

Helping adults  
with disabilities  
build skills,  
careers &  
independence  
for over 50 years

**A**chieve  
*SERVICES, INC.*  
Annual Report 2015

## 2015 Board of Directors

# Achieve Services, Inc. Board of Directors

Chair

**Susan Holden**

Vice Chair

**Kathy Svanda**

Secretary

**Sandy Crawford**

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**John Bennett**

**Mike Bisping**

**Pam Deal**

**Tami Hagen**

**John LeTourneau**

**Joan Quade**

**Jim Steffen**

**Natalie Steffen**

**Reid Tuenge**

**Tom Wilson**

Achieve Services Inc. Leadership Team

**CEO**

Tom Weaver

**Program Supervisor**

Jim Rooker

**Director**

Carol Donahoe

**Program Supervisor**

Andrea Gibson

**Human Resources Director** **Program Supervisor**

Katie Friary

Lindsey Johnson

## We are

**A day training and habilitation program serving adults with developmental disabilities. By focusing on abilities, not disabilities, we strive to increase the independence and quality of life for all individuals in our program.**

## Mission

We create innovative opportunities that inspire people with disabilities. Achieve will enable every participant to lead a meaningful and self-determined life.

## Core Values

- **Enrichment** – We are committed to enhancing lives through achievement and honoring the worth, abilities and contributions of each individual.
- **Empowerment** – We honor personal choice, and invest in every individual's right to cultivate and contribute their talents in ways that enrich themselves and society.
- **Innovation** – We continuously seek new and better solutions to meet the needs of participants, staff and employers in ways that make lasting improvements.
- **Integrity** – In all that we do we are open, honest, and respectful, and we follow through on our commitments.

## Message from the CEO



By: Tom Weaver  
Chief Executive Officer  
Achieve Services, Inc.

### Self-sustainability

Historically, programs providing home and community-based services (HCBS) to individuals with disabilities have received funding primarily through Medicaid. The costs for HCBS are paid through a program that allows the government to waive federal regulations regarding Medicaid so that people with disabilities can access home and community services, rather than live in institutions, nursing homes or other medical facilities. This funding is often referred to as a “waiver.” The majority of Achieve participants qualify for the waiver and have their costs for HCBS paid through Medicaid.

However, things are changing – to the requirements needed to qualify for HCBS as well as the way waiver rates are determined. Achieve may lose more than 30 percent of its traditional funding in the next five years. The possibility of an unsteady financial future has caused us to seek alternatives to traditional funding to insure that Achieve is able to continue to provide the consistent and high quality services to individuals with disabilities, just like we’ve been doing for the last 50-plus years. Here’s some of what we’ve been doing:

#### Achieve Clean

Our own brand of environmentally-friendly laundry detergent gives us a product to sell, with virtually unlimited earning potential. It also provides good, steady work for participants who package and label the detergent to prepare it for sale. The product was created through a wonderful partnership with a private business – LubeTech.

During the last year, we moved the operation to a new site in Fridley. The product is assembled there and is also available for purchase. The detergent is available for sale at numerous locations including Coborn’s, Arc Value Village Stores, Farmhouse Market and Grassroots Cooperative and Cafe. We’ve been featured in numerous news stories including USA Today, Star Tribune, Fox 9, Kare 11, Natural Awakenings Magazine, ABC Newspapers, QC TV and Coon Rapids Community Television Network.

Groups looking for a fundraiser can pair with Achieve and sell the detergent. In addition, monthly and bi-monthly detergent subscriptions are available so you never have to worry about running out.

#### Achieve Endowment

In the last year, Achieve received two generous donations earmarked to start an endowment fund that will help provide financial support to Achieve for perpetuity. Rich and Kathy Svanda donated \$10,000 to start the fund and Jim and Pam Deal donated an additional \$100,000. The endowment fund is currently in the growing stages. It will build up over time until the principal generates enough investment income to supplement Achieve’s budget. In addition to investment earnings, donations from generous individuals or groups can help build the principal. People are encouraged to remember the Achieve Endowment Fund in their wills or

estate plans as a way of leaving a legacy that will benefit individuals with disabilities long into the future.

