THE KOINONIA WAY
ANNUAL REPORT
2019

Koinonia
Creating opportunities...Enriching lives
Koinonia Homes is Northeast Ohio’s leading agency dedicated to ending the social, physical, and economic isolation of people with intellectual and developmental disabilities (IDD). Founded in 1974, Koinonia provides residential, adult day, and career services. Koinonia serves as a lifeline to true independence, health, meaningful employment, self-esteem, and appreciation. Our service portfolio includes 22 licensed group homes, more than 60 supported and shared living arrangements, transportation services, and shared living options. Koinonia Homes serves people in nine counties in Northeast Ohio: Cuyahoga, Geauga, Lake, Lorain, Mahoning, Medina, Portage, Summit, and Trumbull Counties.

MISSION
Partnering with people who have developmental disabilities to achieve healthy, fulfilling, enriched lives.

VISION
To be the leading service organization creating a world where individuals with intellectual and developmental disabilities are fully included in the community and are empowered with choice.

CORE VALUES
- Inclusion
- Compassion
- Accountability
- Respect
- Exemplary Service

I CARE
We have a goal at Koinonia.

That every individual with intellectual and developmental disability (IDD) can live their best possible life.

That’s why we have a way. The Koinonia Way. It’s a path we choose to walk to help us meet our goal in ensuring those with IDD can thrive.

The Koinonia Way is paved with three foundational elements:

**Care.** Every decision we make is centered around caring. Caring for the individuals we support, for the staff we employ, and for the families we serve. Our focus on care has helped us commit to becoming a trauma-informed care center. This approach offers more empathy, more support, and more dignity to the people we serve — which often leads to them feeling more comfortable and confident in their own lives.

**Support.** We believe that with the right support, every individual can achieve more. That’s why Koinonia is committed to doing whatever it can to provide support for our associates and individuals to pursue avenues for personal growth. This philosophy has led us to increase community interaction and integration for our individuals, as well as to identify meaningful and clear career paths for our associates. We also have woven in peer support and mentorship across our system.

**Lead.** At Koinonia, we believe every team member and every individual is a leader who can help improve our organization. Every day, we can commit to showing up in a way that embraces care, support and leadership, and models these values to others through our choices. Living the Koinonia Way is leading the Koinonia Way. We are focused on creating an environment where each person is developed and can grow to reach their full potential.

Care. Support. Lead. This is the Koinonia Way and we walk this path together. This approach supports our vision of being a provider of choice, being an employer of choice, and being an organization with a sustainable future, so that Koinonia can continue to thrive in changing environments.

The Koinonia Way helps us focus on best practices, and sharing those practices widely throughout the organization so that all of our services are effective, predictable, repeatable, sustainable and compassionate. This creates clear guidance, shared values and agreed-upon outcomes that benefit us all. We can each take pride in knowing we are a part of something bigger than we could ever create alone, and we are all essential components that make up The Koinonia Way.

So that we all may feel valued, so that we all can grow, and so that each of us can thrive.

Diane Beastrom, President and CEO
STAFFERS DONATE TO THANKS TO FRIENDS FUND TO IMPACT CLIENT LIVES

Koinonia’s “Thanks to Friends” (TTF) fund is an employee sponsored fund that benefits the most vulnerable clients. In 2019, the fun helped more than 30 clients when they needed it the most. Employees contribute through small payroll deductions ranging from $1.00 to $10 per paycheck – small deductions that together have a big impact. Together this year TTF helped Michael get new eye glasses, gave Megan a bowling outing, and purchased a new bike for Jabriel. The employees’ donations helped James and Shayeilee get clothes for the prom, and helped Margaret breathe easier with the purchase of an oxygen concentrator.

KEYBANK MAKE A DIFFERENCE DAY HELPS JOB SEEKERS PREPARE FOR EMPLOYMENT

For the second year in a row, KeyBank employees visited both Koinonia Enterprises’ locations to perform mock interviews for our job seekers. The event was part of KeyBank’s annual Make a Difference Day.

A mock interview, also known as a practice interview, is a simulation of an actual job interview. It provides job seekers with an opportunity to practice for an interview and receive feedback.

Many of the volunteers asked a lot of great questions and generally interested in the services provided by Koinonia. One volunteer confided she was nervous coming into the day and did not know what to expect. She did not know much about the IDD field and the demographic served. The KeyBank volunteer wasn’t expecting to see such happy faces all around the building and loved interacting with the clients. All of the volunteers said how amazing the experience was for them not only to visit but to learn about and interact with the individuals and see the opportunities Koinonia provides them.

