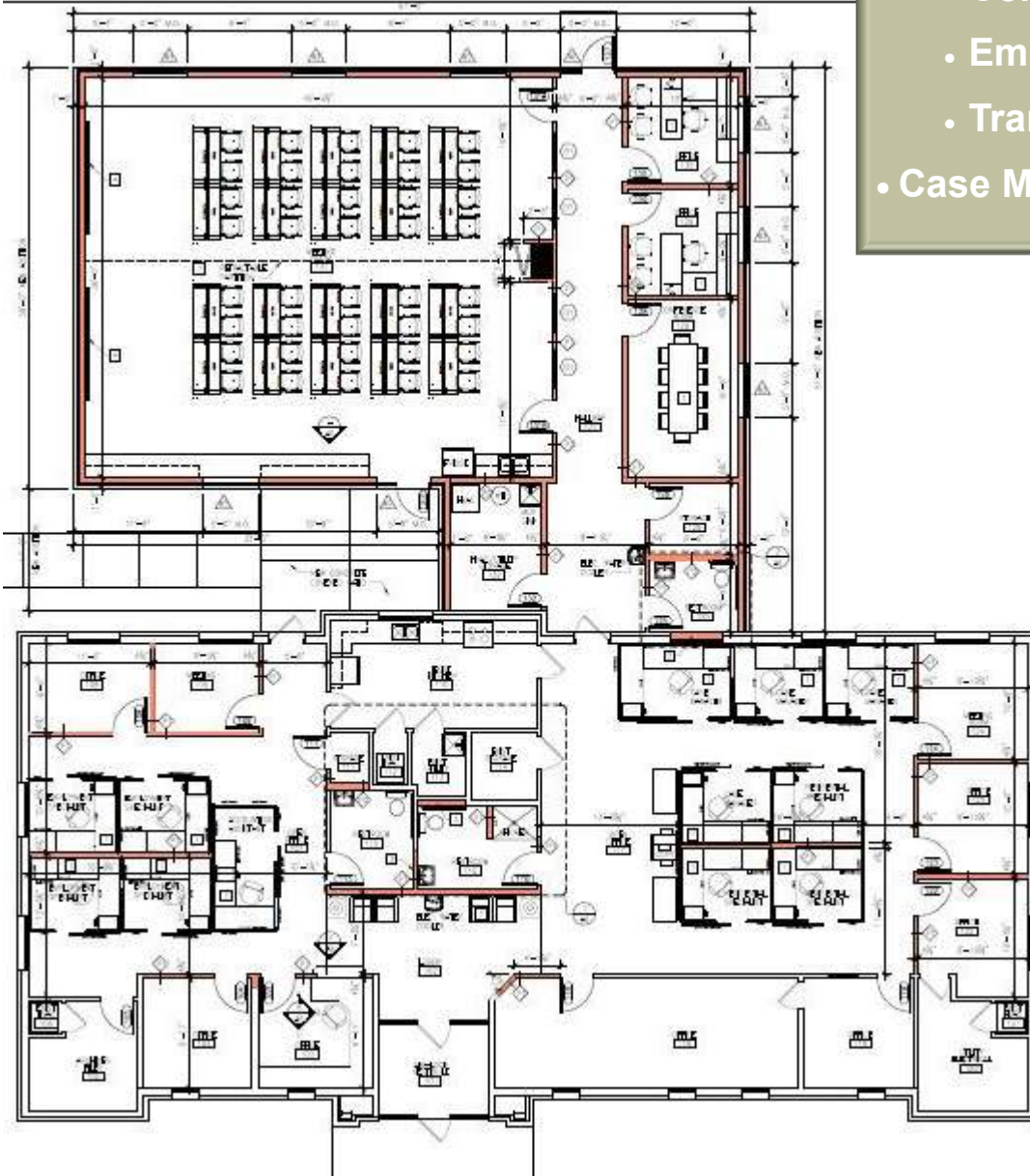


Changes Are Coming...



Services Directly Provided:

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



*Change isn't hard
when you believe
progress is the
reward!*

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 CPR and First Aid certifications; receive initial/annual training in Abuse & Neglect prevention; working with difficult behaviors; HIPAA; Emergency Preparedness; Infection Control and Client's Rights
 - ⇒ Complete a Positive Behavior Support curriculum and support plan implementation training.
 - ⇒ Are offered the opportunity to complete advanced courses through an on-line curriculum specifically for direct support professionals. New full-time DSPs can obtain a CDSP (Certified Direct Support Professional) certification, nationally recognized and registered with the US Dept. of Labor, via our DSP Apprenticeship Program.
- 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.



