



# Persevering

## Services Directly Provided:

- Residential
- Day Program
- Community Skills
- Employment
- Transition
- Case Management
- Family Support

through

the Pandemic

**FY' 2021 Annual Report**

**Community Opportunities for People with Developmental Disabilities**

[www.commopps.org](http://www.commopps.org) \* (636) 462-7695 \* 44 Opportunity Court/PO Box 420 Troy, MO 63379



## Who We Are

Community Opportunities (LCSB 40) is a tax-exempt political subdivision enabled by the citizens of Lincoln County to provide and/or contract for services for individuals with intellectual and/or other developmental disabilities.

## Our Commitment to Excellence

We are accredited by CARF International (The Rehabilitation Accreditation Commission) to provide the following services/supports: Community Employment Services: Employment Supports and Job Development; Community Housing; Community Integration; Services Coordination; Supported Living; and Transition Services. CARF is a private, not-for-profit organization that establishes standards for quality services available to people with disabilities. Adherence to these standards is measured through an on-site review. CARF accreditation demonstrates Community Opportunities' on-going commitment to providing individuals with developmental disabilities services of the highest quality.



## Exceeding the Standards

- All of our staff meet and/or exceed the standards set forth by our contracting state agencies and complete a three month/equivalent training orientation period and on-going training throughout their employment.
- All direct-care staff maintain certifications in CPR, First Aid, training in Abuse & Neglect prevention, crisis prevention, HIPAA and Emergency Preparedness.
- All direct-care staff are required to complete a Positive Behavior Support curriculum.
- Direct-care staff have the opportunity to complete advanced courses through an on-line curriculum specifically for direct support professionals.
- All staff who administer medications are certified in Level I Medication Administration.
- Services are developed and actively supervised by Qualified Developmental Disability Professionals.
- Our Employment Specialists are Certified Employment Training Specialists.



## Our Mission

**To support people with developmental disabilities  
to live healthy, productive lives  
in the way they choose.**



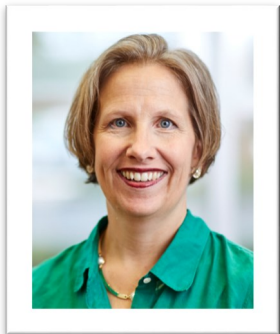
## Our Goals

**To include people with disabilities into the community;  
To employ and develop quality staff; To educate the public  
about available services and about  
individuals who have developmental disabilities;  
To develop an array of services and a variety of funding  
sources.**

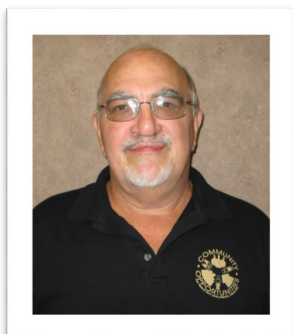
## Our Board of Directors

The County Commission appoints our Board of Directors consisting of nine members of whom two shall be related by blood or marriage within the third degree to a person with a disability as defined in Sec. 205.968 RSMo and four shall be public members. Members are appointed for three-year terms and may be re-appointed to successive terms.

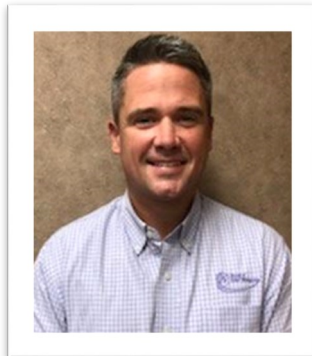
Board Meetings are held at 44 Opportunity Court, Troy the second Thursday of the following months: February, April, June, August, October, November & December, and begin at 7:00pm, unless otherwise noted.



