

Community Opportunities

For People with Developmental Disabilities

As a result of a partnership of the Missouri Association for County Boards for Developmental Disability Services (MACDDS), the Division of Developmental Disabilities, and the MO HealthNet Division, in September, 2010, a new county-based waiver was approved by the Centers for Medicare and Medicaid Services. The Partnership for Hope was developed to provide unmet services/supports to individuals with developmental disabilities on a wait-list for services not being funded by other community support or waiver services. It's intent is to keep families together, and improve their quality of life by providing support for their loved ones at home.

Partnership for



Since implementation of the Partnership for Hope Waiver, Community Opportunities has provided services/supports to nine individuals who were unable to receive those services due to lack of funding. Some of the individuals served through this waiver receive services that have changed their lives.



Fiscal Year 2010-2011 Annual Report

Who We Are

Community Opportunities for People with Developmental Disabilities (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 mental retardation and/or other developmental disabilities. The Board is comprised of nine members appointed by the County Commission.

Our Commitment to Excellence

Residential, Community & Employment, Case Management, and Transition Services are nationally accredited by CARF International (The Rehabilitation Accreditation Commission). 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. Our agency has successfully completed eight CARF surveys, each resulting in the highest level of accreditation.

Exceeding the Standards

All of our staff meet and/or exceed the standards set forth by our contracting state agencies and receive a minimum of 80 hours training upon hire. All staff maintain current certifications in CPR, First Aid and have 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 College of Direct Support (an on-line curriculum for direct support professionals). All staff who administer medications are certified in Level I Medication Administration.

Services are developed and actively supervised by Qualified Developmental Disability Professionals (QDDPs). 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 mental retardation and/or developmental disabilities (MR/DD) primarily from the Lincoln County area.

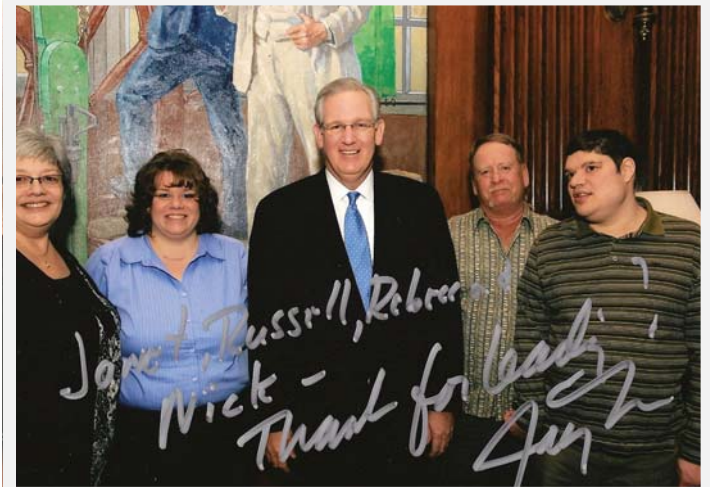


Our Goals

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.

Lincoln County Featured in State Of the State Address

The Ayers Family and our Executive Director, Mary Sullivan-Thomas, were invited by Gov. Nixon to attend his State of the State address at the State Capital in Jefferson City, MO on January 19th. In his address he discussed the Partnership for Hope and how it has positively impacted the lives of the Ayers Family as well as the government decision to mandate insurance companies to cover autism diagnosis and treatment for children with autism.



PROFILES OF HOPE

On November 16, 2010 Gov. Nixon visited our agency to meet with the Ayers and Queesenberry families, at a public roundtable meeting. The two families have children receiving services through the Partnership for Hope Waiver, and shared how the Waiver has provided their children necessary services before they were in crisis. This annual report will feature individuals who's lives have changed for the better due to the Partnership for Hope Waiver.



Collaborating Nick Ayers is a young man with many interests and hobbies. After graduating from high school, Nick worked in sheltered employment for six years; however, after a change in management, Nick was informed that his services were no longer needed. Nick has basic self-help skills, but needs twenty-four hour supervision and can't safely stay alone; therefore, after losing his sheltered employment job, Nick's mother Janet quit her job to take care of Nick. Nick's father's job often requires a lot of time away from home, which increases the demands on his mother. As the family ages, providing support for Nick will only become more challenging.

