



CCRI
Creative Care for Reaching Independence

Building a strong foundation for the future!

2005 Annual Report



725 Center Ave., Suite 7 - Moorhead, MN 56560
www.CreativeCare.org



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Executive Director

Building a Strong Foundation for the Future

As I reflect upon the past and contemplate the future, one thing is obvious. We've built a strong foundation which will ensure the stability of CCRI for future generations. Over the past several years, our team has put forth a collective effort to build systems that help us operate efficiently, provide superior care, keep us current in the technological age and make us an employer of choice. As a result, we continue to be able to operate with confidence in an economy that is uncertain. How? Due to this fact: We have undertaken the critical and painstaking task of planning and strategizing.

Planning and strategizing are the essence of a strong foundation. They provide the blueprint for what the final product will look like upon completion. A foundation is the ground work that is laid so that something great can be built upon it; it is the basis on which something stands; it is the underlying support and is usually less obvious than what rests upon it. The management team at CCRI has done just this. We have put in place and provided the support necessary so that our Direct Support Professionals (DSP's) can provide exceptional care; however, the DSP's are able to go above and beyond that and help those they serve build meaningful lives.

When the foundation is strong, it actually fades into the background and the primary focus becomes the beauty of the structure. The beauty in CCRI's structure is the individual lives of the people we touch every day. Making their lives better and being a part of the process to make their dreams come true. Dreams like helping Bob get his drivers license again after 17 years, Betty and Kyle becoming a select few to display their artwork at the Hennepin County Library art show, making the long drive to Arkansas so Gary can see his elderly mother one last time, and having Kyle considered for the Special Olympics national golf competition and

several others who had saved for years to finally achieve their dream vacation destination...Hawaii.

Foundations are not without their structural challenges. For buildings, those challenges may come in the form of severe weather. Over the years, CCRI has weathered many storms. In 2006, our foundation could experience a storm of hurricane magnitude. The storm we fear is called Federal Medicaid cuts. Before that storm hits, we need to work together to protect our foundation and reinforce it by being the voice of the people we serve. Federal legislators need to understand the disaster that dismantling Medicaid will create. Team work is one way we can ensure that legislators get the message to ensure that the foundation that has already been laid, will last well into the future.

In the pages that follow, you will read about the merger between the In Home Support and Options departments, changes to Group Residential Housing funds, adding new office space, providing mental health services, completing a wage survey, developing a salary structure and our strategic planning sessions. In hind site, it doesn't sound much different from any other year. Piece by piece, year after year, the management team has put the layers in place for a very strong foundation. As a result, the future generations that CCRI will serve will also be able to see their dreams come true. While policy, procedure, finance, processes, rules and technology may seem mundane, they are the ground work on top of which something great can be built. For CCRI Inc., that "something" is helping the individuals we serve live life with a passion.

Rhonda King
Executive Director

Director of Programs

As quickly as 2005 arrived, it came to an end and it was a year of challenge and change. Through teamwork and a lot of hard work we were able to tackle the challenges and implement change.

One new thing we experienced this year was the diversity of those we serve. Traditionally, we served people with developmental disabilities, along with another segment of people dually diagnosed with a developmental disability and mental illness. This year we served many more people whose primary diagnoses was mental health related.

Due to this, we decided to pursue our options for offering additional mental health services. Through our research, we found ARMHS (Adult Rehabilitative Mental Health Services). This service is for people 18 or older with mental health symptoms. It is one of the newer services authorized by DHS. We received our certification to provide services in December. ARMHS services will be part of Lynette Weber's Options Department.

At the end of 2005, we began to merge the In Home Support and Options programs. Over a period of time as our client base changed, the two programs began to serve the same type of diverse clientele. In addition, economically, it made more sense to combine the two programs. They will now operate as one program under the name of Options. Lynette Weber will serve as the Director of the combined programs.

The SLS program undertook the implementation of a new financial system for clients who receive Group Residential Housing (GRH). Due to changes in legislation, we were forced to overhaul our entire system. The Business Office, SLS Department and I worked very closely to ensure a smooth transition. Once we developed a system, we began meeting with the clients who receive GRH and their families/guardians to explain the major change that was about to take place. Our team worked well together and everything transitioned smoothly.