#### Other endeavors:

Achieve has a number of other business endeavors that we use to increase our self-sufficiency. Through **Achievable Ink**, participants create original art for sale in various forms including greeting cards, gift cards, magnets, bookmarks and notebooks. They are available at the Achieve store online via Achieve’s website. Achieve participants are rockin’ and rollin’ and have put together a CD called **Dance at Your Own Risk**, filled with 11 original songs co-written and performed by them. It’s available through Achieve’s website.

The **Achieve eBay Store** takes donated items and turns them into earnings. Access the eBay store through the Business Solutions button on the Achieve website. Achieve participants grow and **sell plants** for the garden each spring and flowers in the fall. Participants package and **sell nuts** during the holiday season.

Self-sustainability is a good thing and we’ll continue to pursue new avenues to increase our independence from governmental funding. We’re proud of what we’ve got going so far and appreciate the support of businesses and individuals in helping us achieve our goals.

# Consumer Characteristics

## Participant Involvement Committee

The PIC is comprised of 10 participant representatives from various program areas at Achieve. They meet monthly to address issues that affect the work environment at Achieve. The group's goal is to solve problems, identify areas of strength and build a better workplace for everyone at Achieve. Representatives serve on the committee for one-year terms. They advocate for themselves as well as their fellow co-workers. **Issues addressed last year included:**

### Changes to the workplace

- Area has a new couch and recliner.
- Three new shredders purchased.
- One program area is cold.
- Need for more accessible doors.
- One area has been too warm.
- The sliding door is malfunctioning.
- New chairs needed in the breakroom.
- A microwave needs to be replaced.
- A bathroom door isn't closing.
- Four automatic doors installed – OT, area red, and the hallway bathrooms.

### Programming and services

- Area Green has started a relaxation group that anyone can join.
- A staff and some participants are working with the Bridges Transition program to use iPads to create original music. This is thanks to a grant we received.
- Purchase of new sensory switches.
- Participants are enjoying the special music that we have periodically.
- Years of Service ceremony.

### Work news

- We have a lot of shredding available.
- We sold our Achieve Clean laundry soap at a Blaine Sports Center event.
- Area Red sold plants they raised from seeds.
- Participants are working at the Achieve Clean site.
- We received a grant from AT&T to pay for sorting aluminum cans.
- Participants enjoy delivering fliers for Remaxx.

### Out and about

- Different groups went to Underwater World at Mall of America, the theater, DQ and Cheap Skate.
- A committee member met with legislators at the capitol.
- Achieve's band, Dance at Your Own Risk, and Bridges students performed a concert at the Lyric Arts Theater.
- Achieve participated in 3 craft fairs.

### Fundraising

- The Achieve Gala was a success.
- Achieve is participating in a walk/run fundraiser called Made in the Shade.
- The Fall Fundraiser was a success.

### Members 2015

Janne C.	Michael M.
Tom B.	Aaron D.
Dawn K.	Donny D.
Lisa P.	Jim G.
Jenny M.	Mahesh R.

### Volunteerism

- Participants are volunteering at Feed My Starving Children.
- Part of the profits from plant sales went to the U of M's Bee lab.
- Achieve Clean laundry detergent was available at the Go Green Expo in Blaine.

### Coming and goings

- A long-time staff will be leaving – her area is having a party for her.
- A participant in area purple retired.
- An ill participant is recovering.
- A staff member brought her baby in for a visit.
- New staff have started at Achieve.
- Some new participants have started.

### Miscellaneous

- Achieve had a picnic with grilled hotdogs and hamburgers.
- We got a new car, a van and mini-van.
- A fire drill went well.
- A meeting was held to inform families about upcoming changes in services.

