

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

July 1, 2021 to June 30, 2022

LifeWorks for Amy



Growing up I had four brothers and one sister. In 1987 five out of us six kids had babies within three months of each other. Amy was one of the oldest. At first, we didn't notice any problems but as I watched the other babies do simple things like lifting head, rolling over and sitting up I knew something was wrong because my baby was not doing any of that. We took her to Rochester and Iowa City, but nothing was ever found. I was told by one of the Doctors that I was just not accepting it and that they did not know if she would ever read or write. We started getting services from AEA and a nice lady named Deb use to come to our house to work with Amy.

One of the hardest things I remember is walking my 3-year-old daughter down the lane and putting her in a car to go to school in Pocahontas. I remember crying all the way back to the house. It was one of the best things that happened. She had the greatest teacher Nancy Clark from 3 years old through 8th grade in Pocahontas and Rolfe. All through school she was integrated into regular classrooms, and I think that helped a lot. Pocahontas treated her like everyone else. I remember going to a school program in Poky and sitting in the bleachers. No one knew who I was, but I was sitting behind a couple, and they pointed and said Look there is Amy. I can't tell you how good that made me feel. Just that that knew Amy and was so happy to see her. After middle school she went to Fort Dodge and there she also had excellent teachers. Even in High School she would keep in touch with Mrs. Clark and call her when she got a ribbon in Special Olympics. To this day she keeps in touch with a couple teachers from Fort Dodge. She sends them Birthday cards and texts them occasionally.

After Graduation she moved into an apartment in Humboldt and started getting services from West Fork Services which is now Lifeworks. She has a one-bedroom apartment which is spotless. Lifeworks has helped her find a job in the community which she loves. Lifeworks helps her with her day to day needs such as getting groceries, going to appointments, if she wants to go out to eat with a friend, they take her out to eat and make sure she gets to work on time. Lifeworks has helped her to become more independent but there when needed, Lifeworks has a lot of wonderful and caring employees.

I remember my first Lifeworks Charitable Foundation and listening to a person talk about her daughter and what they went through., I was sitting at the table crying because almost everything she said I went through. Brought back a lot of memories. I also remember all she said about Lifeworks and how Lifeworks had impacted her life for the best.

God gave me Amy for a reason. She has brought so much joy to me and a lot of other people. She loves to talk on the phone and excellent at texting. She has always looked up to her family. She has sixty some Aunts Uncles and Cousins that she sends Birthday cards to. If anyone needs to know a Birthday or address, they call Amy. She is a very caring person. She tells me everyday she loves me sometimes 3 or 4 times daily. She has always wanted to do what her cousins were doing. I remember when she was 15 or 16 she was spending the day with my mom and dad. They were sitting at kitchen table eating lunch and out of the blue she said I don't know what I am going to drive when I get my drivers license. Maybe I will drive my dad's truck!

I have two other children and grandchildren. As a mother you always worry about your kids. But I know Lifeworks will always be there for Amy and help her succeed. All I want for her is to be as independent as possible and HAPPY!!!!

LIFEWORIS IS THE BEST!!!!!!!!!!!!!!

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

Groundhog Day?

Do you remember that classic Bill Murray movie? Where the main character wakes up and relives the same day over and over again? Some days I feel like we are reliving 2020 and 2021—continuing to experience some of the same challenges year after year. Just like in 2020 we are dealing with COVID infections amongst the people we serve or the employees that support them. Similarly to 2021 we have many unfilled positions. We still also have one site

in Fort Dodge that is temporarily closed due to our staffing challenges.

Having made that comparison I must point out that not everything is the same as the last two years. In 2022 we have made steady progress on hiring quality employees in critical positions. Our COVID infections happen much less frequently and with less serious symptoms.

And one thing that hasn't changed since 2020 (and

before) is the commitment of the employees that work for LifeWorks. There are so many people who have stuck with us through COVID and through a staffing crisis. They have worked long hours. They have worked long stretches of days. They have worked in Fort Dodge. They have worked in Humboldt. They have worked in both towns. They do it not for the fame or the fortune (this is Human Services after all!). They do it because they care about the people



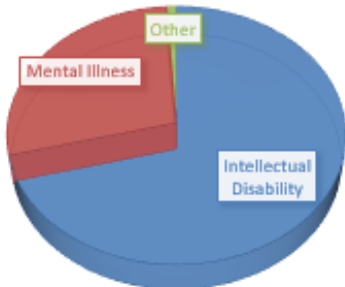
Residential Director Kristie Miller

- Served in 24-hour HCBS Sites: 70
- Received Supported Community Living/Respite Services: 61

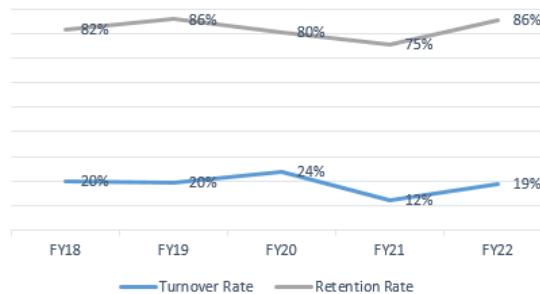
served by LifeWorks and they believe in its mission. So, hats off to all of the employees doing all of the hard work day in and day out. I don't know where we would be without them!

