

# Empowering

people to live meaningful and productive lives.



ANNUAL REPORT 2022

## Our Mission

The mission of Arrowhead West, Inc. is to empower people to live meaningful and productive lives.

## Vision

The vision of Arrowhead West, Inc. is to provide outstanding service that leads to making informed choices about:

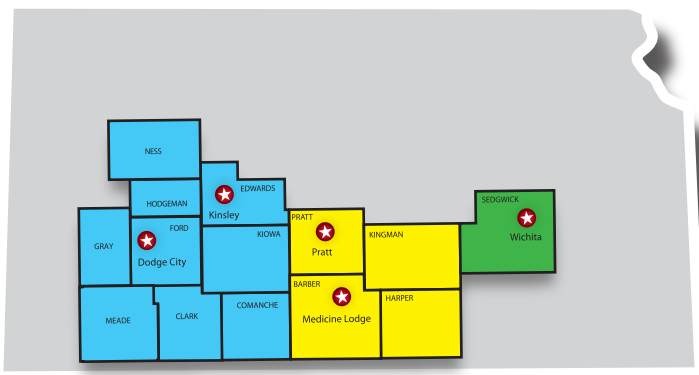
- Independence
- Employment
- Community Participation
- Healthy Lifestyles

## 2022 Annual Report

A publication from Arrowhead West, Inc. Nadine Lampe, Development Manager.

Arrowhead West, Inc. is a non-profit organization serving children and adults with intellectual and developmental disabilities.

## Arrowhead West Service Area



### ★ Office Locations

- Central Kansas Division  
Wichita
- Mid Kansas Division  
Pratt
- Western Kansas Division  
Dodge City

