

# LifePursuits

Fall 2020

**THRIVING IN LIFE**  
DAISY'S SELF-DIRECTED  
SUPPORT

*PAGE 3*

**RECIPE FOR SUCCESS**  
REMOTE COOKING  
SESSION

*PAGE 6*

*Lifeworks*

A nonprofit serving  
people with disabilities

# Lifeworks

A nonprofit serving  
people with disabilities

## Contact Us

[lifeworks.org](http://lifeworks.org)

651-454-2732

[contact@lifeworks.org](mailto:contact@lifeworks.org)

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Person-Centered Results

**Pictured on cover:** Sarah Allen, Lifeworks  
Fiscal Management Services participant





# 2019 Lifeworks Annual Report



## Dear Lifeworks Community,

The 2019 Lifeworks Annual Report is now available for you to view. We invite you to take a look at last year's accomplishments. Through the incredible support of our community, we honor choice and fuel the ambitions of the people we serve while continuing to break down barriers to inclusion across Minnesota and beyond.

From providing services for 2,883 people with disabilities and their families to hosting our most successful Annual Celebration ever and sharing our expertise at local and national conferences, this past year has been extraordinary. 2,895,220 hours of direct care were provided by our Fiscal employees. 715 people received career support through 555 employer partners; and Lifeworks Day Services participants traveled 12,638 miles to learn new skills in their communities. As always, we continued to hold ourselves to the highest standards – passing our Readiness Review (with a score of 99 percent!) and earning our three-year CARF accreditation.

2019 was also a year of innovation. We launched *Work/Life™*, a traveling exhibit that uses personal accounts to show the value of a diverse workforce. We also developed disability inclusion sessions for employers to advance accessibility. Community partners such as Allianz Life Insurance of North America, Blue Cross and Blue Shield of Minnesota, and Uponor have invested in our new initiatives.

In 2020, we welcome John Abbott as our new Board Chair. John and his family have been connected with Lifeworks since 2004. His uncle, Jerry, received support from Lifeworks for 15 years; and in 2013 John joined our Board of Directors. John is a Senior Vice President of Otter Tail Corporation and the President of Varistar (Otter Tail's Manufacturing Platform); his extensive business expertise has been essential to our success. We are grateful for his longstanding commitment.

While 2020 has brought many unique challenges in the way we work, Lifeworks is confident that it will be another year of strong collaborations and innovative solutions. Thank you to our community – we couldn't do what we do without your support.



Jeffrey D. Brown  
President and CEO



John Orner  
Board Chair

Learn more about our impact, supporters, and highlights from last year.

Visit Lifeworks Annual Report website: [lifeworksannualreport.org](https://lifeworksannualreport.org)



# Thriving in Life: Daisy's Self-Directed Support

The Lee family has four children and their second oldest, Daisy, uses Lifeworks Fiscal Management Services (FMS) for processing Consumer Directed Community Supports (CDCS) – authorized funding that covers staffing, goods, and services for people who want to manage their own support.

Daisy's investment in her passions has led her to build strong relationships and make lasting memories. She loves listening to music and singing songs. Daisy can often be found hanging out with her dance group at her favorite restaurant, Taco Bell, on Saturdays and at church on Sunday mornings. She also enjoys spending time outdoors – riding horses and going on walks with her family. While COVID-19 has impacted some of the fun, Daisy

continues to get out and enjoy her community, practicing physical distancing when needed.

Daisy began accessing adult services 2013. Her mother, Diann, reflects: “As Daisy approached the adult world, we wanted her to thrive. That means being happy and supported so that you can become who you are supposed to be and contribute to society. And that’s what we’ve been able to do with the support we have received from our county services and Lifeworks.”

As Daisy's guardian, Diann helps with making choices so that her daughter can self-direct support, connect with her community, and pursue opportunities for growth. Through CDCS, Daisy essentially runs her own company and the people



who provide assistance are her employees. She manages how funds are used – whether that be to pay for therapies or support staff to assist with daily needs – and creates her own schedule.