There were several challenges at the Moorhead Group Home this year. We had two regular state surveys, but for the first time,

also had a federal survey. Needless to say, the state and federal surveyors did not see eye to eye on the regulations, despite the fact that they both follow the same set of guidelines. One thing they did agree upon was the need to have awake night staff at the home.

After we were told this, we were faced with a hurdle of how to fund the position, since we were not allocated any additional funding. We tried to get a one time rate increase through the legislature; however, we were not successful as the legislature could not find any money in their budget for us. We were able to secure variable rate funding through DHS for one year. I am currently working with DHS on a plan for 2006, when the current funding expires.

Sandy Critelli and I worked diligently this year on the development of a salary structure for CCRI. We researched the wages of similar providers in the area, and did a comparison study. We found that CCRI's average wage is at the high end of the market and our goal is to maintain this position at the top. In order to accomplish this, CCRI approved the formal wage structure Sandy and I researched and developed and will be implemented in 2006. The structure includes a minimum and maximum wage scale for each job position.

Once again, CCRI was invited to present at the National QMRP Conference, held in Las Vegas this year. Lynette Weber, Sue Lopez, Carolyn Cossette and I presented a seminar entitled, "Team Building Through Experiential Learning." The session was very well received. A participant from the audience invited us to give the same session at North Dakota's Annual Facility Conference, a state wide conference offered to Human Service Professionals.

As you can see, 2005 was challenging but another very rewarding year at CCRI. I look forward to the continued challenges that 2006 will bring.

Shannon Bock
Director of Programs

Supported Living Services (SLS)

If you were looking to get on the fast track in 2005, all you had to do was hop on the SLS Express! This was a fast and furious year of change...with no derailment...even with a couple of whopping snowstorms! Throughout the year, individuals being served moved in and out of the SLS department, administratively we had a couple of new faces, we switched around the case load arrangement, met the goal to reduce the turnover rate to under 25%, and after a year of research, we overhauled the way we handled GRH.

All this was accomplished, without a hitch in 12 short months all due to the stellar leadership of the SLS Residential Coordinator and Program Coordinator teams:

PC Team:

Julie Hanson	14 yrs
Karen Reichel	10 yrs
Dee Davis	9 yrs
Korene Moore	8 yrs
Jennifer Jordheim	3 yrs
Nicole Carlson	3 yrs
Randi Stinson	2 yrs
DeAnn Wendinger	2 yrs
Teresa Landmark	1 yr
Becky Sallberg	1 yr

RC Team:

Eric Hilber	7 yrs
Teri Howard	4 yrs
Nate Dyrendahl	4 yrs
Marilyn McMurray	3 yrs
Dave Kemper	3 yrs

During 2005, SLS was proud to serve 68 people. We admitted six new individuals to our program. Three were from a preferred provider request, one moved to us from a nursing home, one transitioned from the Options department, and one was a new person to receive services. One lady transitioned out of SLS into the more independent Options program. And we experienced a big loss. Everyone's "friend" Fred Stoltz passed away in March. His vibrant passion for life and love for others has been deeply missed by us all.

In February, four ladies moved into their dream home, it was newly built, fully accessible, included a state of the art bean tub and has an attached garage that was big enough to accommodate parking for the van. Later this year, we expanded the SLS nursing services we could offer to our clientele, who in the past required nursing home services. Today, they can live in their own home with our in-home nursing support along with the support of our DSP's.

This fall, Shannon Bock and I coordinated a different kind of RC/PC retreat. We wanted it to be chal-

lenging and meaningful and so, we named it, "The Amazing Race." We started out with a class of Belly Dancing 101, obstacle jungle gym, garbage bag wiggling, nose egg rolling, and flip flop ski races. The group then went to the home of Kyle, John S., John M., and Justin to do landscaping. It was a day of 90+ degree heat. After 1 ½ hours, a bucket of sweat and a mountain of sod...we had a true picture of what team work can do. The individuals spurred each other on as a group and worked together under adverse conditions to get the job done. Next, the challenging race; one member of the team was blind, one deaf, one couldn't speak, one in a wheelchair and one with a bike all with destinations requiring the use of public transportation to locations that were inaccessible. It was a profound day to say the least!

SLS currently employs 235 team members. LaDonna Korstad, Tara Dykema, and Meaghan Svare were nominated this year from our department for the ARRM's Cares Award. These DSP's were nominated by their supervisors for the professional, creative and innovative approaches that each of them brings to work each day. We are lucky to have such outstanding members on our team!

