

## Christmas Cheer

Christmas is a wonderful time for fun, fellowship and celebration with those who are important in our lives. We had a great turnout of over 250 family and friends this year at Mosaic's annual Christmas party which was held at Lutheran Church of Hope on December 4. Everyone enjoyed light hors d'oeuvres and Christmas music while catching up on the past year. Thank you to all for your generous donations to benefit the Des Moines Area Religious Council Food Pantry. Everyone in attendance was able to help us give back to the community by providing non-perishable food items for those who are in need during this holiday season. The Des Moines agency hopes to carry that spirit of giving by connecting and giving back to the community, not just at Christmas, but all year long. Merry Christmas and Happy New Year from all of us at Mosaic!



**Dick, Roselea and Mary Beth Grassman**



**Mary and Rachel Donohoe**



**Brandon Chanas, Erik Yamane, Zach Wilson, Nich Carroll with the donations for the DMARC Food Pantry.**

## Backyard Makeover

Move over Ty Pennington! Thanks to the generosity of the Rasmussen Group, the people who live at the Francis home had their own "extreme makeover" this fall. Stepping out onto the patio they are now greeted by an amazing sight, a newly renovated backyard. For the third year, Mosaic has been fortunate to receive in-kind work from the Rasmussen Group, providing all the labor and materials needed to make key improvements to the backyard and driveway of the Francis home.

An incredible amount of dirt work was needed to adjust the slope of the embankment to prevent erosion. With the addition of a beautiful retaining wall, along with the

repaving and enlargement of the patio and driveway, the Rasmussen Group has blessed the Francis home with an area that is functional, relaxing, and just plain fun. There is now plenty of room for a patio set, swing, and basketball hoop to entertain guests and have barbecues.

The Rasmussen Group has graciously donated over \$50,000 in labor and materials during the past year. Incredible partnerships, like this one, help Mosaic provide the best quality of living for those we support. A barbecue party is planned for the spring to celebrate the fantastic contributions made by the Rasmussen Group.



The backyard of the Francis home went from ordinary (first above) to extraordinary (third and fourth above), thanks to the individuals from Rasmussen Group pictured above (second above).

## PATHWAYS

Pathways is published by Mosaic in Des Moines, Iowa.

### Executive Director

Carol Mau  
carol.mau@mosaicinfo.org

### Editor and Community Relations Manager

Trisha Lloyd  
trisha.lloyd@mosaicinfo.org

### Mission

In partnership with people who have disabilities, Mosaic provides supports and advocates that all may realize God's gift of wholeness of life.

### Relationships

Mosaic is an affiliated social ministry organization of the Evangelical Lutheran Church in America, a recognized service organization of the Lutheran Church–Missouri Synod, and a member of Lutheran Services in America.

### Non-discrimination

Mosaic will not discriminate in matters of employment or service delivery on the basis of race, creed, age, color, sex, religion, national origin, ancestry, physical or mental disability, marital status or veteran status.

If you have a concern, call our national Confidential Reporting Hotline at 800.443.4899, or e-mail integrity@mosaicinfo.org.

### Mosaic

303 Locust St., Ste. 300  
Des Moines, IA 50309-1770  
P 515.246.1840  
F 515.246.8236  
www.mosaicindesmoines.org

To be added or removed from the mailing list for **Pathways**, contact Mosaic at the address above.

©2009 Mosaic. All rights reserved. Mosaic is a non-profit 501(c)(3) organization.

## Mosaic Launches New Brand Campaign

When Martin Luther Homes and Bethphage consolidated services to become Mosaic, it created the largest service provider of its kind. However, in the transition from two organizations into one, there was a loss of name recognition. Both Martin Luther Homes and Bethphage were well recognized and “branded” in the communities they served. Unfortunately the new name, Mosaic, was not well known or branded. This created a disconnect with those who had known Mosaic so well by the predecessor names, even in the communities where there had been a presence for many years. This lack of recognition negatively impacted Mosaic’s ability to fund raise, friend raise and develop partnerships in the communities it served.

In an effort to enhance resource development, improve brand awareness and create consistent messaging, Mosaic has been working with a national marketing firm to develop a refreshed Mosaic brand. Our refreshed Mosaic brand will help to set us apart from other organizations named Mosaic and other nonprofits who provide services to individuals with developmental and intellectual disabilities. The best way to build awareness, increase interest, and motivate action is to establish a clear and compelling message about who we are and what we do. The new look and new tools that will support the refreshed brand will accomplish that goal.

Be watching for more information on Mosaic’s new and refreshed branding efforts in coming months.



A life of possibilities for people with intellectual disabilities.

## In the Bag

As you enter the door at In the Bag, the aroma of scrumptious, fresh-baked brownies immediately draws in your senses. Quickly, however, you come to find that the mouth-watering desserts and convenient meals are just two of the things that are sure to impress. The welcoming atmosphere and family-like closeness of the staff make everyone feel privileged to be a part of the team.

For more than ten years, Mike Taylor, owner of In the Bag, has been employing people supported by Mosaic at his popular corporate cuisine catering business. From kitchen help to deliveries, “the staff at In the Bag is great at finding a good fit for the skills of the people we serve,” stated Jennifer Wyant, HCBS Habilitative Coordinator. In addition, the people hired from Mosaic enjoy the work they do and not only feel like part of a team, but also feel like they contribute something important.

