

# Community Opportunities

for People with Developmental Disabilities

Annual Report  
Fiscal Year 2016 - 2017

## Who We Are

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



## Services Directly Provided:

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

Call, Email, Visit us or  
our Website at:

- ⇒ (636) 462-7695
- ⇒ [lcsb40@commopps.org](mailto:lcsb40@commopps.org)
- ⇒ P.O. Box 420
- 44 Opportunity Court
- Troy, MO
- ⇒ [www.commopps.org](http://www.commopps.org)
- ⇒ Or follow us on Facebook

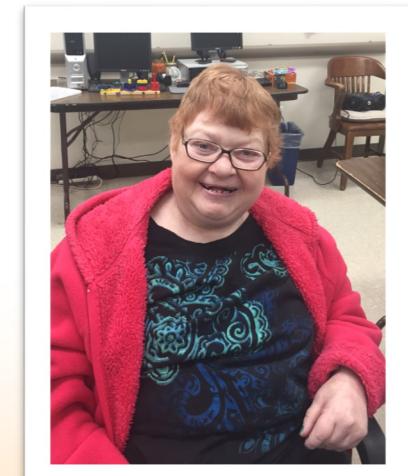
## Our Commitment to Excellence

We are accredited by CARF International (The Rehabilitation Accreditation Commission) to provide the following services/supports: Community Employment Services: Employment Supports; Job Development; Community Housing; Community Integration; Service 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 current certifications in CPR, First Aid and have training in Abuse & Neglect prevention, working with difficult behaviors, HIPAA and Emergency Preparedness.
- Staff are offered the opportunity to complete courses through College of Direct Support and College of Employment Services (an on-line curriculum for direct support/employment professionals) to obtain certificates in basic and/or advanced training or achieve Employment Training Specialist certification.
- All staff who administer medications are certified in Level I Medication Administration.
- Services are developed and actively supervised by Qualified Developmental Disability Professionals.
- Our Job Consultants are Certified Employment Training Specialists.



## Our Mission



### The Mission of Community

Opportunities is to conduct programs and/or provide opportunities that secure services and promote the general welfare of citizens with developmental disabilities primarily from the Lincoln County area.



## Our Goals



To include people with disabilities into the community;  
To employ and develop quality staff; To educate the public about available services and educate the public 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.

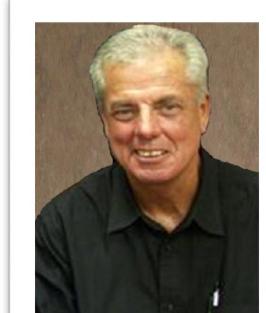
Board Meetings are held at the main office (#44 Opportunity Court, Troy) the second Thursday of the following months: February, April, June, August, October, November & December, and begin at 7:00pm, unless otherwise noted.



Sarah Burkemper  
President



Gary Kreuger  
(Parent)  
Vice-President



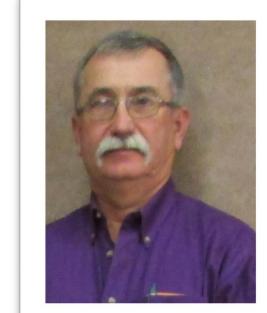
Mike Miller  
Treasurer



Ellen Sullivan  
Secretary



Mark Penny  
(Parent)  
Board Member



Ben Houston  
Board Member

## Our Department Directors



Shirley Kelly  
(Sister)  
Board Member



Teddi Michler  
(Parent)  
Board Member



Chad Witte  
(Parent)  
Board Member



Sonya DeMerchant, B.A.  
Director of  
Case Management  
[sonya@commopps.org](mailto:sonya@commopps.org)



Susan Mudd, B.S.  
Director of  
Residential Services  
[susan@commopps.org](mailto:susan@commopps.org)



Darla Gamble, C.R.A., E.T.S.  
Director of Community &  
Employment Services  
[darla@commopps.org](mailto:darla@commopps.org)



We have had an interesting year, but we are reminded every day why we work hard to make transformational experiences for the people we serve. In just the past year, Richard began volunteering without staff support, Dennis landed a job, and Tony moved into his own apartment. Our agency continues to fulfill our mission of assisting clients to live as independently as possible and being active members of our community.

