

FY' 2022 Annual Report

Services Directly Provided:

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



**Community Opportunities
for People with Developmental Disabilities**

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 and Emergency Preparedness.
- All direct-care staff are required to complete a Positive Behavior Support curriculum.
- Direct-care staff are offered the opportunity to complete advanced courses through an on-line curriculum specifically for direct support professionals. Employment Specialists receive training to obtain 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 Mission

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

Our Vision

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.



*Help other people achieve their dreams
and you will achieve yours. ~Les Brown*

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



Ellen Sullivan
Secretary



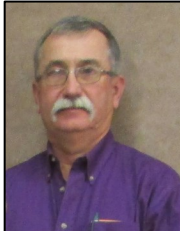
Casey Hopkins
Treasurer



Chad Witte
Board Member



Mark Penny
Board Member



Ben Houston
Board Member



Shirley Kelly
Board Member



Teddi Michler
Board Member

Executive Director's Message



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

Reflecting over the past year it seems we have all been on a roller coaster! There have been so many challenges with the continuing pandemic, the social unrest and economic challenges. The past two years have been very difficult for clients and staff. We have been ultra-vigilant during the pandemic to keep our clients with significant health conditions as healthy and safe as possible. That unfortunately, meant fewer community activities and fewer interactions with both family members and each other. However, our clients and our staff have been steadfast in their pursuit of their vision of good life!

Pictured on the front cover are Jackie and Yvonne enjoying the simple pleasure of sitting in their own beautiful back yard. Recently, however, we've been able to shift to enjoying many of the activities that we were missing most. Jackie and Yvonne are enjoying venturing out in the community and resuming some of their favorite activities. They are back visiting some of their favorite St. Louis haunts like the Zoo, Cardinals baseball, the Muny, and the Butterfly House.

Yvonne and Jackie made a special trip to the Butterfly house recently to honor the memory of their dear friend, Dianna. Dianna was a faithful volunteer at the Butterfly House for many years. When she passed away last year, her friends pitched in and purchased a memory brick for her. DSP, Cyndi Reynolds spearheaded the effort to have the brick placed in Dianna's memory.

Probably more exciting than visiting some of our favorite places - we've been able to once again see family members and friends face-to-face. DSP, Cyndy Reynolds had the pleasure of taking Yvonne to see her grandmother in St. Genevieve, Mo. Yvonne hadn't seen her grandmother in several years. It was such a heartwarming reunion. Yvonne's grandma said it was a dream come true to have Yvonne visit her. Cyndy said, "It was very emotional for Yvonne and her grandma to hug each other after so many years." Cyndy's eyes glistened as she spoke of the special trip she was able to be a part of. Cyndy also added that she is happy to be back at Community Opportunities after she took a hiatus from her role as a DSP to explore a different career for a couple of years. She said, "I am home and loving it! I love being able to help our clients thrive as they gain greater independence, confidence in their abilities and make connections with others." This year has truly been a time to reconnect.

Successes FY '22

- ⇒ Provided services to approx. 275 individuals with developmental disabilities.
- ⇒ Assisted 5 youth gain hands-on experience through our Summer Work Experience Program.
- ⇒ Assisted 18 individuals obtain jobs in the community.
- ⇒ Staff turn-over remains well below the national average for DSPs.
- ⇒ Remodeled/redesigned the interior of the Program Building to better utilize space for day program services. The redesign allowed for multiple program areas and larger program space.
- ⇒ Expanded the parking lot at the Program Building.
- ⇒ Phase 1 of Kiwanis Park, the accessible playground, was completed and open to the public September 17, 2021. The accessible trail (Phase 2) is completed with 8 accessible exercise equipment stations. The splash-pad is also installed in the playground area (funded by Troy Rotary Club). The accessible playground and trail are part of a 28-acre park.
- ⇒ Assisted 37 families through the Family Reimbursement Program.
- ⇒ Our Resource Specialist served 44 individuals not eligible for Medicaid and assisted 10 individuals apply for Medicaid.
- ⇒ Updated our Policy and Procedures manual, adding several new policies related to remote services, communication technologies and implemented training and inspections for service delivery at off-site service locations.
- ⇒ Reduced staff medication errors by 29%.



