



ANNUAL REPORT

FY 2019-20



LETTER FROM THE BOARD CHAIR



Dear Friends,

Endings of anything, whether a calendar year or sports season, create an opportunity for reflection and goal setting. With the last quarter of our 2019-2020 fiscal year greatly impacted by the COVID-19 pandemic, it is easy to let that cloud our reflections and even hinder our outlook. I am happy to report that even with the massive impact of this global event, Tangram continued to experience consistent success, thanks in large part to the endless dedication of our leadership, staff, and supporters.

2020 is a milestone year for Tangram and the disability community. This year we celebrate our 35th year of serving people with disabilities. The families that began our organization in 1985 couldn't have imagined us growing to where we are today, providing services in 21 Indiana counties to 483 individuals. This year also marks the 30th Anniversary of the Americans with Disabilities Act along with the 75th observance of National Disability Employment Awareness Month. We celebrate with our clients and community the significance of these milestones, recognizing how both have impacted our ability to fulfil our mission and will allow us to create future opportunities for those we serve.

With all we have to celebrate, 2020 cannot be reviewed without acknowledging the impact of COVID-19. I could not be more proud of how our employees responded to the challenges presented to them during this time. Nearly 200 of our staff members provide direct services to our clients, and they have stepped up to ensure the health and safety of the people we serve, many of whom are in high risk categories. They also went beyond what was required of them to keep clients socially engaged through virtual events and safely distanced activities. Tangram's front-line employees cared for our clients like the family they have become, and we are confident that no matter what the future holds our employees will continue to provide the same extraordinary service our clients deserve.

As we look forward, we know the lessons learned this past year will help us navigate any future challenges our world and community faces. Our commitment to our mission is stronger than ever. We thank you for your support and being a part of our history, and look forward to celebrating future successes with you.

EVA MARQUEZ

Board Chair

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About Tangram

WHO WE SERVE, WHERE WE WORK, AND WHAT WE DO



OUR MISSION

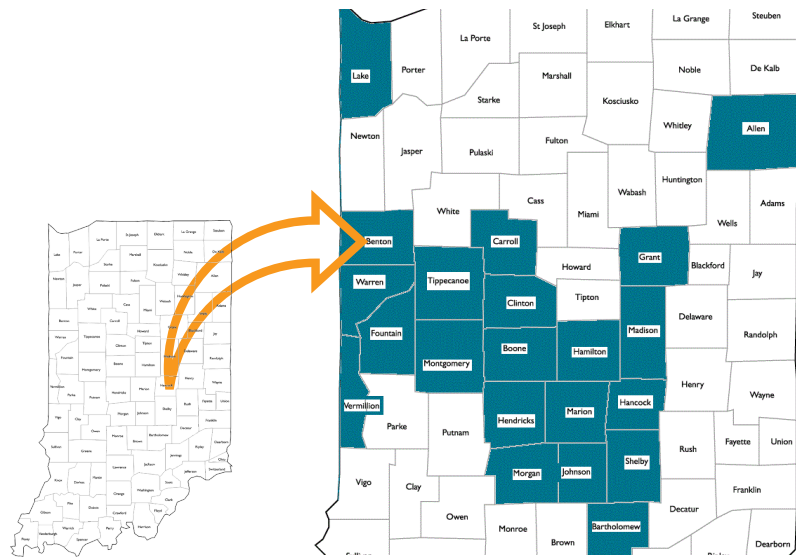
Tangram supports people with disabilities by designing services to meet their specific needs and desires. We assist them to live full, meaningful, and happy lives, at home and as members of their community. Tangram joins with community partners to create inclusive and sustainable solutions to challenges faced by those impacted by disabilities.

SERVICE AREA

Tangram served individuals with disabilities and their families in 21 counties in Indiana in FY 2019-20 (counties highlighted at right).