For Diann, Lifeworks has allowed her more time to focus on what’s important to Daisy. She explains, “Lifeworks takes a lot of stress off my shoulders. I don’t have to worry about payroll or staying on top of all the financial details and regulations. Everything we need for the service is provided for me. There are systems in place for processing services and the folks at Lifeworks are experts at it. I am so impressed with them.”

When asked what people who are new to CDCS services should know about selecting a FMS and managing their own support, Diann replied, “Selecting an FMS is a big decision because you’re going to have a partnership with that organization for a long time. I’ve had the same Lifeworks Service Coordinator forever. It’s really comforting that when you have a question, you’re talking with someone who knows you and your family. The people at Lifeworks are committed to the mission and have been so easy to get along with.”



*Lifeworks*

A nonprofit serving  
people with disabilities

## **YOUR LOCAL EXPERT IN NAVIGATING SERVICES.**

### **Hire a family member as your paid caregiver.**

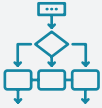
- Consumer Directed Community Supports
- Consumer Support Grant
- PCA Choice
- Personal Support and Respite
- Night Supervision
- Private Pay

**Accepting intakes and referrals:**  
[lifeworks.org](https://lifeworks.org) | 651-454-2732

# HOW IT WORKS:

## Consumer Directed Community Supports (CDCS)

**Interested in self-directed services?** Lifeworks developed an overview to walk you through the steps of getting started with CDCS. As an approved Financial Management Service provider for the state of Minnesota, Lifeworks is skilled at navigating complex situations and state requirements. We ensure that support professionals have what they need to work for you.



### ● Complete a MnChoices assessment.

The process begins with an in-person visit from an assessor who learns about your needs, goals, and preferences; this information determines your eligibility and authorized amount of support. To request a MnChoices assessment, contact your county or Disability Hub MN: 1-866-333-2466.



### ● Develop a CDCS Community Support Plan.

The CDCS Community Support Plan form is available on the Minnesota Department of Human Services website. It defines what supports, services, and goods you would like to use to accomplish your goals. You may use your authorized amount to hire a support planner for assistance with completing this form and implementing services.



### ● Choose a Financial Management Service provider.

Financial Management Service (FMS) providers are state-approved entities that are experts in accounting and finance as well employment-related regulations and practices. CDCS recipients are not allowed to bill the state directly so they must select a FMS, such as Lifeworks, to use their authorized budget and self-direct their support and services.



### ● Get the plan reviewed and approved.

The plan must be reviewed and approved by your county and a case manager or a care coordinator at a managed care organization at least 30 days before you want the plan to start. Once approved, the plan will be sent to your chosen FMS provider.



### ● Meet with your FMS provider.

Now that you are authorized for services and your plan has been approved, it's time to meet with your FMS provider. They will share information about roles and responsibilities as well as the employment process and requirements for onboarding staff.



### ● Find your support professional.

You may already have someone in mind to provide assistance; if not, you can search for support professionals by visiting the website: [directsupportconnect.com](https://directsupportconnect.com).



### ● Your support professional completes requirements.

Before a person can begin working with you, they must fill out employment paperwork, including being fingerprinted and passing a background check.



### ● You manage the work.

As soon as the requirements are completed, contact your support professional. You will be in charge of their work, including training and scheduling.



### ● You're set.

Lifeworks will continue to be a resource for you and each year, will formally check in to make sure everything is on track.

# A Recipe for Success:

## REMOTE COOKING SESSIONS

Prior to COVID-19, Casey participated in Lifeworks Day Services. She enjoyed band practice, art classes, and archery. Along with an active social life, Casey has worked at McDonald's for the past two and a half years, preparing salads, making parfaits, and ensuring that the food and serving items are ready to go.

For her, work is not just a job. Casey loves to cook. Nowadays, she can often be found researching recipes for her one-to-one, remote cooking sessions with Lifeworks Service Facilitator, Karen Finke. After Day Services in facilities were suspended due to the pandemic, Lifeworks transitioned to providing virtual support so that the people we serve could remain connected and continue building their skills – and the feedback has been great.

“I like learning new recipes.

