

*dream...  
plan...  
achieve!*

July 1, 2017 to June 30, 2018

## LifeWorks for Ken

At 65 years old, a major life change probably wouldn't come easy for anyone. Imagine living in Ohio your entire life and then being told you need to leave all that you have known to move to Iowa. This was the difficult decision that Ken Reed and his family needed to make in 2011. Ken grew up in Ohio with a loving family that supported him as he experienced several life changing events. When he was a child Ken's family didn't know if he would survive when he had the measles and his temperature reached 107°. Later on, Ken was in a severe motorcycle accident. Despite all of the challenges that might have deterred Ken from living a full life he held several jobs over the years until he reached retirement age; he has been married; he has a son, who he sees several times a year; and he has many friends. Ken says that it was difficult moving to Iowa and that it was hard moving into a LifeWorks home. He longed to go back to what was familiar, but in his heart he knew he needed more support. Today Ken lives with four roommates in a home that he says he doesn't want to leave. He has his cat, Harley, who he shares with everyone. He considers all of his roommates like family. Ken also attends LifeWorks' Day Habilitation programming, enjoying time socializing with others and getting to know more about his community. He says that Day Hab gives him something to look forward to, since he's retired. Some of the things Ken enjoys are staying active by doing things with others; spending time with his girlfriend, who he admires; and having roommates and his cat, Harley, for companionship. Ken says living in a LifeWorks' home helps him to feel safe and he likes having staff help monitor his health. Ken says he is happy most days. Ken's family has this to say about LifeWorks services, "My uncle, who resides in one of the homes, states he is happier now than ever before in his life. He feels safer always having someone around knowing no one can take advantage of him. The staff keeps me informed of everything yet they also schedule and take him to his appointments. This helps tremendously given that I have a full time job and school aged child. They treat residents as family and encourage them to engage in outside activities. Beyond my expectations!"



Always an Ohio native, but now an Iowan, Ken says this is now his home. We at LifeWorks are happy to know Ken and support him in living his life to the fullest!

## From the Executive Director

Have you seen "Leadership Lessons from the Dancing Guy" by Derek Sivers? The three-minute video shows a shirtless man dancing at an outdoor concert. He looks silly. It then shows one person joining him, then another, then more, etc. Before long, it's practically a movement!

There are leadership lessons Sivers points out in the video. It takes guts to be the first. The leader must be easy to follow. The first follower transforms a lone nut into a leader. A movement must be public, because new followers emulate followers and not the leader. As more people join in, it's no longer risky. The last lesson? Leadership is over glorified! The best way to make a movement happen is to courageously follow and show others how to join. When you see something great happening, consider how you can help.

—Teresa Naughton



Check out the enlightening video for yourself! <https://www.youtube.com/watch?v=fW8amMCVAJQ>

### LifeWorks' Mission:

To provide opportunities for growth and achievement for persons with disabilities who face barriers to independence and integration in employment and daily living.

# Residential Programs

## Defining Integration

Unlike our counterparts in vocational services, regulatory changes will not require us to end any of the services we currently provide. Generally speaking, residential services should already be considered integrated just by the nature of where they are provided...usually houses or apartments in the community. We will, however, need to be cognizant of the manner in which we support the people that we serve. Truly being integrated in your community goes deeper than where you live.

It also has to do with the connections you make with others, how involved you are in your community, as well as the freedom you have to choose the level and direction of your involvement. A single house can be naturally integrated in a neighborhood but the person living inside that house may not be given all of the supports needed to become integrated. Conversely, a set of apartments could be considered to be segregated from the rest of the community; however, the tenants can function separately from each other and be given the

individual supports needed to fully enjoy the social and civic opportunities of their choosing. The Centers for Medicare and Medicaid Services provides us with exploratory questions to assist in defining integration. Based on the information I think our goal should be not only to meet but exceed their definition. Ensuring that each person served is provided the individualized support needed to make decisions and truly integrate themselves into their communities to the degree that they want is a challenge that we will gladly accept!



