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Beverly Winters

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Rob DeHerrera

Deputy Director/CFO

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Waiver Programs

Jane Byron
Director,
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Community

Pat Jefferson
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Community (retired)

To the Community









2020 has been a year transformation, responding to rapid change, digging deep for resilience and inspiration, and adapting to new ways of thinking, doing, and being. This has been so true for DDRC, as we worked to live by the spirit shown in the saying: "Do not let what you cannot do interfere with what you can do."

In this rollercoaster of the pandemic, we have been steadfast to keep safety first, and we celebrate our low incidence of COVID positive cases over the year among individuals we serve directly, and through our case management and 300-plus service providers.

We have found new ways of helping people thrive and stay connected! Our case management, early intervention, and program staff shifted quickly and successfully to teleconferencing and virtual services. Our in-person services were provided with careful risk assessment, screening

and safety measures, following all regulations. Time and again we developed and implemented procedures and then rapidly changed them as new information or requirements came in.

We kept budget cuts away from the individuals and families we serve wherever possible. Difficult operational changes and staff reassignments were undertaken but we avoided layoffs, knowing that it is through dedicated employees that we carry out our mission and provide excellence in service. Our front-line workers have been extraordinary in giving a sense of stability and encouragement that life can go on.

Most inspiring is the resilience of the people we serve who are trying to understand and adjust to changes in routines, activities, face coverings, and less ability to be with loved ones. We know too, the impact on families and caregivers who have faced struggles in juggling care, work, home schooling and changes in service delivery. Yet in the face of these daunting demands, we have seen

perseverance and kindness in our community on many levels.

Knowing we have achieved much over the years gives us confidence that we will continue to make strides. and our resilience ensures we will meet the future being strong in our mission.

With appreciation,

Beverly Winters, Executive Director David Pemberton, President, Board of Directors Robert DeHerrera, Deputy Director/CFO

"The end of 2020 marks my transition to retirement. It has been incredibly gratifying to be a part of the great work of DDRC since I began in the 1980's and to have helped build so many new opportunities and services. How terrific that Rob DeHerrera has been chosen to be the new Executive Director. I am confident that DDRC is in excellent hands, hearts and minds and know this very important work will go on."

> **Beverly Winters** Executive Director

"Beverly has contributed greatly to the success of our mission over these many years. She will be truly missed, and we wish her a wonderful retirement."

"Rob's knowledge and experience in the IDD system, executive leadership, non-profits and fiscal management made him a perfect choice to be DDRC's new Executive Director."

> **David Pemberton** President DDRC Board of Directors





Marking Progress



2020 marked an important milestone of 30 years since the signing of federal legislation called the Americans with Disabilities Act. DDRC recognized the anniversary by sharing articles and stories of progress which the ADA opened for the disabilities community, and the voices that called for continued movement towards full inclusion for people with disabilities in all aspects of life.

Beverly Winters

Reflects on years of progress and change at DDRC

At DDRC's 2020 Annual Meeting, just prior to her retirement, DDRC Executive Director Beverly Winters shared the following thoughts.

It has been incredibly gratifying to be a part of the great work of DDRC. Amazing strides have occurred since I began with DDRC in the 1980s, and I am delighted to have been involved in developing so many of the services we are able to offer today.

DDRC is now delivering the dreams of the early founders for community services, even beyond group homes and day programs. DDRC now has robust case management, family support, behavioral services, host homes, in home therapies, supported living services, respite, therapeutic recreation, the family caregiver model, employment services, technology support, and much more.

This year we may feel like we took a step backward in our goals of community integration, increasing supported employment opportunities, and seeing a legislative bill pass to end the waiting list for services; but when we look at where we've come, we can be confident that so many more strides will be made in the years ahead.

Beverly Winters

DDRC Executive Director, Retired





Showing Resilience During 2020

Throughout this unprecedented year of the global pandemic, DDRC steadfastly continued in our mission, and created and adapted new approaches to serve more than 4,500 individuals of all ages with intellectual and developmental disabilities, and their families. Here is a recap of some highlights of our year.

Our Therapeutic Learning Connections (TLC) formed "New Connections," for young adults 18-25, to provide opportunities for relationships during the transition from high school to adulthood.



