2020 was an important year for The Ability Center. This year marked our centennial, when we pop champagne and toast to 100 years of changing lives in northwest Ohio. Plans to celebrate with friends old and new were halted by the COVID-19 pandemic.

While we have honored our history this past year, our vision is on the horizon, pursuing a strategic plan with ambitious goals and priorities.

Since our inception in 1920, we have survived by staring adversity down and remaining relevant in the lives of those we serve. After the pandemic began, we mobilized care packages and called hundreds of our consumers to evaluate their needs, but more importantly, to be a calming voices during very uncertain times. The balance of 2020 was spent collaborating with community partners to put food on the table, rushing PPE supplies to the most vulnerable, and being the voice of the disability community throughout each new transition of the pandemic.

"THE ABILITY CENTER CAME TO MY RESCUE. I CAN’T SAY ENOUGH HOW THANKFUL I AM."
- Jennifer S.

THE ABILITY CENTER CAME TO MY RESCUE. I CAN’T SAY ENOUGH HOW THANKFUL I AM.

OUR DOORS STAYED OPEN
The pandemic in all its rage may have also taught us some important lessons. The loss of independence is painful, and sadly most of our country has a new understanding. We rely on relationships with others to appreciate the beauty of mankind, when those connections are severed, quality of life suffers. Loneliness Kills is a phrase used in the aging and disability community to stress the dangers of isolation. Unfortunately, many have felt the sting of loneliness.

The investments detailed in the following pages of this Annual Report represent donor dollars which mattered more than ever before. Our portable wheelchair ramps made holiday gatherings accessible to the whole family, our assistive technology closet helped enhance at-home learning, and virtual classes kept our dog training program on schedule. These unexpected outcomes mattered when connection became essential.

Come with us into our second century of service as we celebrate our past while looking ahead to assist Greater Toledo in becoming the most disability-friendly community in the country.

Tim Harrington
Executive Director, The Ability Center
We exist to be an advocate and thought leader, changing both attitudes and real-world conditions for people with disabilities. Though there is much work to be done, we are closer than ever to realizing the fulfillment of our mission.

This important work cannot be done alone; we rely on businesses and agencies in northwest Ohio to step up and join us in our efforts to become the most disability-friendly community in the country.

**Centennial Kickoff Partnerships** included Toledo Lucas County Public Library, City of Toledo, Employers’ Association, University of Toledo, Metroparks Toledo, and Toledo Mud Hens.

**Deet’s BBQ** set the standard for a naturally welcoming environment fostering growth for all employees.

Training Manager, Pacer Miller, created a best-selling cookie called the “Pacer Cookie” and donated funds back to The Ability Center.

**Toledo Mayor Wade Kapszukiewicz** announced the creation of a **Mayor’s Office on Disability** which will have influence in every area of city operations.

Through a multi-year partnership, the **Toledo Museum of Art** will hire a Manager of Access Initiatives to ensure inclusive design and accessibility of all programs.
Programming is designed to serve any type of disability. Below is the breakdown of consumer disability percentages. (Not listed: Other = 4%)

**Age Breakdown**
- 48% 60+
- 27% 25-29
- 16% 5-19
- 8% 20-24
- 1% 0-4

**Disability Breakdown**
- 59% Physical
- 25% Cognitive
- 9% Multiple
- 2% Hearing
- 3% Mental/Emotional
- 1% Vision

**TOP 5 TOPICS:**
1. Assistive Technology and Durable Medical Equipment
2. Housing
3. Community Support
4. Calls related to COVID-19
5. Assistance Dogs

**COVID-19 Impact**
- **365** Wellness surveys were completed to identify needs during the COVID-19 Pandemic
- **185** COVID-19 Care Packages were distributed that included sanitizer, masks, toilet paper, etc.
- **52** Households were linked to Mobile Meals or Seagate Food Bank to address food insecurity
- **21** Consumers received Assistive Technology to address social isolation and/or to assist with education

