



ANNUAL REPORT

2020

Pulaski County
Special Services

Message from Executive Director



Dear Friends,

In a word, 2020 was a year of chaos. In just days, COVID-19, which had hardly entered our national vocabulary by the start of the year, turned our economy, health care, education, and political systems upside down. On an emotional level, the pandemic has left people in a fragile state, triggering feelings of anxiety and isolation. For those of us who have watched loved ones suffer from or succumb to COVID-19, the chaos of 2020 has done irreparable damage to our psyches.

The trauma of the past year will continue to live on for all of us, but for people with intellectual and developmental disabilities (IDD), the effects of the pandemic are especially pronounced. The pandemic has left people with IDD more isolated than ever, struggling to understand why the world feels so fractured, so unfamiliar. Routines have shattered. Connections with loved ones have severed. Access to important places has been embargoed. Meanwhile, the professionals who support our family members, friends, clients, and neighbors with IDD are exhausted. They're exhausted by constant worrying. They're exhausted by the added steps necessary to ensure the people they support remain isolated from the virus but not from their communities. Overnight, we were forced to evaluate what is most important and pivot each day to rise to unimaginable occasions. We have been calling the plays without any discernable playbook, and in the process, we have revealed the fragility of our system—but also the resilience of those who make it work. We now have an energized and engaged community of advocates who are ready for a society defined by inclusion. If we are to take seriously the need to foster person-centered services supported by a robust direct support workforce, our future system must be built on policies that support flexibility. Such a system must be developed in partnership with the people it is designed to serve, in concert with their families and providers. It must reflect the values and needs of the people for whom the absence of such a system could make the difference between community inclusion or forced isolation.

A new system will require a variety of diverse efforts but uniting these efforts will be a shared commitment to a fundamental culture shift—one that prioritizes the needs of people and communities over the push to deliver services at the lowest possible cost.

And although we are still reeling from the pandemic, the time to invest in this culture shift is now. For all the difficulties thrust upon the system by COVID-19, our providers have proven their resilience. They have proven the lengths to which they will go under the most overwhelming circumstances to ensure the people in their care are safe and healthy. While the past year has taught us never to be too confident about what the future holds, it has also taught us to be grateful for those around us who never give up!

Thank you!

Tonya Hudson

History

Pulaski County passed a tax levy in 1980 to support individuals with Developmental Disabilities. In September 2009, the Pulaski County Board for the Handicapped entered into an agreement with the Department of Mental Health/Division of Developmental Disabilities which provided the option for our board to provide targeted case management services in Pulaski County. Prior to this agreement, all case management services were provided through state offices operated by the Department of Mental Health. Targeted Case Management (TCM) services started with 86 individuals and 2 employees. In 2013, the Partnership for Hope Medicaid Waiver was implemented in Pulaski County. This is a matching funds agreement between various Missouri Senate Bill 40 counties, the Missouri Department of Mental Health, and Medicaid to provide funding and reduce waiting lists for services. This allowed for hundreds more individuals across the state to participate in the waiver. From the time that the Partnership Waiver started until now, our board TCM services has funded a total of 28 slots. On March 7, 2017, the name of the SB40 Board was officially changed to Pulaski County Special Services, showing the willingness to change and keep up with the needs of the individuals we serve. The need for case management services in Pulaski County continues to grow. By December 2020, we were serving 146 individuals and had a staff of 4 full time employees and 1 part time employees. Our clients range from 2 years old to 74 years old. We currently have 55 clients in Medicaid Waivers. The goal for 2020 was to deemphasizes cost savings in favor of meeting people's unique needs, regardless of the severity of their disability or the complexity of their support plans, and to deliver higher-quality outcomes to more people.

Mission

The mission of the Pulaski County Special Services is to connect resources and create opportunities for individuals with developmental disabilities in Pulaski County to enable them to live the lives they chose, to have control of resources used and decisions made in the provision of supports, and to have services and supports provided by those closest to and chosen by the individual.

COVID-19

It was March 2020 when it became clear that we could not prevent COVID-19 from reaching pandemic status. While we may not have fully understood the depths of what such a crisis would bring, we knew that even the most immediate challenges would trigger significant distress. For our providers and staff, the beginning of the pandemic meant putting out fires left and right, discerning how to support people in their homes—with

limited resources and where social distancing is virtually impossible. First, consider the public health challenge confronting providers. To isolate the people, they support from the coronavirus, providers found themselves scrambling to adopt safety precautions—despite a lack of clear guidance about which practices were most effective. Of our clients who were receiving services they have experienced significant disruptions. In the most general sense, most community-based disability services are either residential services (i.e., those delivered in people’s homes) or day services (i.e., those that enable people to work or engage in activities in the community during the day). This latter category was hardest hit by the pandemic. Because people were required by their state to stay home, day program facilities closed, and many who were previously engaged in supported employment saw their workplaces close as well. The disappearance of these services, whether temporary or permanent, continues to have a potentially calamitous impact on people with IDD. These services foster skill development, social interaction, community engagement and vocational training. In turn, they serve as a bridge to community building and a sense of belonging, knowing the value of an honest day’s work and, in some cases, financial security. These services are also vital for people who can live independently, as well as for family caregivers who rely on the respite these services provide.

