



Center for Independent Living



2014 Annual Report

Executive Director and President's Report

As another fiscal year comes to a conclusion, SMILES continues its mission designed to promote equal opportunity that empowers individuals with disabilities in making meaningful choices, leading to a self-sufficient life style along with community integration. SMILES has expanded its existing programs and services, allowing for 5.4% increase in consumers served. SMILES also continues its efforts to add new programs and vital services as opportunities arise.



Alan Augustin
Executive Director

The following pages, present our accomplishments which include numbers served, hours of service, and goals achieved. In addition, our Managers have also looked back at the specific programs they oversee providing information on other various successful initiatives, along with remarks from our Board President.

We continue to be ever grateful to all those who contribute and believe in our mission. To our funders, program partners, benefactors, for their endorsement; our cadre of volunteers for their time and talent; our staff who work diligently every day to make a difference in the lives of our consumers; our Board of Directors for their guidance, and judgment; and the consumers we serve for their confidence and trust.

A handwritten signature in cursive script that reads "Alan Augustin".

Alan Augustin

Executive Director



Brian Koch
Board President

The Board was honored to oversee an exceptional staff through numerous challenges over the last year. Without exception, these challenges were met with proactive decisions and strategies to mitigate the effect on our consumers and employees.

In fact, we were able to adequately meet our financial obligations, expand our services to consumers and set aside additional funds into our long-term investment pool to insure the long-term viability of SMILES.

This was accomplished by the application of sound fiscal management, effectiveness within the political landscape and providing exceptional service to our consumers.

A handwritten signature in cursive script that reads "Brian Koch".

Brian Koch

Board President

BOARD OF DIRECTORS

President

Brian Koch

Vice President

Dan Robinson

Secretary

Mike Matzke

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Diane Winegar

Representatives to the Executive Committee

Jean Brand Marti

Board Members

Jerry Breitzkreutz
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Angela Christle
Ione Cox
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Nancy Goettl
Beth Serrill
Dan Sherwin
Tom Winter

STAFF

Executive Director

Alan Augustin

Administrative Assistant

Helen Mitchell

Advocacy Manager

Michelle Malakowsky

Education & Communication Manager

Anne Murray

Independent Living Program Manager

Bonnie Danberry

Independent Living Skills Specialists

Kristina Janke
Sarah Kosak
Lori Mosenden
Jessica Raimann
Chad Tolzmann
Lacey Wegner

Independent Living Skills Trainers

Sammy Anderson
Benjamin Baumann
Jacob Jorgensen
Shannon Nelson
Tiffany Schluter
Caleb Siewert

Information & Referral/Technology/Ramp Project Manager

Howard Rosten

Operations Manager

Doug Miller

PCA Choice Manager

Traci Windschitl

Peer Counselor/Volunteer/Recreation Manager

Jamie Mack

Ramp Project

Alan Esser, Ron Olson,
James Haroldson
Michael Trieschiman
Gordon Westermann

Personal Care Assistants

Teri Ahlstrand
Vanessa Andresen
Jennifer Arreola
Kristine Bachmann
Cynthia Barden
Gregory Barden
Harold Bartlett
Clinton Bennett
Jacob Benzkofer
Janel Berger
Ashley Beseke
Amber Black
Nichole Braam
Aubin Bruns
Melanee Buckentin
Yvonne Caldwell
Lisa Clark
April Cook
Sanna Dokken
Christine Engel
Allyson Ewest
Jane Flinthrop
Ashley Gartner
Nicole Gartner
Karen Gerhardson
Ashley German
Donna Gomez

Lashanique Griffin
Anthony Hawkins
Becky Heinze-Guentzel
Lee Hilde
Brandi Hillesheim
Diann Huro
Alicia Idle
Tion Johnson
Aimee Kenne
Laura Kimes
Jessi Kinnetz
Emily Klehr
Darlene Kopischke
Norman Langston
Frederic Langston
Julie LaTour
Jennifer Loeffler
Whitney McCabe
Cassandra Meyer
Jeremiah Miller
Josiah Miller
Noah Miller
Jordan Mosser
Nicole Nelson
Jennifer Nichols
Emily Norell
Amber O'Connor
Gretchen Olmanson
Carol Olness
Rachel Opalinski
Katelynn Pankratz
Nadine Pascuzzi
Anh Pham
Kathleen Remiger
Sharon Rhoades
Donald Rickard
Maria Rodriguez
Tesla Sathoff
April Schech
Tiffany Schluter
Hannah Sheehy
Olivia Skaare
Kaycee Smith
Judy Staloch
Stephanie Staloch
Thomas Staloch
Amber Steen
Bethany Thalman
Brianna Theis
Craig Thorson
Mary Thorson
Dyllan Tolzmann
Jessica Tolzmann
Andrea Veroeven
Wendy Vorwerk
Hollie Wehr
Christopher Whitehead
Sarah Witte
T'Keha Worthen

VALUES OF SERVICE

Consumer Control

SMILES is guided by consumer and stakeholder involvement at all levels of development, responsibility, and operation within the organization. In this way community integration and self-determination become the entitlement and responsibility of each individual served by the organization.

