

dream... plan... achieve!

Annual Report

July 1, 2020 to June 30, 2021

LifeWorks for Jay

(This was relayed by Ed Johnson, Jay's brother, during a testimonial speech. LifeWorks thanks him for his honesty and his kind words.)

I felt that my Father would like to have my brother Jay work, he had worked with my father on doing deliveries, cards that my father had sold on the road. Jay had been a part of that, had been very helpful and took direction well. So I contacted LifeWorks in 2004. They were very enthusiastic about working with Jay and very quick to respond. They quickly got him involved. Within a year or so, LifeWorks contacted my father



and said they thought Jay would benefit from moving [into a house with roommates]. My father agreed to it and was pretty enthusiastic. It worked out really pretty well. It wasn't without any problems. It was with the help of LifeWorks and their coaching, their guidance, their teaching and their support that Jay and my father got through it. Jay would spend the weekend with my father and then the rest of the week at the house. Unfortunately, a couple years later my Father passed away. I then became Jay's guardian. That wasn't without its difficulties. So, did he fumble? Yes. Was LifeWorks there to catch him? Completely. They communicated with me fully, we made plans, and they supported Jay through all of it. It was really a pretty amazing experience. A few years later they talked to me about Jay moving into his own apartment. He had grown quite a bit, and they felt he was ready to live on his own with the help of LifeWorks staff. This was very concerning for me. I didn't know about him cooking, if people would take advantage of him, and all of the things I think people go through when having a relative move to an apartment who has a disability. I've got to tell you, I was wrong. They were 100% right, Jay was ready. It didn't go without issues. The firemen came when a baked potato got burned. But, that was a learning lesson and he never burned another baked potato. It was great all because of LifeWorks, their support, guidance, teaching and the calm and professional way of dealing with individuals. That has been very satisfying for me. I've got to tell you Jay is my best friend, and I talk to him every night. He talked to my Father every night before my Father passed, and after my Father passed we took up the ritual of talking every night. I've got to tell you it's one of the most satisfying relationships I've ever had, to see Jay grow and continue to grow. To get through this whole virus thing with the aid, support and guidance from LifeWorks has been humbling and incredibly enriching.

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

Return to Normal?

Life seems to have returned to some semblance of normalcy from where we were a year ago at this time. There are still some variances, such as the continued use of masks in Life-Works' facilities; however, many work and leisure activities have resumed. One of the reasons for the progress towards a postpandemic life is the availability of the COVID vaccines. The decision whether or not to take the vaccine is a very personal one for employees and individuals served. There are many factors to consider and we understand that each person will do what they feel is best for their situation.

While the incidents of quarantine and COVID diagnoses have decreased I cannot say that it has been reduced to zero and I cannot say that LifeWorks will end this pandemic unscathed. The events of the past year appear to have taken a toll on people in terms of health consequences, as well as the impacts of social isolation.

Another trend we are seeing, as echoed in Vocational Director Curt Duffield's report, is the dramatic worker shortage that can be seen throughout the country. Life-Works has not been spared the affects of this shortage, which really seemed to have ramped up in early spring.

I can say that I am so proud and appreciative of the employees, both residentially and vocationally, that have stepped up during these trying times. When the proverbial

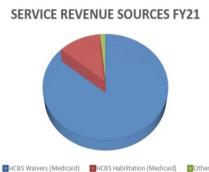


Residential Director Kristie Miller

- Served in 24-hour HCBS Sites: 69
- Received Supported Community Living/Respite Services: 73

"going gets tough" we support each other to the best of our abilities. I am confident that with continued teamwork and perseverance we will come out of this challenge strong!

LifeWorks by the Numbers

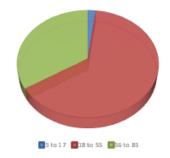


82% 86% 80% 75% 64% 26% 20% 20% 24% 12% FY17 FY18 FY19 FY20 FY21

Turnover Rate —— Retention Rate

Staff Retention and Turnover Rates

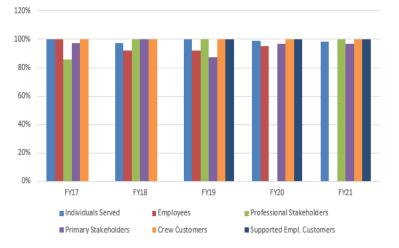
AGES OF INDIVIDUALS SERVED FY21



The Basics

Year LifeWorks was established:	1965
Year services began:	1966
Individuals served in FY21:	187
Number of employees, at the end of FY21:	109
Size of FY21 budget:	\$6M
Buildings owned:	6
Fleet size:	34
FY21 Agency vehicle expense, repair costs:	\$65,740.91
Community-based work sites:	33
Volunteer sites:	5
Year Foundation was incorporated:	2009

FY21 Satisfaction Summary



Vocational Programs

Navigating Non- Residential Services Through COVID- 19

The past year and a half have been unusual times to say the least. The world is experiencing something we have never experienced before: a global pandemic. Our "new normal" has been different and challenging. As we navigate through this global pandemic, we continually try and determine what is the safest way to provide day habilitation and employment services. What we have learned is that individuals served and their families have been very understating. Many times during the past 18 months, we have had to switch directions due the unexpected nature of COVID – 19. This has been very challenging and confusing.

