Dear Friends:

The year 2010 proved to be a stellar year for Koinonia as our agency entered its 36th year of serving people with intellectual and/or developmental disabilities. During the year, our services expanded with the opening of a new residential group home in Strongsville, bringing the total of licensed group homes we operate to 21. Our management team was restructured to prepare for growth, to meet the new challenges that lie ahead, and to strategically position itself to take on initiatives presented by ever-increasing needs for service. Internally, high-engagement departments were developed and externally new relationships were formed to best further our mission, all while keeping our sights focused consistently on providing the best quality care available to the individuals we serve.

The highlight of the year was found in the expansion of Koinonia Enterprises, which was brought about through the acquisition of Middlebrook Industries. This expansion effectively doubled the size of the business segment and led to adding additional space within our facilities on Resource Drive in Brooklyn Heights thus enabling us to increase the numbers of individuals we serve. With the expansion, our vocational program generated deeper roots creating the need to add staff, which in and of itself, was a significant accomplishment in a downturned economy. The end result of the expansion led to the formation of The Center for Day, Vocational, and Career Services.

During 2010, our agency welcomed two new members to the Board of Directors, Kate Fenner (KeyCorp) and Josh Gordon (InfoCision Management Corp). The new division of Physical Resources was formed, which made measurable gains in operations, accountability, efficiency and fiscal responsibility in the areas of maintenance, information technology and transportation. The division of Programs and Organizational Learning was established to better incorporate in-house training with day-to-day implementation. Additionally, our Human Resource division implemented behavioral interviewing strategies in order to hire and retain the best and brightest.
At Koinonia, each day we strive for new standards of excellence. Understanding the critical importance our staff plays in the health and well being of individuals entrusted to our care, Koinonia brought on board a Health Care Services Director to develop a Wellness Initiative for improving healthcare for both the individuals we serve and for our staff. To increase accuracy in reporting, and ease in documentation, we purchased and installed the web-based CareTracker system throughout our residential homes. This innovative software offers real-time monitoring and plan change capabilities that greatly enhance the care given to our individuals.

In 2010, we reaffirmed our vision and embraced the opportunity to build an even stronger and more resourceful agency using our core values and guiding principles to steer our course. Koinonia grew in the face of a very tough environment, which is a tribute to our Board of Directors, our skilled and dedicated staff, and our donors and volunteers who are all partners and investors in our mission of serving people with intellectual and/or developmental disabilities. We are thankful to each one for their time, talent, caring and treasures that enhance our capacity and capability to serve those with disabilities.

It is with pleasure that we present to you Koinonia’s 2010 Annual Report.

Sincerely,

Diane Beastrom  
President and CEO

Fred Watkins  
Chairman, Board of Directors

DIANE BEASTROM  
President and CEO

FRED WATKINS  
Chairman, Board of Directors
RESIDENTIAL SERVICES

2010 Highlights

• Koinonia acquired another agency thus doubling in size and capacity.

• Three buses were received from a grant awarded by the Ohio Department of Transportation (ODOT).

• Koinonia earned OANO’s Standards for Excellence re-certification.

• Our partnership with John Carroll University’s Center for Service and Social Action continued in which students volunteered their time at Koinonia each semester.
Group Homes, ICF/DD

In Koinonia’s 21 group homes, staff provides 24-hour support for residents’ needs, be they medical, behavioral, social, or in helping with everyday tasks. Located in residential neighborhoods, our homes offer individuals the opportunity to live with their peers and to be decisive members of a household.

Supported Living

Individuals whom Koinonia serves through our Supported Living program live in homes with roommates of their choosing. Services are personalized to each individual’s specific needs. Some individuals need drop-in support—help with cooking, banking or traveling, for instance—while others need consistent 24-hour assistance.

Host Homes

Living with a caring and nurturing family is another option we offer individuals. Host Home families receive thorough training, allowing them to support up to three individuals in their home.

- An on-line employment application process and behavioral interviewing format was implemented.
- The Center for Day, Vocational and Career Services expanded its space, allowing us to serve over 160 individuals.
- Our CONNECTeon Luncheon was held in June at the Silver Grille in downtown Cleveland where keynote speaker Pat Perry, Founder and President of ERC, presented his inspirational and motivating “ROAR!” speech.
- A new division, Physical Resources, a triumvirate of our Maintenance, Information Technology and Transportation departments, was established.
Each weekday, The Center is bustling with rewarding activities in Koinonia’s day support program where socialization skills and learning initiatives capture the interest of those who attend. In this innovative program, individuals participate in walking club, enjoy pet therapy visits, explore creativity in art therapy, go on outings in the community, or just chat about the daily news. Socialization is always a focus for Koinonia; we make certain that individuals belong to groups organized with age and skill levels in mind. Koinonia provides transportation to and from The Center for individuals throughout Cuyahoga County.

