

2017 ASSET LIAISON REPORT

Mainstream Living, Inc.

Date of Agency Visit: October 16, 2017

Date of Agency Board Meeting Attended: September 20, 2017

ASSET Liaisons: Melonie Stall and Judy Meierkord, CICS Volunteers

Need for Program. Mainstream Living, Inc. (Mainstream or Agency) was founded on July 1, 1975, by a group of parents who wanted community living options for their children with intellectual disabilities. In 1976, the Agency opened its first home, serving six children with intellectual disabilities. Today Mainstream provides services to more than 400 individuals with disabilities daily and employs 600 workers in four Iowa counties – Story, Polk, Dallas and Boone.

Mainstream serves a targeted population of adults with intellectual disabilities, physical disabilities, brain injuries, mental health diagnosis and substance abuse issues or are medically fragile through a variety of programs, all of which maintain a long waiting list. Programs utilizing ASSET funding are summarized in the following table:

Program	FY18/19 Proposed ASSET / Total Clients Served	FY17/18 Adopted ASSET / Total Clients Served	FY16/17 ASSET / Total Clients Served	FY15/16 ASSET / Total Clients Served
Enclave Services	1 / 47	1 / 47	2 / 43	2 / 47
Day Habilitation – Full Day	3 / 115	3 / 115	4 / 107	3 / 115
Hourly Supported Community Living	2 / 46	2 / 46	2 / 52	3 / 55
Hourly Day Habilitation	1 / 107	1 / 107	1 / 107	3 / 107
Duplicated Totals	7 / 315	7 / 315	9 / 309	11 / 351

A description of these services as they are carried out by the Agency is as follows:

- 1. Enclave Services [Service Code 1.05]** Employment services associated with sustaining individuals in an employment team of no more than eight individuals with disabilities to work in an integrated, community-based job setting where the majority of co-workers are persons without disabilities. The Agency currently has enclave groups at Sauer Danfoss and Hach Chemicals in Ames.
- 2. Day Habilitation (Day Hab) Services – Full Day and Hourly [Service Code 3.20]** These services provide a variety of activities for members to be more involved in the community. Day Hab members volunteer for a number of programs including delivering Meals on Wheels, preparing meals for Food at First, assembling folders for McFarland Clinic, making toys and treats for the Animal Rescue League or spending time at local nursing homes. All activities are based on choice - members choose what they are interested in participating in and can work on building socialization and self-advocacy skills at their own pace. The Agency's Snoezelen Program was incorporated into its Day Habilitation Services last year.
- 3. Supported Community Living (SCL) Services - Hourly [Service Code 3.18]** These services support persons with an Intellectual Disabilities waiver (HSBC/ID) or Brain Injury Waiver (HCBS/BI) to live as independently as possible. Services are provided in the member's own home or in the home of a parent/guardian. Mainstream works with each of their members to assess goals, interests and needs, in order to assist them in areas such as identification of appropriate goals support or treatment services, assistance with housing and living arrangements, crisis intervention, arrangement for personal

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environmental, family and community supports, community skills training and personal advocacy development.

Mainstream is requesting ASSET funding, which will allow the Agency to continue to serve persons who utilize these services but do not qualify for Medicaid funding, for the following four services in Story County:

Program	Proposed FY18/19	Adopted FY17/18	Used FY16-17	Contracted FY16-17
Enclave Services	\$750	\$2,000	\$656	\$1,000
Day Habilitation – Full Day	\$39,000	\$15,000	\$28,793	\$5,000
Hourly Supported Community Living	\$6,000	\$9,000	\$5,369	\$17,920
Hourly Day Habilitation	\$250	\$491	\$186	\$500
Total	\$46,000	\$26,491	\$35,004	\$24,420

Day Hab – Full Day funding is proposing a large increase based upon three known people that are currently utilizing this program. The Agency's prioritization of funding is SCL, followed by Day Hab – Full Day and Day Hab – Hourly with Enclave Services the lowest priority.

Mainstream also conducts a member-driven program for individuals with high levels of independence in Ames – the Advocacy, Connections and Empowerment (ACE) Program, operates three Homes for the Medically Fragile who live with a serious ongoing illness or chronic health condition, operates Supported Living Apartments for persons with a psychiatric disability, operates an eleven-bed Residential Care Facility for persons with chronic mental illness, operates a Transition Age Youth (TAY) program for persons aged 18 to 25 and operates a Unity Home for low-income single women, with just under 20% of their overall operations occurring in Story County.

If these services ceased to exist, the needs of the individuals with disabilities could fall back onto the family or could cause the individuals to be placed in a more restrictive, higher level of care environment.