SERVICES OFFERED

- Behavioral Consultation and Training
- Community Living (Residential)
- Community Exploration
- Employment Services
- Life Coaching
- Corporate Disability Inclusion Training



483

clients served

21

counties

0

client cases of COVID-19

Creating Extraordinary Lives

A LOOK AT TANGRAM'S PERSON-CENTERED SERVICES

HEALTH AND WELLNESS

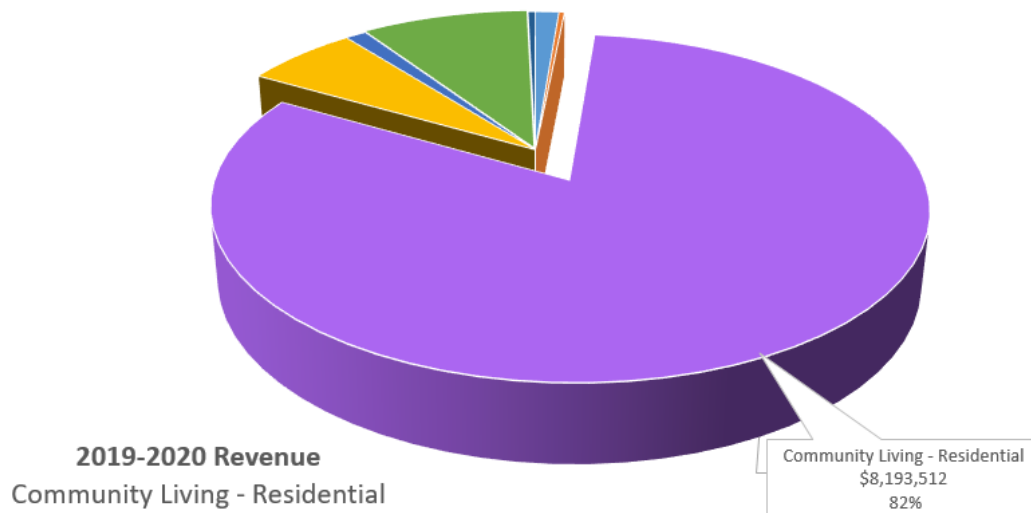
Tangram's team of nursing professionals provides telehealth and face-to-face consultation, helping to cut down on hospital stays and boosting overall wellness for Tangram's clients.

TRANSPORTATION

Transportation is a major barrier to independence for individuals with disabilities. Tangram provides on-demand transportation for our clients, helping them get to medical appointments, activities, jobs, and more.

COMMUNITY LIVING (RESIDENTIAL) SERVICES

Tangram's residential services offer in-home support to individuals with disabilities - allowing them to live independently by providing help with everything from personal care to meal preparation, and companionship to medical care. Tangram owns seven affordable, accessible homes in Marion and Hancock Counties and serves hundreds more individuals in their own homes. Last year, Tangram provided **618,519** hours of support through this service.



Mission Moment: A Good Life

Carol is one of Tangram's longest-served clients, having lived in one of Tangram's homes since 1987. Anyone who knows Carol knows that she is friendly and fun to talk to. "Carol has been such a shining light in the house all these years," said Cory Brown, her Program Manager. While her family has always been happy with the support Carol receives through Tangram, it became even more important to them when she started receiving hospice care in May 2019. They chose to keep Carol in her home, knowing that Tangram would provide the best care possible and that Carol would have the best quality of life with her housemates and the staff that has cared for her for so long. At the time she entered hospice care, her doctors estimated she had only a few weeks to live. As weeks turned into months, Carol's team was grateful to have more time with her. For 33 years, Carol has been able to live independently in a home she loves and with housemates who have become family to her. There's no doubt she has had options that wouldn't have been available to her in a nursing home or institution, and even in the last chapter of her life, she has had lots of beautiful moments, singing in music club, working on crafts, and enjoying movie parties with friends. This is Tangram's vision for all of our clients--that they are able to live extraordinary lives, just like Carol has.



Creating Extraordinary Lives

A LOOK AT TANGRAM'S PERSON-CENTERED SERVICES

Liam is an individual with autism who receives support through Tangram's Behavioral Health Services. Earlier this year, he was nominated for and received the Justin Dart Personal Achievement Award from Indiana Association of Rehabilitation Facilities (INARF). This award recognizes individuals who have maximized higher skills and abilities to achieve chosen goals, which Liam has certainly done!