2010 Highlights

- A new position, Director of Health Care Services, was created as Koinonia focused on wellness initiatives throughout our entire agency.
- Throughout the year engaged volunteers from KeyBank, Rockwell Automation, and Building Hope in the City graciously helped us to further our mission of serving people with intellectual and developmental disabilities.
- Koinonia established a new, licensed waiver home in Strongsville.
- A web-based documentation system, CareTracker, was installed in our residential homes which enhanced documentation accuracy and increased the quality of care given to our individuals.
Jobs are more than “just jobs” for individuals in Koinonia’s vocational program—they are sources of pride in both the work that is done and in paychecks earned! In our vocational and career program, individuals learn important and necessary vocational and social skills, which they apply to their new careers. Koinonia trains individuals to work in areas such as in custodial, clerical, packaging, document shredding, vending machine stocking, culinary production and more. The ultimate goal for our agency is to place individuals in jobs within their communities or within our agency where their talents can be best utilized.

- Koinonia partnered with Owens Community College enabling our associates who complete the PATHS program to earn college credit.
- Our CBIZ Walk for D.R.E.A.M.S. was held in September at Whiskey Island/Wendy Park, and proceeds from this fundraiser enabled Koinonia to purchase a cargo van for use by our vocational program.
- Diana Talley-Miller was selected as the Outstanding Frontline Supervisor and Jessica Love was chosen as the Outstanding Direct Support Professional at the fall state-wide OPRA Conference.
- Koinonia became engaged in the Combined Federal Campaign (Number #72214)
- The Information Technology Virtualization project was completed.
“At Koinonia, there is no ‘one size fits all approach!’”
Sometimes the best therapy is the four-legged, furry kind. No one knows that better than Gary and Gail Ragonese, whose dog Cleo is certified with Therapy Dogs International. Since late 2009, they have volunteered their time by bringing Cleo on monthly visits to Koinonia’s Center for Day, Vocational and Career Services. Cleo’s visits are a favorite activity for many individuals at The Center, and they are just as rewarding for the Ragoneses.

Their favorite part of volunteering is “quite simply, the mile-wide smiles on clients’ faces we see during the visits.” There’s a lot of those smiles; the Ragoneses visit almost all the classrooms at The Center, allowing individuals to pet Cleo and watch her do tricks. They are impressed with the “uplifting atmosphere of everyone having so much fun in a very interactive, wide-ranging educational and activity setting. At Koinonia, there is no one size fits all approach!”

It’s difficult for the Ragoneses to pinpoint a favorite memory of their volunteer experience because there are so many. But they do recall “the time when one client was playing Elvis Presley songs. So Gary started those famous Elvis ‘leg shakes,’ and the whole room full of clients joined in the dance!” Another favorite memory was when the Ragoneses volunteered their time—and talents—leading a holiday sing-along. Gary played piano while Gail led the singing and the individuals’ singing together “almost knocked the roof off!”

For the Ragoneses, volunteering with Koinonia reinforces the idea that “the greatest joy one can derive in life is reaching out to others.” They view Koinonia as an important part of the community. “It boils down to all of us having compassion and helping one another, especially those with disadvantages,” they say. “After all, isn't that what makes communities great and the world a better place to live? And with the reduced availability of, and competition for, limited governmental funding, not-for-profits play an increasingly important role in providing vitally important human services. So how about two big thumbs up for Koinonia!”
Cynthia Washington is the sister and guardian of Ron, who has lived at one of Koinonia’s homes for about two years. Ron also attends The Center for Day, Vocational and Career Services.

“Overall, I am real satisfied with the services he is receiving,” says Washington. “Koinonia is very conscious of the individuals they serve and the care that Ron gets, whether it is medical, social or day and evening services provided.” Most importantly, Ron is happy at Koinonia.” I know when he is happy, things are going right for him,” says Washington. “If he is happy, I’m happy.”

Washington has seen Ron improve a great deal since coming to Koinonia. For instance, he has grown in developing positive social interactions and his health has improved. For Washington, it’s important to keep health and safety concerns at the top, and she feels the organization does so.

Additionally, “they keep him active,” she explains. “They go to games, dances, out to eat, and more.” When Washington visits Ron at his home, she appreciates that staff treat him as an adult, while still offering support such as re-direction and prompts. And “he gets to make choices for himself.”
Jean Edmonds

Even when she’s not working, Jean Edmonds’ mind is always on the individuals she serves. “When I’m on vacation, I’m always thinking of them and calling to check up on them,” says Edmonds, the residential supervisor of one of Koinonia’s homes, located in Solon. Likewise, the eight residents there miss her when she’s gone. “When I go on vacation, they ask ‘when are you coming back?’” she says.