Businesses providing CBE or work in Achieve's shop during 2015:

Our Employers



4 sites



11 sites



Medtronic

3 sites



AUTO BODY & GLASS



COBORN'S

2 sites

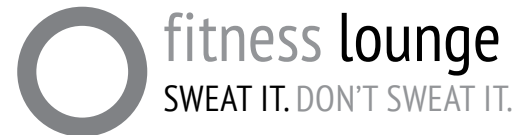
Employee Owned

Artists to Watch



banfill-locke  
CENTER FOR THE ARTS

MetroNorth  
Chamber of Commerce



F. Forslund Welding Inc.

CI COATINGS

Kris Lindahl  
All In For You

Edward Jones  
INVESTMENTS

RE/MAX

UNIVERSITY OF MINNESOTA  
RECYCLING CENTER

DESIGN HOUSE GREETINGS

# Key Performance Indicators

## Community Employment Services:

### Objectives:

1. Increase the number of participants working half time or more in the community (3+ hours per day, 5 days per week).

Baseline: 34 participants Goal: 50 Result: 51 participants

Discussion: Goal met.

2. Increase the number of participants working 2 or more days in the community.

Baseline: 24 participants Goal: 30 Result: 24 participants

Discussion: While we didn't make the gains in this area that we hoped, we did stay steady without losing any ground over the year.

3. Increase the number of participants working in the community at least 1 day per week.

Baseline: 4 participants Goal: 10 Result: 23 participants

Discussion: Actual numbers are more than twice the original goal. Goal exceeded.

4. Increase the number of community employment sites.

Baseline: 25 Goal: 30 Result: 30

Discussion: Goal met. Number of community employment sites remained very stable throughout the year, which is desirable for employees.

5. Decrease the number of participants earning sub-minimum wage.

Baseline: 26 Goal: 0 Result: 9

Discussion: While we didn't meet the goal, we did see dramatic gains in this area. Of the 90 participants working in the community, there are only 9 remaining who are not making minimum wage or greater.

**Achieve will provide high quality, consistent community-based employment opportunities for participants desiring employment.**

6. Increase satisfaction with community employment services by participants and their teams.

Baseline: 96% Goal: 100% Result: 92.5%

Discussion: Participants and their teams are surveyed 4 times per year. The result posted here is an average of those responses. Achieve received a 100% grade during the second and fourth quarters of 2015, meeting the annual goal for those quarters.

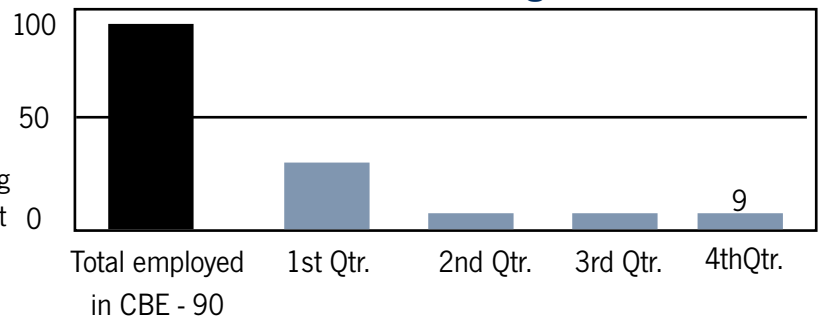
7. Increase satisfaction of services provided to employers.

Baseline: N/A (new goal)

Goal: 100% Result: 88%

Discussion: While not at the 100% level that we strive for, employers were largely satisfied with services and described our services as "going above and beyond expectations," "easy to work with," and "beneficial for all involved."

### Number of participants earning less than minimum wage



# Key Performance Indicators

## Center-Based Employment Services:

### Objectives:

1. Provide consistent work in the center-based production area, minimizing hours of downtime.

Baseline: 4th quarter 2014 there was 6 hours downtime/week.

Goal: 0 hours of downtime.

Result: 2015 averaged 6.25 hours of downtime per week.

Discussion: The higher rate was due in large part to a slow 4th quarter, which averaged 18 hours of downtime per week. During the first three quarters of 2015 we averaged 2.33 hours of downtime per week, which surpasses the goal for the year.

2. Increase the average amount of wages earned by participants working on center-based jobs.

Baseline: \$21,344/quarter Goal: \$26,000 Result: \$26,510/qtr

Discussion: Goal met with an increase of more than 24% in wages over last year.

3. Increase satisfaction with center-based employment by participants and their teams.

Baseline: 86% satisfaction Goal: 100% Result: 94.5%

Discussion: While we didn't meet our goal of 100% satisfaction, we did increase more than 8% over baseline, which is significant movement in a positive direction.