**6,695 Calls for Information & Referrals**

**803 Individuals Served**

Lucas Ottawa Wood Fulton

Henry Defiance William

**PIECES OF DURABLE MEDICAL EQUIPMENT LOANED OR GIFTED**

**83** Home Modifications were completed

**YOUTH RECEIVED INDEPENDENT LIVING & EMPLOYMENT SKILLS**

**1,128** Volunteer Hours

**LOCAL STUDENTS IMPACTED BY SCHOOL THERAPY DOGS**

**ADVOCACY VICTORIES**
- Created additional state funding for accessible, affordable housing.
- Created a Scarce Allocation Resource Guide, currently used by 27 regional hospitals.
- Published a booklet on transportation rights and policy issues for people with disabilities.
- Assisted the Metroparks in opening an Accessible Garden.
- Created a fact sheet on snow removal and reopening guidelines for businesses.
- Engaged with individual consumers 492 times.

**HIGH SCHOOL STUDENTS PARTICIPATED IN A VIRTUAL SUMMER PROGRAM**
Programming is designed to serve any type of disability. Below is the breakdown of consumer disability percentages. (Not listed: Other = 4%)

**DISABILITY BREAKDOWN**

- **59%** PHYSICAL
- **25%** COGNITIVE
- **9%** MULTIPLE
- **2%** HEARING
- **3%** MENTAL
- **1%** EMOTIONAL
- **6%** VISION

**INDIVIDUALS SERVED**

- **Lucas Henry**
- **Ottawa Defiance**
- **Wood William**
- **Fulton**

**TOP 5 TOPICS:**

1. Assistive Technology and Durable Medical Equipment
2. Housing
3. Community Support
4. Calls related to COVID-19
5. Assistance Dogs

**AGE BREAKDOWN**

- **48%** 60+
- **27%** 25-29
- **16%** 5-19
- **8%** 20-24
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**COVID-19 IMPACT**

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- Households were linked to Mobile Meals or Seagate Food Bank to address food insecurity
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**365** PIECES OF DURABLE MEDICAL EQUIPMENT LOANED OR GIFTED

**1,128** YOUTH RECEIVED INDEPENDENT LIVING & EMPLOYMENT SKILLS

**16** HIGH SCHOOL STUDENTS PARTICIPATED IN A VIRTUAL SUMMER PROGRAM

**216** HOME MODIFICATIONS WERE COMPLETED

**64,000+ VOLUNTEER HOURS**

**ADVOCACY VICTORIES**

1. Created additional state funding for accessible, affordable housing.
3. Published a booklet on transportation rights and policy issues for people with disabilities.
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5. Created a fact sheet on snow removal and reopening guidelines for businesses.
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**LOCAL STUDENTS IMPACTED BY SCHOOL THERAPY DOGS**

- **15,000+**

**WORKING ASSISTANCE DOGS IN OUR SERVICE AREA**

- **1,128**

**PIECES OF DURABLE MEDICAL EQUIPMENT LOANED OR GIFTED**

- **83**

**YOUTH RECEIVED INDEPENDENT LIVING & EMPLOYMENT SKILLS**

- **16**

**HIGH SCHOOL STUDENTS PARTICIPATED IN A VIRTUAL SUMMER PROGRAM**

- **216**

**HOME MODIFICATIONS WERE COMPLETED**

- **64,000+ VOLUNTEER HOURS**

**ADVOCACY VICTORIES**

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3. Published a booklet on transportation rights and policy issues for people with disabilities.
4. Assisted the Metroparks in opening an Accessible Garden.
5. Created a fact sheet on snow removal and reopening guidelines for businesses.
6. Engaged with individual consumers 492 times.
The Welles Society, named after David K. Welles, Sr. and his family, recognizes donors whose annual monetary or in-kind contributions totaled $1,000 or more during our fiscal year, October 1, 2019 - September 30, 2020.

Gerald and Gwen Ames
Michael and Kathryn Anstadt
Auxiliary to The Ability Center
Larry Barney
Donna L. Batig Estate
Adrienne Bell
Anthony Bier
Claire Browning
Buckeye Broadband
Carolyn and Herbert Metzger Foundation
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Enterprise Holdings Foundation
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Colene Rich
Lois Seibel
Tasha Small
Mary Suchy
Claudia Sundberg
Toth Elementary
Trinity Door Systems
Deborah Wagner
Waite-Brand Foundation
Warren and Bernice Hensel Foundation
Deke and Hope Welles
Georgia Welles
Dan and Lisa Wilczynski
William Tanner Trust
Eugene Williams Estate

*Deceased
The Roosevelt Circle recognizes donors committed to our mission whose gifts total $50,000 or more throughout their lifetime and are honored with permanent membership in the Roosevelt Circle.

