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From our Executive Director

Dear Friends,

Growing up in Colorado, I loved the night sky — the darker the night, the brighter the stars. While focusing on the stars, I appreciated the darkness' ability to let them shine brighter. The last fiscal year has had many dark days, but it has given ample opportunities to focus on the 'stars.'

As millions of people have left their jobs across the country, and we have faced unprecedented staff shortages, I am in awe of the hundreds of employees who have remained. Their commitment and passion for our mission is humbling, and in the midst of great challenges they have continued to innovate and show great strength under pressure, and they have been true stars in a dark night. Many CEOs in our sector are supporting their recipients

and staff by doing direct support work. I have found these times to be 'grounding and connecting' to the primary work we do and have been grateful for the opportunity to assist.

Another bright light this year has been the access to and receipt of funding from Foundation and Federal partners, keeping us upright and moving forward during times of great service upheaval.



Though none of us anticipated the opportunities the adversity of a pandemic would offer, I am grateful for deeper connections with others who have shared in this journey. Martin Luther King Jr. said, "Only in darkness can you see the stars," and the following pages share some of the bright lights we have witnessed during the past year, giving hope to us all.

With Gratitude, Michele Girault "Do not be daunted by the enormity of the world's grief.

Do justly, now.

Love mercy, now.

Walk humbly, now.

You are not obligated to complete the work, but neither are you free to abandon it."

- The Talmud

Navigating Obstacles

Alaska entered into an economic recession in the fall of 2015. Former executive directors, Dr. Roy Scheller and Steve Lesko, were at Hope's helm during a similar recession in 1986 and took steps to make sure Hope would be able to withstand uncertain times. Difficult times have once again arrived on our doorstep, but Hope has continued to navigate them whilst upholding our mission and commitment to our stakeholders.



The legislature has not yet come to an agreement on Alaska's fiscal future. Continued focus on cost containment of the Medicaid budget has eroded community programs throughout the state prior to the onset of the pandemic.

In response to the COVID-19 pandemic, the Federal government distributed various financial packages to help mitigate economic repercussions. A significant portion of this funding was geared toward payroll protection for employees and revenue replacement for employers. People

hunkered down, and health and safety measures were put into place, but Hope has continued to deliver services throughout - just in adapted ways.

The pandemic also triggered significant changes in our country's workforce. Many people moved, began working remotely, or changed careers entirely. In the midst of many uncertainties, and despite a national workforce shortage, hundreds of direct support providers continue to choose Hope and to provide excellent service.

Thanks to decades of forward-thinking preparedness and the support and flexibility of a dedicated workforce, Hope's value—driven response to the global pandemic has been largely effective at keeping people safe and healthy. Along the way, we've still embraced opportunities to laugh together, share meals, and cultivate new relationships. While no one could have anticipated the duration or challenges of the prolonged recession or pandemic, Hope's stakeholders continue to be our shining light in the night.

"Be humble, for you are made of earth."

Be noble, for you are made of stars."

- Serbian Proverb

Celebrating our Workforce

One of Hope's values is *choice*, and we are honored that so many employees have chosen to 'shine' at Hope for many years. The combined years of employment from all 542 employees represents 4,411 years of commitment to our agency, and the average tenure is 8.14 years. We appreciate the investment each person has made to serve the people we support, to share their hearts and talents with Hope, and to partner with us in our mission.

Between July 2020 and June 2021, 79 staff members reached a major anniversary milestone. with Hope, and we'd like to highlight a handful of them here.









Jo-Anne Robyn JoAnn Sullivan Umbarger Jeremias

Ann Baxter

This year we are honored to celebrate three decades of commitment to excellence from four of our Community Health Nurses. These extraordinary women were instrumental in leading Hope's deinstitutionalization efforts in the 1990's and providing advanced medical support to people in their homes and communities of choice in the decades that followed.

These ladies are the ones who take the 2:00 am call after working 16 hours because someone is having difficulty breathing or their medication isn't working. They've mentored generations of physicians, nurses, and Direct Support Professionals. They have even led us through a pandemic - all with boundless love for the people they support.

Armstrong Nwani

Direct Support Professional - Anchorage - 30 years

This year Armstrong Nwani celebrated 30 years as a Direct Support Professional at Hope. Armstrong is a kind, quiet man who primarily works the night shift in one of our assisted living homes. The night shift is often a lonely role, consisting of monitoring people's needs while they sleep, routine feeding, adjusting, and changing, as well as household duties such as laundry and cleaning. We are so grateful for Armstrong's three decades of commitment to Hope's mission.