Sarah Burkemper  
President



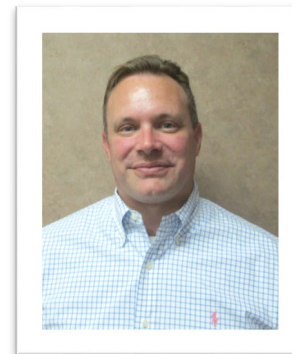
Gary Kreuger  
Vice-President



Casey Hopkins  
Treasurer



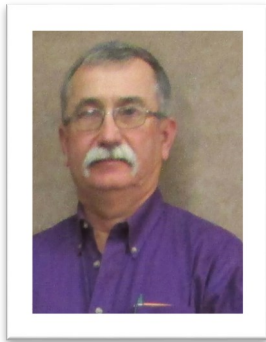
Ellen Sullivan  
Secretary



Chad Witte  
Member



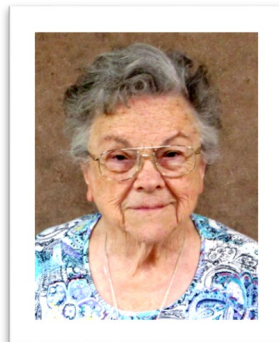
Mark Penny  
Member



Ben Houston  
Member



Shirley Kelly  
Member



Teddi Michler  
Member



### Thanks For Your Service

Mike Miller resigned from the Community Opportunities Board of Directors, as of his term ending July 21, 2021. Mike served four consecutive three-year terms, appointed by the County Commission, for a total of twelve years. In addition to his volunteer service on our Board, Mike is the Vice-President at the Bank of Old Monroe. Utilizing his extensive knowledge in finance, he served as the Treasurer on our Board.

Mike also served on the agency's Finance Committee and Wage Committee. We will miss having Mike as part of our agency leadership team, but wish him the best and appreciate his many years of dedicated service to our agency, staff and clients.





## Executive Director's Message



Mary Sullivan-Thomas, B.S., C.R.A.  
Executive Director

As I write this and reflect on our past year, the overwhelming feeling is that, just like for you and your family, our world has been turned upside down! We have continued to face challenges due to the ongoing pandemic. We have had to remain nimble and creative to handle the evolving changes and to identify opportunities. It has been hard at times to remain optimistic and goal-oriented, especially when the challenges seem overwhelming. We have been able, though, to be inspired by those around us as they've shown you can succeed if you show up every day with a positive attitude and a willingness to do your best.

One such inspiration has been Jason, who moved to Troy to be closer to his family. He was anxious to get a job in his new community since he had been working at a grocery store in Sedalia prior to the move. His Case Manager referred him to our Employment Services Department. His goal was to get a job in a retail environment. He was successful in landing a job as a Cart Attendant at Walmart in Troy and has been employed there just over a year.

In recent weeks there was a lengthy thread of comments on the **We Love Troy, MO** Facebook page. The original post asked others to recognize employees in Troy who "kick butt".

Jason was recognized by several people. Some of the quotes about Jason include:

"He always goes out of his way to tell people to have a good day. It makes going to Walmart better!"

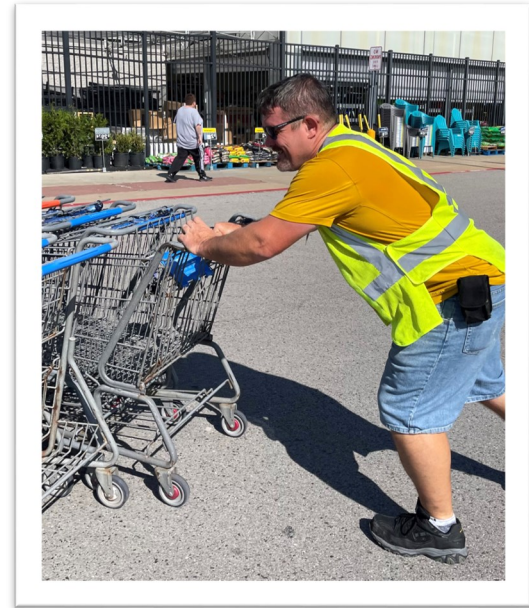
"He is awesome and Walmart is so lucky to have him"

"He is so friendly and uplifting"

"He's a hard worker and always happy to help out"

Just a few weeks ago, Darla, Associate Director of Employment was observing Jason while he was working. She heard him greet a customer with a hardy, "How are you doing today"? The customer pointed to him and said, "You are the hardest working employee here". Jason smiled from ear to ear, thanked the customer, and let out a boisterous laugh!