Accessing services through the Partnership for Hope Waiver allows his mother to get the assistance she needs in the day-to-day care of her son. He receives the supports necessary to work on areas where he is not independent, making him less reliant on his family. By getting Personal Assistant (PA) services, Nick is able to remain at home with his family. It also allows Nick to become connected with others in the community without his family having to shoulder all the responsibility. A collaboration of support from his family and his PA staff is vital in assisting Nick and his family. This is possible due to the Partnership for Hope Waiver.

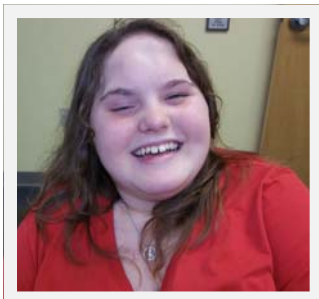
PROFILES OF HOPE



Independence Jackie Quesenberry lives on her own in an apartment in Troy, and is currently in the process of purchasing her first home! She loves being independent and making her own decisions. She has worked at the local Denny's restaurant for 10 years. Jackie has been involved in the National Disabled Sports Organization games for many years. In 1993 she won the Congressional Award for her community service hours through the Girl Scouts where she advocated for accessible services in her community. She is a strong advocate for herself and others with disabilities.

This has all been possible due to the love and support of her family. Her mother checks to make sure she fills her medication planner correctly and calls daily to assure Jackie remembered to take her medication. Her mother also helps her with paying her bills, balancing her checkbook and planning for meals and shopping.

A few years ago, Jackie's dad had a stroke. This made life very hard on Jackie's mom since she has to provide oversight and assistance for Jackie, in addition to helping her husband with his personal care needs. Having PA services through the Waiver, she is now relieved of some of her responsibility and Jackie can continue her independent lifestyle.



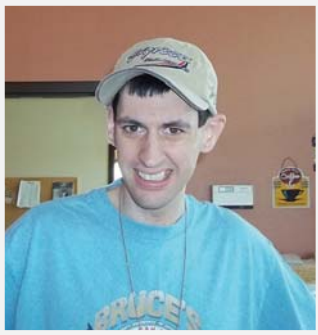
Reconnecting Payge Reckart is a 16 year old who wants and enjoys the same things as all teenage girls. She loves music, having her nails & hair done and going shopping. Approximately 2 years ago she was in a vehicle accident resulting in a traumatic brain injury (TBI). Payge started receiving PA services through the Waiver in November of 2010, and receives 10 hours support per week. Payge and her family moved from Elsberry and have lived in Troy for over a year now.

If you ever have the opportunity to meet Payge, I am sure you will agree she is very inspirational! Upon meeting Payge she made it clear she missed hanging out with her friends from her former school and activities such as cheerleading. She talks about and strives for her recovery both mentally and physically. With her PA hours she receives physical therapy up to 3 times per week and assistance with her PT exercises at home. She will soon be attending a TBI support group. In December, while receiving PA support, she walked using a walker for the first time since her accident!

In the past few months Payge has gone to a Munny Musical and saw Charlie Daniels perform at the local Fair. Most recently, Payge reconnected with some of her old friends from Elsberry, and was invited to a baby shower.

Payge has a desire to talk with other teenagers to share her feelings about the importance of following rules and letting family know where you are. Payge believes if she shares her story she may be able to encourage others to make better decisions and to be safer.

PROFILES OF HOPE



Volunteerism Individuals who know David Stika may use words to describe him such as: "outgoing", "chatty", or "funny". Since beginning his services funded through the Partnership for Hope in February of 2011, "caring volunteer" and "supportive friend" can be added to that list. After trying various volunteer opportunities, he was able to find two that suited him well. Each Tuesday morning David assists with caring for the cats and dogs at PALS in Hawk Point. The ladies running PALS have become quite fond of David and look forward to seeing him each week. David cares greatly for the animals and enjoys telling his friends all about the pets available for adoption. On Thursdays, David heads to the Elsberry food pantry where he immediately looks for his favorite co-volunteer, Krissy! David works alongside Krissy choosing only the best donations for families. In the afternoons, David enjoys hanging out with his many friends at Community Opportunities day program. David is an avid baseball fan and encourages everyone to become involved with the sport.

David's mother, Cherie, reports that David enjoys the activities he is now involved/supported in through the Partnership for Hope and has a renewed sense of purpose. Cherie stated, "*David looks forward to the two days a week he attends the day program as he says he is going to work.*" And he is right, because of the support services now available to David through the Waiver, he has become a very dedicated worker at his volunteer sites, and his co-volunteers look forward to working with him!



