

MILESTONES

2nd Edition
2024



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Nurturing abilities, achieving dreams.

Letter From Friendship's President, Dori Leslie



Friendship supports nearly 200 unique individuals. Since each one of these individuals have different wants, needs, and goals, we have hundreds of thousands (if not millions) of self-identified quality indicators across the organization that we strive to meet every day.

The definition of quality is “the degree of excellence which something possesses.” At Friendship, we define quality as “the degree of excellence our organization possesses in providing services and supports to people with intellectual and developmental disabilities.” Where and how do we begin measuring quality?

Allow me to give you a glimpse into how quality is both measured and defined at Friendship. One of our most important mechanisms we have in place for each person is called the Personal Outcome Measures®. Through this interview and assessment tool, people supported communicate what is most important to them in 21 different areas like safety, health, friends, and community. Each area is scored by the person supported as “present” or “not present”. Once we are equipped with this information from each person, we can customize our services and supports to improve people’s lives. We are also able to “zoom out” and see the broader picture where we can improve as an organization. See the table below for more quality measurement systems throughout the agency.

At Friendship, we embrace the use of these quality indicators to involve the entire organization in reviewing, designing, and implementing processes that will continuously improve quality outcomes for all. Friendship is very aware that quality will not be met for each person if we only rely on the above strategies and systems. Looking beyond these formal mechanisms, we teach our staff something called the GEM mindset, or Good Enough for Me. This teaches staff to picture themselves in the shoes of people supported and ask the question, “Is this good enough for me?” How is the person dressed? How does their make-up look? Is their hair styled today? Do they have enough privacy? Is their room decorated according to their interests? Are they making their own decisions?

The result of accepting the continuous journey of quality is helping someone get a first paycheck, facilitate a new friendship, or seeing someone smile. What a true joy and blessing it is to be challenged by Friendship’s mission to make the healing presence of God known in our communities.

I would like to extend my sincere gratitude to everyone in the organization for their care and commitment to our mission. Our mission is alive and thriving at Friendship.

Dori Leslie,
Friendship President

Quality Measurement Systems at Friendship

- Personal Outcome Measure Interviews
- Incident reports
- Rights restrictions and reinstatements
- Goal achievement
- Financial reports
- Human resource information
- Natural supports
- Social roles
- Adaptive equipment
- Health needs
- Conversations
- Employment
- Learning objectives
- Education tracking
- T-Log (shift notes) review
- Site observations
- Surveys (employees, people supported, guardians)
- Risk and Safety Assessments
- Workforce
- People we support on internal committees

Our legacy, their future, your gift.

Friendship continues to work towards our capital campaign goals.



Our capital campaign, called “Our legacy, their future, your gift,” will raise funds for a new building that will impact all of the people who currently receive services in our vocational/day programs in Fargo. Since we announced this campaign, we have raised close to one million dollars. Our capital campaign goal is four million dollars. Thank you to all donors who have partnered with us on this major project so far – every penny raised is a step closer to our goal.

We have outgrown our current building and will be moving into our new day program building once it is built. We are committed to having an even greater impact on people’s lives with a new facility. We envision this new facility improving and enhancing the way we carry out our mission in many ways for each person.

Please consider giving a tax-deductible gift to Friendship in support of this campaign. Your continued generosity and support will deeply impact people with disabilities for generations to come.

We look forward to communicating progress updates and new initiatives surrounding this endeavor.

To donate, scan the QR code or visit and designate your donation to “Capital Campaign” :
<https://app.givingheartsday.org/#/charity/759>



Winter Wonderland

Events



It was a mild winter by North Dakota standards. Local ice rinks were forced to close early as they melted to ice baths. Sleigh rides needed to be substituted with carriages. And Frosty didn't make any plans to visit (don't cry, he'll be back again some day).

However, none of that stopped the people supported in Grafton and Fargo from enjoying a Winter Wonderland (indoors and with artificial snowflakes). The events included a crafts table, a hot chocolate station, snacks, and a dance floor that stayed busy all night long.