There are several other providers of services to individuals with intellectual disabilities in Story County, including (not necessarily all-inclusive) Friendship Ark, Inc., Lutheran Services in Iowa, Mosaic of Central Iowa and Optima LifeServices. Most of these providers offer similar services to Mainstream, albeit generally on a smaller scale and with less diversity of program offerings.

Mainstream's programs address the following priorities established by ASSET's five funders for FY18-19, thus it is only seeking funding from CICS:

1. **City of Ames** – None.
2. **Story County** – None.
3. **Central Iowa Community Services** – Both their Core Service and Core-Plus Service Domains.
4. **United Way of Story County** – None.
5. **ISU Government of the Student Body** – None.

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Program Strengths. Mainstream last received its Commission on Accreditation of Rehabilitative Facilities (CARF) three-year accreditation in March 2015, which is up for renewal in FY18-19. This is the highest possible level of accreditation CARF can award. In September 2015, evening and weekend services were added to Mainstream's SCL services, thus increasing availability of services to its members. The Agency's program strengths also include its variety of activities offered in their services where community integration is part of the program. In addition, the Agency is the only provider of Enclave services in Story County. Per Mainstream leadership, staff turnover is around 30%, about half of the state and national averages, with many key staff positions serving in excess of 20 years.

Program Weaknesses. Mainstream's Center Building Accessibility Improvement project (adding additional sidewalk space, creating a better walkway approach to the Center and adding additional parking behind the Center) was completed during FY16-17, as were some interior Center improvements.

Mainstream continues to battle shortages of direct care staff availability, an industry-wide issue. In addition, the MCO change has decreased the number of referrals to their programs.

Financial Outlook. This was the Agency's first full year after the state's move to Managed Care Organizations (MCOs) and it continues to work through billing and service authorization issues with this change.

The Agency will be closing its Supported Living Apartments for persons with a psychiatric disability in Des Moines sometime before February 1, 2019 due to changes in compliance requirements for certain waivers that require providers to ensure that the members they serve have the same rights and opportunities as non-Medicaid recipients. Mainstream's Supported Living Apartments programs do not meet these requirements and a decision was made in August 2016 to sell the apartments and they continue to search for a buyer for these apartments.

The Agency expects an increase for their SCL services for the 57 individuals this affects. Mainstream plans to open two 4-bed transitional habilitation homes to help with the closing of the apartments as well.

Effective December 1, 2017, the Iowa Medicaid Enterprise (IME) established a new fee schedule tiered rate system of reimbursement for Daily SCL and full day Day Hab services for ID Waiver members that will replace the current provider floor rate reimbursement. This tiered fee schedule is designed to assign a standardized rate reimbursement amount paid for services that is based on the severity of the core member's disability and the intensity of the core member's needs for supports that has been assessed using the Supports Intensity Scale ® (SIS).

Additionally, the 21st Century Cures Act, which was signed into law in December 2016, requires each state to institute Electronic Visit Verifications (EVV) by January 1, 2019, or they will be faced with reduced government payments. The IME is working in collaboration with the MCOs to develop and implement the EVV program. EVV will be required for personal care and home health services to monitor the delivery and utilization of the services in non-traditional settings and will provide verification of the visit with location information and a time stamp to insure quality and program integrity.

Mainstream is still assessing the effect of this new reimbursement schedule and the future EVV implementation on its financials and operations and the affect the reimbursement schedule will have on the level of services provided for their clients based on their newly-assigned SIS score.

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Mainstream is projecting \$19.9 million in gross revenues for the FY17-18. The amount of services requested for ASSET funding of \$46,000 is less than 1% of this amount, but quite necessary as no other funding is readily available for these services for persons not covered by Medicaid. The Agency's main source of income is Medicaid at approximately 94%.

The Agency received a grant in FY16-17 for a documentation system for managing MCO clients, employee records and payroll records.

Internal Management Practices. The Agency has good Board representation from the counties it serves and includes persons with family members utilizing Mainstream services as well.

President/CEO, Bill Vaughn, has served 35 years with the Agency, holding his current position since April 1, 2013. In FY15-16, Jon Zellweger, a 30-year employee, became the Chief Operating Officer and Stuart Ambrose replaced Zellweger as the Chief Financial Officer after serving nearly four years as the Agency's Director of Finance.

Agency Suggestions/Comments. Mainstream staff is very appreciative of the ASSET process and the support they receive from the ASSET Administrative staff and ASSET volunteers throughout the year.

General Assessment. Mainstream is one of the major service providers in Story County of persons with disabilities) effectively offering a full spectrum of services to many individuals and, thus, their families. Their CARF accreditation is evidence that they care about the quality of their programs and level of service to their clients. Per the Ames Economic Development Commission's website, Mainstream is also one of the top 45 employers in Ames. The Agency has stable, seasoned management and staff and a diverse Board.