Socializing Larry Hill tells his case manager that the Partnership for Hope Waiver changed his life. The Partnership for Hope Waiver provides him with 6 hours of PA per week. This service affords Larry the opportunity to access his community and develop a social network. Larry states with a laugh, "I used to sit around my house being bored all the time. Now I'm so busy and popular, I don't know what to think!"

Larry appears to have a new lease on life. When he isn't laughing or joking around, he is busy planning which social activity he wants to participate in next. Over the past three months, Larry's PA staff has worked hard assisting him in becoming active within his community. Larry has gone bowling, attended a movie in a theater for the first time in his life, played BINGO with peers, gone out to eat, shopped for his own supplies, attended a cooking class and bought his first cell phone. Larry also joined the Lincoln County Moose Lodge and has become a 'regular' at the Lodge. Through all the new activities in which Larry is involved, he has developed a social group in the community and feels very proud of this accomplishment. Larry's next endeavor is to create his own bowling team and enter the team in a local league.

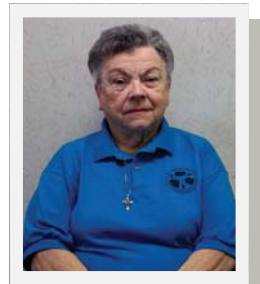
Our Board of Directors

Our nine member board is appointed by the County Commission. Our enabling legislation states two Members shall be related by blood or marriage within the third degree to a person who has a handicap as defined in Section 205.968 RSMo and four shall be public members. Board 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 6:30 p.m., unless otherwise noted.

2010-2011 Board Members (pictured above front row left to right): Shirley Kelly; Harriet Zuroweste-President; Mike Miller; (back row): Sarah Burkemper; Gary Kreuger-Vice-President; Cheri Rountree; Dolores Fink-Treasurer; and Diane Campbell-Secretary; (pictured separate, right) Teddi Michler



Our Department Directors



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Director of Community & Employment Services
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Executive Director's Report



Mary Sullivan-Thomas, B.S.
Executive Director

It is very exciting and rewarding to offer services to people who have been on the "waiting list" for services for many years through the Partnership for Hope Waiver. Historically, our state and most others have only had funds available to serve people who are in crisis. The Partnership for Hope Waiver was a concept developed and researched by MACDDS, the state-wide association of County Boards for people with developmental disabilities (sometimes referred to as SB 40 Boards). MACDDS has been a catalyst for change and innovation in developmental disabilities services for decades. I have been a member of MACDDS since beginning my employment here in Lincoln County over 25 years ago.

For many years, MACDDS has discussed the need for funding services before people are in crisis. Crisis situations end up costing families and the state much more money in the long run. This concept is the core principle in the Partnership for Hope Waiver.

Through a grant from the Missouri Foundation for Health, MACDDS was able to work with the state and federal government to develop the Partnership for Hope Waiver. The waiver leverages funds from County Boards, the state Department of Mental Health - Division of Developmental Disabilities, and the federal government through Medicaid to assist families by providing necessary supports. MACDDS explained the idea to the legislature and the governor's office. We were fortunate to receive bi-partisan support, and the Partnership for Hope received funding. The state is investing over \$1.4 million into the waiver and County Boards are investing the same amount to serve families in their local communities. The federal government is investing approximately \$4.8 million in families in Missouri through the Partnership for Hope Waiver.

In Lincoln County we have served nine families and hope to serve several more this fiscal year. Providing the right supports at the right time makes sense for families and keeps communities healthy.

A handwritten signature in blue ink that reads "Mary Sullivan-Thomas".

STRATEGIC PLANNING FYs '11-'13

After completing various strategic planning activities, including public and staff focus group meetings, reviewing survey feedback from clients, staff, parents/guardians and stakeholders, the following goals were developed:

Human Resources – Continue to hire and train excellent staff.

Supports – Provide supports to meet the needs of people in Lincoln County with developmental disabilities.

