



~Providing premier services that promote quality of life, independence, and ability~

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I-Reach 2 Inc.
1649 East E Street
Casper, WY 82601
307-265-8086
www.ireach2.org

Dear I-Reach 2 community,

I was recently putting together a program for our staff awards banquet and ran across this quote, "The only disability in life is a bad attitude" by Olympic athlete Scott Hamilton. This quote resonated with me for some reason and upon doing some further research; I discovered he has overcome much adversity during his lifetime primarily related to his health. He beat all odds and won every national and world competition from 1981-1984. This speaks to the power of overcoming adversity, giving it all you've got, and never giving up. I see these qualities every day in the individuals that this program is so fortunate to be able to serve.

As we enter into our 13th year we want to take the time to express our profound gratitude to all of you that have made our work possible through the years. Many of you know that this was a difficult year for I-Reach 2. The financial strains of declining revenue impacted us deeply as did the transition in leadership. I am deeply grateful to our staff who supported budget cuts which challenged them to explore new and creative ways to ensure quality, volunteered their time to participate in a variety of fundraising opportunities, and continued to work for wages that do not reflect their skills and abilities. The commitment of the staff of I-Reach 2 is one of the biggest resources we have. The Board of Directors recently approved a zero-growth budget for the upcoming fiscal year as a way to achieve organizational sustainability and long-term financial solvency. While we are hopeful our state legislators will act on recent recommendations to decrease time individuals have to remain on the waiver program waiting lists, we are looking at more ways to keep our organization's morale and energy high, keep our management costs lean, and invest our dollars where they should be; and that is program services.

This gratitude and progress report is the product of careful planning and implementation of our yearly individual and agency goals and objectives.

This Report, including outcomes measurement of our agency and individual goals for each year is an on-going, annually published report card in some respects. In other ways it's a summary of results and input that all I-Reach 2 Inc's participants, stakeholders, employees and management are given a voice in the planning, evaluation and goal oriented process.

Thank you for your continued support of this shared vision of ***providing premier services that promote quality of life, independence, and ability.***

Respectfully,

Tina Conley, Executive Director

I-REACH 2, Inc. Agency History and Background

I-Reach 2 Inc. is a non-profit organization formed in July of 2002, the original I-Reach was founded in 1999. We are an organization that is committed to assisting individuals with disabilities in meeting life challenges in all areas of individual daily living. I-Reach2 is serving 44 people in Community Services, Supported Employment, Residential and Respite services.

Beginning with only six staff members in 2002, today I-Reach 2 employs (40) employees: (1) Executive Director, (1) Service Coordinator, (1) Programming Specialist, (3) residential managers/residential team lead, (1) Supported Employment manager, a career site manager and an additional (32) full-time and part-time employees.

The unique staffing patterns in I-Reach2, Inc. allows us more teaching time and maximizes opportunities for community integration and job support for the individuals we serve. This document should help provide insight as to the service areas we provide and individual and agency progress that has been made in 2011.

As we look forward, we look back at our accomplishments for 2011. Staff and participants attended several Casper Ghosts games, bear trap festival, Calvary games participated in a variety of Halloween festivities, Thanksgiving Feast and Special Olympics. I-Reach was selected as a partner agency for the Casper Rotary Club Ducky Derby and we continue our relationship with API as a charity agency. We look forward to a lasting partnership with these events. We were able to purchase a new program vehicle through the generosity of the Thorsen Foundation. Another first was evidenced when the agency brought in Olin Oedekoven with Peregrine Leadership Institute to assist us in refining our Mission and Vision. We also drafted a set of core values. The Mission, Vision and Values will guide and drive all of our decision and actions.

Our Mission:

“Our mission is to provide high quality, innovative, individualized, therapeutic services to adults with developmental disabilities and brain injuries.”

Our Vision:

“Providing premier services that promote quality of life, independence, and ability.”

At I-Reach it is about PRIDE!

