
ACCORD



**2024
Annual Report**

A Letter from the CEO

Growing to Meet the Moment

As we reflect on 2024, one word rises to the top: growth. Not growth for its own sake, but growth that is rooted in intention — a strategic, values-driven expansion of how Accord supports people, strengthens communities, and stewards our mission in the face of a shifting disability services landscape.

This past year, we responded to immense industry challenges — rising staff burnout, funding uncertainties, and ever-changing regulations — by choosing to build. We expanded our organization's foundation to serve more people, more sustainably. That meant adding new capabilities, new services, and new partners. We also deepened our commitment to quality by seeking and earning the highest national accreditation through The Council on Quality and Leadership. Accord is proud to be one of nine organizations in the nation to achieve the Person-Centered Excellence Accreditation, With Distinction.

In 2024, Accord acquired Edges Wellness Center, a mental health clinic that shares our commitment to person-centered, compassionate care. This addition strengthens our continuum of support and allows us to better meet the needs of individuals living with both disabilities and mental health challenges.

We also launched ServiceWorks, an administrative support lifeline offering finance, HR, marketing, and leadership training services to other nonprofits and human services organizations who might be experiencing turnover, budget constraints, and/or operational uncertainty. This new venture allows us to diversify our funding streams while supporting peer organizations with the tools they need to thrive — advancing our mission beyond the walls of Accord.

And yet, 2024 was not without hardship. Like many in our field, we navigated high rates of staffing turnover and burnout. We felt the tension of financial constraints even as we reached for innovation. But through it all, we remained grounded in people: the people we support, whose resilience is unmatched; the people who deliver care and services, whose work is irreplaceable; and the people — our partners, funders, and families — who inspire us daily to keep going, and to keep growing.

Thank you for standing with Accord. Together, we are building something strong, lasting, and full of possibility — even in turbulent times.

With gratitude,



Rita Wiersma
Chief Executive Officer

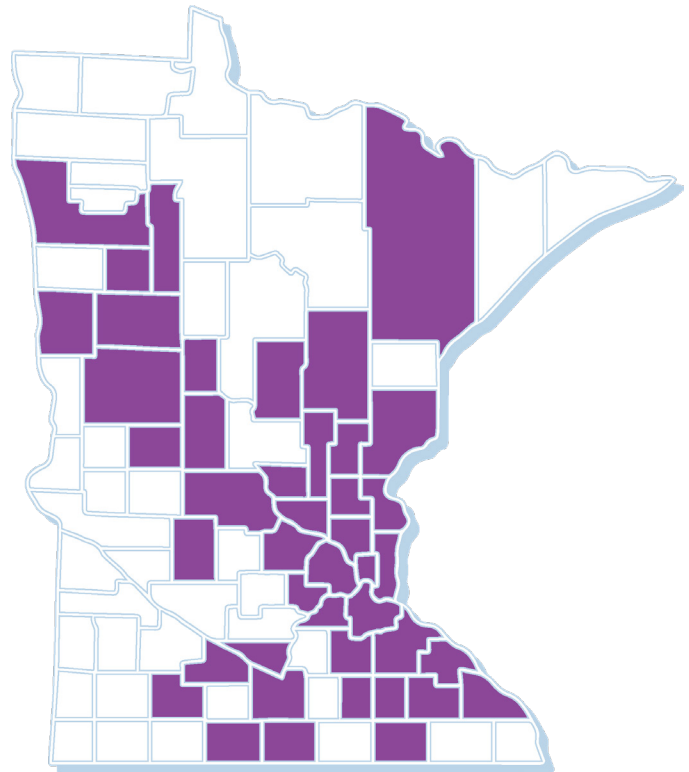


About Accord



Who We Are ?

For more than 50 years, Accord has been dedicated to helping people live their greatest lives. We help to empower individuals living with disabilities or mental health issues to achieve their personal and career goals, enabling them to experience life to the fullest. With a strong focus on person-centered care and support, we take a proven, evidence-based approach to improve personal outcomes and enhance the quality of life for adults and families in the Twin Cities and greater Minnesota.



In 2024, Accord supported 3,869 individuals, residing in 43 of Minnesota's 87 counties.

Mission Statement

Our Mission

Every action we take is rooted in our mission: helping people live their greatest lives. It's not just a phrase; it's a promise. We believe in the inherent potential within every individual, regardless of the challenges they face. Through our person-centered approach, we nurture this potential, tailor our services to individual needs, and provide the support necessary for them to thrive.