Our client, Kyle had artwork at the "Art Abilities" art show at the Hennepin County Library in Minneapolis, as part of Community Enrichment Week. Kyle's artistry continued to shine as his watercolor picture was chosen to be used as CCRI's 2005 Christmas card! Kyle was also nominated for a National Special Olympics golf event to golf with a PGA player. Although he was not chosen, Kyle felt honored to be nominated and continued to play outstanding golf.

We continued to encourage individuals to travel, pursue their dreams, expand their horizons, and achieve their goals. Joel, Jenny, Dan, Adam and Dale went on their dream vacation to Hawaii. Several attended the Medora Musical, Rachel went to Florida, Ernie and Rachel went to Branson, Erin went to Las Vegas, Gary went to Arkansas, and Darcy went to Colorado. Many others took smaller trips and made many lifetime memories traveling to Canada, the Twin Cities, casinos, and the lakes.

Sue Lopez
SLS Director

In Home Support (IHS)

Each year, I write about change. This year, the IHS department needed to do more than change, we needed to *transform!* We needed to open our minds to new ideas, new challenges and new solutions - to think differently and be creative.

As 2005 came to a close, it was evident that the IHS department and the Options department were beginning to mirror each other in the services that they were providing. It was determined that it would be best for the two departments to unite. So we did. Because of the merge, it was apparent that we would really need to open our minds to new ideas and solutions! The team rallied and the transition has been pretty smooth. Even with all the changes, the team never lost sight of the ultimate goal – to provide the highest quality of care and in home support to the people we serve.

It was a year of milestones for so many of the individuals in our program. Graduating from high school, getting a job, planting and tending a garden, attending the new CCRI “Taking Care of You” classes, trying new voice output devices, meeting new friends at our weekly activity day sessions, attending “Who We Are” sessions and performing in the Talent Show, are just a few of the examples.

And of course, Camp H.E.R.O., held at the end of May, was a phenomenal success, again! We also had a series of Day Camps for the kids we serve that are under the age of 16. We had a wonderful 4 day adventure, swimming at Buffalo River State Park, experiencing life on a farm at Rhonda’s home, exploring the Regional Science Center, and outdoor camp & crafting at Lindenwood Park.

The talents of Carla Aslakson-Yarnal, Angie Wiechmann, Katie Smith, Cheryl Bachmann, Dave Kemper,

Rachel Stotts, Megan Rendell and Rachel Haberlach are responsible for much of the department’s success. They bring creativity and passion to work with them daily. Their commitment to quality and client centered services have provided us with a solid reputation throughout the community.

In looking forward to 2006, we welcome future growth, as well as personal growth for the people that we serve and our employees that support them. As for me I will embark on a new adventure as I take on the role of Development Director. This is a new position for the agency. I will be responsible for the coordination of fundraising, public relations, grant writing and increasing our donor base. I look forward to this exciting opportunity.

Jody Hudson
In Home Support
Development Director



Options

The name change was just the beginning of the accomplishments that the Options department achieved this year. This year we focused a lot of our time on our continued goal of providing high quality services to our clientele. We looked at the various components of our program, such as our weekly & monthly activities, training, personal development, reviewing existing processes and considered options for expanding the services we offer.

In the Options Department, the individuals receiving services and the employees working with them don't have a lot of interaction with one another. Because of this, we decided to increase the amount of activities we offer and structure the activities around the need for clients and staff to get a chance to mingle and meet each other. Some of the activities included pontoon rides on the Red River, bowling, white elephant parties, picnics at the state park, and Red Hawk games. We even held our first talent show, in which everyone got a chance to share their flair for acting, singing, or performing group skits.

We held our second annual DSP retreat in September. It was a fun day filled with teambuilding exercises focusing on communication, teamwork, perseverance, building consensus and collaboration. The most memorable activities were the flip flop ski races and the creating CCRI infomercials. The employees in the department enjoy the opportunity to meet one another and spend time sharing their experiences with their co-workers.

After 17 years working as a DSP, Robin Jensen was promoted to a Program Coordinator position. In December, Robin was nominated by one of the individuals she works with for the Moorhead Human Rights Award. We just received notification that she will be receiving the award. Congratulations, Robin! Allison Smith and Dave Pompe graduated from the Dale Carnegie Leadership Training for Managers class.