Frank Forpahl Ranch Manager - Mat-Su - 25 years



Frank Forpahl is Hope's Ranch Manager at our Willow Ranch in Willow, Alaska. He serves alongside his wife, Gena Coleman, and supports four gentlemen to live a rural lifestyle raising yaks, chickens, and more. They lead a wonderful team at the ranch, have built many strong relationships, and are well respected in the Willow community. Frank is a generous, gregarious man who has worked in a variety of positions for Hope before settling in at the Ranch.

Wilfredo Nero

Intensive Supports Associate - Kodiak - 20 years

Willie is an Intensive Supports Associate in Kodiak. Over the past two decades, he has built close, long-lasting relationships with the people he supports. With his vast knowledge and experience, Willie is a key resource to the Kodiak team and often helps out with training new Direct Support Professionals. He is a true team player and regularly goes above and beyond to check in on Hope properties and make small repairs as they're needed.



Kae Quiambao

Direct Support Professional - Anchorage - 20 years

Kae Quiambao is one of the more recognizable figures on Hope's Anchorage team. She has been a Direct Support Professional with Hope for 20 years now and currently works at several assisted living homes. When the ladies she works with have a need, Kae finds a way to meet it regardless of how challenging it may be. Kae has held many roles in her two decades at Hope and has impacted the lives of many people. She supports each and every person to live full and meaningful lives.



Rosario Rivera

Intensive Supports Associate - Anchorage - 15 years

If you have ever been to a Hope event such as the Walk for Hope or our annual gala, you have likely seen or met Rosie, who celebrated 15 years at Hope last year. Rosie is an Intensive Supports Associates and works between several assisted living homes with an eclectic group of women. Her patience and persistence make challenging situations possible, and the lives of the ladies she supports are filled with joy, laughter, celebration, and good food.

Yorro Sallah

Intensive Supports Associate - Anchorage - 15 years

One of the many unsung heroes at Hope is Yorro Sallah. Yorro is an Intensive Supports Associate who works with several gentlemen in Anchorage. He has worked at the same assisted living home with the same men since he began working at Hope. Over the years he has built amazing relationships with each of them. He is incredibly patient and collaborative, and he draws on his deep experience to solve problems and support his colleagues.



Kim Brusven

Direct Support Professional - Kenai - 10 years

One of the anchors of Hope's Kenai team is Kim Brusven. Kim is a Direct Support Professional who is best known for her creativity, boundless energy, and amazing sense of humor. She uses her many talents to support folks to have a meaningful life.





Greg Landeis Home Alliance Coordinator - Kenai - 10 years

Greg is a Home Alliance Coordinator in our Kenai Intentional Neighborhood who has a love of the great outdoors and supports several gentlemen who share his love of trekking, hunting, and fishing. Greg hosts a hunting camp for the folks we support in the fall each year where they learn survival skills, gun safety, hunting skills, and how to clean and prepare game.

Jordan Wasile

Direct Support Professional - Anchorage - 10 years

Jordan has been a Direct Support Professional with Hope for a decade. He has primarily worked at two homes and has had a stabilizing impact on both. He is person-focused, positive, efficient, and observant. He steps in and takes on tasks and projects that are above and beyond his call of duty.



Highlighting Innovation

This year Hope partnered with Applied Microsystems to migrate our computing capabilities offsite to what's known as 'Infrastructure as a Service.' Applied Microsystems is a locally owned and operated small business that builds and maintains high performance computing infrastructure for other local businesses. This partnership ensures Hope's computing needs are cost-effective now and into the future.



In August 2020, Hope began the process of upgrading our HRIS (Human Resources Information System) system with Ultimate Kronos Group (UKG). The new system was designed and configured to provide ease-of-use tools and processes to our employees and features innovative technology such as electronic services notes, timecard automation from notes, improved scheduling, enhanced internal communication, integration of HR and payroll services, self-service accessibility, and a HIPAA-secure mobile application.

One of the largest administrative *collaboration* projects in Hope's history, the design and implementation took more than a year to accomplish; it involved seven departments, 23 Hope staff members, 25 vendor consultants, 700 test cases, 3,472 hours of meeting time, and 59 hours of training to result in a successful launch in November 2021.



When it rains, look for rainbows.
When it's dark, look for stars."