## Locations

### ADMINISTRATIVE OFFICES

1100 East Wyatt Earp  
Dodge City, KS 67801  
620.227.8803

### WESTERN KANSAS DIVISION

Liz Demuth  
231 San Jose  
Dodge City, KS 67801  
620.225.4061

### INFANT/TODDLER SERVICES

Erica DeAnda-Soltero  
401 Edgemore  
Dodge City, KS 67801  
620.225.5177

620 East Second Street  
Pratt, KS 67124  
620.672.1005

### CENTRAL KANSAS DIVISION

Rachel Ryan  
613 North Ridge Road  
Wichita, KS 67212  
316.722.4554

### MID KANSAS DIVISION

Marcus Gonzalez  
10315 Bluestem Blvd.  
Pratt, KS 67124  
620.933.2212

500 West Fowler  
Medicine Lodge, KS 67104  
620.886.3711

Find us on



## Executive Leadership

Michael Stein, President

Lawrence Lampe, Vice President of Administrative Services

Andrea Polf, Vice President of Client Services

## Board of Directors

Kelly Mason, Chairperson

Mike Stein, President

Amy Loder, Vice Chairperson

Rosanne Greene, Treasurer

Lu Wetmore, Secretary

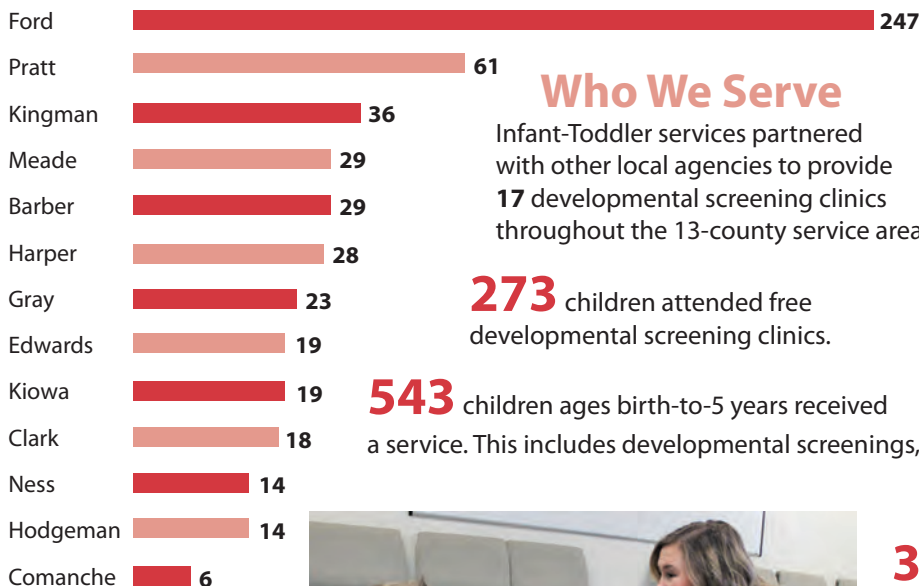
David Snapp, Board Member

Paula Mueting, Board Member

Bekki Pribil, Board Member

# INFANT-TODDLER SERVICES

## CHILDREN SERVED BY COUNTY



### Who We Serve

Infant-Toddler services partnered with other local agencies to provide **17** developmental screening clinics throughout the 13-county service area.

**273** children attended free developmental screening clinics.

**543** children ages birth-to-5 years received a service. This includes developmental screenings, evaluations, and early intervention.

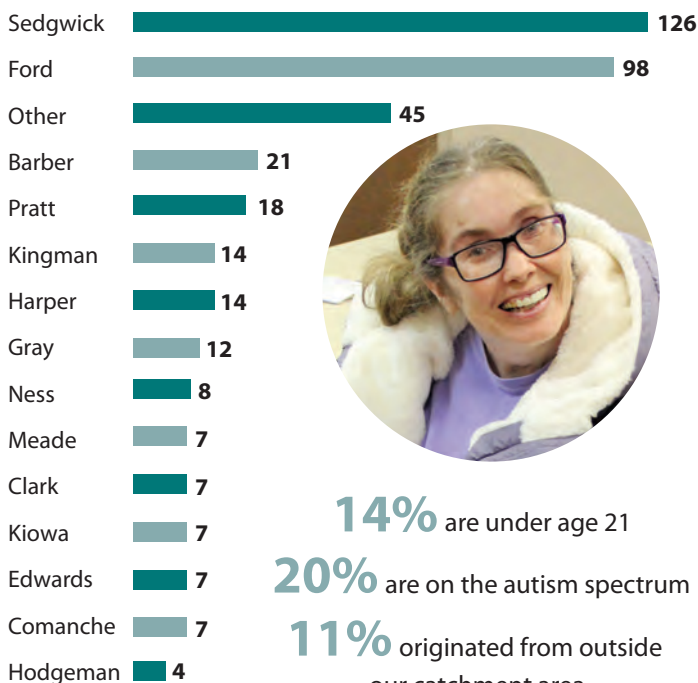


**333** children were enrolled for early intervention services.

**169** children ages birth-to-3 left the program during the year. Of those, **123** had met their developmental age level goals and **18** had not. The other **28** dismissed within the first 6 months.

# ADULT SERVICES

## ADULTS SERVED BY COUNTY



**14%** are under age 21  
**20%** are on the autism spectrum  
**11%** originated from outside our catchment area

### Who We Serve

**395** adults were served in 2022

**57%** are male **43%** are female

**26%** are age 50 and over



## WORK SERVICES & EMPLOYMENT

- Sales related to production contract work for the year totaled **\$62,940**.
- **47%** of clients enrolled in work programs are employed full or part-time in the community.
- **89** persons were served in work programs and **42** were employed in the community.
- Employment programs reported **\$235,447** in wages. Up over \$14,666 from 2021.
- Community jobs include courtesy clerk, grocery stocker, grounds keeping, janitorial, paper carrier, paper shredder, assembly, food service, and healthcare support.
- 11 of 12 new jobs created in 2022 are still active.

## CASE MANAGEMENT

- **570** individuals received case management from the agency. Up 14 from 2021.
- Case Managers have an average caseload of **31** clients.
- Case Record Review scored an average of **98%**.

## DAY SERVICES

- **157** individuals were enrolled in day programs, which include Adult Life Skills and Retirement.
- Persons served in the Adult Life Skills and Retirement Program clocked a total of **15,718** volunteer hours in 2022.
- Individuals participated in **17,595** community activities of their choice.