We've been able to achieve these results despite the following challenges we faced in the past year: We have fully implemented local conflict-free case management through a partnership with Macon County. Macon County employs service coordinators housed in our office so clients and their families can still have easy access to them. We are very excited that this partnership is working so well for everyone. Our agency continues to provide case management for people who do not also receive from us other Medicaid funded services. This was a major shift from the way we had been providing case management previously, but we are pleased the transition has gone smoothly.

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

We learned recently that the DMH-Division of Developmental Disabilities will no longer be providing case management for people who do not have Medicaid. Medicaid is the only payer for state funded services in Missouri. We will continue to provide case management for people without Medicaid; however, all people who apply for services from us will be required to apply for Medicaid.

We continue to face a threat to our clients and the services they receive from the debate about Health Insurance and Medicaid in our country. Medicaid is an essential service for people with developmental disabilities and we need to advocate the funds are not cut or capitated as more and more people rely on Medicaid to have their basic needs met. People with disabilities depend upon services funded by Medicaid, such as: assistance with routine activities of daily living—getting in and out of their wheelchairs, showering, and other person care activities. Medicaid is not an expendable service and should never be considered optional by our lawmakers. Regardless of your political views I urge you to advocate to continue to provide this basic lifeline to our most vulnerable citizens.

*I can't change the direction of the wind, but I can adjust my sails to always reach my destination. ~Jimmy Dean*

## Successes of Fiscal Year 2017

- ⇒ Successfully completed our 9th CARF survey and again awarded a 3 year accreditation (the highest level of accreditation).
- ⇒ Conducted a Summer Youth Employment Program.
- ⇒ Added a 2nd Community Skills Specialist to oversee part of our Community Skills program due to growth.
- ⇒ Implemented conflict-free case management in partnership with County Connections/Macon County.
- ⇒ Assisted nine individuals obtain jobs in the community through our Employment Services program.
- ⇒ Received two ramp equipped mini-vans thorough a grant from MoDot.
- ⇒ Staff turn-over remained at a consistent low rate for the seventh consecutive year.
- ⇒ Celebrated our 40th anniversary with an Open House on September 18, 2016 with over 125 individuals in attendance.
- ⇒ Overall medication errors and staff medication errors were reduced to a new record low.
- ⇒ Facilitated 156 local first responders to completed the on-line training: 'Autism Spectrum Disorder Training for Public Safety' in March during Developmental Disabilities Awareness Month.



## Service Delivery Improvement Plan Results for FY '17

### 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 40 individuals last fiscal year (8 of the individuals receiving employment services were transition students).**

Objectives	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Note: Some objectives were edited/discontinued and or newly added during 2nd half of the fiscal year.		
Efficiency: 75% of individuals will become employed within six months.	86%	75%
Effectiveness 1: 80% of clients placed through Employment Services will maintain independent employment for at least 90 days.	72%	Not measured this period.
Effectiveness 2: 50% of clients employed through Employment Services will obtain positions that pay at least \$7.75/hr.	85%	100%
Effectiveness 3: 95% of clients referred will be placed into competitive employment within 3 months.	100%	75%
Service Access: 25 individuals will receive employment services during each report period.	88%	72%
Business Function: Each job consultant will visit 3 new businesses.	Added 2nd half of FY.	100%



Dennis (center) and Job Consultant, Brian Scott, presented Rene Dollard of Taormina's Sicilian Restaurant in Troy with an 'Outstanding Employer Certificate' in recognition of employing individuals with disabilities in honor of National Developmental Disabilities Awareness Month.