Employment Staff (pictured) in their temporary office location at 305 Main Street.



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

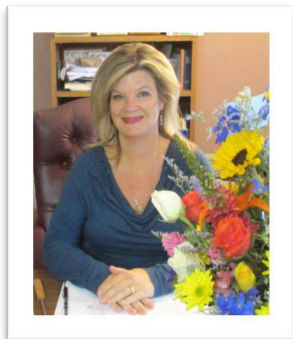


Shirley Kelly
Board Member



Teddi Michler
Board Member

Executive Director's Message



Mary Sullivan-Thomas, B.S.,CRA
Executive Director

Here We Grow Again!

Our agency is entering an exciting new chapter as we renovate and expand our Administrative Building at 44 Opportunity Court. The initial plans for this building were introduced at my first board meeting after I became the Executive Director in 1986. Over the years, it has seen several transformations. Originally known as the Learning Center, it housed our Adult Day program, Early Childhood services, and administrative offices. As Early Childhood services expanded to Early Childhood Special Education, serving all four school districts in Lincoln County, we required a much larger space. This led to the construction of the Preschool Building to accommodate over 65 early learning students.

When the Early Childhood Special Education Program was taken in-house by the school districts, the Adult Day Program moved to the Preschool Building (after significant renovations), which is now known as the Program Building. Consequently, the Learning Center became the Administrative Building. As our services expanded to include Case Management and Employment Services, we began to outgrow the space. Additionally, our Day Program expanded, necessitating more space at the Program Building, resulting in the relocation of Residential leadership staff to the Administrative Building. This led to us significantly outgrowing our space!

Now, we are finally able to embark on our new construction journey to renovate and expand the building. The front of this report features the architect's rendering of our new space. While construction is underway, our administrative, case management, and employment staff are temporarily located at 305 Main Street in downtown Troy. Our residential leadership team is operating from the lower level of 21 Opportunity Court.

We continue to evolve to meet the changing needs of our staff and clients, positioning ourselves for the present and future. Our new space will offer flexible areas for staff training and client activities. We anticipate completing construction in January 2025, and are excited to see what other opportunities the future holds!

The secret of making progress is to get started.' ~Mark Twain

Successes FY '24

- ⇒ 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 15 individuals obtain jobs in the community.
- ⇒ Staff turn-over remains well below the national average for DSPs.
- ⇒ A 9 hole disk golf course and accessible covered picnic tables were installed at Kiwanis Park.
- ⇒ Assisted 43 families through the Family Reimbursement Program.
- ⇒ Our Resource Specialist served 12 individuals not eligible for Medicaid and assisted 6 individuals apply for Medicaid, of which 3 were approved.
- ⇒ Continued contracting with Fast Bryant Consulting to assist with DSP recruitment.
- ⇒ Purchased 4 new vehicles (1 car, 2 accessible mini vans and an accessible minibus) to replace aging vehicles.
- ⇒ Received 3 accessible vans via a matching grant from MODot.
- ⇒ Gave an annual wage increase in January to all eligible staff who had completed their trainee period.
- ⇒ Continue to offer new full-time DSP's the opportunity to enroll into an Apprenticeship program registered with the U.S. Department of Labor to enable them to become Certified Direct Support Professionals (CDSPs).
- ⇒ Held an Agency Picnic, October 7, 2023, inviting all agency staff, clients, board members and their families. Approximately 120 individuals attended.
- ⇒ Matched grant funds with the LCR3 Education Foundation to assist students in special education develop and run a school store and to purchase food to learn cooking skills - *Food for Independence*.

