



“Never
believe that a
few **caring**
people can't
change
the world.
For,
indeed,
that's all who ever have.”

- Margaret Mead



Iowa DSP of the Year

Peter Mullaney

Each year, the American Network of Community Options and Resources ("ANCOR") chooses a Direct Support Professional from each state to be recognized for their outstanding contributions to the people they serve. Hundreds of people are nominated from all across the country, and we are proud to announce that our own Peter Mullaney from REM Iowa is the Iowa DSP of the year! Peter is the first nominee from REM Iowa to receive this prestigious award.

Nominees are judged on their success in helping people with disabilities build social networks and engage in substantive community participation and for advocating for the people they serve.

Peter has been with REM Iowa for three years, and in that time he has personified the strong values and ethics of an outstanding DSP. He often goes far beyond the call of duty by doing things, such as joining our Autism Champions group and regularly attending community advocacy meetings – all to the benefit of the people he serves. He is a seasoned advocate for the rights of the individuals he supports, and he never backs down if he feels that the rights of the people that he advocates for and supports may have been violated. The individuals that he supports are able to have dignity in their daily lives because Peter understands the need for the freedom to make choices and even risk mistakes, just like everyone else.

Since Peter has started working with one individual, the person has learned how to effectively control anger and his aggressive behaviors, and has become so self-reliant that the team has started discussing the possibility of him moving out on his own, with only periodic supports. He now has a driver's license and a full time job as a car mechanic. Another individual he serves now has a job at a local bookstore, and with Peter's help has become an excellent, healthy cook. None of this

could have been possible without the consistent, devoted, and compassionate care Peter provides. Peter even knows the people and cases of those individuals whom he doesn't directly provide services.

"He has made a significant difference in enhancing the independence and quality of life for others. I can't imagine anyone more deserving of recognition of his dedication than Peter,"

*-Lisa Pakkebier, Executive Director,
REM Iowa*

"Peter is one of the most kind, compassionate, and genuine people that I know. He is always there for others. He is typically the first person the people he supports and his team calls if anything problematic arises. He has made a significant difference in enhancing the independence and quality of life for others. I

can't imagine anyone more deserving of recognition of his dedication than Peter," said REM Iowa Executive Director, Lisa Pakkebier. Congratulations Peter! We

appreciate you and are proud of you and the difference you make in the lives of others.

Additional pictures and information about Peter and the ANCOR organization can be found here: <http://thementornetwork.com/award/peter-mullaney/>, www.nationaladvocacycampaign.org, [http:// bit.ly/1Uftzps](http://bit.ly/1Uftzps), and <http://bit.ly/1O2FBXq>



Peter (middle), flanked by Dave Petersen, President, Redwood Operating Group, left, and Lisa Pakkebier, Executive Director, right.



At Left: Peter arrived in Chicago with the loving support of his partner, Mimi Ke (left) and mother, Tracy (right).

Right: Peter, pictured with ANCOR President, Chris Sparks





Winter Ball

REM IOWA in the Davenport/Clinton area hosted a Winter Ball. It was a huge success. Everyone that came had a great time and really enjoyed dancing and taking pictures in the photo booth.



William Garner recently celebrated 6 years of volunteer work at Cedar Valley Habitat for Humanity ReStore, in Cedar Rapids. Some of William's duties include unloading donations out of the truck, carrying items out for customers, helping shelf items in the store, and maintaining the storefront in the winter months. When asked about his volunteering William says, "I love volunteering at the ReStore!" Great job William!

Habitat for Humanity
ReStore



BATTLE of the BRAINS

REM IOWA IN DAVENPORT HOSTED THEIR ANNUAL BATTLE OF THE BRAINS TRIVIA NIGHT FOR AUTISM AWARENESS WHERE THEY ENJOYED A NIGHT OF FOOD, FUN, FRIENDS AND A FRIENDLY GAME OF TRIVIA. THIS YEAR WAS A SUPERHERO THEME WHERE EVERYONE HAD A GREAT TIME AND ALL OF THE PROCEEDS WENT TO THE AUTISM SOCIETY OF THE QUAD CITIES.



