



2022 Impact Report



Live Abundantly!



Inspiration

"I came that they may have life and have it more abundantly." John 10:10

Mission

Providing quality, individualized care and services for adults with complex needs.

Vision

EACH PERSON has a home where they are valued and well cared for.

EACH PERSON has the opportunity to discover new friendships, be a part of their community, and create the life THEY want.



Welcome to harbor House Ministries' 2022 Impact Report. We hope you will get a sense of the many people who are impacted by our ministry and, in turn, impact us with their partnerships. We are grateful for this opportunity to share some stories and some statistics to highlight what it takes to offer opportunities to live abundantly at Harbor House.

We appreciate your interest!

Peggy Driesenga
Executive Director

The Care Crisis

Currently, 60% of the 7 million Americans with developmental differences live at home. Approximately a quarter of that population is cared for by a family member who is 60 years of age or older.

Medical advances have enabled this generation of individuals with profound impairments to live longer lives. Most will outlive their parents and will require care from another source. Nationwide, 656,000 people are on waiting lists for government-funded services.

The reality in West Michigan mirrors this national crisis. Few adult foster care homes serving Allegan, Kent, Muskegon, and Ottawa counties can provide the level of care needed. As a result, the few homes that exist are fully occupied, and rooms are rarely available.

(Note: Statistics taken from the Residential Systems Project of the Institute on Community Integration/RTC on Community Living at the University of Minnesota.)

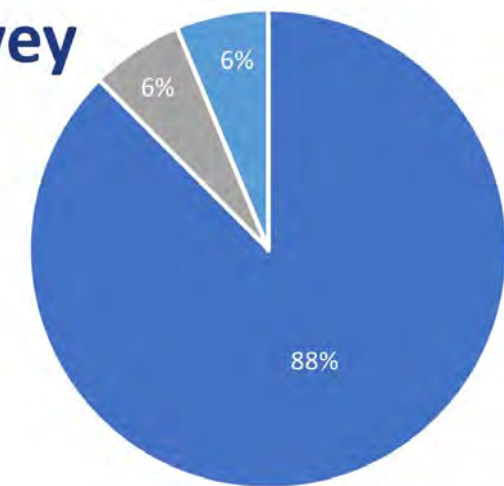
HHM Impact Statement

Harbor House Ministries has brought the heart of the housing shortage for adults with complex care needs to the forefront of social, political, and economic discussion. This ministry has informed the West Michigan community and state lawmakers about the needs and the contributions of these individuals.

In addition to providing much needed housing, Harbor House Ministries has been able to create a successful and duplicatable example of combining community fundraising and government dollars to respond to a critical social need.

Guardian Survey

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Not Satisfied





**John and His good friend, Samantha
(Home Supervisor at HHM)**

A Bright Glow

My twin brother, John, lived at Harbor house for about six years. Living there had many impacts on many people.

Perhaps the biggest impact was on John himself. Until he began living at HHM, we had never seen such a bright glow on his face and in his personality. This made the family feel certain that John was receiving care that he had never experienced before.

Also, this glow extended to the many staff workers that cared for John 24/7. He felt the love from the staff, and they felt it back.

It's not an easy job to care for individuals like my brother, especially with staffing shortages the way they are these days. Because staff sometimes worked double shifts or came in on their days off, we knew John's care was never compromised in any way.

Sadly, John passed away this past August. At his repass, we were totally overwhelmed by all the present and past Harbor House staff members that came to pay their respects.

We pray that the wonderful folks at Harbor House will be able to continue their mission of providing the care the residents are so fortunate to receive.