I spoke with Jason recently and asked him if I could share this story. He was so excited to have his story shared. "One of the reasons I do my job, is because everybody feels the same way when they HAVE TO go shopping. I want them to remember me and how I made them feel so they will want to come back! I am polite and happy. My mom raised me right!" Jason said enthusiastically. My conversation with him gave me such optimism and hope. His joy for life is infectious! He is delightful and can make your trip to Walmart pleasant and memorable. Jason is not only persevering through the pandemic; he is thriving. He is an inspiration for us to continue to show up every day, ready to do our best, and to spread positive cheer to those around us!



## Successes of Fiscal Year 2021

- ⇒ Provided services to approximately 300 individuals with developmental disabilities.
- ⇒ Assisted eleven youth gain hands-on work experience through our Summer Youth Employment Program.
- ⇒ Assisted fifteen individuals obtain jobs in the community through our Employment Services program.
- ⇒ Staff turn-over remains well below the national average for Direct Support Staff.
- ⇒ Restructured service delivery to ensure continuity of essential services & supports throughout the pandemic and had zero staff lay-offs/furloughs.
- ⇒ 100% of our Residential Clients have received Covid vaccines.
- ⇒ Increased starting wages for DSP positions, and gave current staff a mid-year Covid retention wage increase.

## Service Delivery Improvement Plan Results for FY '21



Jessica Ruediger B.S.  
Director of  
Community &  
Employment Services  
jessica@commopps.org

### Employment Services

Employment Services assists adults with developmental disabilities who require the provision of on-going support both on and off the job, which may or may not be time limited; to choose, obtain, and retain paid employment in integrated work settings.

Employment, which includes Transition Services, receives funding from the Department of Elementary and Secondary Education, Division of Vocational Rehabilitation, and Lincoln County tax dollars.

**Employment Services assisted approximately 25 individuals.**



Darla Gamble, C.R.A., E.T.S.  
Assoc. Director of  
Employment Services  
darla@commopps.org

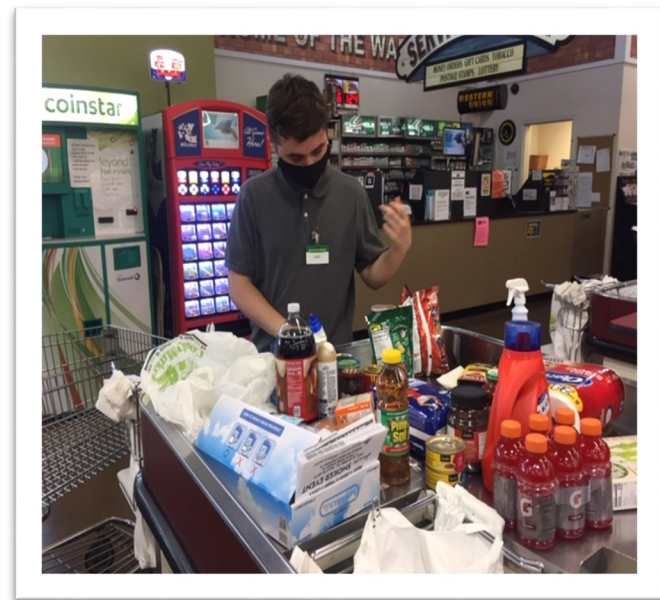
Objectives	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
<b>Note: Some objectives may have been edited/amended during the 2nd half of the fiscal year.</b>		
Efficiency: 80% of individuals became employed within six months.	83%	100%
Effectiveness 1: 80% of clients placed through Employment Services will maintain independent employment for at least 90 days.	67%	Not measured this period.
Effectiveness 2: 1st half of FY: 80% of clients employed through Employment Services will obtain positions that pay at least \$9.75/hr. 2nd half of FY: 80% of clients employed through Employment Services obtain positions that pay at least \$10.30/hr.	88%	100%
Effectiveness 3: 100% of clients referred will be placed into competitive employment within 3 months.	100%	82%
Service Access: 25 individuals will receive employment services during each report period.	76%	76%
Business Function: Each Employment Specialist will visit 3 new businesses.	100%	N/A-did not take place due to



### Transition Services

Transition Services is designed to assess the abilities of junior and senior year high school students with limited or no work experience.

