



2024 Annual Report

**Live
Abundantly!**





Inspiration

"I came that they may have life and have it more abundantly." John 10:10

Mission

To embody Christ-centered values by offering high-quality, individualized care in a family setting for adults with profound developmental disabilities so that they may live abundantly.

Vision

Adults with developmental disabilities have the opportunity to create the life they want in a safe environment where they can discover new friendships and participate in their community.



Harbor House Ministries celebrated 20 years of service in 2024. Throughout the year, we had the pleasure of revisiting many blessings shared by staff and families.

We also looked to the future as we examined new opportunities to live abundantly here and in our communities.

In this report, we'll provide a few snap shots that demonstrate the encouragement that came from being together once again and our emergence into a forward-thinking way of life.

A handwritten signature in black ink that reads "Peggy Driesenga".

Peggy Driesenga
Executive Director

A family's journey to Harbor House

One family member writes: "I had surgery that affected my hearing and balance, and I've had complications that landed me in the hospital or ER several times. All these health events led to the difficult realization that we could no longer care for our son on our own.

The director of Indian Trails camp—which our son attended—spoke very highly of Harbor House Ministries.

After three years of looking for a placement, we met the executive director of Harbor House (HHM).

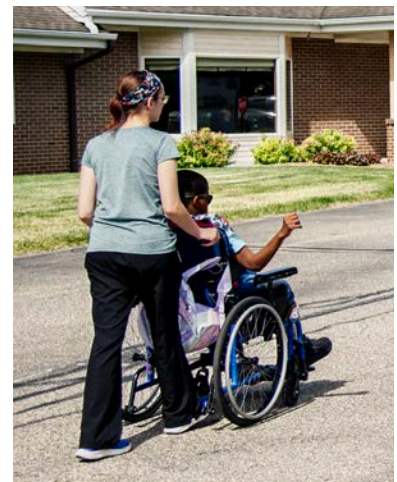
She welcomed us to Harbor House for a tour. We loved seeing Pier Place—the main activity rooms, the kitchen, the back porch—and we spent a fair amount of time in the backyard where our son enjoyed the wheelchair swing.

It was clear from our conversation that the Director was devoted to the residents, and she had pride in the staff—describing a very warm and family-supportive atmosphere. Her words showed a commitment to the disabled that we didn't see in other places. There was both care and a "can do" attitude in her which greatly impressed us.

She was also honest and matter of fact with us over the seven years on the placement waiting list. She was always kind and understanding. We had phone calls, emails, and a couple of letters back and forth. She reassured me several times, telling me that "Your son is very much on my radar," and "as soon as we have an opening, you'll hear from me."

We engaged in two school visits from HHM's Clinical Director and Home Supervisor so key staff could get to know our son's strengths and challenges. We also had a home visit so staff could learn more about our routines.

After all of that loving attention, our dream to be part of the Harbor House family came true."



Individualized care plans

At Harbor House Ministries, we value individualization. We achieve this from a clinical standpoint by creating individualized care plans for each resident.

A care plan is a document that gives guidelines to caregivers about how to provide the best care for an individual. The care plans outline how each resident lives their life including, how they communicate, how they eat, how they move around, and what level of assistance they need to do these things.

We create care plans for each individual who moves in to Harbor House. The clinical team updates each care plan yearly or as needed if there is a change in the individual's health or functional status. The annual update occurs at the resident's yearly planning meeting.

The people who attend the meeting are the individual, the guardian(s), and members from the clinical care team. At the meeting, we reflect on what the individual's year looked like, what they enjoy doing, what their goals are, and any ways we can serve them better in the upcoming year.

(Lynden Riddering, R.N., Clinical Program Director)

Person-centered activities



In June of 2024, Day Programming added daily afternoon group activities at the Cove.

Each week, staff sit down with residents and spend time talking through the next week's activities. Those who wish may individually sign up for events that sound most interesting to them.

Because these events are interest-driven (rather than held for specific homes), people are building relationships with each other across campus.



The addition of afternoon activities has also given us the chance to connect with people in our community.

- We have had wonderful musicians and artists share their talents with us.

- We have given back to others by doing volunteer work for Hand2Hand, Sus Manos Gleaners, and the Georgetown Township Library.

- And we have been able to partner with local businesses to offer events like Cardio Drumming, Music Therapy, and Dance Class.

These efforts continue to support a self-determined, abundant life!

