

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

July 1, 2022 to June 30, 2023

From the Executive Director

Services for individuals with disabilities must be community-based due to Federal rules. The Department of Justice's investigation at the Glenwood Resource Center has triggered Iowa to change. Here are **actions taken that will shape the future:**



- Iowa decided to **close the Glenwood Resource Center** by July 1, 2024. At the time of the decision, this impacted over 180 people with disabilities.
- Iowa gave **grant dollars to increase remote services, infrastructure, and training.** Providers who received dollars, like LifeWorks, are spending these dollars now.
- Iowa launched the **Hope and Opportunity in Many Environments (HOME) project** to improve and ensure that everyone has access to high-quality behavioral health, disability and aging services in their communities. To achieve this, the Iowa Department of Health and Human Services (HHS) partnered with Mathematica and The Harkin Institute. They conducted an evaluation of community-based services and published an evaluation report in early 2023. The report gave recommendations on how Iowa can improve access and services. **HHS created a transformation plan** to guide the next steps and improvements, like condensing Iowa's seven waivers to two or three.

How can a person stay informed?

- Learn more about the HOME project, ways to get involved, and how to keep current here: <https://hhs.iowa.gov/ime/HOME>
- Go to the Iowa Developmental Disabilities Council website: <https://www.iowaddcouncil.org> They have excellent resources like an Iowa bill tracker and a newsletter called InfoNet Iowa.

LifeWorks for Zack



My name is Zack Young, I'm 30 years old. I grew up in Eagle Grove until my freshman year of high school then I moved to Fort Dodge where I finished high school. After graduating, I went to Iowa Central Community College and earned my Associates Degree in Turf Management.

My mom committed suicide when I was eight years old. My dad has a long history with drugs, which I recall as far back as when I was 14 years old.

I was first diagnosed with Pervasive Developmental Disorder, which is a form of Autism, when I was three years old. Later on in life, I was diagnosed with Schizophrenia.

I found out about LifeWorks while I was in the Assertive Community Treatment (ACT) program through the Berryhill Center, which I participated in while I was staying at the homeless shelter. I then enrolled in the Integrated Home Health (IHH) program at the Berryhill Center. *(Continued pg.3)*

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

(Ever) Changing Landscapes

A tough decision had to be made this past year with the closure of Ashford Estate. Ashford was a twenty-four hour site in Fort Dodge started by LifeWorks in 1998.

At that time, 25 years ago, the landscape was changing, much as it is now. The push for deinstitutionalization was in full swing and the “county home”, known as Webster Healthcare, was closing. Ashford, among other sites, was created by Iowa Central Industries, as LifeWorks was known at

the time, to provide housing and supports to people moving out of Webster Healthcare.

Five men were able to establish themselves in a more integrated setting and truly settle into a new home in the community.

At that time, there were loud voices of concern regarding the people with mental health diagnoses living near them as neighbors.

Now, after all these years, as we close the

doors on the house for good, there are neighbors that miss the men that lived there. The kind of neighbors that check the mail when the house was empty and call to inquire about when people will return.

Little did we know back then that an aging population paired with a workforce shortage following a global pandemic would require the roommates to disperse to other locations.

Workforce shortages impact every area of the



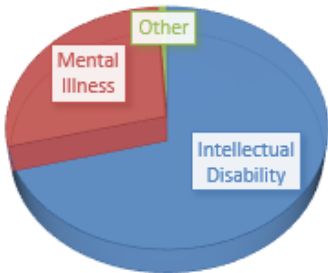
Residential Director Kristie Miller

- Served in 24-hour HCBS Sites: 58
- Received Supported Community Living/Respite Services: 59

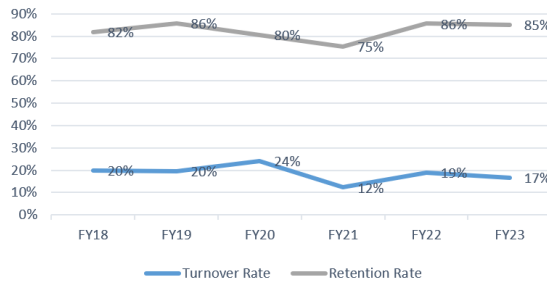
agency. We just have to have faith that LifeWorks will emerge from this new landscape stronger than ever, which we will do with the hard work and efforts of dedicated employees.