KOINONIA LAUNCHES AMAZON WISH-LIST TO BENEFIT RESIDENTS LIVING IN GROUP HOMES

Coffee Makers, Bath Towels, and Twin Bedding – Those are just some of the items that are needed in the 21 licensed group homes that Koinonia manages. While funding sources may initially purchase these items, it doesn’t replace them when they become broken or worn out. Koinonia supporters have the opportunity to purchase these much-needed items via its Amazon Wish List.

The Wish List resembles a wedding gift registry and allows Koinonia to request specific items needed for the group homes. All donations are completely tax-deductible and will be shipped directly to Koinonia’s home office for distribution to the homes. It is a great way for people to see where their donation is going.
PAVING PATHS FOR BRIGHTER FUTURES

All high school students with intellectual and developmental disabilities (IDD) should feel empowered to pursue independent, self-reliant lives. That’s the goal behind Koinonia’s workforce readiness program, which saw important growth in 2019.

Established as ASPIRE in 2016, the program was rebranded as the Compass Pathfinder Program to reflect its focus on personalized pathways and hands-on career exploration for each student to help them reach their potential.

The only program of its kind in Ohio, Compass leverages Koinonia’s expertise and collaborates with school districts and the county board of developmental disabilities to ensure students with IDD are learning necessary skills to successfully transition to competitive community employment upon high school graduation. The program features hands-on learning at real job locations in the community, while also providing personalized coaching in work, social, and behavioral skills.

This past year, Compass hit an important milestone with the first hiring of one of the program’s students. Mikayla, a high school senior from Springfield, participated in the program with support from the Summit County Developmental Disabilities Board. Working more than 120 hours throughout the school year at a local McDonald’s, first as a volunteer, Mikayla saw her hard work pay off with the offer of a job. Mikayla has since graduated from high school and works a few hours a day at McDonald’s five days a week.

According to the Bureau of Labor Statistics, more than 85 percent of young adults with IDD hope to work following graduation from high school, but only 19 percent achieve that goal. Compass is committed to increasing high-school graduation and employment rates for students with IDD.

To help realize this goal, Koinonia presented the Compass Pathfinder Program to school districts at the Ohio School Boards Association’s 2019 annual conference. Additionally, Compass expanded its reach by partnering with the Brecksville-Broadview Heights School District for the 2019-2020 school year, in addition to continuing its programs in the Springfield and Woodridge school districts.

BY THE NUMBERS

19 ICF HOMES
SERVING 139 PEOPLE

59 WAIVER HOMES
SERVING 160 PEOPLE
KOINONIA EXPANDS ITS COMMITMENT TO TRAUMA-INFORMED CARE AND DEVELOPS ASSESSMENT TOOL TO INFORM FIVE-YEAR PLAN

The more the health care field has explored trauma, the more it has become understood how pervasive trauma is—and how instances of past trauma can permeate all aspects of life.

Especially for individuals with intellectual and developmental disabilities (IDD), trauma is widespread, and an inability to process trauma can exacerbate its impact and re-traumatize an individual. Research has consistently shown that individuals with IDD are at an increased risk for abuse and are more likely to be victims of crime.

Trauma-informed care is a new, holistic approach to care that understands and considers the pervasive nature of trauma and promotes care delivery in ways that focus on healing and recovery, rather than practices that may inadvertently re-traumatize.

The use of trauma-informed care is an important component of an overarching approach to delivering the best care possible to individuals with IDD, and Koinonia is committed to being at the forefront of this emerging practice.

In 2018, Koinonia received a grant from the Ohio Bureau of Workers’ Compensation to begin providing trauma-informed care training to staff. Building on the success of that project, Koinonia has made a commitment to implement trauma-informed care at all levels of the organization. Over the next five years, Koinonia is phasing in a new approach to care that:

• Understands the widespread impact of trauma and understands potential paths for recovery from trauma;

• Recognizes the signs and symptoms of trauma in clients, families, staff and others

• Responds by fully integrating knowledge about trauma into policies, procedures and practices; and

• Seeks to actively resist re-traumatization.

