



Develop * Worth * Independence

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Offices in Idaho Falls, Rexburg, and Salmon, Idaho

March 1, 2024

Dear DWI Champions,

It is with a heavy heart that I must inform you of the discontinuation of our children's services, effective March 31, 2024. Despite our best efforts and dedication over the years, we have encountered numerous challenges that have made it increasingly difficult to maintain the quality of care we aspire to provide.

Despite a significant demand for this service, our market faces provider saturation which results in an excess of suppliers competing for the same staff. Our financial situation in this program remains unstable, with a persistent deficit and decline in revenue year after year. The strain on operational sustainability due to high costs, coupled with fierce competition, results in “doing the right thing” for the stability of our organization.

A key challenge is the ongoing difficulty in recruiting and retaining qualified staff. Despite our best efforts to provide competitive compensation, the department-specific hiring prerequisites have posed obstacles in attracting and retaining essential personnel. As a consequence, we continually have unfilled positions, which directly impacts the quality of service that we can provide to the children under our care.

From a financial perspective, we have been operating at a deficit, and unfortunately, there are no foreseeable signs of improvement. Despite our diligent efforts to implement cost-saving strategies, our revenue has steadily declined over the past five years. This persistent lack of revenue, coupled with the substantial costs to doing business, underscores the significant financial challenges we encounter in maintaining operational sustainability.

While this decision is undoubtedly difficult for all of us, it is essential to recognize that this decision is driven by our commitment to be responsible stewards of our resources and our mission to serve our community effectively. We understand and appreciate the dedication and passion that staff have brought to their roles, and we are grateful for their unwavering support throughout this challenging time.

To our children served and their families their unwavering support is appreciated. As we reflect on our journey together, we want to express our deepest gratitude for their commitment to our program.

Moving forward, we will work closely with affected staff and individuals served to provide support and assistance during this transition period. We remain committed to exploring alternative solutions and avenues for service provision that align with our organizational values and goals.

Thank you for understanding.

Sincerely

McKayla Matlack

McKayla Matlack
President/CEO

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