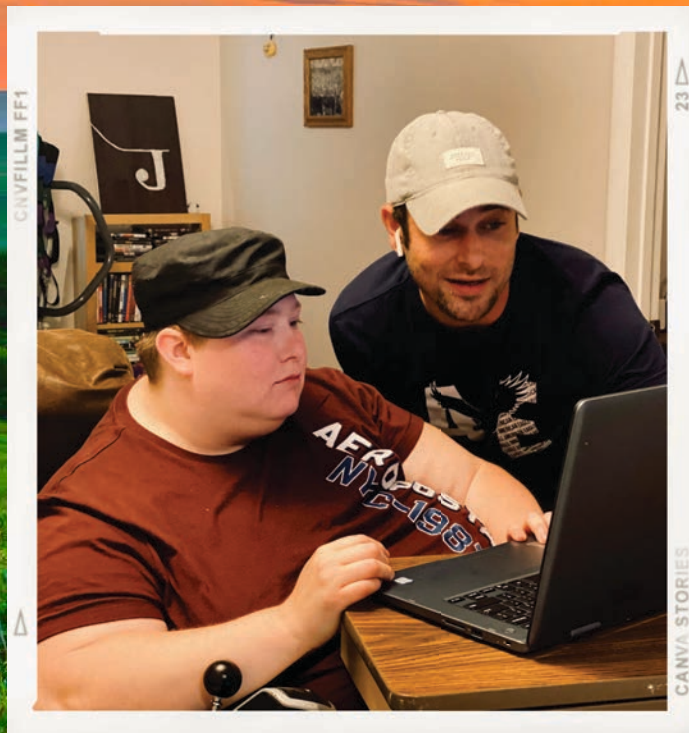


Together



2020 YEAR IN REVIEW

OCCK, Inc. has spent the last 50 years learning about what rural Kansans care about. In 1970, a small, passionate group of Kansas parents came together to initiate services in their communities for their sons and daughters who at that time had no services. They founded the Occupational Center of Central Kansas, known today as OCCK, Inc. That small start began a 50-year journey of services to the people and communities we care about, with expansion throughout our nine county region.

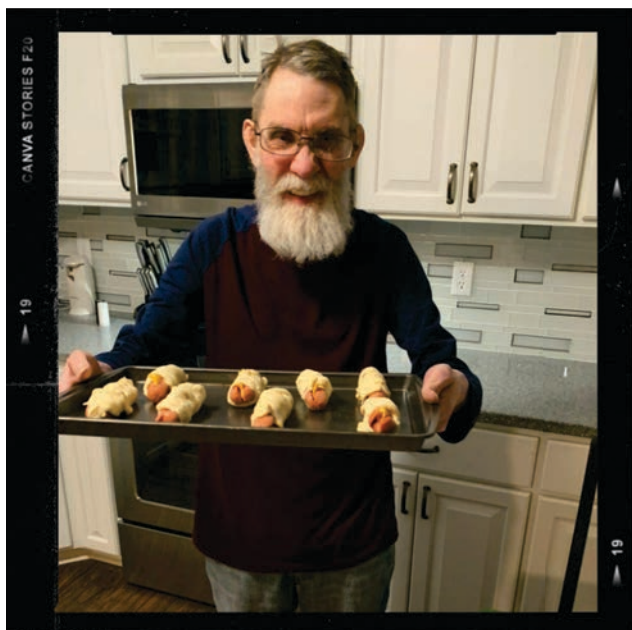
In 2020, the world stopped for a minute, and everything changed, but our OCCK community came together like we always have. We didn't change our focus: people. People being independent. People being successful. People in crisis. People living their lives.

We worked with people, for people, to keep people in their homes and in their communities, and this helped people in north central Kansas stay strong and vital in the midst of a global pandemic.

Together we took action. Together we adjusted. Together we moved forward. Together we worked harder. Together we made 2020 a year to remember.



Independence



We have a 50 year history of being committed to independence.

Since opening our doors in 1970, OCCK has been facilitating partnerships and relationships with people with disabilities, families, communities, businesses, social service agencies and more. These relationships allow us to focus on what people need to succeed in all aspects of life.

Independence is so much more than you think. In 2020, we all found some of our independence compromised, and we worked harder than ever to provide solutions, build relationships, and use technology to continue to empower our employees and our customers.



Providing Solutions

Solid in our foundation, our resources, our training, our abilities, and our relationships, OCCK is able to do what is necessary when it is necessary. We know how to provide solutions.

