



THE VOICE | #realizingpotential

JANUARY | FEBRUARY 2021

Vodec provides services to people with disabilities so they may live, work and participate in the community in the least restrictive environment to achieve their full potential. We are an equal opportunity employer. There is equal opportunity for services and for employment, retention and advancement without regard to race, national origin, color, religion, sex, sexual orientation, gender identity, age, disability and veteran status or any other classification protected by state or federal law.

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Vodec 2020 Annual Report

by Vodec CEO Steve Hodapp

It's customary for us to deliver a wrap up of the most recent fiscal year. In a nutshell, we were having a really good year through February 2020. We completed a right-sizing of our supported employment program, our day programs were performing well and residential services were growing. We were in very good shape financially. March came with the COVID-19 pandemic, and challenges followed.

I hate to make this report on FY2020 seem COVID-heavy, but let's be honest, it was the BIG event of the fiscal year. It reduced participation in and revenue from our day programs. All sorts of COVID-specific expenses were created and scaled up fast. And we were forced to get creative in how to provide services.

We personally delivered material to the homes of consumers who suspended their on-site participation. We created a whole virtual service delivery model seemingly overnight and brought on a consultant to help improve Zoom skills and create new ways to keep consumers engaged. While COVID-19 was present during only four months of the fiscal year, it made those months seem to dominate the rest of the year.

Through it all, we managed to continue to put consumers first. A few of the highlights for FY2020 follow. Not all are about COVID-19. There were other activities happening. It just didn't always seem like it.

July 1, 2019

- Iowa Total Care replaced United Health Care as one of Iowa's two managed care organizations (MCOs). The other is AmeriGroup. Iowa's plan was to bring on a third MCO in 2021. This caused

another re-assignment of Medicaid members (including our consumers) between the two MCOs. P.S. The onset of COVID-19 pandemic in March 2020 put the plan to add a third MCO on indefinite hold.

August 2019

- Vodec's Board of Directors approved an early payoff of the mortgage on our Omaha Development Center.
- The Iowa Division of Vocational Rehabilitation Services (DVRS) acknowledged Vodec as the only Iowa provider receiving a top rating of 10 for its supported employment services provided during the prior fiscal year.
- Vodec continued transitioning from contracted transportation service in Nebraska after learning from the Nebraska Division of Developmental Disabilities (DDD) that we couldn't use a third party to provide transportation to our Nebraska Medicaid-supported consumers. By the time this transition is completed, we'll have purchased 20 vehicles to use in Nebraska, including three minibuses.

November 2019

- Vodec started requiring a payment for a service agreement with consumers or guardians for situations when a service funder allows a service authorization to lapse. We also initiated a practice of putting a consumer's service on hold during a lapse of service authorization. During a lapse, the service funder does not reimburse a provider for services that continue to be provided to the consumer.
- After receiving technical assistance from the Centers for Medicare and Medicaid Services (CMS), and with CMS' approval of the revisions to the prevocational service definition under the Medicaid DD Waiver amendments, Nebraska's DDD implemented a policy change to allow an applicant for prevocational or supported employment service funding from DDD prior to his/her referral to Nebraska DVRS. In addition, when a participant is currently on the DVRS wait list, prevocational may be authorized for a consumer to maintain learned employable skills.

January 2020

- Iowa DHS accepted Vodec's action plan to meet HCBS settings rules for having consumers who are participating in facility-based day programs to have more off-site experiences leading to community integration by March 15, 2022. Settings rules are issued by CMS.
- Vodec continued to struggle in January to get full payment for services from Iowa Total Care (ITC). Claims have consistently been denied or short paid for no valid reason. This goes beyond Vodec. In January, Iowa Medicaid Enterprise's director announced \$44 million would be withheld from ITC until it paid at least 75 percent of the 106,000 unpaid claims to Iowa Medicaid service providers. For now, our receivables continue to increase.
- Progress continued on a remodel of our Omaha Development Center to make it more accommodating and accessible, and to refresh the whole environment for consumers and employees.

