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On The Road with Vodec

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with Google maps to create a route system, then imported that information into Trip Master, a new software system that went online this past April.

Today, Vodec's Nebraska transportation department maintains 17 routes with four mini buses and 14 minivans. The key to the whole system is the staff who drive these vehicles.

Safety and comfort a priority
"It's very important that our consumers feel safe and at home when we're transporting them,

so our drivers really need to care about what they do," Lantz said. "I also try and keep drivers on the same routes so they have a chance to develop relationships with the consumers they serve."

Vodec drivers wanted

For instance, when Vodec driver Michael Young recently was taken off his regular route to help with a shortage of mini bus drivers, Lantz said, the consumers on that route wanted to know where Young was and when he was coming back.

Lantz currently has a staff of 17 drivers and is looking to hire six

more. He said the transportation department would not be where it is today without the efforts of all the drivers and staff in Omaha.

Vodec CEO Steve Hodapp said he's pleased with the department's progress and is thankful for the patience and generosity of the families, guardians and residential staff affected by the transportation change.

"I'd also like to thank Z Trip and First Student for providing us with transportation services in Nebraska since 2001," he added.

To apply for a driving position with Vodec, visit www.indeed.com and type in "Vodec."

...on the road with Vodec

Working to Meet Consumer Needs



David Lantz, transportation supervisor for Nebraska day habilitation services.

OMAHA - Vodec's David Lantz knows a thing or two about moving things around.

As a U.S. Army Master Sergeant E8, Lantz managed all transportation into and out of the Iraq National Theatre – everything from fuel and people to repair parts and supplies.

After 25 years of military service and then another seven caring for his mom, he's now using his skill set to get the 160+ consumers of Vodec's Nebraska day habilitation programs where they need to go.

Oct. 1 Start Date

On Oct. 1, Vodec fully

internalized its transportation services in Nebraska in conjunction with Nebraska Department of Human Services Division of Developmental Disabilities policy. To make that possible, Lantz was hired a year ago to make that process run smoothly.

In addition to acquiring vehicles and establishing maintenance schedules, one of Lantz's first tasks was developing routes that limited the amount of time each consumer would have to spend on a Vodec bus or in a van. He initially plotted all pick-up and drop-off locations

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Grand Opening of Pella Group Home Set for Nov. 23

PELLA - 818 Forward with Faith's first group home in Pella, Iowa, is projected to open for business Wednesday, Dec. 4.

The grand opening of the newly constructed facility at 812 Lincoln Street is Saturday, Nov. 23, from 9:00a.m. to noon. It's free and open to the public.

818 Forward with Faith is partnering with Vodec to provide residential services for the Pella facility. For those interested, a registry has been created at Best of Thymes, Simple Treasures and Walmart in Pella to welcome the men to their new home.

Vodec's Shawnae Lambert is the home's residential services supervisor. "I feel blessed to have found such an honorable company to work for and walk this new endeavor with," Lambert said.

For more information about Vodec and the group home in Pella, contact Sheila Stoneburner at ssoneburner@vodec.org or 515.777.2114.

For more information about 818 Forward with Faith, visit www.forwardwithfaith.org.

Nuts & Bolts, Inc.

Nuts and Bolts, Inc.
13333 Lynam Drive
Omaha, NE 68138
402.339.9890
sales@nutsandboltsamerica.com
Nutsandboltsamerica.com

Nuts and Bolts Inc. has been providing thousands of fasteners and job-related parts and supplies to customers since 1985. Owners Richard and Jeanne Morrison believe the people they employ are the company's greatest asset.

The Voice recently conducted a Q&A with Nuts and Bolts Inc. Vice President Joshua Morrison about the company's work relationship with Vodec. Joshua, the son of Richard and Jeanne, joined Nuts and Bolts Inc. in 1994. He is in charge of company sales.

The Voice: How did you first learn about Vodec?

JM: We were delivering some products to Vodec for another one of its business partners, and that started us thinking.

The Voice: How long have you

been working with Vodec, and what type of work do our consumers do for you?

