



Services Directly Provided:

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



**Annual Report
FY '23**

Follow us at:



visit us at: www.commopps.org

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 and support plan implementation training.
- 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 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



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

Donna is dedicated to helping our clients learn new skills and pursue their own interests. Ray said he wanted to use a sewing machine and sew again. He said he used to a long time ago but hadn't had the opportunity in years. Donna brought in her sewing machine and she and Ray got to work. She showed him how to use the machine and then he was set to try it himself. With a little guidance and a lot of patience Ray was sewing. He adapted his pants to fit him better, he made a decorative banner for his home and he made some totes. Ray was so inspired to sew with a machine that he purchased his own.

Jerry loves to eat and cook. Kaitlyn helped Jerry download the Tasty app on his iPad. Jerry can now scroll through the recipes and find one he would like to make. He and Kaitlyn make the grocery list to purchase the necessary ingredients. Jerry then follows the recipe with assistance from Kaitlyn. Jerry enjoys cooking for his housemates and they enjoy the fruits of his labor. Together, Jerry and Kaitlyn made an entire Thanksgiving meal. Jerry was very proud of his accomplishment and everyone enjoyed the feast!

Our DSPs play a crucial role in the lives of the individuals we serve. They assist with daily tasks such as personal care, medication management, meal preparation, household chores, and transportation. They also provide emotional support, help individuals participate in community activities, and teach them skills that promote independence. Unfortunately, there is a nationwide shortage of DSPs. This shortage is due to various factors, including low wages, demanding work conditions, and the level of responsibility that comes with the job. Some DSPs may also be leaving the field due to burnout from working extra hours as a result of staff shortages. To an agency like ours, DSP shortages mean individuals served may not receive all of the hours of support they need or they may have to wait longer to receive services.

During this past fiscal year, we have taken additional measures to attract and retain quality DSPs by offering increased competitive wages (providing a mid-year increase to current staff and increasing our starting wages) and offering opportunities for professional growth through our DSP Apprenticeship program. We also offer one of the richest (agency funded) benefits packages for full-time staff in the industry. Additionally, we recognize the need for systemic change to address the root causes of DSP shortages. We are advocating for increased funding for DSPs and other related positions across the industry. We believe that valuing and investing in DSPs is essential for providing high-quality support to individuals with developmental disabilities.

In 1982 I began my career in the field as a DSP working in a group home in St. Louis. I fell in love with the work and the people I supported. I learned so many things from our clients over the years. I cannot imagine a better more fulfilling career. As we reflect on the past year and look toward the future, we would like to express our deepest gratitude to our DSPs. Your hard work and dedication have made a tremendous impact on the lives of so many individuals and families. We are proud to have you as part of our agency family. Thank you for all that you do!

We encourage anyone interested in making a difference in the lives of individuals with developmental disabilities to consider joining our team as a DSP. Individuals interested in applying for a DSP position can now do so directly through our webpage at www.commopps.org.

Successes FY '23

- ⇒ Provided services to approx. 300 individuals with developmental disabilities and employ approx. 90 staff.
- ⇒ Assisted 7 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.
- ⇒ The agency deeded the 28-acre accessible playground and trail (Kiwanis Park –accessible playground and trail) to the City of Troy.
- ⇒ Assisted 37 families through the Family Reimbursement Program.
- ⇒ Our Resource Specialist served 30 individuals not eligible for Medicaid and assisted 9 individuals apply for Medicaid, of which 4 were approved.
- ⇒ Contracted with Fast Bryant Consulting to assist with DSP recruitment.
- ⇒ Purchased seven new vehicles (2 cars, 3 accessible vans and 2 regular vans) to replace aging vehicles.
- ⇒ Redesigned our website for accessibility and to allow individuals to apply for open positions directly through the website.
- ⇒ Remodeled bathrooms at both group homes to make them more accessible.
- ⇒ Installed a lift in the accessible bathroom of the Program Building to better assist individuals who utilize wheelchairs.
- ⇒ Gave a mid-year wage increase to current staff and increased starting wages for new DSPs.
- ⇒ Implemented a DSP Apprenticeship program that is registered with the U.S. Department of Labor to enable new DSPs to become Certified Direct Support Professionals (CDSPs).
- ⇒ Was awarded a 3-year CARF Accreditation.



