Dear Friends of Opportunity Partners,

While 2020 brought many challenges, Opportunity Partners still found ways to thrive. In addition to the unknowns of the pandemic and social unrest in our communities, we also faced staff shortages and economic uncertainties.

Through it all, our amazing team members stepped up with perseverance, creativity and positivity. And supporters like you lifted us up and carried us forward.

We ensured people stayed safe and happy at home, and supported others to keep their essential community jobs. With support from our community, we launched new services and reinvented others to meet the many health and safety protocols. And when we had to cancel our 2020 Gala, donors gave generously to fundraisers during the year.

We’re so proud of all that we accomplished with the help of people we serve, their families, our staff, and community of supporters. Our 2020 Report to the Community highlights many successes and milestones made possible because of you.

With gratitude,

Bill Schultz  
President and CEO

Ben Knoll  
Chair, 2021 Board of Directors

VALUES:

IMPACT  
Generate solutions that make a difference.

CHOICE  
Create opportunities for people to lead self-directed lives.

HEART  
Promote the dignity and worth of each other.

PARTNERSHIP  
Facilitate change through relationships, collaboration, and advocacy.

MISSION:  
Together we advance the quality of life for people with disabilities.

VISION:  
People of all abilities thrive in the world.
1,265 persons served by OP in the 10-county Minneapolis/St. Paul metro area.

415 employees helped people live, learn and work successfully.

52 years old is the average age of people we serve.

In 2020, 519 persons served participated in a satisfaction survey across various programs. The results are included below.

96% of persons served reported that OP staff treat them with respect.

93% of persons served reported that OP and other important people in their life work together as a team.

90% of persons served reported that OP improves their quality of life.

32,605 rides, driving a total of 256,665 miles, which was lower than previous years due to service closures and limitations on community outings during the pandemic.
By the Numbers

Day and Employment Services
People working on Supported Employment Teams: 164
People working at our Production centers: 439
- Business partners doing Production work with OP: 47
- Number of parts/pieces packaged: 1,916,984
- Total wages earned by people working Production and SETs in 2020: $847,079

People taking part in Enrichment classes: 649
People taking part in Engage with My Community: 27
People taking part in Virtual Services: 95
People utilizing job seeking supports: 76
New competitive Job Placements: 28

OP continued to support more than 180 people in Job Retention services, providing support virtually and in person during some of the most crucial times of the pandemic.

Residential
Total people supported in Residential: 274
People supported in Community Living: 170
People supported at hoMEbase apartments: 26
People supported in our OP Residences: 78
COVID-19 Impact

On March 18, 2020, OP completely closed Day Services at all five of our facilities. This was a tremendous change for our persons served, and immediately and unfortunately required us to furlough over 200 staff members. At the same time, we needed our Residential Program staff to increase care and supports to help people through the stay-at-home requirements, when many natural supports of family and other providers were gone. Even as we were able to begin reopening our facilities in the summer, the capacity limits and safety protocols meant the financial implications of the pandemic continued throughout the year.

At the onset, we gathered Personal Protective Equipment to keep persons served and staff safe: face shields, gowns, gloves, thermometers and nearly 6,000 face masks that were donated by the community! And we shifted virtually as much as we could – helping nearly 100 persons served connect to staff and peers through our Virtual Services, and navigate reaching out to family and health care providers over video.

In March 2020, the Coronavirus Aid, Relief and Economic Security (CARES) Act was signed into law to combat the financial effects of COVID-19. The CARES Act created a Provider Relief Fund to provide financial support for hospitals and other healthcare providers. OP received just over $1.4 million in 2020, which significantly helped reduce the lost revenues from the year.

How has it been to come back to OP?

“OP means everything to me. It means love and respect. When OP was closed, I felt kind of hopeless, kind of sad.” –Stephanie

“I was not happy, but I’m glad I’m back now.” –Laura

“I was kind of bored. It felt good to come back.” –Nicole

“It’s a good place to be. I feel that I am lucky that I’m working now.” –Nathan
January-February
726 people are being served in OP Day Services and 274 in OP Residential Services before the pandemic hits.

April-May
Day Service staff fill in at our Residential and Production sites, ensuring we can continue to meet the needs of people served at home and our customers. With our Gala cancelled, we pivot to an online fundraiser that raised $100,000 to meet the increased needs in our Residential Services.

July
39 people back in Day Services.

August
OP Bren Road Service Center reopens with two shifts and limited capacity – 117 people back in Day Services. Bill Schultz named President & CEO.

September
OP Koch Campus and Karlins Center reopen with two shifts and limited capacity, Virtual Services launch. 243 people back in Day Services. Special OP’s Got Talent online fundraiser brings in nearly $30,000.

October
302 people back in Day Services. Rebuild of Doug’s Place that burned down in 2019 continues.

November
314 people back in Day Services.

December
322 people back in Day Services. OP leadership members drop cookies off to Residential sites in celebration of the holidays and getting through a very challenging year.

March
Annual Spaghetti Dinner is held March 5, just before the pandemic changed the world. OP Day Services close March 18, and nearly half of all OP staff are furloughed.

Our Residential teams shift into high gear, providing essential care at home for people who can no longer attend day programs or community outings.

June
OP Asplin Center reopens with two shifts and limited capacity to ensure social distancing and rigorous cleaning and mask protocols – 25 people back in Day Services. President & CEO Armando Camacho leaves for a new opportunity; Bill Schultz appointed Interim CEO.

2020: A year like no other in our 67 year history
With Opportunity Partners by his side, Vanya, 27, has shown steady improvement at his job at a Twin Cities Target. Both OP and Target never gave up on Vanya, and he has now held his job for seven years.