Written by Jim Pavlinik

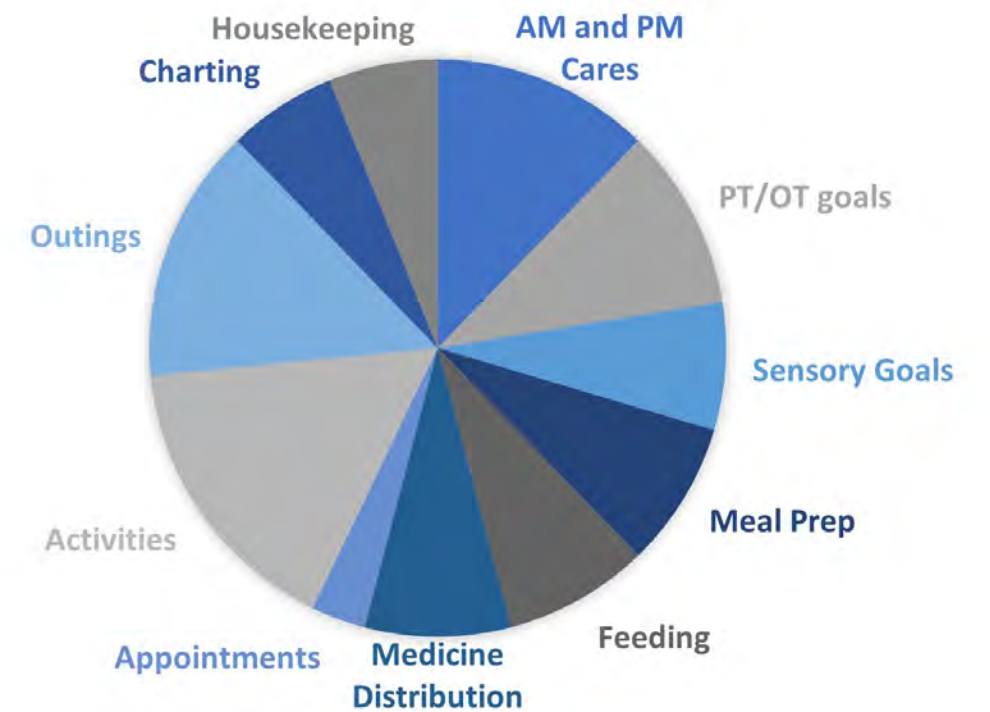
"2022 had been one of the best six years of John's life and ours as well."

A Day in the Life

While a variety of complex care needs require those who live at HHM to seek assistance, they are involved in the decisions that drive their days. They convey to us what makes them happy (or not), how engaged they want to be in the day's activities, who they want involved in their care, and so much more!

Those who call HHM home can count on staff and friends of HHM to ensure an abundant life as they would define it!

Below is an example of how staff might assist someone over the course of a typical day.



"Getting to know the residents and becoming their family is an experience I wouldn't change for the world." (staff comment)

"I Love The smiling faces of the people I work for and with." (staff comment)

The People it Takes

It definitely takes a "village" to make an abundant life happen here. Truly, the work is more than a vocation—it is a calling! It requires dedication and, sometimes, self sacrifice.

Covid meant long hours and exposure to illness. Working as a team and overcoming obstacles became the norm in daily care.

We are so proud of our staff who brought us through the last couple of years with patience, humor, creative problem solving, and diligence!

**HHM
employed
143 people
in 2022!**



The Call to Care for Our Staff

HHM considers it a privilege and a responsibility to care for our staff. That is why we offer very competitive pay rates, benefits, paid time off and lots of caring appreciation.

The families and friends who visit are inspiring as they care for our staff through words of encouragement, cards, treats, and Christmas gifts.

The staff take care of each other with notes and jokes, and treats as well as covering shifts when another is unable to work.

YOU care for our staff when you make contributions that allow us to bless them financially.

Professionalizing Direct Care

Harbor House is working with several other organizations to elevate and expand the direct care industry as it seeks to resolve the growing staffing crisis in direct care.

The collaborative effort creates a post-secondary certification program for students to enter the direct care field ready to meet the needs of adults with mental illness and developmental differences. The shared effort between Harbor House, Benjamin's Hope, MOKA, Heritage Homes and Grand Rapids Community College will promote new areas of recruitment into the field.

The Direct Support Professional Certificate program offers a path to grow the number of people mapping a career in Behavioral Health while providing a deeper understanding of the opportunities in this industry.

Staff Work to Celebrate HHM's Biggest Stars



**Kerri Adamczak and Lisa Bowyer
Activities Directors**

The Hollywood dance was one of our favorite events in 2022. What a joy it was to roll out the red carpet for 36 amazing men and women!

Each resident had their picture taken while rolling or walking down the red carpet. Of course, there was applause and cheering. And each had their picture hung on the Harbor House Wall of Fame.

Everyone crowded the dance floor to bust a move! Smiles were abundant, especially when a favorite song came on.

"HHM does a lot of unique community outings that I would never think of honestly— splash pads, beach, bowling, farm markets, movies, zoo, Kid's Food Basket, etc.