## Transition Services

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

**Transition Services assisted 8 individuals last fiscal year.**



Objectives:	Results for 1 <sup>st</sup> half of fiscal year.	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: 50% of students will become employed within six months.	Not measured this period.	75%
Effectiveness 1: 50% of students will maintain independent employment for at least 90 days.	Not measured this period.	100%
Effectiveness 2: 80% of students employed through Employment Services will obtain positions that pay at least \$7.75/hr.	100%	Not measured this period.
Effectiveness 3: 75% 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.	156%	Not measured this period.
Business Function: Job Consultants will contact each school district at least quarterly to promote student referral.	Added 2nd half of FY.	100%

## 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 70 individuals last fiscal year.**



## Community Services (continued)

<b>Objectives:</b>	<b>Results for 1<sup>st</sup> half of fiscal year.</b>	<b>Results for 2<sup>nd</sup> half of fiscal year.</b>
Efficiency: Contractual income will cover 100% of expenses.	Not measured this period.	*124.55% *includes 1x back payment from DMH
Effectiveness 1: 70% of clients participate in community volunteer sites.	90%	65%
Effectiveness 2: 100% of program participants are involved in self-advocacy activities.	100%	100%
Service Access 1: 60 individuals will receive services through Community Services Programs.	117%	112%
Service Access 2: Clients begin receiving services within 3 months from authorization approval.	Not added until 2nd half of FY.	100%
Business Function: Staff turn-over will be 20% or below.	Not added until 2nd half of FY.	Not measured this period



## Residential Services

Residential Services' goal is to provide an array of housing options, training and support services to adults with developmental disabilities in order 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.

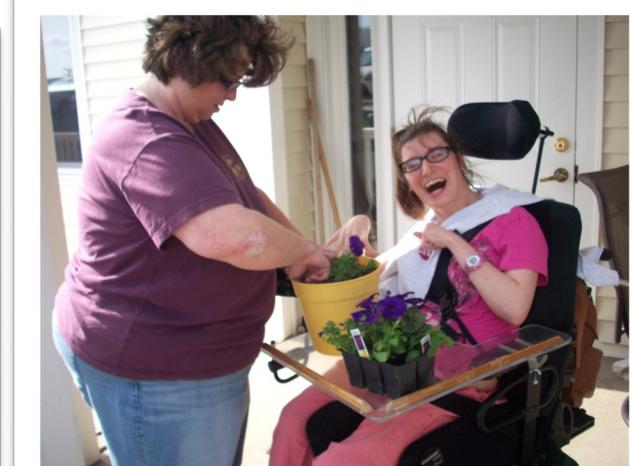
**Residential Services assisted approximately 27 individuals last fiscal year.**



Community Housing Objectives:	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: Expenses for Residential Services Community Housing will be 100% covered by contractual revenue.	115.22%
Effectiveness 1: Twice monthly 95% of clients participate in activities within the community with other community members present/also participating.	100%
Effectiveness 2: 30% of clients participate twice monthly in activities supported by friends/family.	33%
Service Access: 90% of individuals accepted into Residential Services begin receiving services within 45 days of acceptance.	N/A-no new clients
Business Function 1: Staff turn-over will be 20% or below.	Not measured this period.
Business Function 2: Three staff will be assigned to mentor.	34%

## Residential Services (continued)

Supported Living Objectives:	Results for 2 <sup>nd</sup> half of fiscal year.
Efficiency: Expenses for Residential Services Supported Living will be 100% covered by contractual revenue.	102.01%
Effectiveness 1: Twice monthly 95% of clients participate in activities within the community with other community members present/also participating.	100%
Effectiveness 2: 30% of clients participate twice monthly in activities supported by friends/family.	40%
Effectiveness 3: One client will reduce the number of support hours needed.	Not measured this period.
Service Access: 90% of individuals accepted into Residential Services begin receiving services within 45 days of acceptance.	N/A-no new clients
Business Function: Clients receive all of the direct support contracted hours.	88%