#### Transition Services assisted 5 individuals



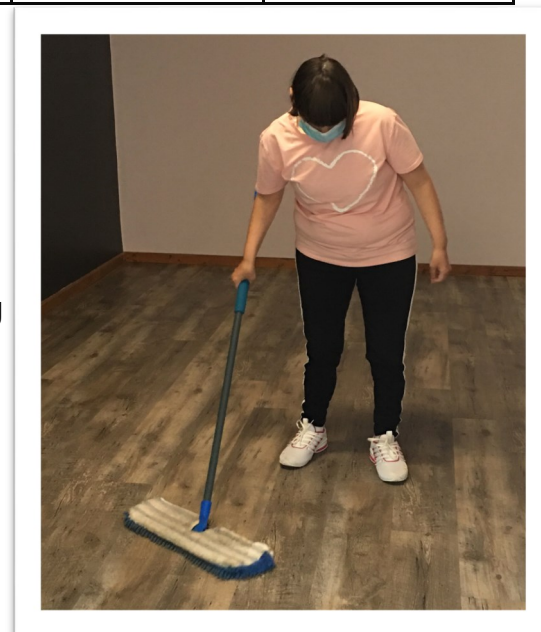
Objectives:	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: 75% of students will become employed within six months.	Not measured this period.	100%
Effectiveness 1: 75% of students will maintain independent employment for at least 90 days.	Not measured this period.	100%
Effectiveness 2: 1st half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$9.45hr. 2nd half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$10.30hr.	50%	Not measured this period.
Effectiveness 3: 85% of students referred to Employment Services will achieve competitive employment within 4 months.	Not measured this period.	100%
Service Access: Five students will receive employment services during the calendar year.	60% (based on calendar year)	Not measured this period.
Business Function: Employment Specialist will contact each school district at least quarterly to promote student referral.	N/A-did not occur due to COVID	N/A-could only meet first month of year due in part to COVID

### Community Services

Community Services provides services organized to develop, maintain and maximize independent functioning and/or community participation of adults with developmental disabilities through training in personal, social and educational functioning.

Community Services receives funding from the Department of Mental Health-Division of DD, through the Medicaid Waiver Program and Lincoln county tax dollars.

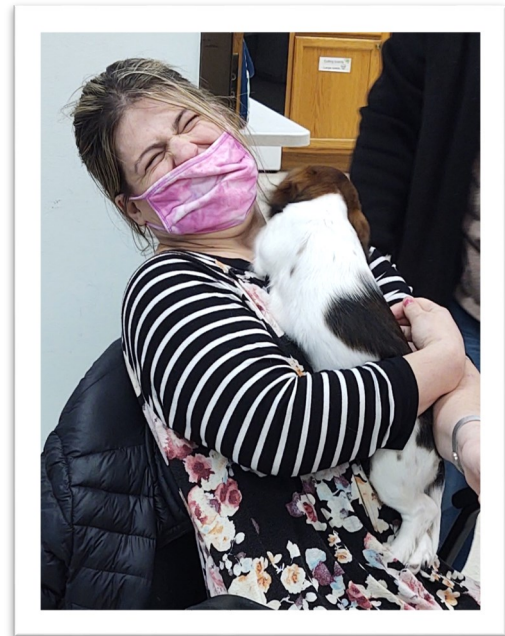
#### Community Services served approximately 83 individuals.