Three Year
Accreditation



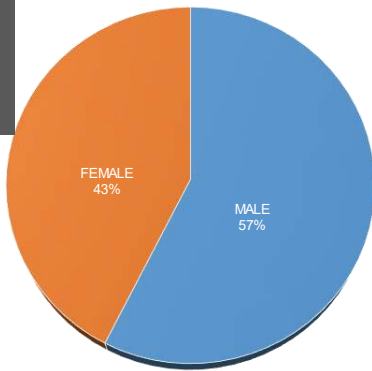
Demographics of Persons Served

The following data depicts the demographic information of the 296 individuals served during fiscal year 2023.

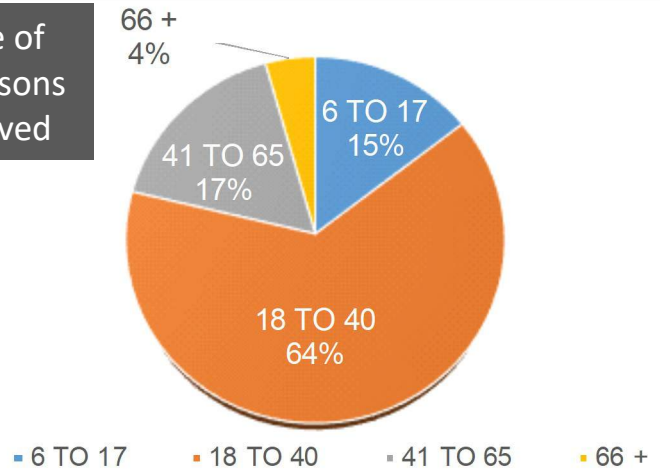
Please note that the disability data reflects the fact that the majority of the individuals we serve have more than one disability & therefore will be counted in multiple categories. For this reason, the disability percentages may appear disproportionate.



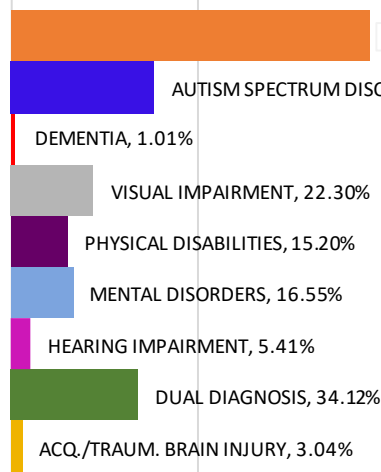
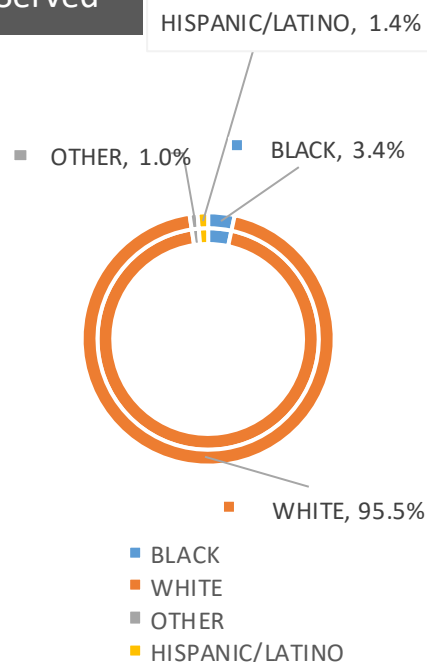
Gender of Persons Served



