

# MOUNTAIN REGIONAL SERVICES, INC.



**2022 Annual Report**

# A MESSAGE FROM THE PRESIDENT

By Cheyenne Wright

2022 brought management changes to MRSI. John Knopf retired on April 30, 2022 and I took over as the CEO/President of MRSI. I started working for MRSI in May of 2000 but had left the company due to family reasons two times before coming back in January 2011. I was the CFO and HR Director before becoming the CEO and have experience in almost every department of MRSI. I value and believe in what the company stands for and also for the services we provide to our participants. I am excited to bring fresh ideas to the company and to continue to provide valuable services to those we serve.

Over the years, MRSI has seen the impact of the budget cuts to the state which pass down to providers of waiver services. These changes that have been issued by the State of Wyoming along with the national staffing crisis that seems to have been exacerbated by COVID have created new challenges. I have taken a serious look at ways to increase revenue and also to decrease our expenses. We decided to close two (2) of our community living sites to better utilize available staff while still providing the same quality services to our participants and in turn, cut down expenses. We also decided we could not continue to provide services to two (2) of our more difficult participants due to their violent tendencies and the risk to staff and other persons served. This was a tough decision; however, it was determined MRSI was no longer the appropriate setting and seemed the best course of action for all involved.

Staffing issues seem to be our biggest concern and a continual challenge for all providers. Direct Supported Professionals (DSP) have been an underappreciated field for many years. The starting wage for DSP's is well under what it should be. Increasing wages for DSP's is a top priority once I can increase revenue and decrease expenses. In the meantime, we are focusing on retention activities to show the staff how much they are appreciated and valued with bonuses, incentives and awards. Even with these challenges MRSI has a great team of DSPs' who love their job and do amazing things for our participants. At the end of 2022 MRSI had 28 Direct Support Professionals with more than two (2) years of service. I look forward to seeing where I can take the company and how I can enrich the lives of those we serve even more.

# ABOUT THE ORGANIZATION

Mountain Regional Services, Inc. (MRSI) has been providing quality services to persons with intellectual/developmental disabilities and acquired brain injury since 1985. The nationally accredited services are designed around the needs and choices of participants while providing purpose, respect and dignity. Individuals eligible for home and community-based waiver services are accepted into the program provided space and resources are available and services are appropriate. The organization employs dedicated and highly trained staff who provide individualized care for each person served. Using a team approach, participants interact with a wide range of professionals enabling even the most involved individuals to reach their greatest level of independence.

Residential programs provide individuals with the option of living in homes or apartments integrated throughout the community. Supervised and supported services ensure a healthy environment while providing for privacy, personal security, and self-sufficiency. Life skills such as self-care, housekeeping, meal preparation, and utilization of community resources are developed on a daily basis. Independence is advanced through training in communication, self-advocacy, financial management, and decision-making.

Community integration services are individually tailored to meet the needs of each participant. As with all programs offered at MRSI, choice is the primary consideration and personal growth goal. Day programs span a broad range from sensory stimulation and communication for the most involved individuals to socialization and behavior management for those pursuing greater independence. Accommodations are also available for older individuals seeking a more relaxed environment. Participants venture into the community on a daily basis to attend events, shop, dine, etc. Development of computer skills is encouraged with work stations and web access available to all participants.

For individuals who desire employment, MRSI's community employment services offer training, placement, and support. Participants interact with a specialist who facilitates employment discovery, education, internships, and on-the-job training. An extensive network of potential employers has been developed to provide participants with a variety of community-based employment opportunities.

# MISSION STATEMENT

**Assisting each person served  
in achieving the  
highest quality of life!**

# VISION STATEMENT

**To provide quality services that support the  
choices and needs of the persons served and  
promote purpose, respect and dignity.**

# BOARD OF DIRECTORS

MRSI is governed by a volunteer Board of Directors who give generously of their time and talents. Their commitment to individuals with disabilities and those who serve them is greatly appreciated and vital to our continued success.