## 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.

**TCM served approximately 130 individuals last fiscal year.**

<b>Objectives:</b>	<b>Results for 1<sup>st</sup> half of fiscal year.</b>	<b>Results for 2<sup>nd</sup> half of fiscal year.</b>
Efficiency: 100% of support plans are implemented on time.	96%	99%
Effectiveness 1: 100% of clients express their support plan accurately reflects their strengths and needs.	98%	Not measured this report period.
Effectiveness 2: 100% of clients express they have been referred to the services they requested.	95%	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.	78%	89%
Business Function: TCM Staff log an average of 120 hours per month per 40 clients.	105%	102%

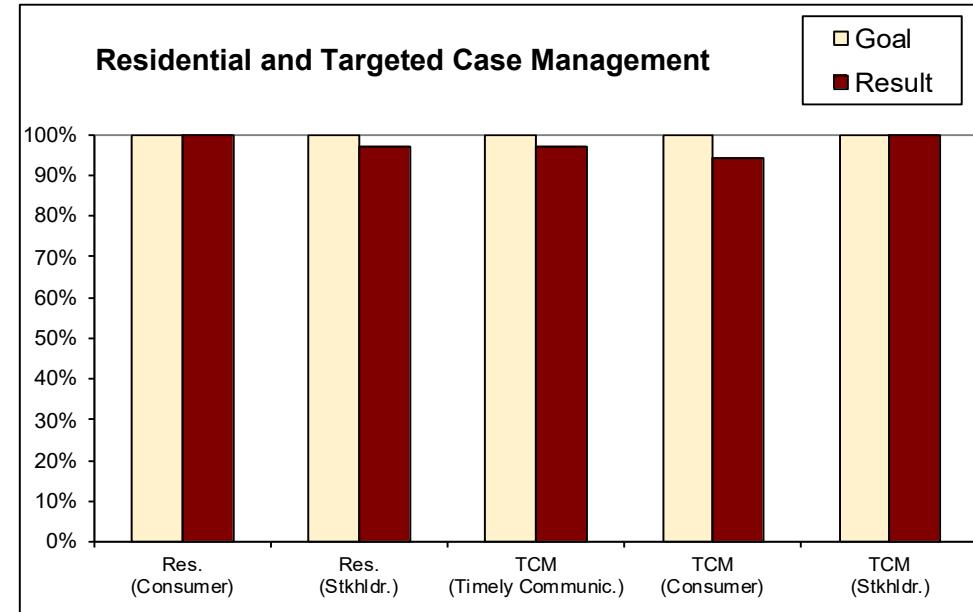
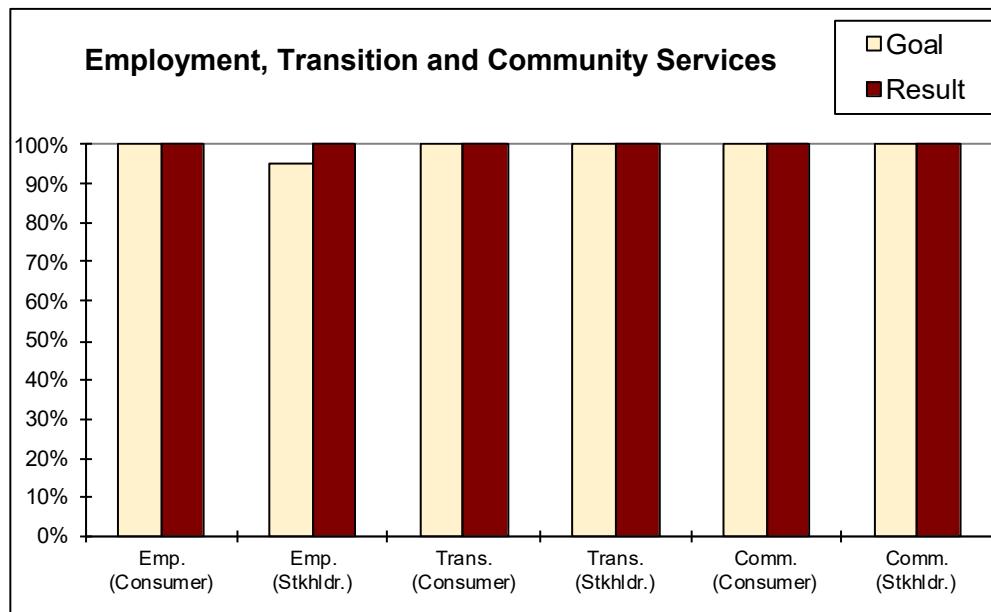
## Conflict-Free Case Management

