

Community Opportunities for People with Developmental Disabilities

Annual Report
Fiscal Year 2018



***Each one of us can make a difference....
but together we can make change!***

www.commopps.org * (636) 462-7695 * 44 Opportunity Court 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; Community Employment Services: 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 current certifications in CPR, First Aid, training in Abuse & Neglect prevention, working with difficult behaviors, HIPAA (confidentiality) and Emergency Preparedness.
- All direct-care staff are required to complete a Positive Behavior Support curriculum.
- Staff are offered the opportunity to complete courses through Elsevier Performance Manager-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 Employment Specialists 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



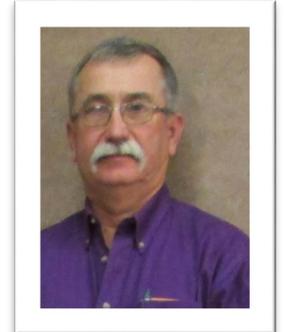
Mike Miller
Treasurer



Ellen Sullivan
Secretary



Mark Penny
(Parent)
Board Member



Ben Houston

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	Susan Mudd, B.S. Director of Residential Services	Jessica Ruediger B.S. Director of Community & Employment Services	Darla Gamble, C.R.A., E.T.S. Assoc. Director of Employment Services
sonya@commopps.org	susan@commopps.org	jessica@commopps.org	darla@commopps.org

Executive Director's Message



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

Successes of Fiscal Year 2018

- ⇒ Provided services to approximately 311 individuals with developmental disabilities.
- ⇒ Assisted four youth gain hands-on work experience through our Summer Youth Employment Program.
- ⇒ Assisted seventeen individuals obtain jobs in the community through our Employment Services program.
- ⇒ Staff turn-over remains well below the national average for Direct Support Staff.
- ⇒ Provided additional leadership for Employment Services adding a part-time Associate Director of Employment Services.
- ⇒ Awarded a \$250,000 grant through Missouri LWCF for an accessible playground in Lincoln County.
- ⇒ Received a \$90,000 grant from Bodine Aluminum for further development of the accessible playground.
- ⇒ Executive Director was named Troy Chamber of Commerce Woman of the Year 2018.
- ⇒ Increased starting wages of DSPs & adjusted wages of current DSPs to help recruit/retain quality staff & reduce staffing shortages.
- ⇒ Expanded Set-Works to include client vitals, beginning to utilize for MARs and began implementation for Employment Services.
- ⇒ The Executive Director has effectively advocated for a cross-walk to be installed across Hwy 47 to assist people in safely accessing retailers. The City of Troy and Lincoln County are applying for a grant from MODot for this project.



Service Delivery Improvement Plan Results for FY '18

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 50 individuals last fiscal year.

Objectives	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Note: Some objectives may have been edited/amended during the 2nd half of the fiscal year.		
Efficiency: 75% of individuals became employed within six months.	80%	110%
Effectiveness 1: 80% of clients placed through Employment Services will maintain independent employment for at least 90 days.	89%	Not measured this period.
Effectiveness 2: 1st half of FY: 50% of clients employed through Employment Services will obtain positions that pay at least \$7.75/hr. 2nd half of FY: 80% of clients employed through Employment Services obtain positions that pay at least \$8.00/hr.	100%	94%
Effectiveness 3: 95% of clients referred will be placed into competitive employment within 3 months.	100%	91%
Service Access: 25 individuals will receive employment services during each report period.	104%	140%
Business Function: Each job consultant will visit 3 new businesses.	100%	100%



I'm new to all of this...been at it less than a year. When I was a productivity management consultant during the 80's, my work was all about being critical, solving problems and winning. We would identify everything our clients were doing poorly then impose our solutions on their employees because we were experts and we knew better than they did...we thought, why else would they have hired us?

By the 90's, management consultants began to see the value of participatory management. We learned the importance of involving clients in the design of their solutions instead of imposing our ideas on them. While I experienced and learned this, it was hard to shed my critical attitude. I recognized rationally that I wanted to live and work in a less judgmental way but the influences around me for the last couple of decades (e.g., politics, the media, banter among friends, etc.) reinforced critical judgements and encouraged me to stay where I was.