LifeWorks by the Numbers

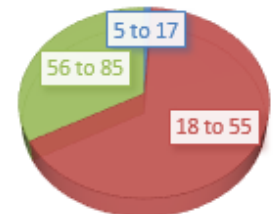
PRIMARY DISABILITY FY23



Staff Retention and Turnover Rates



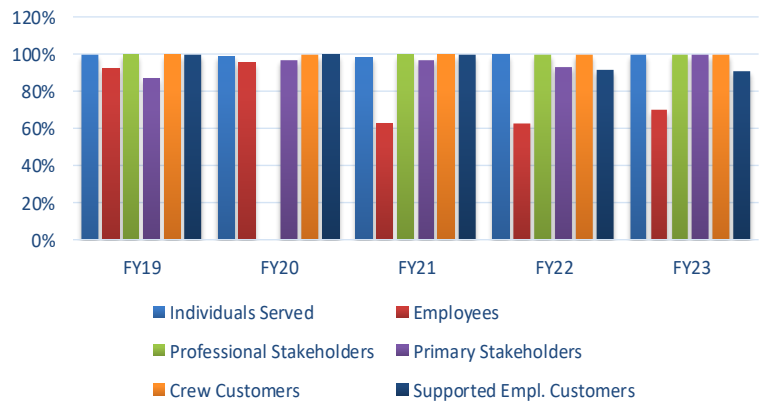
AGES OF INDIVIDUALS SERVED FY23



The Basics

Year LifeWorks was established:	1965
Year services began:	1966
Individuals served in FY23:	183
Staff employed during FY23:	125
Size of FY23 budget:	\$6.1M
Buildings owned:	6
Fleet size:	37
FY23 Agency vehicle expense, repair costs:	\$71,301.86
Community-based work sites:	34
Volunteer sites:	11
Year Foundation was incorporated:	2009

Satisfaction Summary FY19-FY23



Vocational Programs

Long-Term Employees

Two of LifeWorks' key stakeholders include individuals served and employees. We could not have one without the other.

LifeWorks is fortunate to have some long-term staff who believe in its mission. In this day and age when people jump from one employer to another, it is impressive to have eight vocational employees who have over 150 combined years of experience.

These employees have seen an incredible amount of change over the past 20 years, ranging from the

philosophy of services to how programs are funded. Yet, they continue to give supports to individuals every day.

I once asked a staff member what they like about their job a few years ago. They said, "I get paid to help people succeed." When people see their career as a calling, they tend to stay in their position for many years regardless of the circumstances.

We continuously strive to offer good benefits and new ways to show appreciation for staff's valuable work. Benefits offered include:

- 10 paid holidays/year
- 80 PTO hours/year
- 104 illness hours/year
- A \$350 biweekly cash benefit stipend that can be used toward health/life/other insurances, 401K, a flex plan, or even just cash
- Sign-on bonus
- Referral bonus
- Quarterly attendance bonus
- Other payments and gifts in the year

LifeWorks is hiring! If you are interested in getting "paid to help people succeed," check out our



Vocational Director Curt Duffield

- Participated in Day Habilitation: 112
- Worked on a crew: 26
- Received supported employment: 42

website. You can read about the organization, see job openings, and even apply online.

LifeWorks for Zack cont.

Through the support from my IHH worker, I chose to live in a group home setting with LifeWorks. I made this decision due to my dad causing my homelessness by getting me evicted from the apartments I lived in.

LifeWorks staff assist me with my relationship with my dad to ensure a healthy relationship. LifeWorks also assists me with cooking and reminding me to clean and maintain my hygiene.

I like working with the staff at LifeWorks because they are nice and have supported me with making new relationships with peers in other LifeWorks houses and meeting new people while attending the Connections program.

While at LifeWorks, I have also obtained employment with the Work Crew. Being at LifeWorks has given me the opportunity to do things I wouldn't normally be able to do without the support of staff such as going to WWE, Boone Train Ride, have a birthday party and volunteer in the community with Connections.

My goals and dreams that LifeWorks is able to assist me with is getting a job at Game Stop, be successful on my YouTube channel and get my own house someday.

FY24 Foundation Board of Directors

President: Cameron Nelson

Vice-President: Bev Davis

Secretary/ Treasurer: Rick Salocker

Board Members: Nick Clark, Angie Jessen, Julie Roethler, and Rachell Swanson-Holm

Consider the LifeWorks Charitable Foundation for your year-end giving!

Learn more and contribute at:
www.lifeworkscommunityservices.org



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
Ft Dodge, IA 50501-4418

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, 2022 and June 30, 2023.

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 within their circles of influence 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 2022. There were no substantial areas of concern noted.
- The Social Security Administration (SSA) completed a representative payee review. It recertified LifeWorks. SSA considers LifeWorks to be a “fee for service” provider since the organization offers payee services and is privately paid.

Programs

- On October 24, 2022, a risk assessment was completed by a loss control representative at the Fort Dodge vocational site/business office. One minor concern was addressed right away.
- The Iowa Medicaid Enterprise conducted a comprehensive quality review of all services received by one randomly selected individual. The review occurred in November 2022. LifeWorks met standards in all assessed areas.
- A Provider Self-Assessment was completed in December 2022 in accordance with Iowa Medicaid Enterprise rules.
- Amerigroup conducted a desk review in June 2023. No concerns were noted.
- Internal quality assurance activities and investigations were done throughout the year. They included satisfaction surveys, safety walkthroughs, medication audits, Board self-evaluations, business office review projects, complaint investigations, casefile reviews, and service documentation reviews.

FY24 Board of Directors

President:

Nick Cochrane

Vice-President:

Dr. Cody Olson

Secretary/

Treasurer:

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