

IOWA ASSOCIATION OF COMMUNITY PROVIDERS



# Relentless & Resilient

We stand together.

YOU'RE INVITED.



# 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.

You are joined by over 125 other providers across the state who 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

7025 Hickman Road, Ste 5, Urbandale, IA 50322  
515-270-9495 | [www.iowaproviders.org](http://www.iowaproviders.org)



Greetings,

Our team at IACP and the entire Association invites you to join us in our #RelentlessAdvocacy. You'll notice our theme for the year, "**Relentless & Resilient: We stand together**". This is a tribute to the critical relationship and mission that we share with our members. It is now more important than ever to 1) stay informed, 2) improve your workforce, 3) get involved, and 4) save money. That is exactly what we are here for, and we want you to join us.

To that end, we invite you to take full advantage of an IACP membership and all of the benefits and opportunities that come with it:

### Stay Informed

- **Register** and **tune in** for our Industry & Policy Updates webinar every Friday for the latest industry news and developments
- **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 Leadership Development Series, Direct Support Professional Series, Service Excellence Series, and more to come
- **Attend** our in-person Annual Conference & Trade Show May 9-11, 2023, with an abundance of experts, presenters, and connections to be made

### 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
- **Utilize** economical Relias training programs to improve workforce performance and decrease turnover

Are you ready to join us? Let's get to work! Relentlessly Yours,



Shelly Chandler  
Chief Executive Officer  
[schandler@iowaproviders.org](mailto:schandler@iowaproviders.org)

# Meet your #RelentlessAdvocates.

## STAFF MEMBERS 2022



**SHELLY CHANDLER**  
Chief Executive Officer



**SUSAN SEEHASE**  
Chief Operations Officer



**BRITA NELSON**  
Technical Assistance  
Coordinator



**MADDIE VANKIRK**  
Communications  
Coordinator



**KAT YOUNGBLUT**  
Outcomes Coordinator

## BOARD OF DIRECTORS 2022



**DAVE COMSTOCK**  
Childserve  
Chair



**MARCY DAVIS**  
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**CHERYL PLANK**  
Hope Haven Area  
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Mainstream Living  
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Vera French CMHC  
Behavioral Health  
Advisory Chair



**KENDALYN HUFF**  
Innovative Industries  
Employment Advisory  
Chair



**DIANE BRECHT**  
Penn Center  
Residential Advisory  
Chair



**STEVE MULLER**  
Balance Autism  
At-Large Director



**MARK DODD**  
One Vision  
At-Large Director

# #RelentlessAdvocates cont.

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IACP Committees engage in shaping the work of the Association by advancing its mission, vision, and values. Members are invited and urged to participate and are invited to volunteer to serve on any standing committee.

## EDUCATION & TRAINING

Jen Ellis\*, Friendship Ark  
Jen Simmering, Systems Unlimited Inc.  
Monica Bartlett, Nishna  
Clay Adams, Westco  
Heather Curtis, One Vision  
Teresa Naughton, LifeWorks Community Services  
Chris Campbell, Mayor's Youth Empowerment  
Penny Moberly, Premier Payee  
Codie Amason, First Resources  
April Metzger, Hope Haven, Inc.  
Lacie Tedrow, New Hope Village  
Gary Jones, Midwest Compliance Associations  
Matt Wilson, Assured Partners  
Bill Loyd, UI Reach

## FINANCE

Matt Buley\*, Hope Haven, Inc.  
Terry Meyer, Hope Haven, Inc.  
Staci Humiston, Reach for Your Potential  
Matt Zima, Trivium Services  
Jennifer Pavolvec, ChildServe  
Karen Jess, Eide Bailly  
Charla Hollowell, Vera French MHC  
Steve Hodapp, Vodec  
Karen Scott, Mayor's Youth Empowerment Program

## GOVERNMENT RELATIONS

Steve Muller\*, Balance Autism  
George Eichhorn, ChildServe  
Theresa Lewis, ARC of Central Iowa  
Bill Vaughn, Mainstream Living  
Cynthia Steidl-Bishop, Eyerly Ball CMHC  
John Twardos, Lutheran Services in Iowa  
Jeff Ashcroft, HDC  
Matt Buley, Hope Haven, Inc.  
JackMescher, Hills & Dales  
Mark Dodd, One Vision  
Cheryl Plank, Hope Haven Area Development  
Nicole Cisne Durbin, Family Resources

## NOMINATIONS

Marcy Davis\*, Candeo  
Bill Vaughn, Mainstream Living  
Diane Brecht, AbbeHealth  
Brent Dillinger, Trivium Life Services  
Lisa Pakkebie, REM-IA

## MEMBERSHIP SERVICES

Cheryl Plank\*, Hope Haven Development Center  
Brandon Gish\*, Enterprise Fleet Management  
Diane Brecht, AbbeHealth  
Sara Drish, REM-IA  
Valerie Schwager, North Star Community Services  
Jen Bauer, One Vision  
Steve Tisue, Goodwill of NE Iowa  
Curt Duffield, LifeWorks  
Teresa Dolph, Skyline Center  
LeAn Taylor, New Hope Village  
Melanie Cloud-Gross, The Village Community