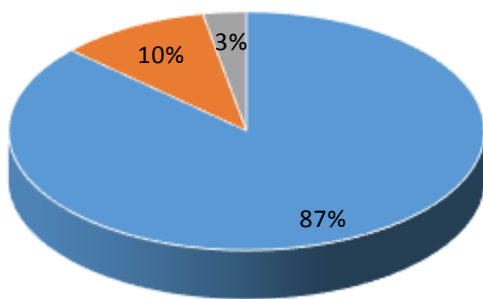
Residential Director Kristie Miller

**Total Served Residentially: 159**

- Served in HCBS Sites: 71
- Received Supported Community Living/Respite Services: 94

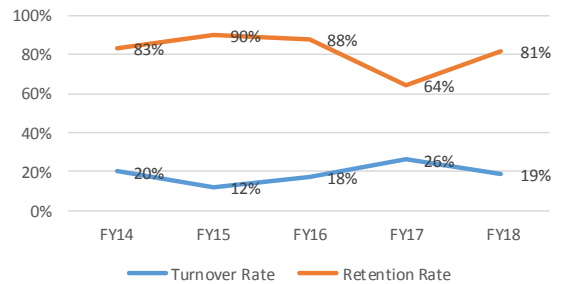
# LifeWorks by the Numbers

FY18 Service Revenue Sources

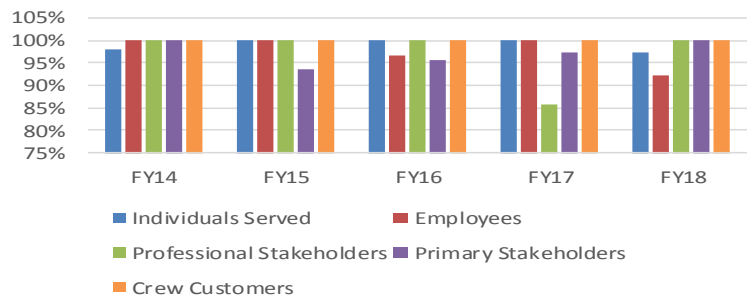


■ HCBS Waivers (Medicaid) ■ HCBS Habilitation (Medicaid) ■ Other

Staff Retention and Turnover Rates



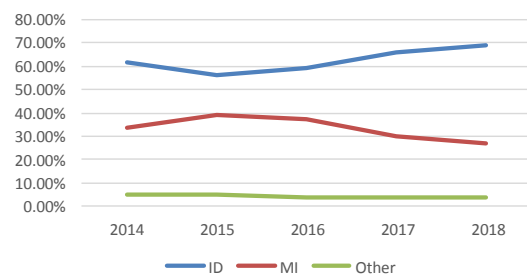
Stakeholder Satisfaction Summary



## The Basics

Year established:	1965
Year services began:	1966
Individuals served in FY18:	198
Number of employees, at the end of FY18:	114
Size of FY18 budget:	\$5.8M
Fleet size:	30
Number of 24 hour sites:	16
LifeWorks completed work on-site for this number of businesses:	13

Primary Disability



## Vocational Programs

### Ending Sheltered Work

LifeWorks has provided vocational training to individuals with disabilities in a workshop setting for over 50 years. This is about to end. New regulations require Home and Community Based Services, the primary funder for workshop services, to be provided in community settings. The Sheltered Workshop is not considered a community setting under the rules. New regulations

were established in January of 2014, and providers were given five years to help individuals and their families with the transition. The State of Iowa requires that providers work towards transitioning all individuals by March of 2019. LifeWorks has made the decision to end this service on December 31st, 2018.

LifeWorks has been working with individuals and their families on transition. Many

individuals have obtained or will be seeking employment in integrated competitive employment settings. Also, for other individuals we hope to create more small group work settings in local businesses and industry throughout the community.

Without employers, there is no employment. If you have a work opportunity, either for an individual or for a LifeWorks crew, please contact me at 515-576-2126.



Vocational Director Curt Duffield

### Total Served Vocationally: 108

- Participated in Day Habilitation: 102
- Worked on a crew: 29
- Worked in the shop: 33
- Received supported employment: 15

*Pictured are Angela Vanderhoff, receiving the 2018 DSP Award, from Ben Woodworth of the Iowa Association of Community Providers.*



*The Humboldt County Community Foundation awarded LifeWorks \$10,000 toward the purchase of a van. LifeWorks bought it in August 2018.*