### Community Services (continued)

Objectives:	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: Contractual income will cover 100% of expenses.	Not measured this period.	97.72%
Effectiveness 1: The department develops 1 new community volunteer site.	100%	100%
Effectiveness 2: 100% of program participants are involved in self-advocacy activities.	100%	100%
Effectiveness 3: 48 individuals will receive Community Integration Group services through Community Services programs.	40%	44%
Service Access 1: 75 individuals will receive services through Community Services Programs.	111%	106%
Service Access 2: Clients begin receiving services within 3 months from authorization approval.	100%	50%
Business Function: Staff turn-over will be 20% or below.	95%	Not measured this period.



## Residential Services

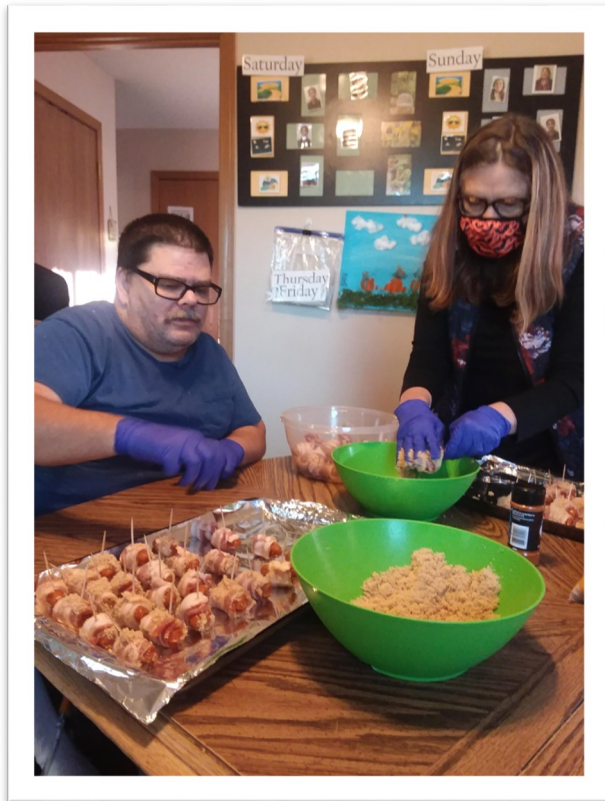
Residential Service’s goal is to provide an array of housing options, training and support services to adults with developmental disabilities to assist them in reaching their desired level of independence and in becoming active members of their community.

Residential Services receives funding from the Department of Mental Health - Division of DD, through the Medicaid Waiver Program and county tax dollars.



Susan Mudd, B.S.  
Director of  
Residential Services  
susan@commopps.org

**Residential Services assisted 23 individuals.**

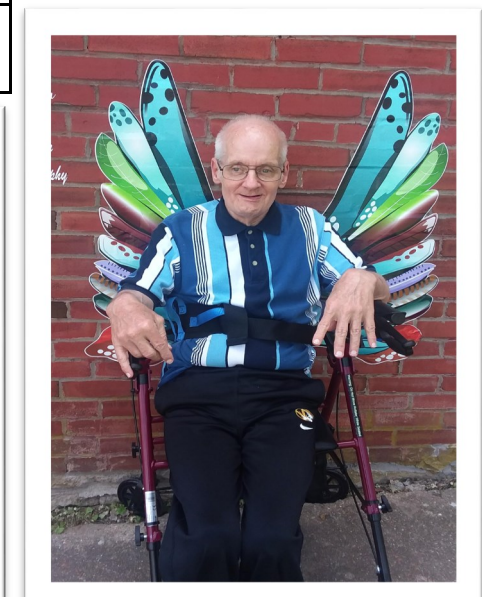
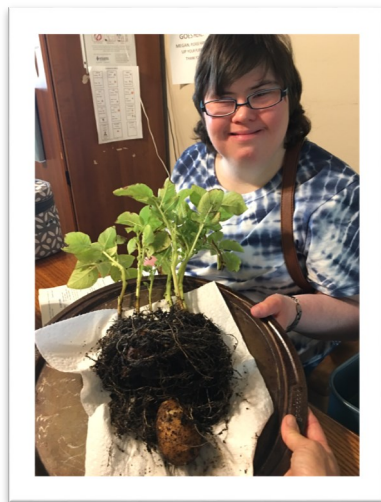
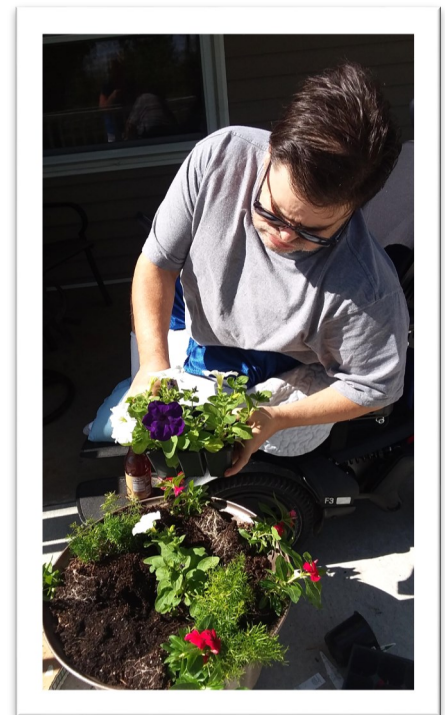


