

FISCAL YEAR 25

FACTS & FIGURES

STORIES OF IMPACT

COMMUNITY REPORT

WWW.EPISERVICE.ORG





INNOVATING WITH HEART
by Katie Slade Executive Director

As we look back on the past year, I'm filled with gratitude and excitement for how far we've come and how boldly we continue to evolve.

This year at EPI has been one of innovation, adaptability, and resilience. Even as the world changes, our mission of connecting people, creating opportunities, and nurturing growth remains unwavering.

Building Community and Advocating for What Matters Most

On the cover you meet a gentleman we serve who recently received an award for this volunteer efforts. What was most important to him was the relationships he's developed with his fellow volunteers. The smile on his face says it all - "I belong, I'm accepted". That's our mission in action - connecting people.

It's the community we all work to build that supports advocacy efforts like saving Medicaid. Our team, families, and advocates stood together to ensure decision-makers understand what quality care requires. Advocacy isn't just policy work, it's protecting the systems that make full, connected lives possible.

Empowering Independence

We believe in empowering individuals to achieve greater independence and self-sufficiency. In fact, creating opportunities and nurturing growth, is another major part of our mission.

A major milestone this year — through our use of technology to help enhance independence, we're seeing more and more people we serve reach this goal. Several in our employment services are stable in their jobs and no longer need us. A number of individuals achieved their dream of

moving into an apartment of their own with hourly services and out of a daily residential setting. And finally, we've been able to move a few back home to Iowa from out-of-state facilities.

Tools like remote monitoring and virtual coaching are empowering individuals to take greater control of their daily lives while staying connected to support when needed, a powerful blend of innovation and compassion changing lives every day.

Supporting Families and Providers

Our Child Care Resource & Referral (CCR&R) team continues to help parents and providers navigate an ever-changing landscape — connecting families to quality care and equipping professionals with tools for success. This year, CCR&R introduced the new Iowa Child Care Roadmap (iowachildcareroadmap.org), a statewide guide helping parents find trusted, practical information about choosing and sustaining child care. It's one more way we're building stronger beginnings for Iowa families.

Honoring Roots, Embracing the Future

What inspires me most is how our team meets change with both courage and compassion while remaining focused on human connection.

EPI is about people helping people: those we serve, those who serve, and those who support our mission. To our staff, board members, families, partners, and advocates — thank you. Your dedication and creativity keep EPI moving forward.

As we look ahead, we know innovation isn't just about technology — it's about imagination, empathy, and hope.

Together, we're building a future full of promise.

LIVING OUR MISSION
Connecting people, creating opportunities, and nurturing growth - since 1957.

CORE SERVICES

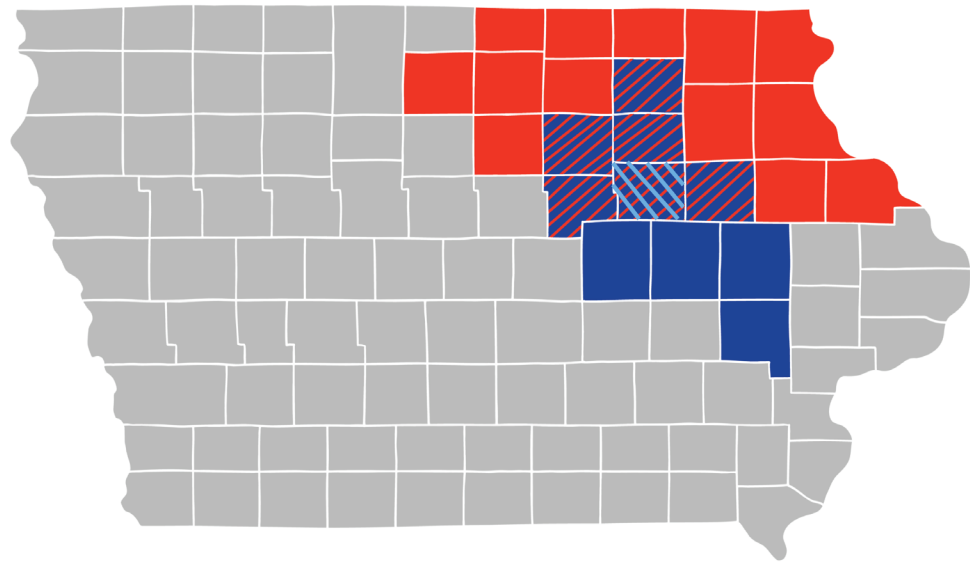
- Supported Community Living
- Supported Employment Services
- Property Maintenance
- Representative Payee
- Children & Family Services

CREATING OUR VISION
Working together we will realize a future where all people are recognized and valued – encouraged and supported to live, work, and grow – in their communities.