Accessibility allows us to tap into everyone's potential.
~Debra Ruh

Demographics of Persons Served

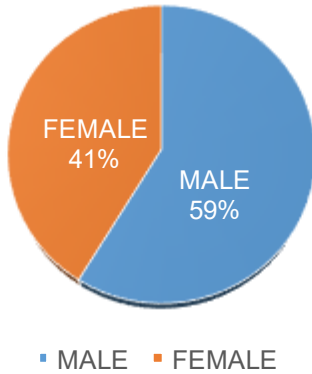
The following data depicts the demographic information of the 274 individuals served during fiscal year 2022.

Please note that the disability data reflects the fact that the majority of the individuals we serve have more than one disability & therefore will be counted in multiple categories. For this reason, the percentages may appear disproportionate.

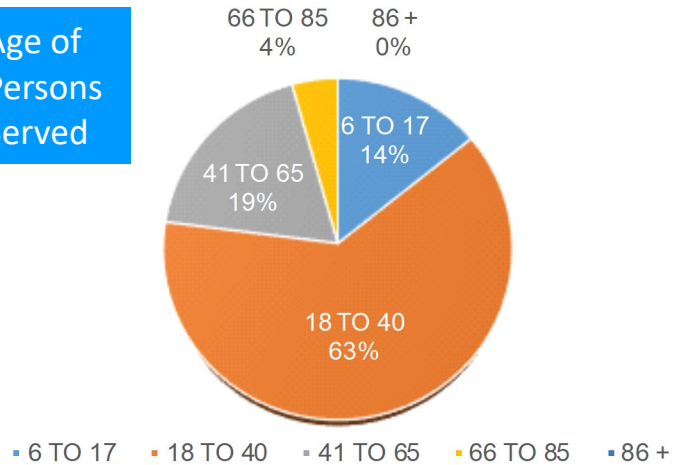
Diversity is a fact, but inclusion is a choice we make every day. ~Nellie Borrero



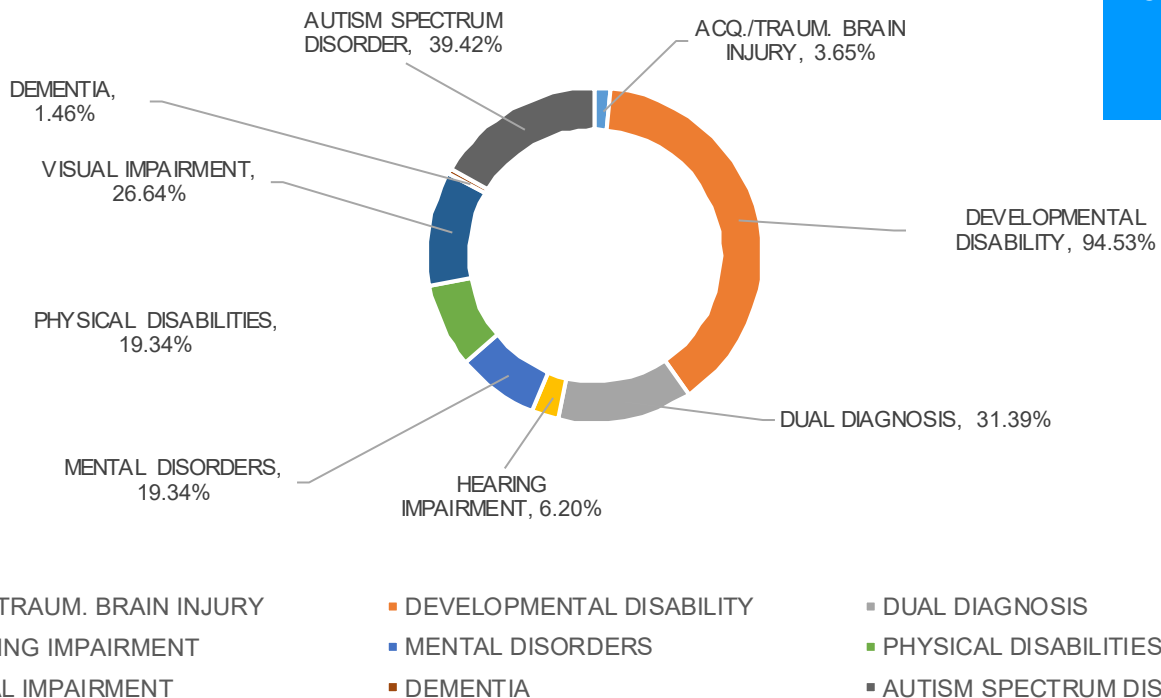
Gender of Persons Served



Age of Persons Served



Disabilities of Persons Served



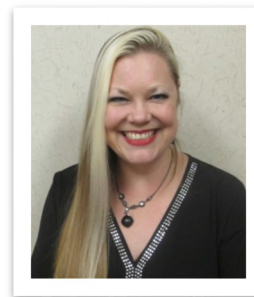
Service Delivery Improvement Plan Results for FY '22

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 167 individuals last fiscal year.