Our Vision

Inclusivity is at the core of our vision. We dream of a community where every person, regardless of their abilities or background, feels not just acknowledged but embraced. It's a vision where differences are celebrated, uniqueness is cherished, and everyone finds their rightful place. We are dedicated to building bridges, fostering understanding, and creating environments where everyone feels valued and included.



Our Commitment to Quality

Quality is our way of life. We go beyond expectations, embracing aspirations, respecting choices, and celebrating achievements through our person-centered approach. Empowering individuals means fostering independence, confidence, and self-belief.



Everyone deserves to make choices about their care with dignity.

Our Leadership

Executive Team



Rita Wiersma
Chief Executive Officer



Oren Avery
Vice President of
Continuous Improvement



John Stanton
Vice President of
Growth Strategy



Paul Welna
Chief Human
Capital Officer



Pam Zimmerman
Vice President of
Programs

Board of Directors

Sarah Hall - Chair
John Ritter - Vice Chair
Jon Sondergaard - Treasurer

Roderick Hedner
MaryLynn Hitz
Pete Koehn
Shiz Koizumi
Jim Putnam

Kevin Sienko
Sarah Taylor
Paula Winkler
Andrew Wittenborg

Making an Impact

Day Supports

Explore. Connect. Thrive.

At Accord's Day Support Services, participants shape their own experiences every day—choosing activities that spark new interests, build skills, and foster meaningful connections. Our program is designed to support personal growth, independence, and a true sense of purpose.

192

People supported in 2024, including 46 that were new to Accord.

44,000+

Hours of Day Supports Programming Utilized

Housing Stabilization Support

Housing is a universal right, and in widespread crisis. At Accord, we collaborate with the people we support to develop personalized housing plans to meet their unique needs and goals, provide ongoing case management to navigate challenges, and offer crisis intervention with immediate assistance during housing emergencies to prevent homelessness and ensure safety.

In 2024, Accord assisted 89 people in finding and maintaining housing.



Learn more about Accord's Housing Stabilization services and team.



Case Management

Accord's Case Management team connects more than 3,100 individuals to a wide range of home and community-based services, providing personalized case management and support every step of the way.

Whether coordinating care, accessing essential resources, or navigating program options, we help those we serve live more independent, self-determined lives.

Care Coordination

Here at Accord, we are passionate about helping people live their greatest lives. Our Care Coordinators use person-centered approaches to help people navigate health and social systems of care and improve health outcomes. In 2024, Accord supported 147 individuals, including 54 new individuals.

Making an Impact

Family Support Services

Accord's Family Support Services team works with almost 300 individuals and families to achieve their goals while promoting independence and community connections. Services include: non-medical care, assistance, and supervision respite care; homemaker services and more.



Financial Management Services

We provide personalized support to help manage budgets, track expenses, and handle employer responsibilities with ease.

In 2024, Accord supported **139** individuals and families with financial management.

Employment Support

Everyone deserves the chance to work, contribute, and succeed. Accord's Employment Support Services help individuals with disabilities find meaningful, competitive employment within their communities. It's more than a job -- it's about helping others explore their interests and discover their strengths.

481 People Assisted in Finding and Maintaining Employment in 2024

171 People New to Accord Day Supports in 2024

Life Sharing

Life Sharing is an alternative housing option for adults looking for a shared living experience. Unlike group housing or adult foster care, Life Sharing gives the individual the freedom to choose where they live and who they live with, putting them in control. In 2024, Accord support four individuals through its Life Sharing Program.

Financials

	2022	2023	2024
Revenue			
Program Revenue	\$20,582,706	\$20,319,980	\$22,626,444
Grants & Donations	\$197,382	\$969,175	\$46,111
Other Revenue	\$66,959	\$146,119	\$171,883
	\$20,847,047	\$21,435,274	\$22,844,438
Expenses			
Program Expenditures	\$13,706,896	\$17,144,187	\$17,709,660
Admin. & Development	\$3,592,698	\$4,379,517	\$5,970,038
Other	\$3,493,699	\$0*	\$0*
	\$20,793,293	\$21,523,704	\$23,679,698

* Consolidated into other categories in 2023.

Thank You Donors

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 Jonathan Sondergaard
 Sharon Stanton
 John Stone
 Kimberly Swiger
 Sarah Taylor
 John Watson
 Paul Welna
 Rita Wiersma

Paula Winkler Accurso
 Doug Wise
 Andrew Wittenborg
 Kevin Zabel



Our Committees

Accord's employee-led committees inspire and lead change throughout the organization.



DEIA Council

Accord's DEIA Council is a place where diversity of thought is encouraged and promoted to generate the best possible outcomes for Accord and the people we serve.