Consumer Need Based

SMILES values the individuals we serve and seeks to provide authentic, accurate assessments. We proactively locate resources within our service delivery area that are responsive to and reflective of identified needs.

Individualized

SMILES works to empower individual aspirations and needs. Independent living plans and services are developed with full consumer investment, participation, and service flexibility.

Community Based

SMILES believes common community settings and social interactions facilitate people with disabilities to integrate more fully and provides them with the greatest opportunities available to cultivate knowledge, skills, and attitudes that ensure true and valued inclusion.

SMILES cultivates and facilitates partnerships with a wide array of community service organizations in an effort to avoid competing or segregated services.

SMILES values participation to the fullest extent possible and as a result activities sponsored by the center are located in environments used and accessed by all citizens.

Architectural and Environmental Access

SMILES facilitates service delivery in the least restrictive environments possible for training in residential, social, recreational, and personal development topical areas.

SMILES believes conditions for acquiring, maintaining, and utilizing specific skills of daily and community living are a part of the expected behavioral repertoire of all community members and works to mindfully cultivate this throughout all of its programming activities.

Equal Opportunity

SMILES values its role as a Center for Independent Living for persons with disabilities. We continue to focus on providing timely information, knowledge, support, and resources that individuals need to live, work, and recreate in the nine county service area in which they reside.



SMILES Youth Baseball League



American Idol Karaoke Night



Canoe and Kayak with Wilderness Inquiry



Adaptive Ski Program

ACCOMPLISHMENTS OF 2014

Over the last year SMILES CIL served 1875 people!

- 108 Individuals received ***Peer Counseling*** totaling 3,235 hours of service.
- 207 Individuals received ***Independent Living Skills Training*** totaling 9,265 hours of service.
- 272 Individuals participated in ***Recreational Activities*** totaling 1152 hours of service.
- 679 Individuals were served using ***Assistive Technology*** totaling 1,274 hours of service.
- 69 High School Youth participated in ***Transition Training Sessions*** receiving 1,080 hours of training.
- 66 Individuals were served through the ***PCA Choice Program*** totaling 70,913 hours of services.
- 352 Requests were made for ***Information or Referral*** totaling 171 hours of service.
- 93 Individuals received Individual ***Advocacy Services***, providing 1629 hours of service.
- 1368 Hours of ***Community Services***.
- 39 **Ramps** were built this year, totaling 524 hours of service.
- 140 Individuals served as ***SMILES Volunteers***, providing 4,898 hours of volunteer service.
- 671 **Consumer goals achieved!**

Program Reports

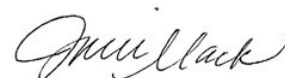
Peer Counseling, Recreation & Volunteers

In the 2013-2014 fiscal years, SMILES Peer Counseling/Volunteer/Recreation programs have had great successes. In the Peer Counseling program, SMILES began a mental health support group open to the public facilitated by a peer counselor who has a mental health diagnosis. This group met twice a month at SMILES Mankato office. The group grew from two participants to ten participants who meet regularly. This support group is also collaborating with Horizon Homes Crisis Center in that those participants who attend SMILES support group receive credit in their treatment program at Horizon Homes.

SMILES Recreation programs have also been successful in the last fiscal year. SMILES expanded recreation events and opportunities to the branch offices in Waseca and Fairmont. The activities included fishing trips, canoe trip in Fairmont, picnics, Easter Egg Hunt, and a Valentine's Dinner and Dance. SMILES staff have been collaborating with other organizations in both branch office communities to determine activities requested by consumers providing consumer control through-out SMILES service area. Also based on a comparison from last year SMILES experienced a 13.8% increase in consumers served.

SMILES Volunteer program has been growing with additional student volunteers. SMILES began providing student learning opportunities for students at MSU, Mankato and South Central College. Students have been coming from the social work programs, adaptive recreation programs, ethnic studies courses, and non-profit leadership courses. These students have helped with various activities, events, and in several programs contributing to SMILES mission of disability awareness in the community.