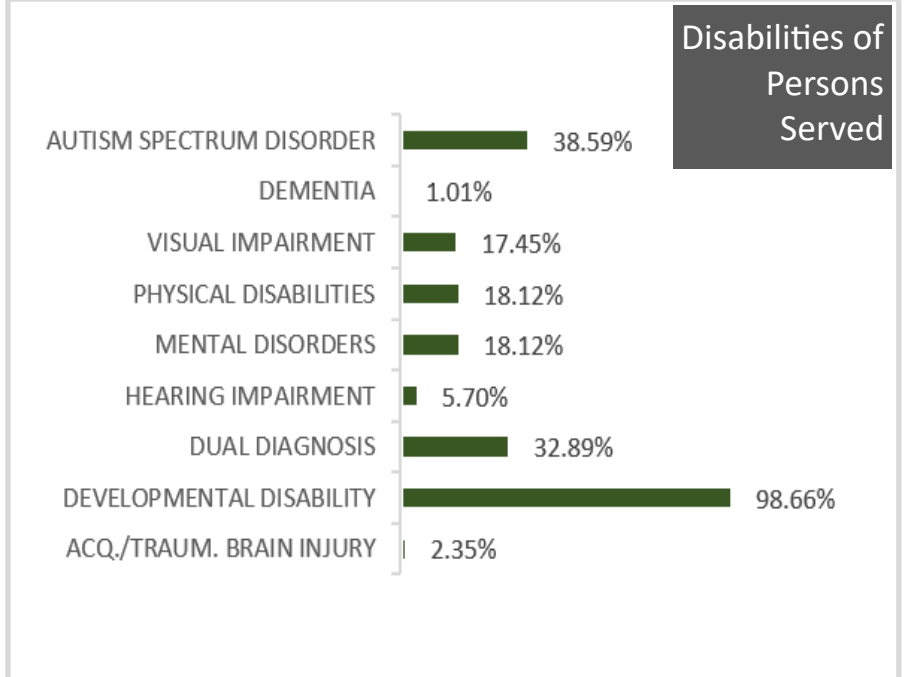
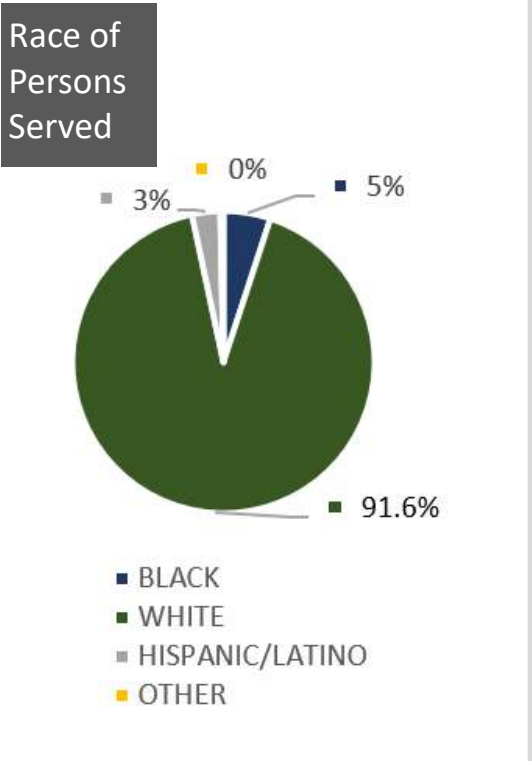
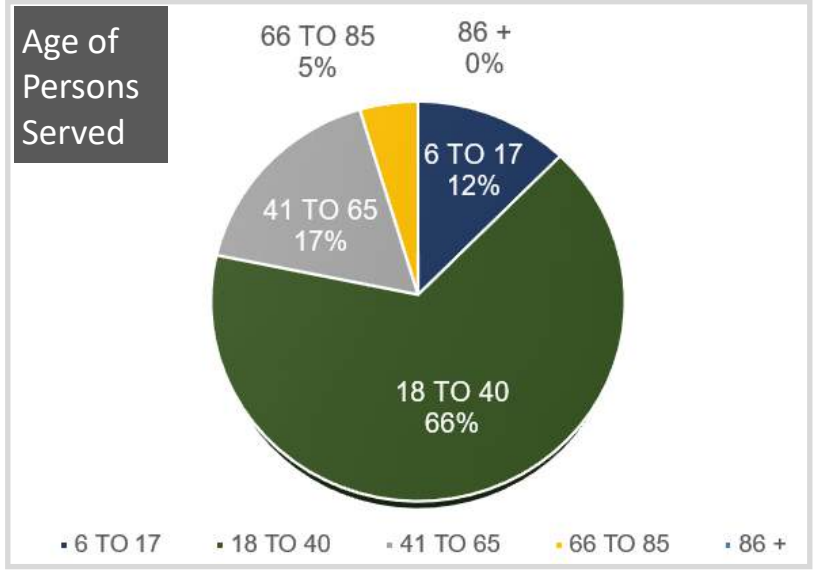
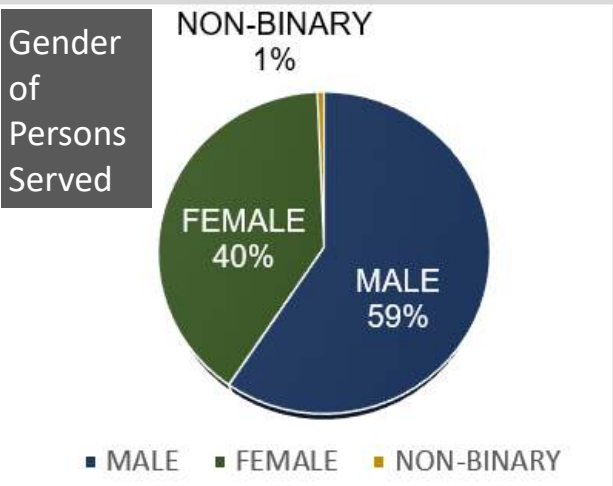