Part of Mosaic’s mission is to help the people supported to not only find happiness, but also choose their quality of life. For some, that means having a job in the community that they can make a contribution to something greater. “At first you feel like you have done something good by employing people from Mosaic, but you soon come to realize they are hard-workers and a great part of our team,” Taylor said. Community partnerships like the one with In the Bag help Mosaic provide meaningful work opportunities for the people we support.



Mike Taylor, Owner of In the Bag and employee Calvin Mudd take a break for a quick photo

## A Quality Story Continued: Basic Assurances – Des Moines Style ...



Greetings to All!

As I look back upon my past articles for our agency newsletter, I have noticed a trend in the topic that I have shared with you over the years. In one way or another, I always seem to focus on quality of services for people with intellectual disabilities – the people we serve, their friends, their families. Because I enjoy being consistent, I will not fail you and change my agenda for sharing my thoughts. I will, however, put a new twist on what quality means to our agency and share how we recently celebrated quality in our agency.

Just this past fall – September 2009 – we had the pleasure of having reviewers visit our agency for a week to measure our assurance to quality for our accreditation through The Council on Quality and Leadership (CQL) Supports for People with Disabilities. The CQL reviewers are no strangers to Mosaic in Des Moines. Nor is the process an unfamiliar one. Nor the expectations. Des Moines has been consistently accredited by CQL for 26 years! Did I say that I like consistency? At the end of the very busy accreditation week, we were thrilled to be told by our reviewers that we were being recommended for a four-year term of accreditation! The review in September 2009 focused on measurements of Basic Assurances. Basic Assurances is just a fancy way of saying that we ensure services and supports related to health, safety, rights, community involvement, connections to families, friends and loved ones. Sounds familiar, right? Aren't these things that we all want and expect? You bet! As we celebrated our accomplishment of

accreditation – and by the way, we had a perfect score for our review – we were already thinking about our next step in the accreditation process. Our next step involves ensuring the our agency is a responsive agency that looks at the needs of all community members. In others words, our next step focuses on how we give back to our community.

If you know our agency and our staff very well, you know that while we do take time to celebrate, we quickly begin to look ahead to see what we need to do next. It is always about improvement and seeing what we can do better and better and better. Our perfect score for our accreditation review was a tremendous affirmation of what I already knew to be true – that we have staff who love what they do, love who they work for (our people in service), and make good things happen for people. All of those things are a perfect recipe for success and our journey of quality.

Thank you to the families, staff and community members who helped us through this accreditation process, as the CQL reviewers met with several focus groups who provided input on how we are doing as an agency. We appreciate the open and honest feedback, and the best part is that you provide that all the time – not just when we have an accreditation survey. Thank you for letting us be a part of your lives and for supporting us on this path!

— Carol Mau

### UPCOMING EVENT

## Upcoming Wicker & Wishes

Save the date! Help Mosaic make dreams come true for people with intellectual disabilities by attending the 4th annual wine taste and auction event, Wicker & Wishes (formerly known as Wine & Wicker). The fundraising event will be held on Thursday, April 8, 2010 from 6 – 8:30 p.m. at The Meadows in Altoona. We will again have a wine tasting, delectable hors d'oeuvres, live jazz, along

with live and silent auctions. People can help out by donating items for the live and silent auction, serve on the Wicker & Wishes committee to collect donations, or be one of the sponsors for the event. For more information about how you can help, contact Trisha Lloyd, Community Relations Manager for Mosaic in Des Moines at 515.246.1840 or [trisha.lloyd@mosaicinfo.org](mailto:trisha.lloyd@mosaicinfo.org).

## Christmas Treasures

Looking for a gift for that special someone? Want something fun, unique and meaningful? Stop at our Mosaic Treasures retail store in the Highland Park area and find something for everyone on your list! From ornaments to stocking stuffers to special ordered gift baskets put together just for you, Mosaic Treasures is the place to finish your Christmas shopping. Not only will you find wonderful gifts at great prices that will be sure to please the recipient, but you will also support the work of people with disabilities! For more gift ideas visit the store at 3614 6th Ave., 8:30 a.m. – 4:00 p.m. Monday-Friday, or call Treasures at 282.9125.

**ISU/Iowa gift baskets and Christmas Splendor baskets – examples of items that can be purchased at Mosaic Treasures**



## Mosaic Impressions Catalog

Mosaic is excited to announce that the first Mosaic Impressions catalog is now available! You can personalize purses/handbags, baby bibs and blankets, totes, coasters, mugs, T-shirts and much much more! Not only will you find that perfect gift for Christmas, birthdays, or incentives for your church or business that fit your budget, you will also be creating and supporting employment for people with disabilities. You can check out the catalog online at [www.mosaicindesmoines.org](http://www.mosaicindesmoines.org), stop at the downtown office to pick one up, or call us at 515.246.1840 to receive one by mail. We are sure you will be impressed!



## Mosaic in Des Moines Wish List

- Six-person dish set
- Set of drinking glasses
- Pots and pans
- CD/DVD player
- Bathroom mirror
- Memberships to Zoo, Science Center, Botanical Center, etc.
- Wii game systems
- Gift cards to Petco
- Movie passes
- Restaurant gift cards
- 32" flat-screen TV