REM Keokuk participated in Main Street Keokuk's "Adopt a Planter" program, as part of a city beautification project. Adopting a planter involves choosing and purchasing plants, planting and caring for them for the season, and removing them in the fall. This year, we had the opportunity to adopt the planter directly across the street from the office. The team discussed color schemes and chose the Iowa Hawkeye theme suggested by Program Coordinator, Devon Buckert. Judy Chatfield, Program Director and Amber Glasscock, Area Director took part of a Saturday afternoon to accomplish the task of planting black petunias, gold shooting stars, and sweet potato vine. People walking and driving by stopped to comment and offer their thanks while the two were planting. With matching flowers outside the REM office doors to tie everything together, we're pretty proud of our little corner of the world!



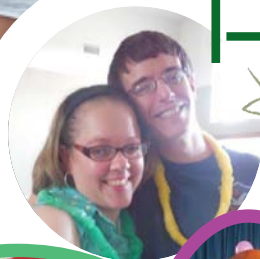
REM Adopts Planter

SPRING FLING

Submitted by:
Shelby Janes,
Program Director

REM

Prom was such a hit last year that this year REM Iowa held a Spring Fling on May 6th. Over 80 individuals from Vinton, Waterloo, Hiawatha, Mt. Vernon, Coralville, Host Home, and Horizons came to visit with friends, enjoy a good meal, and listen to some great music. DJ Dave Kroeger made sure there was plenty of music to dance to and the photo booth provided many awesome pictures. Spring Fling 2016 proved to be a huge success and everyone is already counting down to next year's dance!



UPDATE ON MODERNIZING IOWA'S HEALTHCARE

IOWA'S Medicaid program switched management from the Department of Human Services (DHS) to three private managed care companies (MCO's) effective 4/1/16. The original start date of 1/1/16 was delayed by the Center for Medicaid/Medicare Service (CMS) to ensure Iowa DHS and the MCO's were prepared for the change.

Although this is a significant change for how Iowa's Medicaid members healthcare is funded and managed, the initial effects have been minimal for most of the people receiving REM's services:

- all members are authorized for the same services utilized prior to 4/1/16
- the vast majority of individuals continue to see the primary care physician previously used
- REM continues to provide all services as directed by the service plans in effect prior to the change
- almost all individuals continue to have a Targeted Case Manager

Changes that have impacted some of the individuals receiving REM services:

- approval for a few brand name drugs has changed to generic
- some previous healthcare providers did not sign contracts with all MCO's, thus members are changing providers

The immediate impact has been at an administrative level between MCO's, DHS, and providers with payments, contracting, credentialing, and various other rules/practices. These "bumps in the road" were anticipated, and with time it is anticipated they will be resolved. As the transition to managed care moves forward, individuals in service and providers should expect increased use of standardized

assessments to determine services and increased monitoring of positive healthcare outcomes for individuals.

Iowa's 86th General Assembly gavelled to a close on April 29th, 2016 after a 110 day session. A diverse set of issues were debated, from the use of medical marijuana to fireworks to water quality. For those in the disability community, particular focus was placed on the 2017 budget, managed care oversight, MHDS Regional Funding, and autism support.