LifeWorks by the Numbers

PRIMARY DISABILITY FY22



Staff Retention and Turnover Rates



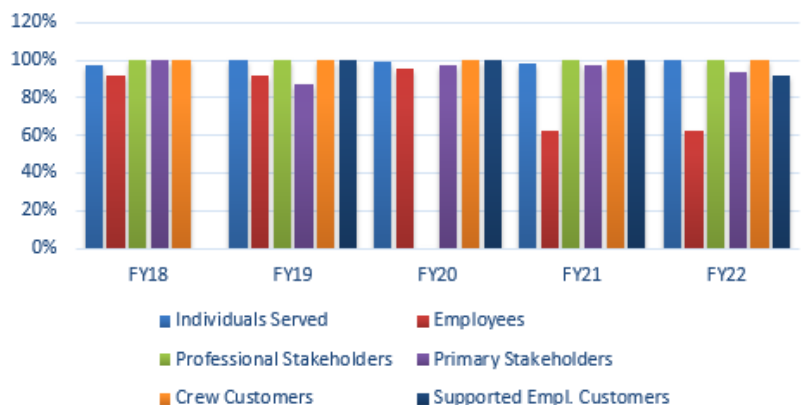
AGES OF INDIVIDUALS SERVED FY22



The Basics

| | |
|--|-------------|
| Year LifeWorks was established: | 1965 |
| Year services began: | 1966 |
| Individuals served in FY22: | 187 |
| Staff employed during FY22: | 131 |
| Size of FY22 budget: | \$6.1M |
| Buildings owned: | 6 |
| Fleet size: | 32 |
| FY22 Agency vehicle expense, repair costs: | \$65,740.91 |
| Community-based work sites: | 29 |
| Volunteer sites: | 7 |
| Year Foundation was incorporated: | 2009 |

Satisfaction Summary FY18-FY22



Vocational Programs

Helping Others

The goal of our Day Habilitation program is to provide opportunities and support for community inclusion in the areas of recreation, volunteerism and integrated community employment. One of the avenues we utilize to achieve this goal is to assist individuals in volunteering at different non-profit organizations throughout the community. This allows LifeWorks to provide com-

munity-based services, while also benefiting other organizations by volunteering. At this time, LifeWorks volunteers for seven different organizations. One of the organizations we volunteer for is the Lords Cupboard in Fort Dodge. At the Lords Cupboard, we usually have a group of five individuals who volunteer once a week. Their tasks include filling food orders and packing boxes. One of the individuals who volunteers regu-

larly says he enjoys meeting new people. LifeWorks appreciates the opportunity given to us by all the non-profit organizations. They are truly helping us meet our mission.



Vocational Director Curt Duffield



- Participated in Day Habilitation: 112
- Worked on a crew: 27
- Received supported employment: 33



FY22 Foundation Accomplishments

- The LifeWorks Charitable Foundation grossed a grand total of \$27,445 in November 2021 through its annual (and virtual) fundraiser
- Videos were created, which can still be found on LifeWorks' YouTube Channel, promoting the supported organization
- The Foundation Board approved \$15,000 toward improvements at the 9th Street site in Humboldt

LifeWorks
Charitable Foundation

A Night for LifeWorks
(In person!)

Thursday, November 3

Fort Frenzy's Cardiff Center
5:00pm-8:30pm

Social hour, cash bar, silent auction, dinner, and a show in the style of "America's Got Talent"

Tickets \$40
Available at LifeWorks offices and at the door

FY23

Foundation Board of Directors

President: Cameron Nelson

Vice-President: Rick Salocker

Secretary/ Treasurer: Bev Davis

Board Members: Dr. Carey Bligard, Angie Jessen, Julie Roethler, and Rachell Swanson-Holm



Check us out!
www.lifeworkscommunityservices.org

Non-Profit
US POSTAGE
PAID
Fort Dodge, IA
Permit No. 100

Current Resident OR

Vocational Site:
1303 A Street
Fort Dodge, IA 50501

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



Monitoring 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, 2021 and June 30, 2022.

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 2021. There were no substantial areas of concern noted.
- The Social Security Administration (SSA) completed a desk review 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

- Formerly known as the Commission on the Accreditation of Rehabilitation Facilities, CARF issued three-year accreditation to LifeWorks’ for Community Employment Services, Community Integration, and Employment Planning Services. This is the highest level of accreditation offered by CARF.
- In December 2021, 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.
- 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.

FY23 Board of Directors

President:
Nick Cochrane

Vice-President:
Dr. Cody Olson

**Secretary/
Treasurer:**
Bob Courtney

Todd Anderson

Bev Davis

Cari Hepperle

Char Kelley

Mary Kenney

Michael Scacci