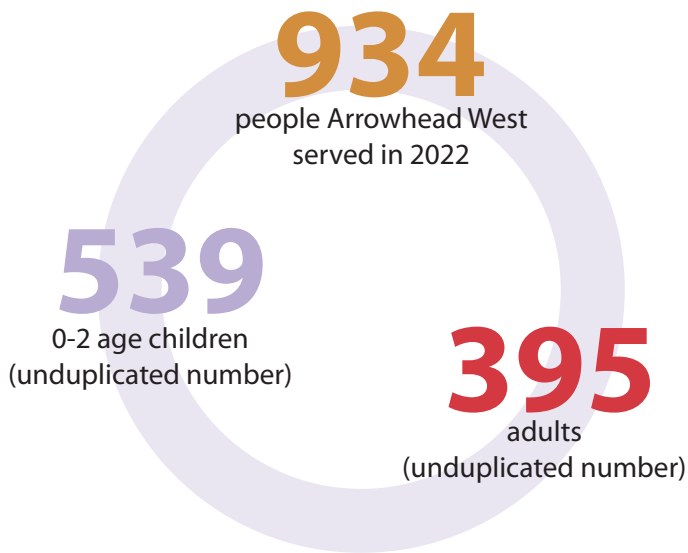
## RESIDENTIAL SERVICES

- **150** persons were served in residential programs. Of those, **118** live in agency housing.
- During 2022 the residential program continued to focus on increasing community inclusion for individuals served.
- **98%** of persons living in agency housing had their own bedroom.
- We have the capacity to serve 16 additional people in residential services. Staffing shortages & state waiting list for funding are barriers.





## GENERAL INFORMATION



Arrowhead West clients may receive services through six major program areas and numbers reflect persons served in each program.

Infant-Toddler Services (0-2)	539
Targeted Case Management	570
Residential Living	150
Work Services & Employment	89
Day Services	157
<b>TOTAL SERVICES</b>	<b>1,505*</b>

\* Numbers may be duplicated. Some individuals are served in multiple programs.



## TRANSPORTATION

- **84** vehicles in our fleet.
- **624,514** miles were logged in agency vehicles.
- **4** new vehicles were acquired.

## SATISFACTION

- **73** Infant-Toddler Services families returned surveys about the services they received with a **97.5%** satisfaction level.
- Adult Services clients & families surveyed were **99%** satisfied with services.
- **35** businesses which employ our clients and those who contract for services/products returned surveys with a **95.7%** satisfaction level.