Jamie Mack
Peer Counselor/Recreation Manager



PCA Choice

The PCA Program has had many changes over the past year. The increase in effective communication between the company, consumers and PCA's has been our greatest achievement! Instead of sending out correspondence and training by US Mail, we have utilized email, which is most productive with a faster response.

Also, SMILES is able to send out an email to all PCA's when there is a job opening. This allows PCA's to work with more than one consumer. In response we have reduced the costs of job advertisement, training and orientation.

Several of our documents, including our employment application and background study form, are now electronic; so, they are able to be sent by email. Overall these changes have increased the satisfaction of our consumers, their families or caregivers, and PCA's.



Traci Windschitl
PCA Choice Manager

Ramps & Assistive Technology

SMILES received a call from a family seeking a ramp for their college age daughter who was attending MSU this fall. The young lady incurred a spinal cord injury a few years ago as the result of an accident and uses a manual wheel chair.

The daughter had recently moved into a mobile home in Mankato and did not have ramp access to her home. Working with the Blue Earth County Human Service program, SMILES set up a temporary metal ramp for the young lady so she could access her

home. That allowed the family and SMILES the time necessary to complete the process of building a modular wood ramp.

When a build date was set, the temporary metal ramp was removed and the wood ramp built. The young lady can now come as she pleases, as she pursues her college degree, and the temporary ramp was available for another person.

SMILES received a request from the Blue Earth County Human Services agency asking if SMILES had iPads available to loan.

There was a young woman who had communication issues along with various secondary disabilities including behavioral, emotional and learning.

The hope was an iPad could help with communication along with learning new appropriate behaviors. Arrangements and training to operate the iPad were scheduled to see how appropriate this device was.

The young lady used the iPad for a couple months and the family was thrilled with the results. The following is a short excerpt of an email SMILES received after the iPad was returned.

"I can't thank SMILES enough for allowing us the opportunity to use their iPad to see if Rhea could learn the skills necessary to utilize one. It has been a wonderful addition to her learning and just the beginning of many more activities we plan to incorporate using this technology. Thank you so very, very much for everything."



Howard Rosten
Assistive Technology Manager

Independent Living Skills Training

The Independent Living Program Provides training, guidance, and support to assist consumers in achieving maximum independence.

This past year, the Independent Living Skills Program Community Living Alternatives transitioned from providing services to Minnesota Health Care Waiver consumers under the Minnesota Statute 245B licensing regulations to the new Minnesota Statute 245D licensing regulations.

Since the legislative changes in January 2014, we have seen an increase in provision of Support Planning services to individuals choosing to utilize the Consumer Directed Community Supports (CDCS) through their waiver.

Our Transition from School to Community for Students with Disabilities component increased outreach efforts to schools within our service area. We were able to reconnect and collaborate with more schools to provide group skills training to students with disabilities ages 14-22, serving 69 students.



Bonnie Danberry
Independent Living Skills Manager

Advocacy

During the fiscal year, SMILES made available its expertise to consumers needing assistance with various advocacy issues such as; consumer legal rights, benefits, housing, transportation, employment etc...

For example, 22 consumers asked for and received assistance addressing Medicare Part D Prescription Drugs and Social Security benefits.

In addition, SMILES continues to serve on various community wide committees addressing issues which include: community accessibility, homelessness, transportation and consumer rights.

SMILES advocacy program also is available to assist consumers who want to relocate from a Nursing Home back into community living.



Michelle Malakowsky
Advocacy Manager

Community Education

During the fiscal year, SMILES managers, staff and volunteers provided 1,468 hours of community service throughout the region.

Community Service, which include: presentations, workshops, open meetings, expos, special events, technical assistance, and other educational sessions were provided to businesses, other service providers, and community organizations.

Sessions covered disability related topics and issues, technology, SMILES programs and services, or training and demonstration custom designed by request.

Additionally, SMILES provided outreach to more than 2800 individuals, working cooperatively and in partnership with a variety of organizations and agencies in communities all over South Central Minnesota.

SMILES' media coverage distributes information about programs, services and activities beyond geographic locations around Mankato and Branch Offices in Fairmont, New Ulm, and Waseca.

SMILES' sponsorship of Closed Captioning for the evening news at KEYC TV features a public service disability awareness message in American Sign Language.