OUR IMPACT

- Established in 1957 (Private Non-Profit)
- \$22M+ Fiscal Year 2025
- Volunteer Governing Board of Directors
- 280 Staff (160 DSPs)
- 325+ Persons Served 1k+ Families Served

SERVING ALL COUNTIES ACROSS IOWA



- Community Services
- Representative Payee & Property Maintenance
- CFS - Statewide Parent Services
- CFS - CCR&R

LEADERSHIP TEAM

- MAGHAN BOWMAN Executive Operations Director
- SARA DRISH Human Resources Director
- NICOLE ERICSON Community Development Director
- MARY JANSSEN Children & Family Services Director
- BONNIE KIPPER Community Services Director
- KATIE SLADE Executive Director
- KRISTIN SNYDER Controller

BOARD OF DIRECTORS

EPI is guided by a dedicated Board of Directors who bring diverse expertise and a shared commitment to our mission. Scan below to view the full listing online at www.episervice.org.



ADVOCACY IN ACTION

Advocacy isn't just something we do — it's who we are. We stand up for the people we support, the services that empower them, and the staff who make it all possible.

This year, we strengthened that commitment with six advocacy events and 35 advocacy action alert emails, generating 6,482 opens. And with 58% of our team made up of DSPs, we're proud to amplify the voices of those closest to the work.

One of those voices reached the Iowa State Capitol during IACP's Hill Day, where a self-advocate supported by EPI shared how Medicaid-funded services helped her find a job, gain independence, and even afford a partial denture that restored her confidence.

"There are thousands of people in Iowa like me," she told legislators. "Can we count on you to help us? We matter just as much as you do."

Her message was powerful, and impossible to ignore.

We're grateful for every advocate who stands with us. Our work isn't finished, and every voice matters as we protect the supports that help people with disabilities live full, meaningful lives — and elevate the professionals who make that possible.

282
employees



6,482
email opens

FISCAL YEAR 2025 PRE-AUDIT FIGURES

Provided by Kristin Snyder, *Controller*

REVENUE

FISCAL YEAR 2025
Pre-audit Figures

Medicaid	\$15,882,700.35	61.81%
State & Federal Grants	\$3,940,662.80	15.34%
Investment Income	\$2,781,045.64	10.82%
Contracted Services	\$613,036.77	2.39%
Rental Income & Property Repairs	\$584,600.06	2.28%
Child Care Fees/Assistance	\$515,330.95	2.01%
Local Grants	\$494,257.52	1.92%
County Funded/Vocational Rehabilitation	\$490,205.81	1.92%
Donations	\$184,272.64	0.72%
Consumer Fees & SSA	\$153,807.22	0.60%
State/Federal Assistance	\$54,091.99	0.21%

TOTAL \$25,694,011.75

EXPENSES

Net Administration is
10.3% OF TOTAL EXPENSES

Community Services - Residential/Host Homes	\$13,965,563.40	62.64%
Children & Family Services	\$2,743,828.39	12.31%
Management & General Other Revenue	\$2,228,550.84	10.0%
Child and Adult Care Food Program	\$912,539.96	4.09%
Property Management	\$737,226.32	3.31%
Community Services - Employment Services	\$562,538.46	2.52%
Hawkeye Child Development Center - ALC	\$502,093.18	2.25%
Coordination & Consultation / Affiliated	\$187,620.37	0.84%
Parent Services	\$153,150.29	0.69%
Representative Payee	\$152,977.51	0.69%
Endowment	\$142,121.74	0.64%
Health Equipment	\$5,340.10	0.02%

TOTAL \$22,293,570.56

HERE'S HOW YOU CAN HELP

Follow or Share

Boost awareness by liking or sharing our posts on social media—it makes a big difference!



Participate in Events

Take part in our Giving Tree Tradition each November–December, and join us at the annual More Than You See benefit in June.

