



CAPABILITY STATEMENT



listencenter.org

Who Are We?

LISTEN is a North Dakota based nonprofit organization dedicated to providing quality services for individuals with intellectual disabilities, fostering independence and inclusion. Our mission is to offer opportunities that enhance self-direction, operating under the belief that everyone is valuable and deserving of the same choices, opportunities, and responsibilities as all members of society. With a rich history dating back to 1970, LISTEN has evolved from grassroots efforts to a multifaceted organization offering family

support services, day programs, residential support and a Drop-in Community Center that offers low and no cost recreation, leisure, and educational activities open to people with disabilities and the general public. Our new facility, opened in 2022, signifies our commitment to continuous growth and provides a state-of-the-art accessible and user-friendly building for people with disabilities and the staff who support them, raising the bar on accessible services and spaces in our community.



What Do We Offer?



Inclusive Community Support

LISTEN excels in providing integrated and inclusive community support for individuals with intellectual and developmental disabilities.



Personalized Day Services

Our focus on personal growth, health, safety, and community involvement drives effective and individualized day services. Residential Support: LISTEN is a leader in offering residential services, promoting independence through personalized care plans, companionship, and community engagement.



Family Support

We understand that families rely on community providers like LISTEN to support their children and loved ones with meaningful experiences and community relationships. LISTEN puts friendships and community activities at the forefront of our family support services.



Fully Accessible and Inclusive Drop In Community Center

Our community center is one-of-a-kind and promotes a wide variety of activities and programs centered around fun events that educate and promote social connections and provide a sense of community and belonging for people with disabilities and all individuals who are a part of the community center.

What Have We Achieved?

“Over the last 10 years, LISTEN has successfully improved the lives of 1,815 individuals with intellectual disabilities through its innovative community-based programs.”



We are committed to giving back to our community. LISTEN has partnered with organizations for many different volunteer roles. We deliver Meals on Wheels for the Altru Hospital, volunteer at Circle of Friends Animal Shelter, volunteer at United Way with the Backpack Program and Kids Closet, volunteer at the Salvation Army with bell ringing. We volunteer at St. Joseph's handing out meals for the Summer Lunch Program, Safe kids with flyers, and Empire Arts Theatre.



LISTEN has established successful collaborations with local community civic and social groups, educational institutions, and other healthcare providers. LISTEN has hosted a variety of meetings and been a part of the following group meetings: Grand Forks Lions Club, South Forks Lions Club, Sertoma Club, Retired Teachers Association, Greater Grand Forks Young Professionals, Rotary Club, Optimist Club, Grand Forks Public Schools Special Education Collaborative, Grand Forks Human Rights Consortium, Grand Forks and East Grand Forks Law Enforcement, UND School of Medicine, UND College of Education & Human Development: Rehabilitation and Human Services, Riverside Elementary School, ND Ballet School, DakMinn Blood Bank, Community Violence and Intervention Center, Empire Art Theatre, and several physicians, psychologists, and therapists in the community.



Over the years, LISTEN has made a meaningful impact on the lives of individuals through personalized residential support services, fostering independence and enhancing overall well-being. LISTEN is committed to admitting people who have been given notice of termination of services from other community providers and admitting people at risk of having to move to a nursing home due to increased health and safety needs, ensuring that all people maintain the right to community engagement and support.



Established the new LISTEN Center, a state-of-the-art building that caters to the needs of individuals with intellectual disabilities and that meets the highest standards of accessibility. Unveiled the new LISTEN Center in a grand opening ceremony with over 1,000 people from the community in attendance.



Implemented a strong initiative to appreciate and support Direct Support Professionals and currently have a 20% turnover rate compared to industry average of 45%. Down from 89% in 2018.

What Makes Us Unique?

Person-Centered Approach

LISTEN differentiates itself through a person-centered approach, tailoring services to the unique needs and aspirations of each individual.

Community Integration Advocacy

Our organization stands out in advocating for community integration, challenging traditional models to create opportunities for individuals with intellectual disabilities to actively participate in community life.

Servant Leadership

LISTEN is dedicated to growing strong leaders in our organization. We have invested in professional development and training for our frontline supervisors, managers, and directors. We believe that showing all staff the utmost respect promotes accountability for a high standard of service and interaction for everyone who chooses to receive support from our organization.

At LISTEN, we don't just provide services; we empower individuals to lead fulfilling lives. Our commitment to inclusivity, personalized care, and grant readiness, positions us as an ideal partner for organizations seeking impactful collaborations in the realm of intellectual disabilities support.

Marissa's Story



Marissa Daignault, born in Roseau, Minnesota, faced early challenges with cerebral palsy and deafness. Throughout her schooling, her mother Darena struggled to find adequate support for Marissa's needs. After moving to various schools and service providers, Marissa's behaviors worsened, reaching a peak with her previous residential provider discontinuing their support with no notice.

Fortunately, Listen stepped in, offering Marissa a lifeline. With Listen's dedicated staff, Marissa underwent a transformative journey. Transitioning to Listen's residential services, she received personalized care, including a new psychologist and medication regimen. Marissa flourished under Listen's support, gaining independence, losing weight, and engaging in new experiences like a trip to South Dakota.

Through Listen, Marissa found happiness and comfort, developing newfound independence in daily tasks and even being able to sit in the front seat during drives—a significant milestone for her. Despite her challenges, Marissa's spark for life shines through, described as funny, lighthearted, and resilient by peers. Listen's person-centered approach has granted Marissa the freedom and support she deserves, allowing her to live independently and thrive.

“It was hard for Marissa to trust with everything she had faced in the past, but Listen put the work and effort into building that trust and showing her that they would stand by her and want the best for her. Not able to speak for herself, Listen was there to do what they do best and listen to the needs of those under their care.”