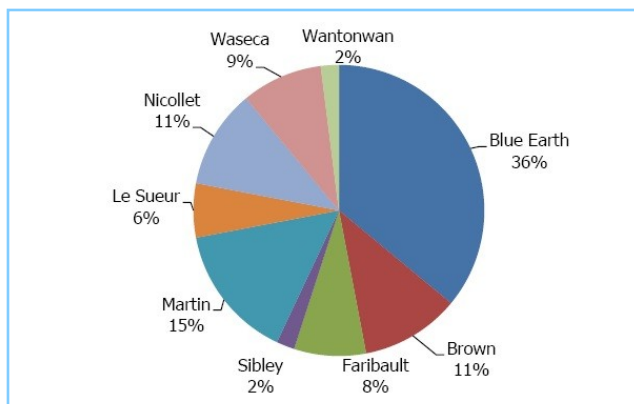
This public service announcement is broadcast before the local and national news, and is watched in more than 80,000 households across our service delivery area, providing information about how to contact SMILES.

Anne Murray
Community Education Manager

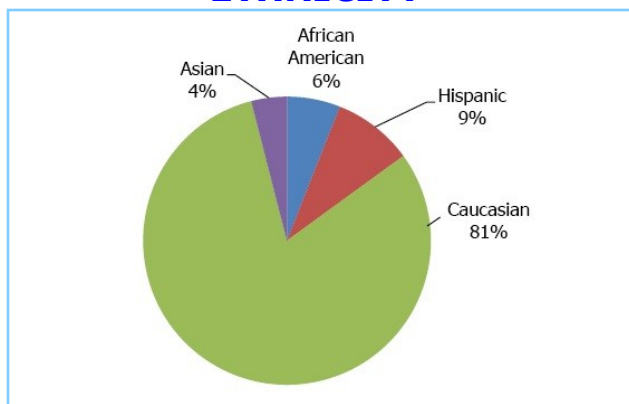


DEMOGRAPHICS

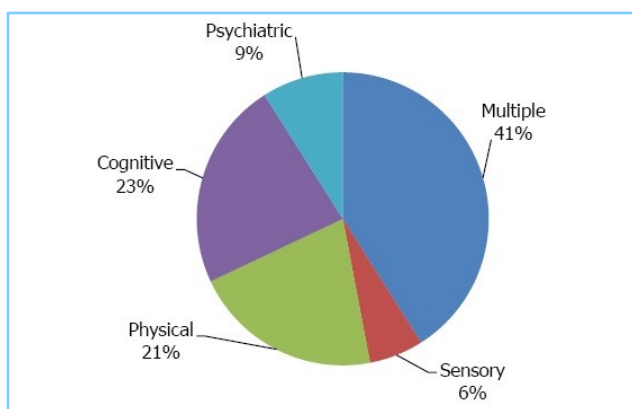
SERVICE BY COUNTY



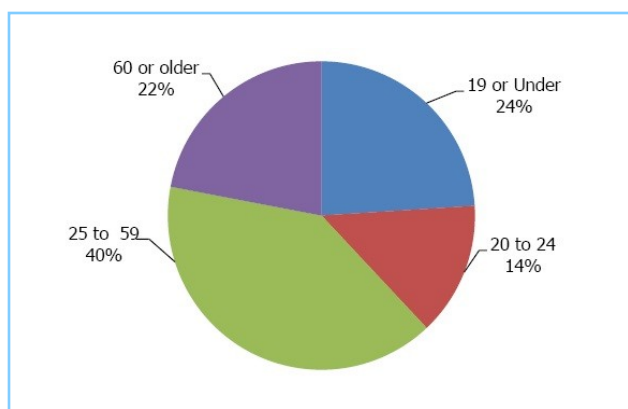
ETHNICITY



DISABILITIES SERVED



AGE



DONORS, FUNDERS AND MEMBERS

A Center
 Adam's Outlet
 Tamara Allison
 Anytime Fitness
 Arby's
 Arnold Motors
 Aspire Salon & Spa
 Alan Augustin
 Bank Midwest
 Chris Bartz
 Blethen Gage & Krause
 Brown & Brown
 Sally Burdick
 CJ's Sweet Sensations
 Ione Cox
 Crossview Covenant Church
 Curves
 Cutting Edge Fitness
 Culligan Water
 D & S Trophies
 Dairy Queen
 Doug's Sports Center
 Dutch Creek Farms
 Enderson Clothing
 Fairmont Bait Shop

Fairmont Body Shop
 First Choice Stylists
 First Farmers & Merchants National Bank
 Gemini Studios
 Goodyear-Gram Tire Automotive
 Greater Mankato Area United Way
 Green Wings
 Hair, Etc.
 Roxanne Hess
 Hosanna Lutheran Church
 Jakes Auto Sales
 Jakes's Pizza
 Janesville Community Chest
 Janzen's Greenhouse
 Ruth Johnson
 Kandy Koncepts
 Kato Community Club
 KBEW 98 Country
 Brian Koch
 Kraft Foods Global
 KSUM Radio
 Lake Crystal United Fund
 Jeff Lang
 Thomas Larson, DDS
 Kiwanis Holiday Lights