- **Passion:** Leaders who do all that we do from the heart
- **Respect:** Through our actions, we respect ourselves, our participants, our stakeholders, and our company.
- **Integrity :** Being honest and truthful ,following through on commitments and matching actions to your word
- **Dignity:** The unwavering commitment to uphold self-worth and respect
- **Education:** Providing the highest quality services through dynamic curriculum and real life experiences to develop competency and independence

90% of participants served by I-REACH 2 Inc. are funded through the State Division of Developmental Disabilities via what is known as the Medicaid Waiver program. The remaining 10% are on the waiting list for waiver services and are considered private pay. Rates are adjusted significantly to allow the participants to receive the services and support that waiver clients enjoy.

The individual's team, including the guardian, individual served, Individual Case Manager, Direct Care Employees and other professionals or stakeholders decide which services the person is most in need of and also evaluates the progress and needs of the person served at least (2) times per year.

Our Strategic Plan is structured around 5 major goal areas with several objectives for each goal. Input was received through a variety of sources such as:

- Our participants
- Stakeholders, including case managers, guardians, business's etc.
- I-REACH 2 Employees, Management, Coordinators and I-Reach 2 board members.

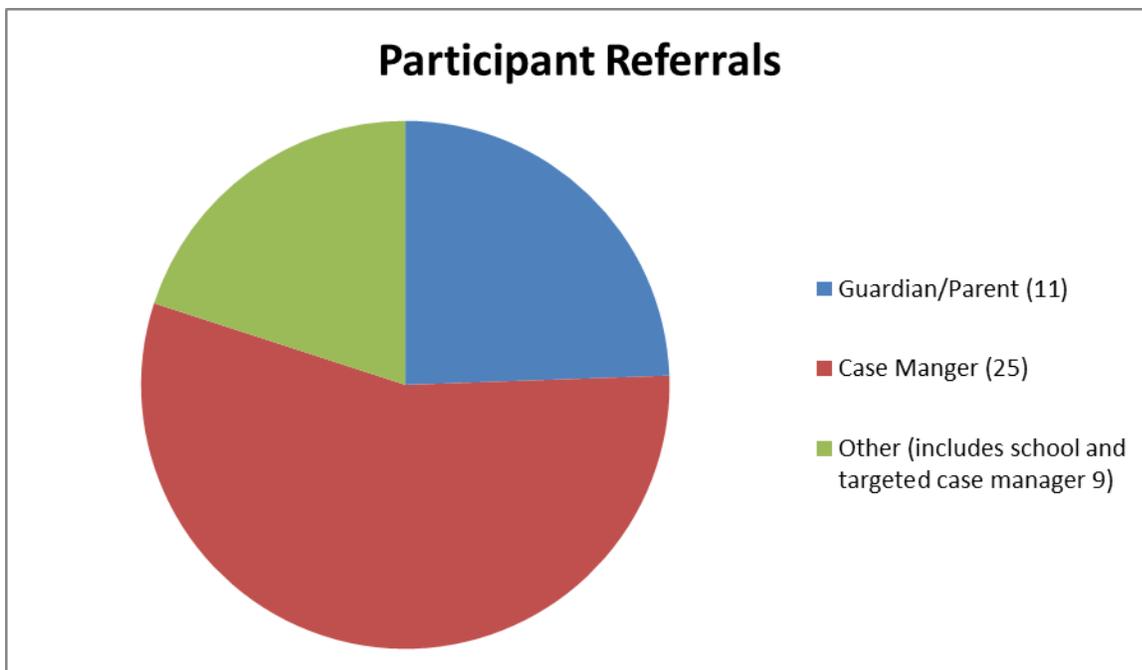
Our 5 major goal areas are:

1. Ensure stable and reliable funding
 - a) Preserve existing sources
 - b) Explore new sources
2. Recruit and retain professional and dedicated employees and volunteers
 - a) Recruiting efforts
 - b) Retention plans
 - c) Personnel development and succession efforts
 - d) Develop and Sustain the I-Reach-2 Culture through our core values
3. Develop and implement a public awareness campaign with identified stakeholders
 - a) Social media
 - b) Event Participation
 - c) Partnerships with Business
 - d) Government Leaders and Agency engagement
4. Provide the best possible services to our participants
 - a) Residential Care
 - b) Curriculum
 - c) Life skills – Independence development
5. Maintain safe, efficient, and functional facilities
 - a) Maintenance Plan
 - b) Replacement Schedule
 - c) Ownership Plan

The administrative team and the board of directors will be using this plan as a roadmap to work towards fulfilling our mission, maintaining our vision, and from the top down and bottom up living our core values.