- Casey

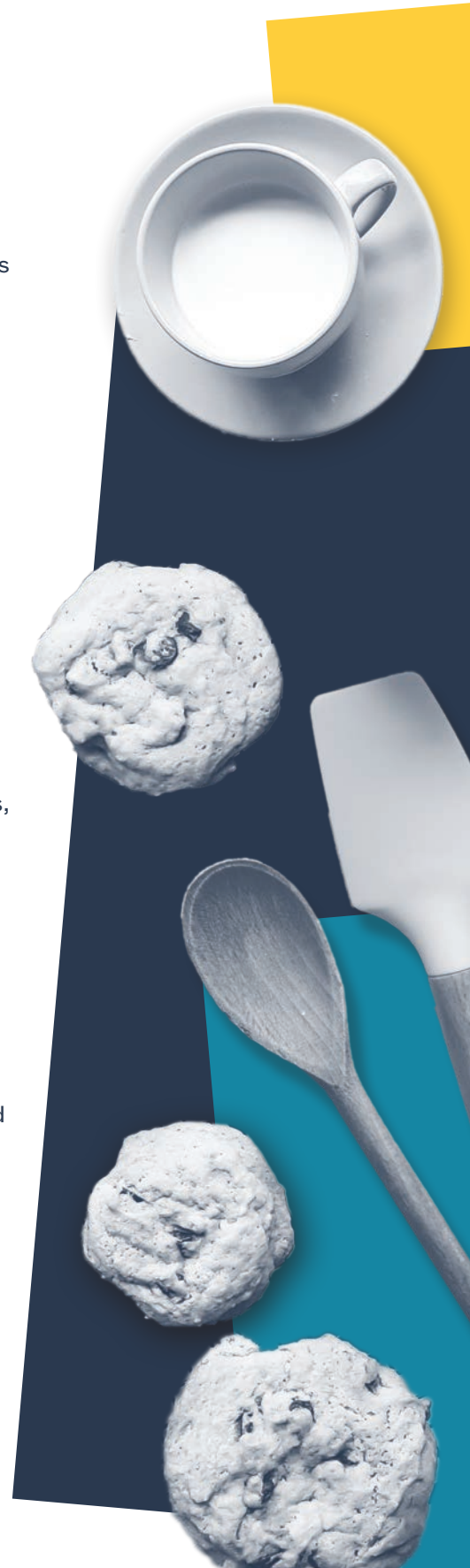
Casey and Karen have a standing weekly, cooking session. Together, through FaceTime, they've made grilled cheese, pancake in a mug, pudding, and more – with the goal of advancing Casey's skills in the kitchen. They cook together, meaning they follow the recipe step-by-step, measuring ingredients, preheating the oven, and ending with a taste test, all in the comfort of their own homes. They balance healthy dishes with baked goods, sharing the fruits of their labor with families.

Casey's favorite recipe so far has been chocolate chip cookies. During the 12-minutes it took for each tray of cookies to bake in the oven, Casey and Karen reviewed future recipes and had fun testing one another's trivia knowledge. Nancy, Casey's mother, is grateful to Lifeworks for figuring out a way to continue providing services, “I really appreciate having a schedule again and a connection for Casey to work on skill building.”

Lifeworks has a history of reinventing what's possible – even as we respond to COVID-19. From transitioning our Community Skill Building and Day Services to remote, one-to-one support to offering virtual music therapy, Lifeworks has pivoted quickly to deliver high-quality, essential services.

**Learn more about current Lifeworks service offerings.**

Visit: [lifeworks.org/coronavirus-information](https://lifeworks.org/coronavirus-information)





# Lifeworks Legislative Highlights

## PCA Hours & Rate Increases

Personal Care Assistants (PCAs) provide essential services that help ensure the rights of Minnesotans with disabilities and older adults. While their work is critical, PCAs are among the lowest-paid employees in Minnesota. Prior to COVID-19, Minnesota faced a shortage of PCAs, leaving many people with disabilities without regular access to support for health care and daily living needs.

The crisis of the PCA workforce shortage has been further exacerbated by the pandemic, leading Lifeworks to join forces with other local providers and disability organizations to advocate for emergency hours and rate increases. In March 2020, Lifeworks began activating our networks and encouraging people to reach out to Governor Walz and leaders in the State Legislature. In our advocacy emails, letters, and calls, Lifeworks painted a picture for legislators to better understand how deeply this crisis impacts people with disabilities – who are often at an even higher risk due to underlying health conditions, low income, and food and housing insecurity.