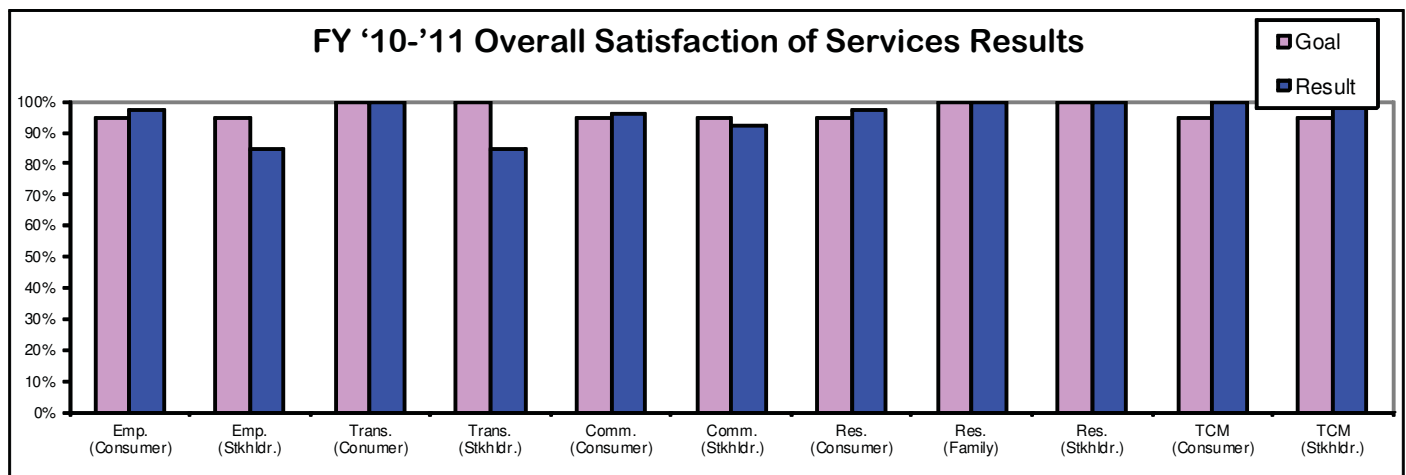
Public Education - Continue to expand public education efforts and distribute a consistent message about the resources and services our agency provides.

Financial - The agency shall continue to be fiscally responsible.

We annually report progress towards each goal in our **Business Improvement Strategy Report** which is available upon request.

Satisfaction Survey Results (Consumer/Family/Stakeholder)

Satisfaction info is based on surveys from the first half of the fiscal year.



Service Delivery Improvement Plan Results for FY '10-'11

Below is information from each bi-annual report. Criteria from some of the objectives may have been changed from the first half of the fiscal year to the second half depending on recommendations made. Not all objectives are measured during both report periods.

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



Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
75% of individuals will be placed on jobs within 180 days of completing job assessments.	53%	43%
80% of clients placed through Employment Svcs. will maintain integrated employment for at least 6 mos.	63%	Not measured this period
90% of clients employed through Employment Svcs. will obtain positions that pay at least \$8.00/hr.	100% (based on old criteria of \$7.25/hr)	33% (based on new criteria of \$8.00/hr)
85% of clients referred will be placed into competitive employment within 3 months.	93%	100%
35 individuals will receive employment services during each report period (FA svcs. not included).	172% (based on old criteria of 25 indivs.)	49% (based on new criteria of 35 indivs.)

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 8 individuals during the first half of the fiscal year. Due to a statewide decrease in referrals from Vocational Rehabilitation, no new transition students were referred during the last half of the fiscal year; therefore, there is not data to report for that period.

Objectives:	Results for 1 st half of fiscal year.
75% of students will be placed on jobs within 180 days of completing CTA.	75%
70% of students will maintain employment for at least 6 months.	100%
80% of students employed through Employment Svcs. will obtain positions that pay at least \$7.25/hr.	100%
75% of students referred to Employment Svcs. will achieve competitive employment within 6 months.	100%
Sixteen students will receive employment services.	50% (8 students)

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, Purchase of Service (POS) Agreement, and Lincoln County tax dollars.

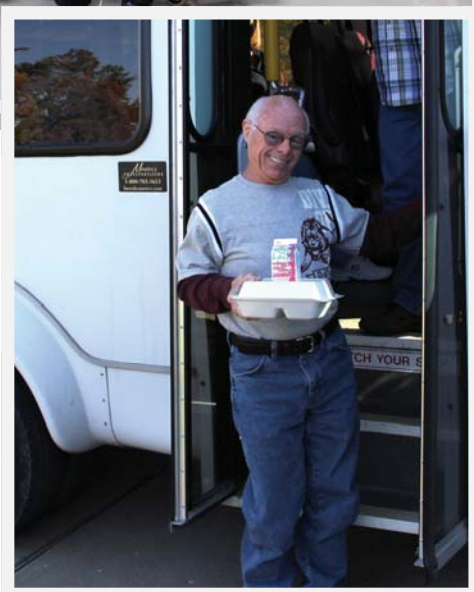
Community Services served approximately 52 individuals last fiscal year.



