

mainstream connection

Year in Review



This year, Mainstream Living will celebrate four decades of providing exceptional services and supports for persons with disabilities in Central Iowa. Yet, even after 40 years, our mission to provide services that are designed to enhance opportunities, create success and fulfill dreams remains as relevant now as it was in 1975.

This past year we served an average of 520 people each day in our four-county catchment area. We continued to experience rapid growth and expansion of our services for nearly every program. While there were certainly challenges in addressing this significant growth, I am proud of our accomplishments. A milestone was achieved in February with the opening of the Knapp House, our third home serving persons who are medically fragile. Along with the opening of Knapp House, significant efforts were made in improving our capacity to provide accessible housing at numerous locations. We also added two residential sites for individuals with an intellectual disability, along with two residential sites for our Transition Aged Youth (TAY) program. Services were expanded for our day habilitation program, along with the addition of the new ACE (Advocacy, Connections and Empowerment program). We began providing counseling, therapy services and addiction treatment in our Des Moines office and we expanded our capacity to serve more individuals in our Residential Care Facility for persons with mental illness.

Additionally, our management team and staff worked through the initial implementation of the new mental health re-design.

None of this would have been possible without the cooperation and collaboration from our Board of Directors, our funders and many generous volunteers and donors. The Board of Directors works diligently to help us stay true to our mission, while giving us valuable direction and oversight on major projects and policy changes. Our funders have worked hand-in-hand with us as we develop new programs and strive to meet the needs of individuals served. Also, countless volunteers and financial supporters have given generously with their time and resources. I also give my thanks and gratitude to our consumers, their parents, family and friends. Your help has been immeasurable, and you have given it freely.

Finally, I cannot thank our staff enough for their dedication to our mission, vision and values. If I have learned one thing in my 34 years with this organization, it is that Mainstream Living is exceptional because of what the staff does on a daily basis. Every employee is critical to our mission and while each job is challenging in its own way, I recognize and thank each of our employees for playing an important role in the lives of the people we serve!

As we reflect on the past year I would ask that each of us take a moment to reflect on the hard work of our staff and let them know we appreciate all of their efforts. Here's to 40 more years!

Thank you all.

Bill Vaughn, President & CEO



MAKING STAFF AVAILABLE: MELC 2014

Looking back over a year of programming, we can often get lost in broad trends and statistics. Though these concepts have their place in building better programming, they can often dwarf the small, but important acts that improve the lives of participants. 2014 was a year of many small changes that have taken place at the Mainstream Employment and Learning Center (MELC). Yet, each of these small changes has led to significant impact in the program areas of day-habilitation, sensory, ACE and vocational supports.

Day Habilitation made the simple change of dividing one large group into two smaller groups, and as a result, has seen drastic improvements. Activity areas have been quieter, there is less confusion, the days are more efficient, and most importantly, staff is more available to participants throughout the day. Smaller groups have led to improved communication between staff and participants and those with communication barriers now have less staff with which they need to communicate. In this way, staff members are better able to serve individual participants under this new system.

In the Sensory Program, a five minute morning meeting each day has led to staff members who are more in tune with each participant, and ready to serve their individual needs. Every morning before participants arrive, staff members go over the goal of each participant while

identifying strategies for achieving those goals. This meeting "shapes the day," says Mattie Vibbard, a staff member who works in the program. She adds that this shifts priorities to the individual needs of participants. "It isn't always about goals," says Vibbard, "but about individual successes, and keeping people happy." This change has had noticeable effects on several different participants. Vibbard mentions three participants who, a year ago, would each only linger in specific areas of the building. Since the change, each has branched out and participated in a variety of programming. A simple moment of focus for staff has immensely helped broaden the horizons of participants.

Like the Sensory Program, the Vocational Program has implemented systematic changes to make staff more available to participants. At the Danfoss Enclave, this has taken the form of logistical changes. Jeff Franklin, a job coach at this enclave, has partnered with Danfoss this year to implement a computerized system for summoning forklifts. This means that neither Franklin nor his coworker, Billy Kearney, need to leave the group in order to find a forklift. This allows Franklin to spend more time with participants and help them be more efficient. If a problem arises, whether it is work-related or interpersonal, Franklin can address it immediately, even if he needs to find a forklift.

