



Giving Back

The MENTOR Network's 3rd Annual National Volunteer Day

mployees, individuals served, family members, and friends of REM lowa came together on Saturday, April 25th to participate in The Network's 3rd Annual National Volunteer Day. Nearly 400 individuals volunteered their time to make a difference in Hiawatha and Shelby.

The MENTOR Network's President and CEO, Bruce Nardella, as well as Chief Quality Officer, Gerry Morrissey, agreed to travel to volunteer alongside employees in the state with the highest percentage of employee participation on Volunteer Day. Based on the overwhelming enthusiasm from the REM lowa employees to get out and volunteer, Bruce and Gerry headed to lowa!

Those in Hiawatha welcomed Bruce and Gerry as they cleaned up two of their local parks. No one hesitated to roll up their sleeves to rake debris from the winter, clean up trash, and put down woodchips. Everyone in Shelby did their part to spruce up the City Nature Trail.



"It's inspiring to see so many of our employees excited about giving back to the communities in which we live and work, extending our mission of service to the community at-large by taking time to volunteer along with family members, friends, and consumers we serve."

-Bruce Nardella, President and CEO, The MENTOR Network

"We were thrilled to have the opportunity to come together to serve the communities where we live and work," said Lisa Pakkebier, Executive Director of REM lowa. "The nearly 400 volunteers, who cleaned up our local parks and the City Nature Trail, were not deterred

by the rainy and cold weather. Our employees work hard every day making a difference in the lives of the individuals we serve and I'm delighted by how many joined us for this event to make a difference for the community at-large."

As activities were going on in lowa, there were also over 2,000 others from across The MENTOR Network simultaneously completing 50 service projects

in 16 other states. All 4 operating groups of The MENTOR Network were

represented: Redwood, Hastings,
CareMeridian & NeuroRestorative.
Employees from the corporate
headquarters and Shared Service
Center in North Andover also
participated. Some projects included
painting and gardening projects,
sorting food donations at food banks

and Goodwill stores, helping at charitable fundraisers and thrift stores, serving meals at soup kitchens, participating in food drives, and cleaning up at various Boys & Girls Clubs.

"I'd like to thank everyone who contributed to the great success of The Network's 3rd Annual National Volunteer Day," said Bruce Nardella, President and CEO of The MENTOR Network. "It's inspiring to see so many of our employees excited about giving back to the

communities in which we live and work, extending our mission of service to the community atlarge by taking time to volunteer along with family members, friends, and consumers we serve. I'm proud to work alongside such dedicated individuals, and look



forward to seeing how far this event will grow in the future!"











Redwood Heroes is a recognition program that recognizes employees who have made exceptional contributions that directly impact the individuals we support. Meet our most recent Redwood Heroes.

Dena Rimble

Dena has been an exceptional staff since beginning her employment with REM Iowa in December 2012. Dena started as Direct Support Professional, was promoted to a Lead DSP in September of 2013 and a Home Manager in May of 2014. Dena is a kind-hearted staff that consistently puts others before herself and holds herself to a high expectation.

Katherine Scheib

Kate began her employment with REM Iowa in 2009 as a DSP for REM Iowa Community Services. After working her way through nursing school and obtaining her LPN license, she came to work for REM Iowa as a program nurse. Not only does Kate provide exceptional nursing care to the individuals she works with, but she is consistently willing to help other nurses in their responsibilities.

on a cold December morning, late last year, Dena and Kate were working a shift at the Terry Avenue facility. Responding to unusual noises, Dena found one of the members of the household lying on the floor, in the hallway - unresponsive. She immediately called to Kate who came and determined the individual was not breathing and didn't have a pulse. Dena went to call 911, and Kate began administering CPR, in an attempt to revive him. As Kate worked, Dena did her best to keep the other housemates calm and to report what was happening to the inidividual's guardian. When emergency services arrived at the facility, Kate allowed them to take over resuscitation efforts and rode along in the ambulance with the individual so that he was not alone. Despite everyone's best efforts, later that morning at the hospital, he passed away. If not for Kate and Dena's quick leap into action, family and friends may not have gotten the chance to say their goodbyes. Following the incident, Dena and Kate have continued to support the individuals and staff/coworkers at the facility as they cope with their collective loss. They have remained strong, supportive, and positive in spite of this tragedy and deserve recognition for their quick response and on-going commitment.