Age of Persons Served



Race of Persons Served



Disabilities of Persons Served

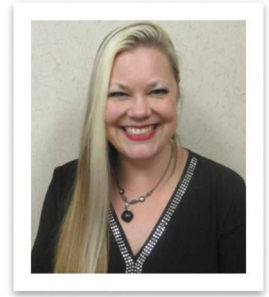
- DEVELOPMENTAL DISABILITY
- AUTISM SPECTRUM DISORDER
- DEMENTIA
- VISUAL IMPAIRMENT
- PHYSICAL DISABILITIES
- MENTAL DISORDERS
- HEARING IMPAIRMENT
- DUAL DIAGNOSIS
- ACQ./TRAUM. BRAIN INJURY

Service Delivery Improvement Plan Results for FY '23

Targeted Case Management

Targeted Case Management (TCM) assists 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.

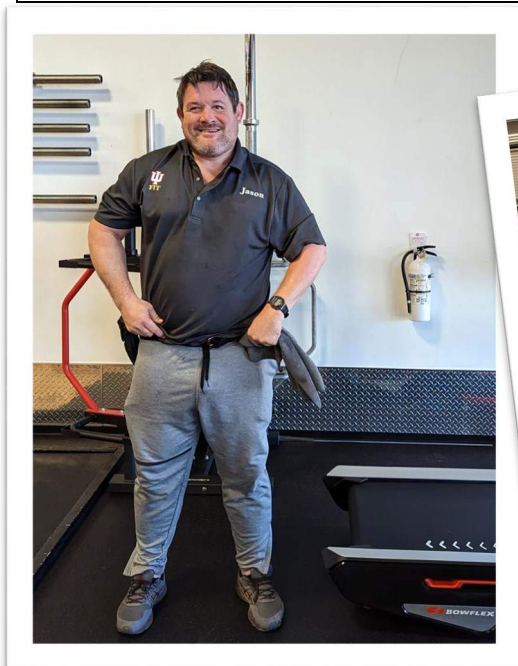
Community Opportunities Case Management is funded through the Department of Mental Health, Division of DD and Medicaid.



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

TCM served approximately 167 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.	100%	99%
Effectiveness 1: 100% of clients expressed they are satisfied with their ISP goals.	100%	Not measured this report period.
Effectiveness 2: 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: Increase the percentage of face-to-face meetings (in-person or virtual) within 60 days of new intake referrals to 100%.	88%	94%
Business Function: TCM Staff log an average of 70% of billable hours out of total hours logged per month.	108% (75% avg)	103% (72% avg)





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 County tax dollars.



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

*Employment Services assisted approximately *37 individuals last fiscal year.*

**This total includes Transition & SWE students.*

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: 1st half of FY: 85% of individuals became employed within six months. 2nd half of FY: 95% of individuals became employed within six months.	100%	92%
Effectiveness 1: 80% of clients placed through Employment Services will maintain independent employment for at least 90 days.	71%	Not measured this period.
Effectiveness 2: 1st half of FY: 100% of clients employed through Employment Services will obtain positions that pay at least \$11.15/hr. 2nd half of FY: 100% of clients employed through Employment Services will obtain positions that pay at least \$12.15/hr.	100%	63%
Effectiveness 3: 100% of clients referred will be placed into competitive employment within 3 months.	93%	90%
Service Access: 25 individuals will receive employment services during each report period.	24 (96%)	37 (148%)
Business Function: 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 *15 individuals last fiscal year.

*This # was included in Employment Services overall total.



Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: 80% of students will become employed within six months.	Not measured this period.	100%
Effectiveness 1: 85% 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 \$11.15/hr. 2nd half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$12.15hr.	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.	20% (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 County tax dollars.

Community Services served approximately 79 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.	125%
Effectiveness 1: The department develops 1 new community volunteer site.	100%	0%
Effectiveness 2: 100% of program participants are involved in self-advocacy activities.	100%	100%
Effectiveness 3: 35 individuals will receive Community Integration Group services through Community Services programs.	37 (106%)	32 (92%)
Service Access 1: 85 individuals will receive services through Community Services Programs.	79 (93%)	76 (90%)
Service Access 2: Clients begin receiving services within 3 months from authorization approval.	33%	60%
Business Function: Staff turn-over will be 15% or below.	24% turn-over	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.