Sonya DeMerchant, B.A.
Director of
Case Management
sonya@commopps.org

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.	96%	98%
Effectiveness 1: 1st half of FY: 100% of clients have a current Risk Assessment. 2nd half of FY: 100% of clients expressed they are satisfied with their ISP goals.	100%	Not measured this report period.
Effectiveness 2: 1st half of FY: 100% of clients express they have been referred to the services they requested. 2nd half of FY: 100% of clients express they were offered choices about their services.	100%	Not measured this report period.
Effectiveness 3: 100% of consumers have a current Risk Assessment.	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%

Living Life Without Limits

We wanted to share an inspiration story featuring one of our Case Management clients, Maggie Scherder. She is currently attending the University of Missouri-St. Louis (UMSL) on the Ruby's Rainbow Hunzeker-Brandt Family Scholarship Award and is a part of the SUCCEED program.

She spends time with her family on the weekends and lives on-campus during the week. Maggie is balancing the responsibilities of being a student, living with peers, and attempting to gain employment while keeping up with her main passion, swimming. Maggie is also an exceptional swimmer who has taken part in competitions around the world. She currently has **the world record for fastest 50m backstroke among all people with Down syndrome** and works with a personal coach during her free time at UMSL. Maggie hopes to become a swim instructor or work with children when she has completed college. This exceptional young woman is proof that the only limits we encounter are those we allow. Great job Maggie –keep living your dreams to the fullest!





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.



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

Employment Services assisted approximately 23 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: 80% of individuals became employed within six months.	100%	100%
Effectiveness 1: 80% of clients placed through Employment Services will maintain independent employment for at least 90 days.	64%	Not measured this period.
Effectiveness 2: 1st half of FY: 80% of clients employed through Employment Services will obtain positions that pay at least \$10.30/hr. 2nd half of FY: 80% of clients employed through Employment Services obtain positions that pay at least \$11.15/hr.	100%	100%
Effectiveness 3: 100% of clients referred will be placed into competitive employment within 3 months.	100%	86%
Service Access: 25 individuals will receive employment services during each report period.	84%	92%
Business Function: 1st half of FY: Each Employment Specialist will visit 3 new businesses. 2nd half of FY: Each Employment Specialist will visit 5 new businesses.	100%	100%



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 7 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: 1st half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$10.30/hr. 2nd half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$11.15hr.	100%	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.	40% (based on calendar year)	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 77 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.	98.10%
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.	67%	69%
Service Access 1: 85 individuals will receive services through Community Services Programs.	91%	91%
Service Access 2: Clients begin receiving services within 3 months from authorization approval.	25%	80%
Business Function: Staff turn-over will be 20% or below.	106%	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.

Residential Services assisted 23 individuals last fiscal year.

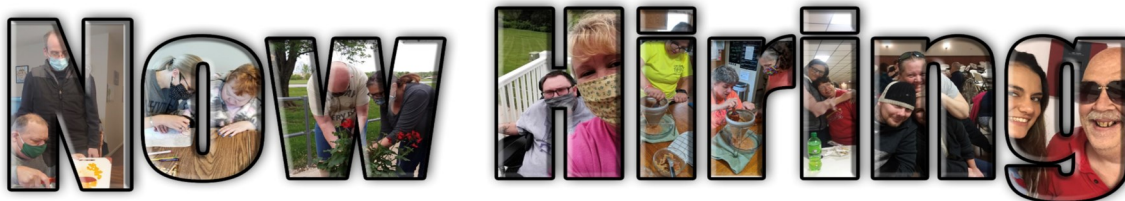


Susan Mudd, B.S.
Director of
Residential Services
susan@commopps.org

Community Housing Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: Expenses for Residential Services Community Housing will be 100% covered by contractual revenue.	Not measured this period.	109.30%
Effectiveness 1: Twice monthly 90% of clients participate in activities within the community with other community members present/also participating.	N/A- due to COVID	N/A-due to COVID
Effectiveness 2: 1st half of FY: 45% of clients participate in 3 monthly activities supported by friends or family. 2nd half of FY: Twice monthly 90% of clients participate in activities within the community with other community members present/also participating.	67%	N/A-due to COVID
Effectiveness 3: Retired individuals will participate in at least two activities weekly.	N/A-due to COVID	N/A-due to COVID
Effectiveness 4: All individuals participate in leisure activities at home at least four times monthly.	80%	100%
Service Access: 90% of individuals accepted into residential services begin receiving services within 45 days of acceptance.	no new clients	no new clients
Business Function 1: Staff turn-over will be 20% or below.	84%	Not measured this period.
Business Function 2: Three staff will be assigned to mentor.	67%	100%