Early on, Vanya struggled to communicate with supervisors, did not always follow workplace rules, and needed to improve his time management. OP Employment Specialist Julie Magel worked to help Vanya succeed.

“Vanya has really grown in understanding and respecting the employee and store policies,” Julie said, adding that he has become invested in making this a positive work experience.

“Vanya is a reliable and hard worker, and he continued to work throughout COVID-19 as an essential employee. As a Front End Attendant, he wrangles the carts, keeps the entrance tidy, and greets and directs customers.

“To see him happy, thriving and enjoying his work experience brings total joy to me,” Julie added.

“**I am so proud of him.**”

Vanya also receives support in OP’s Community Living program with chores and budgeting at home. “He is working on understanding how much things cost and is able to save money for more expensive activities,” said his staff Caitlin Ring. He also enjoys participating in activities like bowling, playing basketball and riding his bike. “Vanya is always so positive and happy to see staff and his friends at social gatherings.”

OP’s services span employment, residential and enrichment, which means we can offer individuals, including Vanya, just the right level of support!
**2020 Financials** (in thousands)

### Revenue

<table>
<thead>
<tr>
<th>Source</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential Services</td>
<td>$10,579</td>
<td>$9,680</td>
</tr>
<tr>
<td>Vocational Programs</td>
<td>6,744</td>
<td>14,545</td>
</tr>
<tr>
<td>Contract Work</td>
<td>6,711</td>
<td>7,696</td>
</tr>
<tr>
<td>Contributions &amp; Grants</td>
<td>2,065</td>
<td>2,057</td>
</tr>
<tr>
<td>CARES Act Provider Relief Fund</td>
<td>1,088</td>
<td>--</td>
</tr>
<tr>
<td><strong>Total Revenue</strong></td>
<td><strong>$27,187</strong></td>
<td><strong>$33,978</strong></td>
</tr>
</tbody>
</table>

### Expenses

<table>
<thead>
<tr>
<th>Program</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Residential</td>
<td>$8,512</td>
<td>$8,872</td>
</tr>
<tr>
<td>Vocational</td>
<td>14,247</td>
<td>20,266</td>
</tr>
<tr>
<td>Administrative</td>
<td>2,840</td>
<td>3,260</td>
</tr>
<tr>
<td>Fundraising</td>
<td>234</td>
<td>299</td>
</tr>
<tr>
<td>COVID-19 Expenses</td>
<td>968</td>
<td>-</td>
</tr>
<tr>
<td><strong>Total Expenses</strong></td>
<td><strong>$26,801</strong></td>
<td><strong>$32,697</strong></td>
</tr>
</tbody>
</table>

Non-Operating Net Revenue $523 $380

**Total Change in Net Assets** $909 $1,661

### Balance Sheet

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Assets</td>
<td>$8,519</td>
<td>$7,397</td>
</tr>
<tr>
<td>Property</td>
<td>12,653</td>
<td>12,773</td>
</tr>
<tr>
<td>Long Term Assets</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>Endowment</td>
<td>4,886</td>
<td>4,405</td>
</tr>
<tr>
<td>Restricted Savings</td>
<td>324</td>
<td>686</td>
</tr>
<tr>
<td><strong>Total Assets</strong></td>
<td><strong>$26,382</strong></td>
<td><strong>$25,261</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Category</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current Liabilities</td>
<td>$3,690</td>
<td>$3,284</td>
</tr>
<tr>
<td>Long Term Debt</td>
<td>5,576</td>
<td>5,771</td>
</tr>
<tr>
<td>Net Assets</td>
<td>17,116</td>
<td>16,206</td>
</tr>
</tbody>
</table>

**Total Liabilities and Net Assets** $26,382 $25,261

---

**Revenue by Source**

- Programs & Services $17,323 (64%)
- Contract Work $6,711 (25%)
- Contributions & Grants $2,065 (7%)
- CARES Act Provider Relief Fund $1,088 (4%)

**Total Revenue $27,187**

**Expenses by Program**

- Day & Vocational Services $16,496 (62%)
- Residences $6,388 (24%)
- Community Living $2,715 (10%)
- COVID-19 Expenses $968 (3%)
- All Other $234 (1%)

**Total Expenses $26,801**

---

**Executive Team 2020**

- Aimee Barbeau, Vice President, Residential and Community Living
- Paul Hanson, Vice President, Information Technology
- Calli Kadlec, Senior Director Day and Employment Services
- Nelson Neubrech, Vice President, Finance
- Lori Schultenhofer, Vice President, Vocational and Habilitation Services
- Todd Schoolman, Vice President, Human Resources
- Bill Schultz, President and CEO
- Kate Wilinski, Vice President, Advancement

---

**Board of Directors 2020**

- Greg Keane, Chair, Bush Foundation
- Ben Knoll, Vice Chair, Partners in Food Solutions
- John Kelly, Treasurer, United Health Group
- Saanii Hernandez, Secretary, Women’s Foundation of Minnesota
- Cynthia Lesher, Retired CEO NSP, an Xcel Energy Co.
- Mike McElroy, Ryan Companies US, Inc.
- Al Mize, YourEncore, Inc.
- Patty Sagert, Rasmussen College
- Ed Spencer, Jr., *Affinity Capital Management
- Diane Toll, Kraus-Anderson
- Nancy Wagner, *Minnesota Families and Advocates Coalition (MNFAC)
- Ann Yekaldo, Retired *US Bank

---

1 Joined Executive Team March 2020
2 Promoted to President and CEO in August 2020 after the departure of Armando Camacho

---

**See the 2021 Board of Directors at opportunities.org/leadership**