Liam began working with his Tangram Behavior Consultant, Ruth Asher-Lynch, in 2015, when he was about to start attending a public school after a period of being homeschooled. They identified some goals to work toward, such as improving social skills, managing anxiety, and learning how to calm down. At the same time, Liam was becoming more involved with Special Olympics and high school sports teams. Liam was the manager of the boys' basketball team at his high school for four years and he participated in unified track and field for four years. He also works with a personal trainer on weightlifting and has a goal of eventually competing.

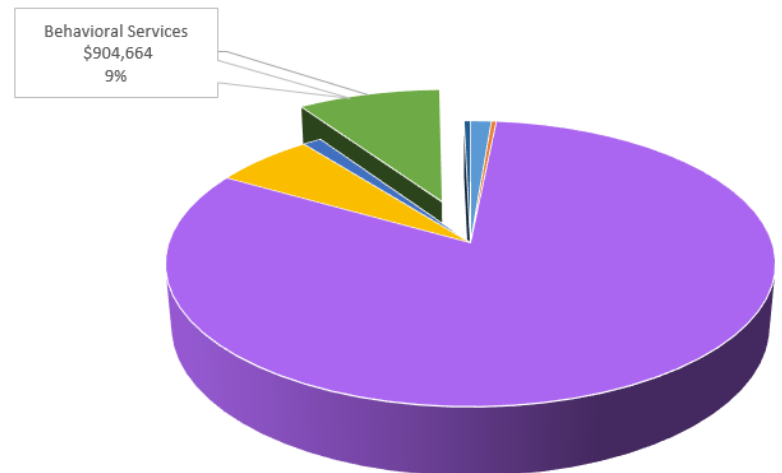
Through a series of remarkable events, Liam was contacted by IHSAA and asked him to participate in the Champions Together program. As a member of this program, Liam travels to high schools across the state talking to students about inclusion and unified sports. Due to his success in this program, Liam was also invited to join the Special Olympics of North America Ambassador Council. This council is comprised of just 24 members from all across the country.

Liam has made incredible progress. He has grown to become a leader and an advocate for people with disabilities, spreading the message of inclusion across the state, and across the nation. As he begins his next adventure as a student at the University of Indianapolis, we look forward to watching his continued success!



BEHAVIORAL HEALTH

The Tangram Behavior Team utilizes research based strategies and interventions to assist the individuals who choose our services to live their best life. The Behavior Team focuses on the three E's: Empower, Educate and Equip, to assist the individual, as well as their paid and natural supports, to overcome barriers that prevent them from having a quality and meaningful life. Services are provided in the individual's home, school, work, community and day program for as long as they are needed. Our team works to develop life-long relationships built on mutual respect.



2019-2020 Revenue
Behavioral Services

Bonus: Watch a video about Liam's story:

<https://youtu.be/GIObE8U-xBs>

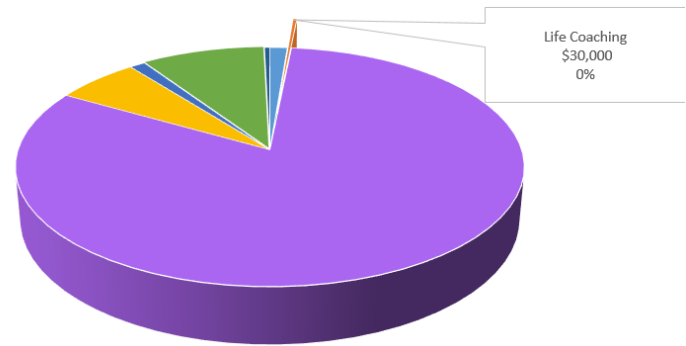


Creating Extraordinary Lives

A LOOK AT TANGRAM'S PERSON-CENTERED SERVICES

LIFE COACHING

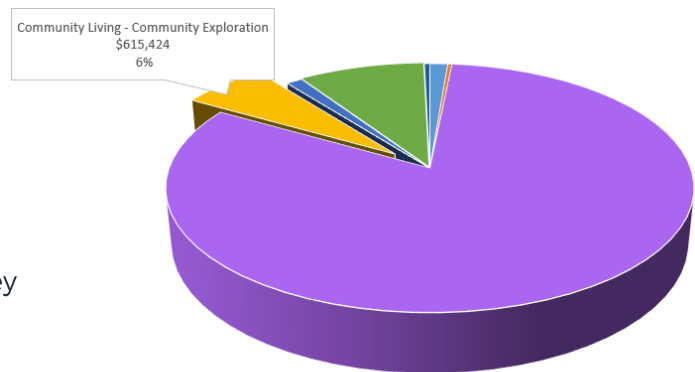
Learning to live independently is hard enough on its own, but challenges such as learning differences or difficulty finding or keeping employment make a support system critical. Through one-on-one coaching and a team-based support model, Tangram Life Coaching helps individuals create and sustain positive life change, working within the individual's environment to identify and overcome obstacles that keep them from creating the life they want.



2019-2020 Revenue
Life Coaching

COMMUNITY EXPLORATION SERVICES

Community exploration encompasses those support that are provided to individuals in the community (PAC, CHIO, Respite). This service focuses on helping individuals with disabilities access and connect with the communities they live in.



2019-2020 Revenue
Community Living - Community Exploration

Life Coaching: At a Glance

12

clients served

195.5

hours

How did we help?

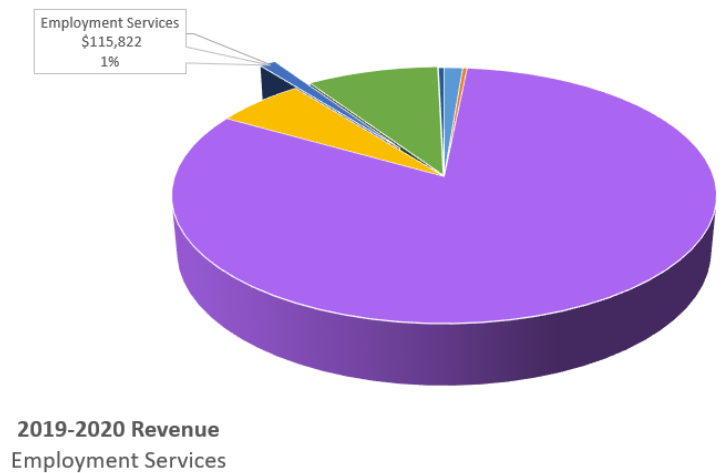
- Legal referrals
- Obtaining employment
- Independent living
- Transitioning to 4-year college
- Mental health support/coping skills

Creating Extraordinary Lives

A LOOK AT TANGRAM'S PERSON-CENTERED SERVICES

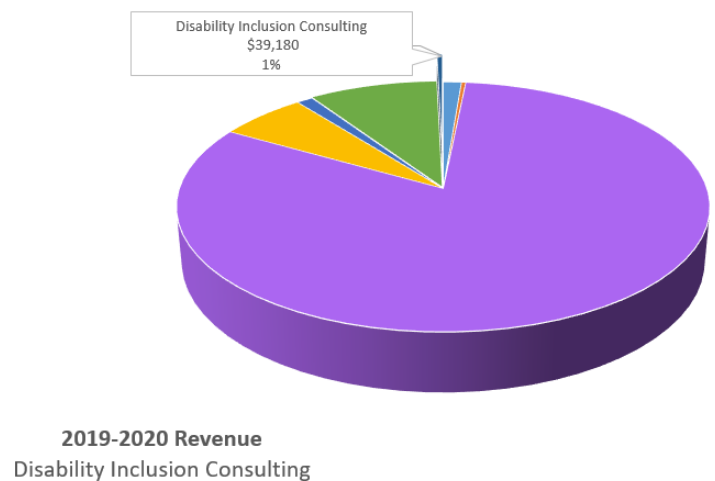
EMPLOYMENT SERVICES

Tangram's employment services are designed to help individuals find competitive, sustainable employment where they can use their individual talents and skills to succeed. As a state Vocational Rehabilitation provider and a national Ticket to Work Employment Network, Tangram's team of employment services professionals works with our clients to identify their employment goals, conduct skills assessments, assist with job readiness, and provide job search and on-the-job support.



DISABILITY INCLUSION CONSULTING

Tangram is committed to building an inclusive community. A vital part of that process is ensuring that businesses in our community have the information and tools they need to be confident employers of individuals with disabilities and to better serve customers and other stakeholders with disabilities. Tangram's Business Services offer a variety of trainings to help business achieve this goal and reap bottom-line benefits of disability inclusion.