Lloyd Management
 Greg & Michelle Malakowsky
 Mc Donald's
 Midwest Bank Fairmont
 Doug Miller
 Anne Murray
 Norm's Soft Water
 On the Wall
 George Patchin
 Liz Peltola
 Perkins
 Deloris Petrovich & Richard Vaneman
 Picture This Scrap That
 Pizza Hut
 Poppe's Store & Car Wash
 Prairie Lakes Regional Arts Council
 L. E. Prescher
 Ranch Restaurant
 Regional Activities Profession
 Dan Robinson
 Trisha Rosenfeld
 Rosen Diversified
 Howard Rosten
 Shear Radiance
 Frederick Schipp

Samantha Seifert
 Daniel Sherwin
 Donita Soucek
 Sovell Jewelry
 Speciality Care
 Sterling Drug
 Sign Pro
 Mark Skoog
 Robert Sorensen
 Subway
 Taco John's
 Robert Timm
 Chad & Jessica Tolzman
 United Way of Brown County
 United Fund of Decoria
 U.S. Bank
 Voyager Bank
 Jon Wachter
 Walmart
 Waseca Area United Way
 Diane Winegar
 Xcel Energy

We make every effort to accurately document and recognize donors. If we have inadvertently missed your name or business, please tell us so we can properly thank you for your contribution and document your charitable gifts.

STATEMENT OF FINANCIAL POSITION AS OF JUNE 30, 2014

ASSETS:	2014
Current Assets:	
Cash and Cash Equivalents	\$ 103,808
Investments, Unrestricted	250,841
Accounts Receivable	151,175
Grants Receivable	74,359
Prepaid Expenses	<u>33,057</u>
Total Current Assets	613,240
Property & Equipment, Net of Accumulated Depreciation	49,173
Other Assets:	
Investments	7,330
Cash Value Life Insurance	<u>8,040</u>
Total Other Assets	<u>15,370</u>
TOTAL ASSETS	<u>\$ 677,783</u>
LIABILITIES AND NET ASSETS:	
Current Liabilities	\$ 102,025
Long-Term Liabilities	19,457
Net Assets:	
Unrestricted	542,994
Temporarily Restricted	987
Permanently Restricted	<u>12,320</u>
Total Net Assets	<u>556,301</u>
TOTAL LIABILITIES AND NET ASSETS	<u>\$ 677,783</u>

STATEMENT OF ACTIVITIES YEAR ENDED JUNE 30, 2014

Support	\$ 59,445
Revenues	<u>1,949,592</u>
Total Support & Revenues	<u>\$ 2,009,037</u>
Program Expenses	\$ 1,811,433
Management & General Expenses	166,122
Fundraising Expenses	<u>10,252</u>
Total Expenses	<u>\$ 1,987,807</u>
Change in Net Assets	21,230
Net Assets—Beginning	<u>535,071</u>
Net Assets—Ending	<u>\$ 556,301</u>

***This report is intended for informational purposes only.
Complete and audited financial statements with accompanying notes
are available from the SMILES office.***

Center for Independent Living

EMPOWERING PEOPLE WITH DISABILITIES SINCE 1990!



Center for Independent Living

Mankato Office:

709 South Front St. Ste. #7

Office Hours: M-F 8AM-4:30PM

Phone/TTY: 507-345-7139

Fax: 507-345-8429

Toll Free: 888-676-6498

E-mail: smiles@smilescil.org

Fairmont Branch Office:

820 Winnebago Ave. Ste #1
Fairmont, MN 56031

Phone/Fax: 507-235-3488

New Ulm Branch Office:

1618 S. Broadway
New Ulm, MN 56073

Phone/Fax: 507-354-7106

Waseca Branch Office:

505 S. State St. Ste. #6
Waseca, MN 56093

Phone/Fax: 507-833-1339



United Way Funded Agency

MISSION

SMILES Center for Independent Living is a nonprofit organization committed to providing a wide array of services that assist individuals with disabilities to live independently, pursue meaningful goals, and enjoy the same opportunities and choices as all persons

PHILOSOPHY

SMILES believes that people with disabilities have the right:

- To live as independently as their abilities allow
- Receive services based on need
- Enjoy the same access to opportunities as all persons
- Exercise self-determination
- Access programs which maximize their potential
- Integrate within the community
- Maintain employment that enhances a feeling of self-worth and independence
- Enjoy guaranteed constitutional and human rights
- Choose from available options



LEAVE A LEGACY® Mankato Area

Please remember SMILES in
your will or other plans.