

LINK ASSOCIATES ANNUAL REPORT

2015-2016





LINDA DUNSHEE

EXECUTIVE DIRECTOR

Proud Past - Dynamic Future!

Since its founding in 1956, Link Associates has worked tirelessly to champion the cause for individuals with intellectual disabilities and their families. We take our mission seriously "Providing Opportunities For Persons with Intellectual Disabilities to Achieve their Personal Goals".

Unlike 58 years ago, full inclusion in all areas of community and social life was a far off dream. Each year we stretch, and will continue the work to ensure there are full community integration opportunities for those we serve.

For decades we have worked with numerous partners across the county, across the state and across the country on behalf of individuals with intellectual disabilities and their families. Again this year, Link Associates assisted a record number of people. As always, new challenges constantly inspires us to dig deeper and identify unique and creative solutions to real problems. In 2015/2016 Iowa implemented Governor Branstad's Medicaid Modernization initiative effective April 1, 2016. The transition was difficult for the people we support, their families and the providers in our state. I and the leadership staff work hard to ensure we had the contracts in place to continue serving our consumers and to build a bridge to move us forward. Iowa's Medicaid program is managed through three managed care organizations and Link Associates has contracts for service with Amerigroup Iowa and AmeriHealth-Caritas Iowa .

The Link Associates Board of Directors believes that this agency has a strong and supportive culture and we honor that culture. We have an incredible leadership team and the most exceptional direct support professional staff, who are excited by the challenges that lie ahead of us. The on-going funding challenges facing providers continues and the impact on retaining our workforce is a top priority. We look forward to the celebrations that come as we work together to accomplish our shared vision for fully integrated community living. We will embrace the challenges ahead as we move forward and continue to build on a solid foundation established by those who came before us.

CHALLENGES

we faced head on

- Implementing Medicaid Modernization at a pace that gave persons served and providers the opportunity to move ahead with no interruption to essential services
- Challenging Link's to fund the new federal rules of exemption minimum wage without the ability to modify our rates
- Evaluating and preparing for the new Centers for Medicaid regulations on settings in which waiver services can be offered
- Balance working with the financial resources allocated and meeting the safety needs of persons served and paying a living wage to those we employ.
- Those served range in age from birth until the end of life. Along with aging comes changes in needs, such as more physical challenges, adaptive environments and service variations.
- Dealing with excessive turnover of supervisory and direct support professionals due to lack of rate increases to fund pay raises.

SUCCESSSES

we are proud of

- Engaged in contracts with AmeriHealth Caritas and Amerigroup to provide services under the new managed care concept. This required the building of and implementation of a new billing system.
- Implemented a new payroll system to keep us current with all regulations of the Affordable Care Act (ACA).
- Despite the large amount of staff turnover due to wages, we are proud of the core group of dedicated professionals who have persisted through the constant change.
- Despite having the core of our service system turned upside down, our outcome indicators demonstrated we did not impact consumer care throughout the changes.
- Developed and implemented two new programs, Link Employment Exploration (LEEP) and Volunteer Investment Program (VIP) to enhance services options for persons served.
- Begin offering Non-Emergency Medical Transportation services to persons served under the managed care program.

I am ready to start my 21st year at Link Associates and as always, I look back and am so thankful for:

- The families who entrust us with the care and support of their loved ones.
- The dedicated employees who, despite the low wages and difficult work, remain committed to the Mission, Vision and Values of Link Associates.
- The elected officials who respond to our calls for help, visit and learn about the work we do, the people we support and advocate for better funding for the staff we employ.
- The members of our board who give so much of their time and talent to lead Link Associates.
- The communities that embrace us and make each person we serve an active and engaged community member.
- The volunteers who give the quality of life to those served beyond what funded dollars provide.

- And most of all – for the consumers we have the honor to work with and remind us each and every day how to recognize the simple pleasures life can bring and the beauty of truth and innocence.

