

To Our Donors...

We are truly grateful for each individual, organization and business whose generous contributions enable Open Door to provide diverse, impactful opportunities for the individuals we serve. Your donations enable us to promote independence, growth and an exceptional quality of life for adults with intellectual and developmental disabilities.

THANK YOU!



*Open Door Board of Directors
Fiscal Year 2021*

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OPEN DOOR
REHABILITATION CENTER

Opening Doors & Developing Opportunities

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Annual Report

July 1, 2020 - June 30, 2021



OPEN DOOR

REHABILITATION CENTER

**Serving Adults with Intellectual and
Developmental Disabilities**



Executive Director's Message

It has been a long year. At times, a month felt like it lasted a year, but Open Door not only survived but thrived. We reached the end of FY 2021 without having a single case of Covid-19 amongst any of our group home residents. And now, 100% of these individuals are vaccinated.

To say this has been tough is an understatement. We spent countless hours trying to determine the line between keeping everyone safe, while at the same time ensuring a good quality of life. Based on the responses we received from our satisfaction survey, we were successful.

Shortly after Covid-19 began, Open Door's management team made the commitment that we would not come out of the pandemic in the same way we went in. We would find a new normal, which would be better than the past.

Open Door has always embraced change, but this year was different. We took the opportunity to make positive changes to advance our programs and improve our services.

It is a tribute to everyone involved with Open Door that we have managed to continue to serve and keep safe the individuals we serve. All of the staff deserve a round of applause for all they do every day. The families have been a tremendous support as we have had to make some very tough decisions. The Open Door Board of Directors have been steadfast in their commitment. And finally, the community continues to embrace and support Open Door in so many ways. Thanks to all for caring for the individuals that we serve.

Sincerely,

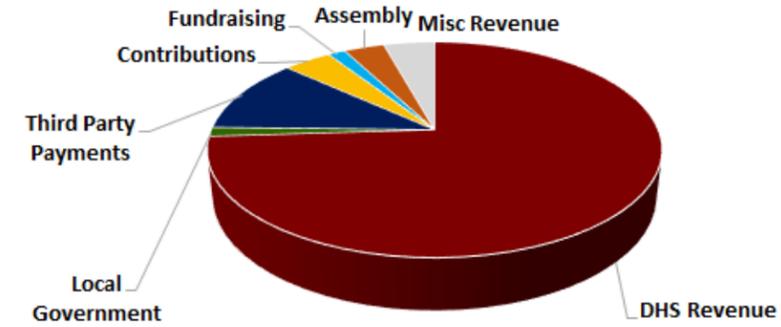
Rita Potter, Executive Director

Achievements and Highlights

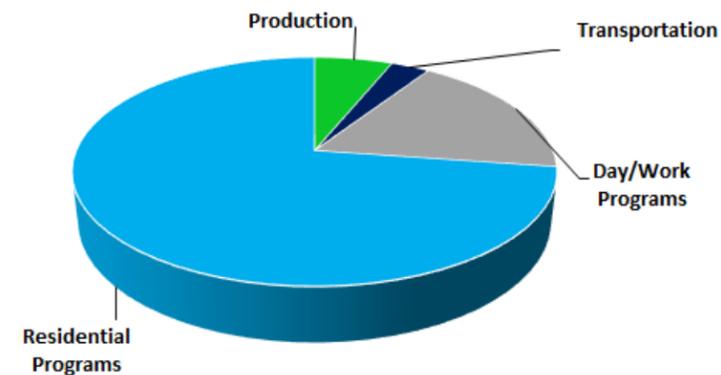
- **1 on 1 Programming:** With Covid, Open Door had to change the way programs were run. We developed more small group and 1 on 1 opportunities.
- **More individualized Programming:** As the individuals returned to Day Programming, some decided they preferred the slower pace and flexibility. So, hybrid programming has been developed. Where they might be at home one day, the community the next and at our Day Program site another.
- **Sandwich Fair Canceled:** The Sandwich Fair is one of the most anticipated events of the year for the individuals we serve. Since it was cancelled, we held our own with games, animals, shake-ups, food and music.
- **Technology:** Began the long process of updating technology.
- **Wish Granters:** Utilized \$12,000 of earnings from the Open Door Founder's Fund to combat Covid and buy recreational supplies.
- **Staff Shortage:** Many employers are faced with difficulty hiring staff, Open Door is no exception. Through a generous grant from the partnership of the DeKalb County Covid Relief Fund and DCCMHB, we were given funds to offer sign on bonuses for new staff.
- **Develop Future Leaders:** A pandemic makes the need for leadership even more apparent. Open Door's Executive Director conducted a 26-week leadership class for 12 future leaders of Open Door.
- **Administrative Restructuring:** Open Door restructured in order to create a full time HR Manager, and changed the Marketing Position to a Public Relations Coordinator



Financial Resources



Revenues	
DHS Revenue	\$5,101,748
Local Government	\$94,146
Third Party Payments	\$779,345
Contributions	\$282,135
Fundraising	\$101,678
Assembly	\$236,938
Misc Revenue	\$298,140
Total Revenue	\$6,894,130



Expenses	
Production	\$362,113
Transportation	\$178,925
Day/Work Programs	\$1,049,536
Residential Programs	\$4,242,282
Total Expenses	\$5,832,856

Stakeholder Satisfaction: Each year Open Door surveys family and the individuals we serve in regards to their satisfaction with Open Door services.

Parent/Guardian Satisfaction

- 97% of respondents rated overall services to be above average
- 86% of these gave ODRC the highest possible ranking
- One comment summed it up best- "Never will you find another agency like Open Door! Keep up the good work!"

Individuals Served Satisfaction

- 90% of the individuals served gave Open Door the highest rating for overall satisfaction for services.
- Several individuals commented they would like to go back to having more community activities like before Covid.

Covid Response:

- All but one respondent rated Open Door's handling of Covid-19 with the highest rating.
- Open Door had zero client Covid-19 cases in Group Homes. This is a tribute to all parties who followed strict guidelines and policies in order to keep the individuals served safe.