The following is a brief summary of key legislation impacting the disability world that was both approved by the Iowa Legislature and signed into law by Governor Terry Branstad:

- Increased oversight of MCO's and protections for individuals covered by the requiring benefits to continue during appeals, increased representation for Medicaid members on the Medicaid Advisory Council, and reporting to the Legislature for periodic reviews.
- Increased access to the Autism Support Program for families whose insurance does not cover services
- Appropriation of \$67 million to backfill the Medicaid deficit for 2016
- \$15.1 million increase in Medicaid spending for 2017
- \$100,000 to add an Ombudsman to provide support and advocacy for Medicaid members
- 1% rate increase for HCBS providers
- \$2,000,000 to reduce HCBS waiting lists
- \$150,000 increase for the Department of Public Health's brain injury program for brain injury resource facilitator services and brain injury service provider recruitment and training

**PAT
COSTIGAN**
Regional
Director



Day on the Hill



On February 17, 2016, Seventy-three REM Iowa employees and individuals journeyed near and far to the Iowa State Capitol in Des Moines for Brain Injury Advocacy Day on the Hill. It was here at the Iowa State Capitol that individuals with brain injuries had a voice. This was their opportunity to

talk to State Representatives in their area about how their injury occurred, what life has been like since their injury, and the struggles they have endured due to their brain injury. This was also their opportunity to advocate for Brain Injury Services in the State of Iowa. Many of the individuals in the picture above were in an Out-of-State facility in Tulsa, OK, Carbondale, IL, or Tampa, FL due to the lack of Brain Injury Services in Iowa. REM Iowa worked diligently to bring individuals back to their home state of Iowa to live in the community with assistance in their journey to increased independence and rehabilitation.

More than 95,000 Iowans are living with long-term disability as a result of a brain injury, and more than 17,000 new individuals are receiving medical care for brain injury each year. It is because of advocacy efforts by the Brain Injury Alliance of Iowa and those that have a voice on Hill Day that the Iowa Legislature established the Iowa Advisory Council on Brain Injuries. It is also because of advocacy efforts by the Brain Injury Alliance of Iowa that the Iowa Department of Human Services established the Home and Community Based Services for Iowans with Brain Injury. There are more than 1,200 Iowans receiving services through this program, and REM Iowa is proud to be one of those providers.

For many, this was their first time making the journey and the smile on each and every one of their faces made traveling the distance worth it.



On Saturday, April 16,

...employees, their friends and family, and individuals served by REM Iowa came together to participate in The Network's fourth-annual [National Volunteer Day](#). More than 200 people gave back to their communities across the state, with projects that included park beautification and spring cleaning.

"REM Iowa believes it is our responsibility to give back to the communities in which we live and work. Our employees are driven by the same spirit of giving, which is why they did not hesitate to roll up their sleeves and spend a Saturday making their communities cleaner, more beautiful places," said Lisa Pakkebie, Executive Director of REM Iowa. "I'm proud of and inspired by the more than 200 people who went the

extra mile during this year's Volunteer Day and thankful for this opportunity to make a difference."

The Hiawatha/Cedar Rapids team spent the morning beautifying 409 acres at [Seminole Valley Park](#). Volunteers raked as well as picked up brush, branches, and garbage.

The Davenport team helped out at North High School with painting and landscaping work. Volunteers spread a truckload of mulch, collected 14 pounds of trash, and retouched an entire parking lot with fresh paint to clarify parking zones.

The Urbandale/Des Moines team spent the day cleaning up in Sam Cohen Park. When the project was complete, volunteers had cleaned a space that was two blocks long and collected 35 bags of trash.

In Big Lake Park, the Council Bluffs volunteers spruced up five acres of park space and collected nearly 20 bags of trash.

The REM Iowa volunteers were among more than 2,500 individuals in 25 states who turned out for a day of service during this year's national Volunteer Day. Projects included park cleanups, helping out at food pantries and homeless shelters, landscaping, and clean-up at Boys and Girls Clubs.

THE MENTOR NETWORK'S 4TH NATIONAL VOLUNTEER DAY SATURDAY, APRIL 16



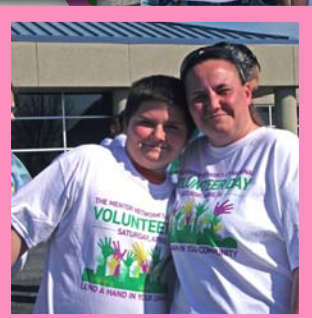
COUNCIL BLUFFS



THE MENTOR NETWORK'S 4TH NATIONAL
VOLUNTEER DAY
SATURDAY, APRIL 16



HIAWATHA



DAVENPORT



Walk for Awareness!