Mission Moment: A Job That's Always in Style

Samantha's resume reads, "I love hair because it's a way to make people feel beautiful and happy. My passion for the industry has led me not only to get my cosmetology license, but also a cosmetology business degree from Vincennes University. Now, I need to find the right salon to continue my dreams."

This quest is what brought her to Tangram. The hair styling world is different from many professions because stylists tend to rent booth space at salons. This model works for more experienced cosmetologists, but can be an obstacle for new stylists, like Samantha.

Samantha's employment consultant, Curt, helped her connect with salon owners in Broad Ripple and downtown, build a resume that highlights her experience and skills, and navigate the IndyGo bus system that she uses to get to and from work. After meeting with several different salon owners, Samantha's life changed when she met Rafael, the owner and operator of R&R Barber and Beauty Shop in Circle Center Mall. Rafael loved Samantha's portfolio of haircuts and, after she demonstrated her abilities in-person, hired her.

Now, Samantha works with walk-ins, many of which come from the connected convention center and hotels, and takes appointments for a variety of different hair treatments. Best of all, she is continuing her dream of making people feel happy and beautiful!



FINANCES

REVENUE	Fiscal Year 2020	Fiscal Year 2019
Public Support		
United Way of Central Indiana	250,513.72	198,138.00
Contributions	142,849.00	1,060,670.00
Program Service Revenue		
Supported Group Living	-	363,322.00
Community Living	8,499,102.00	8,433,466.00
Behavioral Support Services	896,204.00	880,627.00
Life Coaching	30,000.00	49,300.00
Business Resourcing & Employment	156,476.00	126,776.60
Other Revenue	127,691.00	152,170.00
Total Revenue	10,102,835.72	11,264,469.60
EXPENSES		
Program Expenses		
Supported Group Living	-	358,054.72
Community Living	7,859,003.74	7,858,806.17
Behavioral Support Services	740,475.83	788,810.38
Life Coaching	39,140.45	53,351.15
Business Resourcing & Employment	254,912.67	426,830.97
Management & General	1,546,921.38	1,201,945.00
Fundraising	46,391.65	38,620.00
Total Expenses	10,486,845.72	10,726,418.39
Change in unrestricted Net Assets	(384,010.00)	538,051.21
Temporarily Restricted Net Assets		
Contributions of property and equipment		-
Temporarily Restricted Investment funds	412,673.50	630,252.00
Net Assets released from restriction	-	(56,870.00)
Change in Temporarily Restricted Net Assets	28,663.50	1,111,433.21
Permanently Restricted Net Assets		
Contributions	-	-
Net Assets, Beginning	10,919,776.00	9,808,343.00
Net Assets, Ending	10,948,439.50	10,919,776.21

Thriving in a Pandemic

COVID-19'S IMPACT AND TANGRAM'S RESPONSE

Tangram could never have guessed that we would be ending our 2019-2020 fiscal year in the throes of a global health crisis. Like many non-profits, Tangram was forced to navigate a new reality, while continuing to provide essential services to our clients. Though our community exploration services were paused, some of our services transitioned to telehealth, like nursing and behavioral health, and our residential support services continued with additional precautions to protect the health and safety of our clients and staff. Because of these precautions, Tangram is proud to report that we had zero client cases of COVID-19 during the 2019-2020 fiscal year. Though we experienced revenue loss as a result of COVID-19, we also experienced an outpouring of generosity from our supporters, who participated in our revised summer fundraising series and helped us raise more than \$6,000, as well as community and government funders, who made it possible for us to move forward with our mission in the face of adversity. We are so grateful to be a part of this community.

2020: Year of PPE

Though personal protective equipment (PPE) has always been an important part of Tangram's services, as it is in most healthcare settings, we had no idea how important it would be this year. Here's a look at how much PPE Tangram purchased:

100

pairs of goggles

75

thermometers

288

bottles of car sanitizer

3,750

N95 or KN95 masks

3,595

ounces of hand sanitizer

19,620

surgical masks

83,000

gloves

150

pairs of shoe covers



Pictured: Tangram's drive-through PPE distribution

Special Thanks...

