

100 Years of Service
2020 ANNUAL REPORT



The Ability Center

KEEPING OUR PROMISE

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.

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

CENTENNIAL PARTNERS & BEYOND

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.



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.

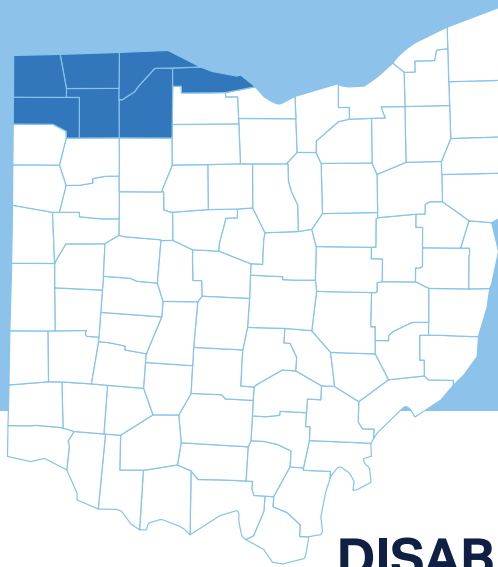


Deet's BBQ set the standard for a naturally welcoming environment fostering growth for all employees.

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



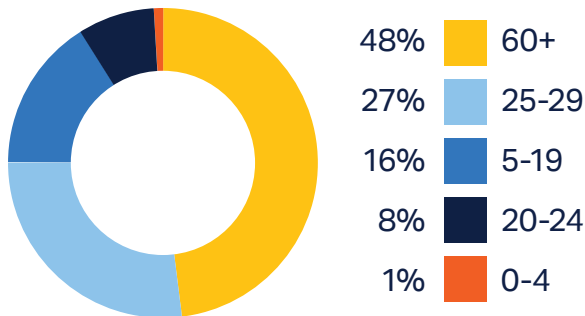
803
INDIVIDUALS
SERVED



Lucas
Ottawa
Wood
Fulton

Henry
Defiance
William

AGE BREAKDOWN



6,695
CALLS FOR
INFORMATION
& REFERRALS

TOP 5 TOPICS:

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

DISABILITY BREAKDOWN

Programming is designed to serve any type of disability. Below is the breakdown of consumer disability percentages. (Not listed: Other = 4%)



59%
PHYSICAL



25%
COGNITIVE



9%
MULTIPLE



2%
HEARING



3%
MENTAL/
EMOTIONAL



1%
VISION

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



 **15,000+**

LOCAL STUDENTS IMPACTED BY
SCHOOL THERAPY DOGS

1 WORKING
2 ASSISTANCE
3 DOGS IN OUR
SERVICE
AREA



ADVOCACY VICTORIES

- 1** Created additional state funding for accessible, affordable housing.
- 2** Created a Scarce Allocation Resource Guide, currently used by 27 regional hospitals.
- 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.



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



WELLES SOCIETY

Establishing the Foundation of Success Through Annual Giving

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
Jeanette Cheh
Christopher and Dana Reeve Foundation
Sara Devlin
John and Susan Dignam
E.W. "Gene" and Barbara Donkel Fund
Edward Lamb Foundation, Inc.
Mohamed and Susan El-Shafie
Kimberlie England and John Wojcik
Enterprise Holdings Foundation
F.O.E. Auxiliary #2562
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Renate Franco
Suzanne Openlander Frankie
The Frye Family
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Carol Knorr

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Kroger
Legacy Operating Group
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McIntosh Family Fund
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Molina Healthcare of Ohio, Inc.
Jane Murrell
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Ronald and Sherri Newman
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Michael and Sheri Nye
Ohio State Aerie-Fraternal Order of Eagles
Greg and Sheila Oster
NurJehan Quraishy
Colene Rich
Lois Seibel
Tasha Small
Mary Suchy
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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



ROOSEVELT CIRCLE

Committing to our Mission Through Cumulative Giving

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 Stephany 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



LEGACY LEAGUE

Ensuring Sustainability Through Thoughtful Planning

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*
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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

TRIBUTES Donations received Oct. 1, 2019 - Sept. 30, 2020

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

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In memory of Karen Buchenberg

Beth Gollihue

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James & Sharon Hightower

In memory of Thelma Jean Clark

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Jo Young

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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

TRIBUTES CONT.

In honor of Suzanne Frankie

Carol Beck

In memory of Evelyn Leff Greenwald

Robert Barrack

Marc & Virginia Braun

John Callaghan

Craig Dellavalle

Clive Duncan

Alejandro Gonzalez Della Valle, MD

Steven Haas

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Barbara & Laurence Marks

Joe Moskal

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Susan Seitz

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Edwin Su

TD Ameritrade

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In memory of Mr. & Mrs. Richard Hansen Sr.

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In honor of Tim Harrington

Julie Smith

In honor of Sherrie Heldman

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In memory of Christopher Helm

Judith Helm

In memory of Charles Hinde

Auxiliary to The Ability Center

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In honor of Amy Hubay

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In memory of Phil Isaac

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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

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Joan & Frances Demulling

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Michael Murray

Suzanne Shelton

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In memory of Harry Manoian

Alpha Delta Kappa - MU

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Nancy Skoczylas

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RC Young

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In memory of Sonny Metzger

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Cynthia Dolias
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Steve & Julie Frazier
Joseph & Helen Frobase
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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

In memory of Dennis Schorling

Auxiliary to The Ability Center
Linda Bartholow
Frank & Bev Curson
Thomas & Marilyn Fox
Kathy Marquardt
Mary Alice Powell
Tamaron, LLC.