Lifeworks continued to accelerate our legislative advocacy in early April 2020. Many families who receive support from Lifeworks reached out, asking what they could do to make their voice heard. As a result, the Lifeworks Policy Team crafted email templates, phone scripts, and sample social media posts for people to use. Many people from the Lifeworks community reached out to their individual legislators, sharing personal stories about the services they receive from PCAs, and how hours and rate increases would benefit people with disabilities. Thank you to all of you who advocated for PCAs.

As Minnesota moved forward with physical distancing and stay-at-home orders, Lifeworks, along with countless other advocates, implored our state leaders to recognize and protect Direct Support Professionals (job coaches, PCAs, and other in-home employees) as essential staff. Because COVID-19 hit at a time when there was already a widespread workforce shortage, Lifeworks also urged legislators and state leaders to encourage displaced workers to apply for jobs as Direct Support Professionals.

During the 2020 Special Session of the Minnesota State Legislature, an hour increase – from 275 up to 310 hours per month – for PCAs passed. This increase helps alleviate workforce shortages and allows for more consistent care for people who are receiving PCA services during the Peacetime Emergency.

There has also been an ongoing push in the Minnesota Legislature for a temporary reimbursement rate increase for PCAs, which has received broad bipartisan support. While there is a proposal before the State Legislature, given Minnesota's current budget deficit, many legislators have consistently felt that funds are not available for the increase.



# Lifeworks Legislative Highlights

## Temporary Authorization for Remote Service Delivery

To mitigate the spread of COVID-19, the Minnesota Department of Human Services (DHS) required all disability service providers to close their centers in March 2020. In response, the people we serve expressed that they still would like support, leading providers to explore and advocate for changing how services could be delivered.

At the end of April 2020, DHS received federal approval to temporarily modify service delivery, allowing many providers such as Lifeworks to offer remote support for people with disabilities via two-way interactive video or audio communication (e.g., phone or internet technology).

At first, remote support was offered only to people who lived in their own homes or family homes, but have since been extended to include individuals who live in group settings. In June 2020, the State Legislature passed the extension of waiver modifications, to allow for remote service delivery through June 30, 2021.

Lifeworks now serves more than 200 people through one-to-one, remote service delivery – and that number increases every day. Participant feedback so far has been very positive. As Lifeworks looks to the future of services, we know that reinvention will both allow us to expand our offerings to more people throughout the state and will also help people increase their self-reliance and receive more natural support in their communities.

### **Are you receiving one-to-one remote support?**

We would love to hear from you! Tell us your story and let us know how we are doing by emailing us at [contact@lifeworks.org](mailto:contact@lifeworks.org)



# 2019 Lifeworks Satisfaction Survey

Lifeworks strives to provide services that honor choice and enhance the lives of the people we serve. One of the ways we do this is by continuously seeking opportunities for improvement through distributing satisfaction surveys. Results from our surveys are reviewed, shared, and used to inform our work.

**Thank you to everyone who has provided feedback.**

## Fiscal Management Services

**89%**

say Lifeworks staff carefully listen to them.

**85%**

feel Lifeworks staff promptly respond to them.

**84%**

report satisfaction with the service they receive from Lifeworks.

**“They make a daunting task stress free. I can't underscore enough the efficient and professional service we have received. Thank you!”**

## Employment Services

**88%**

feel Lifeworks staff treat them with respect.

**84%**

like their job and/or their job search activities.

**69%**

feel Lifeworks staff have helped them learn and grow.

**“Things have been going great for me at my job. My coach is resourceful and a good listener.”**

## Day Services

**96%**

feel Lifeworks staff treat them with respect.

**88%**

say they are happy with the activities at Lifeworks.

**87%**

feel Lifeworks helps them be a part of their community.

**“Our daughter is extremely happy at Lifeworks and we see continued growth in her understanding with the programming she receives each week.”**



## Hello Lifeworks Community,

For the past 55 years, Lifeworks has fueled the ambitions of the people we serve while championing inclusion and advancing accessibility. It hasn't always been easy, but we learned to welcome the unknown by reinventing what's possible – even as we face COVID-19.