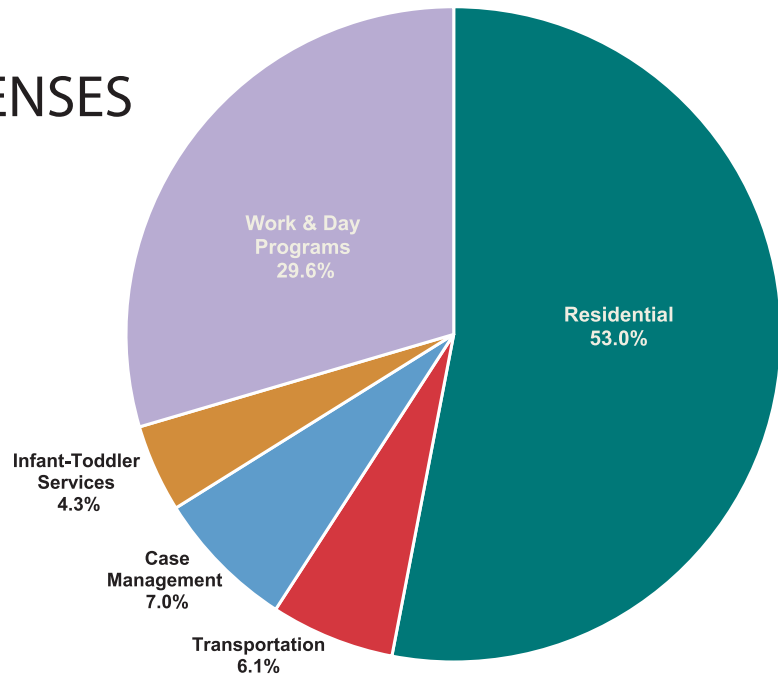


## REVENUE

CATEGORY	TOTAL	% OF TOTAL
Title XIX (HCBS)	\$11,439,167	72.9%
Affiliate Revenue (Sedgwick Co)	\$256,595	1.6%
Subcontract & Community Employment	\$62,941	0.4%
Mill Levy	\$413,166	2.6%
Vocational Rehabilitation Fees	\$18,800	0.1%
Private Fees	\$1,223,906	7.8%
Infant-Toddler Programs	\$359,480	2.3%
U.S. Department of HUD	\$64,903	0.4%
Federal Transit Authority	\$20,000	0.1%
State Grants and Contracts	\$489,696	3.1%
Miscellaneous Income	\$65,902	.04%
Donations	\$72,561	0.5%
Endowment	\$1,200,000	7.6%
<b>Total</b>	<b>\$15,687,117</b>	<b>100%</b>

## OPERATIONAL EXPENSES BY PROGRAM

Transportation	\$932,124
Work & Day Programs	\$4,501,062
Residential	\$8,074,827
Targeted Case Management	\$1,060,989
Infant-Toddler Services	\$659,559



## BALANCE SHEET

As of December 31, 2022

### ASSETS

Current Assets	\$6,851,081
Long Term Assets	\$285,244
Fixed Assets	<u>\$5,667,906</u>
<b>Total Assets</b>	<b><u>\$12,804,231</u></b>

### LIABILITIES AND NET ASSETS

Current Liabilities	\$1,650,590
Long Term Debt	<u>\$60,374</u>
Total Liabilities	\$1,710,964
Net Assets	<u>\$11,093,267</u>
<b>Total Liabilities &amp; Net Assets</b>	<b><u>\$12,804,231</u></b>



214 staff members  
 194 full time employees  
 20 part time employees  
 42% have been employed for 5 years or more  
 30% turnover rate

## STAFF TRAINING

Arrowhead West, Inc. staff clocked a total of **4,636** hours of in-service trainings in 2022. Direct care staff received **260** hours of training for CPR/First Aid, **151** hours on Bloodborne Pathogens and **333** hours on the MANDT System among numerous others.



- Maintenance 3%
- Infant Toddler Services 6% (Includes Special Education Coop Staff)
- Case Managers 6%
- Administration 8%
- Adult Services 77%

## CARF ACCREDITATION

The Commission of Accreditation of Rehabilitation Facilities (CARF) announced that Arrowhead West, Inc. has been accredited for a period of three years for its Children and Youth: Early Intervention Services, Community Employment Services: Employment Supports, Community Employment Services: Job Development, Community Housing, Community Integration, Services Coordination and Supported Living programs. The latest accreditation is the 15th consecutive Three-Year Accreditation that the international accrediting body, CARF, has awarded to Arrowhead West, Inc.

This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

CARF is an independent, nonprofit accrediting body whose mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of the persons served. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. You may find more information about the accreditation process by visiting the CARF website at [www.carf.org](http://www.carf.org).



# DONORS SUPPORTING

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Bob Schuette

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Caren Ann Stadig

Greg & Susie Stelle

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Craig & Tomi Williams

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Mark & DeKeta Schuckman

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Roy & Elaine Jacobs

Bonita Killion

Claude Kyle

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Sheril Logan

Max Mize

Derek Newberry

Randy & Brianna Newberry

Patterson Health Center

Randy Ryan

Janice Smith

Jane Swingle

Darrel & Nancy Trantham

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Stan Goetz

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Cindy Beck

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Lori Pendergast

Denise Socall

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Cindy Beck

## **Tori Jackson Memorial**

Cindy Beck

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## **Norma Jarrett Memorial**

Tom & Arlene Cornwell

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## **Sharon Lovitt Memorial**

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Galen & Debbie Pfannenstiel

Bruce & Bernie Reifschneider

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Andrea Stegman

David & Janet Struthers

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Arrowhead West, Inc.

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Arrowhead West, Inc.

## **Diana Pyles Memorial**

Arrowhead West, Inc.