- Vodec launched a community-based work experience program for local students attending services through the Council Bluffs Development Center.

February 2020

- Nebraska DDD started requiring providers to complete annual cost reports now. They are expected to be impactful on service rates to providers in FY21. Vodec volunteered to be in a small group of providers to pilot a test reporting form. Cost reporting has been an ongoing practice in Iowa for many years, so we had some experience to offer.

March to June 2020

- COVID-19 is acknowledged as a pandemic.
- The U.S. Department of Health and Human Services declared a national health emergency that ultimately extended into January 2021.
- Nebraska Gov. Pete Ricketts started issuing public health directives.
- Iowa Gov. Kim Reynolds started issuing public health emergency proclamations. One impact of these proclamations ultimately shut down day programs throughout the state from March through June, including ours in Council Bluffs and Urbandale.
- Schools were closed, re-opened, and offering a mix of live and virtual learning with students. This negatively impacted our ability to service students in our Adult Transition Program in Council Bluffs and work experience program in Omaha.
- Onsite participation in our day programs in Iowa and Nebraska fell off as a result of consumers staying home by their choice or a choice made for them by their guardians or residential providers.
- Vodec ramped up capacity to virtually deliver day programs to consumers not participating on site.
- Vodec applied for and ultimately received more than \$2.5 million in federal, state and local CARES Act funding and Payroll Protection Program assistance before the end of 2020 to help with COVID-related expenses.
- Nebraska service rates were temporarily increased through 2020 as part of an Attachment K amendment to the state's HCBS waivers.

Consumer Census

The number of consumers served reduced by a net of 103 from the prior fiscal year. This reduction was self-imposed through our decision to discontinue supported employment service in Nebraska and Central Iowa.

After many years of providing this important service as part of a natural continuum of services involving employment training and employment in the community, there had to be a business decision made. Service rates through state and federal resources were simply not covering the cost of providing the service.

This decision was not an easy one because it is such a necessary support for helping persons with developmental disabilities find and retain employment in their communities. But obviously not important enough, despite all the national rhetoric endorsing it to actually fully fund it.

Thankfully, the Southwest Iowa Mental Health/Developmental Disabilities Region does believe in the importance of it. The Region's leadership provides grants that help support the supported employment service we provide within the region.

Participation in our day programs took a hit from COVID-19 from March to June 2020. Prior to COVID-19, the participation was pretty robust. But some consumers chose to avoid on-site day programs we provide, and others had the decision made for them by their guardians or residential providers during those months.

In response, we began to increase our Zoom skills and offered day activities virtually. The acceptance wasn't as solid as we'd have liked, but for the consumers who found this a way to stay connected with their friends at Vodec, it was worth making this virtual option available. And it continues to be available in FY2021.

Extraordinary Expense

COVID-19 also created a lot of extraordinary expenses for us that we otherwise would not have had. There were what seemed like unending bottles of disinfectant, hand sanitizer and the like. There were necessary costs associated with having an ability to provide virtual services to those consumers not participating in regular on-site day programs. There were air purifiers and space dividers for tabletops, vehicles and reception areas. And lots more too numerous to mention here. Fortunately, to cover these COVID-related expenses, we received more than \$593,000 in regional, state and federal CARES Act grants.

We also received a Payroll Protection Program (PPP) loan of \$1.63 million toward avoidance of reducing numbers of employees as a result of the impact from COVID-19 on revenues. While this originated as a loan, our goal was to be able to meet the benchmarks from the Small Business Administration to eventually have it forgiven in FY2021. By the end of FY2020, we were on the path toward total forgiveness. The PPP enabled us not to do any COVID-related furlough or layoff of any employee in FY2020.

As the pandemic hit, Vodec was fortunate to be in solid financial health. In part, that helped us face the fiscal demands of providing the broad spectrum of services we offered with less income as a result of reduced participation.

