

A message from the CEO

In Mainstream Living's 47th year, we worked together to serve more than 400 people a day in four programs - Home and Community Based Services (HCBS), day habilitation, Transition Aged Youth (TAY), and our Residential Care Facility for Persons with Mental Illness (RCF-PMI). Yet, there is an ever-increasing demand for services like ours, but a severe shortage of direct care workers (known as Direct Support Professionals or DSPs). Our industry is at a turning point with long waiting lists that cannot be reduced unless we stabilize this critical workforce.



The time has come for all of us to speak up. DSPs provide essential services in Iowa, but wages paid based on Medicaid reimbursement rates and the current employment environment make it extremely difficult to recruit and retain quality employees. The 2023 Legislative session has begun and we ask you to join us and help multiply the voices our members and families. Please contact your state lawmakers and the Governor's office today and urge them to help "Close the Gap!"

Direct Support Professionals (DSPs) are the lifeblood of organizations like Mainstream Living. We are exceptional because of what the staff does on a daily basis. Let me end this message one final, but very important detail. The state of Iowa pays an average of \$36,000 per member per month for people that live in the state institutions and receive home and community-based services. The state only pays \$6,000 on average per member per month for individuals who live in the community. It's time to close the gap.

Thank you all.

Bill Vaughn

Closing the



Here's the Problem:

The average starting wage of a DSP in Iowa is \$14.23. Providers continue to struggle to compete with other entry-level jobs. We cannot increase our rates to fund wage increases, as they are set by Iowa Medicaid (IME). **The ONLY way to increase rates is through a legislative appropriation.**

Different that Helathcare

What sets Iowa's community providers apart from other healthcare workers?

- Community providers receive more than 90% of their revenue from Medicaid. Other health care organizations receive 25-30% of their total revenue from Medicaid
- Private insurance does not cover these services
- DSPs provide services 24 hours/day, 7 days/week, and 365 days/year
- The need for services is generally ongoing and life long, not sporadic or short term

Here's What's Needed

Support rate increases to address workforce crisis for:

- Habilitation
- Home and Community Based Services (HCBS) Intermediate Care Facility/Intellectual Disabilities (ICF/ID)
- Intermediate Care Facility/Intellectual Disabilities (ICF/ID)

This action will help community-based organizations improve the lives of Iowa's most vulnerable citizens. ✦



Communities that Care

Mainstream Living is fortunate to have so many generous families, donors, and community partners. Whether it's providing financial support for a new group home,



volunteering to pull weeds, or hosting events for members, there are always those that "answer the call." In addition, so many of you took the time to write to elected officials, advocating for increased funding for our programs.

Most of our donors never ask for recognition. They support Mainstream Living simply because they care. They know that adults with disabilities and

mental illness tend to be an underserved population and know that their resources can make a significant difference in the lives of those they serve. We are so grateful for the generosity of those who give to the organization or to our endowment.

2022 once again wrapped up with our annual holiday giving project. Each year, we collect "wish lists" from our members and ask the community to donate gifts or "adopt" a member. For the last several years, we have been able to fulfill nearly every item on our members' wish lists thanks to so many individuals and families from across central Iowa. Our continued gratitude goes to Christ Community Church in Ames for being such a strong supporter and advocate for this project.

As we enter 2023, we are excited to announce that we will be building a new group home in Des Moines. We look forward to your support of our efforts to provide additional accessible and affordable housing to people with disabilities. Our mission remains strong because of all of you.



Mainstream Celebrates Annual Award Winners

Each year, employees are nominated and selected to receive awards in several categories. Those chosen have demonstrated excellence and a willingness to go above and beyond in their service to our members and the organization

Congratulations to our 2022 winners!

Believe it, Achieve it Empowerment Award

Tsolo Lebepe

Community Inclusion Award

Roberta Walker-Kruger

Winners in Wellness Award

Delaney Filing

Champion of Change Award

Nate Harrington

Joe Vaughn Resilience Award

Roxanne Muffler

Rising Star Leader of the Year

Rachell Brown

Amber Miller

Difference Maker of the Year

Brenda Beveridge

Ed Biebel

HCBS Year in Review 2022

The Home and Community Based Services (HCBS) Programs started the year with new leadership changes with the announcement of Traci Miner as Vice President of Waiver Services. Two new Program Coordinators were hired as well as a number of Team Leaders and Assistant Team Leaders. These changes have brought about fresh ideas, new opportunities for growth and a focus on staff development. There were a number of program and individual accomplishments in 2022, including:

- Providing training to Direct Support Professionals to support members diagnosed with Alzheimer's.
- Working with hospice to support a member in remaining at home through the end stage of life.
- Increasing the accessibility of our homes and creatively supporting members who faced new or temporary mobility challenges.
- Encouraging and supporting members in being active and engaged in the community.
- A member who completed Project Search through Iowa State and transitioned from supported employment to independent employment at B-Bops!

