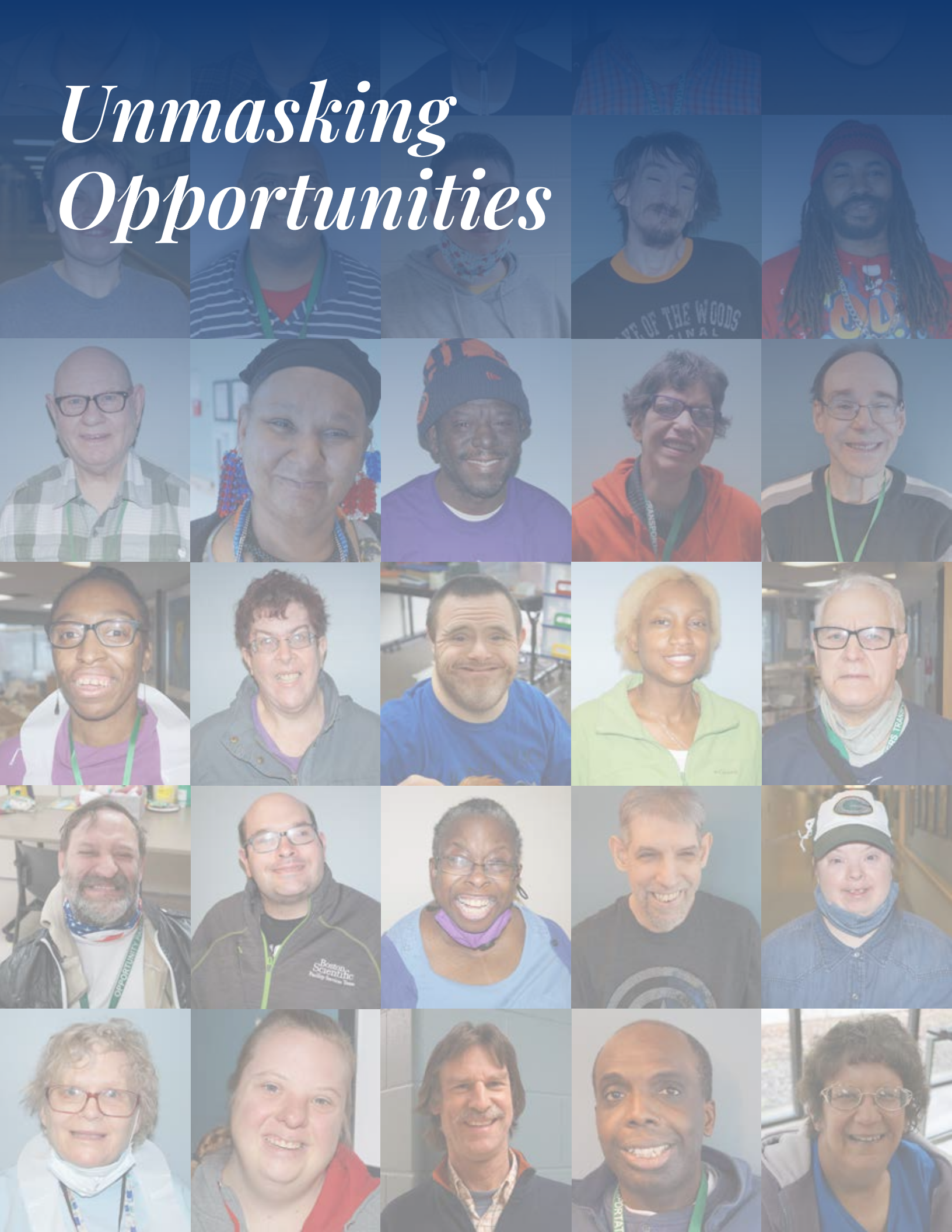




# **2020** Opportunity Partners *Report to the Community*



# *Unmasking Opportunities*



# 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*



Bill Schultz, President and CEO



Ben Knoll, Chair,  
2021 Board of Directors



## **MISSION:**

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

## **VISION:**

People of all abilities thrive in the world.

## **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.



# By the Numbers

**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.

**6,000+**  
face masks donated

**180**  
people supported in Job  
Retention services

**\$1,439,000**  
funding received from  
the CARES Act

## 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

# 2020: A year like no other in our 67 year history

## January-February

**726 people** are being served in OP Day Services and **274** in OP Residential Services before the pandemic hits.

## Pre-Pandemic

## 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.

## 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.

## COVID-19 Impact

## 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.



## 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.

## Road To Recovery

## 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.



## *Success on the job and at home*

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.