JM: Vodec has worked on a number of projects for us since the spring of 2018, including placing nuts on rods and hex nut plastic cap removal. It's repetitive work that allows our factory employees to focus on other tasks, and it's a win-win situation.

The Voice: What's surprised you the most about working with Vodec?

JM: The level of service is very good. Vodec staff picks up the supplies from our warehouse and delivers the finished product back to us when the work is complete. Then we start the process all over again – the communication has been very good.

The Voice: Would you recommend Vodec as an employment source to other companies? If so, why?

JM: Yes. When we get new special projects in, we ask ourselves if it's something Vodec could do for us. You've got a great niche business



that would benefit other companies as well as the people in your work program.

Consumers at our Vodec work centers perform basic tasks for our business partners under the supervision of Vodec staff. This process allows them to learn and improve their basic assembly, packaging, sorting and counting skills. Our consumers are paid fair and legal wages for their work that can prepare them for community jobs. For more information about a potential business partnership with Vodec, contact Chad Thomas at cthomas@vodec.org or 712.328.2638.

A little potpourri mix for this issue of *The Voice*...

Thank You

Thanks to the families, guardians, and residential staff of consumers in our Nebraska day habilitation programs for their patience and generosity.

On Oct. 1, we fully internalized transportation for around 150 of those consumers, ending the outsourcing with First Student and ZTrip. There were, shall we say, 'hiccups', as our brand-new transportation department worked through schedule accommodations and such.

Within this note I have to also recognize Vodec Transportation Supervisor David Lantz and his crackerjack team of new drivers who did their best to work through the hiccups and get our consumers transported as close to promised timeframes as possible, and - more importantly - safely.

MCO Update

With the advent, in 2017, of for-profit managed care organizations (MCOs) in Iowa handling the State's nearly \$5 billion in annual Medicaid funds, long-term support services (LTSS) providers such as Vodec have had to make some adjustments.

Most of our services are funded by Medicaid. Nearly all the funds for services flow through the MCOs. As a result, LTSS providers have experienced financial disruptions from claims for payments that were

late to be paid or denied altogether.

Having learned the hard lessons, we've had to react accordingly to reduce risk. We now are the 'heavies' requiring that each Iowa consumer is assigned to an MCO, is approved for Medicaid, and has a service authorization in-force. Shy of even one of those, we will not be paid for providing service.

Before the time of MCOs, we could negotiate with a consumer's home county or region. Not so with an MCO. And I know, it's just business.

But it has become part of our business not to provide service we cannot be paid for. So, for Iowans impacted by this new normal, I'm sorry.

Providing Services in Pella

In December, a new home opens in Pella, IA, for four persons with disabilities.

I am humbled that Vodec was invited by the local Forward with Faith (FWF) nonprofit organization to be the service provider. FWF members raised all the money to build the new home.

FWF was founded to help provide family-style homes with full-time caregivers, a place called "home" where social, physical, and emotional needs are met.

Vodec has been hiring employees to work in the home. This will be an extension of our services offered from our Urbandale, Iowa, office.

Steve's Corner

An Update from The CEO's Desk



Steve Hodapp
Chief Executive Officer

We look forward to a rewarding relationship with the FWF organization.

The un-asked question is, why Vodec? The answer is, I believe, because Vodec provides quality services by caring people in safe and nurturing settings.

- Steve

HOW ARE WE DOING?

Providing services for your loved ones is something we take very seriously. If you have feedback to share about any of our programs and sites, please send your comments to info@vodec.org.

THANK YOU FOR YOUR SUPPORT!

Donna Bush | Jeremy Dunkirk | Jacque Evans
Miles and Crystal Havekost | Steve Hodapp | Maria Mabe
St. Peter's Knights of Columbus | Andrea Smith
Women of Emmanuel

If you'd like to make a donation via PayPal, visit www.vodec.org/donors. Checks and money orders can be sent to Vodec, ATTN: Donations, 612 South Main Street, Council Bluffs, IA 51503.