The ACE Program is just over a year old, but even in this short time, staff has made efforts to put systems into place so that they can be available to individual participants when needed. Most notably, staff has arranged schedules in order to spend one-on-one time with participants. Many people at the ACE Program are working toward better control of their emotions, and need time alone. Judy Schieffer, a staff member at ACE, will often pull a participant aside so that he/she is able to meet with her one-on-one. "It builds bonds and relationships with the people who we serve. It lets us know what makes them tick," she says. But beyond this, "It helps them with their goals, but also to find who they want to be in the world," says Schieffer. In an instance

like this, Schieffer will communicate with another staff member, who will keep programming moving, and ensure a quality program for all. This type of individualized service is the key to ensuring success for all those involved.

In every program within MELC, staff has worked tirelessly to improve services this year. The way that staff serves and interacts with participants is important, but the impact of this service would be greatly diminished without strong systems in place. In the coming months, MELC hopes to continue to assess and modify systems to help participants get the most from their interactions with staff.

HOME AND COMMUNITY-BASED SERVICES

Waiver Services Year in Review

Exceptional service and superior quality continue to be the driving force behind our home and community based waiver services for individuals with intellectual disabilities and brain injuries. In this program we serve 208 individuals; 69 in our hourly program, 124 individuals in 42 daily sites and 15 folks in our three medically fragile homes. During this past year we have opened several new sites, providing new opportunities for an additional 20 individuals to live in the community with staff support. There have been a number of successes over the last year, including the opening of the Knapp House of Hope, which provides services to five young adults with severe disabilities and high medical needs. Staff worked hard to provide entertaining, social and enriching opportunities for each of our consumers. Activities included sporting events, fishing trips, picnics, gardening, concerts, festivals, bowling, biking, volleyball, swimming, volunteer opportunities and much, much more. Over the next year, staff will spend time reviewing the current facilities and living environments to determine their feasibility in continuing to meet the accessibility needs of our members. Additionally, new service opportunities will be explored for more specialized population groups such as our aging members, younger adults and individuals with higher medical needs.





Mental Health Program Updates

SUPPORTED COMMUNITY LIVING (SCL)

Our SCL Program serves 72 individuals in their own homes. Staff provides an average of 10 hours per month of individualized services that are directly related to the individual

member's goals and needed supports. This year, we equipped staff with Chromebooks. The Chromebook allows staff to document services and review goals with the member at the time of service. Staff also continues to identify fun and entertaining activities in the community in order to provide enriching social options.

RESIDENTIAL CARE FACILITY FOR PERSONS WITH MENTAL ILLNESS

Our ten-bed RCF-PMI added an additional bed this year, and now serves eleven individuals. The facility is designed to provide traditional structures and supports to people with chronic and persistent mental illness, but also allows for active involvements of the individual in planning and directing their lives. The goal of the program is to support individuals in developing personal goals to improve their quality of life, while developing the skills needed to live where and how they choose. The population continues to age and the average age of our residents is 56. Due to the aging population, we have found it necessary to make continuing accommodations related to medical concerns.

TRANSITION AGE YOUTH

The TAY program serves individuals from age 18-25 years old. Programs are transitional in nature and are designed to be a diversion program from long-term reliance on benefits and public assistance. Referrals are sent through the Department of Human services (mostly through adoption and foster care programs) continue to increase. Many individuals have been receiving services from a very young age, and have been in multiple child welfare programs. Residential services may be combined with day-habilitation, which is designed to integrate young people into community, teach interpersonal skills and learn about community resources.



SUPERVISED LIVING APARTMENTS (SLA)

The SLA program is designed to provide supports that maintain the individual in the community, while avoiding recurring, lengthy psychiatric hospitalizations. Staff is available to all individuals 24 hours per day to provide assistance as needed. Individuals are encouraged to attend day programming, such as day habilitation, employment, drop-in centers or volunteer work. Many clients continue to present with dual disorders, primarily substance abuse and mental health symptoms and some have history in the criminal justice system. Mainstream is able to offer necessary living supports while also providing substance abuse counseling and therapy. Diabetes, obesity and general health concerns associated with aging and mental health continue to be prevalent.

