

COMMUNITY IMPACT REPORT 2020



A LETTER TO THE COMMUNITY

Dear Friends,

Although 2020 presented its share of challenges, Team Origami embraced it as a year of learning, adapting, and leading. Despite the adversity we encountered, we remained committed to our mission to create opportunities and transform lives. No matter how great the challenges before us, we persevered because of our team's strength, our supporters, and those we have the honor of serving.

We are thankful to bring you the remarkable strides in the recovery and outcomes of those we serve through the uncertainties of the past year. To highlight a few ways in which we navigated and created opportunities from these uncertainties were in client and employee safety, financial sustainability through grants and federal programs, and increasing service access by serving a record number of individuals through telehealth services. We did all of this and more, all while implementing exciting strategic plans to further our mission by expanding our physical space and services in the coming year.



One key phrase that surrounded our team this year was "finding your why." Throughout the pandemic, this mantra allowed Team Origami to find a special place within all of us. A place of connection in a suddenly virtual team environment. We worked together, defining our collaborative "whys," keeping morale high and the commitment strong – together. With great pride, many found their whys related directly back to our organizational core values. So, as our team celebrated the individual, inspired excellence, served with integrity, and led with passion – they did so in honor of their "why." Together we learned that when you lead with your core values on the horizon at all times, you can overcome adversity and make great things happen.

As we bid adieu to 2020, we are humbled and inspired by the continued support of our loyal partners, the unyielding generosity of our devoted sponsors and donors, the unending commitment of our tremendous staff, and the unparalleled service of our dedicated Board of Directors as we live out our mission to create opportunities and transform lives, one day at a time.

With sincere gratitude,

Tammy Hannah
President & CEO

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2020 HIGHLIGHTS

- Despite the unique challenges in 2020, Origami admitted 303 clients, and served 652 clients across its continuum of care
- \$340,144 total revenue for donations and grants through fund development initiatives
- Implementation of HIPAA compliant electronic signature software for secure e-signing of client paperwork and business contracts
- Implementation of HIPAA compliant virtual face-to-face software for secure meetings and telehealth services
- Continued to garner community-wide support as a charity of choice for the Izzo Legacy Race
- 42 professional presentations were provided in the community on neurological dysfunction by Origami team members
- 133 employees as of year-end 2020

- New specialty service additions for 2020 included Post-COVID Rehab, Pelvic Health, Dry Needling, and Osteopathic Manipulative Medicine
- New enhancement services for 2020 included Dysphagia Rehab and Neurosensorimotor Reflect Integration
- Origami was awarded the Payroll Protection Program through the federal CARES Act
- President and CEO, Tammy Hannah celebrated 20 years with Origami
- Cloud-based Microsoft 365 implementation project was launched
- Satellite outpatient clinic business plan approved by board of directors
- Tom Judd, Director of Quality Assurance, was named President of the Michigan Brain Injury Provider Council (MBIPC)

AMY, ORIGAMI CLIENT



"Nobody ever thinks that something like this will happen to them. The impact it has not only on you as a person, but on your entire family is why I'm so thankful I had all the resources I did."

AUTO INSURANCE REFORM UPDATE

In June 2019, Michigan Legislature passed vast and sweeping changes to the state's auto no-fault law. These changes to the existing law fundamentally changed how the Michigan no-fault insurance system operates and will affect every resident in the state, especially those that need services like Origami provides. These changes bring concerning questions about how the injured in our state will access treatment. Although there were no substantial legislative or legal amendments to

Public Act 21 of 2019 (auto insurance reform) in 2020, Origami maintained a high-level involvement through coalition partners (i.e. Coalition Protecting Auto No-Fault, Michigan Brain Injury Provider Council, Brain Injury Association of Michigan). Sustained efforts included working tirelessly on advocacy for a legislative fix to the fee schedule that will adversely impact access to care for post-acute services and residential programming. These efforts are ongoing into 2021.

