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**Opening Doors to Extraordinary Lives**

**A Member of Lutheran  
Services in America ▪**

## **FOR IMMEDIATE RELEASE**

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### **Mosaic Innovations Earn National Recognition**

OMAHA, Neb. – May 2, 2008 — Mosaic, a national nonprofit organization headquartered in Omaha, earned a “Transformational Systems Change” award from Lutheran Services in America for innovative system-wide changes at the 2008 Annual Lutheran Services in America Conference in St. Louis, Mo. on April 24.

Organizational transformation through external partnerships and internal initiatives focused on employee engagement, data-informed decision making, and technological innovations lead to the award.

Mosaic partnered with The Council on Quality and Leadership (CQL) to link all program locations under one certification as a network so that it could monitor and measure continuous quality improvement. Mosaic achieved the first-ever Network Certification in Basic Assurances from CQL in October, 2006.

Mosaic also partners with The Gallup Organization using Gallup’s Q<sup>12</sup><sup>®</sup> survey to elicit feedback from all employees regarding each unit’s strengths and opportunities, and involves all employees in the planning process. Since the first survey in 2005, Mosaic’s retention rate, length of employment and employee engagement scores have increased considerably.

A focus on data-informed decision making led to the creation of Mosaic’s proprietary Integrated Quality Data Management (IQDM<sup>™</sup>) system. This brings together information from finance, human resources and operations in a common format. It also measures progress on Basic Assurances<sup>®</sup> and Personal Outcome Measures<sup>®</sup> to allow Mosaic to analyze services by person, region, or model or to measure it against any demographic variable.

Another technology initiative, called Mosaic’s Ready Access, secures client and employee data through centralized data storage. Using open source technologies, the move increases data security, maximizes financial efficiencies and allows employees access from any terminal with an internet connection.

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Mosaic provides individualized services, living options, work choices, spiritual nurture and advocacy to people with disabilities across 14 states and Great Britain through the work of 5,000 employees. 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. Mosaic is a nonprofit 501(c)(3) organization.

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