Carmel Froemke went to the Minnesota Community Mental Health Conference in 2004 and suggested that it would be nice if they could incorporate a session on team building into the conference. She recruited Allison Smith, Dave Pompe and I to present on teambuilding at the 2005 conference held in Duluth. This was a great opportunity for us all and we brought back a lot of good information.

Due to this, we decided to pursue our options for offering additional mental health services. Through our research, we found ARMHS (Adult Rehabilitative Mental Health Services). This service is for people 18 or older with mental health symptoms. It is one of the newer services authorized by DHS. In order to provide the service, CCRI was required to have a Mental Health Professional as a part of our team. We were fortunate to hire Sue Korman, an LICSW, to serve as our Treatment Director. We received our certification to provide services in December. Sue developed a training curriculum for staff who will work in the program. Once training is complete we will start accepting referrals.

The Options Department is looking forward to the new year. We welcome the members from the In Home Support Department to our team and know that we will continue to provide quality services and exceptional care in 2006.

Lynette Weber
Options Director

Moorhead Group Home

2005 proved to be a challenging year. The Group Home faced three Health Department surveys - two from the state and one from federal. This was our first federal survey. Unfortunately we received some deficiencies, but less than the previous year. The state survey deficiency proved to be very challenging to resolve. The state surveyors indicated that the needs of the client's living at the house had changed and that we needed to have awake overnight staff. This deficiency is what flagged us for the federal survey.

We were given until April 1st to hire, train and have this new shift in place and they weren't foolin! The challenge was that this position would add over \$50,000 to our expenses, but we didn't receive any rate increases to cover the added expenses. In the end, we found temporary funding which expires in 2006. This new shift has been a great addition to the group home. We are in the process of researching more permanent funding options.

In June, Chris and I faced our most difficult challenge since working at the Group Home. We had to deal with the death of one of our residents. Like every morning, we got up and proceeded with our morning routine only to discover that Rick had passed away during the night. To this point in our employment, we had been fortunate enough to not deal with the death of a resident. It was very hard to say goodbye and see the pain it caused his family and friends. His parents were very supportive and recognized each and every employee at the home for the wonderful care they had provided Rick during the 25 years he lived at the Group Home. The Group Home will never be the same again.

In September, David joined the group and became a part of the family. He is a wonderful individual who has brought a quiet humor and gentle spirit to the home. Everyone loves him and they are very glad he came to live with us.

The home itself has had a few changes as well. The yard was re-landscaped and it looks very nice. The inside of the home

also received some updates. We enjoyed another year with very little employee turnover and we are happy to have a great team.

Despite some challenges this year, the residents had a good year. They maintained an active social life by taking advantage of Moorhead Community Education and the community integration activities at CCRI. They all enjoy going to social skills, church, bingo each week and supper club each month. Many of the individuals participated in softball and Camp H.E.R.O. as well. More frequently than ever before, the group began attending Redhawk games. The Redhawks have definitely spurred on some new fans!

Jennifer Fester
Group Home Director



Medical Services

Over the course of 2005, the Medical Services department exploded with new clientele at CCRI. The SLS Department and PCA program now each have their own fulltime nurse. We are now providing more direct nursing care to more medically fragile clients as apposed to providing primarily only supervision of employees. We are also providing Nurse Consultant Services to other service providers in the community which has included teaching our medication administration class. This has been a great opportunity to network with others in our field.

In May, the Health & Wellness Committee sponsored a "Spring Fling" at Gooseberry Park to kick-off a summer of wellness! Activities included a variety of games, volleyball, frisbee, ring toss, and an assortment of other activities. The Moorhead Police Department fitted bike helmets and had helmets available to purchase. There was a turnout of over 200 people.

At the Spring Fling, we also introduced the "Wellness Bucks" promotion. Each time someone participated in various CCRI sponsored health and wellness activities, they were given a Wellness Buck. Essentially, the object was to encourage individuals to participate in healthy activities and reward them with Wellness Bucks. The promotion also encouraged collecting as many Wellness Bucks as possible to be used to purchase health and wellness related items during a silent auction at the Health Fair in October. Throughout the summer and fall, there were many activities centered around the Wellness Bucks promotion.