FIRST QUARTER

DDRC joined the show of support at the Colorado Capitol for ending the Developmental Disabilities Waiver wait list. We promoted the petition to End the Wait, gathered stories, and attended hearings. Due to the pandemic's crush to the economy, no additional funds were allocated as the legislative session closed in the spring.

We celebrated our employees for their Years of Service and are proud to have a culture and mission that attracts and retains employees for years!

DDRC's Early Intervention (EI) Team participated in and hosted learning initiatives to understand best practices and up-to-date knowledge to better aid the children and families we serve.





We promoted Intellectual and Developmental Disabilities (IDD) Awareness Month in March through the "End the Wait" campaign, organized a public art display of works by individuals in our Art & Soul program, collaborated with Jefferson County Public Library to shine a light on stories of people with IDD, and presented a talk to area businesses about DDRC Employment Services for people with IDD.



Officials declared a Public Health Emergency and "stay at home" orders were implemented for all but essential workers. DDRC received weekly or daily operational guidelines and mandates from the Colorado Department of Health Care Policy & Financing (HCPF). DDRC pivoted to online services and helped individuals and families adjust. The virtual format demanded a heavy lift from DDRC IT, which stood up new systems in just a few weeks, and DDRC Human Resources Department also needed to be nimble in its response.

All DDRC staff pulled together to ensure seamless operations in an environment in flux. In QLO (residential), we implemented challenging Colorado public health guidance regarding screening individuals and encouraging restriction of visitations and outings to and from homes. As individuals became more isolated, DDRC TLC/ Recreation staff and our Adult Vocational Services (AVS) staff began providing enrichment opportunities for people in our group and apartment settings. We are grateful for our staff's flexibility and inventiveness.



Showing Resilience During 2020



DDRC's essential Central Office staff worked to keep operations running smoothly. Everyone had to complete symptom screenings, temperature checks, stay socially distant and wear a face covering.

DDRC participated in weekly webinars with HCPF, the Colorado Dept. Public Health & Environment, and Alliance CO to receive updates on policy, practices and regulations to respond safely and creatively to the pandemic. Along with other IDD service providers, we received waiver/Medicaid "retainer payments" to help bridge the loss of revenue in day programs and other AVS services due to drops in participation, and to ensure the viability of providers. DDRC applied for and received federal CARES funding to help stem the significant financial strain brought by the pandemic.

Our Rapid Response Fund drive, matched by the Mai Family, raised funds for our residential facilities that were highly impacted by COVID, to cover hazard pay for staff, crucial supplies, and technology purchases to keep residents connected to friends and family.

DDRC Early Intervention teamed with Early Intervention Colorado to plan and promote a "Virtual Connection and Chat" with families, to explain video visits, and to listen to families' needs.

SECOND QUARTER

DDRC TLC/Recreation created "DDRC Zoom," offered 3-5 times weekly to reach our most vulnerable adult participants and provide a forum for socialization.



DDRC's 120 + Weiland day program participants received "activity bags" at their doorstep during the "safer at home" orders. AVS staff created the bags for virtual activities and future individual outdoor home visits.

As allowed by HCPF, DDRC Family Support Services implemented flexibility in the use of program funds for families with a child with a disability to help address unanticipated hardships arising from the COVID emergency and needs tied to the child. Funds covered additional respite, assistive technology, essential supplies and utilities in demonstrated hardships.

Via our newsletters, email blasts, our website and communications from staff, DDRC informed people about changes in services and resources relating to COIVD, public health, social services and economic assistance.

Colorado moved from "stay at home" to "safer at home" over the summer with a gradual reopening of services. DDRC continued to navigate change, seeking to best serve the needs of those with IDD, while being innovative, effective and safe.



There were smiles under masks as individuals came back to in-person TLC/Recreation programs at our Walters facility. Individuals were able to attend one per week. Our

Sports/Special Olympics offerings decreased, but we provided 5 sports opportunities via in-person and Zoom, involving about 45 athletes and 21 volunteer partners and coaches.

The State Legislature and Governor Polis passed the budget for the new fiscal year that began in July. All Community Centered Boards and providers, including DDRC, had a 1% cut in state funding for services.



