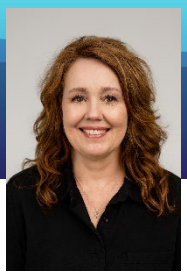
Pulaski County
Special Services

2025 ANNUAL REPORT

105 Ichord Ave Waynesville, MO 65583
www.pcbh.net

Message from Executive Director



This past year has tested us in ways none of us could have anticipated, yet it has also revealed the extraordinary strength, compassion, and dedication within our team. Our Support Coordinators have faced a year of significant turnover, heavier caseloads, and the ongoing challenges created by the Medicaid Waiver waitlist. Through it all, they have shown remarkable resilience. They stepped in for one another, shared responsibilities, and continued to provide unwavering support to the individuals and families we serve. Their ability to collaborate, adapt, and stay committed through uncertainty is a testament to their strength and professionalism.

The waitlist has created real and painful delays for many in our community. Families, individuals, and guardians have had to navigate uncertainty, postponed services, and complex systems—not because of lack of need, but because of limitations statewide. Despite these challenges, you have continued to partner with us, communicate with us, and trust us. For that, we are profoundly grateful.

To the individuals we serve: thank you for your courage and your patience. To families and guardians: thank you for walking alongside us with grace and understanding. Your collaboration, questions, perseverance, and honesty continue to guide our advocacy efforts and strengthen our resolve to push for meaningful change.

And to our Support Coordinators: thank you for lifting each other up, for leaning in during the hardest moments, and for showing—day after day—what true dedication looks like. You continued to champion the needs, hopes, and dreams of every person you support, even when the system made it difficult. Your passion keeps our mission alive. Together, we've weathered a challenging year with resilience and hope.

As we move into the next year, we remain committed to strengthening services, expanding opportunities, and building a more inclusive and responsive system for every person we support. Together—with families, guardians, staff, and community partners—we will continue advocating for a system that meets the needs of every individual without delay. Our challenges have shaped us, but they have also strengthened our resolve. As we step into the future, our focus remains clear: to expand opportunities, uplift every voice, and ensure each individual we serve can live the life they choose.

Tonya Brown

History

In 1969, Missouri passed Senate Bill 40, allowing counties to approve a property tax levy for services supporting individuals with intellectual and developmental disabilities. This levy is overseen by local county boards known as SB40 boards.

Pulaski County approved the levy on November 4, 1980, leading to the establishment of its SB40 Board with nine members and by-laws in March 1981.

Since 2009, Pulaski County Special Services (PCSS) has provided targeted case management, starting with 86 clients and increasing to 191 by December 2025, supported by seven full-time staff. Clients range from ages 2 to 87.

The need for case management continues to grow in Pulaski County. Our team is committed to helping individuals achieve their potential and live meaningful lives, focusing each year on improving care, independence, and holistic well-being.

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.

Pulaski County Special Services recognizes the valuable contributions that individuals with disabilities make to our communities. We are dedicated to fostering self-determination and acknowledging each person's distinct abilities and needs. By understanding that standard approaches may not be suitable for everyone, we strive to connect individuals with appropriate resources and empower them to pursue meaningful and fulfilling lives.

Programs

Targeted Case Management

Targeted Case Management (TCM) assists people with Intellectual and Developmental Disabilities in accessing essential care. At Pulaski County Special Services, Support Coordinators provide personalized support in various community settings, helping individuals and families navigate service systems, connect to resources, and advocate for their needs through person-centered planning.

Support Coordinators monitor service quality by conducting assessments, coordinating with providers, and maintaining records. Service requests must specify the need, justification, budget details, and why other supports are insufficient, with timely submissions required for prompt approval.

As of December 2025, Pulaski County Special Services serves 154 Medicaid and 37 non-Medicaid clients, including 82 individuals in Medicaid Waivers. The Department of Mental Health's (DMH) Provider Annual Trend Report for Fiscal Year 2025 shows that Pulaski County TCM outperforms statewide averages in all audited categories, maintaining 100% compliance with CMS standards and requirements. The annual review conducted by DMH, which included an audit of individual services and employee qualifications, found no issues and confirmed 100% compliance. This represents an exceptional accomplishment.

Though caseloads have increased and DMH regulations evolve, our Support Coordinators are deeply committed to high-quality service. Yearly satisfaction surveys consistently show our SCs work hard to ensure each person gets the support they need for greater independence, health, and safety. By paying attention to survey feedback, we continually adapt our services, so they align with the needs of individuals, families, and communities.

Funding for TCM comes from the Department of Mental Health, Division of DD, and Medicaid.

