

ANNUAL REPORT

2022

Pulaski County
Special Services

Message from Executive Director



I want to start off by saying Thank you! Thank you to our families, our board members, and our community for supporting us in all our efforts this past year. This has been a roller coaster of a year with many changes in our agency, community, and the world at large. The biggest change was the loss of our Chairman, Quentin Davis. He was a steadfast force for our board, always championing anyone with a disability and an open heart to provide help. Quentin served on the board since its inception in 1981, and it was a personal passion of his to serve those who needed it most. He was most proud of the new building for the Sheltered Workshop and having it paid off in just a few short years. He was a unwavering supporter of the workshop and believed it serviced a purpose for those that needed it most. He welcomed me as a new director in 2015 and taught me many things about the board and how to lead the agency. I will be forever grateful for his patience and guidance with me, and I miss his stories. He touched many lives in Pulaski County and will not be forgotten easily.

The agency has had some staff changes this year due to Support Coordinators leaving the area, and the agency growing and needing new staff to meet client needs. The new staff have integrated well, and families are happy with the new ideas they bring. We are always learning and attending training to improve skills and keep up with industry changes. This year we concentrated on what a vision for a good life looks like. We have been asking that question to people we serve every year. At PCSS, we believe that everyone has the right to live, love, work, play and pursue their life aspirations just as others do in their community. The Support Coordinators have been meeting with individuals and families to help them identify their vision for a good life and to determine if they are on a trajectory of life experiences that will help them progress toward that vision.

The non-profit that I started in 2021, *The Pulaski County Voice: Advocating for ALL with Special Needs*, to assist those in are community that need some extra supports, has been going really well. The board of directors that support PC Voice have been working hard this past year to fundraise and support those that requested funds. We were able to send 4 people to summer camp, supply sensory items, weighted vests, fidget chairs, weighted utensils, tablets, headphones, and many more items. Our biggest venture was The Winter Ball, a fundraiser, and a celebration of all our individuals. More about that in the next pages. We started a support group for young adults with Autism, and hope to maintain that group. We continue to seek out grants and new fundraising opportunities to assist those that don't have Medicaid or don't qualify for federal waivers. This has been an exciting venture that I hope continues for many years to come!

In this annual report, we proudly share a sampling of our recent accomplishments and ongoing projects, and we offer a glimpse of some things to look forward to in the upcoming year. The Support Coordinators at PCSS have continued to amaze me with their diligence and commitment to meeting their client's needs and always striving for success!

Thank you!

Tonya Brown

History

Pulaski County passed a tax levy on November 4th, 1980, by 2/3 vote to “establish and maintain a sheltered workshop and residence facility for handicapped persons...a tax (10c) cents per each one hundred dollars assessed valuation”. This is known as the SB40 (Senate Bill 40) Board and appointment of the first Board members was March 2, 1981, with nine people and by-laws were established. In 1985 the board started to discuss the need for a group home and after several meetings and surveys of the public, the Pulaski County Arvil Cotton Group Home opened on October 25, 1987, in Crocker, MO. Arvil Cotton was the director of the Sheltered Workshop since 1978 and he and his wife gave of their time and monies to keep the workshop open. The Sheltered Workshop was also in Crocker, and had suffered financially through the years, and the public often helped to keep it open, but it sadly burned down. The city of Richland donated some land to the SB40 and in May 2000 the new Sheltered Workshop was opened in the Richland, MO. The building is large and in 2020 they were awarded a significant grant to give much needed updates, and soon reached full capacity. During a meeting 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 the SB40 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 38 slots. On March 7, 2017, the name of the SB40 Board 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 2022, we were serving 158 individuals and had a staff of 5 full time employees and 1 part time employee. Our clients range from 2 years old to 74 years old. The goal for 2022 was to turn abilities into opportunities 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

COVID still impacts our world, and 2022 began the year that we got back into our communities, cautiously but safely. Video calls with clients have been less and less, and the need to see clients face-to-face is a well needed requirement. Video meetings on the other hand have become part of our daily lives. This has made some things easier, by lessening travel times and saving gas, but it hinders the connection we make with our colleagues and networks. Hybrid workdays have become our norm, and this flexibility has increased productivity in some ways, but lessened the human connection in others. We continue to learn and grow with this ever changing climate. Our families and clients have always been the top priority and will continue to be the most important factor in our jobs. COVID will continue to be a part of our future, and we will continue to meet the needs that best suit our community.