## **Joe Schwarz Memorial**

Tom & Yvonne Schwarz



# OUR MISSION

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Bryon & Wanda Wencil

## **Annette Stein Memorial**

Leland Stein

Mary Jane Stramel

## **Leland Stein Memorial**

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Garold & Nancy Baker

Annette Benish

Kenny Benish

Farrel & Mary Ellen Bleumer

Dennis & Marcie Bradford

Scott & Brooke Bradford

Terry & Deanna Bradford

Robert & Treva Brewster

Betty Burgess

Jim J & Marilyn Burke

Tim & Patti Burkhart

Doug Claussen

Carol Correll

Larry & Kitrina Craft

Ken Domer

Tony & Julie Durler

Kyle & Jolene Eberle

Kay Feldt

1st National Bank Spearville

1st National Bank Hutchinson

Sarah Fitzsimmons

Deana Froerer

Catherine Gilbert

Martha Gilbert

Charlotte Girk

Karen Girk

Logan & Lisa Girk

Joe & Becky Gleason

Jon & Heather Gleason

Kenton Gleason

Phil & Judy Gleason

Steve Gleason

Ronald & Lea Herrman

Jim & Mary Herron

Jeff & Connie Heskamp

Jon & Lorie Horacek

Carl & Pat Hornung

Josie Hornung

Carl & Jane Hubbell

Rose Huckaby

Steve & Julie Knoeber

Lyle & Marilyn Kolbeck

Kurt & Nadine Lampe

Tony & Michelle Lampe

Lopp Motors

Frank Mages

Kevin Mages

Bill & Lana Maskus

Linda Meserve

Sandy Montgomery

Don & Sherry Nau

Ripple & Liebl

Steve & Donna Saurez

Tom & Diane Schlosser

Bob Schuette

Charlene Schulte

Jim Slattery

Kenna Slattery

Mary Smith

Andrea Stegman

Debra Stegman

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Mike & Coleen Stein

Robert & Laura Stein

Dr. Stephen & Jane Stein

Wally & Angie Stimpert

Rose Ann Swinger

Greg & Kim Tepe

Paul Torline

Greg & Jill Vierthaler

Bruce & Cindy Vierthaler

Alan & Beth Vogel

Greg & Ginny Werner

Thomas Wilmoth

## **Matt Whisman Memorial**

Mark & Marilea Struble

## **Anthony**

Jim & Sherry Eaton

Dennis Perry

## **Ashland**

Joe & Jan Fast

Greg & Debra Gardiner

Ruby Jean Wright Family Trust

## **Attica**

Mary Dusenbury

## **Beaumont, TX**

Arlene Grantham

## **Cimarron**

Joe D. Butcher

Christian Women's Fellowship

First National Bank of Cimarron

K-9 Corral LLC

Mike & Jan McNiece

Alan & Janet Schlesener

Alice Sinclair

Marla Stephens

## **Cincinnati, OH**

Dillons Food Stores

## **Davis, CA**

Dr. and Mrs. Richard Stein

## **Dodge City**

James E. Blakely

Kevin & Jeannine Carter

Comanche Beverage

Willard & Linda Mae Cummings

Mike Doll

Fidelity State Bank & Trust Co

Doris Fowler

Richard & Sue Gier

Greg & Linda Goff

Margaret Hamilton

Neola Herrman

Ken & Judith Hinnergardt

Bob Hofmann

Jeff & Christine Interman

Eileen Jewell

John & Juanita Jillie Trust

Glenn Kerbs

Donald Pendergast

Lori Pendergast

Lee & Nannette Pogue

Rex Stanley Feed Yard

Bob Schuette

Don & Shirley Skinner Family

Endowment

Phyllis Speck

Don & Mary Stein

Dr. Stephen & Jane Stein

Irene L. Thompson Estate

Western Kansas Manufacturers Assoc.