Shop our Store

Support our mission by purchasing items from the EPI fundraising store. Scan the QR code to explore hoodies, T-shirts, and more.



Give a Gift Online

Your financial support matters. Scan the QR code and click "Donate Now" at the top of our website to contribute.

Stay Involved

Scan the QR code to learn more, sign up for e-newsletters, and visit us at www.episervice.org.



EMPOWERING INDEPENDENCE WITH TECHNOLOGY

Technology should quietly support - not overshadow - daily life.

Our Tech-Enabled Services are designed to do just that: provide a virtual safety net that empowers people to live more independently, confidently, and safely in their homes.

In 2025, we reached a major milestone: 100% of people in residential services are choosing to add some form of technology.

Whether it's a discreet sensor, expanding use of their mobile phone, adaptive equipment, a telehealth visit, or remote support from our Virtual Connection Center, these tools are tailored to each person's lifestyle and preferences. They offer peace of mind, rapid response, and—most importantly—freedom.

Just ask Mannel. With tech-enabled support in place, she's building confidence in the kitchen, learning new skills, and expressing herself in new ways. **"I've come a long way,"** she shared. **"They teach me little things I can learn every day."**

From making coffee just the way she likes it to practicing new recipes, Mannel's journey is a reminder that independence is built in the small, everyday victories. And with caring staff and responsive technology, those victories are happening more often.

Together, we're redefining what support looks like—making it more flexible, responsive, and person-centered than ever before.




 281
people in Supported
Community Living



Scan here to
visit us online at
bit.ly/4kd9HZQ
and let Mannel tell
you for herself!

163
homes in the Cedar Valley



Here's where people are
choosing to spend their time
in the community:

55%
community
led events and
gathering



19%
health &
wellness



11%
church/church
activities



8%
volunteering



7%
entertainment



REAL COMMUNITY INCLUSION

We believe that every person deserves the freedom to choose how they spend their day.

That's the purpose of My Life, My Way, our person-led enhancement to Supported Community Living.

This flexible approach is transforming daily life. In 2025, individuals participated in hundreds of activities, from volunteering and recreation to wellness and social connection.

One powerful example is Preston. Through his weekly volunteering at The Salvation Army's food programs, he's helped distribute thousands of pounds of food, and formed a meaningful friendship with a fellow volunteer. Stories like his show what's possible when people are empowered to contribute.

Collectively, those we support provided 30% of pantry volunteer hours and 25% of community meal service hours, helping thousands across the Cedar Valley.

These aren't just activities—they're moments of purpose, belonging, and connection.

And they show how person-led support strengthens our entire community.



REPRESENTATIVE PAYEE SERVICES

Creating real financial stability and greater independence for the people we support.

In 2025, EPI's Payee Services team walked alongside 237 individuals as they worked toward stronger financial footing. It was a year of meaningful change, not only for the people we serve, but for the program itself. Payee's move to the main office brought services closer to the heart of EPI, making it easier for clients to connect with staff and receive the support they rely on.

One of the most impactful shifts this year was the introduction of the True Link card, a tool that has helped many clients take steps toward greater independence. Several individuals who once relied entirely on staff to manage every purchase can now safely access their own funds, check their balances, and make everyday choices, like buying groceries, paying for transportation, or picking up something they enjoy, without worry of overspending or unauthorized charges. For some, that simple change has been the difference between feeling controlled by their finances and feeling confident in them.

Behind every improvement is a team quietly doing steady, meaningful work: creating budgets that make ends meet, keeping essential services from being shut off, reporting to Social Security on time, and helping people apply for supports like energy or rental assistance. And when challenges arise, staff step in by negotiating with landlords, resolving issues with creditors, and making sure people don't lose their housing or stability.

This is the impact of Payee Services. It's not just about managing money, it's about helping people live with dignity, security, and the independence that comes with knowing someone is in your corner.

 **237**
rep payee clients

affordable
services 



services
available to
everyone 

PROPERTY MAINTENANCE

Creating safe, accessible homes where people can live with dignity and independence.

Across the Cedar Valley, EPI's Property Maintenance team quietly shapes daily life for the people we support. Their work goes far beyond repairs, it's about creating homes that meet people where they are, adapt to their needs, and support their independence in ways large and small.