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Community Services (continued)

Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
70% of program time will be spent in community settings.	48%	52%
Individuals will be referred to employment of their choice (i.e., S.E., sheltered workshop, etc.)	100%	100%
Contractual income will cover 100% of expenses.	104%	103%
20 individuals will receive Personal Assistance services.	108% (29 Individuals received PA)	170% (34 individuals received PA)



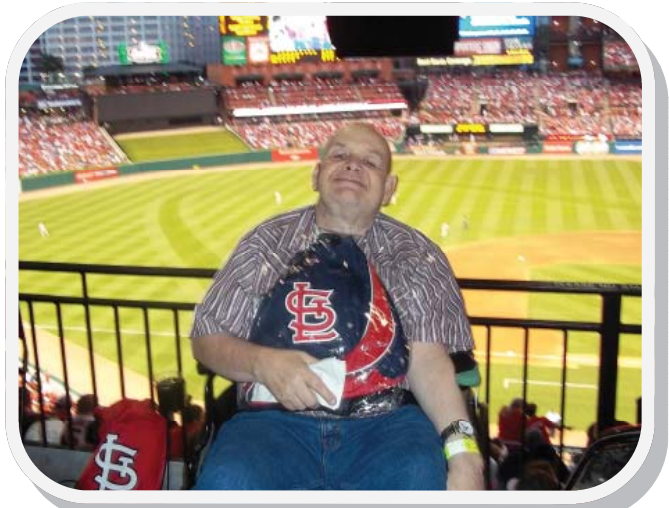
Residential Services

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.

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 32 individuals last fiscal year.

Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
70% of clients will participate in community activities with people who are not paid staff.	61%	50%
Maximize client achievement of habilitative outcomes in IP’s by completing 95% of outcomes.	88%	97%
Maximize client achievement of service outcomes in IP’s by completing 95% of outcomes.	85%	89%
85% of clients will participate in community-based activities with non-disabled peers.	87%	76%
Expenses for Residential Services will be 100% covered by contractual revenue.	103%	99%
90% of individuals accepted into residential services will begin receiving services within 45 days of acceptance.	100%	100%



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 partially funded through the Department of Mental Health, Division of DD, Medicaid and Lincoln County tax dollars.

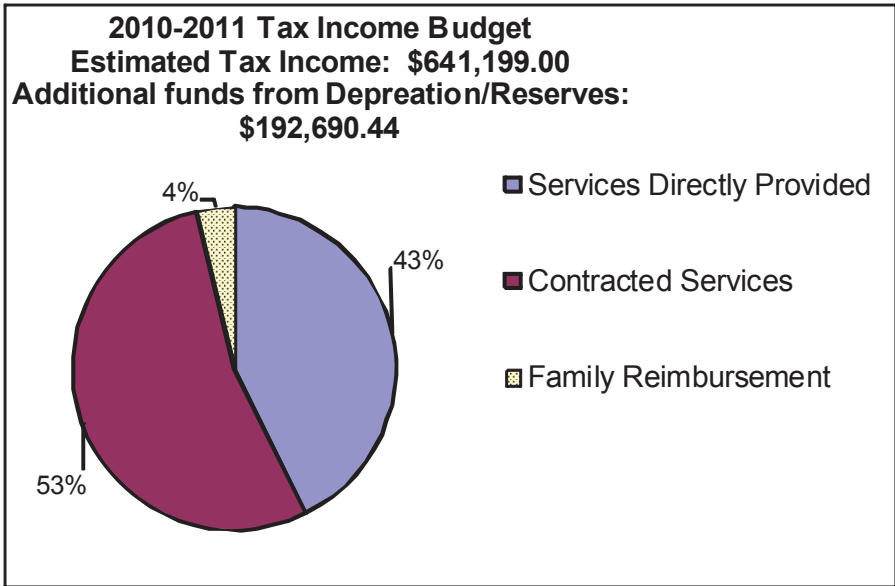
TCM served approximately 169 individuals last fiscal year.