In October, we held our annual health screening at the Health Fair, and after all the data was collected we were given the agency's top four health risk areas. With these results we will plan another year of wellness activities and provide education to both employees and those we serve to help improve these risk areas.

The Health Fair was a fun day for all of those who were able to attend presentation by two wonderful speakers, Rod Raymond and Dick Beardsley. They are both exceptional motivational speakers with many interesting life

experiences to share and provide proof that you can do anything you set your mind to.

The Healthy Steps Group continues to meet every Tuesday to provide an opportunity for both employees and clients to learn and share about healthy lifestyle habits. It is a support group where members can monitor their blood pressure, weight, and body mass index.

CCRI has been chosen as the test site to have an EAP professional join our committee and bring in another resource for wellness ideas. We are excited to welcome Chuck Summers to our committee.

As of January 1, 2006, CCRI became a smoke-free work environment. The committee also is looking forward to our first event of the year: "CCRI's Biggest Loser Challenge." The Health & Wellness Committee will continue to work toward encouraging people to develop life long habits that support a healthy lifestyle.

Carolyn Cossette
Medical Services Director

Human Resources

Creativity, challenge and change led the way over the hurdles faced in 2005. These challenges could not have been successful if not for the hard work and efforts of my team, Nancy Ryberg and Linda Hovland.

In 2005, we became increasingly aware of the difficulty recruiting qualified employees. We continue to receive an increasing amount of job applications; however, we struggle to find the quality of applicants that we're used to employing at CCRI. Recruitment is continually getting tougher as the "Baby Boomer" generation is leaving the workforce.

Baby Boomers are being replaced by the new "Generation Y" individuals who have different expectations and attitudes towards employment. They also have a different work ethic and a general sense of entitlement. If they do not like a job they will just quit. Because of these changes, it is even more important that we continue to be creative in our recruitment strategies. The good news is that despite these hurdles, we continue to improve on employee turnover and retention rates.

We faced another large increase in our healthcare premium this year. We are very fortunate to maintain the same policy and finance the majority of the increase passing only a minimum amount on to the employees. Despite the increase to our healthcare premiums, CCRI was able to use the money from the Legislative COLA to increase the starting wage to \$8.75 and increase mileage reimbursement from .37 to .40 per mile. In addition, the minimum wage was also increased, so our training wage went from \$5.15 to \$6.15 per hour.

New employee orientation was restructured in 2005. We reduced the number of videos being shown, incorporated additional trainers to add variety, and changed it from 3 days down to 2 days with longer hours. We are happy to have Dave Pompe join our training team. He volunteered to develop and teach two of the sessions on Documentation and Mental Illness. Laura Hilber, our agency RN, is now teaching Personal Hygiene and Hepatitis B/ Infection Control in addition to the MN Medication Administration course. We also purchased fire extinguishers and can give employees a hands-on experience using the extinguisher during the fire safety portion of orientation.

Lynette Weber and I worked with Yoke Sim, from Cultural Diversity Resources, to provide Cultural Diversity training for our management team. Two sessions were held that focused on the basic foundations of diversity and applying those foundations in the CCRI workplace. The third and final session on Cross Cultural Communication will be at the beginning of 2006.

In June, I attended the National Human Resource Conference in San Diego where I attended many outstanding HR conferences and to network with over 10,000 Human Resource professionals world wide. I also joined the FM Leadership Planning committee. I participated in leading the September Kick-off Retreat at the Kathryn Center and look forward to participating in the Creativity and Project Presentation sessions in 2006.

Nancy Ryberg participated in the Youth Leadership program conducted through the FM Chamber of Commerce. She chaired the committee on Career & Education Development. She also participated monthly in the Job Service JOBS program. The goal of the JOBS program is to have individuals leave TANIF (Temporary Assistance of Needy Families). Nancy presented information on current hiring practices, job seeking skills, applications and interviewing skills. Nancy also participated on a panel at a Diversity Expo regarding employment of Refugees and New Americans.