- Ann Mitchell Anderson Charitable Trust*
- Auxiliary to The Ability Center
- Ohio State Aerie - Bryan Eagles #2233
- France Stone Foundation
- Suzanne Openlander Frankie
- Greater Toledo Community Foundation, Inc.
- Geraldine Halaus*
- Herrick Foundation
- Iams Company
- Paul and Stephanie Johnson
- Kathleen Juzwicki*
- Bill and Mary LeStrange
- Marathon Classic
- McIntosh Family Funds
- Carolyn and Herbert Metzger Foundation
- Don and Gail Mewhort III
- Northwest Ohio Community Shares
- PetSmart Charities
- Ohio Elks, Toledo Lodge 53
- Helen Raissle*
- Jeanne Reed*
- Scaife Family Foundation
- St. Michael Lutheran Church
- Louis* and Joanne Steinbauer
- Therma-Tru
- TKBW Private Foundation
- Waite-Brand Foundation
- Walgreens Distribution Center
- David K. Welles, Sr.* and Georgia Welles
- Deke and Hope Welles
- Eugene Williams*
- Tim and Jenni Yoder

The Legacy League recognizes donors who further secure our sustainability and have made a lasting commitment by planning a deferred gift such as a will commitment, trust, life insurance policy, estate/promissory note, or other deferred gift instrument as of October 1, 2020.

- Shelley Agee
- Ann Mitchell Anderson Charitable Trust*
- Eleanor Bainbridge Trust
- Donna L. Batig*
- Thelma J. Clark*
- Suzanne Openlander Frankie
- Geraldine Halaus Estate*
- Victoria A. Hatton*
- A.S. Hickok Trust
- Kathleen Juzwicki*
- Walda Kelly*
- Clifford J. Kujawa*
- Carol Knorr
- Bill and Susan Logie
- Howard and Mary Madigan*
- Marilyn I. Payne*
- Allie L. Ritter Memorial Foundation Trust
- S. Dean Roberts
- William Tanner*
- Deborah Wagner
- Elizabeth J. Watson Charitable Remainder Trust
- Eugene Williams*

*Deceased
In memory of William Albring  
Linda & Scott Darah

In memory of Margaret Ankney  
Susan Allman

In memory of Marie Adloff  
Auxiliary to The Ability Center

In memory of Tom Baither  
Karen Baither

In honor of Carol Ball  
Elizabeth Wilson

In honor of Amanda Bell  
Richard & Theresa Holewinski

In honor of Mary Beck  
Auxiliary to The Ability Center

In honor of Emily Berger  
Ruth Dotterer

In honor of Eric Berger Family  
Ruth Dotterer

In memory of Ted Berr  
Seth Greenwald

In honor of Dorrin Birch & JJ Kosmider  
Jeanette Cheh

In memory of Shirley Bodnar  
Robert Arthur
Cindi & Kinsey Brock
Ric & Lorie Clark
Chris & Kendal Delaney
Jamieson’s Audio Video
Maria Norton
Henry & Nancy Pelwecki
Phil & Denise Swy
Marianne & Gary Tarsha
Christoper & Christine Velker

In memory of Kathy Bowman  
Lindsey Bergeron
Christi Condon
Ted & Judy Eckel
Joyce Finnimore
Kathy Nazare
Jane & Phil Nuney
Ann Schenck
Michele & David Weipert-Winter

In memory of Nancy Jo Bowman  
Chester Reeves

In memory of Janice Burchfield  
Nancy Cryderman

In memory of Karen Buchenberg  
Beth Gollihue

In memory of Cheyenne  
James & Sharon Hightower

In memory of Thelma Jean Clark  
Roger Eikenberry
Dale James
Dwayne James
Ronald & Sherri Newman
Leamon Parker
Richard Parks
James & Joanne Parks
Janis Seibel
Marilyn Seibel
Jennifer Tenhundfeld
Jo Young