Programs

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. The Support Coordinators provide supports for people with Intellectual and Developmental Disabilities 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. 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. Each services request must include details to identify the service need, justification for the service, budget information, and identify that the service need cannot be met through natural supports or other paid supports. It is important these service requests are submitted timely to ensure that services are authorized by time of planned implementation. As of December 2022, we serve 126 Medicaid clients and 28 non-Medicaid clients. We have 58 clients in Medicaid Waivers. The Provider Annual Trend Report from DMH for FY23 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. TCM Support Coordinators have continued to increase caseloads, while meeting deadlines and increased DMH regulations. Yearly client satisfactions surveys prove that our Support Coordinators go above and beyond to ensure that every person is getting the service they need to increase independence, health, and safety.

TCM is funded through the Department of Mental Health, Division of DD and Medicaid.



Services that TCM coordinate and monitor through a contract with DMH are offered by several different providers such as:

Personal assistant to learn adult living skills and community integration services.

Employment coaching and pre-employment skills

Medical supplies and equipment

Autism behavior therapy and sensory items

Day Center activities

Residential living

Self-Directed Services

Home Modifications

Residential Living

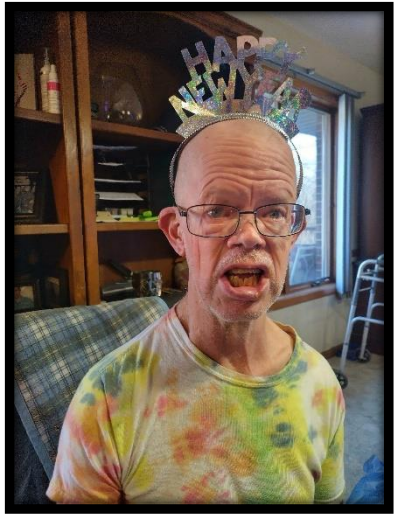


In the Individualized Supported Living (ISL) residential program, training and support services are tailored to an individual's identified needs. Services and training are provided in the individual's home and in the community, allowing functional skills to develop in real-life settings. The program's flexibility allows for individuals with even the most severe developmental disabilities to learn new skills and become active members of the community. Independence in choice of activities, roommates, and housing is of utmost importance and every person chooses how THEY want to live!

TCM Support Coordinators monitor and support the individuals that live in the ISL. They receive no SB40 funds.



Pulaski County Group Home



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 currently has 7 individuals (male and female). In 2022 they have a new director and assistant director that have met every challenge presented to them with great success. The Pulaski County Group Home continue to meet their client's needs and wishes, which include fun trips that the individuals chose.

TCM Monitor and support the residents, and SB40 provides monetary funding to the group home.



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 partly through the SB40 and many of the employees are also clients of the TCM. As of December 2022,

the workshop employed 25 individuals with developmental disabilities, and 4 staff members. In 2022 they have hired a new director, taken on new contracts and increased their work capacity. Thanks to the Sheltered Workshop Board of Directors the workshop was able to continue functioning in an exceedingly difficult and trying year. They ensured the employees were happy, unaware of any stressors, and strived to keep them working without interruptions. They have a lot to be proud of this year!

SB40 provides monetary funding to support the workshop.



Staff at the
Workshop

Non-profit update

Pulaski County Voice was created in January 2021 to help support and assist individuals in Pulaski County that needed additional funding that could not be obtained through state or federal aid. A board of directors was formed and a Facebook page to get the word out!

Our Mission:

Pulaski County Voice provides advocacy, support, and education to persons with developmental disabilities and their families in Pulaski County. At the core of all the agency's services is the deeply held belief in the development of the individual. PCV believes that all people can learn and that all people – despite any developmental disability – can make meaningful choices about their lives.