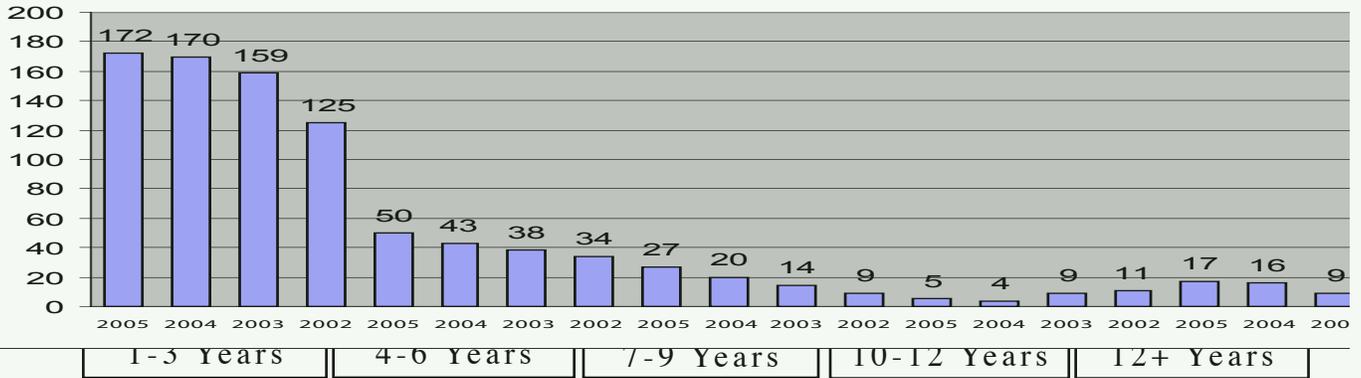
The HR department conducted a Creativity Training event for DSP's in September. Linda Hovland, Nancy Ryberg and I all facilitated exercises that taught our employees to increase the use of creativity in their positions.

We had our first HR intern from Minnesota State Community and Technical College. She was able to learn and participate in many of the HR functions/ processes and also provide us with additional support on special projects.

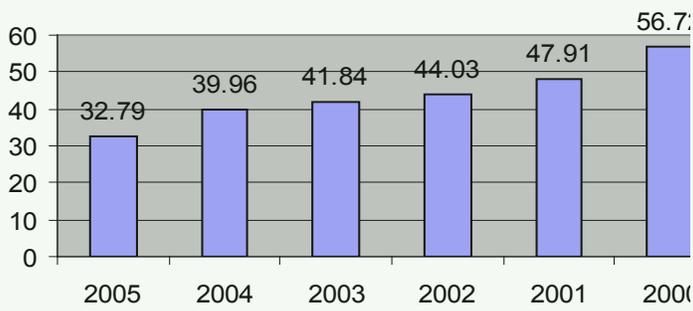
We look forward to the opportunities and challenges that will come our way in 2006.