In honor of Noel Closs  
Susan McClay

In honor of Annette Coker  
Theodore & Dawn Riegert

In memory of June Cromly  
Elizabeth Cromly

In memory of Viva Cornell  
Gerald & Gwen Ames

In memory of Viva Cornell  
Auxiliary to The Ability Center

In memory of Daisy & Buster  
Karen Hubans

In memory of Dalton  
The Frye Family

In memory of Judith Ann Desana  
Denise Shermis

In memory of Betty Detzer  
John Detzer

In honor of Mary Katherine Dunn  
William & Judy Reber

In honor of Tom Dussel & Ginny  
Alan & Rosie Fellhauer

In honor of Cindy Feasel  
Ruth Dotterer

In honor of Carol Fingerhut  
David Mraz

In honor of Kim Feehan  
Sandy Carlin
Tyler & Brenda Short

In memory of Lyle Fischer  
Greg & Karen Bakies
Janet & Dave Shearer
Linda Simmers

In honor of Donna Foreman  
Mary Louise Short
In honor of Suzanne Frankie  
Carol Beck  
In memory of Evelyn Leff Greenwald  
Robert Barrack  
Marc & Virginia Braun  
John Callaghan  
Craig Dellavalle  
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Joshua Jacobs  
Janet Krevolin  
Paul Lachiewicz  
Adolph Lombardi, Jr. MD  
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Barbara & Laurence Marks  
Joe Moskal  
Amy Raiss  
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TD Ameritrade  
Dorothy Uden & Sandy Stranscak  
In memory of Mr. & Mrs. Richard Hansen Sr.  
Becky Opperman  
In honor of Tim Harrington  
Julie Smith  
In honor of Sherrie Heldman  
John Miller  
In memory of Christopher Helm  
Judith Helm  
In memory of Charles Hinde  
Auxiliary to The Ability Center  
In memory of Cresta Holmes  
Greg & Sheila Oster  
In honor of Amy Hubay  
Carol Fingerhut  
In memory of Phil Isaac  
Patricia Isaac  
In honor of Ike  
Beth Figley  
In memory of Jack  
Edward & Karen Fitzgerald  
In memory of Becky Jackett  
Ric & Lorie Clark  
In memory of Suzanne Jakubowski  
Mary Miller  
In honor of Bob Jump Family  
Ruth Dotterer  
In honor of Amy Kerchevall  
Albert & Sharon Croci  
In memory of Kramer  
Anthony Bier  
In memory of Betty Langlois  
Kathleen Cuttaia  
Cathy DeSelms & Julian Flores  
Rebecca Dugan  
Kay Gerken  
Rosemary Reeve  
In memory of G. Ninde Lawson  
Janet & Dave Shearer  
In honor of Cindy Leonard  
Susan McClay  
In memory of Allen Leveton  
Allen & Elsa Leveton  
In honor of Lou & Rene Levy  
Ruth Dotterer  
In memory of Phyllis Lopez  
Jim Berta  
Loretta Hartman  
In memory of John & Connie McHugh  
Molly McHugh Branyan  
In memory of Barbara Manny  
Everett Manny  
In memory of Christian Matthews  
John & Elizabeth Bond, Jr  
Shirley Boyer  
Joan & Frances Demulling  
Alice Glover  
Michael & Elizabeth Grotke  
Michael Murray  
Suzanne Shelton  
Peter & Joan Steketee  
In memory of Harry Manoian  
Alpha Delta Kappa - MU  
David Beavers  
Cliff & Brenda Croker  
Steve Gaiser  
Annie Lockwood  
Karen Parkinson  
Nancy Skoczylas  
In honor of Mr. Art Maust  
RC Young  
In memory of Helen Metz  
James & Sharon Hightower
In memory of Sonny Metzger
Ann Marie & David Balcerzak
Stephanie Betz
Amber & Andrew Brandeberry
Cynthia Dolias
Dorothy Ehrenfeld
Steve & Julie Frazier
Joseph & Helen Frobase
Michael & Carol Hatley
David & Bonnie Meiers
Priscilla & Frederick Schwier
In honor of Kevin Milligan
Modern Woodmen
In memory of Mary Lou Mohr
Roger & Mary Brushaber
In memory of Nancy Ann Moore
Auxiliary to The Ability Center
In honor of Chris Mraz
Carol Fingerhut
In honor of David Mraz
Carol Fingerhut
In honor of Brett Neff Family
Ruth Dotterer
In honor of Trisha Nycz
Michael Nycz
Christine Nycz Johnson
In memory of Lisa Nycz
Michael Nycz
Jim & Trisha Nycz
In honor of Jane Paul
Sarah Householder
In memory of Judy Puhl
Janice Johnson
In memory of Steve Randall
Mae Randall
In memory of Raven
Mary Pavlov
In memory of Reinhardt
Kenneth & Dolores Alexander
In memory of Suzanne Remillard
Nancy Cryderman
In memory of Margo Reichert
Auxiliary to The Ability Center
Jeannie Rerucha
Barbara Stewart
In honor of Jeannie Rerucha
Margot Reichert
In honor of Lisa Rozanski
Felice Wolff
In memory of Pete Rozanski