Legislative Advocacy Committee

New in 2024, Accord's Legislative Advocacy Committee was formed to amplify our disability advocacy efforts internally amongst staff, as well as out in the community.



Safety Committee

Accord's Safety Committee's works to educate, promote, and encourage the practice of safety while reducing unsafe acts and hazardous conditions at Accord.



Wellness Committee

Accord's Wellness Committee invests in the wellbeing of our employees by providing education about healthy living and opportunities to participate in health and wellness activities.

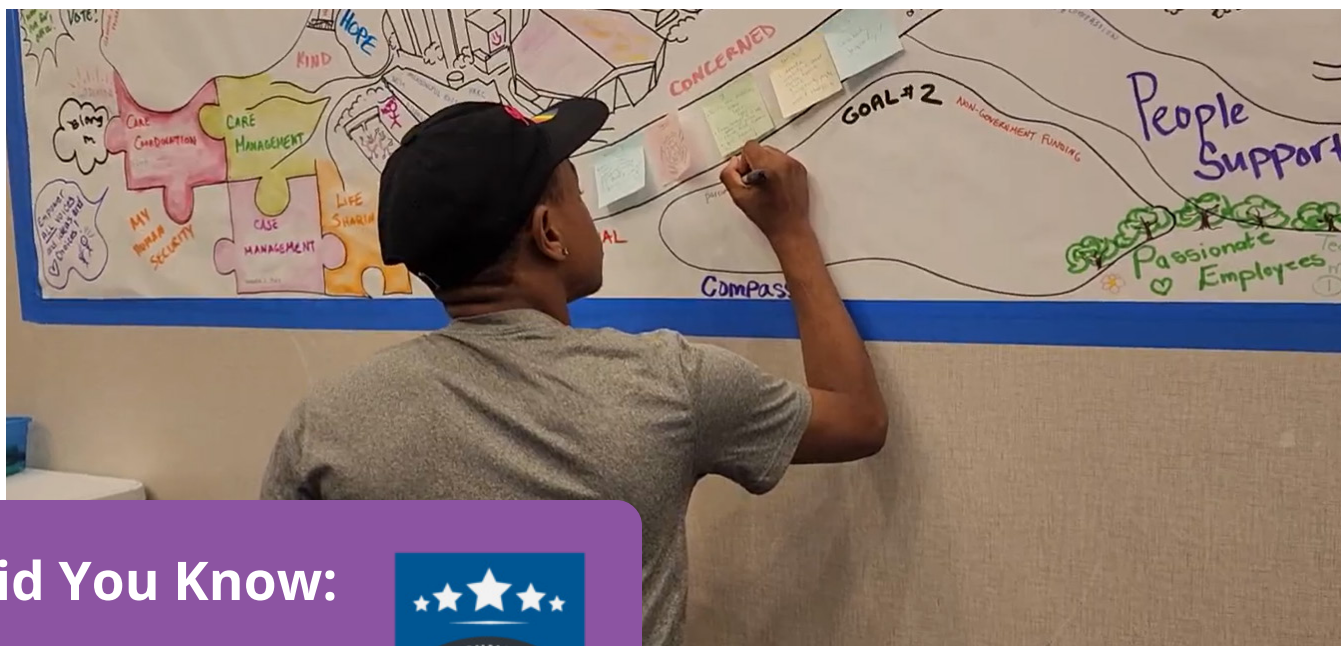


Human Rights Committee

Accord's Human Rights Committee brings together people that are involved in different kinds of services and supports, especially people with disabilities and mental illness.

The Committee is tasked to review Accord's policies, procedures, and trends in situations when someone may have been mistreated or may have a right limited.

Excellence with Distinction



Did You Know:

Accord is one of nine disability service providers in the country to be awarded CQL's Person-Centered Excellence with Distinction accreditation.



Why this matters...

This CQL Accreditation is for organizations with deeply embedded person-centered approaches and practices, using CQL's internationally-recognized tools. It includes strict eligibility criteria, rigorous expectations involving the impact of supports on outcomes, the application of CQL Certification, and robust data collection and analysis requirements.



Person-Centered Tools

CQL evaluates the Accord's use of recognized tools including Shared Values, Basic Assurances®, Personal Outcome Measures®, and Community Life®.



Stakeholder Engagement

Accord's stakeholders participated in a vibrant planning session. They establish action steps to enhance quality in meaningful ways.



Data Collection & Analysis

CQL worked with Accord to determine meaningful metrics that will amplify on individual and organizational impact.

10 FOR 10

10,000 people supported in 10 years.

Accord's "10 for 10" campaign aims to impact the lives of 10,000 people over the span of ten years, by focusing on delivering quality services.



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