The way we medically treat our clients took a huge turn also. The ability to utilize telehealth during the pandemic improved access to specialized health care, whether for COVID-19-related concerns or routine medical needs. Support Coordinators were able to visit with clients virtually and still meet the requirements of Medicaid. Like just about everything else in 2020, disability supports shifted to video conferencing enabling providers to deliver creative programming and connect people to community events. It should be noted that the transition from in-person to virtual supports serves as a perfect example of how flexibility and diversity in services can improve outcomes for people with IDD. For some, in-person supports elicit the best outcomes; for others, virtual supports help people thrive. This flexibility has revealed a world of possibility for a future in which access to services is less dependent on things like transportation, weather, and individual comfort levels. A small provision with big impact was the flexibility to use electronic signatures on individuals’ support plans. Previously, we would spend hours chasing down signatures of meeting participants, sending documents by mail or fax. The long-desired flexibility to sign documents electronically created efficiencies in service delivery, thereby allowing case managers to keep up with the rapid changes in plans and services wrought by the pandemic. The new system has also allowed case management to be more accessible to people with IDD, enhancing their ability to participate more fully in the development and management of their plans.

Programs

Targeted Case Management



Our Support Coordinators provide supports for people with IDD in the community and in the places where they choose to live, work, and play. We are here to help individuals and families navigate through the service array system by coordinating, linking, and connecting them to resources and services, and advocating on their behalf to ensure they are being treated fairly and receiving the services as identified in our person-centered planning process. During this past year,

our case managers have worked creatively and with an ever-changing environment that COVID-19 has brought to our country. They have shown great flexibility and stamina to keep up with State and Federal rules and guidelines that were changing daily and weekly, while still ensuring that the client’s needs were being put first. As of December 2020, we serve 126 Medicaid clients and 20 Non-Medicaid clients. The work we do for Non-Medicaid clients is pro-bono, as we do not receive compensation from Medicaid. We have 55 clients’ in Medicaid Waivers. The Provider Annual Trend Report from DMH stated that Pulaski County TCM is above the statewide percentage in all auditing areas, and we continue to strive to meet CMS assurances in all areas.

Residential Living



In the ISL residential program, training and support services are tailored to an individual’s identified needs. Services and training are provided in the individual’s home and in the community, allowing functional skills to develop in real-life settings. The program’s flexibility allows for individuals with even the most severe developmental disabilities to learn new skills and become active members of the community. Group homes provide individuals with developmental disabilities and their housemates with 24-hour per day support services in a family-type atmosphere. Individuals participate and learn new skills in all areas of daily living in an

environment which promotes good health, personal growth, and community inclusion. The Pulaski County Group home has 6 individuals (male and female) and the ISL has currently 4 women that reside in a home. The Pulaski County Group Home/ISL saw some major changes this year, from residents moving on and new leadership. They have continued to “roll with the punches” and show they are up for any challenge!

Sheltered Workshop



A sheltered workshop provides persons with disabilities a training environment specially designed to accommodate the limitations arising from their disabilities, in which they can be trained to engage in allowance-generating work process, learn to adjust to normal work requirements, develop social skills and relationships and prepare for potential advancement to competitive employment where possible. The Pulaski County Sheltered Workshop is funded through the SB40 and many of the employees are also clients of the TCM. As of December 2020, the workshop employed 43 individuals with developmental disabilities, and 4 staff members. Due to COVID the work was reduced to less than 20

employees at a time. Our workshop suffered many loses this year and continued to grow and strive to meet all the challenges presented to them. The employees are anxious to get back to work and I know the staff miss them greatly!



Quality of Services

Timeliness: When someone is new to our services, we strive to contact them right away so that we can get a plan in place. Our goal is to never go more than three working days without establishing contact. We met this goal 99% of the time. In addition, for every person served, we had an initial Individual Plan in place within 30 working days of our first contact. Medicaid and the Department of Mental Health mandate that once a plan is in place, it must be renewed within 365 days of implementation. This year, we met this requirement 98% of the time. On average, annual plans that included paid services were turned in 30 days before the deadline for implementation. Assessments are a crucial part of the planning process to identify strengths, abilities, and needs and to review information previously documented and determine if that information is still current. Both Medicaid and the Department of Mental Health have some basic assessments that they require us to complete. We met those requirements 98% of the time.