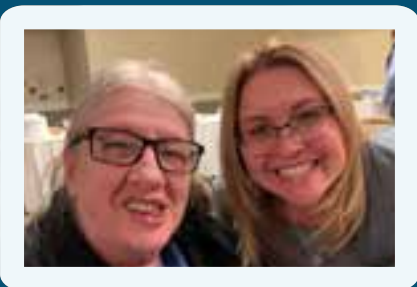
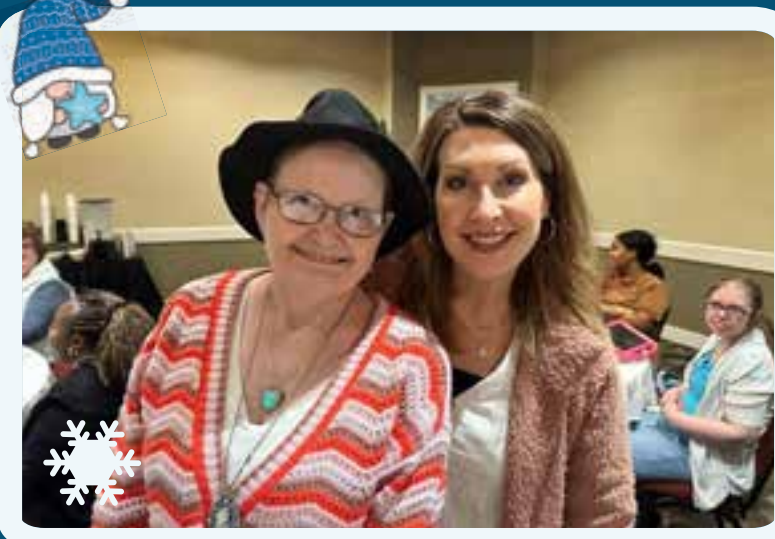
It was clear that everyone in attendance enjoyed the festivities. "I enjoyed the crafts, and the dancing, and the goodies," said Muggins Hauff, who attended the event in Fargo, "I liked everything."

The Winter Wonderland event was planned after people supported in both cities had asked for more opportunities to gather and see their friends in a social setting. An agency-wide survey was conducted that allowed everyone to voice their opinion as to when the event should be held as well as what types of activities should be planned.

The results of the survey showed that everyone wanted an informal, but themed event. "I liked seeing everyone wearing blue and white," said Ian McCartney, who also attended the event in Fargo.

As the calendar flips to spring and the grass begins to green, everyone's attention now shifts to all of the outdoor activities that are about to happen. "I'm happy that winter is over," Muggins said, "Snow is a pain in the butt!"





GIVING HEARTS DAY 2024

We are very pleased to say that Giving Hearts Day in 2024 was an overwhelming success. It is so encouraging to know how many friends of Friendship we have supporting us, raising over \$73,000! We are excited to share how these funds make a difference in people's lives as all donations go directly to the people supported.

We received support from our communities in a variety of ways. We had record attendance at our Giving Hearts Day chili feed in Fargo and Mexican food feed in Grafton. We had so many staff, parents, and businesses helping spread Friendship's mission by telling their friends and handing out flyers. There were over 300 donors who gave online, by check, or with cash. We also had ten Executive Sponsor donors, which are individuals and businesses who donated \$1,000 or more.

We want to express our deepest, heartfelt gratitude for your commitment to improve the lives of the people we support. We are excited to update all donors in the coming months with specific stories of how they are making a difference.

Again, thank you!

If you missed Giving Hearts Day this year, you can still contribute to Friendship by going to <https://app.givingheartsday.org/#/charity/759>





2024 EXECUTIVE SPONSORS AND MAJOR DONORS

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EMPLOYEE AWARDS

PRESIDENT'S AWARD

This year, Friendship was proud to announce the first ever President's Award. This award recognizes Friendship employees who exemplify Friendship's values and mission regardless of their position or title; all Friendship employees were eligible to receive the President's Award. Friendship employees were encouraged to nominate their co-workers to be recognized for their outstanding work and dedication.

Dori Leslie, President of Friendship, was faced with a tough decision after receiving 19 nominations for awards in the following categories:

- Grafton Direct Care
- Fargo Direct Care
- Grafton Administration/Support Staff
- Fargo Administration/Support Staff

Congratulations to the winners!



2023 HUMANKINDNESS AWARD

In November, CommonSpirit Health recognized 615 out of 4,300 employees nominated by their colleagues to receive the CSH Humankindness Award. Our very own Crystal Aasen, QIDP, was nominated by Heidi Schumacher, QIDP, for the profound impact her kindness has had on the lives of the people we support. Crystal has worked for Friendship for nearly 17 years and has been a great advocate for the people we support.

DEPARTMENT SPOTLIGHT

605 & 503



Without a doubt, life consists of ups and downs for everyone. It has been no different for our group homes in Park River, welcoming many new people and celebrating the lives of others who have passed. “We have lost some very special people and gained some new amazing people supported,” said Shannon Skovgaard, 605 Manager. Laurie Campbell, Director of Residential Services, used the motto, “Let’s make it happen” when speaking of all the logistics involved when such changes occur.

We asked the newest people supported in Park River a few questions to introduce themselves.

Bobby moved to Park River from Grafton. Bobby has his preferred recliner and likes to spend his downtime relaxing while observing his friends and activity around him. Bobby enjoys snacks (not as much as he likes John Wayne) and having them whenever he chooses. When asked about moving to 503, Bobby nodded his head in agreement.