Davenport Blood Drive The REM Iowa Davenport office held their first Blood Drive on January 26th, 2015. The idea came about one morning after Tracy Kennis, Program Director, followed the Mississippi Valley Regional Blood Center's bus to work one day. What a great opportunity not only to get involved in the community, but also help save lives. With a goal of 14 scheduled donors for the Blood Drive, REM Iowa exceeded that goal by scheduling 19, including DSPs, Program Coordinators, Program Directors, and individuals receiving services. Due to the success of this first blood drive, the Mississippi Valley Regional Blood Center and REM have already had another blood drive this past June 8th, at the Davenport Office.

INJURY FREE because of ME!

REM Iowa Developmental Services ICF/ID services in Hiawatha celebrated TWO years of Injury Free on April 4, 2015. Congratulations to Program Director, Shay Andersen and her vocational team for their ongoing focus on employee safety!



On April 22nd. REM lowa Community Services' Coralville team pitched their hands in for Earth day. The group picked up trash at Lake McBride from 9a - 12p. The participants included Ceirra Vradenburg, Peter Mullaney, Darlene Burnham, Jacob Tickle, Peaceful Gantenbein, and Sara Miner. This is this team's 2nd Annual Volunteer Earth day.







REM Float - 2015 Council Bluffs Parade





Submitted by Shelby Janes



Dancing, pictures, food, friends, and endless smiles....that's what took place Friday, May 15th, at the first ever REM Prom in Hiawatha. The event was held from 5 to 8PM at Zion Lutheran

Church in Hiawatha. Over 70 individuals from REM Iowa Hiawatha, REM Iowa Community

Services Hiawatha, Vinton

and Mt Vernon and Host Home

all dressed in their finest tuxes and gowns to dance to the night away. The following awards were given:

- Life of The Party Chris Hartgrave,
- Best Dancer Chad Carlson,
- Cutest Couple Anita Franklin and Chad Rusk, Amber Udelhoven and Mason Hamann,
- King and Queen Ron Davis and Mary Hay

Whether they won an award or not, everyone had a blast and many asked when the next prom would be!

Hiawatha RDS PCs: Kevin Connor. Jessica Furnish, Kevin Green and Shawna Wallerich - Nominated by: Stephanie Bawek, PD

This entire team is recognized because they consistently work together not only as a team, but with our individuals,



residential providers, case managers, and guardians. These four have worked extremely hard to build professional relationships by communicating effectively, sharing their knowledge and opinions, and helping out wherever needed.

Working Together with Others

Nicole Henn, DSP Coralville - Nominated by: Peter Mullaney, PC

Nicole demonstrates a strong commitment to the program, at times putting her own commitments aside to



help cover open shifts. She's become an expert on the individuals she serves in a short amount of time, and contributes quality information toward the care they receive. Nicole works closely with her team to ensure excellent care.

Working Together with Others

Troy Mahan, PC Avoca - Nominated by: Paulette Lingle, PD

Troy is always upbeat and positive when he is working with the gentlemen in their home. He is helpful but



encourages the guys to do for themselves, when they can. Troy is highly regarded as a team player and is known for performing above and beyond - actively assisting to cover shifts in his own home as well as others in the Avoca/Harlan region.

Being Positive

Arthur Bell, PC Davenport - Nominated by: Jackie Bently, PD

Arthur has really stepped up in taking on challenges. He put extra effort into the Autism Awareness Trivia Night,



working collaboratively with third party supporters. and actively promoting the event to dozens of people to come and show *their* support as well. No matter what the day brings, Arthur knows every day is a new day and always approaches it with a smile.

Doing my Best

Allen Wickenkamp, DSP Washington - Nominated by: Sara Sertitch, Home Manager

Allen Wickenkamp has shown leadership skills and an ability to keep the team enthusiastic. He's succeeded



in creating meaningful relationships with the individuals we serve as well as his teammates. His coworkers describe him as kind and selfless. He genuinely cares for people and goes above and beyond to enhance their quality of life.

what is most important to the people he serves, and

finding ways to incorporate

those interests into their

one young man to do

push-ups, which made

this individual "happy!".

the team.