4. Diversify the number of employers of subcontract work.

Baseline: 7 employers Goal: 10 employers

Result & Discussion: Throughout 2015, number of subcontract employers increased from 7 to 9, leaving us just one short of our annual goal.

**Achieve will provide high quality, consistent center-based employment opportunities for participants desiring employment.**

5. Increase the number of participants in the minimal and partial programs who complete subcontract work.

Baseline: 62% Goal: 70% Result: 49%

Discussion: This goal applies to participants in the minimal and partial day work component programs. In general, these participants have significant needs for programming in numerous areas outside of work, which are often prioritized by the individual's team during their annual meeting. While Achieve strives to give everyone the opportunity to work, we also realize that it is not the first priority for some individuals.



# Key Performance Indicators

## Community Services: Achieve will improve its ability to provide community opportunities for participants on a weekly basis.

### Objectives:

1. Increase community engagement opportunities.

Baseline: N/A new goal

Goal:

- Minimal-day work - 18/month
- Partial-day - 10/month
- Full-day - 12/month
- Community-based - 3 /month

Results (yearly average):

- Minimal-day work – 27
- Partial-day – 12
- Full-day – 19
- Community-based – 0.33

Discussion: Performance exceeded expectations in all but the community-based employment group. Because

this group is employed in the community with a primary focus of employment. Increasing their other community experiences isn't as much of a priority as with the other groups.

2. Increase satisfaction with community engagement opportunities.

Baseline: N/A new goal Goal: 100%

Result: Yearly average - 87.75%

Discussion: The majority of participants are satisfied with opportunities in the community. It continues to be a positive outlet for interacting with others, learning useful skills and gaining new experiences.

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## Agency Goals: Achieve will continuously provide high quality services that meet the needs of our participants.

### Objectives:

1. Be the employer of choice, continuing to attract highly skilled and passionate staff.

Baseline: 4% turnover Goal: 5%

Result: (yearly average) 4.5%

Discussion: Goal met. Low turnover helps provided consistent, high-quality services to participants.

2. Maintain a highly engaged staff.

Baseline: 84% Goal: 100% Result: 72%

Discussion: Staff engagement is correlated to turnover. An industry-wide issue with staff satisfaction involves low rates of pay. Implementing other rewards and incentives can help offset this.

3. Maintain a highly trained staff.

Baseline: 822 hours of training/quarter

Goal: 900 hours Result: 948 hours

Discussion: Goal surpassed.

4. Improve overall satisfaction of  
Achieve services by persons served.

Baseline: 96% Goal: 100%

Result: 91.25%

Discussion: Participants and teams complete surveys semi-annually. Survey comments during the fourth quarter included: "the positive attitude of all the staff when I come in," and "our daughter loves everything about Achieve."

5. Reduce reliance on government revenue.

Baseline: 88% Goal: 87%

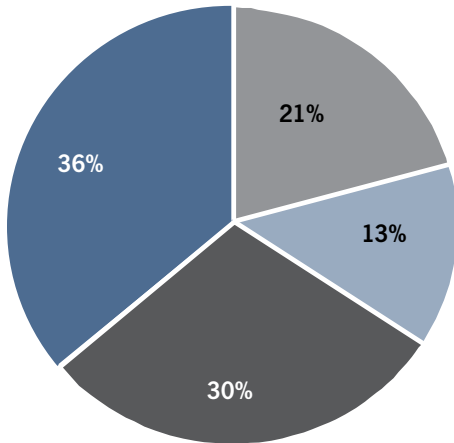
Result: 89%

Discussion: While we were short of making our agency goal of 87%, this continues to be a priority area for Achieve. Fundraising events continue to grow; the development of the laundry detergent business is promising as are other ventures such as Achievable Ink, Achieve artwork and eBay sales. All are in place with the intent of off-setting our reliance on government funding.