WHO COMES TO I-REACH 2 LIFESTYLES FOR SERVICES?

Most of the people we serve are self-referrals who have made their wishes known to their case manager, guardian or someone associated with our program. Parents are the largest source of referrals but this chart can be misleading in that most parents hear about I-Reach 2, Inc. through another parent of a satisfied participant, a case manager or a school district meeting when an individual is preparing to transition out of school based services. I-Reach 2 is uniquely positioned to offer a variety of individualized services that meet the needs and wishes of each participant.

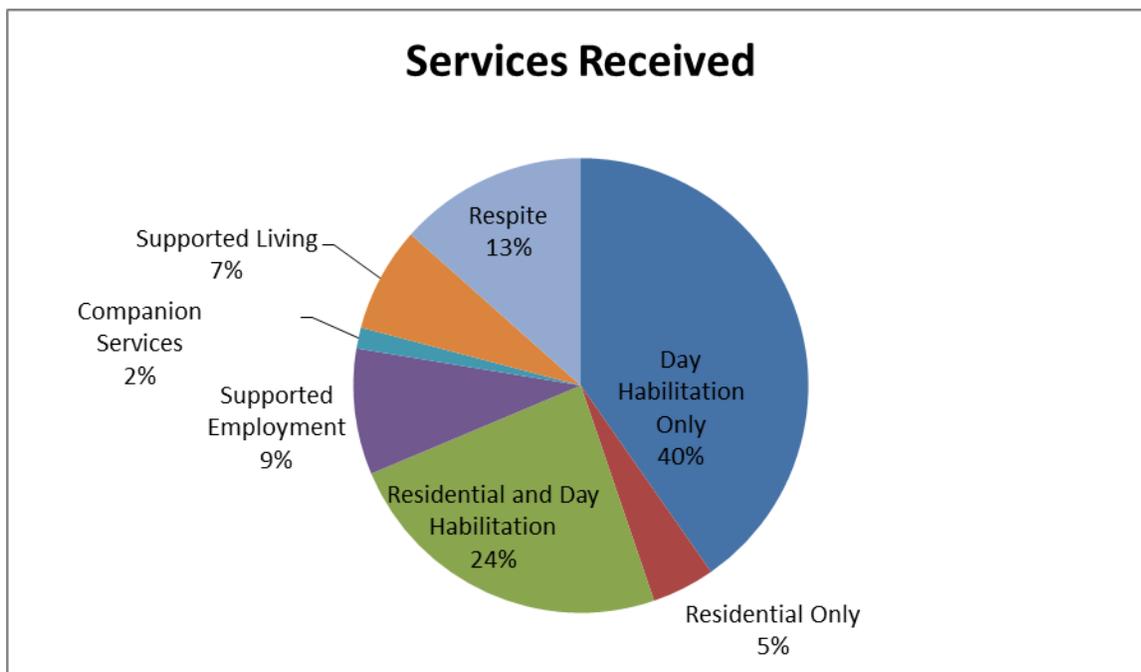


Participant Profile 2011

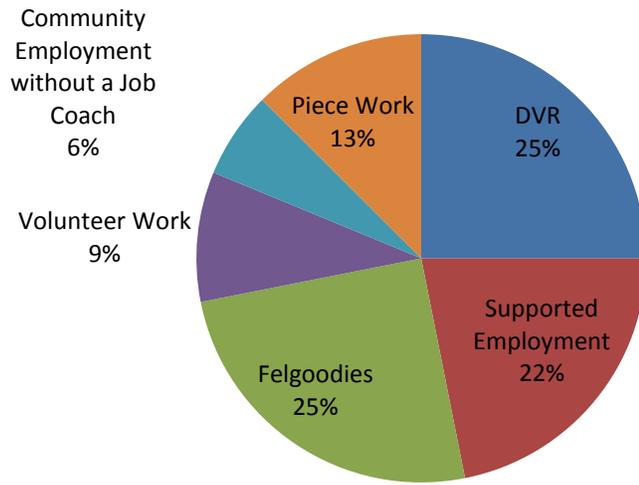
We serve a diverse age population, with predominately white males and females which is not surprising given Wyoming's demographic base for individuals with disabilities and our local area representation of minorities.