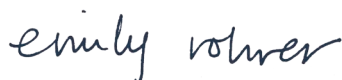
From transitioning our Community Skill Building and Day Service to remote, one-to-one support to offering virtual music therapy, Lifeworks has pivoted quickly to adjust to the times; and ultimately, we are evolving our business model for the better. Everyone wants choice and flexibility in how they receive support and now that's achievable. Our individualized services are more differentiated, personal, and adaptable than ever before.

While careful financial planning has allowed us to continue providing essential services, the cost of the pandemic to Lifeworks has been immense. **For the first time in our organization's history, we estimate likely ending 2020 with a deficit.** COVID-19 forced us to cancel our largest fundraiser, suspend offerings at our facilities, and furlough more than half of our staff.

Despite these challenges, we continue to lean in to the future. With a one-to-one service model, we can expand and support more people – not in a building, but within the community. We need your donation to make this a reality for the long term.

**Help us continue our work now and into the future.** As a nonprofit, we rely on contributions from individuals like you. Whether one-time, monthly, or in honor of someone special – your tax-deductible gift of any amount helps. Investing in forward-thinking solutions that ensure the survival of vital services is how we encourage a sense of belonging for all. Give today to make an impact on tomorrow.

With gratitude,



Emily Rohrer  
Director of Advancement  
erohrer@lifeworks.org  
651-332-6822



*P.S. Donations can be made by mailing the enclosed envelope or by visiting: [lifeworks.org](https://lifeworks.org)*

# Putting Empowerment into Practice

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At Lifeworks, we are reinventing what's possible, offering high-quality, personalized services using the latest technology and best practices to ensure your safety and well-being.

With you leading the way, we honor choice and provide a seamless intake process, virtual support, user-friendly digital tools, and responsive communication.

## **AVAILABLE SERVICES:**

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### **REMOTE, ONE-TO-ONE**

- ◆ Community Skill Building
- ◆ Day Services
- ◆ Employment Services, including:
  - » Pre-Employment Transition
  - » Exploration
  - » Development
  - » Support

### **SELF-DIRECTING YOUR SUPPORT THROUGH FISCAL MANAGEMENT SERVICES**

- ◆ Consumer Directed Community Supports (CDCS)
- ◆ Consumer Support Grant (CSG)
- ◆ PCA Choice
- ◆ Personal Support & Respite (PS&R)
- ◆ Night Supervision

### **MUSIC THERAPY**

- ◆ Virtual, one-to-one sessions
- ◆ Free, educational videos

### **DO YOU HAVE QUESTIONS?**

Let us help. Our knowledgeable staff are here for you.

All you need to do is reach out to us:

651-454-2732 | [contact@lifeworks.org](mailto:contact@lifeworks.org)





# The Barriers that Remain Unbroken:

## A CELEBRATION AND A REVIVAL OF THE AMERICANS WITH DISABILITIES ACT



### WHAT IS THE AMERICANS WITH DISABILITIES ACT?

July 26, 2020 marked the 30<sup>th</sup> Anniversary of the Americans with Disabilities Act (ADA). This historic civil rights law “prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications” (*U.S. Department of Justice*). The ADA was the world’s first comprehensive declaration of equal rights for people with disabilities.

Before it was passed, barriers to inclusion were so pervasive that people blamed inaccessibility on individuals with disabilities, rather than on society’s shortcomings. Most public transportation was not accessible and employers could discriminate on the basis of disability. For example, Judy Heumann, a world-renowned disability rights activist, earned her teaching degree in New York and was denied her license from the Board of Education (BOE). Their reasoning? A doctor had said she posed a “health and safety risk” due to her use of a wheelchair. Heumann eventually brought a lawsuit against the BOE and won – but prior to the 1990s, discrimination like she experienced was commonplace (*Being Heumann: An Unrepentant Memoir of a Disability Rights Activist*).