- Oscar Wilde

A Memorial Tribute to Phil VanDaff and Gene Bates

The light of commitment to Hope's mission was brightly displayed in the lives of Phil VanDaff and Gene Bates, both long-term Board members for Hope. Gene retired from the Board several years ago but served faithfully for over 20 years. Phil, whose commitment to Hope spanned over four decades, was a current Board member whose wit and wisdom will long be remembered and deeply missed.





"I asked myself, What can I, as an individual, do in these strange times?"

The answer I reached is simple in statement, profound in action.

Love more."

- Michele Girault

Grant Funding

This year's grantmaking was one for the record books. Hope asked, and our community answered. We received a grant from the Rasmuson Foundation to revitalize 30 assisted living homes. This partnership was paired with two cohorts of AmeriCorps volunteers who worked tirelessly on maintenance projects at Hope's properties, such as painting, replacing

Hope benefited from local, state, and federal financial relief programs, largely administered by the Alaska Community Foundation. These funds provided personal protective equipment, training resources, and sanitation supplies for employees and stakeholders across the state. Funds designated for revenue replacement allowed Hope to avoid administrative layoffs and benefit reductions.

decks and ramps, updating lawns and gardens, removing debris, and mor

The Alaska Community Foundation also provided generous support to Hope's summer camps, board development, and more. The City of Kodiak has supported our adult recreation program for many years. The Mat-Su Health Foundation provided critical support for stakeholders in the Mat-Su Valley. We are also grateful for our individual donors, who continue to provide generous support.





When Hope was founded in 1968, Nancy Stuart Johnson believed that everyone deserves a life filled with *joy, purpose and inclusion*. She saw a need in the community, and she found a way to meet that need. Hope's core mission remains unchanged, and our values remain strong. With the support of our community partners, as we look to the future, we envision Hope making it possible for every Alaskan to have access to supports they need throughout life.



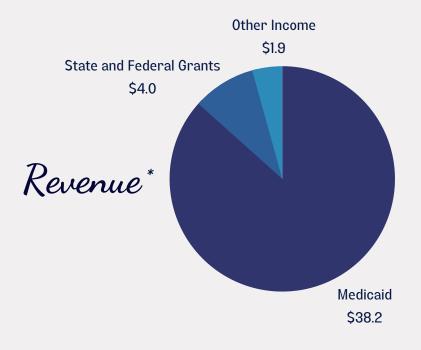


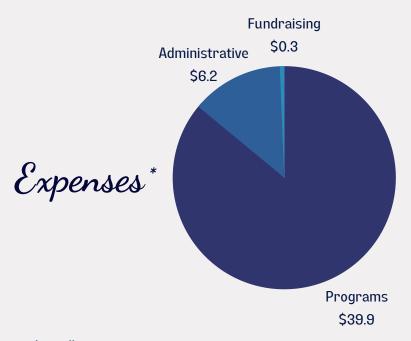






Fiscal Year 2021 Financial Overview





"And above all, watch with glittering eyes
the whole world around you because the greatest secrets are always hidden in the most unlikely places."

- Roald Dahl

Finding magic in ordinary moments is a motif Hope embraces in the way we connect with each person and approach each day. Even on dark days, you don't have to look very hard or very far to find smiling faces, people empowered to think and do for themselves, and barriers giving way to bridges to meaningful lives. It's this magic that keeps us going even on dark days.

Magic moments can be found, but they can also be fostered. We employ hundreds of Direct Support Professionals across Alaska who show up every day and *inspire joy*, encourage authentic self-expression, and share kindness, laughter, and empowerment.



As an organization, our gratitude goes as much to our workforce as to our donors and partners. Hope's mission and all its magic moments is possible only by the sum of all its parts.

Thank you for being a part of our organization, for being a light in the darkness, and for supporting us in finding magic and experiencing hope.



We are grateful for all the individuals, businesses, and organizations that made an investment in Hope in 2020-2021. Because of you, we continue to create meaningful experiences for the people who choose our services.

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Save the Date

We appreciate your support and commitment to Hope's annual fundraising events. Your volunteer time, skills, and expertise allow us to further our mission. We invite you to be a part of the Hope experience once again and join us at our Auction and Walk for Hope in 2022.

26th annual Auction
"A Night of Hope - The Roaring '20s"
February 12, 2022

53rd annual
Walk and Roll for Hope
May 7, 2022



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