Link Associates is so proud of all of our dedicated team members. Link Associates is an outstanding organization changing the lives of people each day. The major reason we are so successful is because of the quality and dedication of our staff that play a vital role in the lives of the people they work with. Their duties include assisting individuals with a wide range of daily living, home care, health coordination and social activities. However, on a much broader scale, the interaction develops consumer's connection to people, resources and experiences necessary to live a full and safe life. A debt of gratitude is owed to each and every one of them. To care for someone you need patience, kindness, and a sense of humor. Our staff have all three and we are very proud of our team!

Link Associates will continue setting new and aggressive goals, but we can't reach these goals alone. I invite each of you, as a family member, business or friend, to make a commitment to help us improve the services we offer. This support can be in many forms such as offering feedback and suggestions, volunteering, nominating quality members to our board of directors, financial contributions, and remembering us in your planned giving. At Link Associates, we take very seriously the responsibility entrusted to us and we are excited to share with you the impact of your support in this annual report. I look forward to sharing another wonderful year at Link Associates with you!



Linda Dunshee, Executive Director



MANAGEMENT MEMBERS



LINDA DUNSHEE
EXECUTIVE DIRECTOR



JAY BRUNS
CORPORATE OPERATIONS
DIRECTOR



BOB MUNGER
IT DIRECTOR



STEVE O'BRIEN
FINANCE DIRECTOR



JOAN OSBORN
CASE MANAGEMENT
DIRECTOR



VALERIE SCHWAGER
SUPPORTED LIVING
DIRECTOR



CINDY SPANN
OUTREACH DIRECTOR