Showing Resilience During 2020

QUARTER

DDRC Recognized the 30th Anniversary of the American With Disabilities Act and the three decades of progress in inclusion and access since the Act's signing in 1990.



Our Resource Coordination, Early Intervention, and Behavioral Health services continued mainly through telehealth/virtual conferencing to meet the needs of individuals and families. Early Intervention services were allowed in an outdoor in-person format, in very limited case-by case circumstances.

Due to the state's budget crisis, the Office of Early Childhood adopted cost-savings strategies to the EI Program, including changes in eligibility.



DDRC's Quality Living Options (QLO) residential services continued to provide support to residents and successfully implemented the mandates, screenings and precautions required by state agencies to help keep COVID-19 at bay. Restrictions regarding outings and visitation continued, but opportunities for outdoor visits became available.

with changing regulations.

AVS continued services virtually for community activities, educational/skill building and communication /connections, but we also began limited in-home support and activities outside of the family home, such as walks. We assessed our capabilities for using the Walters and Weiland sites given regulations limiting occupancy and transporting participants. Service models evolved



Our DDRC /DD Foundation golf tournament was transformed into a virtual event and auction: "The 19th Hole: Together While Apart," which raised funds to support AVS. During the event we showed videos highlighting the impact of AVS services.

DDRC celebrated Direct Support Professionals (DSPs) /Direct Care Week. These multi-talented staff must be attuned to person-centered approaches and demonstrate heartfelt caring in their work.



DDRC reflected on our organizational and personal roles in addressing the issue of racial injustice and began planning sessions on "unconscious bias" for DDRC staff.



Showing Resilience During 2020



We recognized National Disability Employment Awareness Month in October and our commitment to disability employment through the work of our Employment Services.

Throughout the year, DDRC's Employment Services continued to provide support virtually and otherwise for individuals with IDD seeking to assess their interests and develop skills with an eye to entering careers or receiving job support. Employment Services worked with 37 employers, served more than 66 job seekers/employees, and had a growing waitlist of individuals seeking support.

Virtual Join us for the 20th Annual Indoor Legislative BBQ

We held our annual Legislative BBQ virtually with partner nonprofits, featuring state and local candidates and focusing on issues of importance to our IDD community. Throughout the fall, we highlighted voter registration and voting.

At our Annual Meeting, held virtually, we announced board elections/appointments and annual awards, honored our retiring Executive Director, Beverly Winters and introduced Rob DeHerrera as our new Executive Director.

FOURTH QUARTER

In November, due to increasing COVID infection rates and community spread, Colorado Governor Polis issued a new public health order which affected DDRC operations with restricted building occupancy. Additional public health guidance required that staff and others who interface with individuals we serve in our group residential settings must be tested and monitored for COVID twice a week.



DDRC's Behavioral Health Team hosted its 6th free, online Zoom session for the year to help attendees learn how to motivate positive behavior from family members, students and those they support.

DDRC worked quickly to create vaccination plans for residents of DDRC licensed residential services and staff serving them, and others in the state's prioritization categories, and awaited the rollout in December and the new year.



DDRC coordinated with a group of caring Jefferson County residents who held their 11th Annual Holiday Open House gift /donation drive to benefit older adults in-need served by DDRC. The hostesses didn't let the pandemic deter their efforts. They organized a drive-by donation day and encouraged friends and the community to give online too, raising over \$11,000 in donations and gift cards. The gift cards allowed recipients to buy items of necessity or to enhance their everyday living experience, and the entire effort brought cheer all around!

Annual Awards







HERO AWARD

Cynthia Reynolds received the Hero Award for her exemplary efforts of meeting the challenges of living with intellectual/ developmental disabilities.

She endured the loss of both her parents and her beloved cat while facing the isolation of COVID. Yet she keeps a positive attitude. learned technology to maintain support, and offers others helpful advice with cat care, cooking and technology.

DDRC held its Annual Meeting virtually, allowing us to conduct this important meeting during the pandemic. We shined a spotlight on all our dedicated board members, recognized the results of board member elections and appointments, heard organization leaders reflect on the challenging year and were uplifted by our award recipients.