Some, but certainly not all, of the income lost was recovered through federal provider relief grants for retention funding. These were possible through the states' HCBS Appendix K waiver amendments approved by CMS. For us, this amounted to a little more than a month of lost day program service fees. There were still almost three months of lost day program service fees simply lost in FY2020.

Heroes

There's been much said about non-stereotypical heroes since March. The attention has primarily focused on people in health care professions and specifically those working directly with COVID-19 patients and families. They deserve every bit of positive attention they received.

Vodec also has non-stereotypical heroes. They are the frontline staff who work with our consumers every day, some 24/7.

Staff working in day programs have been resilient in their resolve to be creative in how service is delivered—sometimes literally—to consumers.

Staff working in residential service cared for consumers on site who got COVID-19. All of these employees are direct support professionals who deserve this acknowledgement of their efforts to help fulfill our mission during some pretty dark days.

There also needs to be acknowledgement of the members of our board of directors. These individuals serve with no reimbursement for time spent on Vodec business. They volunteer to share their talents and guidance at monthly board meetings and other committee meetings as needed. They provide invaluable guidance and direction toward steering Vodec through occasional rough waters.

As this FY2020 annual report is made available, we'll be halfway through FY2021, but that's a narrative for another time.

FY2020 was, to say the least, interesting. It challenged us all in ways we sure didn't think about as the year started.

It's sad to say some of those challenges are persisting into the next fiscal year. It's good Vodec has solid staff who are not shaken by a rough wave or two.

ANNUAL FINANCIAL REPORT - FY20			
STATEMENT OF FINANCIAL POSITION (SUMMARY)			
JUNE 30, 2019 AND 2020			
ASSETS			
	FY20	FY19	FY20 Var
Assets			
Total Current Assets	8,398,784	7,101,138	1,297,646
Property & Equipment			
Total Property & Eqpt	6,000,899	6,015,409	
Less Accumulated Depreciation	(2,988,530)	(2,757,501)	
	3,012,369	3,257,908	(245,539)
Other Assets			
Security Deposit	10,393	10,393	
TOTAL ASSETS	11,421,546	10,369,439	1,052,107
LIABILITIES AND NET ASSETS			
Current Liabilities			
Current Liabilities	1,797,971	1,460,738	
Long Term Liabilities	-	570,021	
Total Liabilities, net of current	1,797,971	2,030,759	(232,788)
Net Assets			
Unrestricted	9,623,575	8,338,680	
Temporarily Restricted	-	-	
Total Net Assets	9,623,575	8,338,680	1,284,895
TOTAL LIABILITIES AND NET ASSETS	11,421,546	10,369,439	1,052,107
STATEMENT OF ACTIVITIES (SUMMARY)			
JUNE 30, 2017 AND 2016			
	FY20	FY19	FY20 Var
Unrestricted Net Assets			
Program, Grant & Contribution Revenue	14,880,448	15,944,396	(1,063,948)
Workshop Fees, net	488,121	693,861	(205,740)
Other	1,295,833	107,135	1,188,698
Net Assets Released from Restriction	-	-	
Total Support & Revenue	16,664,402	16,745,392	(80,990)
Expense			
Program Services	13,624,464	13,690,073	(65,609)
Supporting Services	1,755,043	1,523,435	231,608
Total Expenses	15,379,507	15,213,508	165,999
Change in Unrestricted Net Assets			
Net Assets	1,284,895	1,531,884	(246,989)
Temporarily Restricted Net Assets,			
Net Assets Released from Restriction			
Change in Net Assets	1,284,895	1,531,884	(246,989)
Net Assets, Beginning of Year	8,338,680	6,806,796	1,531,884
Net Assets, End of Year	9,623,575	8,338,680	1,284,895

1 - This summary of our year-end financial position shows FY2020 ended with a gain over prior fiscal year. While accurate, there needs to be a special note: at the end of the fiscal year, there was still considerable unspent CARES Act funds, and a majority of the Payroll Protection Program funds still carried as a loan. Most of the funds needed to be spent by Dec. 31, 2020.