Sandy Critelli
Human Resource Director

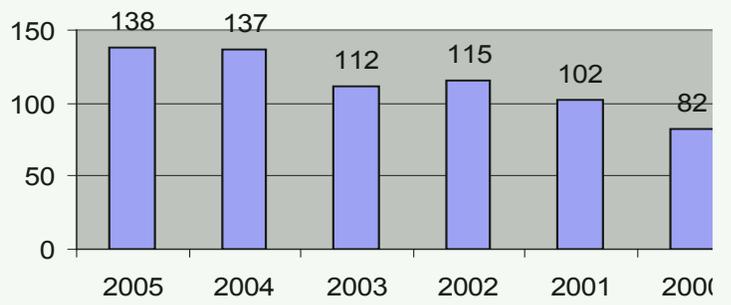
Employee Retention



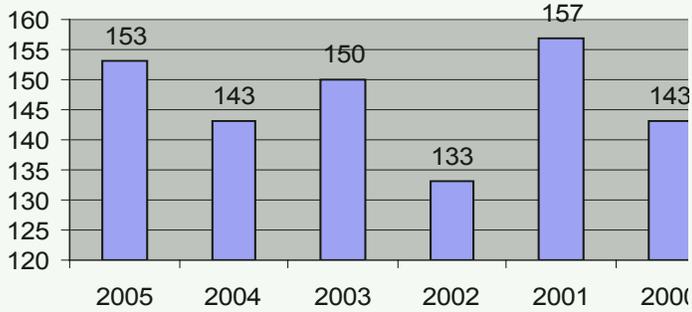
Team Member Turnover



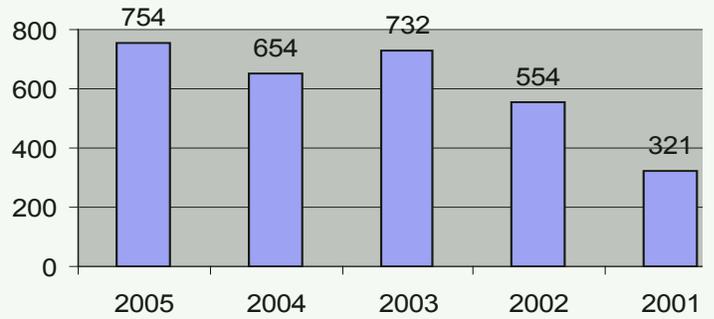
FT Positions



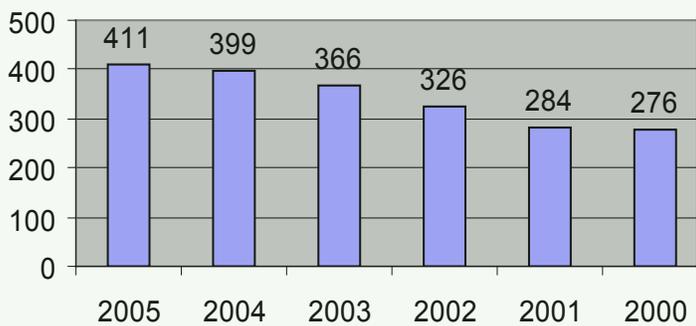
Terminations/Quits



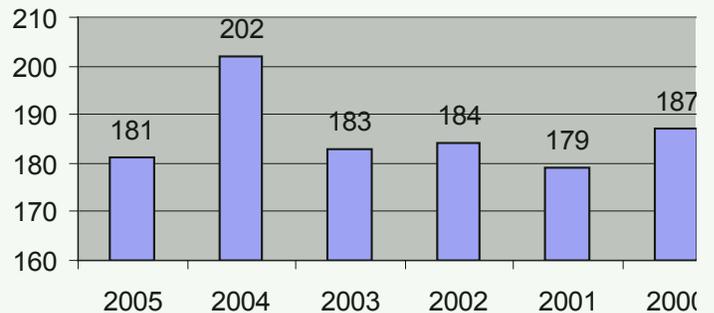
of Applications



Total Team Members



New Hires



Business Office

The business office was experiencing change again this year as the agency has continued to grow. In the first quarter, we added 720 sq feet of space to the floor plan. Human Resources was expanded, a new Medical Services offices was added for the nursing staff, a records storage room was created, and we have a dedicated space for new employee orientation training (which also is used for meetings) room. The new employee orientation room has been helpful to get our new team members off to a good start.

Due to the work of our Board Member, Julie Herman-McMichael and a donation from Microsoft, we received the XP Professional operating system and Office XP 2002 software which was loaded on all of our computers. The new software has improved our network stability and also allowed us to implement HIPAA security requirements for computer passwords and access to the network.

The MRDD database conversion is going slower than anticipated. The custom programming we needed for the employee requirements module wasn't complete until December – but we are now able to track the various sites or homes of those we serve that the Direct Service Professional employees are trained to work at. The new database will calculate the hours of in-service training hours required by Minnesota regulations for each employee. We are now entering all of the employees to populate the database.

The Business Office has three experienced professionals on board. Our department theme is, “You have to multi-task!”

Linda Halvorson added more hours to her schedule and is working an additional three hours a day to help with office projects and work at the front desk. She continues to process many hundreds of expense sheets every pay period and is fully responsible for the Accounts Payable functions.

Sheri Olerud continues to work on development of forms, design work and communication pieces for all departments. The year, we purchased new software, and Sheri

now uses “In Design” software to enhance her work. Tony P. continues to work six hours a week in the office preparing many mailings and assembling new employee handbooks.

Sarah Williams continues to work with technology (hardware and software) along with her accounting duties. Sarah and many other team members began to incorporate the changes made in the SLS department GRH funding process. She also handles all billing for services the agency has provided to those we serve.

The three of them provide much support to our other departments and are very valuable members of CCRI!

2006 should be another good year as we move forward with our vision for change, growth, and the new strategic plan.

Mark McGuigan
Business Manager



Community Integration

Each year, as I sit down to write my annual report, I think to myself that I couldn't possibly have a better job. 2005 brought more exciting things than ever before.