Edmonds truly enjoys the time she spends with individuals and being able to help them. “I like spending time with them,” she explains. “I like doing special things like baking cakes for birthdays or decorating the house, and I like to make sure doctor appointments go well.”

“One of my most favorite moments was when I took the ladies in the home to get their nails done,” Edmonds happily recounts. “I loved seeing the smiles on their faces when they told me thank you, and I could tell they really meant it.”

Edmonds worked as a Direct Support Professional (DSP) for nine years, and in late 2010 other Koinonia associates urged her to apply for a residential supervisor position. “Everyone had faith in me,” she says. When she received the promotion, “it was awesome.”

Admittedly, Edmond’s job “is a lot of work. It takes a lot of patience, but it’s really worth it,” she says.
When Steve Takacs and his family first became involved with the field of developmental disabilities (DD), the atmosphere was much different than today. “When we started to first work with DD, the state conditions were bad,” he explains. That was the time before group homes and service providers, and the options for people with disabilities—like Takacs’ son Jamie—were limited.

For the last ten years, Jamie has been living at one of Koinonia’s supported living sites. “It’s a godsend for people like Jamie,” says Takacs. “And it provides peace of mind that when we pass away our child will be looked after.”

“Koinonia is a godsend for people like Jamie to be.”

Jamie’s home is just one mile away from his parents. “It’s close by and we get to see him several times a week,” says Takacs. He and his wife are pleased with Koinonia and the development they have observed in their son since he came to live there. “The staff is really good there,” he notes.

Takacs’ satisfaction comes down to Jamie’s happiness, which he expresses to his parents. “He really likes it,” Takacs says. “He is happy there.”
For Steve Fluharty, every day matters. As a ten-year employee with Koinonia, he realizes the meaningful impact that he and other staff have every day at their jobs. Fluharty worked in residential services until October 2010, when he became a Job Coach at The Center for Day, Vocational and Career Services.

Fluharty values his position in the vocational program and enjoys the variety he finds in his work. “Being a job coach means you work with different individuals on different projects,” Fluharty explains. He analyzes the job an individual is assigned and figures out the best way to teach that person how to complete that job. That might mean overseeing an individual working on various assignments such as custodial, clerical, collating, or packaging work.

Fluharty’s pride in his work comes from the pride individuals show in their work. “It’s exciting when a consumer takes his/her job seriously,” he says. “They are so proud… Someone who may not have shown interest or taken initiative comes to life when they have a job.”

It is this everyday bearing witness that has impressed Fluharty. “I have learned that people can do amazing things,” he says. “They will always surprise you.”
### Revenue

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
<th>Percentage</th>
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<tr>
<td>ICF/MR group homes</td>
<td>$12,679,771</td>
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<td>Waiver Services</td>
<td>$7,960,578</td>
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<td>Day &amp; Vocational Services</td>
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<td>Transportation</td>
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<td>Grants/Fundraising</td>
<td>$164,379</td>
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<td>Other</td>
<td>$6,778</td>
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<td><strong>Total Revenue</strong></td>
<td>$22,567,446</td>
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**Revenue in excess of expenses** $228,983

**Percent of revenues** 1.0%

### Expenses

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<th>Description</th>
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<td>Program related</td>
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<td>Administrative</td>
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<td><strong>Total Expenses</strong></td>
<td>$22,338,463</td>
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## ASSETS

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<td>Accounts receivable</td>
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<td>Other current assets</td>
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<td><strong>Total current assets</strong></td>
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<td>Property &amp; equipment, net</td>
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<tr>
<td>Other assets</td>
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<td><strong>Total assets</strong></td>
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## LIABILITIES

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<td>Accrued compensation &amp; related taxes</td>
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<td>Other current liabilities</td>
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<td><strong>Total current liabilities</strong></td>
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<td>Long-term debt</td>
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<td>Other long-term liabilities</td>
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<td><strong>Total Liabilities</strong></td>
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<td>Net Assets</td>
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<td><strong>Total liabilities and net assets</strong></td>
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## KOINONIA FOUNDATION

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<td><strong>Net income</strong></td>
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<td>Investments</td>
<td>$987,935</td>
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<tr>
<td>Net Assets</td>
<td>$987,935</td>
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The word *koinonia* is a Greek word meaning “community/fellowship.” It was chosen as our name back in 1974, and today, as then, the significance of this word remains powerful and representative of the work being done at Koinonia.

We are grateful to our donors who share our mission of service that we provide to individuals who have intellectual and developmental disabilities. Their donations to our Annual Fund, Therapeutic Treatment Fund, sponsorships of programs and special events, and tributes in honor and memory of family and friends are invaluable to us and are deeply appreciated.