UNITY PLACE

Unity Place houses 31 women who meet low income guidelines. The goal of Unity Place is to bridge the gap in the community continuum of housing supports for women who are homeless or at risk of homelessness. Unity Place provides sober, supportive housing that assists women in transitioning out of emergency shelters, recovery homes or other transitional living programs. This program provides the residents with the opportunity to develop the additional skills, incomes and stability needed to become self-sufficient. The ultimate goal is to help residents reunite with their families, gain life skills, prevent relapse, and attain the self-esteem needed to go forward and enjoy a successful life.

THERAPY SERVICES

Mainstream Living added Outpatient Therapy services in February 2014. Services are provided by Brittney Hindman, MSW, LMSW. Brittney provides Mainstream Living clients with psychotherapy, as well as pet therapy. Psychotherapy is the treatment of psychological disorders through psychological means rather than medical means. During this process, a trained therapist helps the client tackle a specific or general problem such as a particular mental illness or a source of life stress. Depending on the approach used by the therapist, a wide range of techniques and strategies can be used. We are proud that our therapy programs include pet therapy with Brittney's dog, Oliver, who is a certified therapy dog. Pet therapy is a goal-directed intervention in which an animal that meets a specific criteria plays an integral part in the treatment process. Pet therapy can help to cope with trauma, develop empathy, encourage better communication, soothe, focus and improve mood, as well as reduce stress.



Support Services

HUMAN RESOURCES YEAR IN REVIEW

In 2013, our Human Resources Department underwent a significant re-design, which included new leadership and the addition of a full-time Recruiter. Shifts in work force and economy have contributed to staffing shortages, which will continue to be a challenge for our agency. However, the HR department has prioritized recruitment and retention as key areas in our efforts to ensure ongoing quality services to our consumers. To assist with this goal, improvements in hiring were sought through implementation of a formal assessment

tool and continued involvement with department supervisors in the interview process. Orientation for new employees has been streamlined to improve timely and effective transitioning. Additionally, surveys for new and existing employees are conducted to monitor effectiveness while identifying retention strategies. The HR staff continues to identify efficiencies that include, completion of online performance evaluations and cross training amongst HR Department team members to ensure continuity in fulfilling our commitments.

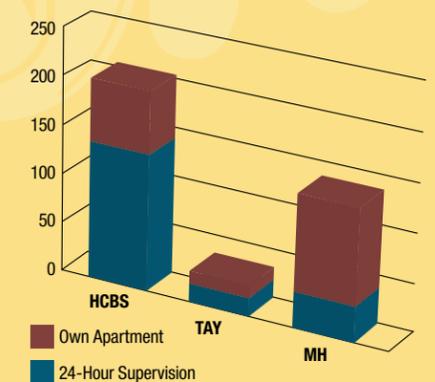
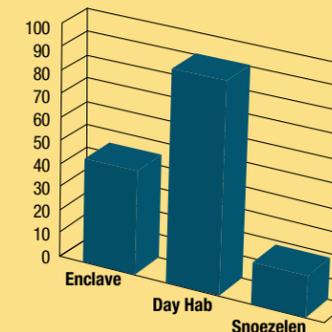
WHO WE SERVE

Average number of members served per month

HCBS	24-hour Supervision	140
TAY	24-hour Supervision	19
MH	24-hour Supervision	37

Own apartment	64
Own apartment	13
Own apartment	99

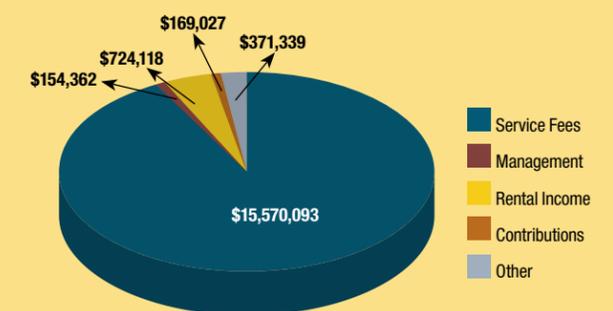
MELC	Enclave	45
	Day Hab	91
	Snoezelen	19



