A Glance at 2015

• Highlights of 2015
• Our Direct Support Professionals
• Customer of the Year
• Crawford II Announcement
• Strategic Plan to 2018
2015 Highlights

2015 was an exciting year for LIFE Designs. Most importantly, our overall customer satisfaction was higher than ever. Help us celebrate some of the other highlights from this year:

- **LIFE Designs at McKinley**—$945,000 in grants awarded for a new housing development in Columbus, 2 houses with 4 bedrooms each creating 8 accessible, affordable homes.
- **Advocacy**—We achieved a small victory reinstating an increase of 2% (July 2015) reimbursement rate for supported living services and expect another 2% July 2016.
- **Education**—We provided professionally skilled volunteer instructors in both our Art and Cooking classes.
- **DSP Supportive Culture**—We provided 10 supervisors and 3 aspiring supervisors with a management certificate through Ivy Tech. (Thank you Jack Hopkins Fund!)
- **Employment**—31 customers found jobs they love!

### 2015 Income & Expenses

In January 2015, LIFE Designs increased the starting salary for DSPs to $9-10/hr. This led to higher than anticipated expenses. LIFE Designs revenue for 2015 was $11,197,915, finishing with a net income of $16,032.

<table>
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<tr>
<th>Services</th>
<th>Expense vs. Revenue</th>
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<tr>
<td>2015 Total Expenses: $11,130,594</td>
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<tr>
<td>2015 Total Services Revenue: $10,633,558</td>
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<td>6% Funding Gap Between Service Revenue and Expenses: $497,036</td>
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LIFE Designs was able to “**Bridge the Gap to Independence**” through grants, fundraising, and donations! **Thank You!**
What makes a great DSP?

Direct Support Professionals (DSPs) are the lifeblood of our agency, but what exactly is a DSP and what makes our employees great?

A DSP is an employee who provides support, teaching, and opportunities for choice to people with disabilities. In her own words, Adria Nassim describes what makes LIFEDesigns’ employees special.

What does it take to become a direct support professional?

“A direct support professional must be compassionate and selfless. They must be willing and ready to put my needs before their own. They must be flexible and patient. A DSP must understand the extent of customer’s abilities and show good judgment. They must be even tempered and not get frustrated easily.”

What makes LIFEDesigns’ employees special?

“What sets LIFEDesigns’ direct support professionals apart from other agencies is their genuine interest and dedication in their customers. They take time to learn about me, understand the significance they play in my life, and have a vested interest in my long term well being. Most importantly, they have fun loving, easy going, and happy personalities.”

-Adria Nassim
Meet our Customer of the Year!

Lisa Droll

The Customer of the Year Lois Edward Memorial Award recognizes someone who has exceeded the goals they set for themselves or has gone above and beyond to support other people to achieve their goals.

Lisa has much to celebrate. Within the last year, she moved out of a nursing home into her own place with a roommate. This transition brought great change to her life. Adjusting to the changes in her life was a difficult process. Through it all, she maintained a positive attitude, and persevered.

Now she focuses on her health and wellness by eating healthy meals, being more involved and proactive in taking care of her health care needs, and showing pride and ownership in her new home by taking initiative in household chores. She has not just accepted these changes in her life, but embraced them and made personal changes to improve her life.
Crawford II

Following the huge success of Crawford Apartments, LIFEDesigns, Shalom, and others are again partnering for a second iteration. A new project, right beside the first, will provide 35 additional homes for people experiencing chronic homelessness. LIFEDesigns was awarded a large grant towards the project in February 2016, and expects a decision on the final funding request in the fall of 2016.

*Crawford Apartments has improved the lives of 28 people by doubling the numbers with health insurance, decreasing incarcerations by 88% and emergency room visits by 65%.*

LIFEDesigns at McKinley

In 2015, LIFEDesigns was awarded all funding needed for a new housing development project in Columbus, IN. This project will create affordable quality homes for 8 people with disabilities. The project brings $1,000,000 into the local economy and is expected to be complete in the fall of 2016.
Looking Ahead to 2018...

LIFEdesigns completed our most recent strategic planning cycle in December 2015. Our strategic plan is centered around the L.I.F.E. that we believe everyone deserves.

**Leadership** in person centered services that lead to jobs homes, and full community lives.

**Innovation** in service delivery to adapt to current and future industry changes.

**Foundation** for new initiatives and continued growth.

**Excellence** in workforce development that stays and grows with us.
Based on these L.I.F.E. values, LIFE Designs strategic plan gives our board, leadership, and all employees direction in our programs. We want to share a few of our goals with you:

• 50% of LIFE Designs customers will be employed in community jobs by 2018. *(Join our email list to see who is looking for a job now!)*

• We hope to increase availability and use of technology devices by our customers. *(Are you upgrading computers or tablets? Donate your old one to a customer!)*

• Ensure future growth of LIFE Designs programs by reaching $1,000,000 in our endowment. *(Ask about the benefits of making a charitable gift from your required IRA minimum distribution.)*

• Create an organizational culture shift to a DSP Supportive Culture. *(Thank a DSP today, tomorrow, and everyday!)*
Thank You!

Thanks to all of our customers, board, employees, volunteers, donors, and everyone in our communities who supported LIFE Designs in one or more ways. **YOU** are the ones who made independence for all possible.

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Proud to be a United Way Member Agency in Monroe, Lawrence, and Bartholomew Counties.

(800) 875–9615

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