



HomeCare Services, Inc. of Dallas County

Maintaining your independence is our priority.

Meals • Transit • Homecare

**HOMECARE SERVICES, INC.
OF
DALLAS COUNTY
ANNUAL REPORT
FISCAL YEAR 2016
JULY 1, 2015 – JUNE 30, 2016**

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Lenne Orona

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Judy Rauschenber (appointed 5/16)

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Department Director

Marge Westphal

Transportation Staff

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Home Care Aide Staff

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Amy Hurst-Carney

Diane Love

Suzanne Porter

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Danyell Cross (resigned 10/2015)

Donna Putney (resigned 12/2015)

Dawn Love, (prn)(resigned 5/2016)

Message from the President

Lenne Orona

HomeCare Services Inc., of Dallas County
Board of Directors

For nearly 50 years, HomeCare Services, Inc. has served the residents of Dallas County. In 2017, we will celebrate the 50th Anniversary of our Articles of Incorporation for our nonprofit 501© 3 organization. Each year we renew our commitment to providing personalized and community-based services focusing on independence, dignity and a higher quality life for the people of Dallas County with a focus on senior and disabled individuals.

Each year brings new challenges and the past year was no exception. The hallmark theme for our year in review was “transition”. Notable transitions included Medicaid privatization, streamlining our agency’s management structure, and beginning to respond to the demographic shift in Dallas County’s population. This annual report provides an overview of the transitions faced by each of our three core programs, Home Care Aide Services, Nutrition, and Transportation.

The success of HomeCare Services, Inc., and our ability to rise to the many challenges of the past year is attributable to our dedicated staff. The use of a heart for our symbol is more than a logo. It represents our staff and volunteers who truly care about those we serve and the services we provide. On behalf of the Board of Directors, I gratefully acknowledge and say, “*thank you*” to our extremely dedicated employees.

Our staff makes it their mission to serve others and to make Dallas County a better place to live.

We would also like to thank our community partners without whom none of our services would be possible. Central to our mission is the support we receive through the Dallas County Board of Supervisors, Dallas County Board of Health, Aging Resources of Central Iowa, Iowa Department of Public Health, and Heart of Iowa Regional Area Transit Agency.

These private-public partnerships provide opportunities to leverage available resources. Through “braided funding” and common commitment, we are able to maximize cost-effective approaches to service delivery at the local, community level. We also gratefully acknowledge the support of the Dallas County Foundation and the Bock Family Foundation. These charitable foundations committed financial support toward the purchase of a new handicapped accessible bus for the upcoming fiscal year (FY 2017).

As we look to the future, we look forward to continuing to strengthen and further develop nutrition, transportation and in-home services. Through our valued partnerships within and outside of our organization, we remain committed to delivering quality, cost effective support services to all eligible Dallas County residents.

OVERVIEW

At HomeCare Services, Inc. of Dallas County, we pride ourselves on providing quality, community-based services to our county’s residents. For nearly 50 years, we have successfully provided cost effective transportation, nutrition and health aide services focused on supporting seniors and disabled persons to remain in their own home as independently as possible. Our

MISSION
PROVIDE PERSONALIZED AND
COMMUNITY-BASED SERVICES
THAT FOCUS ON INDEPENDENCE,
DIGNITY AND A HIGHER
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PEOPLE OF DALLAS COUNTY,

success is made possible through public-private partnerships with state and local government, and health and social services agencies. Through these collaborations and the hard work of our qualified and highly dedicated staff, we strive to provide personalized services. Support services provided by our programs allow people to have the highest quality of life possible, promoting independence, dignity, safety and health. While we are available to provide

service to all Dallas County residents who need our assistance, the majority of those we serve are persons who are otherwise unable to afford services. Our intermittent “in-home” services to individuals and their families include transportation, nutrition, and home care aide.

TRANSPORTATION

Transportation is provided to Dallas county residents of all ages to and from doctor appointments, work, grocery stores, businesses, and a variety of other special requests. Vehicles include lift and ramp equipped mini-vans and small buses.

NUTRITION

Hot nutritious meals are served at dining sites for seniors throughout Dallas County. During the past year, (FY 16) we hosted senior meal sites in Perry, Adel, and Waukee. Home delivered meals are available to home bound individuals in all areas of Dallas County.