(Kerri Adamczak, Day Program Director)

A day in the life



Residents lend a hand in the community

In 2024, Harbor House continued its commitment to give those who live here opportunities to be actively engaged as volunteers in their community. We provided several opportunities for our residents to give of themselves to the benefit of several other organizations in our area.

15 of our residents participated in volunteer opportunities in 2024. Collectively, they gave 155.5 hours to the following organizations:

- Sus Manos Gleaners – 112.5 hours
- Georgetown Township Public Library – 34 hours
- Hand2Hand – 9 hours



We support our local businesses

“The residents do a lot of unique community outings that I would never think of honestly— splash pads, beach, bowling, farm markets, movies, zoo, Kid’s Food Basket, etc. Working with this population of people and trying to better their lives with quality of care was amazing to be a part of!”

Staff comment

Here are a few of the places we like to visit. Thanks to all for being so very welcoming and accessible to all.

- | | | |
|--------------------------|-----------------------------------|---------------------|
| - Anazeh Sands Billiards | - Gemmen’s Ace Hardware | - Marge’s Donut Den |
| - Charlie’s Pool Hall | - WW Greenhouses | - Sprinkles |
| - Terry Hall Roller Rink | - Countryside | - Signatures Coffee |
| - GR Skate | - Horrocks | - Sandy’s Donuts |
| - Fairlanes Bowling | - Ed Dunneback & Girls Farm | - Maggie’s Be Cafe |
| - Woody’s Bowling Alley | - Woodland Enterprises Berry Farm | - 317 Coffee |
| - Hudsonville Lanes | - Renew Therapeutic Riding Center | - Biggby Coffee |
| - Spectrum Lanes | | - Starbucks |

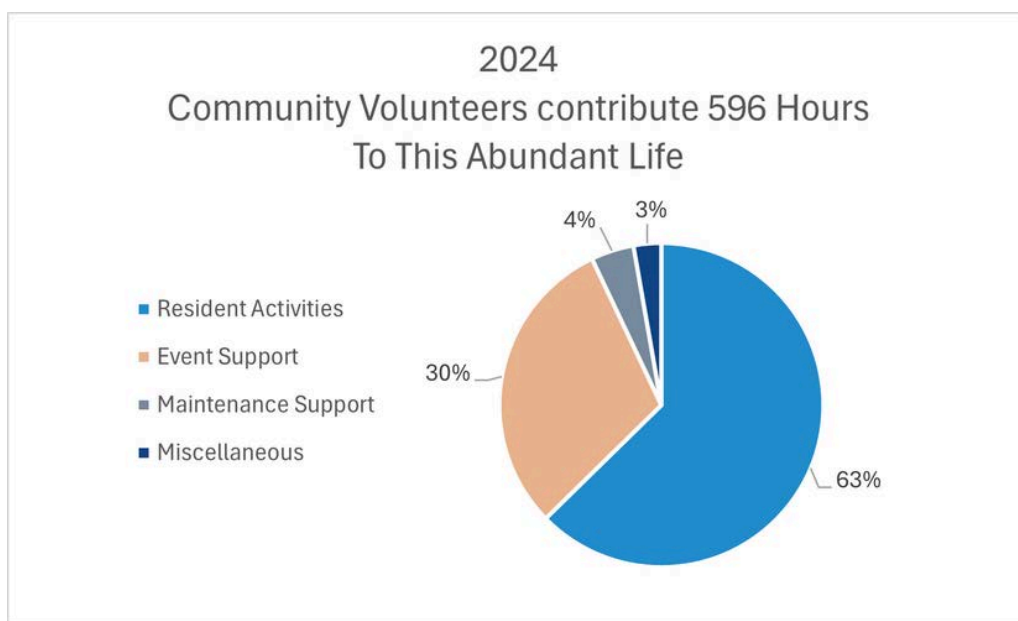


The community lends a hand to us

Volunteers are helpful in both day-to-day life and special events here at Harbor House. While our staffing ratio of 2 or 3 residents to 1 staff is phenomenal, the added help of a volunteer makes activities and events even more individualized. But above all, the biggest benefit of volunteers is the friendships and community that they bring to the residents of Harbor House.

Some of our volunteers join the residents in the community on outings and as Adventure Assistants while others share their wonderful talents with us on campus—from organizing the pool room, to weekly coffee and games, to performing with a musical instrument, or even hosting a class on watercolor painting. Others keep our grounds beautiful so that those who live here can enjoy the outdoors in a lovely garden-like atmosphere. Our volunteers are amazing! And they soon come to know that Harbor House is a wonderful place to be!