Loretta Hartman
Jo Seibenick
In honor of Mr & Mrs Jerry Saxton
Carol Fingerhut
In memory of Sue Scheib
Jeannie Rerucha
In memory of Gary Scroggie
Michael Pommeranz
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Kathy Marquardt
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Tamaron, LLC.
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Walter Schmalzried
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Frederick Levee
In honor of Sandi Shepard
Susan McClay
In memory of Bud Showers
Jim & Candy Vogel
In memory of Josh Snyder
Joanne Lohr
Jodi Snyder
Jacki Wahl
In memory of Rene Stump
Linda Paulen
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George & Bobbie Frizzell
In memory of Brady Tackett & Cole
Tim & Karen Colvin
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In memory of Donna Teipel
Marcia McMahon
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Anna Malenfant
In memory of Andrea Wade
Tasha Small
In memory of Leslie Whitt-Williams
Allisa Whitt
In memory of Judy Woods
Marsha Clark
In honor of Renee Wood
Molina Healthcare of Ohio, Inc.
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Tim & Jenni Yoder
In memory of Tyler Yoder
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Sara Fiedler
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First Energy Service Company
Sue Fischer
Sandra and David Flick
Gladys Flores
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Helen Stamm Foth
Suzanne Frankie
Robert and Carol Frey
Sally Frizzell Coleman
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Henrietta Galyas
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Troy Garling
Julie and Andrew Gedert
Christopher and Amy Gill
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Gleaners Life Insurance: Holland-Arbor #290
Joan Glinski
Barbara Golatka
Gary and Susan Gray
Nancy Griffin
Peter and Lisa Gstalder
Ned and Sue Guest
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Mark and Annemarie Hainen
Chris and Casey Haley
Jodi Hall
Melissa and Scott Hamner
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Darren Hawkins
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Robert Hemond
Todd Hensel
Heritage Financial Advisors
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David Huey
IAZK, Inc
Interim Healthcare
International Union of Operating Engineers
(Retiree Group Local 18)
Lynnette Jackowski
Lowell and Laurie Jaffe
Mary Janney
John and Kimberly Jardine
Jeanette Jefferson
Paul and Nancy Jomantas
Ruby Jones
Michael and Charlotte Judy
Susan Kale
Linda Kaplin
Congresswoman Marcy Kaptur
David and Patricia Keen
John and Amy Kevern
Judith Keyes
Thomas and Karen Klein
Deborah Konecki
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William and Arlene Krosky
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James and Pauline Leatherman
Mark and Jacqueline Lindner
Elizabeth Lock
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Delphine Lubinski
Mike and Lee Ann Lyon
Anthony Manera
Winifred Manoian
Anita Manzeck
James and Cathy Marciniak
Jim Marlow
Marsine and Donald Martin
Myron Martin
Nancy and Terry Martin
Mathematica Policy Research
Gary and Pam Mayer
Susan McClay
Every effort has been made to ensure names are accurate. We apologize if any errors have been made.
A LASTING LEGACY

YODER TRIBUTE

What began as a chance encounter at the local mall became a lifelong friendship, and now a lasting legacy of support for The Ability Center’s (ACT) Assistance Dogs Program. When Tyler Yoder was diagnosed with a brain tumor at just eight years old, his parents insisted his condition wouldn’t stop him from living a full life. Tyler was a senior in high school when he was first introduced to the program that his mother, Jenni, referred to as “pure love, pure acceptance, and self-assurance.” Throughout his young life, Tyler and the Yoder family welcomed three assistance dogs into their home, Duke, Tucker and Brady. Each dog gave Tyler something that he’d lost due to the challenges associated with his disability.