Gutama is a great asset to

care. Recently, he taught

Valuing Customers

Gutama Shuge,

DSP Coralville - Nominated by:

Darlene Burnham, PC

service. He routinely seeks to enrich lives by discovering

Being Supportive

Gutama is a true example of exceptional customer

SEVEN STARS10 SUPERSTARS

In September of 2014, REM Iowa kicked off the Customer Service Initiative. We made a service promise to

- Work Together in a
- Positive way, to be the
- * Best at what we do, while
- * Exceeding Expectations in
- Valuing and Supporting,
- * Empowering, and
- * Promoting Health and Safety for everyone we serve.

Today, we continue to promote these seven values as we nurture a culture of customer service excellence. To celebrate our achievements, 10 Customer Service Stars were selected by nomination across the state. These stars emulate the standards and serve to promote service quality. We salute you, Customer Service Stars!

Customer SerVIIce Initiative



Lora Michl, PC, Council Bluffs - Nominated by: Tracy Herweg, PD

Lora's even temperament has a calming effect on those around her - whether it's with the individuals we serve,



concerned family, or an employee who could use some encouragement. She empowers people by effectively communicating and seeking to understand their needs. Lora's employees report feeling valued and supported.

Empowering Others

Terri Shipman, DSP Urbandale (and her Service Dog, Honey) -Nominated by: Jaime Schott, PD

Terri is an inspiration to so many. It is clear that she values her clients a great deal. She advocates for them



and promotes healthy living by encouraging active lifestyles. She offers to come in on her days off and checks in with her supervisor during the week to get an update on the individuals and their needs. The clients enjoy her and Honey, very much.

Exceeding Expectations

Delores Burrell, LDSP Coralville - Nominated by: Kayleen Martin, PD

Delores works hard to support the vision of REM lowa by providing the highest level of service. Her supervisors



appreciate her valuable contribution in the growth and support of the Coralville ICF. With her intelligence and effective caregiving skills; she has driven her team to new heights and has set an example for other employees.

Being Supportive

Anntanesha Whitcomb, DSP Council Bluffs - Nominated by: Dione Glenn, PD

Anntanesha is committed to supporting the individuals she serves and encourages healthy choices. She is an



exceptional caregiver and brings valuable skills to work with her to create strong bonds with individuals, family members and guardians. They have complete confidence in her abilities that their loved ones are taken care of

Promoting Health & Safety



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n celebration of Mentor Appreciation Month, REM Iowa hosted an appreciation dinner for our Host Home Mentors in Eastern Iowa, on Thursday, May 14. We were honored to recognize our Mentors for their outstanding commitment to serving adults with intellectual and developmental disabilities. The dinner was attended by Mentors, individuals supported, family members, and REM Iowa support employees. As a group, the individuals supported in the host home program shared what they appreciated about our Mentors, then served the Mentors cake. Each Mentor received an appreciation certificate as a well as a REM Iowa Host Home polo shirt.

It is difficult to fully communicate how much everyone involved with host home values and appreciates the daily commitment our Mentors make to the individual(s) they support. Our Mentors go above and beyond each day for the adults they serve, helping them live life to the fullest. They truly have a passion for making another person's life better and are the key to the success of those served. The consistent support, the degree of care provided, and the relationships that are built together are priceless. We stand in awe of our Mentors and all that they do!





'Helvina us reach our dreams!"