Currently, Koinonia is gathering baseline data from clients and staff in regards to how the organization currently relates to trauma, and is using assistive technology to develop an assessment tool that can be utilized organization-wide. An important goal of the assessment tool is to enable Koinonia to compile and analyze data in order to identify gaps and areas in need of improvement. The baseline assessment also includes focus groups, observations, and interviews with staff in order to bring depth to the information gathered. This data will be used to develop a comprehensive, ongoing evaluation plan to be used over the five-year program.
KOINOIAHOMES.ORG

Koinonia bestowed its Founder’s Award—the most prestigious award a Koinonia employee can receive—on two deserving individuals in 2019: Heidi Spaeth and Joseph Mwambo.

The Founder’s Award was established to specially recognize two associates who have consistently demonstrated exemplary efforts and outstanding service to the Koinonia mission. Recipients are chosen for their demonstrated commitment to Koinonia through honest fellowship, interdependence, unselfish caring and compassionate partnering with adults with developmental disabilities to achieve healthy, fulfilling, enriched lives.

Heidi Spaeth, a residential manager who has been with Koinonia for nine years, was awarded the 2019 Founder’s Award in the non-DSP category. Joseph Mwambo, who has been with Koinonia since 2009, was awarded the 2019 Founder’s Award in the DSP category.

Mwambo’s nominator described how he “is always taking the time out to look at the bigger picture when it comes to the individuals. He never hesitates to speak up about something that he feels the individuals may need, want or could use to further develop their independence … Joseph always recognizes abilities before disabilities and has a unique approach when working with each one of the 10 individuals at Hilltop. He has a special relationship with all of the residents and he regularly goes above and beyond to ensure they have a voice and say in their lives daily.”

Spaeth’s nominator wrote, “Heidi frequently takes extra time to not only reach out and support her cluster but also supports others outside of her team. She can always be counted on to assist in sharing staff and helping to cover vacancies … She is well known for her depth of knowledge and experience in our field. In addition, families reach out to her and rely on her for guidance and advice on behalf of their loved ones.”

Heidi Spaeth and Joseph Mwambo each with Koinonia President and CEO, Diane Beastrom.
KOINONIA CONDUCTS DSP STUDY WITH INDUSTRY PARTNERS

Thanks to the generous support of The Cleveland Foundation, Koinonia sponsored a comprehensive study of DSP turnover and retention, in order to gain insight on improving our ability to attract, develop, and retain vital talent on a sustainable level. The project team included ERC of Cleveland, the Research and Training Center on Community Living Institute on Community Integration, University of Minnesota, and Koinonia’s Chief People Officer and Chief Quality Officer. In an effort to share best practices and help alleviate the nationwide shortage of DSPs, Koinonia is sharing its findings with other organizations. Koinonia is using the findings to implement new human resource initiatives to improve retention and job satisfaction, including DSP roundtables, peer mentoring, and hiring and stay bonuses. For more information or to view the results of the study, visit our website.

KOINONIA ADDS DAILYPAY TO EMPOWER AND RETAIN DSPS

Koinonia unveiled a new initiative aimed at helping employees gain greater financial flexibility. DailyPay allows employees to receive instant access to their earned but unpaid wages whenever they need them, without having to wait until their next scheduled payday. Fast-pay options are a growing trend in payroll as employers promote the service as a way to reduce turnover and boost morale.

The partnership empowers staffers with the financial freedom to access their wages whenever they need them, not just on payday. DSPs and other team members now have the ability to pick up an extra shift and get paid for it the next day, through DailyPay.

With DailyPay, employees can transfer their accrued but unpaid wages to any bank account, paycard, or debit card prior to their next payday. The benefit is one of many innovative tools the agency is initiating to engage with the very best candidates who in turn, enable people who have IDD live their best lives in our community.
KOINONIA WELCOMES NEW CHIEF INFORMATION OFFICER HOWARD PINCHAM

This year, Koinonia expanded its leadership team to include its inaugural Chief Information Officer with the hire of Howard Pincham, who will oversee technological growth and innovation initiatives. The position was created as part of Koinonia’s commitment to enhancing its services for the individuals that it serves, as well as its staff members who deliver vital care.

To improve and enhance internal communications channels, Pincham is launching a new intranet that will provide employees with quick, easy access to information—including text and instant messaging—across devices. This two-way communication and engagement tool is especially important because a large majority of Koinonia employees do not spend their work day at a computer. Pincham is also focused on using technology to enhance service fulfillment to Koinonia’s residents and is exploring new capabilities to improve home life, enhance safety and security, and provide educational opportunities with technology.

