

Mainstream Connection

2023 Year in Review



As we bid farewell to 2023, it's important to take a moment to reflect on the incredible journey we've embarked on together. This year has been marked by continued staffing challenges, a change in leadership at Mainstream Living, and preparation for state system redesigns for individuals receiving services in both HCBS and Mental Health.

We are proud to share with you some of the noteworthy accomplishments that shaped Mainstream Living's 2023:

- **Expansion of Services:** We opened two homes this year, one in West Des Moines and the other in Johnston, both serving individuals with intellectual disabilities.
- **Increased our starting wage:** In an effort to recognize the critical work done by Direct Support Professionals (DSP), we raised our starting wage from \$15 to \$15.50 per hour
- **IACP Executive of the Year:** Bill Vaughn was honored by the Iowa Association of Care Providers (IACP), announcing him as the 2023 IACP Executive of the Year.

Our success is not only defined by these milestones but by the incredible work of all of our staff and the support we've received from our families, advocates, communities and state partners. We extend our deepest gratitude to each and every one of you for being an integral part of our mission and the Mainstream Living story.

As we look ahead to 2024, advocacy will continue to be an important part of the work we do as an organization in conjunction with our peers and partners at IACP. Your help is needed in contacting state lawmakers to educate them on the importance of supporting policies that improve the lives of people with disabilities. Our work in past years has paid off thanks to your phone calls and letters and we hope you will once again join us in our call to action.

On a personal note, I am eager to start my journey as the next CEO of Mainstream Living. I have been a part of the organization for over 35 years and bring a diverse set of experiences from many levels including direct care, programming, administration, and human resources. I believe in this organization and feel that we will continue to shine as an exemplary place for members and families to receive services. We are committed to providing care that is competent, personable, inclusive, inviting, and friendly. I am confident that 2024 will bring even more opportunities for collaboration, innovation, and success.

Thank you for being an essential part of our team. Happy New Year!

Kris Eastman

President and CEO

Community is the Solution

Iowa Association of Care Providers' (IACP) Top Priorities

- Fully reinvest dollars from Glenwood Resource Center to **build capacity and infrastructure** for Home and Community Based (HCBS) and Habilitation Services.
- **Create a sustainable rebasing mechanism** providing regular and predictable investments in HCBS and Habilitation Services.
- Convert the \$22 million ARPA allocation made in 2022 to State dollars for **sustained funding** of HCBS and Habilitation Services.



Communities that Care

Year after year, we are humbled by the generosity of our families, donors, and community partners. Mainstream Living is fortunate to have so many who are ready to be a part of our mission and never hesitate to step up and share their time, talent or treasure. Most of our supporters never ask for recognition. They give to Mainstream Living simply because they believe in the important work being done. They know that adults with disabilities and mental illness are often underserved and that every donation or volunteer hour makes a significant difference in the life of another person.

In 2023 outgoing CEO Bill Vaughn and incoming CEO Kris Eastman each had their share of check presentations from local businesses and community organizations. These monetary donations have supported the opening of two new group homes. Numerous volunteers, including a team from our longtime partners at Danfoss took time out of their days to help us with projects ranging from landscaping to deep cleaning. Our board members are smart, dedicated individuals who remain some of our strongest advocates.

Finally, we ended the year with our annual holiday "wish list" project which relies on the community to support members during the holidays by purchasing gifts. Even with hundreds of gifts requested, so many of you raised your hand to help. We are appreciative of all the individuals and families who purchased and wrapped gifts including our longtime partners at Christ Community Church in Ames. This year also brought a new partnership with the Central Iowa Wind Symphony who not only helped promote our



holiday wish list, but also made a special visit to the Center for a private holiday concert. Our members could not have been more excited about this!

As we enter 2024, we are excited for what the year will bring. We anticipate that more volunteer hours will be needed along with your continued support of our group home initiatives. Thank you again for giving generously. Our mission remains strong because of you.



Mental Health Year in Review

The Mental Health team spent the year focused on ways to enhance high quality programs and services through staff training and evidence-based practices. The leadership team has done an exceptional job of working collaboratively to ensure services are rooted in recovery with an emphasis on both mental and physical wellness. While the end of the year brought some significant staffing changes, there is excitement and optimism for what's to come in 2024.

The Transition Age Youth Program (TAY) provides goal-oriented support to young adults with a mental health diagnosis. The "Skills System" was implemented in 2022 and has continued to produce positive results in assisting members in better regulating their emotions especially during times of high stress. In addition, the TAY team has worked diligently to implement healthier eating habits for our members. Evidence shows that eating nutritious meals can have positive effects in as little as 30 days for people with depression and anxiety. To that end, staff have worked closely with members to plan menus, create grocery lists and create meals that are both enjoyable and beneficial for you.

In our Supported Community Living (SCL) and Community Support Services (CSS) programs, the team works with members who have a serious and persistent mental illness in enhancing independent living skills. Last year, we appointed a staff member to develop and coordinate community activities to promote integration and socialization. There were 2-4 activities provided each month including crafting, cookie decorating, board games, and a Thanksgiving lunch for more than 50 members and their families.