Janice Savel

Lori Sharpe Angie Shultz

Leah Weitl

Teascha Shultz Cathi Thornburg

Julia & John Shadley

Tim & Ashley Woodward

Always believing in us"

5 "Always there for us"

"Being a great encourager"

"Advocating for us"

n I was first approached by Marshall Sejkora (son of employee Deb Sejkora) with the idea of building two sensory tables for our vocational program to complete his Eagle

Scout project, I was skeptical. How could such a young man really grasp the concept of what our individuals' sensory needs are? As Marshall sat in my office and explained why he chose this as his project, he expressed that he was doing this because he wanted to help others who share some of the same sensory needs he has. I knew in my heart that he was going to put in his best effort. He was timid, at first, with sharing his thoughts and ideas, but as the project progressed, I saw a sense of pride and accomplishment. Throughout the project, Marshall continued to meticulously plan and gain more and more confidence with



Fast forward to the day the tables finally arrive! When Marshall walked in that door, you could tell that he was confident in his work. The other Scouts from his troop were also present. We then had the opportunity to discuss what needs our individuals have, and I shared with the group why supports like these tables benefit the individuals in our services. It was

amazing to see Marshall and his troop speak and truly grasp a concept of our services and the supports we provide. The project, in total, took 91 hours to complete, and on November 20th, 2014, Marshall was able to pass his Eagle Board of review. Not only will we cherish this opportunity to help Marshall achieve this great honor, but we look forward to continuing our

relationship with Troop 15 and all the others that helped along the way!

The Perfect Pairing

Stephanie Bawek, Program Director



each step.



Our 1st Annual Autism Film Festival, at the Collins Road Theatre in May, was an "epic" success! Guests received information on our autism-specific programming and services and attended a showing of "The Horse Boy", a Sundance Film Festival Award Winner, based on the true story of the Isaacson family's journey to find a way into their autistic son's life.



 $ew\ Beginnings$ Submitted by Scott McDowell, Program Coordinator New Beginnings is a brain injury survivors group in Cedar Rapids that meets every

other month. As part of Brain Injury Alliance of Iowa/East Central Chapter, New Beginnings has the mission of helping people with brain injuries live up to their full potential. The topic for the April 29th meeting was "Houseplants 101". Led by Master Gardener and Client and Financial Specialist, Tracy Walder and Ron Davis, resident of REM Iowa Community Services, the 13 survivors who attended learned basic houseplant information to choose and care for a houseplant. Everyone enjoyed getting the

opportunity to choose and pot their own plant and are anxious to watch them grow!

REM in Keokuk has started a personal finances class for its individuals. The first class was held on April 21st. The 4 individuals who attended began the class by estimating their expenses such as rent, utilities, groceries and entertainment and seeing how that matched up with their incomes. Future classes will focus on staying within budget, saving for large purchases, and balancing a checkbook. At the end of the 6 week class, each individual will receive a certificate that they can proudly display.



GOVERNMENTAL AFFAIRS UPDATE

In the fall of 2014, Congress passed the Able Act to assist individuals with disabilities to help save for their future. Currently, individuals receiving public benefits such as Medicaid and Social Security have means testing limits. For many individuals receiving REM services, this means they cannot have assets that exceed \$2,000. The Able Act will allow people with disabilities (with an age of onset up to 26 years old) and their families the opportunity to create a tax-exempt savings account that can be used for maintaining health, independence, and quality of life. This legislation could allow people in REM's services to save for future supports they need to remain independent and living in the community. Each state will need to pass laws that enact and support the Able Act before it can be put into practice.

At the time of this publication, the 2015 Iowa Legislature was still in session with several key budget decisions to be made, including legislation to enact the Able Act. Important to Iowans with COSTIGAN disabilities is the appropriation for the Health and Regional Human Services (HHS) budget. The HHS budget Director provides funding for the Department of Human Services, including the Medicaid budget, which funds the vast majority of REM services. The Senate passed an HHS appropriation that went to the House where most of the bill was struck and replaced with the House version for the appropriation. Because the two chambers have been unable to pass a final bill, it now moves to a conference committee where members from both parties are selected to work together to pass a final budget. Key aspects of the HHS budget to be aware of: increasing the Medicaid budget, a modest

1.5% rate increase for providers, funding the Office of Substitute Decision Maker, funding for Iowa to implement the Able Act, and increased funding for supported employment.

Another significant change to disability services in Iowa is the introduction of private managed care for Iowa's Medicaid program. The state released a request for proposals earlier this spring, and the winning bidders will be announced by August. Effective 1/1/16, nearly all Medicaid services, including all of REM services, will be managed by private insurance companies (referred to as managed care organizations or MCO's), not the Iowa Department of Human Services (DHS). The state, through DHS, will continue to set policy for services and have limited oversight on MCOs' implementation of those policies.