NEW CHIEF FINANCIAL OFFICER SUSAN CHIANCONE JOINS KOINONIA

Susan Chiancone joined Koinonia as its new Chief Financial Officer, where she will serve as the organization’s primary financial steward and ensure Koinonia remains a fiscally responsible mission-driven organization. Chiancone joins the team with extensive experience in public accounting and financial operations.

Prior to joining Koinonia, Chiancone was vice president and CFO at Meister Media Worldwide, where she helped grow and reposition the marketing media company within the agricultural industry, and expanded its lines to Mexico and China. Previously, she held executive financial roles with the Snavley Group, Orleans Enterprises and Doppco Development. Chiancone is also a long-time board member for The Littlest Heroes, a non-profit that seeks to positively impact the lives of children with cancer and their families, and also serves as a mentor to college students.

KOINONIA NAMED A NORTHCOAST 99 WINNER FOR 5TH YEAR IN A ROW

ERC has once again recognized Koinonia as one of 99 great Northeast Ohio workplaces for top talent—giving the organization a NorthCoast 99 Award for the fifth-year straight.

SPRING FLING 2019

Guests enjoy the annual Spring Fling, an all-abilities spring dance party with their family and friends.
Katie Nebenzahl has lived her whole with fear and anxiety—but when she feels comfortable, her mother Nancy can see her happiness shine through her eyes.

Currently 34, Katie suffered a cerebral hemorrhage while in utero and during her birth, which led to visual impairment, intellectual and developmental delay (IDD), physical limitations and some autistic qualities. The traumatic birth could have created the initial fear and anxiety that Katie has exhibited throughout her life, which has led to behavioral issues as well, and a resistance in following basic daily routines such as dressing, sitting down for meals, and showering.

The consistent, structured care that Katie has received since Koinonia took over the management of her home, however, has been a game-changer. “The quality of care and the teamwork in the house has been absolutely amazing,” said Nancy. She has seen a dramatic difference in the way Katie responds to her Koinonia direct support professionals (DSPs).

“Koinonia really strives to place direct support staff in the house who are a good match for the people they care for,” said Nancy. The DSPs really get to know the individuals they care for, and they truly respect them, noted Nancy.

Since Koinonia introduced trauma-informed care techniques at the home last year, Katie has been happier and more engaged in daily routines and activities. “She feels safe now, connected and in control,” noted Nancy, and, importantly, she feels valued. This has led Katie to feel more comfortable participating in activities and routines at her home, and to taking care of herself. “Before, she was frightened of water, now she showers four times a week,” Nancy shared as one example. “Katie has such a beautiful spirit, and now it is shining through.”

Nancy believes fully in the trauma-informed care that Koinonia provides—and the high quality of its staff.

“Koinonia expects more from their DSPs, they have a high standard, and they therefore get more,” said Nancy. “And they take good care of their employees.”

In this same way, Nancy wanted to give back to the Koinonia staff. She worked with the organization to fund a champion award that is dedicated to the memory of her late husband, Peter Nebenzahl, and will be given annually to deserving Koinonia DSPs who are living and applying the principles of trauma-informed care to their patients.
Mary Traina loves oldies music, reading about the Kennedys, and learning about space exploration.

But discovering Mary’s interests was challenging for the Traina family. Mary didn’t follow the same developmental path as her seven brothers and sisters—she didn’t hit the traditional childhood milestones of walking and talking, and was diagnosed as “mentally retarded.”

“It was the language they used at the time,” said Mary’s younger brother Steve. “But, in fact, that wasn’t really her whole story.”

Mary, born near the end of World War 2 at an army base, was delivered without the supervision of a doctor, and the health care aid, Steve explained, utilized forceps. “We learned years later that Mary had a healed skull fracture”—making it more likely that Mary’s health issues are the result of a traumatic brain injury at birth.

Though she is non-verbal and didn’t attend school, Mary—in a surprise to the family—taught herself to read and, as a teenager, used to love to lay out newspapers and magazines and read all day. She also enjoyed listening to the radio and dancing. But by the early 1970s, many of the Traina siblings had moved out, and their mother relocated to a nursing home—wherein the family realized Mary could no longer remain in the family home.

For more than five years, Mary resided at a home in Wooster, but, “we never stopped looking for another place,” said Steve. They weren’t happy with the environment or care Mary received, but couldn’t find a better alternative.

When they heard about Koinonia, they toured a home and immediately knew it would be the right fit for Mary. She moved into Tremont House and, ever since, has “blossomed into herself,” shared Steve. He credits the Koinonia staff with helping Mary continue to grow and, most importantly, to feel valued.

