The ASPIRE program offers high-school students with IDD career exploration, social and self-determination training, including work experiences that suit their preferences.
WHY WE MATTER

Over the past 43 years, the personal rights and quality of life for people with intellectual and developmental disabilities (IDD) have progressively advanced. Nonetheless, our culture remains far from inclusive. A great number of people within the IDD community continue to endure stereotyping. Often living on the margins of society, many spend generations as unseen minorities, unemployed, disenfranchised and detached from basic human bonding that others take for granted.

Koinonia is Northeast Ohio’s leading agency dedicated to ending the social, physical and economic isolation of people with IDD. Koinonia serves as a lifeline to true independence, health, meaningful employment, self-esteem and appreciation.
For 43 years, Koinonia has set new standards for individuals with intellectual and developmental disabilities (IDD). Throughout that time, Koinonia has become uniquely qualified to challenge the status quo within the IDD community – always looking first to the personal needs of individuals and their families to improve quality of life.

With a reputation for progressive practices and strict fiscal responsibility, Koinonia continues to face new challenges amid a rapidly changing nonprofit economy. Challenges include:

- Increasing client lifespans and related service needs of an aging population
- Unfunded government mandates
- Stricter regulations
- New performance-based reimbursements
- A shrinking healthcare workforce

To address these concerns, Koinonia has remained flexible, adapting to change, while balancing needs with budgetary conciousness. In recent years, the need for a larger, long-term strategy became apparent. In 2017, with the support from the Cleveland Foundation, Koinonia engaged the business-advisory firm OPEN MINDS to develop a strategic multi-year plan.

The five-month process identified four key objectives:

1) Establish Koinonia as a premier provider of services to people with cognitive, developmental disabilities and other complex conditions.

2) Diversify and significantly grow revenues and services, while ensuring long-term financial sustainability.

3) Position Koinonia as an “Employer of Choice” through continued investment in recruiting, developing, and retaining highly qualified workers.

4) Enhance clinical and administrative systems and operations that enable the organization to thrive and remain competitive in anticipation of a managed-care and value-based purchasing reimbursement environment.

On behalf of more than 600 individuals, whose lives are impacted by Koinonia every day, thank you to all of our supporters, participants, volunteers and staff – and to everyone who makes our mission possible. The magnitude of our combined accomplishments is phenomenal, and I am deeply grateful that we are walking side-by-side with our clients on this journey we call life.

DIANE BEASTROM, PRESIDENT & CEO
The Achieve Success towards employment through Partnership, Innovation, and Real-world Experiences (ASPIRE™) program encourages high-school students with IDD to explore community-based career options that will be available to them after graduation. The program includes social and self-determination training, as well as work experiences that match their personal preferences.

The pilot program launched in 2017 as a joint venture between Koinonia, the Summit county Board of DD, and the Woodridge School District near Akron. Students from ages 14 to 22 experience workplace tours, internships, and job coaching – all while continuing academic and high-school activities.

Hasan enjoys his car detailing job.

To the right: Students from Woodridge High School and Koinonia Enterprises team members support Summit County Board of Developmental Disabilities’ 2017 levy campaign
“We’re very excited to expand the ASPIRE program; it represents a systemic change in the ways young adults with developmental disabilities envision their future,” said Diane Beastrom, Koinonia President & CEO. “This program enables students to not only see real possibilities, but it develops the skills and pathway necessary to achieve it.”

The Summit County Board of Developmental Disabilities funded the two-year pilot. The program seeks to improve on-time graduation and employment rates for students with IDD. High school graduation among individuals with IDD often extends to age 22. The majority of these individuals entered day programs rather than pursuing competitive community employment.

ASPIRE’s early skills training provides a path toward self-reliance by reshaping expectations and encouraging students to envision a future that better corresponds that of their peers. By starting the transition sooner in life, students with IDD receive the direction and resources to achieve greater goals.
Students from Woodridge High School learn new job skills at Fun ‘n’ Stuff in Macedonia, Ohio

Improved graduation and job placement rates help students pursue greater independence, community integration and personal fulfillment. By achieving these goals, ASPIRE will ultimately lower dependence on adult day programs and related Medicaid costs. In turn, graduates will expand the workforce and become respected contributors to the economy and our communities.

Support from local business has been key in the program’s success. Community partners include Continuing Healthcare in Bath, Drug Mart of Stow, Fun ‘n’ Stuff in Macedonia, Giant Eagle of Portage Crossing and Legend Lanes in Cuyahoga Falls.