## Demographics 2015 Number of consumers served: 185

### Participants by program area



- **Minimal-work component** - higher therapeutic needs
- **Partial-day work** - includes a combination of therapeutic and other services along with inhouse and/or community employment
- **Full-day work** - Inhouse or combination of inhouse and CBE
- **Community-based work**

**Admissions: 5**

**Discharges: 3**

Reason for discharges:

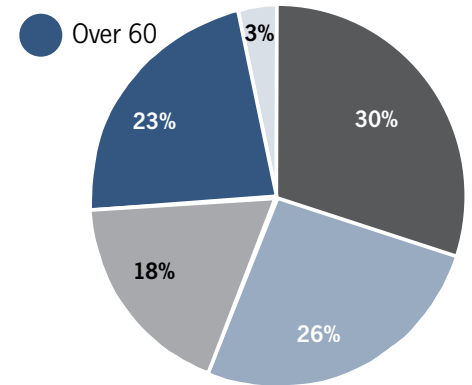
Health - 1

Moved to a different program - 1

Personal reasons - 1

### Age of persons served

- 18 - 29
- 30 - 39
- 40 - 49
- 50 - 60
- Over 60



# 2015 Donations

## Thank you for your support

Abdallah Candy  
Susan Anderson  
Anoka Area Chamber of  
Commerce  
Anoka County Golf  
Tournament  
Anoka County Parks  
Luke Bame  
Amber Barnes  
Mike & Patty Baumann  
Cecile Bedor  
Michael Belden  
John Bennett  
Big Top Liquor  
Mike Bisping  
Kevin Bittner  
Blaine Family Chiropractic  
Blaine Ham Lake Rotary  
Club  
Blatz Automotive  
BMO Harris Bank  
Jason Brennan  
Deacon Bud, Frances Jetty  
Bunker Hills Golf Club  
Dan Butt  
Cindy Carlson  
Paul Cassidy  
Eleanor Coleman  
Sam & Barb Courey  
Jameson Crawford  
Sandy Crawford  
Cub Foods - Blaine  
Larry Dahlberg  
Patti Dalen Leisinger  
Jim & Pam Deal  
Chris DeLaria  
Diamond Willow Dreams  
David Dickson  
John Diehl

Randy Diers  
Mike & Carol Donahoe  
Danijela Duvnjak  
Todd Dyste  
Alfred & Joyce Eckhardt  
Mr & Mrs. Michael Eckman  
Earl Edeburn  
Jim Ehlen  
Bill Erhart  
Kathy Erhart  
Dave & Jo Fairbairn  
Fitness Lounge - Julie  
Hansen  
Flat Earth Brewery  
Phyllis Forstrom  
Geraldyn Franklin  
Joan Franzen  
Framing PLLus  
Fulton Brewing  
Michelle Gauslin  
Bruce Gilbertson  
Brian Giviglio  
Glensheen Historic Estate  
Golf Tech - Lance West  
Grand Casino Hinkley  
Grand Slam  
Denis Grande  
Grandma's Restaurant  
Great Lakes Aquarium  
Margaret Grekoff  
Tobias & Brenda Gunderson  
Chris Harristhal  
Jason Helgemoe  
Annette Henkel  
Susan Holden  
Holiday Station Stores  
Lonny & Lisa Hopkins  
Jackie Jeffrey  
Joens family

Cheryl Johnson  
Elaine Johnson  
Jim & Julee Johnson  
Shalin Johnson  
Bill Jordan  
Philip & Marva Jorgenson  
Melissa Klein Photography  
Dan Klint  
Dan Knuth  
Mary Korzeniowski  
Lonnie & Valerie Kruger  
Tara Kuker  
Karen Kurth  
Mark Kuzma  
Wendy Kuzma  
Don & Jamie Kveton  
Scott Lambert  
John LeTourneau  
Patti LeTourneau  
Let's Dish - Blaine  
Loretz-Johnson Agency  
Lube Tech - Grace Bessette  
Rolf Lund  
Made in the Shade  
Tim & Vicki Majkrzak  
Michael & Penny Mattson  
Kay McAloney  
Medtronic  
Michael Stedman Foundation  
Annie Michel  
Mill City Museum  
Miller Coors - Pam Perri  
Jason Miller  
Minnesota Landscape  
Arboretum  
Minnesota Science Museum  
Minnesota State Fair  
Minnesota Timberwolves  
Minnesota Vikings