Quality of Services

Performance Summary

Timeliness:

We aim to contact new clients within three working days, achieving this goal of 99% of the time in 2025. Individual Plans were established within 30 working days for all clients. Medicaid and the Department of Mental Health require annual plan renewals, and we met this 100% of the time. On average, plans with paid services were submitted 30 days before the deadline.

Accuracy:

Maintaining accurate, timely, and complete records is a priority. Our log audits averaged 94%, while record reviews scored 95%. The Executive Director reviews all Individual Plans, with additional quarterly and yearly audits conducted by the Rolla Regional Office, DMH and the county. In 2025, no issues were found. The TCM Trend Report confirmed Pulaski County met or exceeded statewide benchmarks in all areas.

Effectiveness:

Case managers maintain service quality by completing 96% of Service Monitoring and Quarterly Reviews according to each client's plan. In 2025, 187 surveys yielded a 14% response rate; 98% of respondents rated services as top-tier and less than 1% rated below 3. In the survey, service quality averaged 4.77 out of 5 stars, and all respondents reported satisfaction with responsiveness and coordination. Feedback is used to enhance and expand support options.

"Your eyesight can place focus on disabilities, but your vision can help you uncover possibilities." Chad E. Foster

As of December 2025,	**2025 Totals**
# of people in Support Coordination	191
% of those who have Medicaid	79.27%
% that do not have Medicaid	20.73%
Breakdown of services used services	
% receiving waivered	71.31%
% in Case Management Only (no funded service)	10.37%
% receiving other funding sources (PAC,APF, Etc.)	18.32%
Intake and Discharges	
# of new intakes	41
# of discharges/transfers	35

Individual qualifies for TCM → Support Coordinator creates ISP with team → Individual chooses vision for a good life → SP connects individual with resources

Non-profit update

Pulaski County Voice: Empowering Individuals, Strengthening Community

Pulaski County Voice, established in January 2021, is a 501(c)(3) nonprofit focused on advocating for and empowering people with developmental disabilities and their families. Our goal is to fill the gaps left by state and federal aid, so everyone can access the resources they need to flourish.

We firmly believe that every person deserves to be heard, respected, and given opportunities for growth. Led by and for individuals with intellectual and developmental disabilities and their loved ones, we promote independence, self-expression, and personal choice—understanding that embracing risks is a vital part of learning and development.

This past year, Pulaski County Voice proudly:

✅ Sponsored 9 summer camps, providing enriching experiences for individuals with disabilities.

✅ Supplied families with essential sensory and support items—including Equine Therapy sessions, sensory bungee swing, bicycles, tablets, fidget seats and sensory chairs, autism trackers, and emergency funds—to enhance quality of life and promote success.

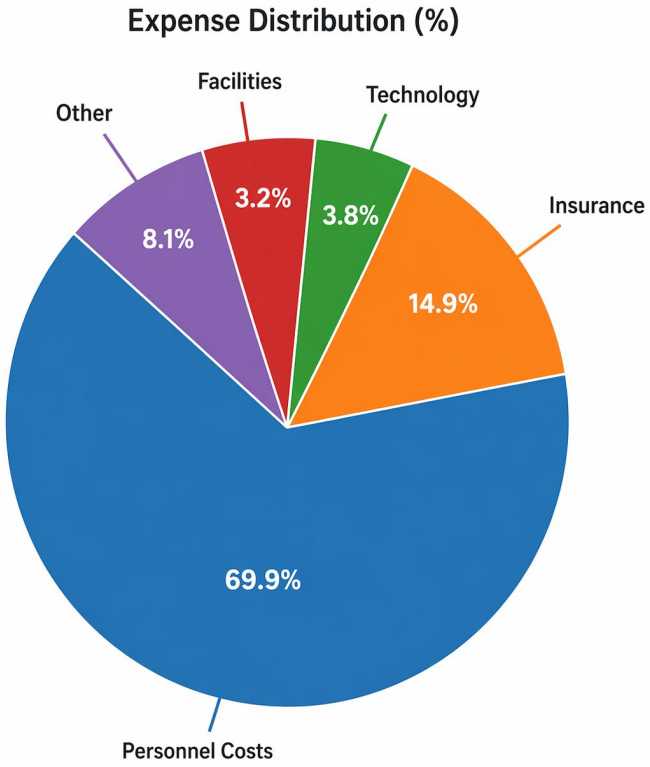
✅ We successfully hosted our fourth annual Winter Ball, uniting the community for an evening focused on celebration, inclusivity, and fundraising. This year's event represented our largest gathering to date, and we are grateful for the ongoing support from our community. The Winter Ball continues to grow in significance and remains a valued tradition.

✅ Engaged in local events, spreading awareness, sharing resources, and strengthening community connections.

