

**Adair County SB40 Developmental Disability Board  
Executive Director's Report – June, 2021**

**Accountability:**

Service Coordination: Judy Satterfield forwarded the Technical Assistance report for FYE20. There were no unresolved issues from her audit. At her request, Lana is currently pulling audit documents for this FYE21, due 7/15, with no concerns noted so far.

- Current Caseload - 409
- TCM logged hours: April - 1,114 hours; May - 1,172 hours; June est 1,100 hours
- FY21: Averages 10.5 FTE SC, 1,051 Billable Hrs/Mo, 106 Hrs/SC/Mo
- Caseload sizes range from 20 for new SC to 45, SCL's have avg15, Virgie 8 and Laura 2
- Highest billing three SCs logging average of 25.51 billable hours per week
- Two Newest SCs: 20 cases and 32 cases.

Julie is reviewing rejections and getting corrected invoicing submitted on a timely basis. Also, Laura and Dana are working with SCs to get logging entered into CIMOR reporting within three days of service. This will give Dana opportunity for quality review and corrective action before the Division's 5 day deadline. We believe that this review process will help to improve recordkeeping and secure billable hours.

An RFP for the independent financial audit was sent with 7/15 deadline for submitting proposals. At this point we have not received any proposals, but have received two declines to propose. This is a little concerning and becoming a top priority. I would like to assure that the next financial audit includes an in-depth review of finances, processes and financial projections.

In our efforts towards accreditation, the CARF materials have been received and we are starting with Risk Management and HIPAA policy reviews. Dana has taken a strong lead on this effort.

**Infrastructure:**

The McPherson Street building continues to struggle with leaking in the basement. There is an overwhelming odor of mold and humidity levels remain high. The SCs are having to empty the humidifiers multiple times per day. Tiffany has been working with Service Express to correct the situation, remove mold and clean carpets. Due to the uncomfortable working conditions and also to support infection control, the SCs are encouraged to work from home

Tiffany has been completing a walk-through inspection of all facilities to prepare a list of any potential maintenance issues which need to be addressed for the grounds or buildings. Also, she is working with Julie to complete an asset listing of all equipment and furnishings of the organization. This will be utilized to assure that commercial insurance limits are sufficient. We did meet with Larry Byars, our Hawkins Harrison Insurance representative and reviewed existing plans. They will be up for renewal in the spring of 2022. As part of our review of asset management, Tiffany is making sure to secure Certificates of Insurance from all vendors of the organization to maintain on file.

We also met with Huber & Associates to review their assessment of IT equipment and issues, cyber security and services they provide. They assisted with outlining the specifications of the new switcher which was ordered at a reduced cost from TechSoup. We also discussed the specifications for the server replacement which is required and will be purchased in July.

**Community Engagement:**

Met with the Kirksville Regional Office on Monday to discuss a transfer for a residential individual looking for new placement. It was also introductory as my first opportunity to meet with the KRO team. We discussed ways to share information, the impact of the pending Division restructure and established a plan for regular review of at-risk individuals going forward. We agreed to seek ways to improve communications with providers, SCs and the interagency management team going forward.

I also attended the Community Opportunities workshop Board meeting last week. I met with the new Director, Arthythe Curtis, following the meeting. We discussed competitive employment, opportunities for expanded community integration and the importance of collaboration on future programming to plan for the potential end of sub-minimum wage.

There continues to be a need to address concerns about Judevine's autism services being limited right now due to staffing shortages. In addition, residential providers are also struggling to maintain services. Managers of the residential provider agencies are working so many shifts it has been difficult to maintain the regular meeting schedule to discuss SC and interagency issues. The DSP crisis appears to have no end in sight given current state budget withholds and the small labor pool experienced across a wide spectrum of industries. Melissa Cline has been working to support smaller providers with providing Mandt training and re-certifications to help them meet their contractual requirements with the state.

I have visited with both MACDDS and the Assistant Director of the DD Division regarding the need to coordinate in person forum for people with disabilities, families, providers etc to meet and talk to legislators. I would like to establish quarterly contact for 'real people, real stories' to be shared with the legislators at CLC. Wendy Witcig of the Division has encouraged me to proceed with the planning.

