



Whew—we made it through 2020! While the year was difficult in many ways, we were able to traverse the murky waters of the pandemic and continue to provide the quality supports and services for which Cottonwood is known.

We know that 2020 and even into 2021 has not been typical, but we believe we have worked through the worst of things and better days are ahead. As with other providers and businesses, the pandemic caused great disruption to our services and continues to impact us. In March, 2020, we closed down our Day Services at our main location to all persons supported. Throughout the past 12 months, we have had intermittent attendance in our Day Services by individuals whom we also serve residentially. Many individuals served in JobLink lost their jobs, again due to the shutdown of businesses. And although we had to adjust to how we were providing services, our commitment to our mission never waivered. We were successful in obtaining a PPP loan and other funding to

help with some of the additional costs related to Covid-19 and we maintained our staff throughout the process as well.

We are happy to report that with the help of community partners, 99% of persons-served and staff have received the Covid-19 vaccine and we have been able to welcome back almost all of the persons-supported prior to the pandemic. Our production center has been able to meet all contractual obligations throughout the year to ensure that there would be work available when persons-supported returned.

We are very proud of our accomplishments throughout this wild year and we are confident that we will continue to work through any challenges presented throughout this recovery period. Thank you for your unwavering support and commitment to the mission of Cottonwood—helping people with disabilities shape their own future. Please take a few minutes and enjoy our 2020 Annual Report.

Sharow Apriett



What A Year!

Murky waters, unprecedented times, uncharted paths...phrases many of us have come to see as synonymous with 2020 and the COVID 19 pandemic. And amidst the ever-changing, often contradictory circumstances, Cottonwood pulled together and met the obstacles head on.

As new needs, challenges, impossibilities and road blocks popped up, the Cottonwood team rose to action, found workable solutions and pressed on to provide the much-needed supports for the people we serve. Staff, in spite of fear and anxiety, stayed the course and continued to support and compassionately care for the people Cottonwood serves. On several different occasions and for months at a time, Day Services seamlessly transitioned to a Group Home-based service provision and back again.



Day and Residential Staff navigated the changes and bolstered each other to support persons served in the safest way possible.

Residential: serving 97 individuals in 46 locations Life Enrichment Staff jumped in with Residential Staff to creatively, compassionately and resiliently provide day services to persons served in the group homes.





230 AMAZING STAFF

Sheri Holmes

Gold Group Hor



IT Staff ensured that everyone had the equipment and access necessary to maintain effective communication and support. Zoom meetings became the norm.

Finance Staff worked tirelessly to follow new billing procedures for the group home model and continuously sought out new sources of relief and, of course, pitched in wherever they could. Administrative Staff aggressively sought access to testing, PPE and ultimately, enrollment in vaccination clinics.

ACCIN







Case Management and CDDO Staff members, while working remotely to ensure social distancing, maintained transparent communication channels for families, other staff and persons supported thus minimizing service disruption.

> Case Management: 302 people receiving services

Community Relations Staff planned fun, safe activities that provided people served with opportunities to see people important to them who were currently no longer in their daily circles as well as providing open and frequent updates from the Management Team on the status of Cottonwood's traversing of the pandemic waters. They also initiated a "scarce supply drive", asking supporters to donate much needed supplies such as disinfecting wipes, toilet paper, paper towels, gloves, etc. Salute, Cottonwood's major annual fundraiser, was reimagined "virtually" as were the Cottonwood Classies.

Celebrating Milestones!







LaFawn Yost Jarroc

Jarrod Brown Lisa Totten











Salute! 2020 We appreciate your support! As the state-wide stay-at-home order became effective, community jobs began to disappear at a rapid pace, so there was little opportunity for job coaching or job development. This situation did not stop the JobLink Staff. The staff went to work on the production floor to keep the contracts running.

JobLink: # of people served seeking jobs: 61 Persons supported were only present about 7.5 months of 2020 but the Work Services Staff continued to work the contracts to ensure that the

work would be here when persons supported returned, and thus, keeping Cottonwood vital and strong.

Work Services: 100% work availability over the Past 80 months 1:15P.m.—time for daily dance/stretch time (safely distanced, of course!)





Making an Impact

Health Supports Staff shifted to the group homes to provide much of the assessment, treatment, and oversight of health needs. They also spearheaded several rounds of detailed and intricate contact tracing as well as conducted testing of staff and persons supported and sought out multiple sources for much needed PPE and supplies.

Health Supports: 1,112 personssupported seen in the clinic by HS Nurse

Health Supports: 1600 health-related appointments scheduled for persons supported





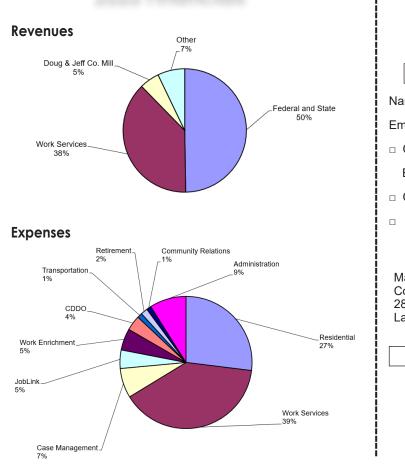
Although there were very real and damaging losses, on the whole, Cottonwood not only survived but actually shone through these dark months. Its 49 years of history, culture, values and ethics sustained everyone and sparked hope for a strong, robust recovery—which cannot happen too soon and proving once again, that we are

COTTONWOOD STRONG!!



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