Virtual Day Services Now Available Online

SNOW DAY BINGO

HOSTED BY VIRTUAL VODEC



TUESDAY, JANUARY 26TH 2021

TIME: 1:00-2:00PM

ZOOM MEETING ID: 830 359 5400

**IF YOU NEED A BINGO CARD, YOU CAN
PRINT OR MAKE YOUR OWN!**

2 - This is just one example of Vodec's virtual day services offerings.

The year 2020 may be in the record books, but concerns about the COVID-19 pandemic are still prevalent.

If you're a Vodec consumer who has stopped attending day services, there's another option. Welcome to Virtual Day Services Online, which consumers can attend Monday through Friday from the comfort of their own homes. These services are similar to the day services offered at Vodec's three development centers. They are available via Zoom, a virtual platform you can access from a smart phone, tablet, laptop or desktop computer.

"It's a great way for our consumers who are stuck at home to stay connected with their friends until they return to day services at our development centers," said Vodec CEO Steve Hodapp.

This online programming is interactive and designed to enhance the social-emotional well being of adults with developmental and intellectual disabilities. "If you qualify for day services, you may also qualify for Virtual Day Services Online – it's that easy," said Vodec Services Development Director Daryn Richardson.

Each month, participants receive a calendar listing the dates, times and topics of the virtual services, along with a Zoom login code. They then "tune in" to whatever sessions they want to attend. Vodec staff members are present online instead of in person.

Richardson said Vodec has hired metro area educational consultant Stephanie Goodrich to help develop quality online programming that's engaging, entertaining and instructional. Examples include art-based activities, exercise sessions and even science experiments!

For consumers and families or guardians not familiar with Zoom, free training is available from Goodrich at sgoodrich@vodec.org. If your consumer doesn't have access to a computer, help in obtaining one is available by contacting Richardson at drichardson@vodec.org. "We view our Virtual Day Services Online as another tool to help our consumers reach their full potential, no matter their location," Richardson said.

All those who sign up for Virtual Day Services Online by Feb. 8 will receive a free gift. For more information, contact the services operations director in your service area:



3 - Western Iowa Services Operations Director Mark Stromer

712.328.2638 | mstromer@vodec.org



4 - Central Iowa Services Operations Director Sheila Stoneburner

515.777.2114 | sstoneburner@vodec.org



5 - Nebraska Services Operations Director Micky Jackson

402.455.4648 | mjackson@vodec.org

Virtual Superheroes Unite! Party Jan. 30



6 - Who's your favorite superhero?

Inside each one of us is a superhero just waiting to get out. Vodec consumers in Iowa and Nebraska can live out their superhero dreams Saturday, Jan. 30, at Superheroes Unite! – a Virtual Vodec event.

The online party will be held via Zoom, a virtual platform you can access from a smart phone, tablet, laptop or desktop computer. In addition to connecting with their friends virtually, attendees will learn about 10 famous superheroes, watch video clips of superheroes in action, discover their own super power, create their own capes, play superhero trivia and more.

The cost is \$10 and includes a reusable superhero drawstring bag, a superhero coloring book, an old-school comic book and other party items. Attendance is limited to the first 50 consumers who register and pay for the dance.

“We know COVID-19 has put the stop to a lot of live social activities our consumers normally participate in, especially during the evening and on weekends,” said Vodec Services Development Director Daryn

Richardson. “Our Superheroes Unite! Event is the kickoff of our 2021 virtual social activities. It will be a great way for those we serve to have some fun at home until social outings are safe once again.”

If you or your consumer isn’t familiar with Zoom, free training is available from Stephanie Goodrich at sgoodrich@vodec.org. If your consumer doesn’t have access to a computer, help in obtaining one is available by contacting Richardson at drichardson@vodec.org.

Attendees will receive their party bag prior to the event. Each bag will contain the Zoom meeting ID number for access to the party.