This past year, that impact was felt in meaningful ways. Thanks to generous donors and grant partners, the team built ramps and accessibility decks, opening the door for people who had struggled to navigate steps or safely enter and exit their homes. For some, these changes meant being able to more easily attend community events, welcome friends over, or simply enjoy the independence of stepping outside without assistance.

Along with these larger projects, the team tended to the steady rhythm of day-to-day care: responding quickly when something broke, ensuring heating and air conditioning stayed reliable, addressing safety needs, and keeping each home in good working order. Their efforts help people stay housed, safe, and comfortable, preventing small issues from becoming crises.

Behind every improvement is a commitment to accessibility, fairness, and respect. The team follows federal and state housing standards, performs routine inspections, and ensures every property meets the requirements that protect the rights of people with disabilities. Their work keeps homes affordable, integrated in the community, and aligned with EPI's mission.

Property Maintenance may not always be seen, but its impact is felt every day in stable housing, safer environments, and homes that support the dignity and independence of the people who live in them.



24/7
maintenance
response 

47 
properties maintained



Are you a landlord looking for tenants? Give us a call at 319-232-6671.

PATHWAYS TO PURPOSE

We believe that meaningful work is more than a paycheck, it's a pathway to purpose, belonging, and independence.

Our Employment Services team works side-by-side with individuals to identify strengths, build skills, explore interests, and connect them with competitive, community-based jobs. Whether it's job coaching, resume development, telehealth check-ins, or customized employment planning, every service is tailored to the person, not the process.

In 2025, 149 individuals found meaningful employment through EPI, supported by 360 inclusive business partners across the Cedar Valley. On average, employees worked 29 hours per week and earned \$12.49 per hour—numbers that represent progress, stability, and renewed confidence.

Eric is one of those stories. After finding stability through EPI's Daily Residential Services, he partnered with our Employment Services team to pursue his goal of meaningful work. Today, he thrives in a full-time security role at Isle Casino, volunteers in the community, and is taking steps toward independent living.

"I'm actually proud of myself and how far I've come," he shared.

Together, we're helping build a stronger, more inclusive workforce—one opportunity, one connection, and one success story at a time.



360
business
partners



149

receiving
employment services



29

hours worked per week
on average



\$12.49

average earned
per hour

779
families
referred



2,128

providers
trained



51

children enrolled at
EPI's Hawkeye Child
Development Center

1,446

utilizing CACFP



STRENGTHENING EARLY LEARNING ACROSS IOWA

We believe access to quality child care is essential —not just for families, but for the health and strength of our entire community.

Quality child care shapes the earliest years of a child's life — the moments when confidence, curiosity, and healthy development take root. For decades, our Child Care Resource & Referral (CCR&R) team has helped families and providers create those strong beginnings.

This year brought meaningful progress. Iowa launched a new interactive child care search tool (iowachildcareroadmap.org), making it easier for families to find high-quality care along their daily routes. And EPI now provides statewide parent referral services, ensuring families across Iowa receive personalized, knowledgeable guidance when making one of their most important decisions through our statewide contract with CCR&R services.

From communities across the state to our little piece of home here in Waterloo, we're also filling the child care gap directly — with 51 children enrolled at the Hawkeye Child Development Center – ALC.

Behind the data shown here are stories of stability and growth: parents finding trusted care, providers strengthening their skills, and children gaining the foundation they need to thrive.

This work builds more than access — it builds confidence, community, and brighter futures for families across Iowa.



Exceptional Persons, Inc.

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PO Box 4090

Waterloo, IA 50704 - 4090

Non-Profit
Organization
U.S. Postage
PAID
Permit # 1778
Waterloo, IA

ELECTRONIC SERVICE REQUESTED

EVERY DOLLAR AT WORK



At Exceptional Persons, Inc. (EPI), every dollar truly matters. We're intentional about directing the public support we receive to the people who depend on it most — ensuring services remain accessible, personal, and rooted in community.

As shown in the graphic above, approximately 90 cents of every dollar goes directly to the services and supports that change lives. The remaining 10 cents covers the critical

operational work that keeps our programs running smoothly and safely.

If you'd like to explore the full picture of EPI's 2025 financials, simply scan the QR code below to visit us online at **www.episervice.org**.

Thank you for investing in compassionate care and meaningful opportunities for the people we serve.



www.episervice.org | (319) 232-6671