FRIEND AWARD

Howard and Charlotte Mai were recognized with our Friend Award. They are amazing ambassadors for people with developmental disabilities and longtime supporters and volunteers of DDRC. Their daughter has received services with DDRC over her lifetime.

At the start of the pandemic, the Mais worked with DDRC to establish the "Rapid Response Fund" with their matching dollars as we faced the challenge of our new world, and its budget implications. The fund brought in more than \$60,000 and was crucial

to ensuring we were able to keep our Quality Living Options

> residents safely served during the initial phase of the pandemic. The Mais have been champions for DDRC over the years and their pay it forward spirit is truly inspiring!

SPECIAL RECOGNITION AWARD

Artist Gayle Crites received the Special Recognition Award for donating her many wonderful artworks for sale to benefit DDRC, including art offered at our summer auction, and providing thousands of dollars for DDRC services. Each piece of Gayle's art, done in various mediums, represents a gift of her talent and time. DDRC is honored to be the recipient of her work, which has been shown in many galleries including the renowned art hub of Santa Fe, New Mexico at Chiaroscuro Contemporary Art.

Gayle has also connected with DDRC through her use of the DDRC saltwater therapy pool at our DDRC Walters facility, and having had a brother with developmental disabilities, she has an appreciation for how organizations like DDRC make a difference.

AWARD PLAQUE ART

The award plaques featured water marker colorings by Chrissy Biggs, a young lady who has received services from DDRC, including supported employment services, which have played a part in her success. We thank Chrissy for sharing her art with DDRC to use for our award plaques.









PARTNER AWARD

DDRC recognized Jack Lopez with our Partner Award, shown here on the right with Rob DeHerrera. Jack is a visionary, a person who makes ideas happen, and who has been instrumental in connecting DDRC to contributors, including artist Gale Crites. During a past Intellectual and Developmental Disabilities Awareness month. Jack took the initiative to reach out to FirstBank to help plant the idea of gift from them to help further our impact.

Jack has volunteered and been involved with DDRC for decades, including at our golf tournaments and through his brother, who receives services. When DDRC and others organized the "Rockin' The Runway Together" during a past summer there was no one cheering louder in the audience than Jack. He was there to support his brother who modeled in the show, and to demonstrate to the public that people of all abilities deserve the opportunity to come together in joy and fun.

PEG JOHNSTONE ABOVE & BEYOND AWARDS

All DDRC Quality Living Options Direct Care staff received Peg Johnstone Awards for their steadfast work in keeping individuals who live in DDRC residential settings safe and encouraged during the pandemic. The Developmental Disabilities Foundation (DDF) sponsors the awards and typically honors just two or three Direct Care staff.

This year, QLO staff have adapted to new care practices, including wearing a face mask for 8-10 hours at a time, and they have been the primary emotional and social support for these residents. Staff had to facilitate state-mandated restrictions of visitors to residences, and knowing the significant impact this would have, staff introduced and helped residents learn technology, such as Zoom, to help people stay connected. Staff also often adjusted their schedules to visit with residents day and night. They made and delivered cinnamon rolls, created festive in-home meals, hosted "nail salon days," and used outdoor areas for games, music and dancing (for residents within their bubble), all to create purpose and stability to each day during such trying times.

FY LIVING OPTIONS DIRECT CARE STAFF

DDRC QUALIT
Andrew Acheampong
Berlinda Agyeiwaa
Anastasia Agyekum
Enrica Alexander
Lemba Amboko
Dominic Annan
Joana Appiah
William Bagley
Andrew Blake
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JULY 1, 2019 - JUNE 30, 2020

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In Honor Of Lamar Staff Denice Bonder

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In Honor Of Muyiwa & Bola Ayanbule Gayle A. Ray

In Honor Of Our Residential Group Home and Recreation Staff Pat & Ron Jurann

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In Honor Of Rose Deherrera Ann Murray

In Honor Of Stacy Lochowicz Mary Sloan

In Memory Of Alma Jean & Theodore Hill Reynolds

Shirley A. Cline Michael D. Lynne Moser Carrie Hannum

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Thank you to all these donors and their families for their generous support.

