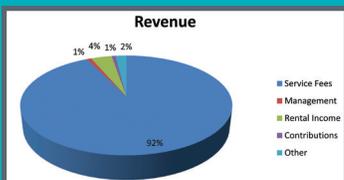
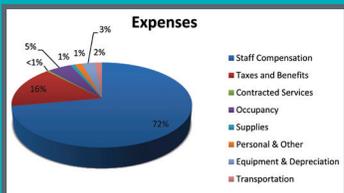


2015 Year In Review – Goals and Outcomes

	Goal	Expected Outcome		Baseline	Jan-March	Apr-June	July-Sept	Oct-Dec	TOTAL
Human Resources	Increase Staff Retention	Increase the number of staff at all longevity levels	6 months	466	479	478	508	481	15
			1 year	388	409	403	420	408	20
			2 years	296	307	307	327	303	7
			5 years	168	172	170	187	178	10
			10 years	87	90	88	94	91	4
Service Depts.	Maintain possible revenue	90% of possible units utilized	HCBS	91.63%	93.36%	94.62%	95.92%	94.15%	94.51%
			Mental Health	96%	97.37%	98.45%	98.48%	96.04%	97.59%
	Documentation timeliness	96% of daily documentation is completed within 3 days	All Departments	92.72%	93.64%	91.90%	92.68%	95.16%	93.35%
	Billing accuracy	Submitted billing will be 98% accurate	All Departments	97.55%	98.60%	97.99%	97.47%	98.47%	98.13%
Risk Mgmt.	Maintenance Requests	Safety concerns addressed within 72 hours	Maintenance	98%	100%	100%	100%	100%	100%
Direct Services	Community Integration	Number of member community outings	The Center	First year of data	313	1472	2017	1750	555/month
	Stakeholder Satisfaction	Satisfaction surveys report 95% satisfaction	All Departments	Mental Health = 89.95%			Waiver Services = 94.53%		

Financials



EXPENSES

EXPENSES	AMOUNT
Staff Compensation	\$14,005,326.00
Taxes and Benefits	\$3,078,136.00
Contracted Services	\$92,337.00
Occupancy	\$964,578.00
Supplies	\$176,942.00
Personal & Other	\$299,891.00
Equipment & Depreciation	\$508,323.00
Transportation	\$300,950.00

REVENUE

REVENUE	AMOUNT
Service Fees	\$18,036,663
Management	\$160,726
Rental Income	\$740,043
Contributions	\$143,999
Other	\$373,059

2015 Board of Directors



Front row (L to R) Chris Latham, Chris Nelson, Mary Ann Beard, Kathy Schnable, April Talbot; Back row (L to R) Ted Johnson, Lori Bishop, Alison Goldsmith, Jeff Iles, Richard Reynolds

40th Celebration

This is what 40 looks like! Over 800 people joined Mainstream Living on August 29th to celebrate 40 years of services. Thank you to the families, clients, staff, volunteers, businesses, and community partners who have contributed to our success. Here's to the next 40!



Community Support in 2015

Mainstream Living is fortunate to have wonderful community partners who believe in, and support our mission to enhance opportunities, create success and fulfill dreams. For 40 years, the organization has been supported by private, corporate, and community donations and grants and 2015 was no exception. Notable grant funding in 2015 included support from, Ames Chamber of Commerce Leadership Ames Class XXVII (Cyclone City), United Way of Story County, Rotary Club of Des Moines, Ames Convention and Visitors Bureau, Story County Community Foundation, First Christian Church (Perry), Todd and Sargent, Inc., and the Des Moines Area Association of Realtors. Strong community support enables Mainstream Living to provide the very best services to our members and their families.

Mainstream Living provides a number of methods in which people can support the organization or designated programs. For information on donation options, including our Endowment, please contact Amber Corrieri at acorrieri@mainstreamliving.org.



Waiver Services

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 205 individuals; 54 individuals in our hourly program, 136 individuals in 49 daily sites and 15 folks in our three medically fragile homes. During this past year we focused on developing staff by working closely with the Human Resources department to review and improve our hiring process and training. We believe that these initial positive experiences will lead to success for our employees and persons served. Over the next year, we will continue working on review and implementation strategies for meeting the new settings rule requirements. Additionally, our attention will turn to Managed Care Organizations and developing a strong partnership with these groups so that we can continue to deliver services that meet the needs of the individuals we serve.



MAINSTREAM Welcomes New Board Members



PROFILE Beth Zavala

Beth Zavala is a West Des Moines native and currently resides in West Des Moines. Beth retired from the Des Moines Public Schools after a 35-year career as a secondary science teacher. She is currently an adjunct science instructor at DMACC Urban Campus.

Beth has two grown children and five grandchildren. She has been a member of Sacred Heart Catholic Church in West Des Moines for 37 years. Beth's interests include raising horses, gardening, traveling, hockey, basketball, and reading. Beth is guardian to her brother Matthew, who has been a client of Mainstream Living for 27 years.