Accuracy: Information recorded in the records of the person served must be accurate, timely, and complete. We conduct audits of log notes throughout the year to ensure that we are meeting this assurance. We averaged a score of 96% on our log audits. We scored 97% on our record reviews. The Executive Director reviews all the Individual Plans written to ensure that all needed components are in place. The Rolla Regional Office conducts quarterly reviews of Individual Plans, and yearly reviews of the TCM agency as a whole. The county conducts a yearly financial audit. In 2020 there were no issues found.

Effectiveness: After a plan is written and services located, the case manager monitors the service to make sure that it is effective, and that the person is being served in the manner that they described in their Individual Plan. Part of this is accomplished through Service Monitoring and Quarterly Reviews. Our case managers completed 98% of both the Service Monitoring and Quarterly Review requirements.



Financials

Targeted Case Management for 2020

INCOME \$346,051 (*from Medicaid due to SC billable hours*)

DISBURSEMENTS

Payroll expenses	\$185,244
Employee benefits	27,196
Rent	14,850
Legal & professional fees	9,165
Travel	2,422
Office Expense	5,107
Miscellaneous	262
Utilities	1,989
Computer	5,280
Telephone	2,501
Insurance	27,431
Dues	2,838
Janitorial	2,838
Continuing Ed	1,750
Meals	555

Total disbursements 288,168

Excess (deficiency) of receipts over disbursements 57,883

Fund balance – beginning 287,824

Fund balance – ending \$345,707

Clients served as of Jan:

2009-----86
2010 ----84
2015
2016 -----120
2017 -----124
2018 -----143
2019-----142
2020----- 141

SB40 Board for 2020

RECEIPTS

Tax Levy	\$ 497,105 (from tax levy)
Interest Income	385
Misc. Revenue	<u>1,000</u>
Total receipts	498,490

DISBURSEMENTS

Sheltered Workshop-operating	195,000
Sheltered Workshop-transportation	75,000
Group Home-operating	
DMH contract payments	12,148
Clerical	7,200
Bond	2,625
Operation expenses	127
Payroll Expenses	<u>13,889</u>
Total disbursements	<u>306,043</u>

Excess (deficiency) of receipts over disbursements 192,447

Fund balance – beginning 285,948

Fund balance – ending 478,395

ELIGIBILITY

Pulaski County Special Services is authorized to provide programs and services which assist Pulaski County persons with developmental disabilities.

A developmental disability is defined as a long-term condition which:

- Significantly delays or limits functioning in two or more areas of major life functioning (i.e. self-care, communication, learning, decision-making, capacity for independent living, mobility)
- Is attributable to such conditions as an intellectual disability, cerebral palsy, head-injury, autism, epilepsy, or any other similar physical or mental impairment
- Which is manifested before the age of 22
- Which is considered to be life-long in nature

The Missouri Department of Mental Health, Division of Developmental Disabilities, determines if a person has a developmental disability for the Pulaski County area.

The Division of Developmental Disabilities (DD), established in 1974, serves a population that has developmental disabilities such as intellectual disabilities, cerebral palsy, head injuries, autism, epilepsy, and certain learning disabilities.

The Division's Mission is to improve lives of Missourians with Developmental Disabilities through supports and services that foster self-awareness.

Requesting Services

Contact the Rolla Regional Office and speak to an Intake worker to begin the process: 573-368-2200

Pulaski County Special Services

105 Ichord Ave

Waynesville, MO 65583

573-855-7240

www.pcbh.net

Find us on Facebook!