Overall, the entire HCBS team is working together with our stakeholders to support members in their home and community. We are reviewing member needs more frequently as our population ages and has increasing medical needs. Staff have been innovative in finding solutions to ensure members have their needs met while also being active and engaged with their peers and outside the home.

At the Center, staff works closely with one another and with local businesses to provide a wide variety of safe, appropriate, and fun activities. Members are able to volunteer in the community, engage in physical activity and attend special events throughout central Iowa. The Center even hosted a summer BBQ event in June with over 200 in attendance!

As we look to 2023, we are excited to expand upon staff development at all levels. We know that when we invest in staff, we not only improve retention, but also enhance the quality of our services. The HCBS program remains strong and committed to meeting the needs of our members. We look forward to many more successes in 2023.



Mental Health Year in Review

The Mental Health team continues to work collaboratively in providing consistency and continuity in programming while also identifying ways to make impactful changes that better support our members in their goals. Although 2022 began with a focus on transitioning back to more normalized operations following the COVID pandemic, the year was a success with much to celebrate in the various services within the mental health program.

Our Residential Care Facility for Persons with Mental Illness (RCF-PMI) is an 11-bed facility that serves those with chronic and persistent mental illness. We know that our members at the RCF-PMI have better outcomes and greater success when they know what to expect and, to aid in this effort, daily schedules have been implemented. Under new leadership, the RCF-PMI has refocused the services to be recovery-oriented, supporting both mental and physical wellness. The staff have done an exceptional job of getting members out and active as community integration opportunities are beneficial in addressing the eight dimensions of wellness. The members have been participating in recreational activities and attending community events, which is not always easy for our members. In addition, staff continue to build relationships with members and help them to understand how mental health is impacted by other areas of one's life. We are pleased to see both individual change and overall program improvements in the last year.

The Transition Age Youth Program (TAY) provides goal-oriented support to young adults with a mental health diagnosis. In Spring 2022, we began the implementation of the Skills System. The Skills System assists members in better regulating their emotions while empowering them with new techniques to use on a daily basis as well as in high stress situations. This system has been an important component for both members and staff in a program that often works through problems at an individual and site level. TAY leaders took the initiative in learning the Skills System and are dedicating to supporting one another and serving as great role models for the TAY members.

Our Supported Community Living (SCL) and Community Support Services (CSS) programs continues to engage members with serious and persistent mental illness in enhancing independent living skills. Staff works closely with members in reducing or managing mental illness symptoms so that they can live and work in a community setting. Members in the program frequently talk positively about their team and are appreciative of the one-on-one supports. Staff continues to think innovatively about ways to use technology and other resources to reach members and assist them in being active within the community.



HR, Financials, and Outcomes

Expense

Compensation	\$16,205,492
Taxes/Benes	\$3,648,017
Contract Serv	\$269,571
Occupancy	\$850,435
Supplies	\$140,987
Personal and Other	\$318,262
Equipment and Depreciation	\$669,484
Transportation	\$349,665
TOTAL	\$22,451,913

Revenue

Fees and Grants	\$25,411,209
Management	\$271,098
Rental Income	\$523,097
Contributions	\$123,902
Other	\$288,213
TOTAL	\$26,617,519



2022 OUTCOMES

A SNAPSHOT OF HOW WE'RE MEETING THE NEEDS OF OUR STAKEHOLDERS



96%

HCBS STAKEHOLDERS WHO REPORT BEING SATISFIED WITH SERVICES



97%

MENTAL HEALTH STAKEHOLDERS WHO REPORT BEING SATISFIED WITH SERVICES

PRIORITIZE HEALTH AND WELLNESS

REDUCE NEGATIVE DISCHARGES



EXCEEDED GOAL

REGULAR HEALTH AND WELLNESS CARE



MET GOAL

MEMBERS WITH ACCESS TO AFFORDABLE, SAFE, AND ACCESSIBLE HOUSING



EXCEEDED GOAL

WORKING AT MAINSTREAM LIVING



WOULD RECOMMEND A JOB AT MAINSTREAM LIVING TO FRIENDS OR FAMILY



SAY THEY PLAN TO CONTINUE WORKING AT MAINSTREAM LIVING