(Keri Adamczak - Day Program Director)



The people it takes

For the first time, Harbor House ministries worked with a recruiting consultant in hopes of bringing new insights and a broader reach as we sought to fill several higher level positions. Unfortunately, the consultant ran into some of the same hiccups that we've experienced. He noted: a 25% success rate in scheduling an interview, a 33% success rate in getting those contacted to show up for an interview, difficulties passing a criminal background check or a drug test And the inability to get references. He suggested moving forward with pushing our visibility in the community and on social media as well as pushing an employee referral program.

Finding just the right person is difficult. We ask them to respect our faith-based values, put the needs of the residents ahead of their own needs, and sacrifice many of their weekends and holidays in order to make sure that we are at optimal staffing levels as well as engage in opportunities to live abundantly.

So, when we find that super candidate, we want them to know we appreciate their dedication and acknowledge their sacrifices. How do we do this?

- Flexible scheduling options
- Competitive pay rates with
- Paid training opportunities
- Bonuses for referrals and extra shifts
- Rewards for attaining goals
- Flex spending accounts
- A robust health care package
- Life insurance and short-term disability payments
- 401K matching



We also recognize the impact that the support of our guardians, families, volunteers, and community partners has on overall morale. Recognition from each of these allows us to demonstrate our gratitude through food, gift cards, notes of encouragement, and verbal praise and respect for the processes of care.

We utilize several resources for recruitment: Indeed, College job fairs, Handshake, Social Media, and Community networking posts. In 2024, we utilized LinkedIn more rigorously as we worked with a recruiter for some of our upper level needs. All of these efforts resulted in 73 new hires.

- 33 employees were retained beyond their first year and still work here.
- 9 new hires stayed for more than 6 months, but not for a year.
- 21 new hires did not reach the 6-month mark.

“The community at large has been very supportive....This place was built by the love of the community.”

Comment from a former staff and board member

Training for excellent care

At Harbor House, every employee completes foundational training through Ottawa County Community Mental Health (CMH) when they begin working with us. These trainings are then refreshed annually to ensure staff remain informed, skilled, and aligned with best practices in care.

While each training plays a vital role in staff development, two core classes are especially worth highlighting: Person-Centered Planning and Self-Determination, and Recipient Rights.

Person-Centered Planning and Self-Determination are online trainings focused on understanding and honoring the unique preferences, goals, and needs of the individuals we serve. It enhances each staff member’s ability to effectively implement the Individual Plan of Service (IPOS). This is crucial because when support is truly individualized it not only improves outcomes but also reinforces dignity, choice, and meaningful engagement in daily life.

The Recipient Rights training, which staff complete and recertify in annually, is equally essential. This course educates and reminds staff about the fundamental rights of every resident—including the right to safety, respect, privacy, and freedom from abuse or neglect. By centering these rights in our daily work, we create a culture of accountability and advocacy, where residents feel empowered and protected.

Through ongoing training, Harbor House ensures that staff are not only equipped with the skills they need but are also continually grounded in the values that define compassionate, person-centered care.

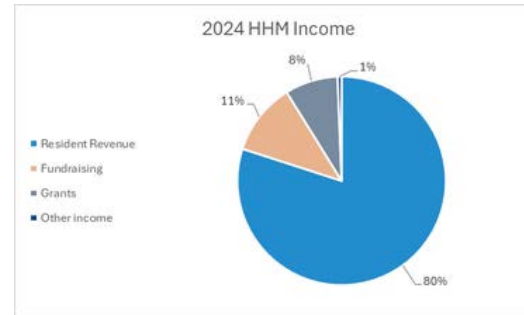
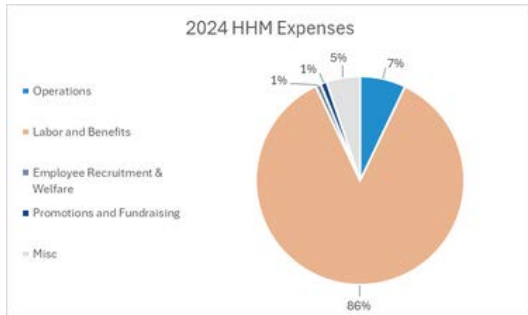
Lisa Bowyer (Training and Development Manager)

In 2024, 48 new hires completed 4,992 hours of training and
71 current staff members completed 284 hours of training.