Minnesota Wild  
Bill & Mary Mohler  
Dave & Roxanne Montebello  
Liz Moscatelli  
MorningStar Chiropractic  
an Wellness Center  
Mike Mulrooney  
Norm Munk  
Tasha Murdoff  
Thomas Murphy  
Theres Murray  
Mystic Lake Casino  
Heidi Nelson  
Julie Nelson Gotham  
Network for Good  
Mark & Susan Nyvold  
Ole Piper Inn  
Osaka  
Sherri Oxley  
Pals Sports Cards  
Tony Palumbo  
Perfect 10 Car Wash  
Jill Pertler  
Duain Peterson  
Ivar Peterson  
Mary Peterson  
Stan & Pat Peterson  
J. Patrick Plunkett  
John Pracht  
Q Salon  
Joan Quade  
Robert Rapacke  
Todd Rapp  
Shannon Rasmussen  
Nancy Renneke  
Kevin Roddy  
Keith & Mary Roemhildt  
Kris Schlichtmann  
Evelyn Schluter

Bob Schroeder  
Crystal Scott  
Mary Serie  
Sieben Carey  
Betty Smith  
Split Rock Lighthouse  
St. Croix Casino & Hotel  
St. Paul Hotel  
St. Paul Saints  
Anne Steffen  
Jim Steffen  
Natalie Steffen  
Tina Stofferahn  
Richard & Kathy Svanda  
Lee & Gaylene Switzer  
Target  
Terry Overacker Plumbing  
Three Rivers Park District  
Shirley Tobias  
TPC Twin Cities  
Reid Tuenge  
Kurt Ulrich  
Victory Auto  
Village Bank  
Vino and Stogies  
Carol Wahl  
Bernice Ward  
Andy Weaver  
Charlie Weaver  
Martha Weaver  
Tom Weaver  
Kenneth & Gerry Whyte  
Bev Williams  
Rich & Sandy Willows  
George Wilson  
Rbert & Lisa Wilson  
Tom Wilson  
Woodworks  
Tim Yocum

# Financial Position

## Activities

### Support & Revenue

Program Service Fees	4,720,301
Community Based Income	313,348
Production Income	137,454
Donations & Special Events	142,252
Grants	68,198
Investment Income	(32,492)
Other Income	36,367
Other Revenue	

**Total Revenue** **5,385,428**

### Expenses

Cost of Goods Sold	18,347
Program Services	4,761,237
Administration & General	491,486
Fundraising	45,760

**Total Expense** **5,316,830**

**Revenue/Expenses** **68,598**

## Financial Position

### Assets

#### Current Assets

Checking/Savings	287,456
Investments	1,865,938
Accounts Receivable	743,275
Inventory	12,107
Prepaid Expenses	61,968

**Total Current Assets** **2,970,744**

#### Fixed Assets

Furniture & Fixtures	281,252
Equipment	177,809
Leasehold Improvements	42,370
Vehicles	1,229,658
Less: Accumulated Depreciation	(1,186,528)

**Total Fixed Assets** **544,561**

**Total Assets** **3,515,305**

### Liabilities & Net Assets

#### Current Liabilities

Accounts Payable	55,650
Accrued Wages	66,546
Accrued Pension	39,890
Other Accruals	2,588

**Total Current Liabilities** **164,674**

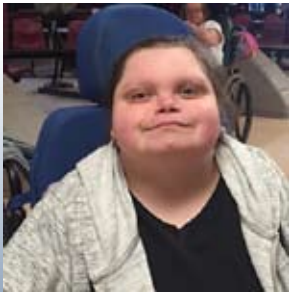
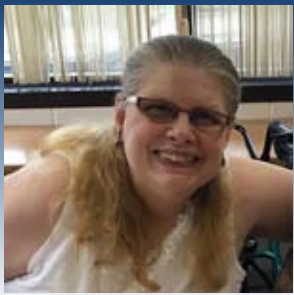
#### Net Assets

Unrestricted Net Assets	1,224,498
Designated Net Assets	2,107,329
Temporarily Restricted	8,804
Permanently Restricted	10,000

**Total Net Assets** **3,350,631**

**Total Liabilities & Net Assets** **3,515,305**






**Achieve**  
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Connect