## IOWA PROVIDERS PAC

Marcy Davis\*, Candeo  
Barry Whitsell, Village Northwest Unlimited  
John Derryberry, 43 North Iowa  
Kendalyn Huff, Innovative Industries  
Amos Rop, Tandem Services  
Steve Hodapp, Vodec  
Joe York, New Choices  
Penny Moberly, Premier Payee  
Sarah Dillinger, Trivium Life Services  
Kelly Flanagan, REM-IA

## TECHNOLOGY

Alex Walker\*, Crossroads of Western Iowa  
Duane Temple, Night Owl  
Kyle Schramp, ARC of East Central Iowa  
Luke Rushing, Vera French  
Dusty Stork, Caring Hearts of Western Iowa  
Katie Cummins, Systems Unlimited  
Annie Streng, REM-IA  
LuAnn Jahner, Balance Autism  
Jen Simmering, Systems Unlimited Inc.  
Clay Adams, Wesco

# Member Meetings & Webinars

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IACP members are able to stay on top of the many complexities of our industry with access to multiple IACP meetings and webinars.

## INDUSTRY & POLICY UPDATES WEBINAR

Every Friday at 9:30 am

Join Shelly Chandler, IACP CEO, and IACP staff to discuss industry and policy updates. IACP distills and relays to-the-minute happenings of the industry where participants will hear about what we know now, what questions we are asking, and what we expect in the weeks to come.

## ADVISORY MEETINGS

Quarterly

IACP Advisory Webinars are an incredible opportunity to learn more about topics and current issues within specific service provision types (Behavioral Health, Children's, Employment, and Residential) and how they are affected within our industry. It is also a chance to ask IACP's staff advisory team members important questions and collaborate with state-wide colleagues.





# JOIN US.

## CALENDAR OF EVENTS

Below is a listing of some of IACP's events....and this is just the start! Head to our website to check out our full calendar. From free SAFE Training opportunities, Strategic Business Partner webinars, to Leadership Development and our Service Excellence Series, you will not want to miss these events. Become an IACP member today to attend all member-only events!

## IACP ANNUAL CONFERENCE & TRADE SHOW

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With over 400 attendees annually, the IACP Annual Conference & Trade Show is the pinnacle event of the year bringing community providers and industry professionals to central Iowa. IACP's annual conference has a presenter line-up overflowing with knowledge, talent, and insight, and endless opportunities for industry connections. With all of this and more, the conference has something for everyone from executives and program directors to direct support professionals and frontline supervisors. **Save the date: May 9-11, 2023**

## DSP SERIES

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With six different webinar sessions throughout the year, all featuring noteworthy presenters, organizations can purchase the entire series for one low price for all of the DSPs within their workplace. Yes, you read that right, your entire organization will have access to every webinar and recording to watch at their own convenience!

## LEADERSHIP DEVELOPMENT SERIES

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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-long event of executive-level training and stay current with quality service.

## SERVICE EXCELLENCE SERIES

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IACP supports member organizations through technical assistance, support, and consultation to ensure providers understand and comply with the ever-changing rules and regulations governing service provision. In addition to this training series, the Service Excellence program offers other web-based learning opportunities and a portal to submit service-related questions. This series and member benefit is crucial for every community service provider in Iowa.



# CLOSE THE GAP

## on Iowa's DSP Workforce Crisis.

*We need your help.*



### WHO IS A DSP?

A direct support professional (DSP) provides mental health and disability supports and services. Because of their efforts, 160,000 Iowans are living, learning and working in their own communities of choice.

These critical services include: bathing, shopping, budgeting, shopping, banking, cooking, cleaning, job development and coaching, transportation, and community activities. **DSP's jobs are essential.** Their work impacts the lives of Iowa's most vulnerable citizens.

### THIS IS A CRISIS

DSPs provide essential services, but Iowa's current reimbursement rates are fixed, making it **nearly impossible** for community providers to recruit and retain quality employees during the current employment shortage.

### IACP TOP PRIORITY: DSP WAGES

Please help us **close the wage gap** for Iowa's community providers.

**Thank you** for the 3.55% rate increase for HCBS (effective July 1, 2021). Unfortunately, our need was 10% and the cost of living went up 6% in the last 12 months. We need funding to close the wage gap 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.



The DSPs in our state serve over 160,000 vulnerable Iowans.



94% of Iowa's community providers have DSP vacancies.