TIFFANY STEENBLOCK
EMPLOYMENT/DAY
PROGRAM DIRECTOR

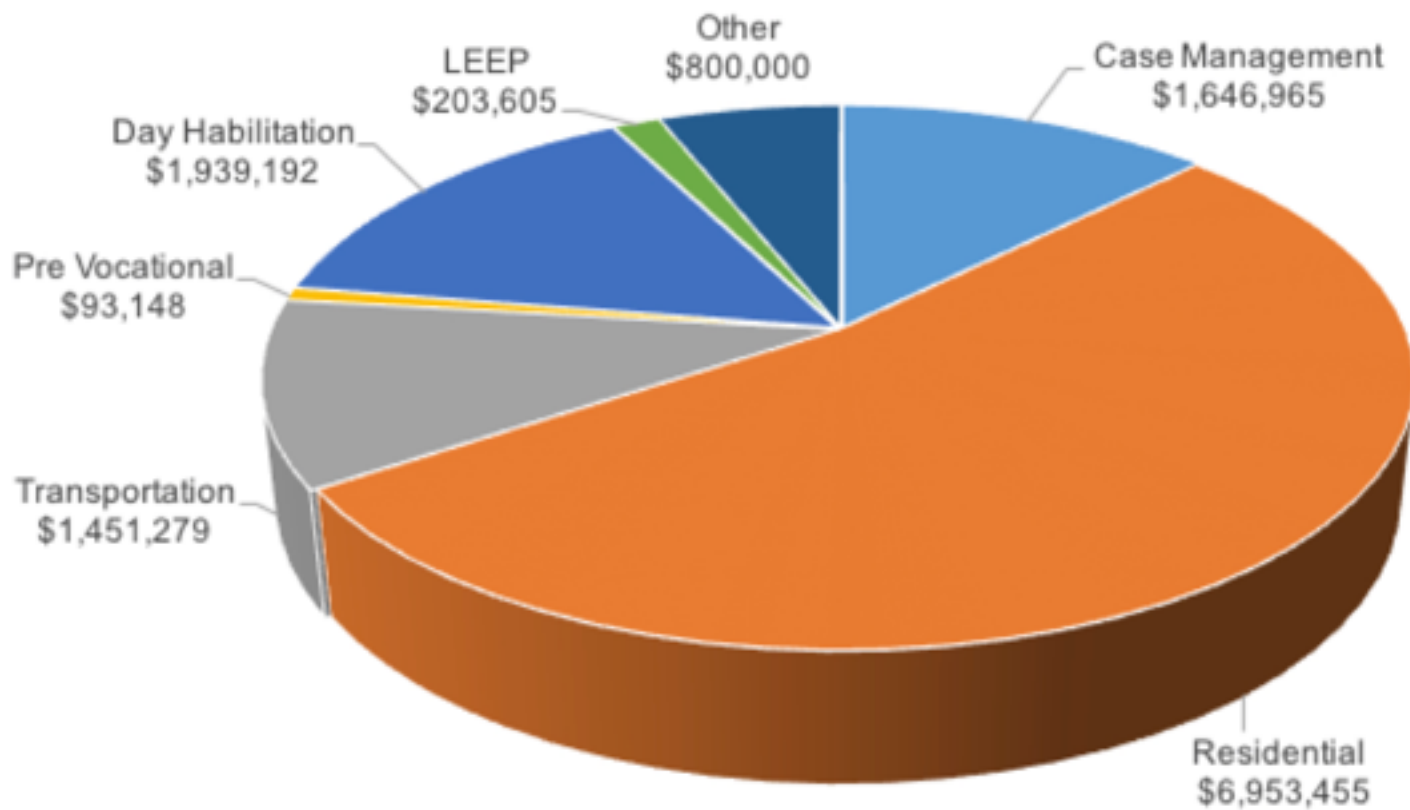


JIM WILKIE
FLEET & FACILITIES
DIRECTOR

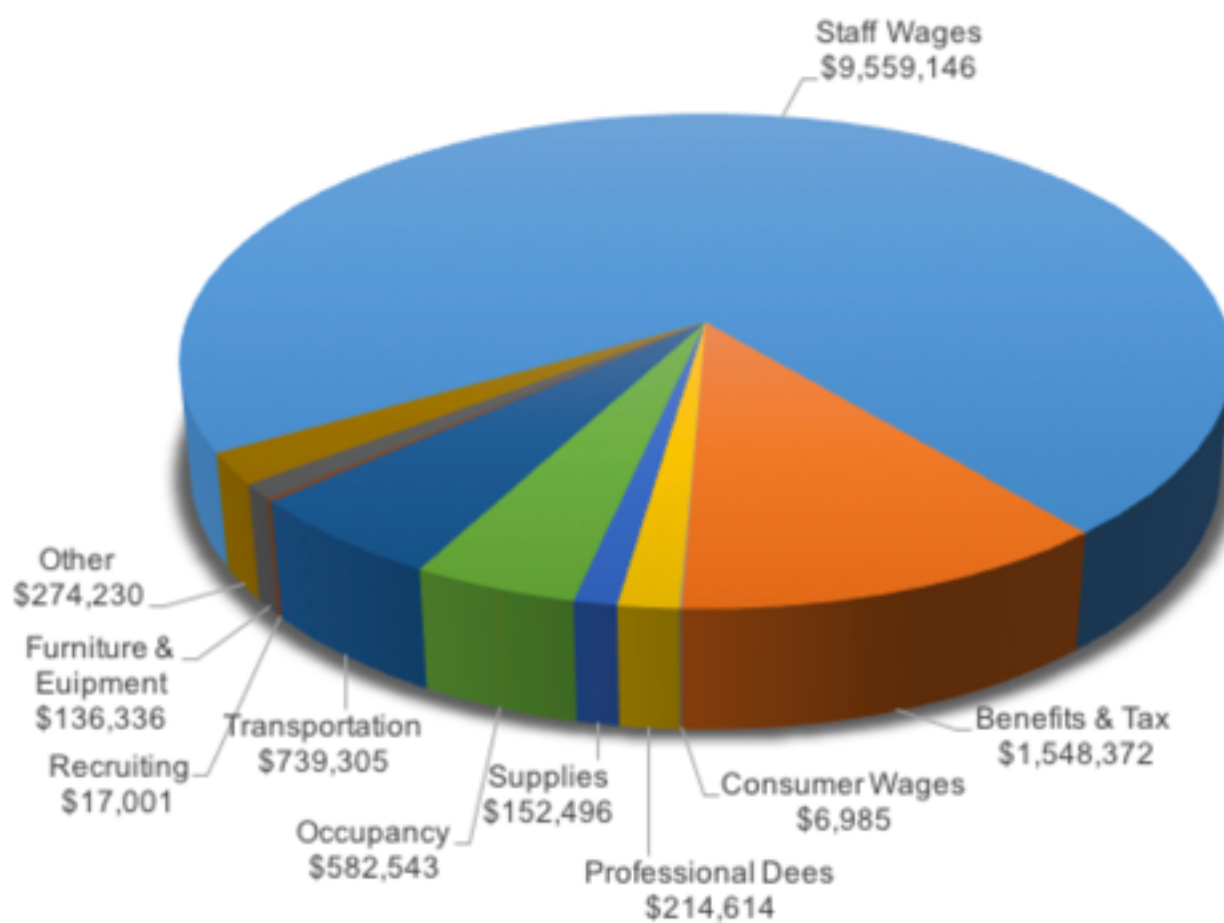
FINANCIAL RESULTS

JULY 1, 2015 - JUNE 30, 2016

FUNDING



EXPENSES



Every fall, Link Associates publishes a Annual Report especially to thank the people who generously donated to the organization during the previous fiscal year.

What Link Associates accomplishes each year with these gifts is immense, and we are thankful in equal measure for the generosity of each and every donors and business partner. We are achieving great things, and it's thanks to you. For years I have struggled to discover a way to thank everyone and never fail come up short on finding a way to recognize each and every gift.

We are blessed with:

- * monetary gifts that are large to small
- * donated items that are expensive to economical, and
- * a flood of donations that come in the form of thoughts, prayers, and advocacy.

Each and every donation matters greatly to Link Associates. We have the deepest and most genuine respect for each and every donor, because without all of you what we do would be impossible.

This year Link Associates was blessed to receive \$100,000 from the Polk County Board of Supervisors to address the problem with our pond. Last year we received the money from the O'Donnell and Friends open and these two significant gifts have given us the ability to start the project. In addition to their generous gifts, the staff from Elder Corporation have made significant donations of time, talent, labor and fill dirt. Our community is surrounded by very special and caring people.

To all of you who gave so generously thank you so very much.



THANK YOU!