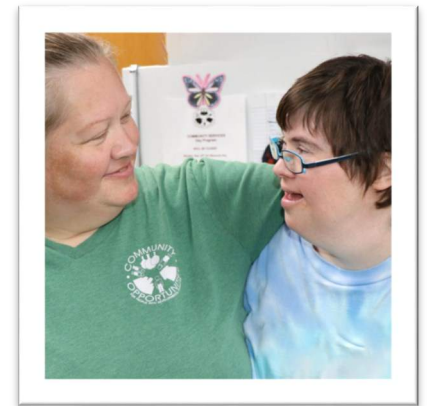
Susan Mudd, B.S.
Director of
Residential Services
susan@commopps.org

Residential Services assisted 21 individuals last fiscal year.

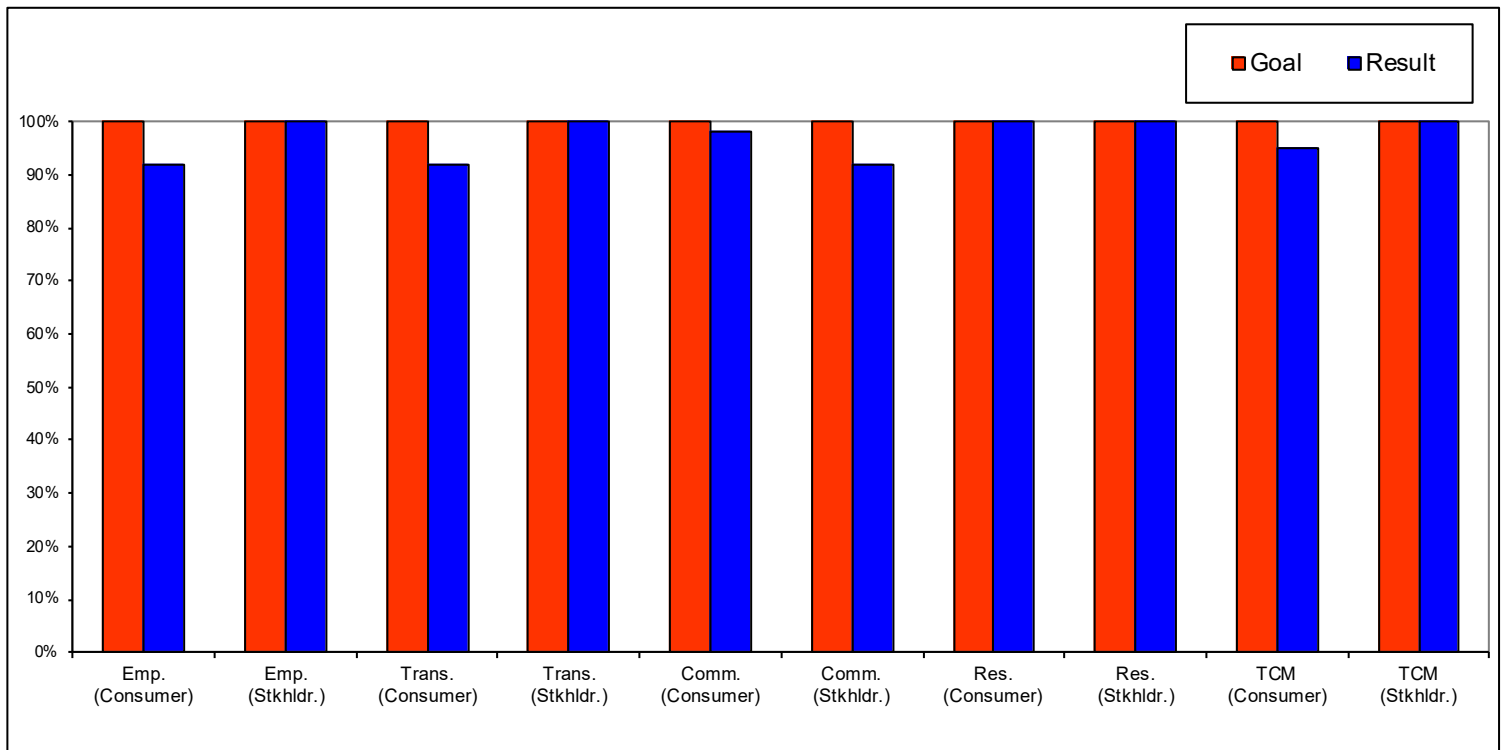
Community Housing Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: Expenses for Residential Services Community Housing will be 100% covered by contractual revenue.	Not measured this period.	132%
Effectiveness 1: 1st half of FY: Three times monthly 81% of clients participate in activities within the community with other community members present/also attending. 2nd half of FY: Monthly 70% of clients participate in activities within the community with other community members present/also attending.	40% participated	100% participated
Effectiveness 2: 1st half of FY: 50% of individuals will participate in four small group activities outside their home. 2nd half of FY: 80% of individuals will participate in four small group activities outside their home.	90% participated	100% participated
Effectiveness 3: Retired individuals will participate in at least two activities weekly.	N/A-due to COVID	50%
Effectiveness 4: All individuals participate in leisure activities at home at least four times monthly.	80%	80%
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.	13% turn-over	Not measured this period.
Business Function 2: Three staff will be assigned a mentor.	4 (134%)	2 (67%)

