

A close-up photograph of several hands of different skin tones stacked together in a supportive gesture. The hands are positioned diagonally across the frame. One hand is wearing a grey ribbed sweater, another has metallic gold nail polish, and a third is wearing a purple and white checkered shirt. The background is a plain, light grey.

Join us!

IACP MEMBERSHIP 2023





About IACP

WHO WE ARE

Iowa Association of Community Providers (IACP) supports Iowa community providers so they can fully support Iowans in need of behavior health and disability services.

Over 125 community providers across the state look to us as a trusted resource in their work to help those they serve to lead more productive and fulfilling lives. You'll see this is reflected in our organization mission and vision below.

MISSION

Relentlessly advocating for Iowa providers to build healthy communities.

VISION

One day, all Iowans will live, learn and work in their community of choice.

VALUES

Integrity.
Accountable.
Collective voice.
People first.
Relentless.

CONTACT US

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515-270-9495 | www.iowaproviders.org

#RelentlessAdvocates

Staff Members



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Chief Operations Officer



MADDIE VANKIRK
Communications Coordinator



SHELLY CHANDLER
Chief Executive Officer



BRITA NELSON
Technical Assistance Coordinator



KAT YOUNGBLUT
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DIANE BRECHT
Penn Center Residential Advisory Chair



STEVE MULLER
Balance Autism At-Large Director



MARK DODD
One Vision At-Large Director

A Note from our CEO

Happy 2023 to you and your team!

Thank you for your dedication to Iowans and relentless work as one of our state's community providers. With each passing day, we are working to advance our Association's mission and vision, and hope you will join us:

Relentlessly advocating for Iowa's community providers to build healthy communities, so one day, all Iowans will live, learn, and work, in their community of choice.

To that end, we invite you to take full advantage of IACP membership and all of the benefits and opportunities that will ensue:

Stay Informed

- Tune in to our Friday IACP Industry & Policy Updates webinar, where we distill all the week's developments and events, and you can ask questions of top state decision-makers and MCO management teams.
- Attend the Wednesday Morning Executive Director call, hosted as an open forum with direct access to the Iowa Medicaid Director. This call is exclusively for top management of IACP member organizations.
- Tap into ANCOR and National Council for Mental Wellbeing for resources and updates. You would be a member of both organizations by virtue of an IACP membership.
- Submit questions to Service Excellence or IACP Legal for answers from experts.
- Read your member Bill Watch, Events, Highlights, and Policy bulletins.
- Watch for other emails, digital postcards, and Call to Action notices.

Improve Your Workforce

- Explore your numerous training options hosted by our team. They include Service Excellence Series, Behavioral Health Discovery Series, Leadership Development Series, Direct Support Professional Series, and more to come
- Attend our in-person IACP Annual Conference & Trade Show May 9-11, 2023, in Coralville, with an abundance of experts, presenters, and connections to be made. This year's theme, Redefining Relentless, is a tribute to the unwavering advocacy that you and the rest of Iowa's community providers continue to demonstrate.

Get Involved

- Attend Behavioral Health, Children's, Employment or Residential Advisory meetings.
- Participate in meetings and webinars while asking questions and sharing ideas.
- Advocate with your local and state officials.

Improve Efficiency & Save Money

- Take advantage of IACP's group purchasing with our Business Solutions.
- Seek opportunities with our Strategic Business Partners.
- Gain Medication Manager Certification through IACP's DIA-approved Medication Manager Training.
- Utilize economical Relias training programs to improve workforce performance and decrease turnover.

There is still a lot to be done! Working together, we can continue to make progress in supporting Iowa's most vulnerable citizens and those who serve them. Join us in IACP membership!

Relentlessly Yours,



Shelly Chandler
Chief Executive Officer



Calendar of Events 2023

Join us!

SERVICE EXCELLENCE

IACP supports member organizations through deep-dive webinars on key topics, technical assistance, support, and consultation to ensure providers understand and comply with the ever-changing rules and regulations governing service provision.

BEHAVIORAL HEALTH DISCOVERY

The Behavioral Health Discovery Series offers high-quality, accessible, and relevant training tailored explicitly to Direct Support Professionals providing behavioral health services. Join us for an à la carte webinar or bulk purchase with organization-wide registration!

LEADERSHIP DEVELOPMENT

The Leadership Development Series is designed to help leaders further their skills in a variety of relevant industry subjects. By delving into additional leadership experience and knowledge, these c-suite level leaders will be able to invest even more into their teams. Join a subject matter expert in a day of executive-level training and stay current with quality service.