## Looking Back, Looking Forward

It has been said, "Where there is no vision, people perish." For this reason, organizations like LifeWorks plan for the future through a strategic plan process. When LifeWorks Community Services develops its strategic plan, it considers organizational strengths, weaknesses, opportunities, and threats. Input is requested and received from a variety of stakeholders. Stakeholders include individuals served, family members, professional stakeholders, employees, Board members, and other involved individuals. Data collected throughout the years is also considered. After analyzing input and data, goals are created. LifeWorks just completed a strategic plan cycle, and met some pretty great goals set in the last plan. We are proud to say we achieved these goals:

- Maintained all individual and stakeholder satisfaction above 80%
  - Gave a retroactive pay adjustment and adjusted some base wages because new rates would allow it
  - Transitioned 54% of individuals served in facility-based work services into community-based programs
  - Included Humboldt representation onto safety committees
- A new strategic plan has been created. From now until August 2021, LifeWorks will work toward these goals:
- Maintain individual and stakeholder satisfaction above 80%
  - Implement digital documentation and billing across the agency
  - Consider opportunities for growth by acquisition or expansion, and take action as appropriate
  - Consider the needs of individuals who require around-the-clock care and react appropriately
  - Monitor staff retention and turnover, and make changes to improve it as appropriate and as possible

It takes the efforts of many to achieve these goals. As Helen Keller said, "Alone we can do so little; together we can do so much."

### A Night for LifeWorks



Thursday, November 1, 2018

Fort Frenzy 5:00pm-8:30pm  
Social hour, cash bar, silent auction, dinner, entertainment  
"Fort Dodge's Got Talent!"

Tickets \$40



All event proceeds go to the LifeWorks Charitable Foundation, a 501(c)(3) organization



Check us out!

[www.lifeworkscommunityservices.org](http://www.lifeworkscommunityservices.org)

Non-Profit  
US POSTAGE  
PAID  
Fort Dodge, IA  
Permit No. 838

### Current Resident OR

Vocational Site:  
1303 A Street  
Fort Dodge, IA 50501

Phone: 515-576-2126  
Fax: 515-576-2251



## Overseeing Our Quality

*LifeWorks is a certified provider of Home and Community Based Services, CARF accredited in Community and Employment Services, and accredited to provide Supported Community Living. The following summarizes oversight between July 1, 2017 and June 30, 2018.*

### General Oversight

- LifeWorks Community Services has a nine-member Board of Directors that provides oversight to paid leadership as they work to fulfill the agency's mission. Meeting bimonthly, this Board reviews/approves the organization's financial reports, policies, and plans. They also advocate for the organization and individuals served.
- The LifeWorks Charitable Foundation, which meets no less than four times per year, has a seven member Board of Directors. It raises funds and sets Foundation policy. It also manages investments and decides how proceeds are disbursed to LifeWorks Community Services, the supported organization.

### Financial

- Anderson and Company, of Humboldt, completed a combined financial audit for both the organization and the Foundation. Findings were presented to the Board in December 2017. There were no substantial areas of concern noted.
- The Social Security Administration (SSA) completed a field audit ten days before July 1, 2017. It re-certified LifeWorks. SSA considers LifeWorks to be a "fee for service" provider since the organization offers payee services.

### Programs

- In October 2017, the Iowa Department of Human Services (DHS) completed a review focused on Home and Community Based Services (HCBS) settings and person centered planning. A corrective action plan was required and accepted. The accepted plan detailed the prevocational training program closure, increased individual participation when planning activities, and handbook clarifications.
- In December 2017, LifeWorks submitted the required Provider Quality Management Self-Assessment for all HCBS waiver services to the Iowa DHS. DHS determined LifeWorks met self-assessment requirements.
- On February 6, 2018, the Bureau of Long Term Care under DHS conducted a certification review. Three-year certification was earned for Respite and Supported Community Living programs under the Intellectual Disability waiver, Brain Injury waiver, and Iowa Chapter 24.
- Loss control representatives visited facilities, provided training and/or made recommendations on August 1 and December 8 in 2017. Loss control representatives also reviewed data with Human Resources on August 18, 2017. No trends were noted.
- Internal quality assurance activities were completed, to ensure compliance in areas like service documentation. Other data were collected throughout the year in a number of areas.

### FY19 Board of Directors

**President:**  
Dr. Matthew Maggio

**Vice-President:**  
Deb Shriver

**Secretary/  
Treasurer:**  
Bob Courtney

Nick Cochrane

Pamela Kay

Char Kelley

Dawn Larson

Todd McCubbin

Brennan Vaverek