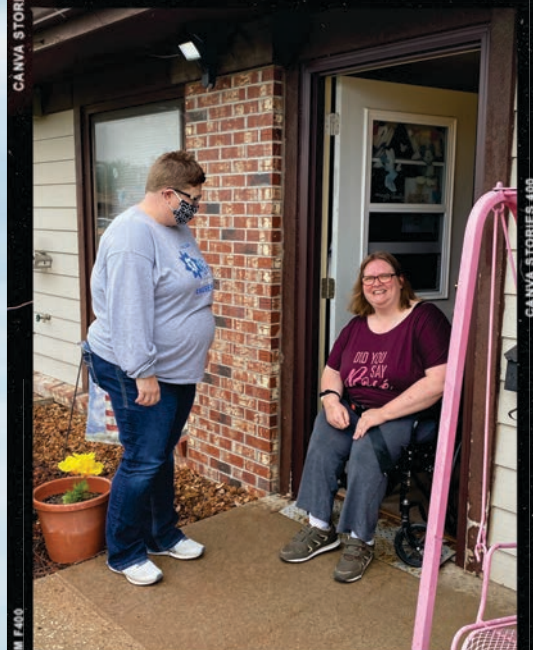
That was no more evident than in 2020. We know it's important for people to continue receiving services, especially in a pandemic.

Our teams took action. We volunteered, delivered medicines, purchased internet service, provided solutions that didn't exist before.

We worked with kids and families. We expanded our Infant/Toddler program into new counties. We developed an Autism program to provide even more services.

Our Risk Manager worked to secure and distribute PPE that helped to keep people safe. All across the organization, services were continued and even increased.

We continued to push boundaries and provide cutting edge services to those in need. We learned how to do business differently, how to support people differently.



Building Relationships



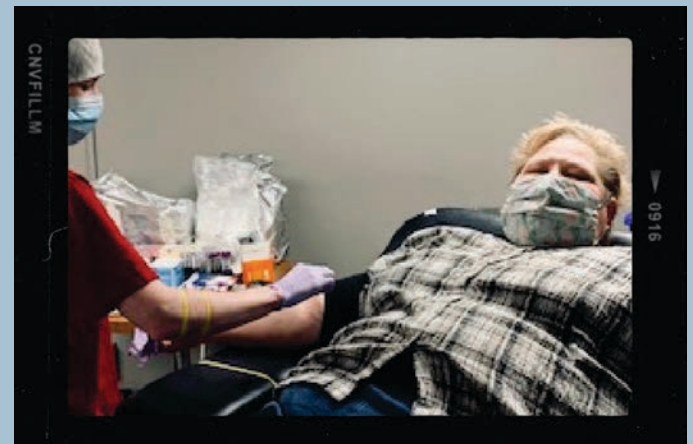
2020 provided extra opportunities to build relationships. We took advantage of those opportunities to make all of our communities stronger. We worked with families, schools and other local agencies in ways we never had before.

We continually worked through the pandemic to support our communities where we live and work. We helped with different needs, including getting groceries, holding food drives, providing transportation and donating masks and supplies to schools.



The Financial Management Services department took the lead on several community projects, including working with the Salina Public Library, delivering fans, and passing out fresh produce, milk and dairy products.

We became a leader with the Red Cross by holding community blood drives in both Salina and Concordia, collecting more than 400 units. We practiced social distancing, used masks and checked temperatures. We received a Certificate of Outstanding Service and an honorary badge from the President/CEO of the Red Cross.



Introducing Technology

2020 gave us the opportunity to look for new ways of working with customers across all areas.

We implemented telehealth services that allow our nurses to connect with patients virtually.

We provided opportunities for our customers to connect through iPads and other devices with family and friends through a variety of resources including Facebook Portal, and FaceTime.

We invested in new ways of cleaning our vehicles in order to keep drivers and passengers safe.

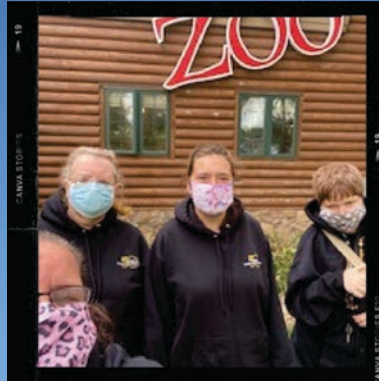
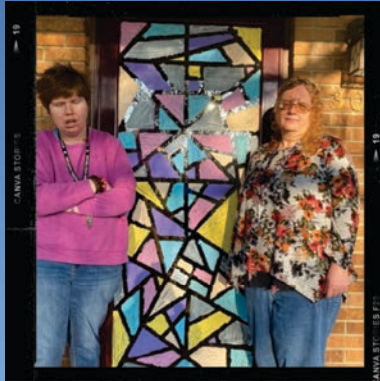
We implemented new programs within HR and the Business Office to give employees easier access to payroll and benefits information.

The Solution Outreach Center increased its Durable Medical Equipment inventory during COVID in order to serve more people.

Many of our team members worked from home thanks to tools updated from the IT department. And we held many meetings with customers and employees through online options such as Zoom and GoToMeeting.