“Koinonia always has Mary’s best interests at heart,” he said, “and the staff always does a great job of drilling down to the small things that she needs in her life—and, of course, the big things, too. They always go the extra mile. They have so much empathy—it’s their entire way.”

Mary recently celebrated her 75th birthday with a special party that included family, past and current housemates, and Koinonia staff.
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Dreams Foundation
Anonymous
Anonymous
Diane Beastrum
Carolyn Brommer, Federal Mediation and Conciliation Service
CareSource Foundation
Thomas and Linda Dedrick
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General Motors
Ethan Hendrickx
Thomas Kelly, CARSTAR of North Ridgeville
Medical Mutual of Ohio
Northeast Ohio Areawide Coordinating Agency (NOACA)
PNC Foundation
St. Albert the Great Catholic Church
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$1,000 to $2,499
Mike Borchert
CrossCountry Mortgage, Inc.
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Huntington Bank
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Matthew White
Consuela Williams
Rochelle Williams
Darmicka Wilson
Lakita Womack
Shannon Wright
In Honor of The DeMooy Family
Dolores Adams
In Honor of Tom Gill
Kathleen Gill-Walko
In Honor of the amazing staff at Herrick Park and Danielle Focareto
Johan Fatemi
In Honor of Miss Peggy Kilbane
John Kilbane
In Honor of the clients of The Personal Wealth Management Group
Nicholas Alexander
In Honor of Reginald Ruiz
Arlene Aviles
In Honor of Cheryl Senko
Thomas Dedrick
In Honor of Mary Traina
Therese Safranek
IN MEMORIAL OF
In Memorial of Rachel Ange
Christine Piazza
IN HONOR OF
In Honor of Patty Corbo
Janet Corbo
In Memorial of Carol Contorno
Christine Piazza
In Memorial of Jacqueline Daniel
Donita Coles
In Memorial of Brian DeMooy
Margaret DeMooy
In Memorial of John Kikel
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In Memorial of Peggy Leahy
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In Memorial of Patricia Gallagher
Christine Piazza
In Memorial of John Pinter
Christine Piazza
In Memorial of Franklin Sherman
Eileen Sherman
IN MEMORIAL OF
In Memorial of Gladys Brown Memorial
Wendy Sattin, Community Partnership on Aging
Carol Shammo
CELEBRATING KOINONIA DIRECT SUPPORT PROFESSIONALS AT CREW AT THE ZOO

As part of a nationwide movement to recognize the impact of direct service support professionals (DSPs), Koinonia hosted an appreciation event at the Cleveland Metroparks Zoo. Crew at the Zoo celebrated the more than 300 DSPs who serve the adults in Koinonia’s homes and facilities.

The fun-filled celebration featured delicious food, scavenger hunts, prizes, raffle baskets, and a special visit from Jeffrey Davis, the Director of the Ohio Department of Developmental Disabilities. The event was part of a nationwide week-long recognition event celebrated every September to recognize the incredible impact DSPs have on those with IDD.

“What matters in our system the most is the experience of the individual that provides support and the individual. It’s the experience on the ground that matters, it doesn’t matter who I am, it’s the experience that matters,” said Director Davis. “That’s why you matter. Because what you do is the most important thing of all.” Director Davis went on to compliment Koinonia on their excellent reputation statewide for being a “go-to provider.”

“We are so proud of our community of direct support professionals,” said Diane Beastrom, president and chief executive officer, Koinonia Homes. “Their commitment to helping the IDD community plays an integral role in fulfilling our mission. We appreciate their hard work, dedication and outstanding caregiving.”

In addition to the celebration at the zoo’s Stillwater Place, Koinonia also sponsored the Annual Ohio DSP Recognition Event at Xenos in Columbus, Ohio. Fifty Koinonia DSPs traveled to the event which included inspiring keynote speakers, annual graduation and recognition of DSPs that have earned credentials and participate in special activities designed to allow DSPs to network and celebrate with one another.
FINANCIALS

REVENUE $32,406,517

46.5%  ICF/DD GROUP HOMES $15,079,700

37.5%  WAIVER SERVICES $12,146,921

9.5%   DAY AND VOCATIONAL SERVICES $3,071,816

3%    TRANSPORTATION $976,517

1.4%  GRANTS AND FUNDRAISING $445,049

2.1%  OTHER $686,513

85¢ of every dollar received goes to programming

EXPENSES $30,887,476

85.1% ADMINISTRATIVE

14.9% PROGRAMING
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