Demographics of Persons Served



298 individuals served during fiscal year 2024.

*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.



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 and County tax dollars.

TCM served approximately 165 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.	99%	100%
Effectiveness 1: 100% of clients express 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.	88%	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%.	100%	100%
Service Access: The TCM team will provide 90% of individuals/families with a list and description of available services at their annual ISP meeting.	Added 2nd half of FY	70%
Business Function: TCM Staff log an average of 70% of billable hours out of total hours logged per month.	73.5%	79%





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.

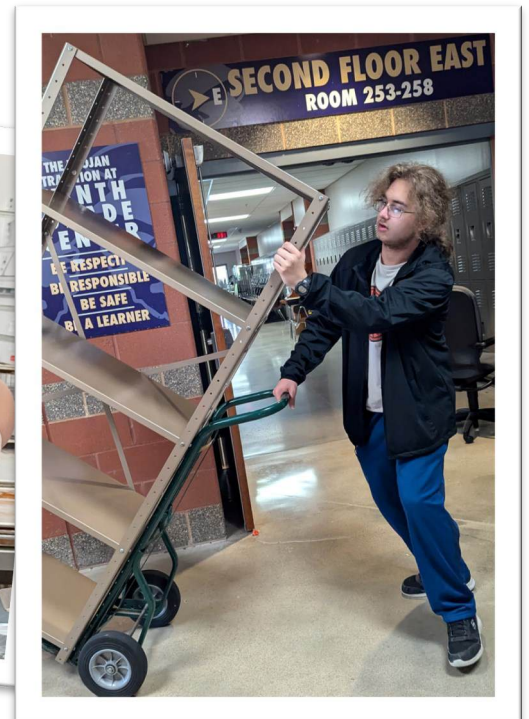


Darla Gamble, C.R.A.,
 E.T.S.
 Assoc. Director of
 Employment Services
 darla@commopps.org

Employment Services assisted approximately *34 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: 95% 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.	83%	Not measured this period.
Effectiveness 2: 1st half of FY: 100% of clients employed through Employment Services will obtain positions that pay at least \$12.15/hr. 2nd half of FY: 100% of clients employed through Employment Services will obtain positions that pay at least \$12.30/hr.	90%	100%
Effectiveness 3: 1st half of FY: 100% of clients referred will be placed into competitive employment within 3 months. 2nd half of FY: 85% of clients referred will be placed into competitive employment within 3 months.	75%	100%
Service Access: 1st half of FY: 25 individuals will receive employment services during each report period. 2nd half of FY: 30 individuals will receive employment services during each report period.	34	28
Business Function: Each Employment Specialist will visit 5 new businesses.	100%	100%



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 *10 individuals last fiscal year.
*This # was included in Employment Services overall total.