Then I came across the opportunity to be an Employment Specialist for Community Opportunities. Our Person-Centered Approach is comprehensive but one main component stands out for me in this context.

To be encouraging instead of critical. I now have continual opportunities to practice assessing without critically judging.

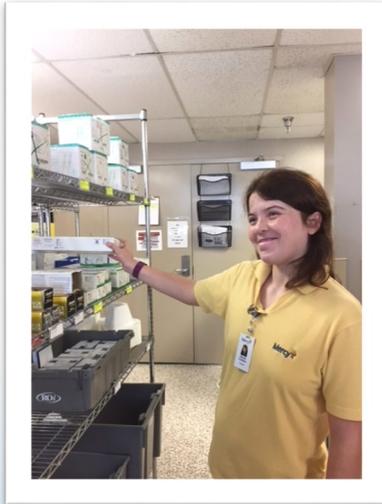
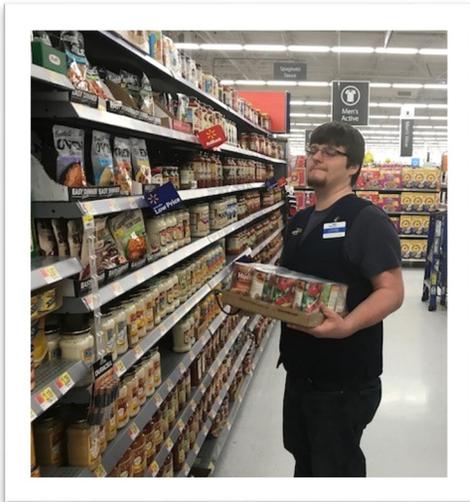
Now the influences around me reinforce caring, patience, kindness and encouragement. The critical attitude doesn't belong here. Have I made a complete change? Not yet, but it is having a big impact on my life!

~Dave Milonski, Employment Specialist

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 11 individuals last fiscal year.



Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd 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: 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.	75%
Service Access: Five students will receive employment services during the calendar year.	140%	Not measured this period.
Business Function: Employment Specialist will contact each school district at least quarterly to promote student referral.	100%	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.

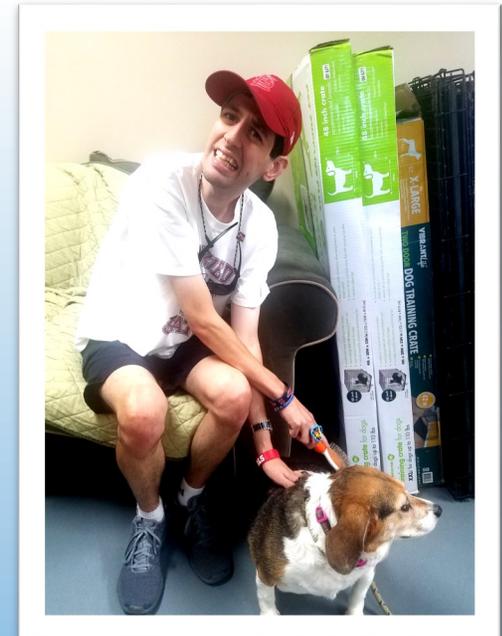
Community Services receives funding from the Department of Mental Health-Division of DD, through the Medicaid Waiver Program and Lincoln County tax dollars.

Community Services served approximately 75 individuals last fiscal year.



Community Services (continued)

Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: Contractual income will cover 100% of expenses.	Not measured this period.	106.5
Effectiveness 1: 70% of clients participate in community volunteer sites.	63%	63%
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.	118%	100%
Service Access 2: Clients begin receiving services within 3 months from authorization approval.	100%	100%
Business Function: Staff turn-over will be 20% or below.	95%	Not measured th

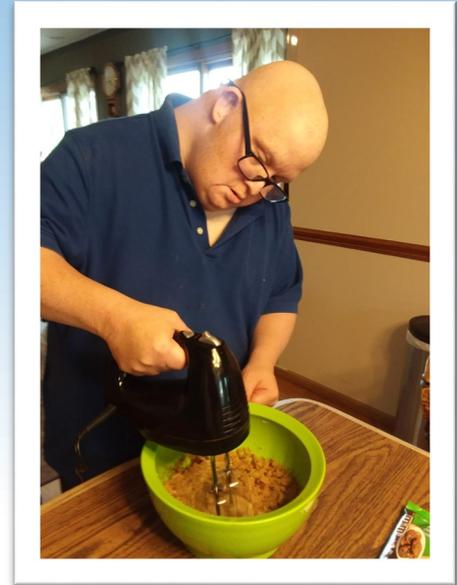


Residential Services

Residential Service’s 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.