Melissa Cline is doing a fantastic job with planning programs and CLC expansion while also handling social media, updating the website and radio interviews. She is also in the process of planning for the AmbassaDDAIRs volunteer group and a self-directed transitional /employment development programs. She has prepared a detailed chart of current and future CLC program structure. I am meeting with her weekly to review and set goals. We plan to meet with TSU's Disabilities Studies representatives, including Julie Lochbaum and her team to review our program goals. We also plan to begin working on a Community Engagement Conference and want to discuss moving it to the Spring.

In the coming month we will be communicating with service providers about DSP recognition and if they prefer in person event this year.

The staff is engaged in the importance or raising awareness of what our organization is and what we do. In July we will begin working with newly restructured Community Outreach/Promotions committee on recommendations about a name change, identifying marketing and promotion goals and setting up a speaker's bureau with staff.

#### **Talent & Leadership:**

The employee benefits insurance plan year starts 9/1/21. The Anthem renewal came in with a 10.2% increase. We are currently looking into alternative plans and options with Don's support.

The 1:1 meetings with each staff person were well received. This yielded a meaty list of over 200 issues to be addressed within the next 2-3 years, specifying goals to attach to the already solid Strategic Plan developed by the previous Executive Director, staff and Board. One outcome of the meetings was a review of the On Call scheduling process. Also, we are looking at work assignments to try to identify and remedy inefficiencies. The staff have indicated that they appreciate the option of semi-open office and opportunity to work from home. They understand this will make measurement of productivity very important. Managers have already been assisting with developing tracking methods to assure the work plan still supports productivity. All management staff are working on their succession plans to place on the server for Manager access. We review progress in our weekly management meetings.

The Social Committee is back to work again. Staff on that committee are working on plans for the staff retreat. They have resumed the popular birthday lunches.

For staff development, we are watching for MACDDS conference agenda to determine who wants to participate. Susan has been attending the Northeast Missouri Leadership group with KREDI. Sean has been focusing on use of Assistive Technology to aid least-restrictive planning. All staff are encouraged to participate

in trainings and there are multiple no-cost webinars available from various state resources each week. We will be encouraging training and then an information sharing forum at the All Staff meeting.

I completed an 'HR update' legal review with all Supervisory staff, reviewed Workers Compensation management and discussed progressive discipline practices. The recruitment process has been expanded to include a second interview with SCL and seasoned SC, a request from staff that came out of our 1:1 meetings. Also, Laura is working with Dana and Tiffany to evaluate and improve the orientation plan and training requirements for the new SC.

**State of Disability Issues:**

- The potential Governor's withholding of DD base rate increases due to FRA stand-off is of concern to Waiver providers State-wide. The modified plan has passed the State Senate and is now passed off to the House for approval. Also, CMS renewal with Department of Mental Health has not been completed yet.
- The Division is currently involved with planning a three phase restructuring of Division under new Director, Jessica Bax. This restructure will directly impact the KRO structure and subsequently our SCs, area providers and people we serve. We will work with KRO staff and management to facilitate a smooth transition.
- There has been much discussion about the importance of preventing and responding to Delta variant while at the same time, discussion of planning reintegration into community following COVID precautions. There is an increased awareness of how quarantining has had detrimental impact on the inclusion and mental health of individuals with ID/DD and their families.
- The Division is communicating regularly about the coming ConnecXion integrated software for service management and reporting. There are indications that it won't be ready to launch until at least Fall 2022. There have also been reports that the Division may need to retain some components of CIMOR.
- Finally, the Division reports that they anticipate the elimination of sub min wage as it is reported as a high priority of Biden Administration. Melissa and I are working on employment education and job exploration programming for the transitional group we will establish at the CLC in preparation.

In my first month of Executive Director, I have been extremely impressed with the engagement and professionalism of the SB40 staff. Their interest in working to continuously improve our organization and their passion for providing quality services to people with ID/DD and their families is inspiring. I also appreciate the support offered by the Board over the last month. While I recognize that we have a lot to do in the coming years, it is encouraging to have an invested group of professionals and Board members to work with. Thank you!