Community Housing Objectives:	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: Expenses for Residential Services Community Housing will be 100% covered by contractual revenue.	Not measured this period.	115.45%
Effectiveness 1: Twice monthly 90% of clients participate in activities within the community with other community members present/also participating.	N/A-did not occur due to COVID	N/A-did not occur due to COVID
Effectiveness 2: 45% of clients participate in 3 monthly activities supported by friends or family.	N/A-did not occur due to COVID	30%
Effectiveness 3: Retired individuals will participate in at least two activities weekly.	N/A-did not occur due to COVID	N/A-did not occur due to COVID
(Added during 2nd half of FY) Effectiveness 4: All individuals participate in leisure activities at home at least four times monthly.	N/A	73%
Service Access: 90% of individuals accepted into residential services begin receiving services within 45 days of acceptance.	N/A-no new clients	N/A-no new clients
Business Function 1: Staff turn-over will be 20% or below.	77%	Not measured this period.
Business Function 2: Three staff will be assigned to mentor.	67%	67%



### Residential Services (continued)

Supported Living Objectives:	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: Expenses for Residential Services Supported Living will be 100% covered by contractual revenue.	Not measured this period	85.72%
Effectiveness 1: Twice monthly 75% of clients participate in activities within the community with other community members present/also participating.	N/A-did not occur due to COVID	N/A-did not occur due to COVID
Effectiveness 2: 40% of clients participate in 3 monthly activities supported by friends/family.	N/A-did not occur due to COVID	45%
Effectiveness 3: All individuals participate in leisure activities at home at least four times monthly.	92%	100%
Service Access: 90% of individuals accepted into residential services begin receiving services within 45 days of acceptance.	N/A -no new clients	N/A -no new clients
Business Function 1: Clients receive all of the direct support contracted hours.	75%	45%
Business Function 2: Staff turn-over will be 20% or below.	77%	Not measured this period.
Business Function 3: Three LSTs will be assigned a mentor.	67%	N/A-no new staff hired



## Targeted Case Management

Targeted Case Management (TCM) is a group of activities that assist individuals to gain access to the care and services they need. Case Managers are also responsible for monitoring the effectiveness of the services and supports being given. Case Management activities may take place in or out of the presence of the individual being assisted, and may include contacts with others, assessments, planning, monitoring and documenting on behalf of that individual.