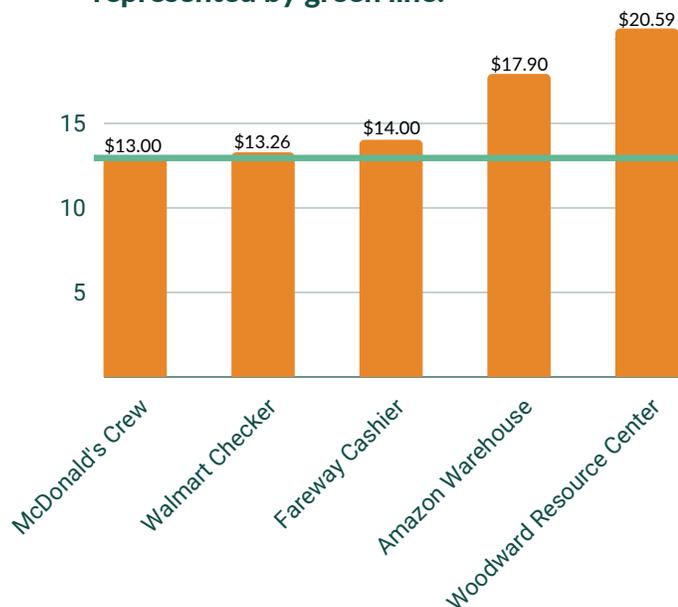
Providers report an annual 39% DSP turnover rate

## THE COMPETITION

The average starting wage of a DSP in Iowa is **\$13.18**, up from **\$11.98** last year. Providers are struggling 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 STARTING WAGES

Average DSP starting wage (\$13.18) represented by green line:



AS ADVERTISED 10/18/21

## 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

**CLOSE THE GAP.**  
Support rate increases to address workforce crisis for:

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

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





# IOWA PROVIDERS PAC



## #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 LEGISLATIVE 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.



To find your State Representative or State Senator, visit [www.legis.iowa.gov/legislators/find](http://www.legis.iowa.gov/legislators/find)



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



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



- **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



## Iowa Providers PAC Pledge Form

Name: \_\_\_\_\_

Organization: \_\_\_\_\_

Email: \_\_\_\_\_

### Contribution Options:

- Single Contribution – Enclosed is my contribution of ...
  - \$100
  - \$250
  - \$350
  - Other Amount \$ \_\_\_\_\_
- Automatic Contribution - To be made Monthly\_\_\_\_, Quarterly\_\_\_\_ or Annually\_\_\_\_
  - \$25
  - \$50
  - \$100
  - \$350
  - Other Amount \$ \_\_\_\_\_

Start Date: \_\_\_\_\_

Number of contributions: Until cancelled\_\_\_\_ or Equivalent of One (1) Year\_\_\_\_

***Contribution must be made from a personal card!  
Corporate cards CANNOT be used.***

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_ CVC: \_\_\_\_\_

Name on Credit Card: \_\_\_\_\_

Billing Address for Credit Card: \_\_\_\_\_

PAC contributions are not tax-deductible. Corporate contributions cannot be accepted.  
All contributions are reported to the Iowa Ethics & Campaign Disclosure Board.

Please return form to Susan Seehase at [sseehase@iowaproviders.org](mailto:sseehase@iowaproviders.org) or  
to Iowa Providers PAC - 7025 Hickman Rd Ste 5, Urbandale, IA 50322

# NATIONAL MEMBERSHIPS

TAKE YOUR ADVOCACY NATIONWIDE.



## AN IACP MEMBERSHIP INCLUDES BIG BENEFITS.

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

To learn more about the 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](mailto:LMiddleberg@ancor.org)  
Website: [www.ancor.org](http://www.ancor.org)



### THE NATIONAL COUNCIL

Email: [Membership@TheNationalCouncil.org](mailto:Membership@TheNationalCouncil.org)  
Website: [thenationalcouncil.org](http://thenationalcouncil.org)



# IACP STRATEGIC BUSINESS PARTNERS

## ENHANCING SERVICE PROVISION.

IACP strategically partners with businesses to complement the mission and vision of the Association with products and services that build efficiencies, support business operations, and enhance service quality for provider members.

To learn more about these partners or to get in touch with IACP's key contact for each of these businesses, visit our website [iowaproviders.org/strategic-business-partners](http://iowaproviders.org/strategic-business-partners).



### FLEET MANAGEMENT

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: Your insurance, employee benefit, and risk management programs should align with your needs and objectives while providing proactive solutions and real cost savings.



Eide Bailly: 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.

# IACP STRATEGIC BUSINESS PARTNERS



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.



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.



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.



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.



## IACP STRATEGIC BUSINESS PARTNERS



NOSS, LLC.: NOSS utilizes technology in a way that offers a world of independence, safety and security tailored to the needs of people and their individual surroundings.



Mutual of America: 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 WITH MUTUAL OF AMERICA MULTIPLE EMPLOYER PLAN (MEP)

Retirement investing is unique among financial objectives because it encompasses just about everyone, from younger workers who may have 40 or more years of saving ahead, to people at, or in, retirement seeking current income. To help you serve such a broad and diverse constituency, Mutual of America's investment solutions provide the flexibility and adaptability to meet your changing needs.

# IACP 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](https://iowaproviders.org/solutions).



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



CP-HIPAA Solutions offers in-person training, monthly webinars, and an extensive online platform of resources and training modules. These programs include real-life simulations, tools, and templates. CP-HIPAA Solutions focuses their HIPAA training and policies and procedures to the specific needs of community providers. With a new pricing structure for IACP members, all new Midwest Compliance Associates registrants will receive a full CP-HIPAA subscription for only \$750 using code "MCA" until March 31, 2022. Visit our website to learn more.



## IACP BUSINESS SOLUTIONS CONTINUED



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.

## ONLINE LEARNING WITH 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 Iowa-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.