Our Residential Services will now be reported on in two categories: Community Housing and Supported Living. Community Housing services can be provided regardless of the home in which the individual lives (i.e. residence can be owned, rented, leased or operated directly by the organization or a third party, such as a governmental entity, and may be referred to as a group home). Supported Living is provided to a person living in their own homes (apartments, townhouses, or other residential settings).

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.



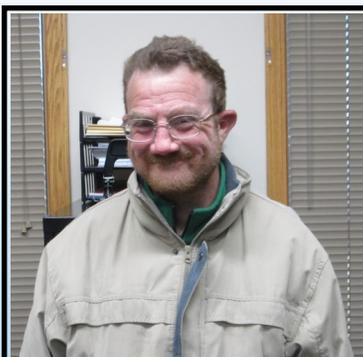
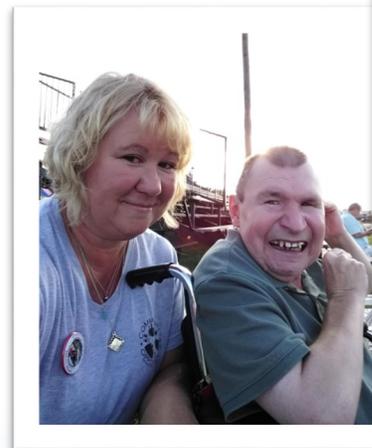
How working at Community Opportunities has made a difference in my life....Where do I begin? When I started working here I was excited about the thought of helping and teaching those with developmental disabilities. However, over time I was the one who was taught about life. I have more patience now than I've ever had in the past. I've learned to slow down and enjoy the simple things in life. My favorite time of the day is the morning when everyone is arriving. They can come in and make you feel like you're the most important person on earth. I have to admit it isn't always easy and some days can be pretty stressful, but this is definitely one of the most rewarding jobs I've ever had.

~Donna Jacobsen, Community Living Specialist

Community Housing Objectives:	Results for 1st half of fiscal year.	Results for 2nd half of fiscal year.
Efficiency: Expenses for Residential Services Community Housing will be 100% covered by contractual revenue.	Not measured this period.	119.94%
Effectiveness 1: Twice monthly 95% of clients participate in activities within the community with other community members present/also participating.	89%	100%
Effectiveness 2: 30% of clients participate in 3 monthly activities supported by friends or family.	110%	134%
Service Access: 90% of individuals accepted into residential services begin receiving services within 45 days of acceptance.	N/A-no new clients	100%
Business Function 1: Staff turn-over will be 20% or below.	91%	Not measured this period.
Business Function 2: Three staff will be assigned to mentor.	167%	134%

Residential Services (continued)

Supported Living Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: Expenses for Residential Services Supported Living will be 100% covered by contractual revenue.	Not measured this period	108.9%
Effectiveness 1: Twice monthly 95% of clients participate in activities within the community with other community members present/also participating.	79%	102%
Effectiveness 2: 30% of clients participate twice monthly in activities supported by friends/family.	157%	88%
Effectiveness 3: One client will reduce the number of support hours needed.	100%	Not measured this period.
Service Access: 90% of individuals accepted into residential services begin receiving services within 45 days of acceptance.	100%	100%
Business Function: Clients receive all of the direct support contracted hours.	88%	82%



Richard Price receives Residential Services (and has received Employment & other services).

I live by myself and get to do what I want. I get to hang out with whoever I want. I am glad I don't have night staff anymore. (Richard has a monitoring system which allows him more independence/reduced staffing). I can just push the button and call somebody if there is an emergency and they can send staff if I need it. Staff still helps me with my medications and grocery shopping and stuff like that.