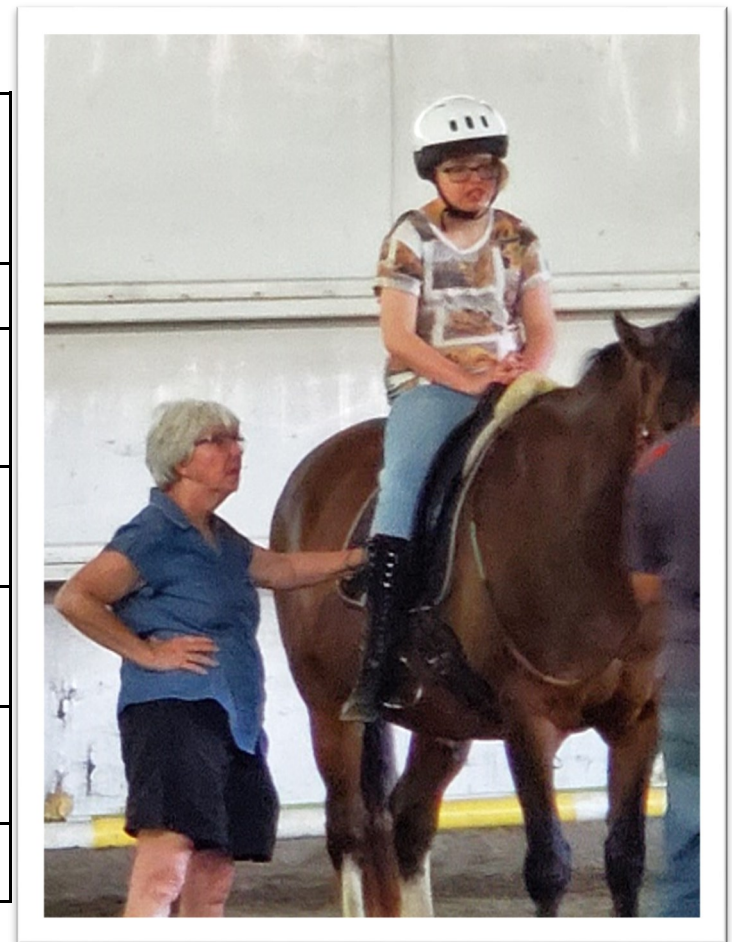
Community Opportunities Case Management is funded through the Department of Mental Health, Division of DD and Medicaid.



Sonya DeMerchant, B.A.  
Director of  
Case Management

**TCM served approximately 156 individuals.**

Objectives:	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: 100% of support plans are implemented on time.	96%	98%
Effectiveness 1: 100% of clients have a current Risk Assessment.	100%	Not measured this report period.
Effectiveness 2: 100% of clients express they have been referred to the services they requested.	100%	Not measured this report period.
Effectiveness 3: 100% of consumers have a current Risk Assessments.	100%	Not measured this report period.
Service Access: 100% of consumers who do not require a "please contact me" letter will have a face-to-face meeting within 30 days of referral.	74%	73%
Business Function: TCM Staff log an average of 120 hours per month per 40 clients.	115%	111%