Jim & Maxine York

Ben & Hailey Zimmerman

Tony & Jeanie Zortman

## **Dubuque, IA**

Dan & Kim Wagner

## **Ensign**

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Dr. Alice White

## **Garden City**

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Iron Insurance Partners

## **Griffin, GA**

Robert Towne

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Stan Goetz

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**Kinsley**

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 Dr. Crystal Obee  
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**Kiowa**

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 Denis Rasmussen  
 Dale Withers  
 Lelanne Zimmerman

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Barbara Kisslinger  
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 Bruce & Cindy Vierthaler  
 Greg & Ginny Werner

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 Mike Schubert

**Wilmore**

Anthony & Carol Unruh

**Wright**

Alan & Beth Vogel

**Zenda**

Knights of Columbus #2662  
 UMW of Zenda

**STAFF DONATIONS**

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 Sheila Bergkamp  
 Shirley Bourne  
 Sammye Davis  
 Elizabeth Demuth  
 Alicia Edwards  
 Kay Feldt  
 Ramona Gutierrez  
 Christopher Harris  
 Kathy Jantzen  
 Tim Jones  
 Amber Keller  
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 Lori Lacy  
 Nadine Lampe  
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 Ruby Smith  
 Denise Socal  
 Mike Stein  
 Sara Stieben  
 Amanda Stoddard  
 Vivian Tapia  
 JoAnna Tarango  
 Angela Turner  
 Nicole Wade  
 Kristin Williams  
 Nandina Wilson  
 Terry Woodward

*Thank you*  
 FOR YOUR SUPPORT



# 2022 SERVICE AWARDS

Employees celebrating their 5, 10, 15, 20, 25 & 30 years of employment were recognized in 2022. This year's employees and their respective awards are:

## 30 YEARS



Glenna Wiliamson

## 25 YEARS



Monica Miller

A SINCERE  
*Thank you*  
FOR YOUR DEDICATION  
AND SERVICE

## 20 YEARS



Danielle Romme



Debby Clark



Debbie Isenbart

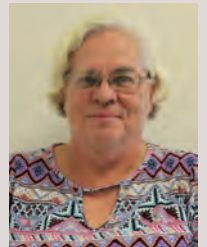
## 15 YEARS



Ani Uphoff



Nadine Lampe



Sylvia King

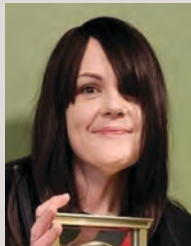
## 10 YEARS



Amanda Bibens



Arlene Phillips



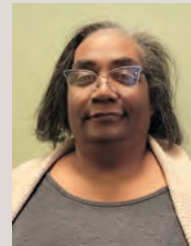
Crystal Becker



Demetris Bibbs



Tammy Blankenship



Vivian Tapia

Not pictured:  
Edwin Tabalo

## 5 YEARS



Amanda Stoddard



Brett Post



Dani Hernandez



Erin Wells



Josey Eshelman



Laramie Young



Marty Kennedy



Ramona Gutierrez



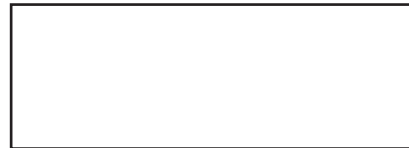
Richelle Buller



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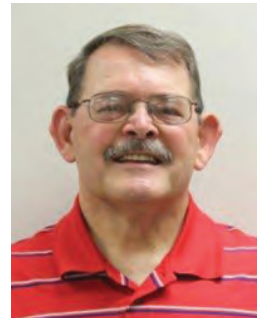
This newsletter was labeled and sealed  
with pride by persons served.

## RETIRING BOARD MEMBERS

Steve Mead and Phil Lunt, two long-time members of the Board of Directors, retired after many years of service to Arrowhead West. Steve joined the board in 2002 and retired after 20 years. Phil dedicated 11 years of service before retiring at the end of the year.

"We thank both Steve and Phil, and salute them for their long and exemplary service as Arrowhead West board members. Steve brought a wealth of knowledge to the board from his experience in the field of special education, and Phil similarly contributed to the board from his experience in business and his extensive ties to the Pratt community and surrounding areas. I am most grateful to both men for their significant contributions toward the success of Arrowhead West and the clients and families that we serve," said Mike Stein, Arrowhead West, Inc. President.

Each of them was presented a clock as a token of our appreciation for their gift of time, talent, and dedication in making Arrowhead West what it is today.



**Steve Mead**



**Phil Lunt**