Mainstream Living also operates an 11-bed Residential Care Facility for Persons with Mental Illness (RCF-PMI) otherwise known as 'Fremont.' Over the last two years, the Program Administrator has been leading staff and members to shift from "survival mode" (med, bed, fed) to an environment where residents learn the skills they need to live in the community with their mental illness. Last year, they worked on creating a common language and developing new practices that integrate recovery and Cognitive Behavior Therapy (CBT) which involves efforts to change thinking patterns. These strategies include learning to recognize distorted thinking and gaining a better understanding of the behavior and motivation of others. They have also worked on creating an environment where FUN happens regularly (and often shared on our Facebook page). Members that typically spent a great deal of time in their bedrooms now enjoy hanging out in common spaces and participating in community activities.

We are proud of our many accomplishments in 2023. In the annual satisfaction survey that is sent to members and guardians, member responses for all questions scored above 90%. "Members are treated with dignity and respect" was our highest score at 97%. Other highlights included in-depth training for all staff in the areas of professionalism, self-care, and work-life balance. As we look ahead to 2024, we expect a busy year filled with additional staff transitions and our ongoing efforts to find efficiencies in the way we document services and maintain reports. However, our priority remains to ensure the highest quality of life possible for our members.





HCBS Year in Review

The Home and Community Based Services (HCBS) Programs (residential and day habilitation) continued to persevere through challenges. While Covid has lingered, there has been less overall impact to members' health and we ensured measures were taken to mitigate the cases. Staffing shortages are ongoing and we are forever grateful to the many direct support professionals who were willing to work additional hours to meet the health and safety needs of the people we support.

In September of 2022, documentation rules changed to allow for documentation that did not require narratives which helps us to devote more time to working directly with members. In February 2023, we took the leap to move to a new electronic documentation and records system called iCare Manager. This was a 10 month implementation process that required a great deal of work from leadership, IT, and support services to incorporate documentation systems, merge information, and allow for new processes such as electronic medication administration records (MARs) and incident reporting. The new system is capable of much more and we are excited to explore everything it has to offer over the

next few years.

The other big project of 2023 involved transitioning pharmacy services for the Ames, Perry, and Adel areas to Tarrytown Pharmacy, based in Austin, TX. The distance was daunting, but the company specializes in pharmacy needs for agencies like Mainstream Living and they are able to interface with iCare Manager for electronic record keeping. This was likely the most seamless large-scale transition we have encountered and we look forward to changing the Des Moines programs to the same pharmacy next year!

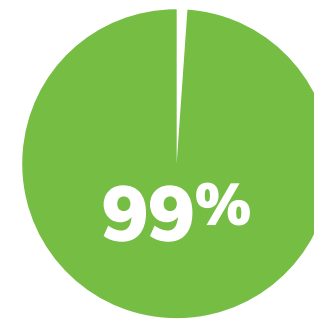
Both residential and day habilitation programs remained busy adding additional members, establishing appropriate programs and services for those who are aging, and updating protocols for our members experiencing higher medical needs.

While we have had exciting and big changes over the last year, the members continue to be our driving force for our daily work. We strive to provide for their health and safety while identifying opportunities that help them to live their best life in the community. We are proud to employ so many great DSPs who make this possible. They don't only understand the mission, vision and values, but incorporate this into every aspect of their work.

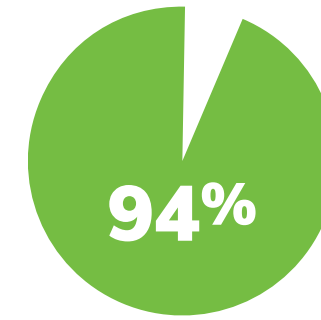


2023 Outcomes A snapshot of how we're meeting the needs of our stakeholders

PROGRAM SERVICE QUALITY

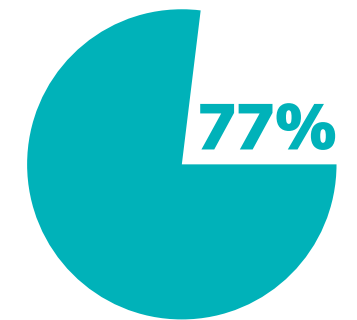


of members, guardians, and stakeholders in the **Mental Health program** are satisfied with services



of members, guardians, and stakeholders in the **HCBS program** are satisfied with services

WORKING AT MAINSTREAM LIVING



of employees plan to work at **Mainstream Living** for the next year

COMMUNITY INTEGRATION



100%

of members are engaged in a wide variety of **activities in the community**

PRIORITIZE HEALTH & WELLNESS



Exceeded Goal

reduce incidents that negatively impact health and wellness in the **Mental Health program**



Exceeded Goal

reduce incidents that negatively impact health and wellness in the **HCBS program**

EXPENSES

Compensation	\$16,667,992
Taxes/Benes	\$3,703,264
Contract Serv	\$384,101
Occupancy	\$852,016
Supplies	\$180,296
Personal and Other	\$315,568
Equipment and Depreciation	\$575,873
Transportation	\$365,143
TOTAL	\$23,044,253

REVENUE

Fees and Grants	\$22,653,943
Management	\$280,348
Rental Income	\$569,328
Contributions	\$132,330
Other	\$71,462
TOTAL	\$23,707,411



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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 2023 WINNERS!

Believe it, Achieve it Empowerment Award

Amber Dawson

Joe Vaughn Resilience Award

Jenelle York

Community Inclusion Award

Eota Greene

Difference Maker of the Year

Amy Adix and John Frakes

Winners in Wellness Award

Robbie Venenga and Nicole May Rivero

Rising Star Award

Madisynn Gabler and Terianne Marsh

Champion of Change Award

Abby Day and Pat VanCannon