PROFILE David Tucker

David has lived in Ames for 25 years, working the last 17 as Assistant Vice President for Commercial Lending for First Federal before being purchased by Great Western Bank three years ago. He has been married for 33 years

and has four children and two grandchildren. David has served as the Head Usher for St. Cecilia Catholic Church for the last 15 years and on the liturgy board for the last three. He is an active fund raiser for United Way and has volunteered for the Day of Caring. He is a recent graduate of Leadership Ames through the Ames Chamber of Commerce. David's interests include sports, hunting, fishing and spending time with his family.

Mental Health Program Summary – January 2016

Supervised Living Apartments (SLA)

The SLA Program is designed to provide supports to members while remaining in the community. The program provides a range of services in three apartment buildings in Polk County. Our South Union site serves 33 individuals who share an apartment with a roommate. Staff is available from 7am-11pm and work with individuals on basic independent living skills such as: managing symptoms, appointment management, and life management skills.

The Mc Union program serves 24 individuals with staff available 24 hours per day. Services are similar to the South Union site, but lunch and dinner meals are provided. Meals are phasing out in early 2016 and staff is working with members to build meal planning and preparation skills. The Unity Place site provides services to 33 low-income women. This program provides temporary housing services to women who are homeless or at risk of being homeless. Staff is available Monday-Friday from 7am-5pm.

Residential Care Facility for Persons with Mental Illness (RCF-PMI)

Our RCF Program serves 11 individuals with chronic mental illness and is supervised by a Registered Nurse. The average age of those served is 56 and the program is designed for long term care. Staff are available 24 hours per day and provide meals, medication pass, transportation and support during medical and psychiatric appointments. The goal of the program is to maintain a safe and healthy environment for residents.

Supported Community Living (SLA)

The SLA Program provides supports to 72 individuals in the community. A Program Supervisor oversees five full-time staff that provide direct care services that are tailored to meet the needs of each individual served. In September of 2015, evening and weekend services were added. Members typically receive hourly services; although some receive daily services for medication support.

Transition Age Youth Program (TAY)

The TAY Program provides services that are transitional in nature to young



adults who are 18-25. The services are designed to be a diversion program from long-term reliance on benefits and public assistance. Referrals are received from the Department of Human Services: adoption and foster care. Many of the individuals served in TAY have been receiving services from a very young age, and have been in multiple child welfare programs. The TAY Program operates six sites, serving 22 individuals. Staff at the sites are available 24 hours per day and work with members in a structured program focused on plans and individual goals. A Rehabilitation Coordinator is also available at each location to provide communication, service development and support for the individuals living in the home. Day Habilitation services are offered to TAY members as a way to integrate young people into the community, teach interpersonal skills, and assist with access to community resources.

Therapy and Counseling Services

Mainstream Living's therapy program is now in its second year of operation. In addition to our licensed therapist who provides individual and group therapy, we employ a full-time substance abuse counselor that provides individual and

group counseling services. Effective in September 2015, substance abuse assessment and evaluation services were approved.

2015 Highlights

- In 2015 our mental health program transferred 37 individuals within our program, with 28 individuals moving into our Supported Community Living program (lower level of support) and eight members moving to a more supportive program. Additionally, 19 individuals were discharged and no longer need service!
- Two interns have been added to our Therapy and Counseling Services. In addition to attending therapy sessions, they will be creating and delivering training to staff.
- Mainstream Living received an exception to policy from Department of Human Services, allowing us to convert a three-bedroom TAY site to a five-bedroom TAY site. A five bedroom home is more cost effective without compromising member care.
- On 1/1/16 our Supervised Apartment became "smoke free".
- In our Supervised Apartment programs, we have redefined our role in providing transportation to our members. In August, we collaborated with the MTA to provide two training sessions for members and staff to teach them how to ride the bus. We have developed protocols and have worked with members to learn bus routes, applied for transportation through Medicaid, and provide bus tokens as needed. The process is working well, most members are feeling empowered and staff have more time to spend with people.
- As a result of our annual member satisfaction survey, we met with our members and chose two focus areas for the upcoming year: "I am treated with respect" (highest score) and "I am happy in my home" (lowest score). We asked members what the program can do to maintain or improve services in these areas and staff is working to address member needs.



Finding our Center

Center (formally known as MELC) has had a busy year. We've added several new positions, including two peer support positions, known as Activity Aides. The Activity Aide role is being filled by members who are served in our Supported Community Living (SCL) Program, who have been hired to provide direct care and support to participants at Center. This not only allows for peer assistance at the Center, but also provides meaningful employment opportunities to members. We have also added an additional service, transportation, for participants to and from programming. This has allowed us to continue to serve approximately 18 percent of our participants due to limited transportation services in the community. The transportation service, as well as other programming, can also be considered a challenge as we are unclear as to how rates and services will change over the coming years due to Medicaid Modernization. With our flexibility and ability to adapt, we are confident that we will be able to continue to provide services which are designed to enhance opportunities, create success and fulfill dreams.