March was **Brain Injury Awareness Month**, and REM Iowa organized and participated in poster walks around the state. Despite poor weather in many areas, the turnout was great. "Honk for Brain Injury Awareness", "Brain Injuries are Invisible", and "Never Give Up" were just a few of the posters made by individuals. Members of the **Brain Injury Alliance of Iowa** joined with REM Iowa in the efforts to spread brain injury awareness at walks in Urbandale, Mt. Pleasant, Hiawatha, and Coralville, and Davenport's mayor showed his support at their walk as well. Thanks to all who participated in the walks, and thanks to all the cars who honked in support of brain injury awareness.

REM Iowa is Proud of Our Certified Brain Injury Specialists!

The **Academy of Certified Brain Injury Specialists (ACBIS)**

is a voluntary national certification program for professionals working in brain injury services offered by the **Brain Injury Association of America**. At REM Iowa Community Services, we currently have 35 employees including regional directors, area directors, program directors, and program coordinators who can call themselves Certified Brain Injury Specialists as well as many more who are interested in expanding their knowledge and becoming

"specialists".

The mission of the academy is to provide education, training, certification, and ongoing resources for specialists in the brain injury community. The academy's vision is to provide a body of knowledge that strives to improve the quality of care for individuals with brain injury.

The process of becoming a Certified Brain Injury Specialist is quite intense. In order to qualify, applicants must have worked 500 or more hours with individuals with brain injury, not including volunteer work and must have a high school diploma or equivalent. Once an application is approved, applicants will participate in 6 weeks of course work which includes learning about cognitive, psychological, and social consequences of brain injury, behavioral approaches for challenging behaviors, and promoting

positive skillsets and techniques for working with families.

Upon completing the coursework, all applicants are required to successfully pass an exam with a score of at least 80%.

As Certified Brain Injury Specialists and members of the REM Iowa team, we pride ourselves in following the ACBIS Code of Ethics by striving to be proficient in brain injury rehabilitation and in the delivery of services, by acting with integrity in order to maximize benefits for the individuals with whom we work, and by making every effort to support the maximum self-determination of each person we serve.

You can find a complete list of our CBISs on the enclosed insert.

To find more information on the Academy of Certified Brain Injury Specialists please visit the Brain Injury Association's website at www.biausa.org.

In Other News...

On March 3rd, REM Iowa received the Brain Injury Alliance of Iowa's 2016 Distinguished Public Service Award. REM was acknowledged for showing innovation in their community based programs for individuals with developmental disabilities and

brain injuries and for their focus on person-centered services with a special emphasis on allowing dignity of risk. REM was also recognized for the large number of people who travel from all across the state to Des Moines each year for **Brain Injury Advocacy Day**.

Brain Matters



Spread the Word, to End the Word!

"It's a simple sentiment, but what does it really mean? As a writer, I have a unique appreciation for just how powerful words can be. They can create or they can destroy. Words can fill your heart, or they can break it. Language affects attitudes and attitudes affect actions. In the wrong hands, words can be weaponized. The R-word is one of them.

It's exclusive, it's offensive, and it's derogatory.

It reinforces stereotypes that only widen the gaps that divide the human race. The **Spread the Word to End the Word** campaign asks people to pledge to stop saying the R-word, not as a means of censorship, but merely as a starting point toward creating more accepting attitudes and communities for ALL people. As a mother of a child with autism...as a decent human being, this is something I can definitely get behind. I'd like to thank these ladies for hitting the streets to help stamp it out." - Post by Aria Michaels, a local author who helped "Spread the Word" with over 100 others, on March 2nd, at Clinton's 392 Café.