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	110%
Effectiveness 1: Three times monthly 80% of clients participate in activities within the community with other community members present/also participating.	73% participated	82% participated
Effectiveness 2: 80% of individuals will participate in four small group activities outside their home.	55% participated	73% participated
Effectiveness 3: All individuals participate in leisure activities at home at least four times monthly.	100%	91%
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.	91%	82%
Business Function 2: Staff turn-over will be 20% or below.	13% turn-over	Not measured this period.
Business Function 3: Three LSTs will be assigned a mentor.	2 (67%)	1 (34%)



Satisfaction Survey Results



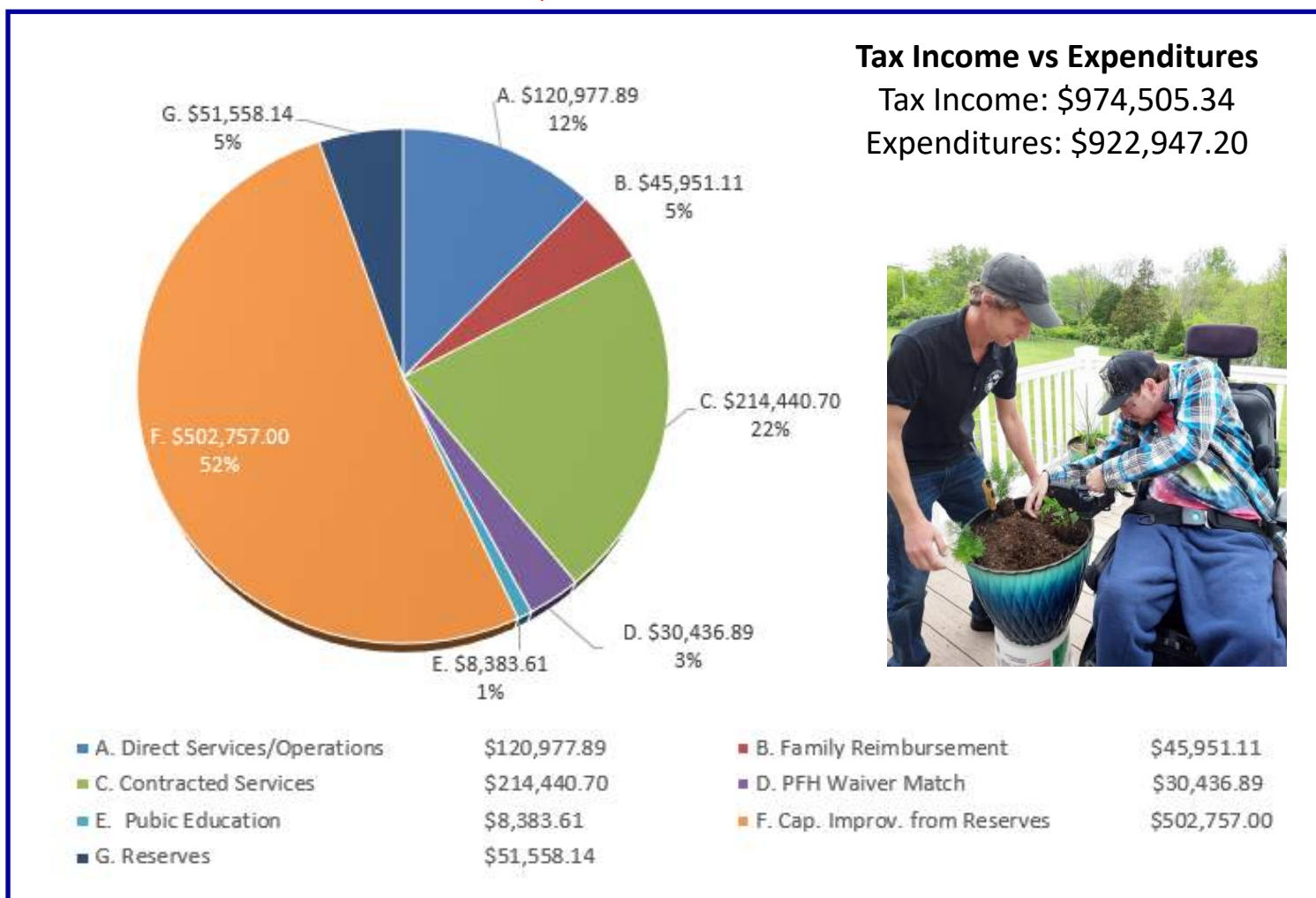
Strategic Planning Fiscal Years '23 -'25

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 '22-'23



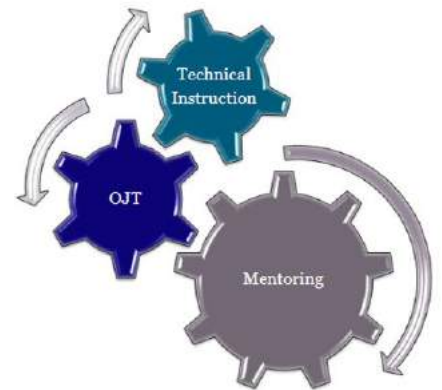
Contracted Provider	\$ Budgeted	\$ Funded	Contracted Provider	\$ Budgeted	\$ Funded
BCI	\$174,131.00	\$120,089.20	OATS/Linc Transp.	\$25,151.33	\$18,528.61
Community Living, Inc.	\$75,000.00	\$66,660.39	Options for Justice	\$4,500.00	\$1,228.50
ShowMe Aquatics	\$15,868.00	\$7,934.00			

Join our team become a DSP

Our Direct Support Professionals (DSPs) are AMAZING! 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 U.S Department of Labor's Office of Apprenticeship, developed a nationally accredited DSP apprenticeship program, specifically for DSPs!

Our agency is excited to offer this nationally recognized DSP apprenticeship program to new full-time DSPs! The apprenticeship program consists of a combination of on-the-job training, technical instruction and mentoring. Graduates of the apprenticeship program earn nationally recognized credentials as Certified Direct Support Professionals (CDSP's). Apply via our website at www.commopps.org.



Community Opportunities

for People with Developmental Disabilities

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