Calendar of Events 2023 cont.

TECHNOLOGY

Seeking the betterment of business and service provision for community providers, IACP has hired professions in the technology field to discuss the following topics: Leveraging Technology, Risk Assessment & Security Audits, Incident Response Planning and more!

DSP SERIES

In an effort to increase employee retention and enhance service provision, IACP created the DSP Series. Tailored specifically for your direct support staff, this one-time investment provides a year's worth of education for your entire organization to discover: Self-Care, Diversity, Equity & Inclusion, Trauma-Informed Care, Teamwork, and Your Role in Organizational Culture.

OTHER IMPORTANT DATES

- IACP Hill Day, Des Moines, IA: March 14
- IACP Annual Conference & Trade Show, Coralville, IA: May 9-11

Please note, additional training opportunities will be added throughout the year!





CLOSE THE GAP

on Iowa's DSP Workforce Crisis.

We need your help.

WHAT IS A COMMUNITY PROVIDER?

We are providers of mental health and disability support services in all 99 counties. Supports include residential, employment, mental health, transportation, and a multitude of other services helping individuals live in and thrive in communities throughout the state.

WHO IS A DSP?

Direct Support Professionals (DSPs) are the lifeblood of Iowa's community providers. They provide mental health and disability support and services, including assistance with daily tasks, obtaining and maintaining employment, making friends, and enabling people to not just live, but thrive in their own communities.

Because of their efforts, 160,000 Iowans are living, learning and working in their community of choice, and not in State institutions.

THIS IS A CRISIS

DSPs provide essential services to vulnerable Iowans, but wages paid based on Medicaid reimbursement rates and the current employment environment make it extremely difficult to recruit and retain quality employees.

IACP TOP PRIORITY: DSP WAGES

**Thank you for supporting
community providers!**

Thank you for the 4.25% rate increase for HCBS and Habilitation (effective July 1, 2022). We are grateful for your commitment to address our workforce crisis. Unfortunately, the cost of living for families with children has gone up 10.6% and up 6.4% for single households. **Additional State financial support is needed** to close the wage gap between DSPs and other entry-level jobs in order to attract and maintain quality DSPs. Without such funding, important services will be cut, and community providers will continue to consolidate or close. The fate of vulnerable Iowans is literally hanging in the balance.

160,000
Iowans are affected

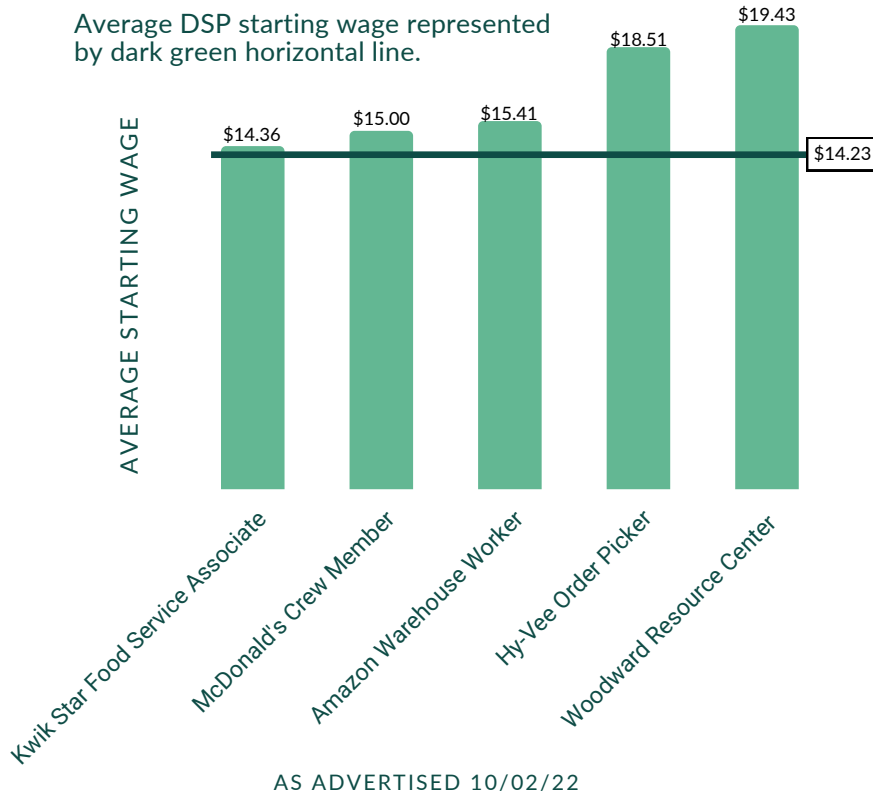
96%
of community providers
have staff vacancies

40%
average DSP
turnover rate

HERE'S THE PROBLEM

The average starting wage of a DSP in Iowa is \$14.23. Providers continue to struggle to compete with other entry-level jobs. We cannot increase our rates to fund wage increases, as they are set by Iowa Medicaid (IME). The **ONLY** way to increase rates is through a legislative appropriation.