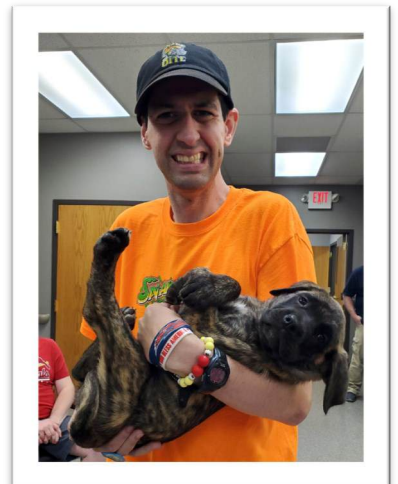
Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: 80% of students will become employed within six months.	Not measured this period.	100%
Effectiveness 1: 85% of students will maintain independent employment for at least 90 days.	Not measured this period.	50%
Effectiveness 2: 1st half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$12.15/hr. 2nd half of FY: 80% of students employed through Employment Services will obtain positions that pay at least \$12.30/hr.	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.	No students were eligible for this goal.
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.



Community Services served approximately 78 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.	116%
Effectiveness 1: The department develops 1 new community volunteer site.	Not measured this period.	100%
Effectiveness 2: 1st half of FY: 100% of program participants are involved in self-advocacy activities. 2nd half of FY: A curriculum is delivered covering information about healthy relationships to interested participants.	100%	100%
Effectiveness 3: 60% individuals will receive group services through Community Services programs.	64%	65%
Effectiveness 4: 95% of goals are run per frequency prescribed.	96%	92%
Service Access 1: 80 individuals will receive services through Community Services Programs.	78	77
Service Access 2: Clients begin receiving services within 3 months from authorization approval.	100%	75%
Business Function: Staff turn-over will be 15% or below.	16% 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.

Residential Services assisted 21 individuals last fiscal year.