The flexibility, quality and experience of our staff allow us to serve a wide variety of participants. We have great community support for our services and as an agency have made many strides towards greater community inclusion. We participate fully in our community to increase acceptance of all the individuals we serve.

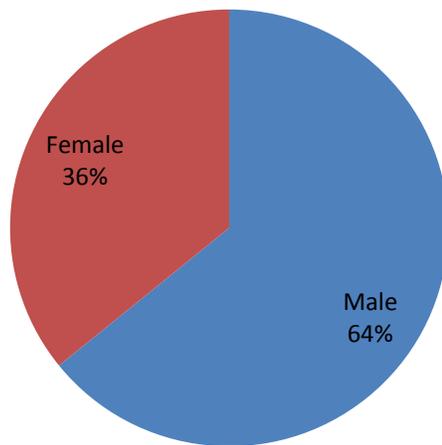
The following charts present a visual representation of our major program demographics.

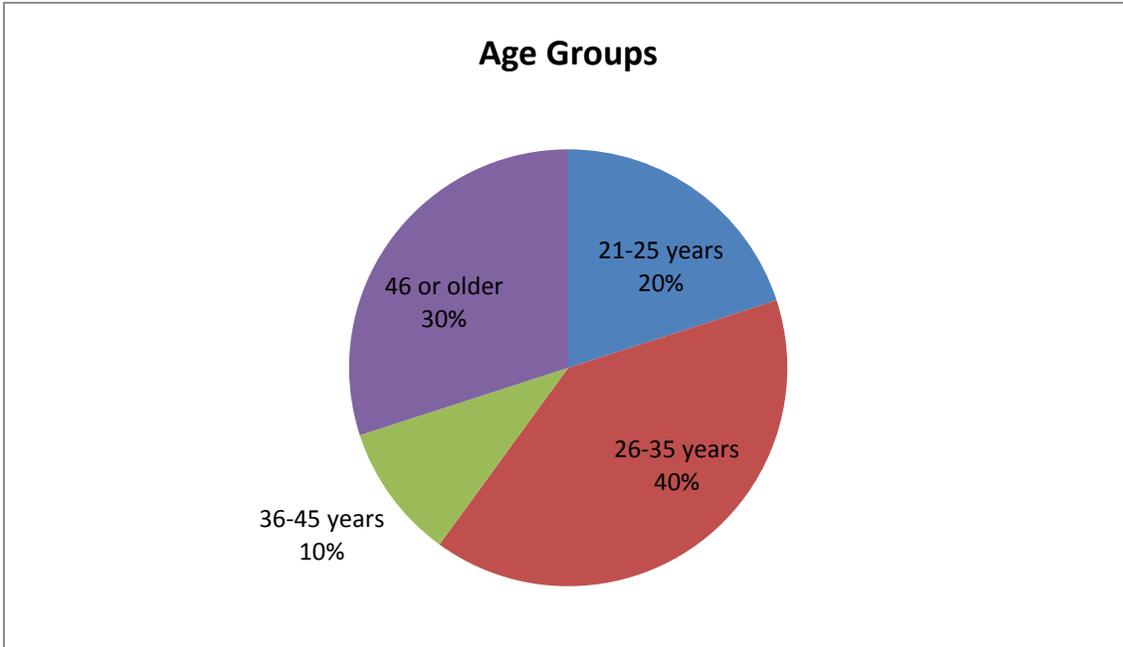


Employment Services



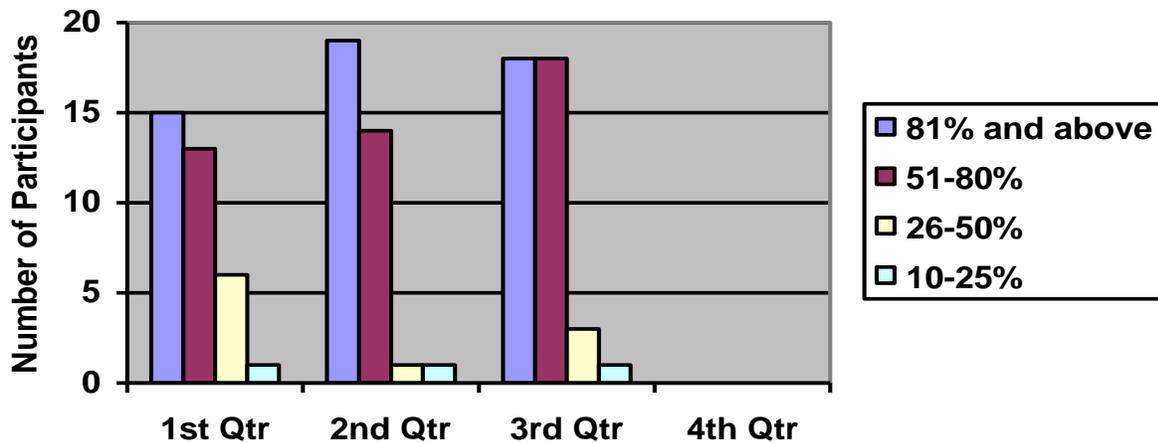
Gender





Participant by Diagnosis in 2011

The diverse diagnosis's of the people we serve attribute to our targeted training programs and various day-time, work or residential, respite services. In spite of an individual's disability, we work to prepare the person served for the next level of introduction to any and all resources, recreational, therapeutic and rehabilitative services.



TRENDS IN PERSONS SERVED

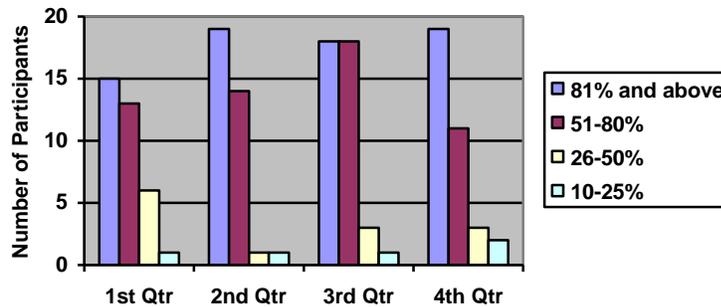
Incident reporting and individual program percentages tracking are an integral part of our agency's goals, objectives and tools for enhancing or suggesting alternate responses to personal program or goal objectives.

The following chart summarizes and provides a quantitative overview of all Incident Reports (I/R's) that were generated throughout our program from January 2011 through November 2011. It is important to note that informational incident reports do not always indicate a negative issue. Many of these informational I/R's are information that Case Mangers, Guardians, or program managers have requested