Average DSP starting wage represented by dark green horizontal line.



DIFFERENT FROM HEALTHCARE

What sets Iowa's community providers apart from other healthcare workers?

- Community providers receive more than 90% of their revenue from Medicaid. Other health care organizations receive 25-30% of their total revenue from Medicaid
- Private insurance does not cover these services
- DSPs provide services 24 hours/day, 7 days/week, and 365 days/year
- The need for services is generally ongoing and life long, not sporadic or short term

HERE'S WHAT IS NEEDED NOW: **CLOSE THE GAP**

Support rate increases to address workforce crisis for:

- *Habilitation*
- *Home and Community Based Services (HCBS)*
- *Intermediate Care Facility/Intellectual Disabilities (ICF/ID)*

This action will help community-based organizations improve the lives of Iowa's most vulnerable citizens.



#RELENTLESSADVOCACY

The Iowa Providers Political Action Committee (PAC) is a bipartisan commission supportive of IACP's policy priorities. The Iowa Providers PAC makes contributions to the campaigns of legislators who are supportive of the IACP mission, provides opportunities for connection and impacts IACP's ability to relentlessly advocate for Iowa providers to build healthy communities.

GET ENGAGED.

It is vital that IACP and its members take action by lobbying on state issues to educate leaders and local communities on the challenges faced by community providers and their industry. IACP policy priorities (see next page) are set annually by IACP members from across the state.

HOW CAN YOU GET INVOLVED IN OUR OUTREACH?

- **Visit** with your legislators at a local town hall meeting.
- **Respond** to an IACP call to action, ensuring your elected officials hear from you on a critical issue.
- **Join us** for our IACP Day on the Hill events and visit with your legislators at the state capitol.
- **Write a letter** to the editor of your local paper on an issue that is affecting your organization.
- **Stay up to date** with information on upcoming events and activities through your weekly IACP member bulletins.
- **Contribute** to the Iowa Providers Political Action Committee (PAC) to help support candidates that have proven supportive of IACP policy priorities.

CONTACT INFORMATION SIMPLIFIED.

Find your Legislator

To find your State Representative or State Senator, visit www.legis.iowa.gov/legislators/find

District Maps

To view a map of the Iowa Congressional, House, and Senate districts, visit <https://sos.iowa.gov/elections/maps/>

State Senators

- **Senator Chuck Grassley**, connect online or call 202.224.3744
- **Senator Joni Ernst**, connect online or call 202.224.3254

State Representatives

- **Representative Ashley Hinson**, 202.225.2911
- **Representative Mariannette Miller-Meeks**, 202.225.6576
- **Representative Cindy Axne**, 202.225.5476
- **Representative Randy Feenstra**, 212.225.4426





Take your advocacy *nationwide.*

By virtue of an IACP membership, your organization would also have full membership access with ANCOR (American Network of Community Options & Resources) and The National Council for Mental Wellbeing.

To learn more about your full list of benefits with these associations, contact them or visit their website today! You won't want to miss out.

ANCOR

Email: LMiddleberg@ancor.org
Website: www.ancor.org



THE NATIONAL COUNCIL

Email: Membership@TheNationalCouncil.org
Website: thenationalcouncil.org

NATIONAL
COUNCIL
*for Mental
Wellbeing*

Strategic Business Partners

enhance service provision.



Enterprise Fleet Management: With more than 50 fully-staffed offices throughout the U.S. and Canada, Enterprise Fleet Management has the ability to meet with each one of their customers. It doesn't matter how big or small they are. They help them with important decisions that will help lower their total cost of ownership.



Assured Partners does not simply sell insurance policies. They assess risk and create plans to prevent and manage losses, interact with clients at their locations so that they fully understand the exact nature of what each of them do every day, and they understand and respond to the urgent regulatory burden that they face in addition to traditional hazard risk exposures. Assured Partners creates and maintains partnerships.



Eide Bailly LLP is a regional certified public accounting (CPA) and business advisory firm. Clients benefit from their core services of audit and assurance, business outsourcing and strategy, consulting, and tax. With Eide Bailly, you can turn your audit or review engagement into a springboard for impactful change.