SUMMARY OF REVENUE AND EXPENSES

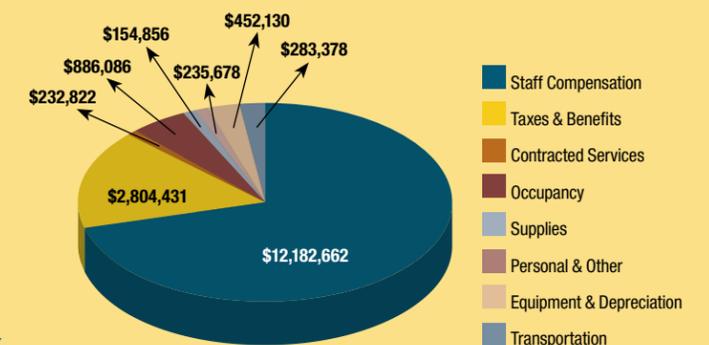
Mainstream Revenue by Type

1 Service Fees	\$15,570,093	92%
2 Management	\$154,362	1%
3 Rental Income	\$724,118	4%
4 Contributions	\$169,027	1%
5 Other	\$371,339	2%
Totals	\$16,988,939	100%



Mainstream Expense by Category

1 Staff Compensation	\$12,182,662	71%
2 Taxes & Benefits	\$2,804,431	16%
3 Contracted Services	\$232,822	1%
4 Occupancy	\$886,086	5%
5 Supplies	\$154,856	1%
6 Personal & Other	\$235,678	1%
7 Equipment & Depreciation	\$452,130	3%
8 Transportation	\$283,378	2%
Totals	\$17,232,043	100%



A Year of Amazing Events, Great Partnerships and Generous Donors

We can't thank our supporters enough! Countless individuals, businesses, organizations, churches and students helped make 2014 another successful year for our consumers. We are truly humbled by your generosity.



CyclONE City

Mainstream Living was honored to be chosen as a partner for the Leadership Ames Class XXVII CyclONE City project. This group of community leaders turned the lovable mascot Cy into a true celebration of the town and gown relationship between Iowa State University and the City of Ames while benefiting human service organizations. Over 30 Cy statues were uniquely designed and displayed across town. Each of the statues was sponsored by local businesses with five statues auctioned off at an event on December 4th. In addition to Mainstream Living, proceeds from the project will benefit Youth & Shelter Services, Emergency Residence Project and an ISU scholarship.

United Way of Story County

Mainstream Living has a long history with United Way of Story County (UWSC) and while they have always been a generous partner, we were excited to receive a \$75,000 Community Impact Grant, which will be used in the coming months to complete some safety and accessibility upgrades at MELC. In addition, their Board of Directors also provided funding for a lift system at Onyx house as well as funds for technology upgrades for our direct care staff. The Day of Caring tradition also continued as UWSC volunteers spent the day painting and cleaning up at some of our facilities.



Be Amazing! Race

The 2nd Annual Be Amazing! Race was held on Saturday, June 21st at Cold Water Golf Links and took our racers across Ames as they completed challenges at various locations and businesses. From digging for pennies in the sand to making balloon animals, the competitors completed each challenge while racing against the other teams, all in an effort to raise funds to support Mainstream Living services. Thank you to Great Western Bank, Randall Corporation, Sigler Companies, Nelson Electric and McFarland Clinic for your sponsorship.

Cheers to Mainstream

In celebrating almost four decades of serving people with disabilities in Central Iowa, the organization hosted "Cheers to Mainstream" on November 13th in Downtown Des Moines. The event included a tasting of local craft beers paired with specially prepared hors d'oeuvres. More than 120 individuals attended the event sponsored by Hy-Vee, Simpson, Jensen, Abels, Fischer, & Bouslog P.C., Doll Distributing, Bankers Trust, Davis Brown Law Firm, Bob and Loretta Seiman, BJ and Tiffany Baker, and Jane Brimmer.

2014 Board of Directors

Front row (L to R) Alison Goldsmith, April Talbot, Chris Nelson, Chris Latham; back row (L to R) Ted Johnson, Paul Murrell, Mary Ann Beard, Jeff Iles; not pictured Lori Bishop, Tracy Fuller, Sara Henderson, Kathy Schnable.



Mainstream is Turning 40!

This year, the organization celebrates 40 years of enhancing opportunities, creating success and fulfilling dreams for individuals with disabilities. Throughout the year, check out our newsletters and Facebook page for pictures and stories from four decades of service. And stay tuned for details about the birthday celebration later in the summer! We hope everyone who has been a part of the Mainstream family over the years will join us in celebrating this milestone!



Mainstream Living is now on Facebook! Connect with us on Facebook for updates on special events and other important things happening at Mainstream Living.