follow-up on. In addition, occurrences of physical behaviors tend to increase during the winter months as well as times of staff transitions. Medication incidents were also an area of concern this year. After analyzing the reports we determined that the majority of the medication incidents occurred when there was substitute staff on shift. Our organization addressed this through the creation of a substitute training checklist and the posting of visual medication schedules. Further, we are examining, on a monthly basis, all incident reports. We feel that these approaches will assist us remaining focused on our performance benchmarks.

2011 Annual Incident Report Day and Residential Services Combined

Behavioral	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Non-Physical	4	0	5	0	2	2	0	1	4	7	2	/
Physical	11	1	2	1	5	2	3	4	1	1	3	/
Medical												
Medication	9	2	4	2	10	5	4	4	6	6	1	/
PRN	6	11	8	20	11	5	11	21	22	26	9	/
Injury	2	1	5	1	4	0	3	1	1	2	1	/
Seizure	0	0	0	0	0	0	0	0	0	0	0	/
Illness	0	1	0	0	0	0	0	0	1	0	0	/
Other												
Informational	64	27	26	33	56	51	52	79	81	51	55	/
TOTAL	96	43	50	57	88	65	73	110	116	93	71	/

2011 Individual Participant Program Progress



The above graph shows one of the most important goals I-Reach2, Inc. set for FY 2011. We wanted to ensure that all of our participants saw an increase their personal goal percentages. Individuals learn at various rates, times, through repetitive programming. We track individual program percentages on a monthly basis and then review quarterly data during staff meetings. This process assists us in providing individualized planning and instruction.