It is with gratitude that we present Koinonia’s Honor Roll of Gifts received from January 1 through December 31, 2010. We thank you.

**In Honor of 10 or More Years of Consecutive Giving**

Anonymous Friend  
Cheryl & Saddi Alikhan  
Mildred & William C. Barnard  
Diane & Robert Beastrom  
Geraldine Keator  
Joseph & Elizabeth Kilbane  
Dr. Anna Koo and Robert Yui  
Joseph and Helen Miller  
Sultanas of Mahdi Caravan, No. 142  
Father John M. Tezie

---

**Donor Gifts**

**Gifts of $1,000 to $4,999**

Diane & Robert Beastrom  
Fr. John M. Tezie  
Catherine Veverka

**Gifts of $500 to $999**

Nancy Disbrow  
Geraldine Keator  
Michelle & Mark Lastovka  
Ethan McPeake  
Gail & Steve McPeake  
Lina Monteleone  
Carol Morton  
Dr. Gerald & Eileen Strauss

**Gifts of $250 to $499**

Ralph Beattie  
Melody & Anthony Coniglio  
Jo-Anne & Robert Curry  
Rob de la Cruz  
Gina Kerman  
Joseph & Elizabeth Kilbane  
Dr. Dennis & Teresa Kowalski  
Patricia Marcuz  
Patricia Maultsby  
Tomica Palmer  
Diana Talley-Miller  
Tamla Varner

**Gifts of $100 to $249**

Timothy Alberts  
Theresa Alexander  
Cheryl & Saddi Alikhan  
JulieAnna Anders & Andrew Santos  
Gary & Maureen Arbeznik  
Mary Alice Arbeznik
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<td>Vinson Austin</td>
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<td>Dr. Anna Koo &amp; Robert Yui</td>
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<td>Sandra &amp; Dr. Allan Rosenfield</td>
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<td>Mr. &amp; Mrs. Richard L. Scott</td>
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<tr>
<td>Cathy Warner</td>
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<td>Lisa Yim</td>
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**Gifts to $99**

Anonymous
Rhonda Advent
Emmanuel Akateh
Nicholas Alexander
Carolyn Anthony
Alaina Arbogast
Ann M. Armstrong
Lester W. Armstrong
Michelle Artale
Curtis Arthur
Marlene Arthurs
Maureen Ashdown
Reginald Auzenne
Arlene Aviles
Treva Bane
Stephanie Barnes
Amanda Barney
Marlene Barry
Christopher Bart
Glorene Bartley
Angela Bennett
Gwendolyn Biggins
Shonda Billingslea
Chivon M. Booker
Rebecca Brady
Mary Branaghan
Scott Bricker
Kimberly Brown
Tyneshia Brown
Karen Burns
Elizabeth Burton
Sheila Burton
Beverly Butler
Holly Byrse
Jacquila Cannon
Nalin Capan
Dr. Amy Carter
Denorah Cavor
Terrence P. Clancy
Erik Claxon
Denise Colbert
Michael Conroy
Cherie Cook
Janet Corbo
Dana Cowbo
Jamia Craig-Fountain
Aretha Crawford
Heather Creagh
Richard Creagh
Robert Crook
Michelle Cunningham
Anne Curran
Karleen Curry
Derrick Daulton
Veronica Davenport-Wilson
Stuart Davis
Lawrence Day
Ethel DeJovine
Tom DeJovine
Antony DeMarco
Jane Duffy
Mary Eberhardt
Makeda Escayg
Sharon Falkowski
Betty Fiebig
Daniel J. Finlin
Raychele Fitzgerald
Mary K. Flanagan
Maria Florio
Gary Fluhraty
Danielle Focareto
Salvador Font
Carline Ford
Craig Frabotta
Joni Frank
Cheryl Freed
Helen French
Wendy Frick
DiSheila Fulks
Frances Garrett
Cathy Gaudio
Tammyelle Gholston
DeShannon Gibbons
Katie Gill-Walko
Hugh Ginley
Davette Golphin
DeAnonna Gooden
Sharon Goodrum
Jerri Grant
Detesha Greene
Mark R. Greenfield
Christion Gullatt
Jenni Haag
Demetrius Hammet
John Hanigosky
Diana Hardemon
Laura Harmath
Janine Harris
Sara Hartmann
Craig Hasel
Patrick Hastings
Nicolina Heath
Tamika Henderson
Tiffany Henderson
Susan Heretik
Tressa Hill
Norman Hives
Lisa Hofmann
Melissa Horn-Sales
Jennifer Houchins
Andrew Howard
Antwain Hudson
Ester Hughes
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