Board Members as of December 2020

Quentin Davis – Chairman

Lynn Whitten – Vice Chairman

Betty Thilges – Secretary

George Dalgetty – Treasurer

Renard Ellis

Connie Trower

Janet Marso

Angie Collado

Dave Howlett

Debra Snider – Recording Secretary

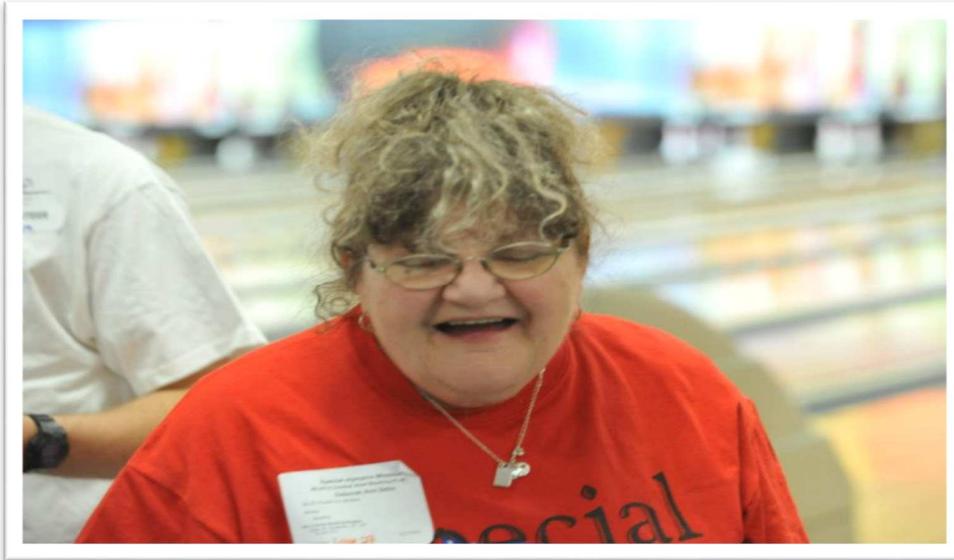
Tonya Hudson – Executive Director

Board meetings are held the first Tuesday of every other month, starting in January, at 5:30pm at the Pulaski County Special Services office and are open to the public.



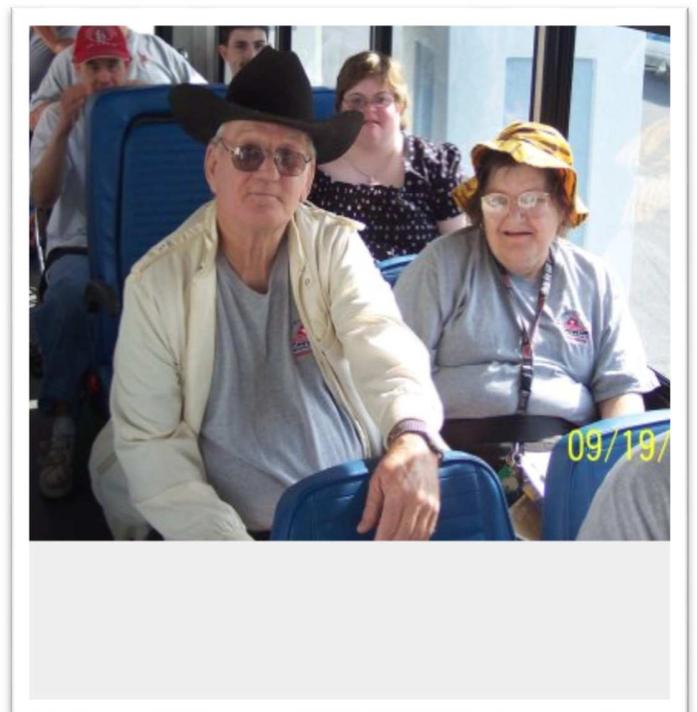
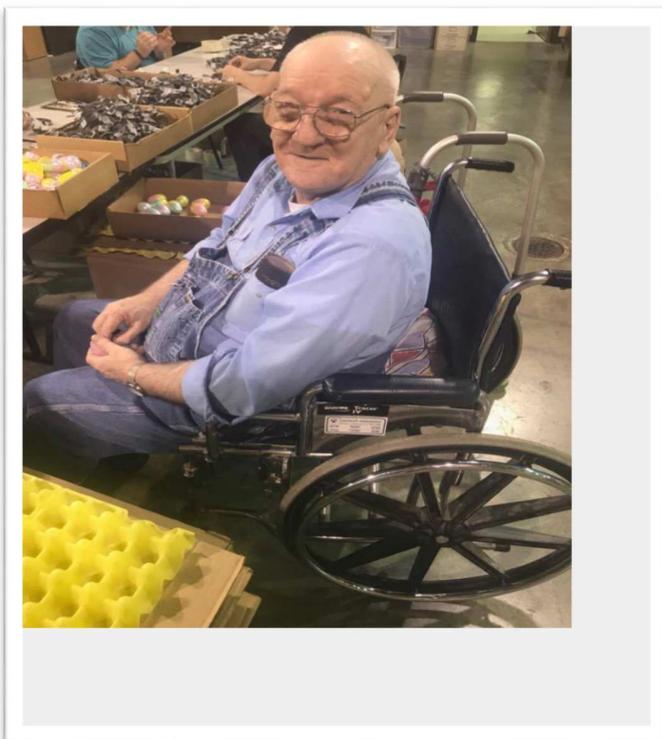
In remembrance of those we lost in 2020 and January of 2021. Our hearts will never forget.

Deborah Debo January 20, 1947 - September 7, 2020



Harold D. Smith September 22, 1936 - January 11, 2021

Harold and Deb



Edward Coleman November 21, 1954- January 15, 2021



Eddie was an honorary policeman of Crocker.

Kitsy McKinnon October 28, 1954 - January 27, 2021 Sheltered Workshop Board President from 2011-2019.



Having fun in 2020!!



.....And MORE FUN!