Empowering People



We found creative and unique ways to serve customers and adjust to changing policies and expectations across all departments, but we also worked to keep activities and normalcy as much as possible. We worked on art projects and took trips. People made choices for themselves.

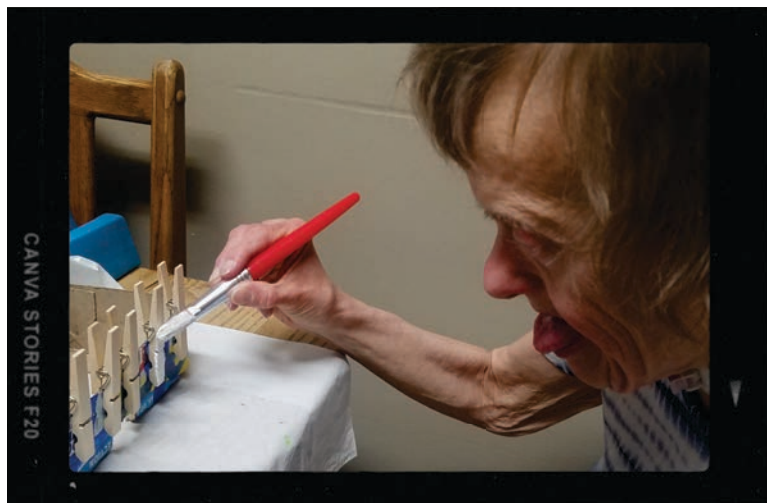
Advocacy work became even more important in helping customers navigate complicated situations, especially in Workforce Solutions. They developed key strategies for finding jobs in a changing market and maintained key relationships with employers who were under enormous stresses.

We provide training to people around how to care for themselves within a pandemic. Our InMyHome Home Health and Home Care departments continued to provide services to people in their homes, including nursing, therapies, chore services and companionship.

We also continued our work serving those with Alzheimer's, dementia and brain injuries.

Social media was a key way for communication and managing the stress of the pandemic. We shared resources, information and fun in a time when it was most needed.

More than you think

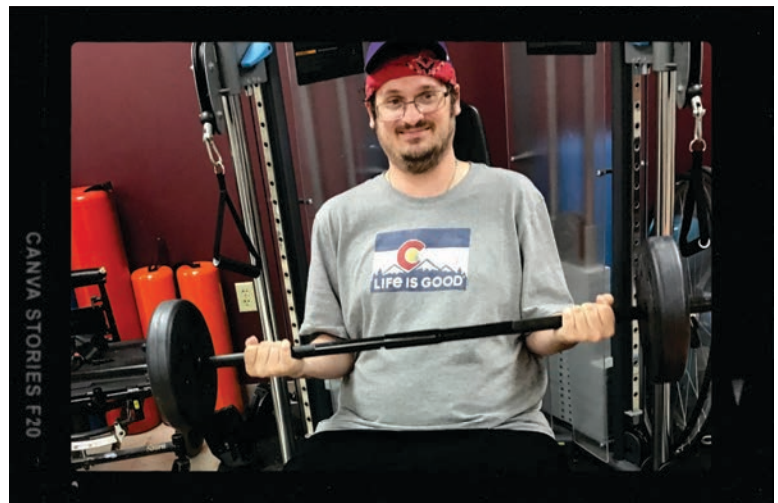




Did you know? OCK touches thousands of lives in any given year across our nine county main service area. We have offices in Salina, Abilene, Beloit and Concordia that provide services for any age group, and any type of disability.

We provide Independent Living, Residential Living, and Day Services, as well as Autism, Brain Injury, Home Care and Home Health, Infant/Toddler, and Public Transportation, just to name a few. You can also count on us for Supported Employment, Financial Management Services, as well as Case Management and assistive technology through our Solution Outreach Center.

To find out more about everything that we do, visit our website at www.ock.com or follow us on Social Media, including Facebook, Instagram and Twitter.



OCK employs more than 275 people in north central Kansas. We strive to hire the best and our team is built on compassion, dedication and hard work.

Our Board of Directors, Gina McDonald, Jane Foltz, Steve Phillips, Jon Starks, Julie Lemons, John Reynolds, Sherri Barragree, Lance Gustin, and Dusty Moshier, provides clear leadership to we can continue to grow as a vital part of the communities we serve.





We are committed to our mission of service to our customers, service to our communities, and responsible financial management.



We value:

- people gaining skills
- getting people information and training so they can make informed decisions
- good customer service
- key partnerships in the communities we serve
- facilitating lasting services that meet the needs of residents

Equality for all people can be achieved when we all have the opportunity to work and fully participate in the community in which we live. We are advocates for all the people we serve.





Serving north central Kansas
with offices in Salina, Abilene, Concordia, Beloit
785.827.9383
www.occk.com