All day-to-day service delivery will be managed by the MCOs. Goals of the privatization of Medicaid are streamlining services, increasing efficiencies in service delivery, and a reduction of health care costs. The shift to managed care cannot be implemented until the Center for Medicare & Medicaid Services (CMS) approve Iowa's plan.

As summer nears and our Legislators take a break from their work in Des Moines, it is a great time to reach out and connect with them. Both the budgetary decisions and the shift to managed care present many new questions and concerns from those impacted. Share your story of why you are interested in legislation that impacts the disability world. Provide Legislators insight into the impact their decisions have on people you care about. Together, we can be a loud voice to support all Iowans with disabilities, their families, and those that serve them.

Advocating For Change Day 2015

Make a Difference!

Wednesday, April 22 was ID Action's Advocating for Change Day at the State Capitol where lowa Representative Mark Smith listened as Iowans with disabilities advocated for issues that are important to them. Individuals from REM Iowa Developmental Services in Marshalltown attended this event and are pictured with Rep Smith.



The Host Home Program took to the Capitol on April 22, 2015 to participate in Advocating for Change Day! Michael Kness, Amanda Jones, Mentor Lori Sharpe, and Program Services Coordinator Bailey Freese spent the day talking with House Representatives about the importance of continuing Medicaid funding. House Representatives Art Stead and Kristen Running-Marquardt took the time to meet with us, listen to our

concerns and pose for some pictures!

"Now we're in the midst of not just advocating for change, not just calling for change - we're doing the grinding, sometimes frustrating work of delivering change - inch by inch, day by day."

- Barack Obama





Matters A Season of Advocacy & Awareness

TROY

WARD

Brain Injury Awareness Month

According to the Brain Injury Association of America, each year an estimated 2.4 million children and adults in the United States sustain a traumatic brain injury (TBI), and another 795,000 individuals sustain an acquired brain injury (ABI) such as strokes and aneurysms. March is nationally recognized as Brain Injury Awareness Month, and this year the Davenport office put on an awareness walk at Vander Veer Park. Tracy Kennis organized the walk to help inform the public that over 1,000 Iowans are waiting up to 30 months to receive funding for services. Many Iowans are then sent out of state away from their friends and family to receive rehabilitation services or are institutionalized or inappropriately placed in nursing homes at higher cost for taxpayers. Without funding for appropriate services in Iowa, individuals with brain injuries miss out on much needed therapies

that would assist them in relearning cognitive and

physical skills affected by their injury.

To bring attention to this cause the Davenport programs made posters and marched around the park. The Davenport police department was invited and even the Chief of Police attended, on this chilly March 27th day. Many staff and individuals with brain injury showed up to support the cause.

Annual Advocacy Day

On February 18th, 2015, REM Iowa joined the Brain Injury Alliance of Iowa at their annual Advocacy Day at the state capitol.

REM accounted for over 50 staff and consumers at the event-- making up almost half of the total number of people present.

Individuals present advocated for increased funding for the BI waiver, helmet laws, and other Annual topics relevant to Iowans dealing with brain injury. The actions of these concerned individuals are helping to shape and change the future of our state!





Not Change, but Transformation

June 2015 marks the first Anniversary of REM lowa Developmental Services' commitment to lowa's Employment First Initiative. The Employment First Initiative asks us to embrace a community integrated service redesign. Remarkably, this coincides with the 65th Anniversary of Sheltered Workshops.

REM lowa Developmental Services is dedicated to providing high quality job readiness training and day programing to individuals with disabilities. We are committed to services that recognize individual needs and choices. Over this past year, as we began to transform our services away from a facility and into the community, we have not wavered in our commitment to these ideals.

This initial transformation from the facility to becoming a <u>participant in the community</u> has proven to be successful in our Linn County programs and we look forward to the next stages in this service redesign statewide.

