

MOUNTAIN REGIONAL SERVICES, INC.



2023 Annual Report

A MESSAGE FROM THE PRESIDENT

By Cheyenne Wright

2023 brought more changes for the company. As I became more comfortable in my role and better understood the inner workings of the company, I began focusing on and addressing the challenges. One employee was laid off due to the position being obsolete. When an administrative staff resigned, the duties and responsibilities of that position were absorbed by others thereby eliminating the position. Another community living site and group room were closed to maximize staffing and allow for more of what the participants want and need. MRSI lost a couple of long-time board members which have been difficult to replace.

Medication errors continue to be an area of concern for MRSI. With the help of the Director of Healthcare Services and Training Director a system was developed for tracking all medications that are not prepackaged by the local pharmacy. Tracking includes when the medication is picked up, when it goes out, how long it should last, when a refill request should be called in, and the number of refills remaining. The new system has helped cut down on the number of administrative medication errors and ensures the agency has an adequate supply of medications on hand. Staff continue to inventory supplies and medication regularly and evaluate and fix any issues that may arise.

Staffing issues seem to turn around at the beginning of 2023. MRSI was fully staffed for the first six (6) months and overtime was cut dramatically. However, starting at the end of June 2023, MRSI started losing staff to companies that could pay higher wages. We continue to focus on retention activities to show the staff how much they are appreciated and valued with bonuses, incentives and awards while working on increasing staff wages. MRSI continues to have a great team of Direct Support Professionals (DSPs) who love their job and do amazing things for our participants. At the end of 2022, MRSI had 28 DSPs with more than two (2) years of service and at the end of 2023 it dropped to 27 due to the death of a loyal staff member with over 20 years of service. The entire management team continues to work on the success of MRSI and enhancing the lives of those we serve.

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 the 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)

OUTCOMES – QUALITY ASSURANCE

- Overall satisfaction with MRSI services 94.67%

- Total number of individuals with an intellectual/developmental Disability or acquired brain injury receiving services from MRSI 26

- Average number of trips into the community each year by by participants 378

- Satisfaction with community integration services 92%

- Satisfaction with community housing/supported living services services 92%

- Number of participants engaged in competitive employment..... 6

- Average number of months participants have maintained employment with the same employer 128.5

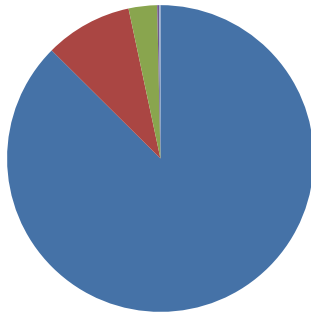
- Average hourly pay rate for participants in supported employment program..... \$9.32

- Satisfaction with employment services 100%

FINANCIAL REPORT

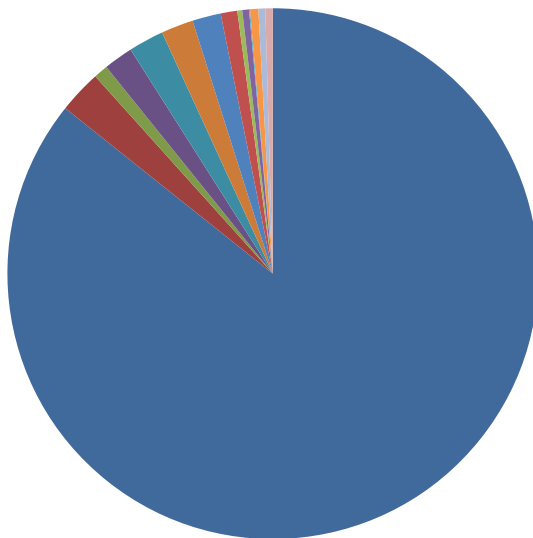
For the year ended June 30, 2023

Revenue



- Fees for Services 87.45%
- Client Fees 9.21%
- Grants 3.00%
- Investment Income .19%
- State and Federal Funds 0.03%
- Gain on Sale of Assets 0.00%
- Other 0.12%

Expenses



- Salaries and Benefits 85.71%
- Insurance 2.63%
- Supplies 0.87%
- Vehicles 1.79%
- Utilities 2.15%
- Depreciation 1.96%
- Food 1.74%
- Fees 1.01%
- Repairs 0.30%
- Telephone 0.41%
- Legal 0.06%
- Auditing 0.50%
- Rent 0.42%
- Other 0.45%

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

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

50 Allegiance Circle
Evanston, WY 82930
307-789-3710 Phone
307-789-0823 Fax
www.mrsi.org