Mike Basom, J.D.  
Attorney  
(Chair)

Wendy Volk  
Realtor #1 Properties

Kathy Davison  
WY House of Representatives  
(retired) (Vice-Chair)

John Holderegger, M.S.  
President-CEO MRSI  
(retired)

Glenna Calmes  
Special Services Director  
Uinta County School District #1  
(retired) (Secretary-Treasurer)

Cheyenne Wright  
President- CEO MRSI

## MEMBERSHIP – AFFILIATIONS

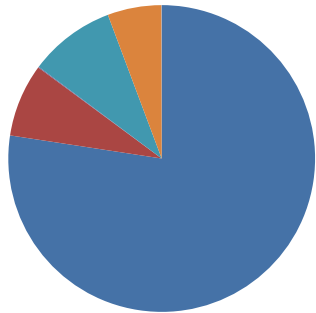
**Commission on Accreditation of Rehabilitation Facilities (CARF)**

**Wyoming Community Service Providers (WCSP)**

# FINANCIAL REPORT

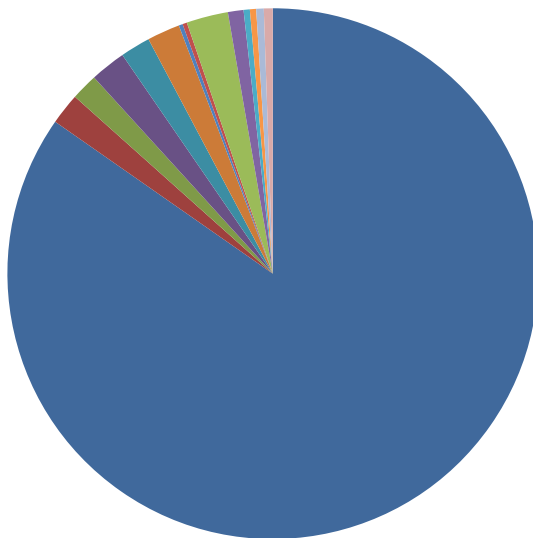
For the year ended June 30, 2022

## Revenue



- Fees for Services 85.07%
- Client Fees 8.47%
- Grants 0.00%
- Investment Income .09%
- State and Federal Funds 10.00%
- Gain on Sale of Assets 6.24%
- Other 0.03%

## Expenses



- Salaries and Benefits 84.70%
- Insurance 1.91%
- Supplies 1.63%
- Vehicles 2.17%
- Utilities 1.83%
- Depreciation 2.00%
- Carf 0.24%
- Grant Expense 0.27%
- Fees 2.54%
- Repairs 0.95%
- Telephone 0.38%
- Auditing 0.38%
- Rent 0.46%
- Other 0.54%

**Mountain Regional Services, Inc. is a private, nonprofit corporation designated as a 501-C-3 corporation by the IRS.**

## OUTCOMES – QUALITY ASSURANCE

- Overall satisfaction with MRSI services ..... 93%
  
- Total number of individuals with an intellectual/developmental Disability or acquired brain injury receiving services from MRSI .... 33
  
- Average number of trips into the community each year by by participants ..... 339
  
- Satisfaction with community integration services ..... 89%
  
- Satisfaction with community housing/supported living services services ..... 91%
  
- Number of participants engaged in competitive employment..... 12
  
- Average number of months participants have maintained employment with the same employer ..... 85
  
- Average hourly pay rate for participants in supported employment program..... \$8.78
  
- Satisfaction with employment services ..... 100%

The following services offered by Mountain Regional Services, Inc. are certified by the Wyoming Department of Health and nationally accredited by CARF, the Commission on Accreditation of Rehabilitation Facilities:

Community Employment Services: Employment Supports

Community Employment Services: Job Development

Community Housing

Community Integration

Supported Living



MRSI – Evanston  
50 Allegiance Circle  
Evanston, WY 82930  
307-789-3710 Phone  
307-789-0823 Fax  
[www.mrsi.org](http://www.mrsi.org)