HOME CARE AIDE SERVICE

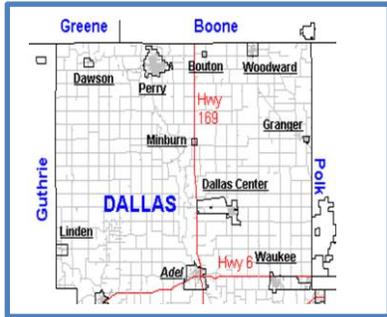
Home Care Aides are available to residents of Dallas County who have a health, environmental, or social need for service. Under the supervision of a professional, licensed social worker, trained staff assists clients with personal care, maintaining safe and healthy homes, nutrition support and other activities that promote independent living for seniors or disabled persons.

COSTS & RESOURCES

Services are available to any Dallas County resident in need, regardless of age or income level. Fees vary by program and reflect our clients’ ability to pay. Funding to support our programs comes from a variety of sources including sliding scale client fees, Dallas County, the Iowa Department of Public Health, Aging Resources of Central Iowa, Heart of Iowa Regional Transit Agency (HIRTA) and Iowa Medicaid. In addition, we gratefully acknowledge the support of the Bock Family Foundation, the Dallas County Foundation and the many volunteer hours during the past year.

HOME CARE AIDE PROGRAM

In fiscal year 2016, we provided in-home care to more than 104 clients. Nearly 60 percent of our clients are age 75 and older and more than 85 percent live alone. Referrals come from families, primary care providers, social service agencies and a variety of others sources. In addition to the care supervised directly by our agency, we continue to provide support for personal care services provided by the Dallas County Public Health Nursing Services. Throughout this past year, we provided more than 1,972 hours home care aide services.



Our Home Care Aide (HCA) program serves clients throughout Dallas County, including the communities of Adel, Bouton, Dallas Center, Dawson, DeSoto, Dexter, Granger, Linden, Minburn, Perry, Redfield, Van Meter, Waukee, and Woodward, as well as the rural areas in between. In the past year, our staff traveled over 25,000 miles to provide care in our Dallas County service area.

Our highly qualified social worker with special expertise and more than 23 years of experience in home care provides leadership for our program and serves as Case Manager. She provides supervision for a small, exceedingly dependable group of part time Home Care Aides. Our staff provides in-home health care to those identified as being “at risk” due to physical and/or mental health as well as overall environmental/social well-being. Staff participates in ongoing training to assure delivery of quality services.

Because each client’s needs are different, our Case Manager meets with each person in their home prior to initiating services. During the home visit, the Case Manager works with the client and, if applicable, their family to determine client needs. Together, the Case Manager and the client discuss the HCA’s role in their life and develop a mutually agreed upon plan of care. Our greatest asset continues to be the selfless dedication of our HCA’s who provide direct care services. Though faced with challenges, our staff continues to provide quality service and proudly represent HomeCare Services, Inc. of Dallas County.

The Home Care Aide program works closely with both public and private agencies to assure delivery of coordinated, community-based care. We maintain active participation in county human services coalitions and the Health Care Providers Network (HPN). While we coordinate service with a broad array of agencies, the following agencies are recognized as key to our success in the past the year:

Dallas County Supervisors,
Dallas County Board of Health
Dallas County Public Health Nursing

Aging Resources of Central Iowa
Iowa Department of Public Health

HOME CARE AIDE PROGRAM

CHALLENGES & ACCOMPLISHMENTS

During the past year, our accomplishments are reflective of our challenges.

The greatest challenge to our HCA program and our agency overall was the transition required by Medicaid privatization and initiating contracts with Managed Care Organizations (MCO's). The change required countless hours of staff time to implement business practice changes required by the three newly selected Iowa Department of Human Services' Medicaid contractors. While challenging for most providers, this was particularly difficult for small, community-based agencies such as ours.

