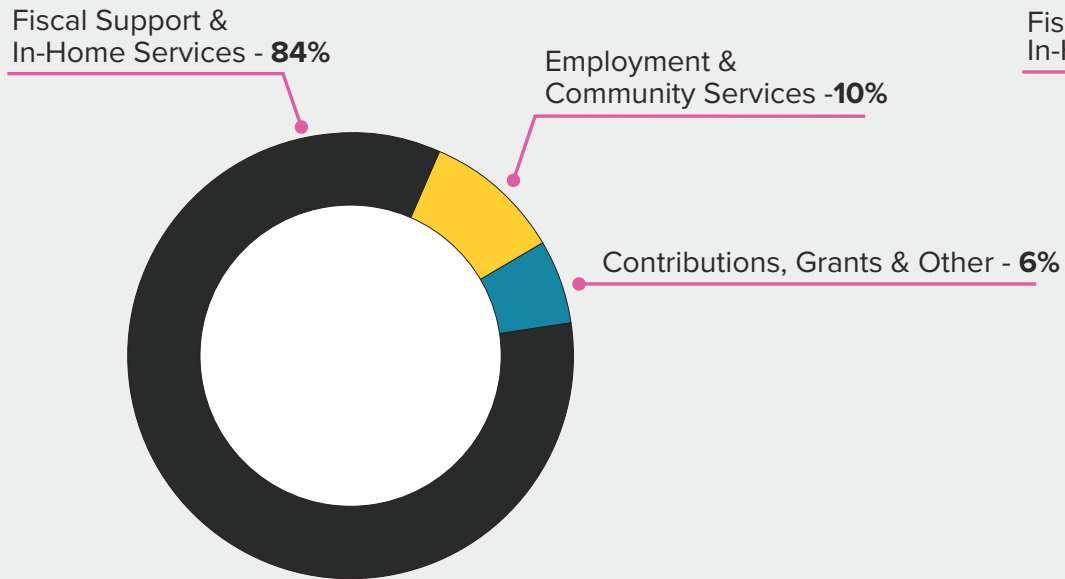
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Year Ended December 31	2020	2019
ASSETS		
Cash and Investments	27,701,240	24,230,625
Accounts Receivable and Other	7,044,532	5,733,115
Property and Equipment Net of Accumulated Depreciation	3,293,449	3,756,633
Total Assets	38,039,221	33,720,373
LIABILITIES AND NET ASSETS		
Liabilities		
Debt Maturities	1,493,524	1,604,337
Accounts Payable	911,669	500,686
Accrued Salaries and Related Expenses	5,665,105	3,868,955
Other Accrued Expenses	600	3,376
Other Liabilities	390,116	444,816
Total Liabilities	8,461,014	6,422,170
Net Assets		
Without Donor Restrictions		
Total Designated Net Assets	1,799,925	2,152,296
Total Board-Designated Net Assets	19,880,259	18,570,472
Total Undesignated Net Assets	7,892,523	6,477,935
Total Net Assets Without Donor Restrictions	29,572,707	27,200,703
With Donor Restrictions	5,500	97,500
Total Net Assets	29,578,207	27,298,203
Total Liabilities and Net Assets	38,039,221	33,720,373

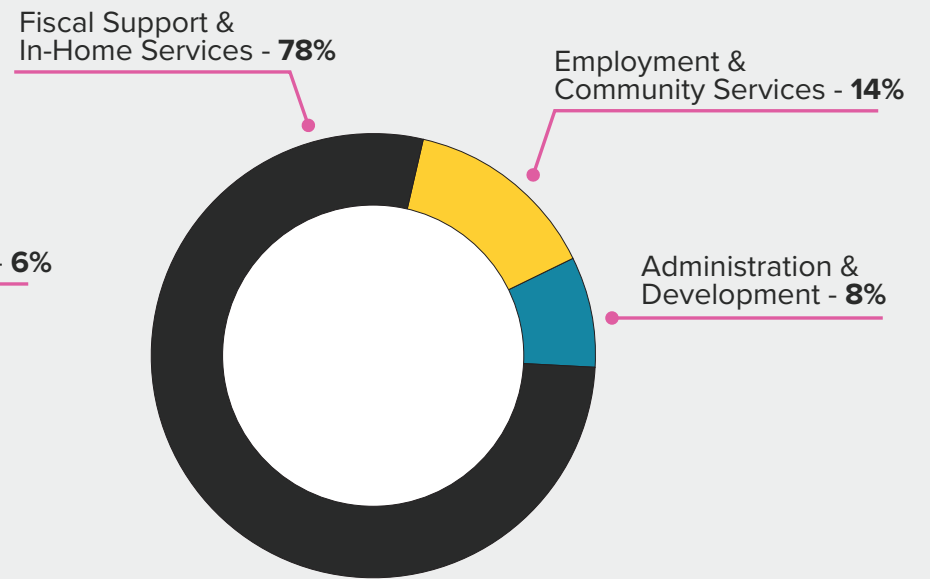
STATEMENT OF ACTIVITIES

Year Ended December 31	2020	2019
SUPPORT AND REVENUE		
Fiscal Support & In-Home Services	65,712,956	60,433,783
Employment, Day, and Community Services	7,245,530	13,003,223
Contributions and Grants	3,716,081	1,062,235
Other	1,332,396	2,040,637
Total Support and Revenue	78,006,963	76,539,879
EXPENSES		
Fiscal Support & In-Home Services	59,311,182	54,564,982
Employment, Day, and Community Services	10,659,001	12,445,558
Administration	5,422,972	5,100,689
Development	333,804	389,212
Total Expenses	75,726,959	72,500,441
Change in Net Assets	2,280,004	4,039,438
Net Assets, Beginning of Year	27,298,203	23,258,765
Net Assets, End of Year	29,578,207	27,298,203

REVENUE 2020



EXPENSES 2020



BOARD OF DIRECTORS

John Abbott, Board Chair
Varistar | Otter Tail Corporation

Caryn Addante
Ecolab

Catherine Mahone
Allianz Life Insurance Company
of North America

Kofi Bruce, Treasurer
General Mills

Nimo Ahmed
MN Community of African People with Dis-
abilities

Patricia Riley
Retired Chief Executive

Mark Geldernick, Secretary
Securian Financial Group

Theodore Carlson
Carlson Partners

Mark Traynor
UCare

Jeffrey Brown
Lifeworks

Ajani Lewis-McGhee
Allianz Life Insurance Company
of North America

LEADERSHIP

Jeffrey Brown
President and CEO

Lisa Zaspel
Vice President of Fiscal and
In-Home Services

Emily Rohrer
Director of Advancement

Kim Mueller
COO

Don Becchetti
Director of Information Technology

Susan Winterfeld Thompson
Director of Program Services

Laura Purfeerst
Vice President of Finance

Jennifer Evans-Hall
Director of Human Resources

Andrea Lang
Quality and Compliance Manager