



dream...
plan...
achieve!

Annual Report

July 1, 2018 to June 30, 2019

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.



(R to L) Jan Link, Al Link, and Wolfie

LifeWorks for Wolfie

If you met Wolfie today, you would see a happy guy who has a quick smile and a happy disposition. You would see a Fareway employee. You would see a fellow with three roommates. You would see someone who donates to causes he cares about. You would see a person who loves to drive a golf cart. You would see a church member. You would see a person who loves to have fun. In a nutshell, you would meet a truly good person.

When I see Wolfie, I see a warrior.

I know he was born addicted to meth. He was life flighted as a newborn to Des Moines for treatment. I know he came from a very dysfunctional family. I know he experienced all sorts of abuse. I know he has managed, in spite of intellectual challenges. I know, when he moved in with my husband and me, he used to lock his door.

Wolfie has just BLOOMED since being at LifeWorks.

Wolfie first started coming to LifeWorks in 2013. He worked for LifeWorks, and he participated in their day habilitation program. He made friends. He made money. He had fun. For a while when Wolfie started with LifeWorks, he lived with my husband and me until the right living situation came along. When there was an opening in one of LifeWorks' homes, he was one of a couple of people who met the roommates. We were nervous, and we hoped the roommates would choose him to move in. They did, and he has been there since.

Wolfie continues to bloom today.

He really likes the home where he lives. Wolfie likes his roommates, and they do things like see monster trucks and the Ice Capades. They've been to the Clay County Fair, Living History Farms, and picnics. He has been to two camps. He paid for braces himself, he has tutoring, and he even texts now! LifeWorks helped him find a job, so now he works at Fareway. He bags groceries, and loads items into their cars. He has a job coach, who helps him remember not to talk so much! He still participates in day habilitation, and really enjoys bowling, volunteering, and going out for coffee.

When I believe in a cause, I support it. That's why I have been so active in the LifeWorks Charitable Foundation's annual fundraiser. LifeWorks has really helped this warrior bloom. I hope you support them too.

—Jan Link

From the Executive Director

Language is a most powerful force. Spoken words cost nothing, but can positively impact lives. Written words can educate, encourage, and enlighten. King Solomon said, "The wise are known for their understanding, and pleasant words are persuasive" (Proverbs 16:21 NLT). Have you considered how your powerful words can benefit LifeWorks and individuals it serves? You can persuade an employer to hire a person with a disability, tell others about LifeWorks' November 7th fundraiser, encourage a person served, or commend a staff member for a job well done. Please consider using your powerful words to help LifeWorks and individuals served. —Teresa Naughton



Residential Programs

Remaining Consistent Through Change

While LifeWorks' vocational programs have experienced a great deal of change, we can say that the residential programs have remained fairly consistent. When I look at the number of people served from last year to this year, I see consistency. Regulatory mandates have not required us to significantly alter the programs we offer. We continue to provide 24-hour services at 13 locations in Fort Dodge and Humboldt. We also still provide Sup-

ported Community Living and Respite services to people that live in apartments or homes throughout Fort Dodge, Humboldt and surrounding communities. A much lesser-known service that we continue to provide is service coordination for tenants at the Wahkonsa Apartments.

Change is inevitable, however. Residentially, we have experienced staff turnover. The job we ask people to do can be extremely rewarding but challenging, at times. As an agency we have also

experienced change with the funding system paying for services provided. Our funding is primarily through Medicaid and the managed care system. In the past year, one managed care company left Iowa while another company joined.

One area that remains constant is our commitment to provide high-quality services to the individuals served by treating them with respect and dignity, maintaining professional relationships so we don't promote dependence on

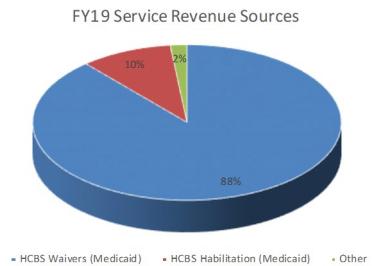
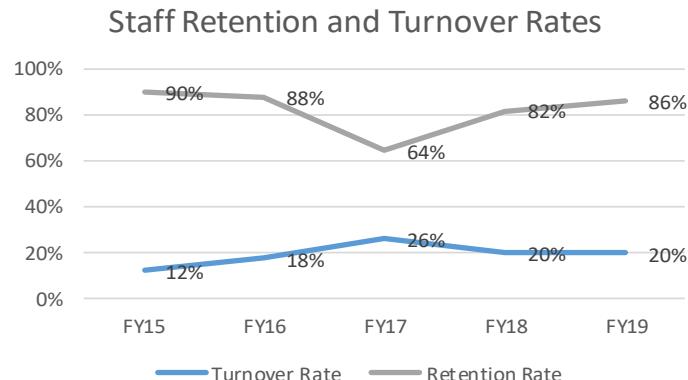
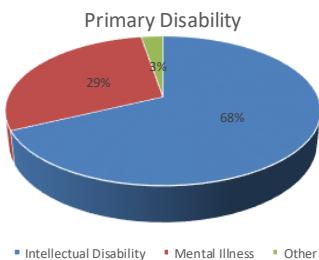


Residential Director Kristie Miller

- Served in HCBS Sites: 70
- Received Supported Community Living/Respite Services: 89

those who support them and encouraging self-determination so they can choose their own path in life.

