

FAQ About the Boundless and Merakey Affiliation

For Boundless Clients, Families, and Guardians

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Section 1: What is happening and why?

What is happening?

Boundless is joining Merakey USA, a nationally recognized nonprofit organization, as its Midwest Regional Affiliate. As a result, Merakey USA will become the parent organization of Boundless.

Boundless will continue to serve the individuals, families, and communities who rely on us today while maintaining:

- The Boundless name and identity
- Local leadership
- Existing programs, services and staff
- Community relationships

The goal of this affiliation is to strengthen Boundless for the future while continuing to provide high-quality care and support.

When is this happening?

This affiliation will be effective after all required approvals have been received. We anticipate an effective date during July, 2026

Why is Boundless becoming an affiliate of Merakey USA now?

Human services organizations across the country are facing many challenges, including:

- Workforce shortages
- Rising costs
- Increasing regulations and administrative requirements
- Funding that does not fully cover the cost of care

Leaders at both organizations believe that working together will help strengthen services, provide better support for staff, and ensure long-term stability for the individuals and families we serve.

In simple terms, we believe we can accomplish more together than we could separately.

Is Boundless becoming an affiliate of Merakey because Boundless is in trouble?

No. Boundless' leaders and board members believe that the best time to build for the future is when an organization is strong. We are choosing to proactively shape our future rather than wait for external circumstances to shape it for us.

This affiliation is intended to strengthen our ability to deliver high-quality services, support a stable workforce, invest in innovation, and create greater long-term sustainability.

Our goal is to ensure that individuals, families, and communities continue to receive the services they rely on today while positioning our organizations to meet the needs of tomorrow.

Is Boundless going to keep growing?

Boundless believes that size and scale are only meaningful when it strengthens quality, innovation, workforce support, and outcomes for the people and communities we serve. Boundless will continue to pursue growth opportunities that align with this philosophy.

One of the intended benefits of this affiliation is for Boundless is the ability to expand both the range of services we offer and the communities we serve.

Section 2: What does this mean for me or my family member's services?

Will my or my family member's service provider change?

There are no planned changes to direct support staff or care teams as a result of this affiliation. Boundless continually monitors each of our programs for quality of care and sustainability. Any changes to programs are a direct result of our continuous focus on quality and sustainability.

Will the level of service received by me or my family member change?

No changes to service levels are planned as a result of this affiliation.

The purpose of this affiliation is to strengthen and improve services over time — not to reduce them. Both organizations are committed to maintaining high-quality care and ensuring individuals receive the personalized supports they need.

Will programs or services be reduced or eliminated?

There are no planned program closures or service reductions related to this affiliation.

In fact, we believe this partnership will strengthen and expand services over time by supporting:

- Better workforce recruitment and retention
- Greater organizational stability
- Enhanced technology and systems
- Opportunities to grow services in the future

As always, Boundless will continue to evaluate its programs to ensure they are sustainable and meet the needs of the communities we serve. These assessments and any changes that result are an expression of a core tenant of our organizational values.

Will I or my family member need to move or change locations?

No changes to residential homes, service locations, schools, clinics, or community programs are planned as a result of this affiliation.

Will the quality-of-care change?

The goal is to improve and strengthen care over time.

By working together, Boundless and Merakey expect to:

- Improve staff support and retention
- Reduce burnout
- Strengthen training and professional development
- Improve technology and coordination
- Increase long-term stability

The focus is on maintaining and improving high-quality care for the individuals and families we serve.

How will this benefit individuals served and their families?

This affiliation is intended to strengthen and expand the care Boundless offers. We believe individuals served and their families will benefit from this affiliation through:

- Greater organizational stability
- Stronger workforce retention
- Enhanced technology and support systems
- Opportunities to receive expanded services over time
- Access to broader expertise and resources

Will Boundless still exist?

Yes. Boundless will continue to operate as its own nonprofit organization with:

- Its own leadership team
- Its own community relationships
- Its own services and programs
- Its own local identity

The Boundless name will remain important in the communities we serve.

Will the Boundless name change?

The Boundless brand and identity will continue.

The logo will evolve to recognize the affiliation with Merakey, but Boundless will remain a recognized organization.

What changes should we expect in the short term?

Families and individuals receiving services should expect:

- The same programs
- The same locations
- The same services
- The same daily supports

As Boundless always has, we will communicate clearly and early if new programs are launched or if future changes to any of our programs are planned.

What is NOT changing?

The people we serve will always remain at the center of every decision.

Both organizations are committed to preserving:

- Quality care and services

- Local leadership
- Community relationships
- Support for families and individuals
- The mission and values of Boundless

The goal is to strengthen the organization without losing what the individuals we serve and their families already trust and value.

Section 3: Questions about staff, care, and daily support

Will staff members lose their jobs?

No job cuts are planned as a result of this affiliation.

Both organizations believe that strong staff support leads to better care for the individuals and families we serve.

How will this help the people Boundless serves?

We believe this affiliation will help create:

- Better staff retention
- More stable services
- Expanded resources and expertise
- Improved systems and technology
- More opportunities for future growth and services

The long-term goal is to create a stronger, more sustainable organization for the future.

Will communication with clients and families change?

There are no changes planned to how Boundless communicates with individuals receiving services and their families. Individuals served and their families should continue working with their current program leaders, managers, and support teams. Please also read our family newsletter to keep abreast of the latest news about Boundless. You can sign up [HERE](#).

Will funding or types of payments or insurance Boundless accepts change?

There are no changes planned related to funding sources, accepted insurance Boundless, Medicaid waivers, or eligibility for services as a result of this affiliation.

Section 4: About Merakey USA

What is Merakey USA?

Merakey USA is a large nonprofit organization that serves people in 12 states, including Ohio.

Merakey USA provides services in areas such as:

- Intellectual and developmental disabilities
- Mental health
- Addiction recovery
- Autism services
- Education
- Veterans' services
- Primary care and other supports

Merakey USA and Boundless share alignment in their missions and values, which focus on helping people live fuller, more independent lives.

Why did Boundless choose Merakey USA?

Boundless leadership and the Board carefully considered many possible partners.

Merakey USA was chosen because both organizations share:

- Alignment in values and mission
- A commitment to quality care
- A focus on community-based services
- A vision for long-term stability and growth
- A shared vision that emphasizes local leadership and impact.

How can I learn more about Merakey USA?

Families can learn more about Merakey USA and its services by visiting www.merakey.org

Section 5: How will clients and families stay informed?

How will updates be shared?

Boundless will continue sharing updates through:

- Email communications
- Boundless newsletters: Sign up [HERE](#)
- The Boundless website: www.iamboundless.org

We are committed to communicating with our clients and families throughout this process. You may sign up for our mailing list [here](#).

Who can families contact if they have questions?

Families can continue speaking with their current Boundless program leaders and support teams.

Questions may also be sent to feedback@iamboundless.org.