The pilot program has expanded to two other school districts in Summit County, and is poised for continued growth in both Summit, Cuyahoga, and other counties in the near future.
Learning, connecting and working are Koinonia Enterprises’ guideposts for success. Each individual’s access to meaningful employment is community based and competitive, meaning that each person earns at least minimum wage and works in an integrated setting. Success starts with a careful assessment of each person’s job skills and strengths as they relate to their individual path to employment.
The vast majority of people with IDD have, at some point in their lives, been exposed to trauma – life-changing experiences that can lead to a range of social, emotional and behavioral challenges. At a minimum, one-third of individuals with IDD experience a co-occurring mental illness triggered by traumatic experiences. The needs of this population often go untreated, misdiagnosed or misunderstood.

This was the case with Maggy.
Maggy is a young woman, who has struggled to find her place. She not only has IDD, but like many others whom Koinonia serves, Maggy is dually diagnosed with mental-health conditions. Several providers tried unsuccessfully to serve her, leading her to be placed in a nursing home before the Cuyahoga County Board of Developmental Disabilities contacted Koinonia.

Koinonia tried a new approach. A support system for Maggy was developed through the agency’s trauma-informed care program. It’s a method that identifies specific traumas and the long-term emotional impacts they create. The team plotted an historic timeline of Maggy’s personal trauma, then developed intervention tactics to treat and support her.

In the weeks before her move to a Koinonia home, the team began visiting her in the nursing home. It was an important step in laying the foundation for their new relationship. When Maggy moved, the team began coaching resilience, coping skills and hope in ways that addressed her trauma.

Maggy’s journey with Koinonia found its expected challenges. But she is happier now and has lived successfully in a Koinonia home for more than a year. Initially, Maggy required two staff members, and now only needs one. The team is even working to use remote monitoring to support Maggy. The reduction in staff support highlights her progressive improvement. She attends work regularly, participates in community outings and has developed healthy relationships with her family and people throughout her community.

Maggy’s story represents Koinonia’s systemic move toward trauma-responsive practices. It was an important step in enhancing services and moving the agency to the forefront of world-class care.

“This is a cultural shift in better understanding others, as well as ourselves,” Ms. Beastrom said. “Trauma-informed care is a critical element in our continuous improvement, and we plan to make this a hallmark service.”
KOINONIA’S HUMAN RESOURCE TEAM WINS 2017 ARCHER AWARD

Crain’s Cleveland Business’ Archer Awards honors human resources professionals, who build companies with the best talent, development and culture. In 2017, Koinonia was proud to be recognized for this prestigious award.

Compassionate employees lie at the core of Koinonia’s mission. People with intellectual and developmental disabilities are considerably more likely to find self-fulfillment through the guidance of well-trained and motivated people. In the IDD community, these individuals are known as direct support professionals (DSPs), who perform direct care, in-home support and daily assistance.

The DSP role is often rigorous and requires constant attention. It’s a critical, yet often thankless position that suffers significant turnover industrywide. Like other IDD providers, Koinonia has experienced a national DSP shortage, but not nearly to the extent of others.

Turnover at Koinonia has remained a full third below the national average of 45 percent. It’s a testament to the extraordinary culture of care at Koinonia and the never-ending compassion employees show their clients.

In 2017, after identifying areas for improvement, Koinonia’s HR team worked with Tri-C’s Corporate Collage to enhance leadership, professionalism, and interpersonal effectiveness among program supervisors. The organization also launched a merit-based reward program that included performance bonuses designed to both incentivize high performance and further aid in retention of employees.
KOINONIA NAMED
NORTHCOAST 99 WINNER

Koinonia is proud to be recognized as one of Northeast Ohio’s 99 best workplaces. 2017 marked the third year in a row that Koinonia received the distinction. NorthCoast 99 recognizes great places to work and top-performing organizations.

Applicants are evaluated on employment surveys and the attraction and retention metrics of leading peer organizations.

“In being recognized for our extraordinary culture is a direct result of our dedicated associates, who help the people we serve achieve their dreams,” said Ms. Beastrom “To win yet another NorthCoast 99 award is a great honor.”

LILIAN MANALO
WINS DIRECT SUPPORT PROFESSIONAL AWARD

Congratulations to Koinonia’s Lilian Manalo for winning the Direct Support Supervisor Award presented by Ohio Provider Resource Association (OPRA).

Since 1992, Lilian has helped change the lives of her clients and their families. Despite working third shift, Lilian has forged strong relationships with the families and guardians of her clients. She promptly addresses concerns and provides peace of mind in many ways.

In one case, light swelling on the cheek of a resident caused Lilian to investigate. Her swift action led to the diagnosis and treatment of a dangerous abscess. It was a case that could have gone unchecked, but it’s an example of the close attention Lilian practices daily.

She said she loves her job, watching individuals grow and encounter new experiences. Lilian’s dedication to her clients embodies her pay-it-forward ideology.