The 19th Hole: Together While Apart

PRESENTING SPONSORS





19TH HOLE SPONSOR



ADDITIONAL SPONSORS







Now Playing: Virtual Event: "The 19th Hole: Together While Apart"

The Developmental Disabilities Foundation and DDRC held "The 19th Hole; Together While Apart," a virtual event and online auction in lieu of our traditional golf tournament. The event showcased the enrichment and opportunities provided by DDRC's Adult Vocational Services (AVS) and raised nearly \$29,000 for AVS. Thank you to the individuals and companies who donated a vintage car, art, gift certificates, casino packages, cultural and entertainment tickets, experiences, travel and other auction items.

We have enormous gratitude for our generous event sponsors including Presenting Sponsors, Delta Dental and FirstBank; 19th Hole Partner Sponsor, Sooper Credit Union Community Foundation; and our Additional Sponsors, ABLE, Jefferson Center and Ralston Creek Sertoma.

MASK DONATIONS -**HELPING US PROTECT EACH OTHER**

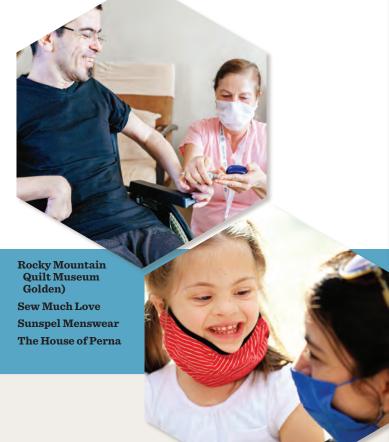
A heartfelt thank you to the organizations, companies and volunteers who donated face coverings, some hand-sewn, to help DDRC staff and individuals more safely receive and engage in services. Global Down Syndrome Foundation and Arc Thrift Stores donated thousands of disposable and cloth masks, as well as medical gowns, gloves and face shields. Additional mask donors included groups in Jefferson County, elsewhere in Colorado and across the country, as noted below.

Arc Thrift Stores Beyond Yoga Caraa Sport **Clements Center Sewing Volunteers**

For Days Global Down **Syndrome Foundation** Jkinis Swimwear (Lakewood) Cover Up Colorado Katie May Bridal

Fidelity Demin Maceoo

Lakewood **Heritage Center Maison Modulare Mother Bee Maternity New Republic**





Financials

JULY 1 2019 - JUNE 30 2020

REVENUES

Fees for Service from Gov't Agencies and Grants:

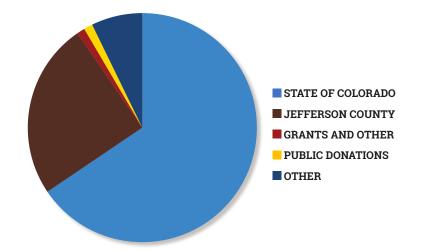
State of Colorado	25,868,000
Jefferson County	\$9,813,000
Grants and Others	\$444,000

Total Fees for Service

from Gov't Agencies and Grants \$36,125,000

Public Donations and In Kind \$492,000 Other \$2,849,000

TOTAL REVENUES \$39,466,000



EXPENSES

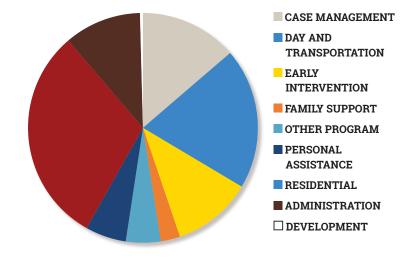
Program Services

Case Management	\$5,402,000
Day and Transportation	\$7,823,000
Early Intervention	\$4,432,000
Family Support	\$1,070,000
Other Programs	\$1,929,000
Personal Assistance	\$2,267,000
Residential	\$12,066,000
Total Program Services	\$34,989,000

Support Services

\$4,266,000 Administration Development \$164,000 Total Support Services \$4,430,000

TOTAL EXPENSES \$39,419,000



CHANGE IN NET ASSETS

Net Assets, Beginning of Year \$26,995,000 Net Assets, End of Year \$27,042,000

CHANGE IN NET ASSETS \$47,000

Note all figures are unaudited.





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DEVELOPMENTAL DISABILITIES RESOURCE CENTER 2020 REPORT OF ACTIVITIES 2019/2020 FINANCIALS