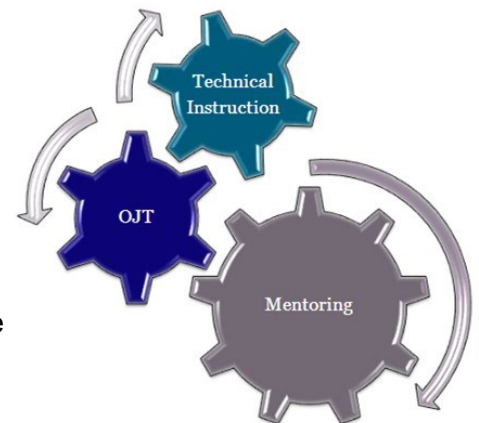
Residential Services (continued)

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	100.13%
Effectiveness 1: Twice monthly 75% of clients participate in activities within the community with other community members present/also participating.	N/A-due to COVID	N/A-due to COVID
Effectiveness 2: 1st half of FY: 40% of clients participate in 3 monthly activities supported by friends/family. 2nd half of FY: 80% of individuals will participate in four small group activities outside their home.	113%	113%
Effectiveness 3: All individuals participate in leisure activities at home at least four times monthly.	100%	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.	82%	30%
Business Function 2: Staff turn-over will be 20% or below.	84%	Not measured this period.
Business Function 3: Three LSTs will be assigned a mentor.	33%	100%



Our Direct Support Professionals (DSPs) are the BEST! They are truly the heart of our organization. Being a Direct Support Professional is a rewarding and challenging career. Working with individuals who have intellectual/developmental disabilities (I/DD) requires dedication, compassion and a good sense of humor!

There is a shortage of DSPs throughout the country. In effort to attract more individuals to the field, DMH-Division of Developmental Disabilities, in collaboration with the Department of Labor's Office of Apprenticeship, developed a nationally accredited DSP apprenticeship program.



Our agency is excited to announce we will be enrolling new DSPs in this nationally recognized DSP apprenticeship program! The apprenticeship program will consist of a combination of on-the-job training, technical instruction and mentoring. Graduates of the apprenticeship program will be Certified Direct Support Professionals.