Objectives:	Results for 1 st half of fiscal year.	Results for 2 nd half of fiscal year.
95% of consumers express that their support plan accurately reflects their strengths and needs.	95%	Not measured during this report period.
80% of consumers expressed that they have been referred to the services they requested.	100%	Not measured during this report period.
Based on caseload size, the TCM staff will log 75% of their available time.	73%	77.75%
100% of support plans are implemented on time.	100%	100%
Old Criteria: 95% of consumers will have a face-to-face meeting within 30 days of initial personal contact with the Case Manager. New Criteria: 90% of consumers will have a face-to-face meeting within 30 days of referral.	100% -based on Old Criteria	75% -based on New Criteria

COUNTY TAX DOLLAR EXPENDITURES

In August 1977, the SB40 tax levy was passed to provide residential and other related services to people with mental retardation/developmental disabilities in Lincoln County. Each year, the tax levy is collected and disbursed to Community Opportunities, then is split 70/30 with Earthwise Industries (sheltered workshop). During Fiscal Year '10-'11 Community Opportunities served approximately 341 Individuals with developmental disabilities with collected tax dollars. Earthwise Industries provided sheltered employment services to 36 individuals with developmental disabilities.

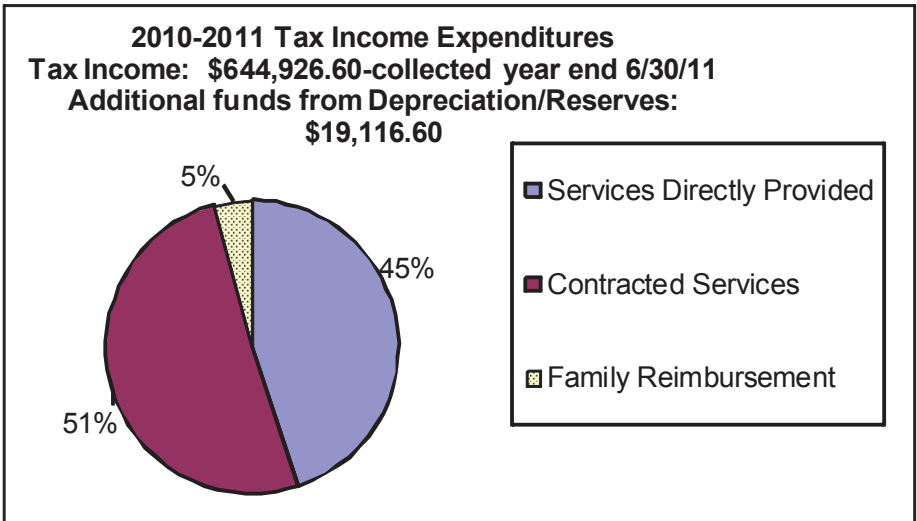


***Contracted Services Budgeted:**

Earthwise Industries	\$192,359.70
Community Living, Inc.	\$28,072.00
ShowMe Aquatics	\$34,000.00
Boone Center, Inc.	\$84,136.34
OATS/Linc Transp.	\$49,600.00
Options for Justice	\$6,000.00
Behavior Solutions, Inc.	\$30,956.40

***Contracted Services Funded:**

Earthwise Industries	\$192,359.70
Community Living, Inc.	\$8,053.40
ShowMe Aquatics	\$25,108.53
Boone Center, Inc.	\$69,163.37
OATS/Linc Transp.	\$35,010.19
Options for Justice	\$5,868.00
Behavior Solutions, Inc.	\$2,981.51



Contracted Service Providers

In addition to the array of services directly provided, Community Opportunities provides funds directly to families through the Family Reimbursement Program. This program reimburses families for temporary residential services (temporary relief for the primary caregiver) and other goods and services that are directly related to an individual's developmental disability that are not funded through other state or federal programs. Twenty-eight individuals received assistance through this program this year. Additionally, our agency contracts with a variety of service providers to assist Lincoln Countians with developmental disabilities:

Behavior Solutions, Inc. teaches families of persons with developmental disabilities strategies to managing problematic behaviors 636-265-0407

BCI sheltered employment opportunities 636-978-4300 or their new Moscow Mills facility at 636-356-3000

Community Living, Inc. out of home temporary residential services; and recreation based programs for youth during summer break through their SOAR program 636-970-2800 or bmoore@cliservices.org

Earthwise Industries sheltered employment opportunities 636-528-8869

OATS transportation 800-654-6287

The LINC for public transportation 866-261-5462

Options for Justice liaison/support services for people with developmental disabilities who encounter the criminal justice system or may be at risk. Three main components: direct service case coordination; education and training; and information/referral. Any agency or department in the county can request education and training services free of charge 314-721-6161

ShowMe Aquatics & Fitness aquatic OT & PT water therapies 636-896-0999