***"It's incredible how he has built these skills."***

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

	2020	2019
Residential Services	\$ 10,579	\$ 9,680
Vocational Programs	6,744	14,545
Contract Work	6,711	7,696
Contributions & Grants	2,065	2,057
CARES Act Provider Relief Fund	1,088	--
<b>Total Revenue</b>	<b>\$ 27,187</b>	<b>\$ 33,978</b>

## Expenses

Residential	\$ 8,512	\$ 8,872
Vocational	14,247	20,266
Administrative	2,840	3,260
Fundraising	234	299
COVID-19 Expenses	968	--
<b>Total Expenses</b>	<b>\$ 26,801</b>	<b>\$ 32,697</b>

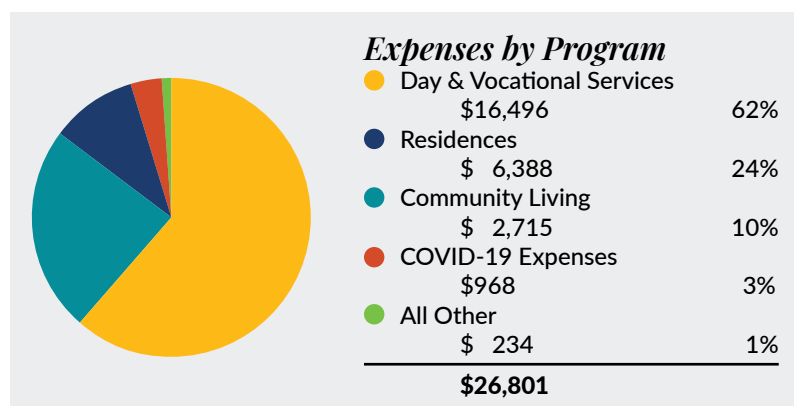
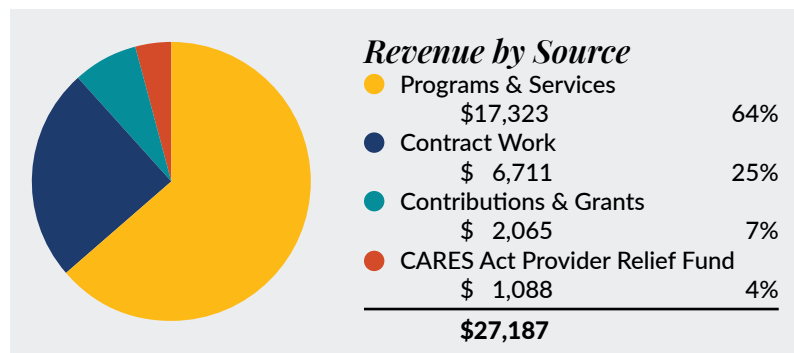
Non-Operating Net Revenue	\$ 523	\$ 380
<b>Total Change in Net Assets</b>	<b>\$ 909</b>	<b>\$ 1,661</b>

## Balance Sheet

Current Assets	\$ 8,519	\$ 7,397
Property	12,653	12,773
Long Term Assets	--	--
Endowment	4,886	4,405
Restricted Savings	324	686
<b>Total Assets</b>	<b>\$ 26,382</b>	<b>\$ 25,261</b>

Current Liabilities	\$ 3,690	\$ 3,284
Long Term Debt	5,576	5,771
Net Assets	17,116	16,206

<b>Total Liabilities and Net Assets</b>	<b>\$ 26,382</b>	<b>\$ 25,261</b>
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## 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 <sup>1</sup>

Nelson Neubrech, Vice President, Finance

Lori Schluttenhofer, Vice President,  
Vocational and Habilitation Services

Todd Schoolman, Vice President, Human  
Resources \*

Bill Schultz, President and CEO <sup>2</sup>

Kate Wilinski, Vice President,  
Advancement

<sup>1</sup> Joined Executive Team March 2020

<sup>2</sup> Promoted to President and CEO in August 2020 after  
the departure of Armando Camacho

## Board of Directors 2020

Greg Keane, Chair  
Bush Foundation

Kate Harahan  
American Red Cross

Ben Knoll, Vice Chair  
Partners in Food  
Solutions

Jamie Jackson  
Stairway Partners LLC

John Kelly, Treasurer \*  
United Health Group

Joe Kukla \*  
Thiel, Anderson, & Kukla,  
PLLP

Saanii Hernandez,  
Secretary  
Women's Foundation of  
Minnesota

Cynthia Leshner  
Retired CEO NSP, an  
Xcel Energy Co.

Armando Camacho,  
Ex-officio <sup>1</sup>  
Opportunity Partners

Mike McElroy  
Ryan Companies US, Inc.

Bill Schultz, Ex-officio <sup>2</sup>  
Opportunity Partners

Al Mize  
YourEncore, Inc.

Bryan Chambers  
Lendevor

Patty Sagert  
Rasmussen College

Steve Cramer  
Minneapolis Downtown  
Council

Ed Spencer, Jr. \*  
Affinity Capital  
Management

David Dorn  
Special Olympics of  
Minnesota

Diane Toll  
Kraus-Anderson

Mary Fenske  
Community Volunteer

Nancy Wagner \*  
Minnesota Families and  
Advocates Coalition  
(MNFAC)

Ann Yekaldo  
Retired - US Bank

<sup>1</sup> Through July 2020

<sup>2</sup> As of August 2020

\* Opportunity Partners family member

See the 2021 Board of Directors at  
[opportunities.org/leadership](https://opportunities.org/leadership)



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