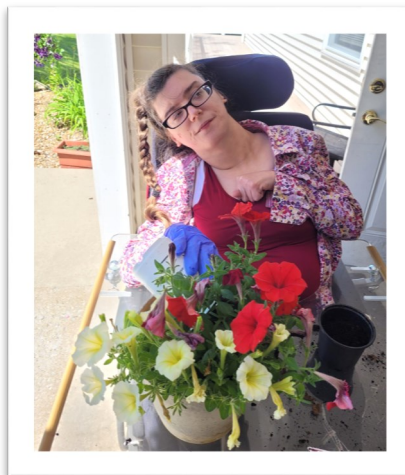
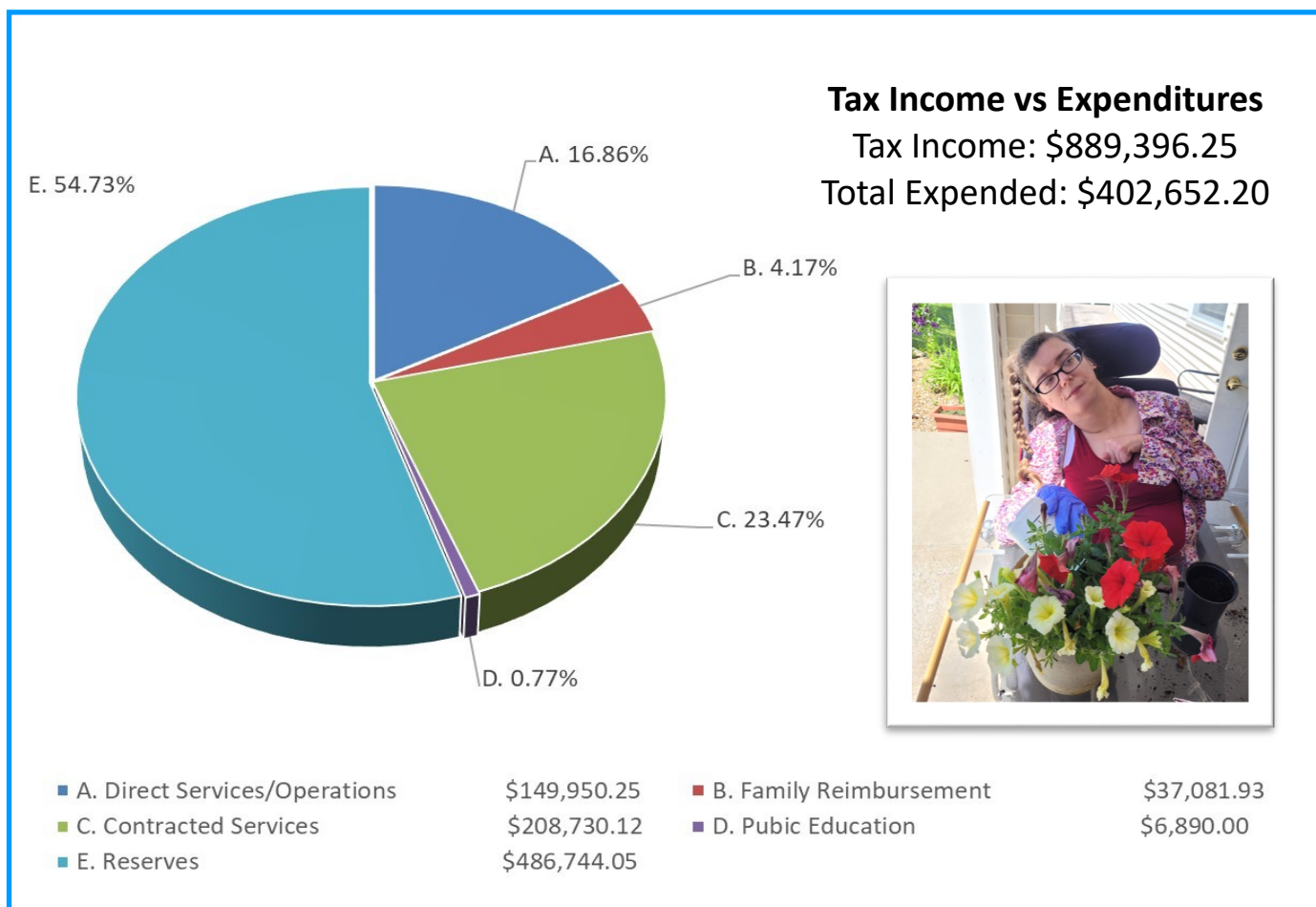
Strategic Planning Fiscal Years '20 -'22

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.

Our full Strategic Plan is published as part of the agency's Performance Analysis Improvement Plan.