Polk County Board of Supervisors	\$100,000.00	Barbara Petersen	\$25.00
Jim Shaffer	\$25,000.00	William and Sarah Magnani	\$25.00
Bill Knapp	\$20,000.00	John and Cindy Arbogast	\$25.00
Hy-Vee	\$10,000.00	Jyll and Rodney Miner	\$25.00
Mairiam Holden	\$3,550.00	Elaine Lundstrom	\$25.00
Wells Fargo	\$3,500.00	Glenda Eccles	\$20.00
Bankers Trust	\$3,000.00	Marlene Babcock	\$20.00
Bill Wieland	\$2,076.00	Ted and Gloria Crow	\$20.00
David and Jacqueline Van Ahn	\$1,500.00	Norrine Coleman	\$20.00
Josh Devries	\$1,395.00	John and Val Hagener	\$20.00
Joseph Antonelli	\$1,154.55	Tom and Joan Quinlin	\$20.00
Truist Comprehensive Distribution	\$1,141.12	Daniel and Luann Lauters	\$20.00
Paul Johnson	\$1,000.00	Marie Graf	\$20.00
Gary & Laurel Armstrong	\$1,000.00	Betty Nelson	\$20.00
Mark Heston	\$1,000.00	Viola Studer	\$20.00
Steven Rutledge	\$1,000.00	Kathleen Kopatich	\$20.00
Storey Kenworthy	\$690.00	Iowa One Gift	\$17.27
Nan Quesinberry	\$602.97	Leota Mark	\$10.00
William & Rae Rehard	\$500.00	Tina Battani	\$10.00
Phil and Linda Dunshee	\$480.00	Susan Lyle	\$10.00
Wells Fargo Comm. Support Campaign	\$422.69	Judy Porter	\$10.00
Mark Mazzie	\$200.00		
Janet Becker	\$200.00		
Hurmoline Dixon	\$200.00		
Dave and Judy Person	\$200.00		
Mary Jo and Russell Richards	\$200.00		
Marjorie Rohlf	\$200.00		
PJ and Claudette McDonald	\$150.00		
Andrew & Theresa Genz	\$100.00		
Kathleen Riley	\$100.00		
Charlene Lamberti	\$100.00		
Charles and Mary Kunkel	\$100.00		
Shirley, Freddie and Mike Ahrold	\$100.00		
Ronald & Judy Bertrand	\$50.00		
David Tilden	\$50.00		
Violet Dietch	\$50.00		
Mike Dietch	\$50.00		
Peggy Williams	\$50.00		
Teresa and Bradley Coulson	\$50.00		
Ann Balashaitis	\$50.00		
John & Anglea Tedesco	\$50.00		
James and Mary Ann Wallce	\$40.00		
Kevin Houston	\$40.00		
Richard Bucklin	\$25.00		