2011 Satisfaction Survey Results

Individual overall satisfaction with our program is a high priority for I-Reach2, Inc. We strive to deliver individualized and participant centered services to each Individual who enters any area of our program services. I-Reach normally collects data on participant satisfaction two times per year.

Our Residential and Respite programs exceed 95% satisfaction in all survey areas which include services, activities, safety, environment, staff and overall respect. Our goal is to continue this trend in 2012.

Felgoodies continued to see increased satisfaction from the regular clientele that frequent the establishment. Donna Madsen, Career Site Manager has created individualized task analyses for participants that need more visual supports. In addition, she has expanded the menu to accommodate special diets of the clientele.

The I-Reach 2 Supported Employment division also retained a high level of employer satisfaction during 2011. The one area for improvement was for job coaches at a particular site to consistently wear gloves when serving ice cream to the nursing home residents. This goal was monitored consistently by the Supported Employment Manager and has been completed.

Specific areas of program services are targeted for responses each year regarding the individual, their guardian, case manager and other stakeholder satisfaction with I-Reach 2 services.

The Personal and Social Development (PSD) program maintained overall satisfaction numbers greater than 90%. The one area that was consistently noted by parents, guardians, and case manager was our program’s communication. We are making every effort to increase our communication by taking the time to call these individuals as needed to keep them informed of staff changes, etc. We also redesigned our website to include a section for newsletters and an updated calendar section. In 2012 we are going to form a Parent/Guardian advisory group as a way to increase our face-to-face communication with this stakeholder group. We recognize this as a gap in our services and have made an agency wide commitment to see this area of satisfaction improve in 2012.

2011 Employee Satisfaction.

A transition in leadership invariably causes a shift in employee satisfaction.

A total of (20) of 41 positions were over-turned during 2011 giving us the highest turn-over rate I-Reach2, has ever experienced at a rate of 49%. The majority of these positions turned over from May to September of 2011. Exit interview data is often difficult to obtain however; approximately 30% of employees who left I-Reach did so because of higher wages in other industries outside of the nonprofit sector. Turnover has appeared to stabilize for the time being. We have incorporated several goals into our 3 year strategic plan that we hope will increase engagement, satisfaction, and access to training which we hope will ultimately reduce our turnover percentages. Employee satisfaction data is highlighted below:

Training		Overall	
Not satisfied	5%	Not Satisfied	5%
Satisfied	74%	Satisfied	53%
Very satisfied	21%	Very Satisfied	42%
 Pay		 Communication	
Not satisfied	26%	Not Satisfied	0%
Satisfied	68%	Satisfied	68%
Very satisfied	5%	Very Satisfied	32%
 Benefits			
Not satisfied	47%		
Satisfied	47%		
Very satisfied	5%		

Summary

I-Reach 2 continues to be a trend-setting, innovative and creative force in Natrona County in every service we provide. We continue to embrace every opportunity to expand the horizons of services for differently abled children and adults. We whole-heartedly advocate and promote the independence of the individuals we serve and strive continually to assist them in decision making, achieving their personal goals, effective communication of their needs and desires.

We promote and attempt to instill our agency mission and philosophy in all of our employees and go beyond the financial support of individual employees to assist in any area which may affect their personal performance on a daily basis.

I-Reach 2 is not the only service provider in Natrona County, we respect the individual needs and choices of people with disabilities when selecting any provider of services. We specifically refrain from providing agency Individual Case Managers because we promote and encourage the independent and outside continuous review and evaluation of our services, void of any employment conflicts.

Our agency was born by differently abled people who believed strongly in community inclusion, promoting choice and independent decision making, on-going education and training and supporting individuals we serve and our employees in achieving their personal goals and objectives. 2011 was one of the most challenging and rewarding years of operation for our agency as well as the individuals we serve.

To recount the many personal stories of progress is not an option in an annual report. Without a doubt there are many people who utilize our services who will tell anyone about the many milestones, changes, improvements or achievements they have experienced or witnessed this year!

I-Reach 2 Inc. is excited to continue our Mission and Vision focused work in 2012.