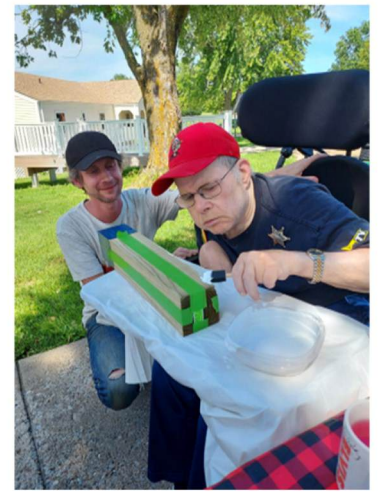


Susan Mudd, B.S.
Director of
Residential Services
susan@commopps.org

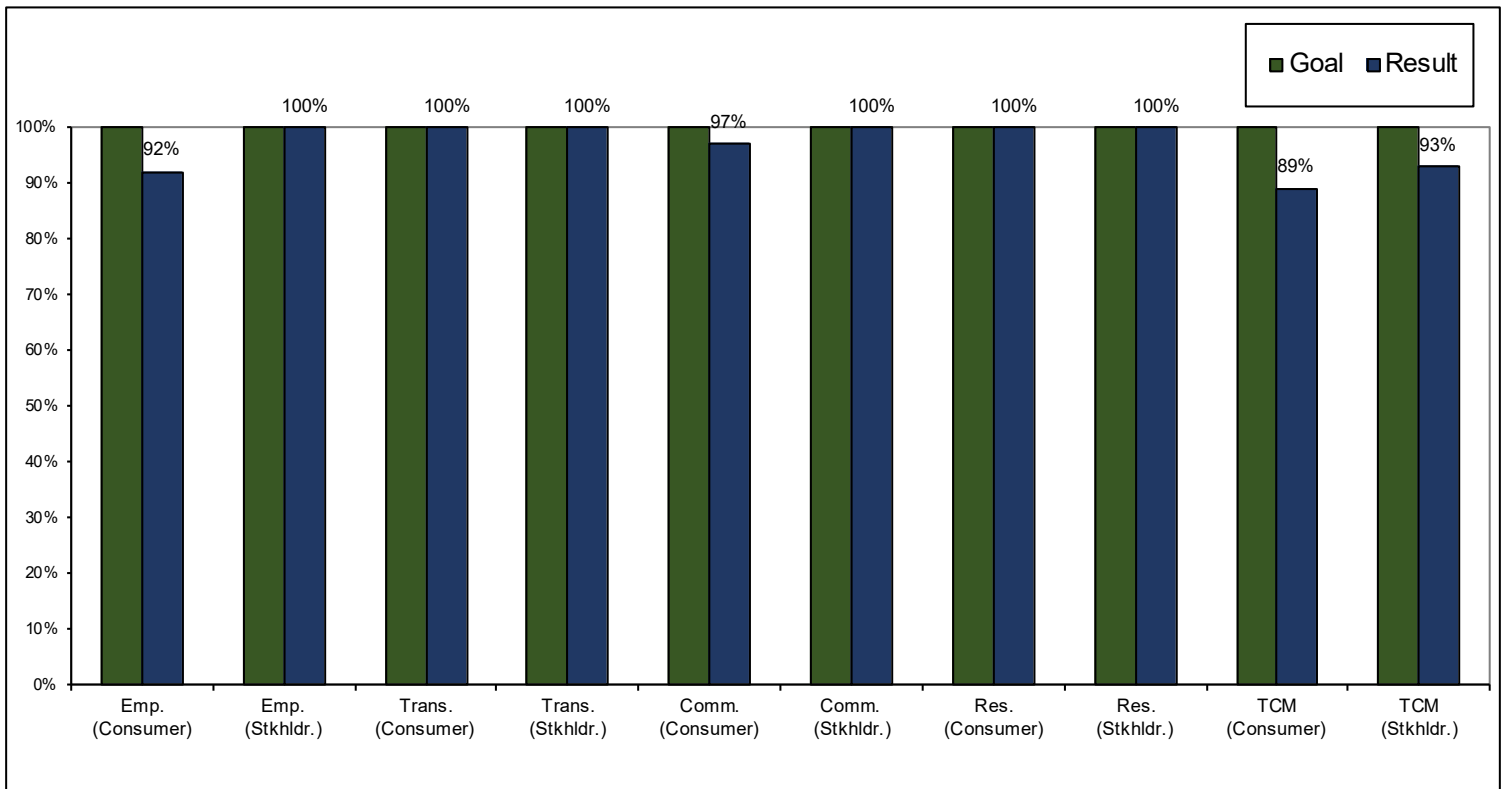
Community Housing Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
Efficiency: Expenses for Residential Services Community Housing will be 100% covered by contractual revenue.	Not measured this period.	119%
Effectiveness 1: Monthly 70% of clients participate in activities within the community with other community members present/also attending.	70% participated	70% participated
Effectiveness 2: 80% of individuals will participate in four small group activities outside their home.	80% participated	70% participated
Effectiveness 3: 1st half of FY: Retired individuals will participate in at least two activities weekly.	Both retired individuals were receiving hospice.	Discontinued
Effectiveness 4 (during 1st half of FY): All individuals participate in leisure activities at home at least four times monthly. Renumbered Effectiveness 4 during 2nd half of FY.	80%	100%
Service Access: 90% of individuals accepted into residential services begin receiving services within 45 days of acceptance.	no new clients	100%
Business Function 1: Staff turn-over will be 20% or below.	18% turn-over	Not measured this period.
Business Function 2: Three staff will be assigned a mentor.	5 (167%)	5 (167%)
Business Function 3: 50% of support staff will receive at least one observation.	Added 2nd half of FY	73%

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	113%
Effectiveness 1: Three times monthly 80% of clients participate in activities within the community with other community members present/also participating.	80% participated	67% participated
Effectiveness 2: 80% of individuals will participate in four small group activities outside their home.	64% participated	82% participated
Effectiveness 3: All individuals participate in leisure activities at home at least four times monthly.	91%	100%
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: 90% of clients receive all of the direct support contracted hours.	91%	82%
Business Function 2: Staff turn-over will be 20% or below.	18% turn-over	Not measured this period.
Business Function 3: Three LSTs will be assigned a mentor.	3 (100%)	2 (67%)