Medicaid Privatization-
"The change required countless hours of staff time ... particularly challenging for small agencies"

Even more significant than the contracting processes was the MCO's delay in providing payment for services, followed by incorrect payments, often only partial payments. While improvements were noted by year-end, the time required to reconcile accounts results in additional administrative burden that detracts from our ability to provide client services. The experience reminds us that public policy changes

at the state and federal level can directly impact our ability to deliver direct care services and fulfil our agency's mission. At the same time, our progress-to-date sets a path for continued partnership with Medicaid and the potential opportunity for future increases in services provided.

Funding to support in-home services for those clients who rely on our sliding fee scale (based on federal poverty guidelines) is an ongoing challenge. Reality is that the need for healthcare assistance at home often continues even after a family's resources are depleted. In general, funding to help those most in need has remained flat over the past several years. At the same time, inflation has had a negative impact, reducing the number of families we are able to serve.

Funding -
"the need continues to exceed available resources."

The Dallas County grant and the state Public Health grant provide major financial support for in-home care services. As with prior years, the need continues to exceed available resources. While funding remains a challenge, we are extremely appreciative of a homemaker grant award from Aging Resources of Central Iowa for the next two years. While our initial award is comparatively small, it represents an important contribution toward closing the gap between need and resources. As we look forward to the year ahead, we plan to work to more closely align needs and resources.

Transition in our agency's management structure also represented a significant change and an initial challenge. The decision of the Board of Directors not to replace the Executive Director position resulted in fundamental role changes for the Board members and program Department Heads. Throughout the year, Board members have actively engaged and provided leadership in agency operations. At the same time, Department Heads responded by assuming expanded roles for program development and agency operations as a whole. These leadership changes provide for a streamlined management structure as well as opportunities for Department Heads to advance service delivery.

NUTRITION PROGRAM

SENIOR NUTRITION

Our Senior Nutrition Program served an average of 2,300 meals each month for a total of more than 26,717 meals served in the past year. This includes the daily hot meals as well as frozen/shelf stable meals to seniors and disabled in Dallas County. These nutritious meals meet one-third of the dietary recommended intake for seniors aged 60 and older.

HomeCare Services, Inc. currently hosts three congregate meal sites in Dallas County.

- Adel Senior Center, 101 N. 9th St. Adel
- Sugar Creek Apartments, 1600 SE La Grant Parkway, Waukee
- McCreary Center, 1800 Pattee St., Perry

**Nutrition Program
Served
230 Seniors
FY 2016**

Hot, nutritious meals are served at these locations Monday through Friday. In the fall and winter months, a church group provides the meal in Perry on Wednesdays. The meal sites provide an opportunity for seniors to receive a nutritious meal, as well as have some fun and social interaction. Health education opportunities are also made available.

HOME DELIVERED MEALS

For those who are unable to participate in our congregate meals program, we deliver meals right to the senior's doorstep. This can bring peace of mind for the senior's family as our dedicated staff is not only delivering a nutritious meal, but also providing a wellbeing check. We deliver hot meals Monday through Friday to residents in Adel, Dallas Center, DeSoto, Minburn, Perry, Redfield, Van Meter and Waukee. Residents in other Dallas County towns and rural areas can receive a hot meal weekly as well as a box of frozen or shelf stable meals.

Seniors age 60 and over receiving home-delivered meals qualify to participate on a contribution basis with a doctor's recommendation. Those under the age of 60 may qualify for full price meals. The meal sites are also on a contribution basis.

Along with receiving contributions from meal recipients, HomeCare's Nutrition Program receives assistance from several key partners. Aging Resources of Central Iowa provides funding for the home delivered meals and the congregate meals for seniors 60 and over. The Dallas County Board of Supervisors provides additional support in the form of grant funding. Dallas County Public Health and Human Services provide referrals for home delivered meals. Potential clients, family and friends are also encouraged to "self refer" by calling (515) 993-4531 or (515) 465-2300 directly.



NUTRITION PROGRAM

CONGREGATE MEALS

Despite Dallas County's substantial population growth, participation in our congregate meals program declined again in the past year. While we seek to serve all persons 60 and over who have need of nutrition services, our focus is on serving low-income clients. Since inception, our program's outreach strategies have relied heavily on word-of-mouth, referral from local providers living in the community and home-developed materials distributed through local churches and social service agencies. With the significant change in demographics and transition from primarily rural to suburban communities, we recognize that previous strategies may no longer be adequate to reach seniors in need of nutrition services and social engagement. In the year ahead, we intend to seek opportunities to implement coordinated outreach and engagement strategies and focus on program improvements.