I like my job -I wash dishes. Employment Services helped me get the job. I work three days a week, sometimes they call me in an extra day.

~Richard Price





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.

Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: 100% of support plans are implemented on time.	97%	94%
Effectiveness 1: 100% of clients express their support plan accurately reflects their strengths and needs.	95%	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.
Effectiveness 3: 100% of clients have a current Risk Assessment.	76%	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.	80%	78%
Business Function: TCM Staff log an average of 120 hours per month per 40 clients.	104%	95%



Johnnie Ruppert receives Case Management Services

"With my disability and medical issues, case management services have made it easier to cope and live daily life. I now can get around and take my own showers. Without my case manager and staff, I wouldn't survive.

My case manager got Troy Story, the contractor for my (accessible/modified) shower, and the community outings (community integration) set up. Without the outings, I wouldn't be able to get out. The depression is better when I get out. Granted I can't walk far, but my outings give me something to shoot for and I push myself to do new things.

As for the people, they are just AMAZING. They are a different variety of people. I listen to their different ideas and stories and tell them mine just to connect. I get to find things I have in common with them no matter their age, race, religion, or gender. You find something in common and then you can connect."

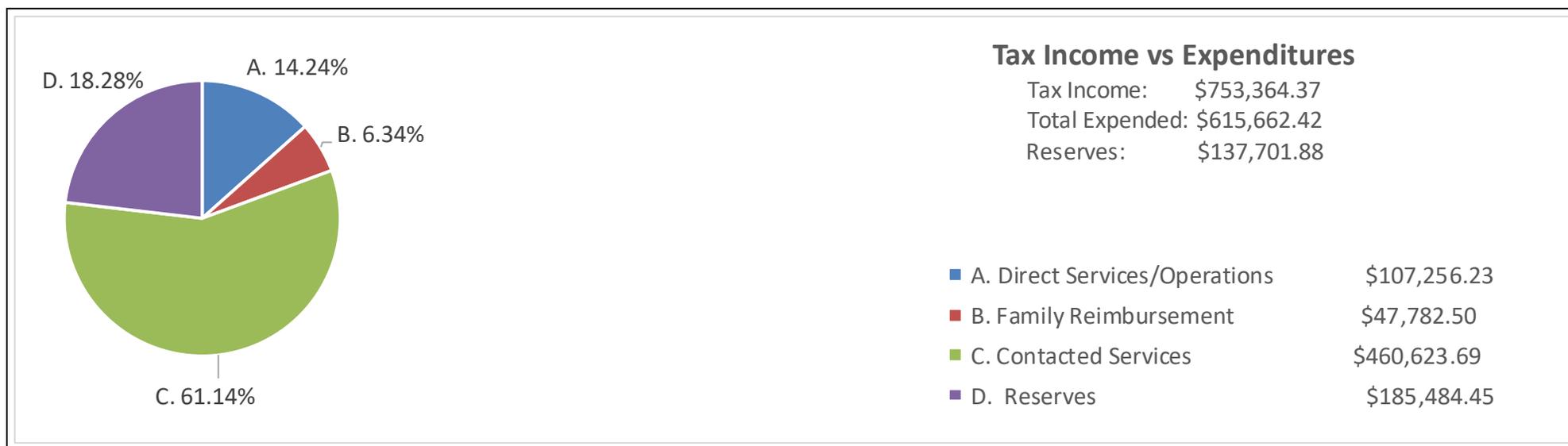
~ Johnnie Ruppert

Strategic Planning 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 '17-'18



2017-2018 Contracted Services Budgeted vs Funded:

Service Provider	\$ Budgeted	\$ Funded
Earthwise Industries	\$159,359.19	\$159,359.19
Community Living, Inc.	\$90,108.82	\$53,144.59
ShowMe Aquatics	\$20,000.00	\$10,505.54

Service Provider	\$ Budgeted	\$ Funded
BCI	\$156,000.00	\$156,985.21
OATS/Linc Transp.	\$35,887.96	\$31,941.66
Options for Justice	\$1,000.00	\$905.00

Fiscal Year '16-'17 Overall Satisfaction of Services