Satisfaction Survey Results

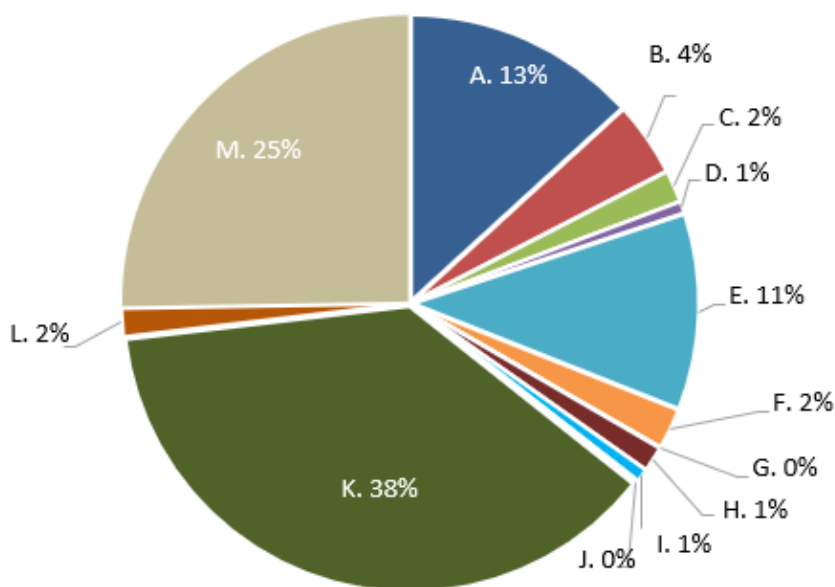


Strategic Planning Fiscal Years '23 -'25

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.

Tax Income Expenditures Fiscal Year '23-'24



Tax Income vs Expenditures

Tax Income: \$1,034,508.45

Expenditures: \$733,158.58

(\$261,349.87 added to reserves)



■ A. Direct Services/Operations	\$136,760.53
■ C. Oats/Linc Transportation	\$18,7878.00
■ E. BCI	\$114,509.27
■ G. Options for Justice	\$483.00
■ I. Pubic Education	\$7,726.63
■ K. Capital Expenses from Reserves	\$387,662.68
■ M. Added to Reserves	\$261,349.89

■ B. Family Reimbursement	\$43,660.62
■ D. ShowMe Aquatics & Fitness	\$6,970.34
■ F. Community Living, Inc.	\$23,839.33
■ H. PFH Waiver Match	\$14,786.75
■ J. LCR3 Foundation	\$1,531.63
■ L. MODot METAP Grant Match 50%	\$16,440.80

Contracted Provider	\$ Budgeted	\$ Funded
BCI	\$174,131.00	\$114,509.24
Community Living, Inc.	\$75,000.00	\$23,839.33
ShowMe Aquatics	\$15,868.00	\$6,970.34

Contracted Provider	\$ Budgeted	\$ Funded
OATS/Linc Transp.	\$25,151.33	\$18,787.00
Options for Justice	\$4,500.00	\$483.00

Join our team of Direct Support Professionals!

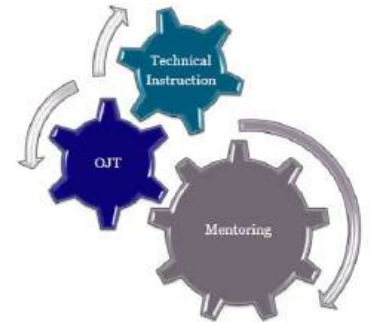
Being a Direct Support Professional is both challenging and immensely rewarding. DSPs play a vital role in enhancing the quality of life for individuals with I/DD by providing compassionate care, promoting independence, and fostering a supportive environment. Working with individuals who have intellectual/developmental disabilities (I/DD) requires dedication, compassion and a good sense of humor!

Addressing the Nationwide Shortage

The demand for dedicated DSPs is growing across the country. To address this shortage and attract more individuals to this fulfilling career, the DMH-Division of Developmental Disabilities, in collaboration with the U.S. Department of Labor's Office of Apprenticeship, has developed a nationally accredited DSP apprenticeship program. This program is designed to equip new DSPs with the skills and knowledge they need to excel in their roles.

Our Exciting Apprenticeship Program

We are excited to offer this nationally recognized DSP apprenticeship program to new full-time DSPs. The program combines on-the-job training, technical instruction, and mentoring to provide a comprehensive learning experience. Graduates of the program earn nationally recognized credentials as Certified Direct Support Professionals (CDSPs), setting them up for success in their careers.



Join Us Today!

If you are compassionate, dedicated, and ready to make a difference, we encourage you to apply to become a Direct Support Professional. This is not just a job—it's a chance to change lives, including your own. Apply via our website at www.commopps.org.



We have so much fun with them (our clients) every day and we get to call it 'work.'



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

Follow us at:



visit us at: www.commopps.org