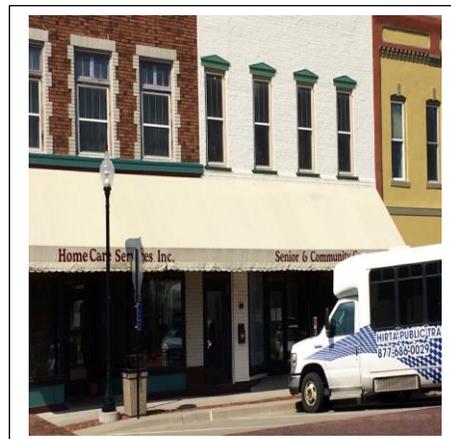


JAIL MEALS

Separate from the Senior Nutrition program, HomeCare Services, Inc. contracts with the Dallas County Sheriff's office to provide meals for the Dallas County Jail. In fiscal year, 32,709 meals were served to inmates at the Dallas County Jail. While the service is not critical to our agency's mission, the service leverages existing resources to deliver cost-effective services to the county. Meals are provided at or below cost. The program operates seven days a week, providing three meals a day. Nutritious meals are planned by licensed dietitians and prepared on premises at HomeCare.

TRANSPORTATION PROGRAM

HomeCare Services, Inc. is the designated countywide public transit provider in Dallas County. Our public transportation service is contracted through Heart of Iowa Regional Transit Agency (HIRTA). In the past year, our service provided 27,802 trips. The vast majority of the individuals who use our service have no other viable options available to them. We provided service to more than 300 seniors and 185 individuals with physical disabilities. Our service makes it possible for those without other options to get to their doctor visits, therapy and treatment visits and variety of other essential services. Our service also includes options for grocery shopping, social outings, work, and school depending on client needs. Regular and lift equipped vans transport individuals and groups to areas both inside and outside of Dallas County. We connect rural areas with larger towns and make daily trips to the greater Des Moines area Monday through Friday. Evening and weekend transportation is available by special arrangement.