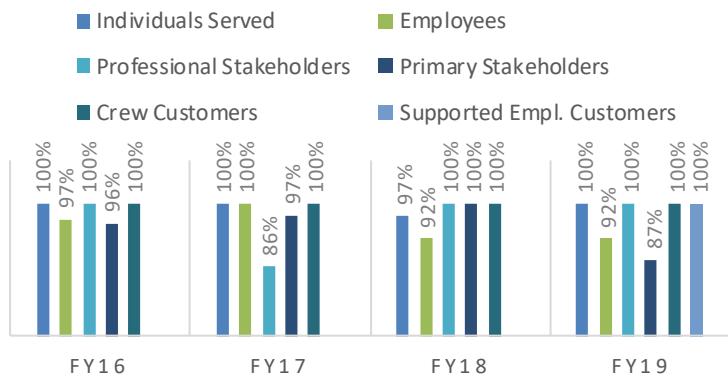
LifeWorks by the Numbers



The Basics

Year established:	1965
Year services began:	1966
Individuals served in FY19:	187
Number of employees, at the end of FY19:	124
Size of FY20 budget:	\$6M
Fleet size:	33
Buildings owned:	5
FY19 Agency vehicle expense, repair	\$92,309.79
Number of cell phones:	62
Number of 24 hour teams:	17
Community-based work sites:	18
Volunteer sites:	13

SATISFACTION SUMMARY



Vocational Programs

Community Connections

A major change occurred on December 31st, 2018, when LifeWorks' sheltered workshop closed. LifeWorks worked hard during the two-year transition process, to ensure they had choices and alternatives.

Day Habilitation is a program designed to build skills. Most of the people are in community-based settings no less than 50% of the time. Individuals go to parks, restaurants, stores, shows, and more. That can become very expensive! Therefore, a big component of the program is volunteerism. This allows individuals to receive community based services, while also benefiting other

nonprofit organizations. In Fort Dodge, individuals have chosen to volunteer at The Lord's Cupboard, St. Olaf Church, St. Paul's Church, First Congregational Church, The General Store, Holy Trinity Parish Food Pantry, Free Little Library, Meals on Wheels, and the Almost Home Animal Shelter. In Humboldt County we volunteer at the Gilmore City Day Care, the Long Term Care Center at the Humboldt Hospital, Style N Pooch, and the South Care Center.

Community Employment Services (CES), as you can see from the "Non-residential Enrollment" graph below, has steadily risen. Individuals served

work at places like Buffalo Wild Wings, Fareway, McDonalds, our own offices, The Station, Hardees, Sister's Homestyle Entrees, and Humota movie theater. LifeWorks also has crews at Iowa Central Community College, Head Start, Kennedy Park, the OHV Park, The Messenger, Ridgewood Lanes, Manpower, Anderson and Company, the American Legion Building, W&H Coop, ADF Manufacturing, and Ivy Apartments.

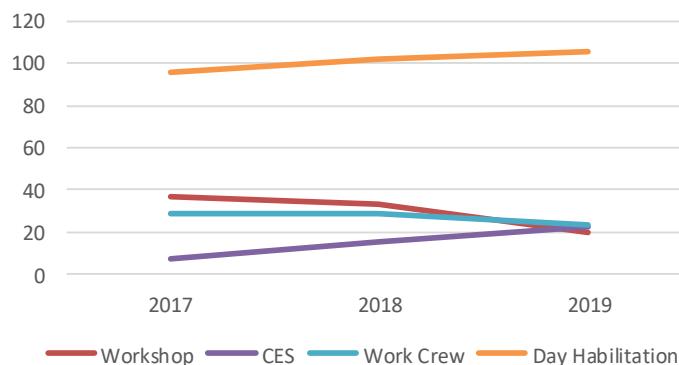
We appreciate all the local businesses/organizations that have partnered with LifeWorks to help us meet our mission. We hope to establish more connections as we grow.



Vocational Director Curt Duffield

- Participated in Day Habilitation: 106
- Worked on a crew: 23
- Received supported employment: 22
- Worked in the shop: 20

Non-Residential Enrollment FY17-19



Data Takeaways:

- Services are primarily funded by Medicaid (98%)
- In the last four years, all satisfaction has exceeded 85%
- While most think of LifeWorks as serving individuals with an intellectual disability, nearly 30% have a mental health issue
- LifeWorks' retention rates are high for the industry
- Non-residential services are increasingly community-based
- Being community-based requires a fleet of vehicles, which is a significant expense. It also takes a lot of cell phones.

A Night for LifeWorks

Thursday, November 7

Fort Frenzy
5:00pm-8:30pm

Social hour, cash bar, silent auction, dinner, and a show

Tickets \$40

Buy them at LifeWorks offices, Hy-Vee, Hy-Vee, or at the door



Check us out!
www.lifeworkscommunityservices.org

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

Vocational Site:
1303 A Street
Fort Dodge, IA 50501

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

Current Resident OR



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, 2018 and June 30, 2019.

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 2018. There were no substantial areas of concern noted.
- The Social Security Administration (SSA) completed a field audit in July. It re-certified LifeWorks. SSA considers LifeWorks to be a "fee for service" provider since the organization offers payee services and is privately paid.

Programs

- Representatives came to LifeWorks August 5, 2018 and March 25, 2019 for loss control visits. From two visits, no significant recommendations were made.
- In December 2018, 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.
- Loss control representatives visited facilities, provided training and/or made recommendations on August 5, 2018 and March 25, 2019. No trends were noted.
- Internal quality assurance activities and investigations were completed, to ensure compliance in areas like service documentation. Other data were collected throughout the year in a number of areas.

FY20 Board of Directors

President:
Dawn Larson

Vice-President:
Dr. Matt Maggio

Secretary/Treasurer:
Nick Cochrane

Bob Courtney
MaKenzie Hawley
Pamela Kay
Char Kelley
Todd McCubbin