Abuse Awareness	Introduction to Human Services
Appeals and Grievances	Limited English Proficiency
Corporate Compliance	Mandt
Covid Video	Med/Health Demo
CPR	Medication Administration and Monitoring
Cultural Compliance	Medications: Types, Uses, and Effects
Diabetes Video	Nutrition and Food Safety
Emergency Preparedness	Person-Centered Planning and Self-Determination
Emergency Procedures	Preventing Disease
Fire Drill/Evacuation Training	Recipient Rights
Health and Wellness	Sexual Abuse Module
HIPAA	Standard Precautions
In-House Mobility	

Each year Harbor House relies on several income resources to meet its budget.

Each year the Harbor House Board of Directors sets a budget and relies on a combination of revenue streams to cover that budget. Dollars come from contractual insurance coverage for care, millage grants, and grassroots fundraising efforts. In 2024, 95% of our expenses were related to care but only 80% of the funds we secured came from insurance coverage. That left a 20% deficit to cover the actual costs of the high standard of care we hold here at Harbor House.



A few of the grassroots efforts we make are described below.

Our annual Celebration Dinner was well received by 265 guests. Video presentations from our founders and some of the adults who live here were received with heartfelt gratitude for the ministry of Harbor House. Several of our residents capped off the evening with a dance performance set to "My Friends May You Grow in Grace" by Timothy James Meaney. All of this was inspiring and a reminder of the love and care we have received and given over 20 years at HHM. \$36,970 was raised that evening for the general fund.

In honor of HHM's 20th anniversary, past and present families and staff were invited to join their "home" of origin for reunion picnics. Various staff groups and volunteers gathered with those who have served over the years. Everyone recalled warm memories and encouragement for a strong future. \$1,292 was raised for the general fund.

The annual Move-a-thon brought in a record number of volunteers (26) and \$2,020 for the general fund.

For the first time, Harbor House invited its neighbors within a 2 mile radius to join us for a Fall Festival. Over 200 people enjoyed food, crafts, games, and fellowship and relationships were cemented for the future of HHM. \$521 was raised for the general fund.

Other fundraising efforts:

- Sponsorships - \$3,000
- In Kind donations - \$10,333
- New Van purchase - \$100,000

Launching the Future Campaign - \$102,299

Communications for fund and friend raising

- Bi-annual Newsletters - \$1,755
- Year End Appeal - \$172,793



Board of Directors

Leslie Brown (President)
Chelsea Brown (Secretary)
Chuck Schipper (Treasurer)
Kelli Kruithof
Bob Poll
Gary Oom
Thomas O'Rourke
Ken Puzycki

Major operational goals achieved

In 2024, a remodeling project was completed in two of our homes—Pier Place and Anchor Place. The renovations have improved accessibility and created a safe, clean, organized, and comfortable environment for those who live here.

Also, Harbor House Ministries worked with a marketing firm and website design team to create a fresh and engaging new brand. The biggest change was expanding the focus of our website beyond its efficacy for residential inquiries to include information and avenues for those who wish to participate in the ministry of HHM via joining our staff, volunteering, or donating to our mission. We also turned outward by providing a resource page for those whose needs cannot at this time be met by HHM.

The Board of Directors at Harbor House Ministries is asking, "How would God have us step into this particular community of need in the future?"

Following a strategic plan

The Board of Directors has met the goals of the strategic plan that was set in 2023.

Goal 1: Revamp the Board with a goal of strategic growth to become younger, more vibrant and active within the organization, well informed and following best practices.

- Review and update By-Laws
- Complete board matrix
- Form appropriate committees
- Develop new board member orientation
- Provide board training opportunities to current and new board members

Goal 2: Create a marketing/digital media plan to create awareness for the mission and impact of the organization, as well as to celebrate the culture and employment opportunities to find new staff.

- Create, formalize and form a Marketing Committee
- Create an annual marketing plan
- Explore feasibility of new marketing staff
- Research cost of digital sign

Goal 3: Increase annual revenue by at least 25% through a more diverse stream of revenue from multiple sources, with a focus on fundraising and grants.

- Research and explore new foundation grants
- Create fund development and annual strategy
- Create a public relations/marketing calendar
- Increase individual donor numbers
- Explore program expansion focused on new & diverse streams of revenue
- Negotiate per diem payments



Live Abundantly

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