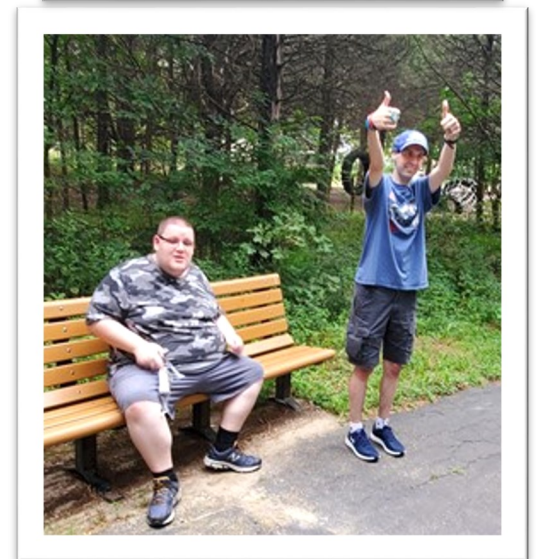
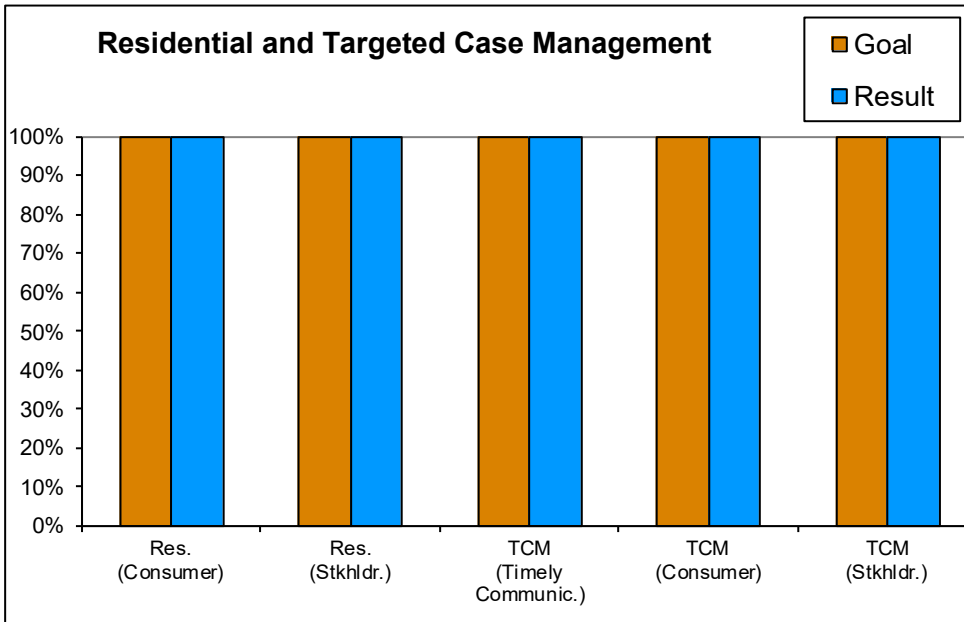
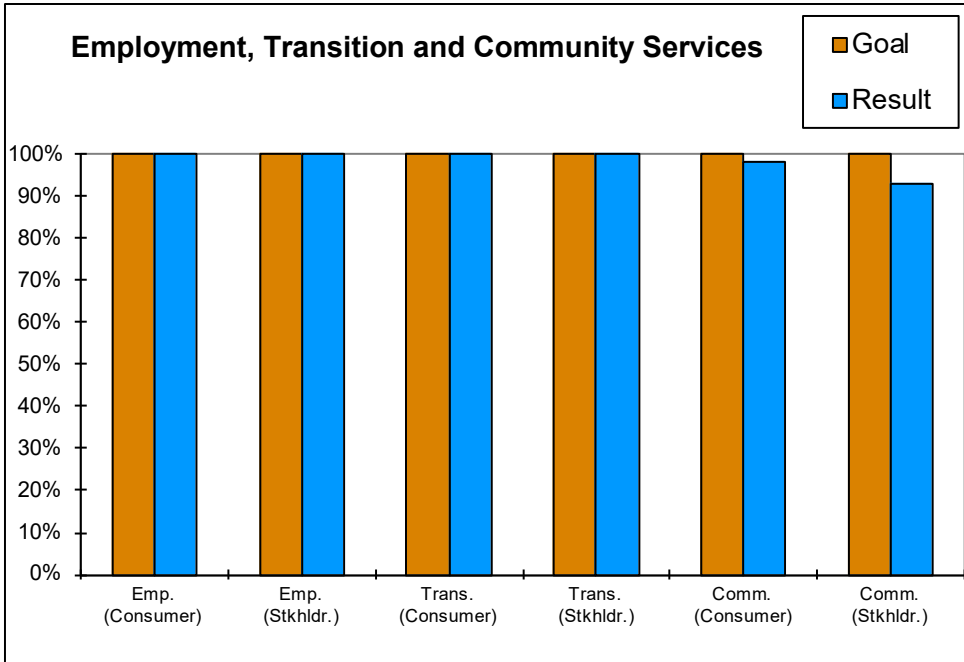
Tax Income Expenditures Fiscal Year '21-'22



Contracted Provider	\$ Budgeted	\$Funded
BCI	\$235,286.00	\$139,076.04
Community Living, Inc.	\$109,956.61	\$44,252.65
ShowMe Aquatics	\$15,256.00	\$7,160.09

Contracted Provider	\$ Budgeted	\$Funded
OATS/Linc Transp.	\$18,196.14	\$13,711.37
Options for Justice	\$4,500.00	\$4,529.97

Satisfaction Survey Results



Community Opportunities

for People with Developmental Disabilities

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