SHEILA BURTON
WINS OPRA FRONT-LINE SUPERVISOR AWARD

Sheila Burton was recognized with the Front-Line Supervisor Award presented by the Ohio Provider Resource Association (OPRA). The OPRA award is presented annually to select supervisors who “make it all come together.”

One of her greatest attributes is Sheila’s ability to treat clients as her own family. In one case, a support administrator faced challenges placing a client in a community home. Subsequently, the client was forced to live in a nursing home for several months.

On her own time, Sheila helped the support administrator search potential homes, and together they found a permanent residence for the client, greatly reducing time needed in a nursing home. It’s one example of many that demonstrate Sheila’s genuine compassion for the people placed in her care.
2017 HIGHLIGHTS
THE FOUNDERS AWARD
The Founder’s Award is Koinonia’s most prestigious distinction bestowed upon its staff. It was established to recognize two associates who consistently demonstrate exemplary efforts and outstanding service. The 2017 recipients have demonstrated their commitment to the organization through honest fellowship, interdependence, unselfish caring and compassionate partnering with people who have developmental disabilities. Winners are chosen by a committee that includes past winners of the award.

MANAGEMENT CATEGORY
Patricia Matzinger, Director of Waiver Services

Patti contributed significantly to Koinonia’s expansion by opening more than 10 new homes in 2017. In the process, she developed trusting relationships with two hard-to-reach clients, with whom many before her were unsuccessful. Both individuals live successfully and happily in the community today.

“Patti’s boundless warmth, energy and compassion make her a natural leader. It is her dedication to those we serve that truly makes her stand out. Person-centered management is so much more than a phrase for Patti. It’s about understanding the individuals in her program – their hopes and dreams, their limitations and challenges, but most importantly, their abilities.”

-Andy Dobrin, Chief Operating Officer
DIRECT SERVICE PROFESSIONAL (DSP) CATEGORY

Mina Nardi

Mina’s tireless work helping clients develop and maintain relationships beyond their Koinonia family has enriched dozens of lives. She regularly encourages residents to attend a recreation center and join the walking group. There, she helps clients befriend fellow walkers, knowing that an individual’s life is enriched through an extended network of relationships.

In one case, Mina focused on a client interested only in unhealthy foods. She helped develop a visual menu that included appetizing, yet healthier options. Through encouragement and perseverance, the individual’s diet improved significantly, contributing to a 20-pound weight loss.

“Mina has a knack for assisting individuals to be their best. She helps them better connect to the world. She is a true cheerleader for all of her clients.”

-Heidi Spaeth, Manager, Intermediate Care Facility Program

2017 UNSUNG HERO

Jane Duffy, Administrative Assistant

2017 OUTSTANDING TEAM AWARD

Teamwork Makes the Dream Work, W. 45th St.
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BY THE NUMBERS

600+ PEOPLE SERVED
MORE THAN 600 DEDICATED EMPLOYEES
2 VOCATIONAL DAY CENTERS
15 JOB COACHES
32 INTERNAL PROMOTIONS
96% OVERALL CLIENT SATISFACTION WITH KOINONIA ENTERPRISES EMPLOYMENT SERVICES
53 PEOPLE MOVED INTO COMMUNITY HOUSING
70+ NEIGHBORHOOD HOMES
300,000 MILES TRAVELED EACH YEAR
87 CENTS OF EVERY DOLLAR SPENT GOES DIRECTLY TO SUPPORT OUR MISSION
NORTHCOAST 99 AWARD WINNER
CRAIN’S ARCHER AWARD WINNER
MISSION
Partnering with people who have developmental disabilities to achieve healthy, fulfilling, enriched lives.

VISION
To be a world-class leader serving people touched by intellectual and/or developmental disabilities.

GUIDING PRINCIPLES
- Person-centered supports
- Innovative, effective services
- Healthy, supportive relationships
- Nurturing personal choice
- Partnerships with families
- Financial responsibility and stewardship
- Service excellence
- Personal growth and development
- Community membership and interaction
- Understanding and supporting change throughout the lifecycle
FINANCIALS

REVENUE
$29,212,794

87¢
of every dollar received goes
to programming

EXPENSES
$27,845,374

ADMINISTRATIVE 13.3%

PROGRAMING 86.7%

ICF/DD Group Homes $12,913,096
Waiver Services $11,680,670
Day and Vocational Services $2,960,314
Transportation $707,331
Grants and Fundraising $291,964
Other $659,419

KOINOIAHOMES.ORG
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KOINONIA HOMES, INC.

Corporate Office
6161 Oak Tree Blvd., Suite 400
Independence, OH 44131-2516

PHONE 216.588.8777
FAX 216.588.5670
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KOINONIA ENTERPRISES

Brooklyn Heights
1200 Resource Dr.
Brooklyn Heights, OH 44131

PHONE 216.741.6659
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