Masood is originally from Fargo and would like to move back there someday. Masood is close with his family and enjoys spending time with them. When asked what he liked most about 503 he said, “Talking to people and making new friends.”

Ashley is from Idaho and is learning how to cook. Ashley enjoys reading on her Kindle and watching TV in her own bedroom that she decorated to her personal taste. Ashley enjoyed the Winter Wonderland Dance hosted by Friendship in March with her friends and boyfriend.

Darrin is originally from Fargo and used to run his own popcorn business. Darrin’s favorite thing about living at 605 is the good food and staff. Darrin spends most of his free time listening to either football or basketball games on TV. His favorite teams are the Dallas Cowboys and Chicago Bulls.

Ryan moved to Park River from Grafton. Ryan enjoys watching the Weather Channel, cartoons, and listening to music. Ryan also loves monkeys! Ryan is working on preparing his own meals by pushing the button on his Ninja blender. Ryan is close with his family and enjoys staying in touch with them. Ryan has his best days when his preferred staff, Annita, is working.

As we approach spring and summer it reminds us all to embrace new beginnings and transformations. The people we support and staff in Park River look forward to many new adventures, friendships, and memories.

On the Minds of People We Support

We asked the people we support their thoughts and they answered!

What is your pet peeve?

"People on their phone constantly." - Erin M.

"Smacking while eating." - Ashley E.

"When people talk down to others." - Israel M.

"Pounding on tables." - Evan G.

"When people leave messes." - Kelly A.

"Annoying people." - Secera B.

"When people leave the bathroom fan on." - Todd L.

"When I get a brain freeze." - Chuck M.



Julie's Journal

By Julie Gustafson



My name is Julie Gustafson. My niece's dog, Daphne, is still excited to see me after church on either a Sunday or Wednesday night. I just celebrated Easter and my favorite hymn is Jesus Christ is Risen Today. My family gets together for Easter Sunday Services at 10:00 in the morning. Our School Mascot is now the Burros instead of the Central Valley Valiants. The Valiants made it to state at the last minute buzzer in triple overtime in the 1992 - 1993 boys basketball game for the Valiants several years ago. The Kansas City Chiefs won the Super Bowl this year by six points in overtime. My player did a great job and all the fans and players were excited they won. I enjoyed it at my mother's apartment with, of course, Daphne. She loves me.



PERSONAL ADVOCACY



“Helping someone out.” “Being a voice for another person.” “Sticking up for someone.”

The quotes above are how Friendship staff define advocacy. Friendship expects all staff to be advocates for the people supported.

Michelle Decker, the Windwood department Manager, states that her department has great advocates. Michelle enthusiastically said that Tina Novacek has been a great advocate for many people, as she has a keen eye for noticing when people supported have health or behavioral changes. This advocacy has helped staff be able to better support the well-being of the people at Windwood.

Tina is constantly looking for ways to improve the lives of the people she supports. Tina recently thought of an entire learning objective to help a person feed his cat. Through Tina’s ingenuity, the person was able to quickly learn how to feed his cat independently, a task that he previously struggled with.

A personal advocate goes beyond general advocacy; a specific staff is matched with a person supported based on their existing relationship and trust. A personal advocate is a staff who takes a little extra interest in the person’s life by using person-specific knowledge to help the person with day-to-day activities as well as large goals. Personal advocates are always hand-picked by the person supported and are often viewed as the “go to” for other staff when those staff have questions or need assistance.

Peter recently chose Tina as his personal advocate. Tina, who has worked with Peter for three years, is excited to be Peter’s personal advocate. Tina said Peter is “excited to be a part of the personal advocate program, coming up with ideas and showing me what he likes.” The next challenge Peter and Tina will tackle together is getting new decorations for Peter’s room. Tina is looking forward to helping Peter decorate his room exactly how he wants it, with 3D baseball pictures. Tina said that seeing how excited Peter is and the smile on his face makes her happy.

The personal advocate is a great resource that uses an existing relationship to build stronger supports, assistance, and advocacy. As all staff look out for the best interest of those served, Friendship will continue to encourage the use of personal advocates for every person who wants one.



June 28, 2024

Friendship Formal

July 11, 2024

Grafton Family Picnic

July 18, 2024

Fargo Family Picnic

**SAVE
THE DATE**



Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Our Values

Compassion
Excellence
Inclusion
Collaboration
Integrity

Make a Difference



Friendship is looking for applicants committed to delivering quality direct supports. Openings for Direct Support Professionals include full-time, part-time, and PRN positions. These positions provide direct supports to people with intellectual and developmental disabilities to enhance their lives. No experience is necessary and training is provided.

TO APPLY, VISIT CHIFRIENDSHIP.COM

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