20 YEARS OF CREATING OPPORTUNITIES & TRANSFORMING LIVES



This year, President & CEO, Tammy Hannah, celebrated her 20th work anniversary at Origami. Tammy attended Saginaw Valley State University, where she obtained her degree in Occupational Therapy. In her final year of school, to determine her final fieldwork placement, she and the other students drew names out of

a hat. The piece of paper Tammy selected had the name Origami Brain Injury Rehabilitation Center on it.

Tammy started as an intern at Origami in 2000, and before completing her internship, she was offered Origami's first full-time therapist position. In that role, Tammy's innovation, creativity, and drive propelled her career and Origami's fast-paced growth. In her twenty years, Tammy has continued to move up, holding several titles including Rehab Manager (2003), Director of Rehabilitation & Co-Executive Director (2004), Executive Director (2014), President & CEO (2018).

Under Tammy's leadership, the organization has seen significant growth, going from 30 to 130+ employees. She has set Origami on an unprecedented growth track, not only for the number of employees but also for achieving a record number of clients and revenue. In recent years, some of Tammy's most significant accomplishments include spearheading a \$4.28 million expansion of Origami's facilities (expanding the number of clients served by over 100%), developing and growing an Unfolding Potential Fund that exists to allow Origami to provide grants to under-and non-funded brain injury survivors, as well as address urgent needs for existing clients. With Tammy's persistence and leadership, donations have increased by 891% since 2013.

Those who know Tammy know she is a tireless advocate whose personal "why" is a focal point in all that she does. Tammy's "why" and advocacy efforts began at a young age, starting with her older brother, who has cerebral palsy.

Read more on Tammy's career and exciting 20 year milestone here: OrigamiRehab.org/TammyHannah20Years



INTRODUCING ORIGAMI'S CORE VALUES

In 2020, Origami set out to establish its organizational core values. As a values-centered organization, finding the "spirit of Origami" was a very intentional discovery process with a remarkable outcome. A diverse team from across the organization, as well as stakeholders, partners, donors, and others joined together to create our first-ever core values that will continue to guide our work throughout the years.

Celebrate the Individual.

We believe in everyone's inherent value and their right to dignity, respect, privacy, and compassion. We embrace individual contributions, perspectives, and ideas through inclusive decision-making. We honor diversity and recognize that everyone's life experiences are unique. We are committed to supporting equity through fair treatment including opportunities for growth, validation, and empowerment.

Inspire Excellence.

We influence the advancement of rehabilitation by fostering unique partnerships, investing in education, and sharing our expertise. We champion the right to a meaningful life by creating outstanding outcomes and expanding access to care. We challenge each other to excel in creative innovation and self-leadership. We nurture greatness through encouragement, recognition, and gratitude.

Serve with Integrity.

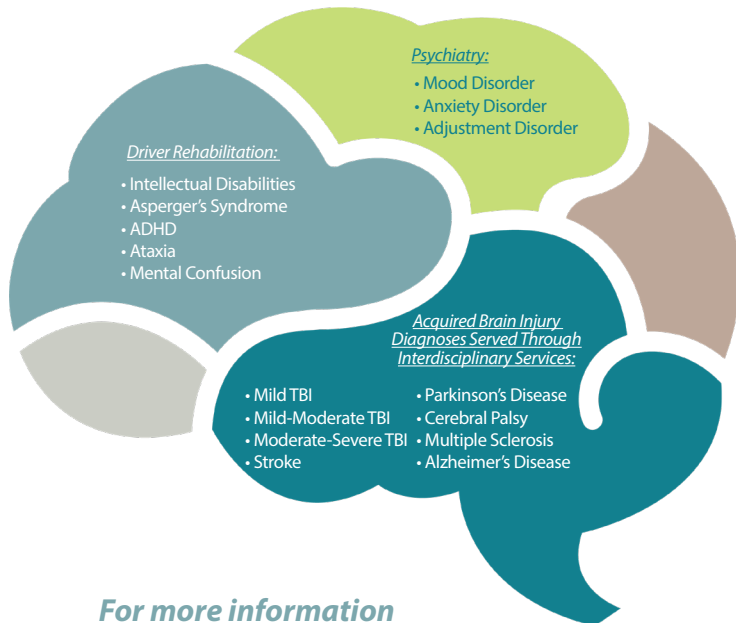
We develop sincere relationships that promote well-being through uncompromising ethical principles. We build accountability into everyday culture through shared ownership of responsibilities and transparent business operations. We cultivate trust through honest communication, commitment, and actions.