Pulaski County Voice is an organization of, by, and for people with intellectual and developmental disabilities and their families. Informed voting members make our policy decisions. Our belief is that everyone deserves a chance to speak and be listened to. People need to be allowed to take risks; you must fall to learn to walk. Everyone can make choices and decisions about their life.

This year the PC Voice was able to sponsor several summer camps and help families with sensory items, weighted blankets, tablets, headphones, fidget seats, and so much more. A support group for young adults with autism was started and had great attendance. We hope to continue this endeavor while looking for a new group leader. The PC Voice held its first annual Winter Ball which provided a way for the whole community to come celebrate the lives of our clients and raise much needed funds. The event was a huge success, and we hope to continue this event every year. The community's support is greatly appreciated!!



Winter Ball 2022

 @PulaskiCountyVoice

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. In 2022 we met this goal 100% 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 100% 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 100% 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 99% 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 2022 there were no issues found. The TCM Trend Report from Rolla Regional office stated *“Review of data for year show that there were no significant trends for the year. Pulaski County is above or at the statewide percentage in all areas. They do not have any areas that are below 87%. They continue to strive to meet CMS assurances in all areas.”*

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.

Yearly surveys are sent out to all clients and/or guardians to ensure that TCM Support Coordinators are meeting the needs of the individuals. In 2022 there were 146 surveys mailed with a return rate of 30%. Of those returned 90% of them scored their services with a 5, being the top rating. There was less than 1% with scores below a 3 on the scale of 1-5. These surveys enable us to learn where we need to improve and give us insight on new services that clients might request. We are always striving to increase our knowledge and ability to better serve our clients.



Financials

Targeted Case Management for 2022

RECEIPTS

Charges for services	\$ 406,098
Non Medicaid Case Revenue	<u>8,172</u>
Total receipts	414,270

DISBURSEMENTS

Payroll expenses	253,635
Employee benefits	72,240
Rent Expense	14,850
Office expense	11,230
Computer	9,591
Legal and professional fees	9,670
Travel	6,258
Telephone	2,869
Insurance	2,572
Dues and subscriptions	1,712
Continuing education	1,352
Utilities	2,776
Janitorial	2,075
Postage and Delivery	1,423
Security	420
Meals and entertainment	722
Advertising	<u>326</u>
Total disbursements	393,721
Miscellaneous Income	<u>4</u>
Excess (deficiency) of receipts over disbursements	20,553
Fund balance - beginning	415,624
Fund balance - ending	\$ 436,177

Clients served as of Jan:

2009-----86
2010 ----84
2015
2016 -----120
2017 -----124
2018 -----143
2019-----142
2020----- 141
2021----- 148
2022----- 158

SB40 Board for 2022

RECEIPTS

Tax levy	\$ 420,220
Miscellaneous Revenue	<u>346</u>
Total receipts	420,566

DISBURSEMENTS

Sheltered Workshop - operating	162,968
Sheltered Workshop - transportation	67,500
Sheltered Workshop - unexpected	201,972
DMH -Partnership for Hope Waiver	6,174
Outside services	7,200
Operations	112
Insurance bond	<u>2,625</u>
Total disbursements	<u>448,551</u>
Excess (deficiency) of receipts over disbursements	(27,985)
Fund balance - beginning	428,824
Fund balance - ending	\$ 400,839



ELIGIBILITY

Pulaski County Special Services is authorized to provide programs and services which assist Pulaski County residents 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.



@PulaskiCountySpecialServices



Board Members as of December 2022

Quentin Davis – Chairman—passed away September 2022

Lynn Whitten – Vice Chairman

Betty Thilges – Secretary

George Dalgetty – Treasurer

Janet Marso

Angie Collado

Dave Howlett

Kim Fuhr

Linda Gifford

Dr. Elizabeth Washington

Debra Snider – Recording Secretary

Tonya Brown – 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 2022. Our hearts will
never forget.

Quentin Christy Davis, 81, of Dixon, was born on November 14,
1940, and departed this life September 15, 2022

Served with honor on the SB40 Board since 1981.



FUN AND GAMES IN 2022