Tangram extends special thanks to our community and corporate partners who rallied behind us to provide much-needed funding, PPE, and support during this uncertain time, including: United Way of Central Indiana, Delta Faucet Company, Luminous Device Technologies, and Project Hoosiers Help Heroes. Tangram was fortunate to receive a C-CERF grant in April 2020. The Central Indiana COVID-19 Community Economic Relief Fund (C-CERF) is a community fund established by founding partners Lilly Endowment Inc., Central Indiana Community Foundation, Eli Lilly and Company Foundation, Nina Mason Pulliam Charitable Trust, Richard M. Fairbanks Foundation and United Way of Central Indiana to support human services organizations and the individuals and families they serve who are affected directly and indirectly by the COVID-19 coronavirus crisis. These critical funds enabled Tangram to provide hazard pay bonuses to our front-line employees, provide rent and utility assistance to clients, and purchase PPE.

Mission Makers

RECOGNIZING THE PEOPLE WHO ACHIEVE OUR PURPOSE

Tangram has about 250 employees, nearly 200 of which provide face-to-face support services to the people we serve. These individuals are more than essential; in fact, many of Tangram's clients could not live without the support they receive from these individuals. Here, we highlight a few of those people who make a difference for our clients and help to keep them safe and healthy. Our gratitude goes out to all of our employees who showed great commitment to our clients in the face of great challenges this year.



**Michelle
Maio-
Venezia**

Michelle is Tangram's Nurse Manager. Though Tangram's nursing service made the switch to telemedicine, Michelle made herself available for in-person visits, delivered supplies, and provided guidance to staff on using PPE and sanitizing client homes. While she is modest when it comes to recognizing her impact, Michelle recognizes that she is right where she should be, saying, "This is a calling. God has put me in the right place."



**Mary
Granger**

Mary has worked for Tangram for nearly 10 years. Early in the pandemic, one of her coworkers tested positive for the virus. Mary is a living example of the importance of following sanitizing guidelines. "We were prepared for it. We just had to keep doing what we were already doing and step it up a bit," she explained. Because of her efforts, no clients or other employees at that site were infected.



**Bobbie
LeMere**

Bobbie has worked at Tangram as an Employment Consultant since 2017. In this role, she works with clients to discover career pathways and obtain competitive employment. Bobbie joined Tangram because of the opportunity to help individuals with disabilities, specifically those who are Deaf or hard of hearing, overcome barriers that stand in the way of their success.



**Aaron
Margolis-
Greenbaum**

Aaron joined Tangram in 2019 as a Community Resource Professional. He was drawn to the opportunity to help people who are Deaf, something close to his heart as a Deaf person. He enjoys finding new ways for his clients to spend time in the community, something that requires a lot of creativity in the time of COVID-19.

Mission Makers

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**Zinna
Mensah-
Zoe**

Zinna is affectionately known as Mr. Zee at Tangram. He has worked for the company for more than 15 years as a Direct Support Professional typically at sites where clients with complex needs live. The secret to his success is treating everyone with respect and following through on his word. In the words of his supervisor, "He [...] lets client needs guide his every action. He makes clients feel listened to and valued."



**Olivia
Owen**

Olivia has been with Tangram for one year and is a Community Resource Professional. She has always had a passion for working with people with disabilities and was interested in working for Tangram due to the organization's positive reputation in the community. She says one of the best parts of her job is the way her clients greet her when she arrives for work. She looks forward to working at Tangram for many years to come.



**Pamela
Julian**

Pam joined Tangram after retiring from 32 years in the medical field. She wanted to find a role where she could still provide care and was excited to learn about opportunities available at Tangram. She is grateful to work with clients of varying abilities. "I feel satisfied and like I have made a difference when my day is done," she said. Pam also serves on Tangram's Communication Committee and provides great insight into ways the organization can improve.



**Alesha
Daniels**

Alesha joined Tangram two years ago as a Direct Support Professional. "Working directly with people and helping them accomplish goals is my passion," she explained. Not only does her job allow her to do what she loves, but she is also gaining relevant experience for her long-term career goal, which is to become a Special Education teacher or Board Certified Behavior Analyst.



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