Years of tireless advocacy work led by disabled activists and their allies made the passage of the ADA possible. In the 1970s and 1980s, leaders with disabilities such as Judy Heumann, Ed Roberts, Kitty Cone, Michael Winter, Pat Wright, and so many others, as well as groups such as American Disabled for Attendant Programs Today (ADAPT), American Coalition of Citizens with Disabilities (ACCD), The Berkeley Center for Independent Living (The CIL), and Disabled In Action were essential to pushing forward key civil rights initiatives that paved the way for more equitable treatment and protections for future generations.

“  
**We Needed a Civil Rights Law  
of Our Own.**

– Jim LeBrecht, Filmmaker and Disability Rights Activist



Former Minnesota Senator, David Durenberger, and former Iowa Senator, Tom Harkin, along with former Representatives, Tony Coelho of California, and Hamilton Fish Jr. of New York, introduced the ADA to the U.S. Congress on May 9, 1989. When reflecting on its passage, Durenberger shared that many people, businesses, and community groups said they could not afford to make the changes outlined in the ADA; his response to them was: "We can't afford not to do it." (*Minnesota Department of Administration: Council on Developmental Disabilities*).

The ADA broke down what President George H.W. Bush referred to during its signing as "the shameful wall of exclusion... which has for too many generations separated Americans with disabilities from the freedom they could glimpse, but not grasp" (*U.S. Access Board*). People with disabilities could now – as Heumann stated in her powerful testimony to Congress in 1990 supporting ADA – participate in "the ordinary daily life [which] non-disabled Americans too often take for granted, [such as] the right to ride a bus or a train; the right to any job for which we are qualified; [and] the right to enter any theatre, restaurant, or public accommodation. The passage of this monumental legislation, will make it clear that our government will no longer allow the largest minority group in the United States to be denied equal opportunity. To do any less is immoral" (*Crip Camp: A Disability Revolution*).



Above: Judy Heumann, Disability Activist  
Image source: Taylordw / CC BY-SA 4.0

## THE BARRIERS THAT REMAIN UNBROKEN

The intent of the ADA was to fully integrate communities. Though we have come a long way and are much closer to that vision 30 years later, there are still everyday barriers to inclusion that need to be addressed such as restrooms and street accessibility.



Accessible restrooms in the community continues to be a significant barrier. Just because a bathroom stall is larger and has a handrail, does not mean it is accessible. For example, "accessible bathrooms" may not work for someone with a personal care assistant or people who need an adult changing table. Activist Heumann said in the 1980s: "I'm very tired of being thankful for accessible toilets, [because] if I have to feel thankful about an accessible bathroom, when am I ever going to be equal in the community?" (*Crip Camp: A Disability Revolution*).



While access to streets has improved, there is still work to be done. Disability rights activist Ed Roberts and the Berkeley Center for Independent Living successfully secured the first curb cuts (a ramp cut into a street curb to provide wheelchairs or strollers access) in the country. Roberts reflects, "When we first talked to legislators about the issue, they told us, 'Curb cuts, why do you need curb cuts? We never see people with disabilities out on the streets. Who is going to use them?'" (*Minnesota Governor's Council on Developmental Disabilities, Parallels in Time project*). When streets have curb cuts, as Ed Roberts knew, more people with disabilities would be able to freely and independently move around their communities. While we do have curb cuts in Minnesota – what happens when we can't access them because of winter snow?





## HOW TO HONOR THE LEGACY OF THE ADA

“The ADA was a wonderful achievement, but it was only a tiny tip of the iceberg. You can pass a law, but until you change society’s attitudes, that law won’t mean much.” – Denise Jacobson, Writer and Disability Educator

While we can and should celebrate the progress made over the past 30 years, it is also important to honor the movement by reviving calls for equality and justice. One of the best ways to do that is by learning more about the ADA and disability rights.

### SOME GREAT WAYS TO HONOR THE MOVEMENT INCLUDE:

- Watching Nicole Newnham and James LeBrecht’s documentary, *Crip Camp: A Disability Revolution*. (It’s currently available on Netflix.)
- Reading Judy Heumann’s new book, *Being Heumann: An Unrepentant Memoir of a Disability Rights Activist*.
- Checking out *The ADA Legacy Project* (<https://bit.ly/2Bywez2>) compiled by The Minnesota Governor’s Council on Developmental Disabilities.