Jeffery's Story



Jeffrey's smile could light up a room, but behind it resided a darkness born from years of abuse in his childhood home. Growing up in York, Pennsylvania, the place meant to be his sanctuary became a battleground. He faced emotional, physical, and sexual abuse, leaving deep emotional scars. Despite this adversity, Jeffrey possessed a gentle soul and a yearning for connection. However, his struggles with communication and social interaction made forming bonds difficult.

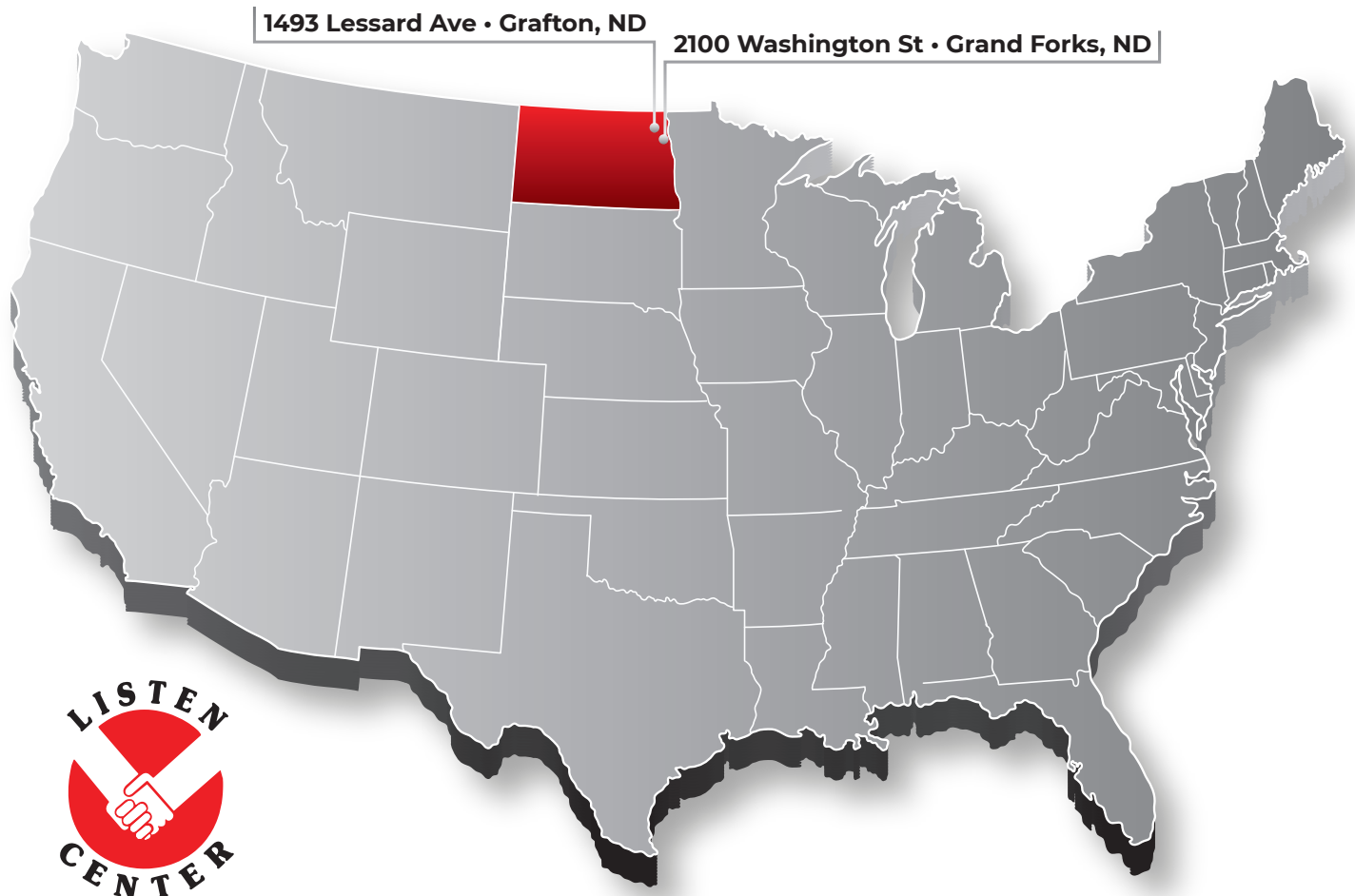
In 2022, seeking a brighter future, Jeffrey moved to Grand Forks with his cousin Dawn. The journey was arduous, filled with setbacks and moments of despair. His inability to express emotions and manage anger led to a violent incident with a housemate. The aftermath was devastating. Arrested and facing legal consequences, a frightened and confused Jeffrey found himself homeless and alone.

A beacon of hope emerged in LISTEN, a center for individuals with disabilities. Their compassionate staff member provided temporary shelter and helped Jeffrey navigate the complexities of his situation. With unwavering dedication, they worked tirelessly to establish services for him. This marked a turning point. Now residing with a LISTEN staff member's family on a farm in St. Thomas, a place he considers his true family, Jeffrey is learning new skills and preparing for independence in an apartment with friends.

Trust issues and anxiety lingered, but Jeffrey is making progress. He's building friendships, learning to trust again, and finding joy in life's small victories. His support team's perseverance and dedication are paving the way for his healing and self-discovery. His story is a testament to the transformative power of compassion, understanding, and support. It proves that with the right help and unwavering belief, anyone can overcome immense challenges and forge a path towards a brighter future.

Where Are We Located?

The new LISTEN Center is located in Grand Forks, ND while the residential center is located in Grafton, ND.



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