As we gradually increase Day Habilitation services and try and get back to where we were before the pandemic, we are experiencing another crisis: a labor shortage. This has been a barrier we have experienced in our industry before, but this time it's more severe. We encourage all individuals involved, and their families, to continue to have patience. We are making progress. Effective July 1st, we increased our starting wage. We have also implemented a \$1000 sign -bonus. We hope to get fully staffed, to provide the services individuals want and need as soon as we can. Until that time, your continued understanding is most appreciated. While frustrating, we can say the situation as a whole is better today than one year ago.



- Participated in Day Habilitation: 108
- Worked on a crew: 26
- Received supported employment: 31



FY22 Foundation Board of Directors

President: Dr. Carey Bligard

Vice-President: Cameron Nelson

Secretary/ Treasurer: Bev Davis

Angie Jessen

Rick Salocker

FY21 Foundation Accomplishments

- Pivoted from an inperson event to a virtual fundraiser. Raised over \$26,000.
- Contributed dollars to convert part of the former sheltered workshop to a Day Habilitation space at the Fort Dodge vocational site
- Contributed funds, to replace air conditioning units at South Taft Villa
- Established an Investment Committee
- Netted over \$85,000 through investments

Charitable Foundation

Join us for an hour, to learn how LifeWorks impacts the lives of individuals with disabilities in our area.

Bid on a silent auction item, participate in a drawing, Jearn about us, listen to a testimonial speaker, and enjoy the night from home.

A Virtual Night for LifeWorks

Thursday, November 4, 2021 From 7pm to 8pm on the LifeWorks Facebook Page



Check us out! www.lifeworkscommunityservices.org

Current Resident OR

Vocational Site: 1303 A Street Fort Dodge, IA 50501

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



Key Dates in LifeWorks History

1965Began and was named "North Central Rehabilitation Center," in Fort Dodge	
1974Moved vocational services to the current building in Fort Dodge	
1982 Gained responsibility of the Fort Dodge Group Home, a Residential Care Facility (RCF) for individuals with Intellectual Disabilities	
1983Began serving individuals living in their own apartments	FY22 Board of
1990 Started Oak Estate. Expanded services to include supporting people with mental illness living in apartments.	Directors
1995Approved as a provider of Home and Community Based Services (HCBS). Began Maple Estate.	President:
1997 Converted 12 bed site from serving individuals with intellectual disabilities to one serving persons with mental illness. Opened two HCBS homes, Cedar and Willow Estates.	Dawn Larson
1998Began Ashford Estate	
2001Opened a new HCBS home named Marigold	Vice-President:
2004Opened a new HCBS home named Floral Circle	Nick Cochrane
2005Began offering Work Crew services	
2007Converted 12-bed Fort Dodge Group Home to five-bed Aspen Estate. Moved all residential offices	Secretary/
to one site.	Treasurer:
2008 Changed the name we do business as to "LifeWorks Community Services." Launched website.	Bob Courtney
2009The LifeWorks Charitable Foundation was incorporated	·
2010 Began providing grant-funded services to the residents of the Wahkonsa Manor	
2011 Opened a new HCBS home named Sequoia. The LifeWorks Charitable Foundation held its first fundraising event. Northwoods Products and Services (now known as One Vision) co-located at	Bev Davis
LifeWorks' vocational site.	MaKenzie Hawley
2012Converted two five-person homes licensed by the State (Ashford and Aspen Estates) from	
Residential Care Facilities to Home and Community Based Service sites	Cari Hepperle
2015 Began piloting community-based Day Habilitation groups	Oh an Wallan
2016Contracted with Managed Care Organizations (MCOs) to provide services	Char Kelley
2017 Expanded services into the Humboldt area. This included the addition of: 24-hour teams at South Taft Villa, 9 th Street, three Humboldt Site buildings, and a building in Dakota City; hourly Supported Community Living; Day Habilitation; Work Crews; and Supported Employment. Began providing	Dr. Cody Olson
business support services to Freedom Pointe of Greater Webster County.	Julie Roethler
2018 Leased space at the vocational site to Freedom Pointe of Greater Webster County. Ended Prevocational Training on the last working day of December 2018.	
2019Purchased properties at 302 9th Street North and 401 South Taft Street, both in Humboldt	

2021....LifeWorks' home mental health region changed to Central Iowa Community Services