Strategic Business Partners cont.



Midwest Compliance Associates: Through a 3-step plan, (assess, customize, execute) Midwest Compliance Associates guides you through the process of building a compliance plan that is engaging and effective while eliminating the stress and frustration of employees not doing what they know is right.



Relion Insurance Solutions: Finding the right business insurance coverage and presenting a price is just part of the job. They recognize running a business comes with ongoing risks, so they go beyond price and policy to consult with you on risk strategies tailored to protect your business. They are here to serve you.



Carepool makes transportation accessible to everyone! Carepool is a non-emergency medical transport company and their Rideshare+ model provides a convenient way to book and track reliable transportation. Their fully-accessible service includes door-through-door assistance, focusing on aging adults and people with disabilities.



IntellectAbility created the first and most comprehensive suite of risk resolution and learning tools for professional supporters: tools that empower, educate, and inform those responsible for protecting, maintaining, and restoring health and good quality of life for people with IDD. IntellectAbility replaces risk with health and wellness.



Right Dose Pharmacy is dedicated to delivering the highest possible level of care to clients who are community-based or residential assisted living and skilled nursing facilities. By combining the personal service of a local pharmacy with the technology, resources, and support of a national brand, they are able to empower the communities they serve to spend less time on pharmacy needs and more time caring for and improving lives.



NOSS strives to deliver quality in-home support with the use of technology while becoming a valuable and meaningful part of people's lives. They utilize technology in a way that offers a world of independence, safety and security tailored to the needs of people and their individual surroundings.

Strategic Business Partners cont.



MediSked is the leading brand in holistic solutions that improves lives, drives efficiencies, and generates innovations for health and human service organizations that support our community. MediSked solutions combine to provide innovative, person-centered technology that improves outcomes and quality, while reducing costs for individuals receiving home and community-based services and long-term services.



At The Glienke Agency, they make it their business to understand your business, and help you maximize your profitability. Their goal is to provide the risk management solutions your business needs to assure you attain your goals. They feel so strongly about this that it is part of our mission statement.



Since 1945, Mutual of America has specialized in providing retirement products and related services to organizations and their employees. Their local service team provides 401(k) and 403(b) service to many of the leading non-profits throughout the upper Mid-West.

Preferred pricing option: Multiple Employer Plan (MEP)



SETWorks is disability service management software, built to comprehensively handle the needs of person-serving organizations. Our cloud-based platform seamlessly integrates workflows and empowers agencies to improve service efficiency. SETWorks is more than software, they partner with organizations across the U.S. to help them maintain compliance, become data-driven, reduce administrative burden, and solve complex issues through best-practice solutions.





Business Solutions

tried & true.

IACP members have the opportunity to take advantage of top-of-the-line products designed and tailored specifically to the needs of community providers. Choosing solutions with IACP's recommended businesses simplifies your business practices, allowing all of us to get back what really matters, supporting Iowa's most vulnerable citizens and continuing our #RelentlessAdvocacy.

To learn more or to reach IACP's key contact for each of these businesses, visit our website iowaproviders.org/solutions.

 **UnitedHeartland**

Part of the AF Group

United Heartland, along with Molyneaux Insurance Assured Partners, offer an exclusive workers' compensation product for IACP members focused on ways to reduce premiums, including risk management, free SAFE trainings and other consultations. The ultimate outcome is a safer workplace. This product was designed specifically for IACP members based upon the uniqueness of the services provided.



**HOLMES
MURPHY®**

Holmes Murphy offers an exclusive employee health benefit consulting partnership for IACP members along with educational resources and relevant seminars.

Additional Solutions



Storey Kenworthy offers cost-effective and efficient distribution of office and business supplies and more. They offer preferred pricing based on organization use and free delivery anywhere in the state within 24 hours of the order.



Unemployment Services Trust offers IACP members an opportunity to utilize a trust for unemployment liabilities, consultations to reduce current expenditures and liabilities, and human resources support. All of these options are tailored specifically to nonprofits.

Preferred Pricing



IACP has negotiated an unbeatable group rate for all IACP members based on the number of learners within each agency. For about the price of a sandwich, each of your employees will have access to the enormous Relias library, with content on just about everything you need. Also, the system allows uploading of your own, agency-specific material to meet lowa-specific training requirements.



MEDICATION MANAGER

IACP Medication Manager Curriculum trains direct support professionals to effectively manage medication administration. This training was developed for use by community-based providers and is an IACP member-only benefit.

See you soon!

IOWAPROVIDERS.ORG