Lead with Passion.

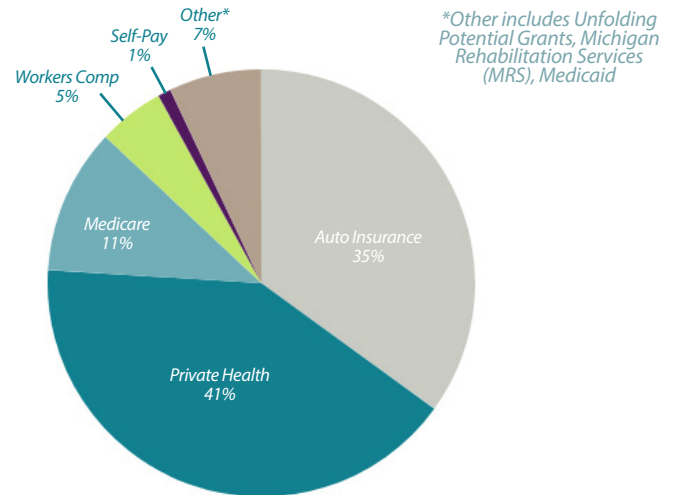
We infuse genuine enthusiasm into every interaction. We make an impact through dedicated service and advocacy for our community. We invest in the positive and transformative experiences of the people we serve. We manifest our shared purpose with resolute initiative and collective pride.

2020 OUTCOMES

OUTPATIENT PROGRAM DIAGNOSES SERVED



FUNDING SOURCE BY ADMISSION



For more information
on program outcomes, visit:
origamirehab.org/outcomes-research



Sometimes support comes in the form of volunteering, and sometimes support comes in the form of financial gifts. Sometimes support comes in the form of in-kind donations for special events or needs or a special request. Sometimes support comes from all of those avenues all at once. One thing is for certain... support always comes from the heart.

This is true in the case of one of Origami's first supporters. Susan came to Origami years ago and began volunteering one on one with one of its long-term residential clients, Mary. With their combined love of Yahtzee, music, bowling, and MSU – their friendship blossomed.

Susan's life outside of Origami disappeared when she came to visit Mary. She says, "Mary was always smiling and happy. My life stressors were nothing in comparison to her life's disadvantages. That lady was my sunshine on a cloudy day."

I was supposed to be there for her, but in the end, she was there for me. She taught me so much more than I ever learned from any research, instructor, or expensive textbook." Sadly, Mary passed, leaving an empty space in Susan's heart, but she remains grateful for their shared memories.

Years later, Susan continues to volunteer, brings birthday treats for all Origami residents each year, drops off individually wrapped holiday gifts, and has joined our Unfolding Potential Fund Society as a very generous financial donor, as well.

Not only does Susan bring joy to our residential clients' hearts when she visits and celebrates with them, but through our giving society, she has also provided funding assistance that has helped Origami provide care to many individuals that would have otherwise gone without.

***"That lady
was my
sunshine
on a
cloudy
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A famous quote reads, "the true meaning of life is to plant trees under whose shade you do not expect to sit." At Origami, we are grateful for every "tree" that has been planted and for every person that helps to further our mission of creating opportunities and transforming lives.

THANK YOU TO OUR UNFOLDING POTENTIAL SOCIETY

Michael and Ellen Andary
Greta Wu and Ernest Betts
Bryan and Amanda Carr
Jason and Sandra Cox
Robert and Lynette Davison
Larry Cinciosi and Scott Derthick
Bill and Glynis Fenn
Jeffrey and Margaret Frey
Norman and Kate Hamann
Eric and Tammy Hannah
Scott and Chanin Heise

Paul and Whitney Jaques
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Robert and Rebecca Leahy
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*Origami Brain Injury Rehabilitation Center is a 501(c)(3) private, nonprofit organization
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