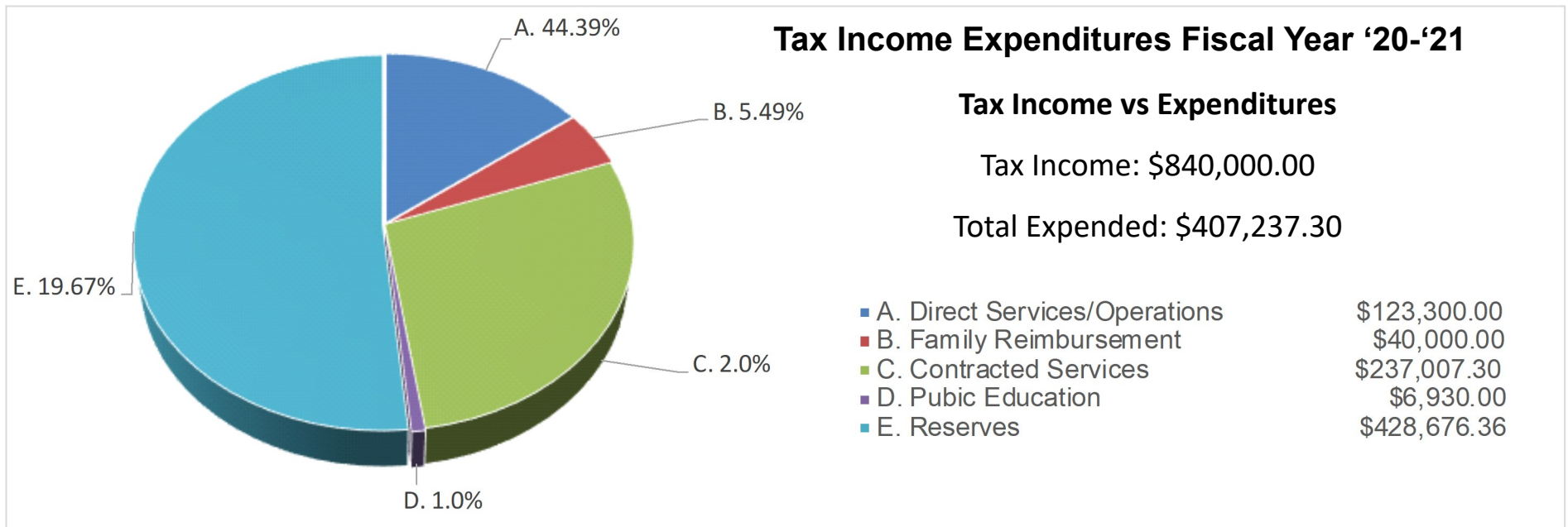




## Strategic Planning Fiscal Years '20 -'22

As a result of feedback from clients, staff, parents/guardians and stakeholders, the following goals were developed:

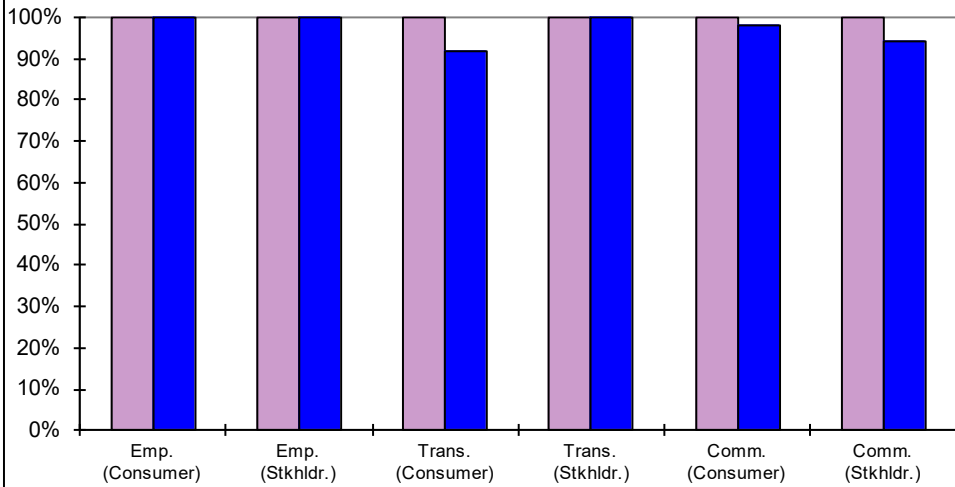
- ◆ **Human Resources** - Continue to hire and train excellent staff.
- ◆ **Supports and Services** - Provide supports to meet the needs of people in Lincoln County with developmental disabilities.
- ◆ **Public Education** - Continue to expand public education efforts and distribute a consistent message about the resources and services our agency provides.
- ◆ **Governance** - The agency shall comply with applicable standards and remain fiscally responsible.
- ◆ **Technology** - The agency will use technology to support efficient operations, effective service delivery and performance improvement.



Contracted Service Provider	\$Budgeted	\$Funded
Earthwise Industries	\$26,941.25	\$26,941.25
Community Living, Inc.	\$82,092.61	\$45,000.00
ShowMe Aquatics	\$14,884.00	\$3,800.00

Contracted Service Provider	\$Budgeted	\$Funded
BCI	\$215,000.00	\$149,241.73
OATS/Linc Transp.	\$26,549.32	\$10,524.32
Options for Justice	\$1,000.00	\$1,500.00

### Employment, Transition and Community Services



### Residential and Targeted Case Management