I still produce the monthly activity calendars that are sent out to all everyone we serve. The calendar includes several "regular" monthly events including bowling, craft day, Birthday Club, bingo, Supper Club, etc. Supper Club has become such a big hit that I have had to split it into two separate nights.

Two new monthly features were added to the calendar: "Taking Care of You" a hygiene class for IHS teens, and "In the Kitchen with Kirstin," a cooking class. I also do several seasonal and community-based events. These events include local plays, sledding, the planetarium, concerts, sporting events, pool parties, caroling, potlucks, tubing the Otter Tail River, picnics, the pumpkin patch, corn maze, and local festivals. I was the coordinator for the Red River Valley Adaptive Softball League. I also helped at Camp H.E.R.O and the Talent Show.

Still, the favorite part of my job is all the travel plans I arrange and participate in. We took several day trips to places like Detroit Lakes, Buffalo River State Park, Maplewood State Park, and Wahpeton, as well as limo trips to Mahnomen. We took an overnight casino trip to Mahnomen, as well as one to Flandreau, SD. I led a two-day trip to Minneapolis on four separate missions: one trip for the Valley Fair and Como Zoo, one for back-to-back Twins games, and two for the Chanhassen Dinner Theatre. I received 22 free tickets to four different Twins games. I took 11 clients to Medora for two days. We broke up into different groups so everyone could spend time doing what they wanted to do. I had groups riding the horseback trails, swimming, exploring the shops and sights of Medora, and golfing on the new, award-winning golf course. We all went to the Pitchfork Fondue and Musical. It was a fun trip!

The highlight of my year was an extended vacation to Hawaii that had been

in the works for two years. In October, seven individuals and three staff traveled to the island of Oahu for nine days. Tyler Kloster and Curtis Fadness went along as the staff. We really gave the clients a trip of a lifetime! We swam in the ocean almost every day, attended a luau, went on a sunset dinner cruise on a catamaran, spent a day at the Polynesian Cultural Center, went to Pearl Harbor and the U.S.S. Arizona Memorial, and took a bus ride around the island. It was wonderful to provide such an amazing vacation for these folks!

CCRI is still encouraging community service. We continued to volunteer at the Great Plains Food Bank twice a month. For three hours during the Street Fair in July, I was a crossing guard, and donated my pay to CCRI. We continue to adopt a section of Hwy 10, just east of Glyndon. We are scheduled to do cleanup in the ditches two-three times a year. Concordia College freshman volunteered again for our August clean-up. Our Community Enrichment Week project this year was at Buffalo River State Park. In December, we hosted another Giving Tree at the office and received 29 names and purchased gifts for these individuals, and there was an employee challenge to donate the amount of money you would have spent on your lunch and give it to the Christmas Wish Marathon held by our local radio station 105.1 FM.

This year, an individual we serve who uses a wheelchair and I were asked to join an Ad Hoc Committee for the Lake Agassiz Arts Council (LAAC) to help with compliance issues for the Americans With Disabilities Act in venues whose primary use is for the arts. Within a year, we became a standing part of the LAAC committee, and plan to create a publication with all art venues listed, detailing the accessibility of each one. We are really opening some eyes in the community as to what it truly means to be "accessible." I am also on a committee through the Cass County Arc, trying to help get the word out about their "Arc Buddies" program.

I look forward to 2006 and reach more individuals we serve and get them involved with our programs...the program I love to call "work."

Kirstin Grant
Community Integration Coordinator

CCRI Management Staff

Rhonda King, LSW MS
Executive Director
17 Years of Service

Sue Lopez
SLS Director
9 Years of Service

Shannon Bock, LSW
Director of Programs
11 Years of Service

Lynette Weber
Options Director
14 Years of Service

Mark McGuigan, CPA
Business Manager
4 Years of Service

Jody Hudson
IHS Director
6 Years of Service

Sandy Critelli
HR Director
9 Years of Service

Carolyn Cossette
Medical Services Director
7 Years of Service

CCRI Board of Directors

Jim Danielson - President

Brian Arett - Vice President

Tom Holtgrewe - Treasurer

Barb Matthees - Secretary

Julie Herman-McMichael

Nancy Decker

Sue Severson

Sharon Grugel

Melinda Weerts

CCRI is governed by a 9 member volunteer board.