What to expect in year 2

- Relocation of our services at the Mt. Vernon facility to the community and Marion area
- Relocation of our services at the Adel facility to the community and West Des Moines area
- Continued movement of Day Habilitation supports to the

community

SARA

DRISH

- Elimination of our Special Minimum Wage Certificate in October 2015. This will allow us to be a leader in our communities statewide and will support the movement towards community based services and competitive employment
 - Further development of our prevocational and job development supports to include a discovery process and the potential for paid work opportunities at minimum wage or above
 - Continued referrals to supported employment providers for job placement supports

These next steps will allow individuals accessing our services to become members of the community.

REM lowa Developmental Services will focus on how to support community connections. Support will be provided in the areas of: identifying individual gifts and talents,

becoming familiar with YOUR community, looking for connections, making introductions and developing natural support relationships. Our REM lowa Developmental Services vocational team continues

Our REM lowa Developmental Services vocational team continues to be committed to this initiative. We believe it will provide increased integration and fulfillment of community based services. Please look for additional announcements and opportunities for discussion in your geographical area as these transformation steps are further developed.

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REM Angels

Submitted by:

Kayleen Martin, Program Director

uanita C. Hammen, age 62, of the REM Iowa – Coralville ICF/ID passed away Saturday, February 14, 2015 at the University of Iowa Hospital in Iowa City following a sudden illness. Juanita joined our REM family in

October of 2012. Juanita was a vibrant woman and enjoyed listening to music, getting her

nails painted, and spending time with her care providers and her peers. Juanita especially enjoyed the exhilarating and lively atmosphere of the Coralville facility. She was very opinionated and was not afraid to let everyone know her likes and dislikes. The laughter and smiles, that were such a basic part of Juanita's nature, will forever be a lasting memory in our hearts. Juanita was a beautiful woman, inside and out. Her heart

and laugh was the size of Texas, bringing joy to all who knew her. She will truly be missed, but forever live on in our hearts and memories. No one dies as long as there is one person left in the living world who remembers with fond recall . . . and **, shares a thought, though that person has gone ahead.

–Anonymous

In tears we saw you sinking,
And watched you pass away.
Our hearts were almost broken,
We wanted you to stay.
But when we saw you sleeping,
So peaceful, free from pain,
How could we wish you back with us,
To suffer that again.
It broke our hearts to lose you,
But you did not go alone,
For part of us went with you,,,
The day God took you home.
—Anonymous

BEAUTY BACHELOR



Jessica Byerly attended a "Cocktails with Chris the Bachelor" fundraiser in Cedar Rapids in February. Jessica was able to meet and get her photo taken with Chris. She is an avid Bachelor watcher and this was one of the highlights of her year!

In Recognition...

REM lowa has an employee recognition program to express our gratitude to the dedication of our long-term employees. This is an opportunity for us to recognize our employees for his or her years of service and loyalty. REM lowa has been providing services since 1979 and this is made possible by the on-going dedication and commitment of our employees. Continuity of services and care is critical to our quality and the stability of the individuals we serve. We would like to congratulate and express a heartfelt "thank you" to each employee being recognized.

For **30 years** of service – Doreen Dea For **20 years** of service – Peaceful Gantenbein

For **15 years** of service - Kim Brown, Christina Cox, Kelly Flanagan

For **10 years** of service – Winnie Alberts, Andrew Beemer, Michael Burns, Louis Clark, Nancy Turner

For **5 years** of service – Dawn Boyd, Passion Bradley, Moussa Diouf, Rebecca Drake, Sherrie Erlbacher, Chelsea Franck, Carol Frazier, Bailey Freese, Oswald Gbaguidi, Theresa Geopfert, Ahmed Hassan, David Kaburugo, Bryce Kelley, Patrick Kyenkya, Brandon Mason, Jennifer McIntosh, Sara Miner, Martha Moffat, Meghan Powers, Cynthia Sallee, Bonnie Soper, Cassie Stephens, Tressa White, Leah Zapf The REM Iowa Voice - June 2015 -Volume 4, Number 2

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NEW MARSHALLTOWN OFFICE



REM lowa **Marshalltown** moved into their new office in early April. The office is located in the historic Tallcorn Building (134 E Main Street - Suite 2) which was originally an upscale hotel built in 1928. We currently provide services to 12 individuals, and employ 42. An open house is planned for June 25th, 1p-5p. Join us!



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