Lifeworks is actively working with organizations across the state to build connections that advance disability inclusion in our communities. Over the next several months, we will be sharing self-advocacy resources for people with disabilities and their families. One way in which we did this is by hosting our first-ever self-advocacy conference in July for people with disabilities. Our conference partners included organizations such as the University of Minnesota - Institute on Community Integration, Advocating Change Together (ACT), The Arc Minnesota, Minnesota Disability Law Center, and Minnesota Disability Justice Network.

Be on the lookout for more ways you can get involved in a broader movement led by people with disabilities—as we work together to create the collective, inclusive future that we all want to see.





**ORGANIZATION OF THE YEAR**

# Rach-Al-Paca Fiber Processing

Since 1986, the Lifeworks Annual Celebration has recognized the achievements and contributions of the people we serve and our community partners that champion diversity and inclusion. While the impact of COVID-19 resulted in Lifeworks canceling our 2020 gala, we believe it is important to recognize and share the incredible stories of our honorees.

The Organization of the Year Award is presented to a community partner or an employer committed to encouraging a sense of belonging for all. Our 2020 award winner, Rach-Al-Paca Fiber Processing, an employer partner in Hastings, uses a community-centric approach to diversify talent and create an inclusive environment. Rach-Al-Paca owner, Rachel Boucher welcomes the people we serve, young adults who are at risk, and veterans for work experiences and employment opportunities.

Rach-Al-Paca has been in business for over 15 years, turning the fleece from alpacas, goats, and other hairy animals into quality yarn. While they mostly process fiber sent in from other farms, Rachel also

shears her own animals and creates end products like mittens, rugs, and wool dryer balls that are sold in her shop.

On first glance, living on a beautiful farm in the country seems idyllic; however, taking care of the animals and manufacturing products from fiber is a lot of work, especially during Minnesota's severe winters. Work usually starts at 7:00 AM and ends at 6:00 PM.

Leandra Riley discovered Rach-Al-Paca and explored working there through a partnership between Lifeworks Employment Services and Minnesota's Vocational Rehabilitation Services. Together, with the support of Lifeworks Job Coach, Jodi Iverson, Rachel and Leandra adapted new practices and wrote guides to ensure that every detailed step was carried out to perfection.

Leandra is now one of the five employees who make up the Rach-Al-Paca team and is responsible for the initial stages of fiber processing. It is her first job.



She adores the animals, especially her favorite alpaca, Tortilla; and knowing this, Rachel makes sure Leandra has time to spend with them during the workday.

As Rachel will tell you, “[The work] is challenging, but finding the right people really makes a huge difference.”

Rachel concentrates on individual strengths, teaches life lessons, and develops skills – helping to ensure the future success of her employees. Rachel’s willingness to be flexible and modify tasks as needed has improved accessibility for all. Her efforts can be used as blueprint by other organizations, large and small, to champion inclusion.

**Learn more about our honorees:**

[lifeworkscelebration.org](http://lifeworkscelebration.org)



## 2020 Lifeworks Annual Award Honorees

Since 1986, Lifeworks has recognized the achievements and contributions of the people we serve and our community partners that champion diversity and inclusion. Lifeworks received 90 award nominations from family members, friends, employers, colleagues, and community members that were reviewed by an independent, impartial, volunteer committee who selected our five honorees.

**PERSONAL  
ACHIEVEMENT**

**Jonda Dansare**

**ADVOCATE  
OF THE YEAR**

**Amy Andrews**

**PERSONAL  
ACHIEVEMENT**

**Sean Carroll**

**STAFF EXCELLENCE**

**Fiscal Management  
Services Transition  
Team**

**ORGANIZATION  
OF THE YEAR**

**Rach-Al-Paca  
Fiber Processing**

# Music Therapy:

**INNOVATIVE TECHNIQUES FOR ACHIEVING PERSON-CENTERED RESULTS**



An interview Lifeworks Neurologic Music Therapist, Laura Steines, pictured above.