Resident cares are involved, showering, changing, feeding, and others. But all in all, working with this population of people and trying to better their lives with quality of care was amazing to do the last three years! I recommend this job wholeheartedly!"

(staff comment)



Volunteers Make a Difference!

Although Covid restrictions limited the number of volunteers we could have on board in 2022, a few stalwart people still gave their time and talents to the benefit of all!

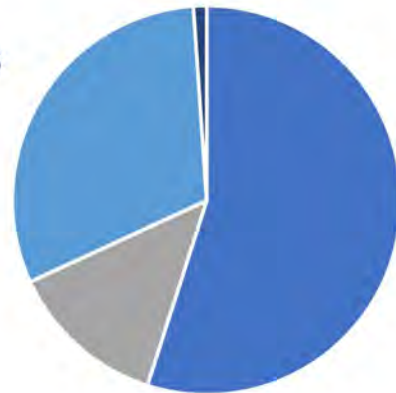
Our regularly scheduled volunteers provide an extra layer of attention in the homes and in the Cove as they assist with activities and therapies, accompany residents on outings, celebrate special days, read books, do crafts, lend a hand in the kitchen, and so much more!

The time and talents they bring to this work makes the difference between having a regular day and living abundantly!

We would like to give our sincerest thanks to all of our volunteers. We are grateful for your grace, dedication, thoughtfulness, and for being flexible throughout the pandemic and beyond. You are a blessing to the staff and residents, alike!

182 Volunteer Hours

- Resident Assistance
- Adventure Assistant
- Pool Deck Assistant
- Administrative



Everyone Benefits When...

Maya was eight years old when her Dutch parents immigrated to the United States. Their determination to be flexible in building a life in a strange place and to respect work was not lost on Maya. She conveys, “no job is too small to be worth my effort.”

Her “job” at HHM is to help monitor the pool at The Cove where she watches over the residents, laughs with them, and encourages them to keep trying as they work out and play in the pool.

While that job requires specific chores and responsibilities, Maya adds to this a unique ability to predict the needs of others and step into those needs in very relational ways. She can organize a shower room so that everything that is needed is close at hand and the area is safe – avoiding any possible mishap in that anticipation. When she senses that someone is struggling, she pulls them aside for an encouraging word and an ear of understanding. Her objectivity and life experience allow her to see a bigger picture of care.

That picture includes a demonstration of Christ’s compassion. Maya says, “Everyone benefits when we are changed by this work.” How has she been changed? Perspective. Maya shares that these relationships keep her in a humble and thankful place—aware that even the ability to scratch an itch is not to be taken for granted.



“I feel that God has blessed us with so much and Harbor House Ministries has blessed so many. I wish there were more places like it!” (volunteer comment)

HHM supported the following local businesses in 2022. Thank you, Community Partners, for Making an Abundant Life Possible!

Renew Therapeutic Riding Center
Franciscan Life Process Center

Maggie's Be Café
City on a Hill Café
Signatures Coffee & Espresso
Sprinkles Donut Shop

West Michigan Whitecaps
John Ball Zoo
Boulder Ridge Wild Animal Park
Frederik Meijer Gardens and Sculpture Park
Grand Rapids Museum
Windmill Island

Hudsonville Community Fair
Holland Tulip Festival
Jamestown Memorial Day Parade
Holland/Zeeland Labor Day Truck Parade
Grandville's 4th of July Parade

Countryside Greenhouse
W.W. Greenhouses Inc
Dykstra's Blueberry Farm
Ed Dunneback & Girls Farm
Moelker Orchards
Post Family Farm

Hudsonville Lanes
Spectrum Lanes
Charlie's Pool Hall

Meijer
Family Fare
Walmart

Financial Picture

Filling the Gap

While HHM benefitted from a healthy financial picture for 2022, the reality is that we relied on grants and the generosity of our donors to fill a 14% gap between income and expenses.

You can see that Labor and Benefits is our largest expense.

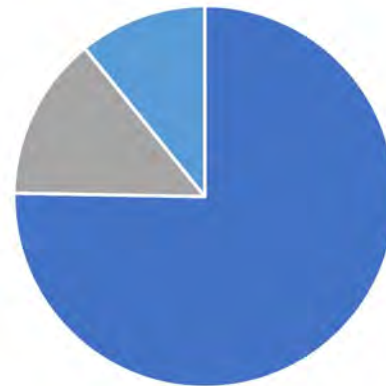
We VALUE our Staff! We would not be able to maintain our high standard of care without them.