In memory of Marsha Schmalzried

Walter Schmalzried

In honor of Cheryl Sheldrick

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

In honor of Sandy Sundermeier

George & Bobbie Frizzell

In memory of Brady Tackett & Cole

Tim & Karen Colvin

In memory of Paula Taynor

Stephanie Kornak

In memory of Donna Teipel

Marcia McMahon

In memory of Ross Treuhaft

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.

In memory of Lester "Butch" Yoder

Tim & Jenni Yoder

In memory of Tyler Yoder

Lynne Barefoot

Larry Barney

Catherine Burkett & Beth Lawson

Gary & Pam Mayer

Kirk & Michelle Witte

In memory of Debbie Zink

Dave Zink

In honor of Zohn Zmuda

Barton & Marian Bay

In memory of Gretchen Zyndorf

Todd Ahrens & Amy Craft Ahrens

Jerry & Janice Arkebauer

Robert Armstrong

Robert Bell

Paul & Chris Berlacher

Ric & Lorie Clark

Andrea & Gary Delman

Brad & Jan Dolgan

Danny S. Eidi & Family Foundation

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Lynne Merritt

Dianna & Reed Reamsnyder

Barry Nistel & Amy Saltztein

Sharon Richards

Bernice Saxon

Robert & Maureen St. John

GENERAL Donations received Oct. 1, 2019 - Sept. 30, 2020

James and Linda Aberegg

Sherril L. Adkins

Frank and Karen Albright

Amazon Smile

Gerald and Gwen Ames

Peggy Amey

Anonymous

Bill, Coquette, and Zachary Arndt

John and Debbie Arquette

Baird Foundation

Karen Baither

Barnesville Chapter #206 OES

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Julie Beckert

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Thomas Bowers

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Marcia Brown

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Connie Lee Brumbaugh

Bryan Lions Club Foundation

Tom and Bonnie Butts

Calgie Electric Ltd.

Lori Cannon

Elanor Carmon

Carpets by Otto

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Robert and Kathleen Coombs

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Paul and Louann Cummings
Harold Cutcher
Fred and Carri Dannhauser
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Thomas and Lynne Dunifon
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Ned and Sue Guest
Sharon Haffner
Mark and Annemarie Hainen
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Gary and Linda Smith
Sister Mary Lucy, SND
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Susan Stupsker
Keith and Toni Sturton
Kay Summers
Sylvania Area Community Improvement Corp.
Patricia Szyperski
The Benevity Community Impact Fund
The Center for Disability Empowerment
The Toledo Bar Association
Audrey Tingley
Lee Tremko
Mary and Mark Tucker

GENERAL, CONT.

United Way of the Battle Creek and Kalamazoo Region

Nancy Vendemo

Veterans of Foreign Wars of Ohio Charities

VFW Post 2898

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Amy Voigt

Ron and Cheryl Volk

George and Terri Ward

Paul E. Ward

Rachel Weber

Michele Welling

Daniel and Nancy Whitacre

Georgia Whitney

Benny and Sandra Wilkerson

Tamar Williams

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Charles Wojtkowiak

Woodcraft of Toledo

Robert Wurst

James and Barbara Yavorcik

Teresa Yockey

Marcus Zagoric

Desdy Zawodny

Saundra Zima



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, web cams, 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.**



GRANTS

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

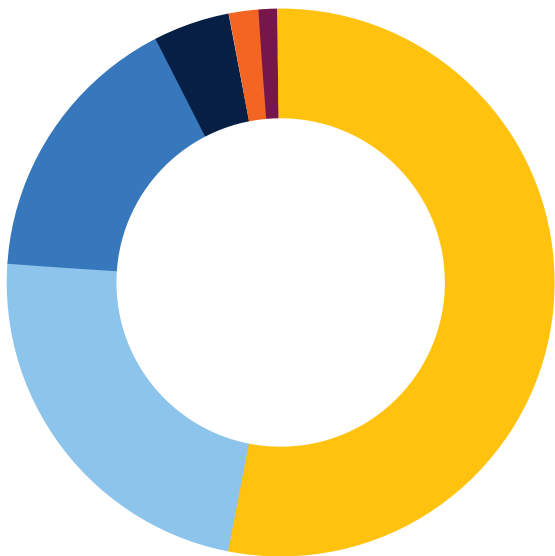
COMMUNITY

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

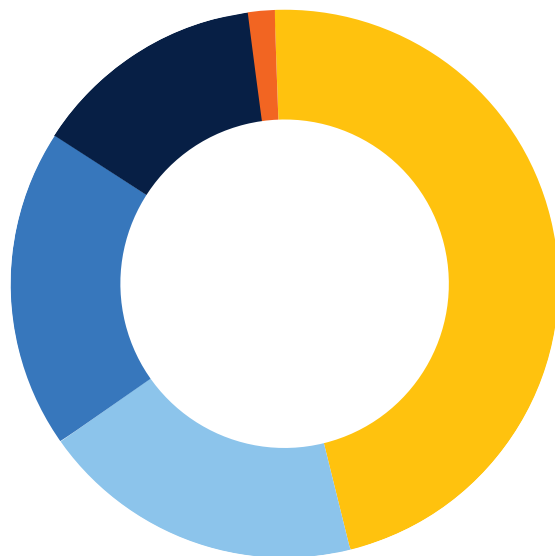
FINANCIALS

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
4.5%		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

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