2015/2016

BOARD OF DIRECTORS



MARK HESTON
LIFE CARE SERVICES, LLC.
PRESIDENT



ALLISON PENDROY LIFE
CARE SERVICES, LLC.
TREASURER



TIM GEHM
BANKERS TRUST
1ST VICE PRESIDENT



AMY BETHEL
UNITYPOINT HEALTH
2ND VICE PRESIDENT



STEVE SCHMIDT
BEARENCE
SECRETARY



TAMMY KERRIGAN
RISK REDUCTION SOLUTIONS
PAST PRESIDENT



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OVERBERG
AHLERS & COONEY



TONY DAHM
COCA-COLA



SCOTT BRENNAN
DAVIS BROWN
LAW FIRM



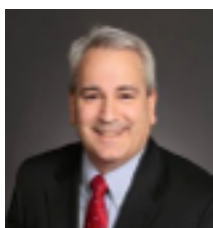
RON HANSON
RUAN



RUSSELL JENSEN
JENSEN
CONSULTING



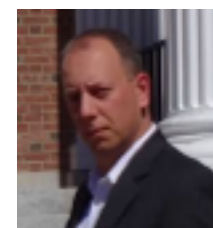
NICK PELLEGRIN
AHLERS & COONEY



DALE
ENGELKEN, LLC



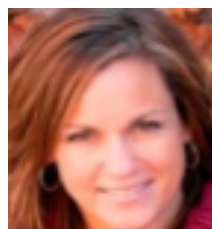
JIM MILLER
MORGAN STANLEY



CHAD VOLKERT,
JOHN DEERE
FINANCIAL



STEPHANIE STRAUSS
IOWA ALCOHOLIC
BEVERAGES



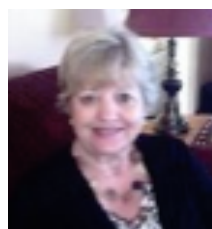
SARA COEN
EMDR & BEYOND



TONY STEVERSON
DES MOINES POLICE
DEPARTMENT



LORI WIEDEREN
HOLMES MURPHY



DALEENE
MCAUGHLIN

2015/2016

LINK ASSOCIATES FOUNDATION



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BEARENCE
PRESIDENT



HAROLD TEMPLEMAN
RETIRED
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RUSSELL JENSEN
JENSEN CONSULTING
VICE PRESIDENT



TIM GEHM
BANKERS TRUST
TREASURER



JIM SHAFFER
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JIM LANGIN
MUTUAL OF OMAHA BANK



LORINDA PETERS
SECURITY SNAPSHOT
LLC.



CHRIS HAVILAND
GROUP BENEFITS, LTD.



BOARD OF

**Never doubt that a
small group of thoughtful
committed people
could change the world.
Indeed, it's the only thing
that ever has.**

MARGARET MEAD



LINK ASSOCIATES
1452 29TH STREET
WEST DES MOINES, IA 50266

515-262-8888 PHONE
515-225-1631 FAX
WWW.LINKASSOCIATES.ORG

MISSION, VISION, VALUES

MISSION
PROVIDING PEOPLE WITH INTELLECTUAL DISABILITIES OPPORTUNITIES TO ACHIEVE THEIR
PERSONAL GOALS

VISION
LINK ASSOCIATES WILL BE THE RECOGNIZED LEADER IN
PROVIDING QUALITY SERVICES TO
PERSONS WITH MENTAL DISABILITIES

VALUES
DIGNITY AND RESPECT
QUALITY SERVICES
CARING ENVIRONMENTS
PERSONAL CHOICE
LONG TERM COMMITMENT