## WHAT IS MUSIC THERAPY?

Music Therapy is proven and cutting-edge method for helping people further develop their sensory, social, emotional, cognitive abilities, and motor skills.

## WHY DOES LIFEWORKS PROVIDE MUSIC THERAPY?

As part of Lifeworks holistic approach, Music Therapy is a valuable tool to support the people we serve. Thousands of scientific studies such as *The Therapeutic Effects of Singing in Neurological Disorders* (Hohmann, Rüber, Schlaug, Wan, 2010) and *Rethinking the Role of Music in the Neurodevelopment of Autism Spectrum Disorder* (Janzen, Thaut, 2018) show that people can benefit from using Music Therapy. This technique allows people to access and connect parts of their brain in a fun and productive way to achieve their desired outcomes.

## WHAT DOES THIS SERVICE LOOK LIKE?

Music Therapy looks different for every person – especially now that we provide this service virtually! Guided by board-certified therapists, some people may write songs to process emotions while others may play instruments to improve concentration or sing to increase lung function. The possibilities are limitless for what Music Therapy can look like on any given day.

## WHO CAN ACCESS THIS SERVICE?

Lifeworks Music Therapy is available to anyone who wants to further develop their abilities. We are currently accepting new participants. The service begins with completing a complimentary assessment provided by one of our therapists. The assessment determines whether the service is a good fit, specific areas to focus on, and how often the sessions take place.



## HOW DOES LIFEWORKS MEASURE THE SUCCESS OF MUSIC THERAPY?

Because Music Therapy is a scientifically-backed approach, we measure each person's growth using the objectives they've identified during our first meeting. Then we track and assess progress after each session as well as complete a formal review quarterly.

## WHAT DO PEOPLE LIKE MOST ABOUT LIFEWORKS MUSIC THERAPY?

Participants really enjoy how fun and customizable the service is. There are so many different options for developing abilities through music. It also provides an opportunity to learn new skills such as playing an instrument.

## HOW CAN PEOPLE PAY FOR THIS SERVICE?

People can pay out of pocket or using a Consumer-Directed Community Supports waiver. Some people also use other grants such as the Consumer Support Grant. The cost is \$75.00 per hour or \$37.50 per 30 minutes and payments can be made online through Lifeworks website.

## WHAT'S NEXT FOR LIFEWORKS MUSIC THERAPY?

We recently launched a Music Therapy YouTube channel (<https://bit.ly/2JVVZKv>) and are in the processing of developing more innovative ways to conduct group sessions.

## Are you interested in getting started with Lifeworks Music Therapy?

Learn more and schedule your complimentary assessment: [651-365-3773](tel:651-365-3773) | [referrals@lifeworks.org](mailto:referrals@lifeworks.org)



## MORE ABOUT LIFEWORKS NEUROLOGIC MUSIC THERAPIST, LAURA STEINES, MT-BC, NMT

Laura leads Lifeworks Music Therapy service, spearheading new program initiatives and overseeing interns. She is board-certified and received her degree in music therapy from Augsburg College in 2012. Laura completed her Neurologic Music Therapy Training through the Academy of Neurologic Music Therapy in 2019. She is originally from Iowa, but is very happy to have settled down in the Twin Cities after a few years living in the South.

She has experience working with a wide variety of populations, but really enjoys working with children and adults of varying abilities. She has worked extensively with people who have Down Syndrome, Autism, Fetal Alcohol Syndrome, and other developmental and cognitive disabilities. She is comfortable leading both individual sessions as well as groups. Laura loves using the guitar, piano, voice, percussion, and cello during music therapy sessions. She is also bilingual, having learned Spanish while living and working in Central America.





Lifeworks Services Inc.  
2965 Lone Oak Drive, Suite 160  
Eagan, MN 55121

[lifeworks.org](http://lifeworks.org) | 651-454-2732

Since 1965, Lifeworks Services Inc. has been a champion for inclusion. Lifeworks was founded by families who recognized the importance of advocacy and breaking down barriers for people with disabilities to be part of the community.

**Mission: to serve our community and people with disabilities as we live and work together.**

Lifeworks is a 501(c)3 nonprofit and an Equal Opportunity Employer.

This information can be made available in an alternate format upon request.

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