So we go an extra mile to provide them with competitive wages and benefits.

Covid-related grants (most of which were related to incentivizing the workforce) helped with that tremendously. However, we do not anticipate the same availability for grants in 2023.

Income

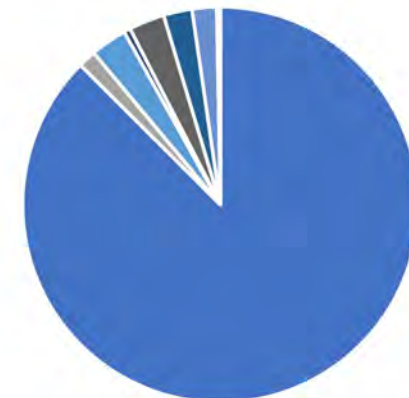
- Resident Revenue
- Fundraising Revenue
- Other



(Note: "Other" income includes interest revenue, millage grants, and Covid-mandated expense reimbursements.)

Expenses

- Labor and Benefits
- Human Resources
- Utilities
- Vehicles
- Supplies
- Maintenance
- Contracted Services
- Promotions



"We are so thankful for the loving care that our daughter receives at Harbor House Ministries and we are overwhelmed with gratefulness to see her experiencing as full a life as possible. The peace of mind that gives us is priceless."
(parent comment)

Donation Innovation

Harbor House is surrounded by a strong community of supporters. These are not people who wait to be asked to give—they are proactive and innovative with their assistance.

While HHM made efforts to communicate our needs to our constituents, through avenues like:

- newsletters,
- social media releases,
- email communications,
- appeal letters, and
- grant writing.

Our constituents were busy, too. They found a variety of ways to fill the gap for us by giving through:

- estate gifting,
- advised fund distributions,
- memorial service designations,
- in-kind goods and service provisions,
- peer-to-peer fundraisers, and
- shopping rewards programs.

THANK YOU for finding a way that worked for *you* to step into ministry with us!



Random Acts of Kindness were carried out by our residents to show appreciation for this amazing community!

Thanks to these community partners who make it easy for our constituents to give:
Barnabas Foundation - Edward Jones - Fidelity Charitable Fund - National Christian Foundation - National Philanthropic Trust - Northern Trust - Raymond James Charitable Fund - US Charitable Gift Trust - Amazon Smile - Facebook Fundraisers - SpartanNash Rewards

We hope we can continue to count on the generous support of individuals and organizations to help us take care of our hardworking staff who ensure an abundant life for all of our residents and to the future of this important ministry.

The Board of Directors

- Eric Anderson**
- Leslie Brown (Secretary)**
- Amy DeRoo**
- Linda Lanning**
- Gary Oom**
- Thomas O'Rourke**
- Bob Poll (President)**
- Ken Puzycki**
- Chuck Schipper (Treasurer)**
- Jane VanderVeen**



Greetings From The President

In 2022, the Board of Directors worked to ensure Harbor House could reach its mission of providing opportunities for abundant living even in the midst of a nationwide staffing crisis.

The board designed and approved several incentive and retention measures to enable Harbor House to attract and keep an excellent and professional team.

Our board members bring decades of business, legal, administrative, and medical knowledge to the table. These compassionate professionals dedicate their time and talents to ensure Harbor House Ministries is strong and sustainable for the long term.

Serving on this Board of Directors, I have learned so much about and have grown as an advocate for people with complex needs.

Bob Poll
Board President



"We thank God daily for Christian homes such as Harbor House that express His love in a tangible and vital way and provide a lifeline for families wanting quality care for their loved ones with disabilities."
(parent comment)



Working at making
friends for a lifetime.



Now Hiring:
Home Supervisors
Resident Aides
& Facilities Associates

Apply at:



Or Sign up to Volunteer at:



www.harborhouseministries.org



Save the Date!

**Annual HHM
Spring
Celebration
Dinner**

May 9, 2023

Doors open at 6pm

Dinner at 6:30 pm

Pinnacle Center
3330 Highland Dr
Hudsonville, MI 49426

Save Your Spot!



Become a Sponsor!



Host a Table!