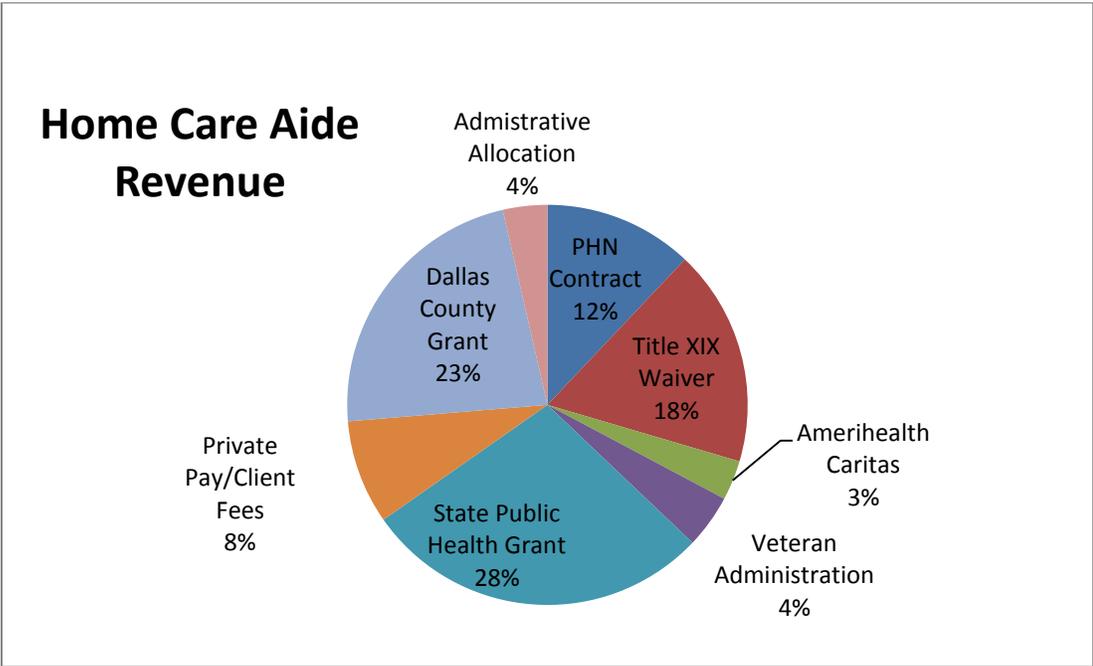
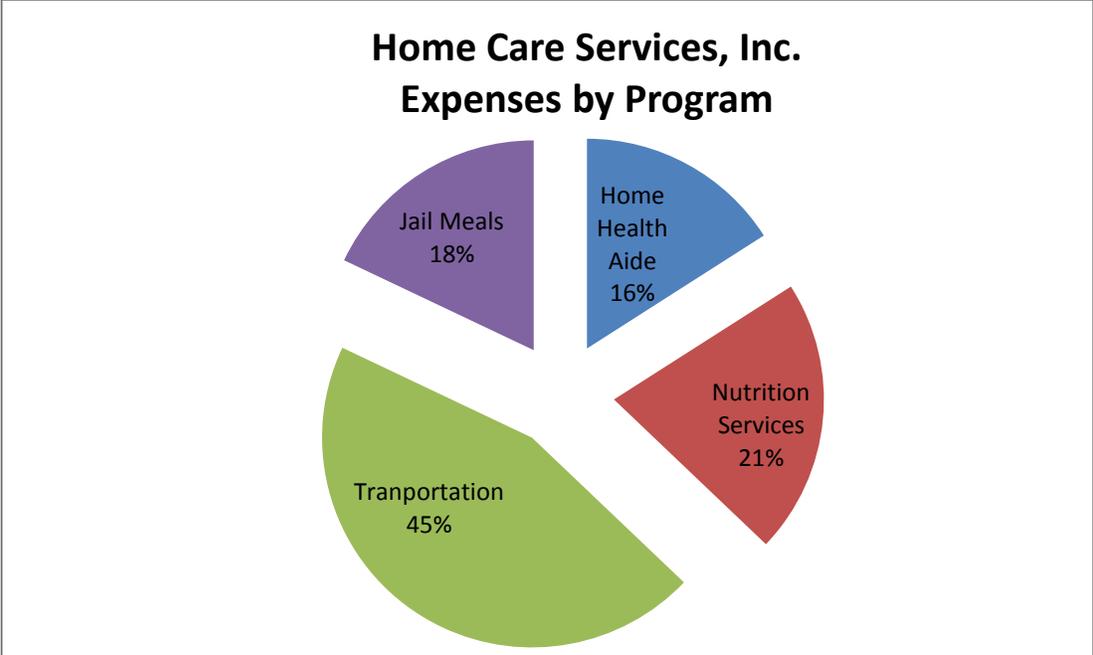
A significant highlight during this past year was the addition of a new van put into service in April. We gratefully acknowledge the support of the Bock Family Foundation and the Dallas County Foundation for their contribution toward making this purchase possible. We anticipate that this new replacement van will reduce maintenance costs and promote an increase in services.

Our Transportation program also participated in the transition activities required by Medicaid privatization. Similar to our Home Care Aide program, the necessary changes in business practices were extraordinarily burdensome for service providers in the transportation sector. Difficulties with the billing and reimbursement systems directly influenced our operations as nearly 50 percent of our transportation program's revenue relies on Medicaid related reimbursement.

As part of the Board of Directors' decision not to replace the Executive Director position, the Board appointed the Transportation Department Head to also serve as 'Lead Department Head' for the agency. While this change provides for a streamlined management structure, it is noteworthy that this change increases the workload for the Transportation Program Department Head and our program staff as we work to strengthen relationships with our partners and build our agency's capacity.



HomeCare Services Inc., of Dallas County
Financial Summary
Annual Report
Fiscal Year Ending June 30, 2016



**HomeCare Services Inc., of Dallas County
Financial Summary
Annual Report
Fiscal Year Ending June 30, 2016**