Due to new Federal regulations, entities that provide case management are no longer allowed to provide both case management services and direct Medicaid Waiver services (such as day program , residential services, community integration services, etc.) to the same person. This change is to help avoid a conflict of interest.

To comply with the regulation, in November 2016, our agency entered into a cooperative agreement with County Connections/Macon County Commission for Developmental Disabled Citizens to provide local conflict-free case management services. County Connections provides case management to clients who receive direct Waiver services from Community Opportunities. Case managers from County Connections have offices in our administrative building for continued easy access.

Community Opportunities provides case management services to clients who are not receiving other direct services from our agency or are receiving non-waiver services.

## Fiscal Year 2017 Overall Satisfaction of Services

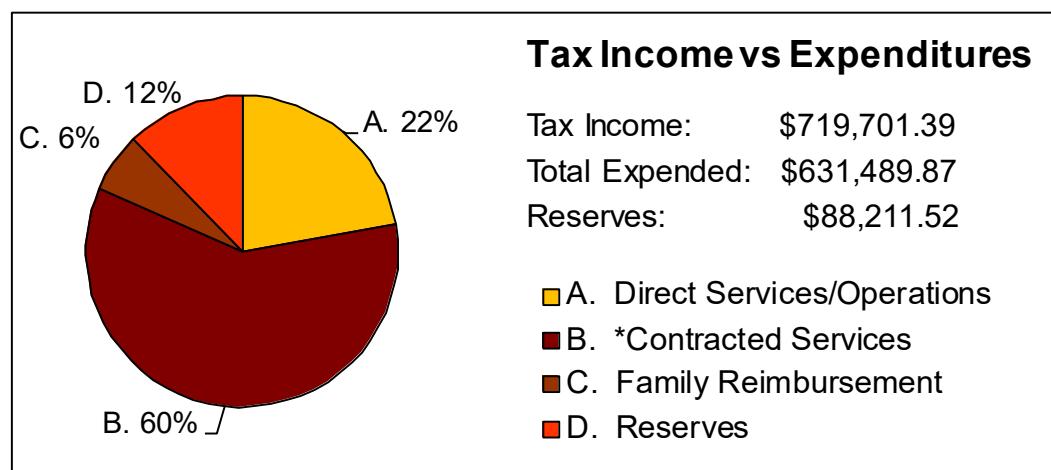


## Strategic Planning for Fiscal Years '17 - '19

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.

### Tax Income Expenditures Fiscal Year '16-'17



#### \*2016-2017 Contracted Services Funded:

Service Provider	\$ Funded
Earthwise Industries	\$179,898.55
Community Living, Inc.	\$77,403.64
ShowMe Aquatics	\$18,000.00
BCI	\$156,000.00
OATS/Linc Transp.	\$32,064.30
Options for Justice	



### Contracted Service Providers

**BCI** - sheltered employment opportunities (636) 356-3000

**Community Living, Inc.** - out of home temporary residential services; and recreation based programs for youth during summer breaks through SOAR program (636) 970-2800

**Earthwise Industries** - sheltered employment opportunities (636) 528-8869

**Oats** - transportation (800) 654-6287

**The Linc** - public transportation (866) 261-5462

**Options for Justice** - liaison/support for people with developmental disabilities who encounter the criminal justice system or may be at risk (314) 721-6161

**ShowMe Aquatics & Fitness** - aquatic OT & PT therapies (636) 896-0999