You can register online at www.vodec.org – look for the link at the bottom of the home page. If you’d like to pay via PayPal, visit www.vodec.org/donors. If you’d like to pay by cash or check, you can drop your payment off at the front desk of one of our three development centers:

- Omaha | 7110 F Street
- Council Bluffs | 612 S. Main Street
- Urbandale | 4406 114th Street

Paper copies of the online registration form are available at each development center. For more information about virtual services at Vodec, contact the services operations director at the development center in your geographic area:



7 - Western Iowa Services Operations Director Mark Stromer

712.328.2638 | mstromer@vodec.org



8 - Central Iowa Services Operations Director Sheila Stoneburner

515.777.2114 | sstoneburner@vodec.org



9 - Nebraska Services Operations Director Micky Jackson

402.455.4648 | mjackson@vodec.org

2021 Virtual Valentine's Dance Feb. 11, Registration Begins Feb. 1

Are you ready to dance?

Vodec's 2021 Virtual Valentine's Dance will be held Thursday, Feb. 11, from 6:00 to 8:00pm via Zoom, a virtual platform you can access from a smart phone, tablet, laptop or desktop computer. DJ Cox will be spinning tunes that Vodec consumers can dance to from the safety of their own homes.

The cost to attend is \$10. Attendees will receive a Valentine-themed party bag that includes a color-changing cup, a plush stuffed animal and more. If you or your consumer isn't familiar with Zoom, free training is available from Stephanie Goodrich at sgoodrich@vodec.org. If your consumer doesn't have access to a computer, help in obtaining one is available - contact Vodec Services Development Director Daryn Richardson at drichardson@vodec.org.

Online registration begins Monday, Feb. 1 via www.vodec.org/virtual-vodec. Paper registration forms also will be available at Vodec's development centers in Omaha (7110 F Street), Council Bluffs (612 S. Main Street) and Urbandale (4406 114th Street). The dance is limited to the first 75 participants who register and pay for the event. Attendees will receive a party bag prior to the event. Each bag will contain the Zoom meeting ID number for access to the party.

Attendees who want to pay by cash or check can drop it off at the Vodec development center in their geographic area starting Feb. 1. Payment also can be made via PayPal at www.vodec.org/donors.

Support for the 2021 Virtual Valentine's Dance is made possible by sponsorships from American National Bank and Avila Bank.

For more information about the dance, contact Goodrich at sgoodrich@vodec.org. For more information about virtual services at Vodec, contact the services operations director at the development center in your geographic area.



A vertical poster for the 2021 Virtual Valentine's Dance. The background is a solid light pink. At the top left is a large red heart. To its right is the Vodec logo, which consists of a black triangle pointing downwards with a white 'V' inside, followed by the word 'vodec' in a lowercase sans-serif font and the tagline 'Realizing Potential' in a smaller font below it. Below the logo, the text '2021 VIRTUAL VALENTINE'S DANCE FEATURING DJ COX' is written in a bold, uppercase sans-serif font. Further down, the text 'COST: \$10 (includes party bag with a color-changing cup, plush stuffed animal and more!)' is displayed. To the left of this text are two logos: the American National Bank logo (a blue star with the words 'AMERICAN NATIONAL BANK' below it) and the Avila Bank logo (the word 'Avila' in blue and 'Bank' in green with a small green leaf icon). Below the cost information, the text 'REGISTRATION: Begins Feb. 1, 2021 online at: www.vodec.org/virtual-vodec' is shown. A large red heart is positioned to the left of the text 'LIMITED TO 1st 75 PARTICIPANTS WHO REGISTER AND PAY'. At the bottom, there are two columns of information. The left column is headed 'PLACE' and contains the text 'This is a virtual event that will be held on Zoom!'. The right column is headed 'TIME' and contains the text 'Thursday, Feb. 11, 2021 6:00 to 8:00pm'.

vodec
Realizing Potential

2021 VIRTUAL VALENTINE'S DANCE FEATURING DJ COX

COST: \$10 (includes party bag with a color-changing cup, plush stuffed animal and more!)