<http://www.r-word.org/r-word-pledge.aspx>

Supervisors from the Mt. Vernon programs also helped spread the word, helping people take the pledge to stop using the 'R' word at **Cornell College**. Around 75 students and faculty members took the pledge and picked up bracelets and stickers to encourage others to do the same.





Jacqueline (Jackie) Mary Super, 65, of Coralville, Iowa passed away April 8th, 2016 at the University of Iowa Hospital and Clinics. Jackie

began receiving services with REM Iowa in September of 2007, when she moved to the Kalona ICF. She resided there until she moved to a RICS program in Coralville in August of 2014. Jackie was quite a character and kept all of her friends and staff laughing and on their toes. Her vocabulary was quite colorful and filled with her favorite four letter words, which she enjoyed saying about as much as she enjoyed listening to Elvis and eating "JUNK food". In addition, Jackie was genuine to a fault, a pussy cat at heart, and yet she sugar-coated nothing. She wasn't afraid to let you know just what she was thinking. We will all miss her greatly. We believe that the lyrics to one of Jackie's favorite Elvis songs, sums up what those who knew her feel:

*"Love me tender, love me
sweet, never let me go. You
have made my life complete,
and I love you so."
-Elvis Presley*



James Thomas Morrow passed away on 03/26/16 after a battle with aspiration pneumonia. James had resided at the

REM Iowa Mansfield home for 17 years and was a treasured member of the Mansfield family. James was a fun loving gentleman with attitude to spare. James would steal the heart of anyone he came into contact with while asking about "daddy bear" or "grandma". James' smile was contagious and melted the hearts of anyone who had the pleasure of working with him. James was loved and cherished by all of his peers, caretakers, friends and family and will be missed greatly by all, especially his family at the Mansfield facility. Rest in peace Jimmy, you will always be loved and missed.

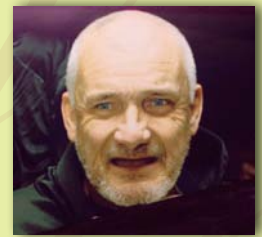


REM Marshalltown lost a family member, Connor Smith, on April 23rd. Connor was part of the first Marshalltown program in November 2012. He was a quiet gentleman who liked his privacy and independence.

He loved fishing and was ready to go at any time, no matter the weather. His DVD collection (numbering in the hundreds) was legendary, as was his tracking system, logging the title and barcode number of each DVD. In December 2014, Connor reached a huge milestone by moving into his own apartment and receiving a reduced number of staffing hours per day. Connor worked in the electronics department at Walmart, and he thrived off being able to show others his vast knowledge in electronics. Anyone who knew Connor knew about his love of his family. Connor spoke often about his parents, brothers and sister, and especially his two nieces, Vayda and Lyndi. You couldn't spend more than five minutes with Connor without him showing you a picture of his nieces. Connor was an amazing guy who taught us life has its obstacles, but pushing through them, you can succeed.

REM Angels

A long term, good employee is invaluable to an organization like ours. To have an employee who is great at what they do and who has spent a good portion of their career with us is a treasure. When that employee is also an amazing person who is adored by the individuals she works with and her co-workers, it truly is a gift that cannot be replaced. On April 22nd, REM Iowa lost one of these very employees to a battle with cancer. Shiela Malloy was an employee with REM Iowa for 19 years and held a variety of positions during that time. She was valued beyond measure for so many reasons. Individuals in services loved her and looked forward to seeing her and having her work with them. She formed many quality relationships with the individuals she worked with over the years. But beyond that, probably one of the best qualities about Shiela was that she was always brutally honest; she told it like it was, and she didn't hold back. You always knew she would tell it to you straight, and you always knew where you stood with her. An outgoing, independent, strong woman with a contagious laugh; she was truly one of kind. She will definitely be missed and we are honored that she got to be a part of our REM Iowa team for 19 long years.