On May 30, 2019, Tyler, a lifelong baseball fan, “slid into home plate and up to heaven,” as was written in his obituary. The Yoders requested memorial donations be made in Tyler’s name to the Assistance Dogs Program. In the two years since Tyler’s passing, 240 gifts equaling more than $26,000 have been donated in memory of Tyler. This is not only the largest number of donors, but also the largest total raised from memorial gifts since The Ability Center began collecting.

This is a clear testament to the impact and number of lives touched by Tyler, his “chick magnet” assistance dogs, and his family throughout his short 38-year life.

But that’s not where this story ends, not by a long shot. In June of 2019, after meeting with the family, the Yoders and The Ability Center decided to use those funds in part to name the conference room in the new state-of-the-art Payne Family Canine Training Center. Donations in Tyler’s memory enabled ACT to upgrade the room’s technology, including the addition of a large screen TV, access to connect laptops, webcams, etc. Little did anybody know how essential that space would be less than a year later when the world shut down because of COVID-19.

“So many of our counterparts across the country were forced to close their doors temporarily because of the pandemic,” said Tim Harrington, Executive Director of The Ability Center. “Because of the support of our community, and the hard work of our staff and volunteers, we didn’t stop supporting the individuals and families who rely on us.”

And it was donations like those made in honor of Tyler, that helped ACT bridge the technological divide, and remain connected to staff and volunteers. Because of these gifts, from the start of the pandemic to May 30, 2021, the 2-year anniversary of Tyler’s death, the program has stayed on track, remaining connected with volunteers, placing more than 20 service and therapy dogs and keeping 100% of their staff at full employment, both safely in the office and working remotely from home.

This past month, we remember and celebrate the life and legacy of Tyler Yoder and specifically thank the family for allowing us to be part of his story, and the donors for ensuring that Tyler will always be part of ours.
The Ability Center relies on grants, donations, and local partnerships to keep our mission moving forward. Thanks to the funding sources listed below, we are empowering people in our community to thrive.

**GOVERNMENT**

**LOCAL**
- Area Office on Aging - Caregiver Support
- Area Office on Aging - PASSPORT
- Lucas County Board of Developmental Disabilities
- Lucas County Community Development Block Grant

**STATE**
- Ohio Development Services Agency - Ohio Housing Trust Fund
- Opportunities for Ohioans with Disabilities

**COMMUNITY**
- Edward Lamb Foundation
- Marathon LPGA Classic
- McIntosh Family Funds at GTCF
- Ohio Elks, Toledo Lodge 53
- Christopher and Dana Reeve Foundation
- Sylvania Area Community Improvement Corp.
- Waite-Brand Foundation

*GTCF – Greater Toledo Community Foundation*
FINANCIALS

All financial contributions directly benefit designated programs of The Ability Center. Administrative costs are fully covered by our endowment.

REVENUE

53.2% Affiliate
23.0% Contributions
16.5% Grants
16.5% Investment
1.8% Other
1.0% Perpetual Trust

PROGRAM COST

46.7% Housing Resource Center
19.1% Administration
18.9% Assistance Dogs
13.8% Youth Services
1.5% Fundraising
THE ABILITY CENTER BOARD OF DIRECTORS 2020

Chair - Colleen Mandell, PhD

Gwen Ames  Tom Mc Ardle
Adrienne Bell  Gary Mossburg
Jeremy Bigelow  Malcolm Richards
Molly McHugh Branyan  Jennifer Schaefer
Wanda Brown  Alice Schorling
Claire Browning  Mark Stutler
Sandra Elliott  Sandra Sundermeier
Kimberlie England  Tenesha Ulrich
Chris Haley  Tami Williams
Bill Logie  Renee Wood

EXECUTIVE DIRECTOR
Tim Harrington