REGISTRATION: Begins Feb. 1, 2021 online at: www.vodec.org/virtual-vodec

LIMITED TO 1st 75 PARTICIPANTS WHO REGISTER AND PAY

PLACE	TIME
This is a virtual event that will be held on Zoom!	Thursday, Feb. 11, 2021 6:00 to 8:00pm

Shoebox Angels Delivers Holiday Joy to Council Bluffs Development Center



<https://sway.office.com/fw5HsY7p1BZqfYlk#content=mlqNGLD4bSSLqD>

While the holidays bring joy to many, they can be a source of sadness for others.

For Mischa Martens of Oakland, Iowa, the Christmas season often left her feeling depressed and wishing she could do more to help those in need. In 2003, she participated in Pottawattamie County's "Shop with the Sheriff" program through her church. That's when she started wondering what other resources were available. "I basically told them I wanted to know every kid would be getting something for Christmas," she recalled. "They turned the question back to me and asked, 'Why don't you do something?'"

That got Mischa thinking.

"The truth was I thought you had to have some prior experience, training or be super smart," she said. "What I found out later was that with God's help and a passion to make a difference, you don't need all that other stuff."

Each year since 2003, Mischa has put together Shoebox Angels gifts for kids, mothers and others in need in the local area. With donations and purchases made throughout the year, the "treasure" angel boxes are filled with a variety of items that provide health, warmth, snacks and fun.

On Dec. 23, consumers in Vodec's Cares and employment development programs at the Council Bluffs Development Center were the beneficiary of Shoebox Angels gifts.

Vodec Day Services Supervisor Daniella Finnegan is Mischa's daughter-in-law and helped Vodec's Council Bluffs Development Center make the connection with Shoebox Angels. One Cares recipient was so thrilled with the contents of her box that she asked for help changing into her new holiday socks that morning.

In total, Shoebox Angels handed out 156 boxes of holiday health, warmth, snacks and fun in 2020. “Each box also contained a message of hope and care for the recipient –it helps them know someone out there is thinking about them,” Mischa said.

If you’d like to donate to Shoebox Angels or help collect items for Mischa’s 2021 holiday effort, contact her at 402.650.0326 or shoeboxangels@gmail.com.

Send Us Your Business Leads



vodec.org/business-partners

BUSINESS LEADS WANTED

**DO YOU KNOW A METRO AREA
BUSINESS THAT COULD
BENEFIT FROM VODEC'S BUSINESS
SERVICES?**

Contact Scott Robinson at 712.250.4801 or
srobinson@vodec.org.



Thank You for Your Support!



10 - From all of us at Vodec, thank you from the bottom of our reindeer hearts.

The following list reflects donations to Vodec from Nov. 10 through Jan. 15:

- Donna Bush
- Jeremy Dunkirk
- Jacque Evans
- Kathleen Fiscus
- Jill Frampton
- Charlene Gittins
- Leroy Gittins
- Teresa Gleason
- Scott and Alisa Glienke
- Andrea and Eric Hamilton

- Roger Harter
- Miles and Crystal Havekost
- Steve Hodapp
- Rhonda Kilday
- David Koley
- Daron Kruse
- Maria Mabe
- Christopher Manz
- MM Nelson
- Midwest Rebar Services LLC
- Network for Good
- Cynthia Owen
- Marjorie Powell
- Helen Propst
- David Sobilo
- Leslie Southard
- Andrea Smith
- Zach Winter
- Women of Emanuel ELCA
- Zach Winter

You can donate to Vodec via PayPal at vodec.org/donors or send checks and money orders to:

Vodec

Attn: Donations

612 S. Main Street

Council Bluffs, IA 51503

Contact Us

Do you have a question or a comment? We'd love to hear from you!

Vodec

612 S. Main Street | Council Bluffs, IA 51503

712.328.2638

info@vodec.org | www.vodec.org

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