Eugene Christianson passed away on April 30, 2016. He was with REM since 2007. He had a lasting effect on anyone who spent time with him. The following poem, written by DSP, April Johnson, illustrates this fact:

*I'd like to tell you about my friend.
He might have seemed ordinary to
the unsuspecting eye, but I knew.
Sometimes he about talked my ear
off, other times he was awful quiet.
He spoke of his family, friends, the
weather, doing crafts, touring the
new fire department, about the
church a relative had been married
in, where he used to live, when his
birthday was, the tulips blooming
outside his door. He had a zest for
life, that was contagious.*

*I'd like to tell you about my friend.
He might have seemed like your
everyday slow poke old man, but
I knew. 'Are you comin' Eugene?',
to which he always replied "I'm
comin', slow but sure."*

*His body no longer young, his
hands not nearly as steady, his
hearing a bit more selective, he
kept going. Tales of delivering
meals, who had a cute dog or
pretty flowers, were happily
shared, as he sat at the table,
weary & worn.*

*I'd like to tell you about my friend.
He prayed for those in need, he
enjoyed cooking, chocolate mint
ice cream, strawberries, tomatoes,
meatloaf, cucumber salad,
watermelon, mowing the lawn,
animals, flowers, & people. I beat
him at UNO, & he beat me at
SORRY.*

*I miss my friend. But I know
without a doubt, he touched my
life, as no one has before or will
again. There was a quiet dignity
about him. And when he was
called home, I imagine, when
asked if he was comin', he replied,
"I'm comin', slow but sure."*

*Farewell, my dear friend, till we
meet again. ♥*

April R. Johnson ~ DSP



Brain Injury Specialists and Date Certified

Amber Glasscock - February 2008
Matt Hidlebaugh - February 2008
Kelly Flanagan - February 2008
Brenda Isenberger - December 2008
Kim Brown - November 2011
Amos Rop - December 2011
Annie Streng - December 2011
Paulette Lingle - April 2012
Lindsey Travagiakis - May 2012
Angie Thomsen - May 2012
Tracy Kennis - May 2012
Ang Behrend - May 2012
Lisa Mills - October 2012
Jackie Bentley - December 2012
Kyle Wood - January 2013
Renae Dingman - November 2013
Troy Ward - January 2014
Andi Brooks - January 2014
Penni Schneckloth - January 2014
Kerry Clark - January 2014
Andrea Kuehn - February 2014
Jill Anstey - April 2014
Patti Miller - April 2014
Danielle Smith - July 2014
Judy Chatfield - since December 2014
Angi Reisdorf - June 2015
Angel Waters - September 2015
Brittney Trumpold - November 2015
Tina Richter - December 2015
Jacob Tickle - December 2015
Nick First - February 2016
Heather Walker - February 2016

Scott McDowell - March 2016

Trisha Meierotto - June 2016

Theresa Himes - June 2016

IN RECOGNITION...

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

For **20 years** of service: Troy Mahan

For **15 years** of service: Wednesday Hartman, Karen Hiemstra, Amy Renaud, Renee Petersen

For **10 years** of service: Carla Ackerman, Brenda Adjalle, Janet Bernacchi, Mallory Buckert, Rachael Dea, Barbara Dill, Tonya Ellison, Linda Garnette, Rebecca Gray, Theresa Himes, Heather Hoag, Kassie Hogan, Alison King, Edna McGovern, Khandis Mutchler, Christine Osborn, Karen Shughart,

For **5 years** of service: Cherlane Allen, Angela Behrend, Leonard Boinett, Sandra Brehm, Nick First, Renee Hoepfner, Linda Johnson, Rebecca Lacey, Jo Ann Lynch, Carrie Martin, Stephanie Minor, Jordon Neely, Shalee Pruett, Heather Schenk, Aubrey Schuler, Edmond Sonkarley, Amanda Soper, Dawn Sutton, Sara Young



Place
Stamp
Here

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(319) 393-1944 ♦ www.remiowa.com

Life to the fullest. Every day for 35 years.