

## Staff Anniversaries

### 20 Years or More

Lorraine Ackerson  
Pam DeWald  
Diane Doolittle  
Angie Gibbs  
Deb Hanson  
Jill Matthes  
Julie Miller  
Kristie Miller  
Dee Moser  
Teresa Naughton  
Sharon Phillips  
Richard Scisco

### 15 Years or More

Nancy Burnett  
Lynne Doherty  
Terri Friesth  
Carrie Fritz  
Beth Lind  
Joan Olson

### 10 Years or More

Curt Duffield  
Kelly Krug  
Wayne Nilles  
Jeff Oatman  
Patreasha Presswood  
Sandi Vaughn

### 5 Years or More

Sally Ackerson  
Sally Andrews  
Angie Bradwell  
Angel Carr  
Chris Eslick  
Rebecca Evans  
Dawn Fedkenheuer  
Heather Fetters  
Jennifer Frederick  
Erica Graves  
Heather Hiesterman  
Nancy Hilpipre  
Laurie Lagerstrom  
Jackie Leith  
Deb Lewis  
Mellissa Naeve  
Joe Perry  
Pam Smith  
Michelle Syferd  
Aundre Whitfield  
Rhyan Wing  
Kathy Zimmermann  
(as of 4/30/19)

## Another Medicaid Shake-Up

Iowa's Medicaid program, IA Health Link, has had its challenges since its inception on April 1, 2016. Difficulties continue.



On March 29, 2019, The Department of Human Services (DHS) received notice from UnitedHealthcare (UHC) that the company would be leaving Iowa's Medicaid market. This will occur no sooner than June 30, 2019.

UHC's contract was due for renewal. According to a memo from UHC to DHS, during negotiations UHC requested that Iowa's Medicaid program "waive all pay-for-performance requirements" for the current fiscal year." UHC also had several other demands, including that the state guarantee UHC would not lose more than one percent in the coming fiscal year. According to UHC, it has already lost more than \$250 million in Iowa since 2016, and that the company stood to lose another \$150 million in the next fiscal year under terms on which the state was insisting.

Iowa would not agree to UHC's terms, and negotiations ended.

This is not the first Managed Care Organization to leave the IA Health Link program. On December 1 2017, AmeriHealth Caritas left the Iowa market. They were no longer interested in participating in the program, after losing millions of dollars.

A new Managed Care Organization (MCO), Iowa Total Care, successfully bid on Iowa's Request for Proposal, and will begin managing care in Iowa on July 1, 2019. Iowa Total Care is part of the Centene Corporation, a Fortune 100 company that is a diversified healthcare enterprise that provides a portfolio of services to government sponsored and commercial healthcare programs.

On July 1, there will be two MCOs in Iowa, Amerigroup and Iowa Total Care.

"It's been difficult to keep up with the changes, from a provider organization standpoint. I can't imagine the worry Medicaid members and their families feel," said LifeWorks Executive Director Teresa Naughton.

## Working in the Community

On December 31st, 2018, LifeWorks stopped providing sheltered workshop services in Fort Dodge. New Medicaid rules require providers to provide integrated services in community based settings. Sheltered workshops are considered a segregated service within a facility. LifeWorks' sheltered workshop has been around since 1966.

Many individuals served in Fort Dodge are now competitively employed, or are on work crews in the community. This had always been the case for LifeWorks in Humboldt.

Vocational Director Curt Duffield said, "We took a lot of time planning for the change. We did this to create the best possible outcomes for people served."



*The Fort Dodge Knights of Columbus donated \$5,351.07 to LifeWorks Community Services. Pictured are Kent Isvik, Executive Director Teresa Naughton, and Knight of Columbus Josh Bader.*

## Vocational Director Attends Advanced Training

Vocational Director Curt Duffield recently attended the 2019 Leadership Institute at the University of Delaware. The National Leadership Consortium on Developmental Disabilities offered the training from January 26 to February 1, 2019.

Topics covered included challenges and trends in the industry, transforming services from facility-based to community-based models, understanding individual leadership styles, outcome measurement, and more.





Check us out at:  
[www.lifeworkscommunityservices.org](http://www.lifeworkscommunityservices.org)

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Vocational Site:  
1303 A St.  
Fort Dodge, IA 50501  
Phone: 515-576-2126  
Fax: 515-576-2251

Check out these videos, posted to LifeWorks' Facebook page during Disability Awareness Month:

Be Cool We Are

[https://www.youtube.com/watch?time\\_continue=4&v=RLLboHqxbK8](https://www.youtube.com/watch?time_continue=4&v=RLLboHqxbK8)

Who's In Your Life

<https://www.youtube.com/watch?v=wxOokzYXWGo&t=6s>

Just Like You

[https://www.youtube.com/watch?time\\_continue=2&v=tEJsamQfYlc](https://www.youtube.com/watch?time_continue=2&v=tEJsamQfYlc)

I'm Tyler

<https://www.youtube.com/watch?v=2jSwCnuWcQo>

What I'd Say by Michael Steinbruck

<https://www.youtube.com/watch?v=AsCl1LTKPuk&t=102s>

It's All About Attitude


<https://www.facebook.com/watch/?v=2120659314708430>

—You can also like us on Facebook and check them out there—



## PERSON FIRST LANGUAGE

WORDS TO <b>AVOID</b>	WORDS TO <b>SAY</b>
➔ Disabled person	➔ Person with a disability
➔ Low-functioning	➔ Greater support needs
➔ Normal/Healthy person	➔ Person without a disability
➔ Non-verbal	➔ Communicates without using words
➔ He has a problem with...	➔ He needs.../ He uses...
➔ She's learning disabled	➔ She has a learning disability
➔ Retarded, slow, simple, moronic, defective, special person...	➔ Person with an intellectual, cognitive, developmental disability



## The Mission of LifeWorks Community Services

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

### Help Set a Firm Foundation

Louis Armstrong was an great trumpet player. However, his most memorable songs included more than his trumpet. They included other wind instruments, drums, a piano, an upright bass, and other vocalists. Philanthropy works this way, too. A gift is great. When that gift is combined with other dollars, though, greater good can be done.

Please consider giving to the LifeWorks Charitable Foundation! Your gift joins with other gifts to do greater good. Gifts can be sent to the return address above. For more information, contact Executive Director Teresa Naughton at (515)576-2126.