Financials

Targeted Case Management for the Year Ended December 31, 2025

PCSS Financial Highlights



Total Revenue: $595,784
Total Expenses: $571,253

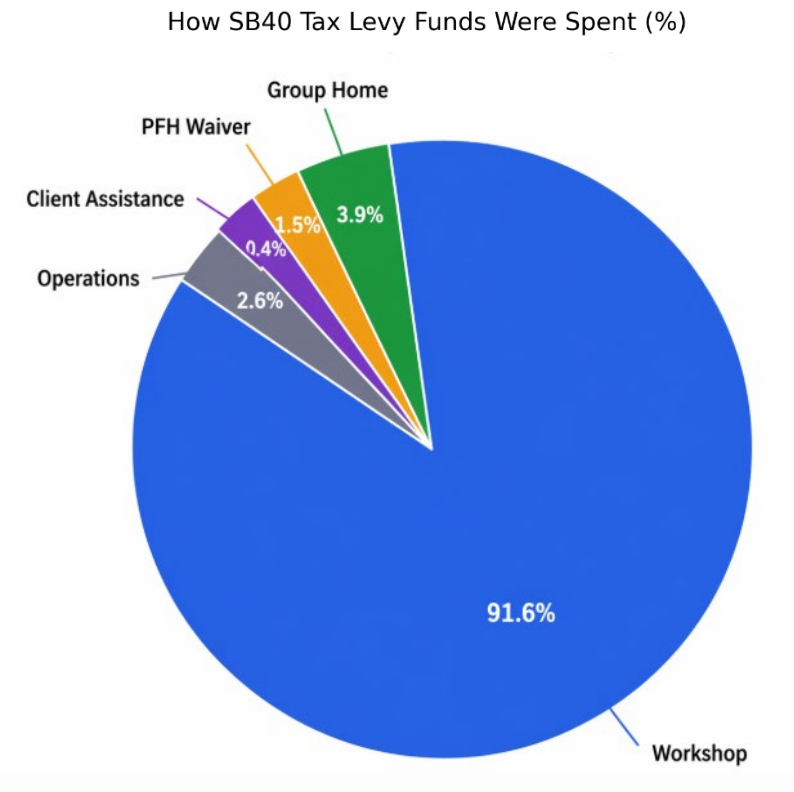
Operating Surplus: $24,531
Ending Fund Balance: $578,489

- ✔ Strong fiscal stability
- ✔ Personnel-focused spending
- ✔ Positive year-end growth

Clients served as of Jan:
2009-----86
2010 ----84
2016 -----120
2017 -----124
2018 -----143
2019------142
2020----- 141
2021----- 148
2022----- 158
2023------154
2024------164
2025------176
2026------191

SB40 Board for the Year Ended December 31, 2025

SB40 Tax Levy Funds



Total Receipts: $470,239
Total Disbursements: $377,553

Excess of Receipts Over Disbursements: $92,686
Ending Fund Balance: $664,018

SB 40 funding is essential to our community because it helps people with developmental disabilities get the support they need. A key part of this support comes through the Missouri Partnership for Hope (PFH) Medicaid Waiver, which allows individuals to live in their own homes and be part of their communities instead of more restrictive settings.
Medicaid helps pay for these services, but local SB 40 dollars are required to make them possible. Without local funding, people who qualify for the waiver would not be able to receive this support. Local dollars help bring federal and state funds back into Pulaski County, where they directly benefit local individuals and families.
Investing locally helps people live more independent lives and makes our entire community stronger. Thank you for supporting a community where everyone has the opportunity to succeed.

Pulaski County Sheltered Workshop employees and staff.

Pulaski County Special Services is authorized to provide programs and services which assist Pulaski County residents with a developmental disability.
Department of Mental Health states a developmental disability is:

1. A disability which is attributable to an intellectual disability, cerebral palsy, epilepsy, head injury, autism, or a learning disability related to brain dysfunction, or any other mental or physical impairment.
2. Occurs prior to the age of 22.
3. The disabling condition is likely to continue indefinitely.
4. Results in Substantial Functional Limitations in 2 of the six areas listed below:
   a. Self-Care
   b. Receptive/ Expressive Language
   c. Learning
   d. Mobility
   e. Self-Direction
   f. Capacity for Independent Living/ Economic Self-Sufficiency.
5. Requires some level of habilitative training. Habilitative means skill development that assists the individual learning to become more independent.

The Division's Mission is to improve the lives of Missourians with Developmental Disabilities through support 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

@PulaskiCountySpecialServices

Board Members for 2025

Lynn Whitten – Chairman

George Dalgetty – Vice Chairman

Betty Thilges – Secretary

Shirley Schuld – Treasurer

Kim Fuhr

Linda Gifford

Pamela Thompson

Becky Allen

Linda Burgess

Debra Snider – Recording Secretary

Tonya Brown – Executive Director

Board meetings are held on 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.