

Adair County SB40 Developmental Disability Board Executive Director's Report – December 12th, 2023

Accountability:

For the November financials we have still elected not to increase our forecasted property tax revenues. We'll compare the expected December payment to last year to determine if we need to revise forecasts with December financials. We did reduce TCM forecasted revenue through the end of the fiscal year, as well as forecasted vacancy savings through the end of the fiscal year, due to the current SC vacancy and slight dip in the number of cases. We will revisit that TCM forecast early next quarter.

The forecast includes the estimated amount that will be granted to the local sheltered workshop for monthly stipends based upon the new policy which is to be adopted by the Board. There are no other employment requests included in the forecast as there has not been any interest.

With cash on hand plus our current receivables, the Board has enough current assets in reserve to cover six months of operational expenses.

Infrastructure:

No major infrastructure concerns. Continue to consider commercial property which could be acquired to combine both programs into one location and then sell existing two buildings.

Community Engagement:

We continue to be in planning stages for the annual community engagement conference. The committee is well into the planning and currently recruiting breakout session presenters. We are also planning for the Spotlight Awards banquet and finalizing selection of the Ramon Pollard Lifetime Achievement Award recipient to be recognized. These recognition awards are receiving great social and local media response. The Transition Coalition is actively planning to provide content for the Community Engagement conference. Participation in the Coalition has been really strong for the last couple of months.

We are in communication with Area Agency on Aging and other interagency groups to assure that our Service Coordinators have full access to all community resources available. We have secured a videographer to produce an introductory video to NEMOResources.org with Senator Cindy O'Laughlin, to be completed in December.

Adair SB40 provided the turkey and ham for the Community Thanksgiving Dinner in November. This is largely coordinated by CVA/CHS and Brashear High School students. Our staff volunteers to purchase and cook the meat for the event every year. This year they had well over 250 participants and great media support.

On December 1st, Dennis Miller and Crystal along with three other self-advocates participated in a panel discussion at the University Extension Centers Annual Health Care symposium. The discussion was coordinated by Adair SB40 and had a great response. The topic was "Preventing Trauma while Providing Healthcare to People with Disabilities". Around 120 individuals participated in the conference either in-person at TSU or virtually.

Talent & Leadership:

We continue to recruit for the vacant Service Coordinator position. We had a strong pool of applicants, but a couple of candidates withdrew to pursue other opportunities. The staff were not ready to offer the position to the remaining candidates as they felt it was not a right fit. We are considering whether to recruit a 13th SC or hire a Community Resource Coordinator instead. A CRC would not need to be degreed but could take the Non-Medicaid caseload, as well as PAC services. Sean and his TCM management team are reviewing possibilities.

State of Disability Issues:

Crystal continues to work with the MACDDS TCM Contract committee in negotiations with DMH on the terms of the contract which will take effect 7/1/25. Discussions are going well. MACDDS is promoting the supplemental request of \$5.9ml to the DMH budget to cover the full cost of the requested TCM Rate increase. Local legislators are reminding many TCM entities that they are 'preaching to the choir' and our efforts need to be focused on legislative opponents. Meanwhile, Sen. Eigel is proposing a full elimination of all property taxes be placed on the ballot as a constitutional change. If successful, it would eliminate all tax levy funding if successful. This is related to his efforts to be elected Governor.

Adair County SB40 Dashboard			Nov-23	
<u>Variance to Budget</u>	<u>Actual FY22</u>	<u>Actual FY23</u>	<u>Nov-23</u>	
Property Tax Revenue vs Budget	\$ 68,209	\$ (8,213)	\$ (43,146)	
TCM Revenue vs Budget	\$ (89,158)	\$ (3,597)	\$ (12,899)	
Personnel Expense vs Budget	\$ (90,078)	\$ (11,761)	\$ (13,559)	
Program Direct Expense vs Budget	\$ 7,952	\$ (12,150)	\$ (64,608)	
In-Direct Expense vs Budget	\$ 48,234	\$ (8,533)	\$ (703)	
Surplus/Deficit YTD	\$ 59,396	\$ (56,518)	\$ 22,949	
<u>Targeted Case Management</u>	<u>Actual FY22</u>	<u>Actual FY23</u>	<u>Nov-23</u>	
Current Caseload	420	449	439	
Number of Service Coordinators <i>working</i>	10.5	11	12	2 SCs in Orientation
Avg TCM Logged Billable Hours/ Mo	1,070	1164	1139	
Avg TCM PAID Billable Hours/ Mo	1,024	1082	1159	
Avg Non-Medicaid (Unpaid 'Billable' Hours)/Mo	46	61	102	
Budgeted Billable Hours/Mo	1,096	1,097	1,184	
Average Billable Hours per SC	102	98	95	
Budgeted Log Hours per SC	104	91	92	
Actual Caseload Per SC	40	41	37	
Goal Caseload Per SC	35	35	35	
Actual Hours per Person Served	2.55	2.59	2.59	
Goal Hours per Person Served	3.00	3.00	3.00	
Actual Average Billable Hours Per Day Per SC	n/a	4.9	4.2	2 SCs in Orientation
Goal Average Billable Hours Per Day Per SC	n/a	5.6	5.6	
<u>Partnership for Hope Grants</u>	<u>Actual FY22</u>	<u>Actual FY23</u>	<u>YTD</u>	
Total Annualized PfH Approved	76,727	56,604	54,403	
Total Actual YTD PfH Expense	29,386	33264	14142	
Total Actual PfH Expense Last Year	36,702	29386	29386	
# of Participants	51	38	35	
Cash Reserves	520,342	599,662	460,062	
<u>Personnel</u>	<u>Actual FY22</u>	<u>Actual FY23</u>	<u>YTD</u>	
Total Budgeted Personnel (FT)	20	20	21	
Total Budgeted Personnel (PT)	1	4	3	
Total Actual Personnel (FT)	19.0	21	20	1 SC Vacancy
Total Actual Personnel (PT)	3.0	3	3	
Total Budgeted SCs	12	12	13	
Total Actual SCs	11	13	12	2 SCs in Orientation
<u>Community Learning Center</u>	<u>Actual FY22</u>	<u>Actual FY23</u>	<u>YTD</u>	
				*Includes Summer Youth Program Expense
CLC Direct Program Expense	6,802	12217	6620	
CLC Staff Actual	1.5	1.5	1.5	
CLC Staff Budgeted	1.0	1.5	1.5	

Adair County SB40 Strategic Action Plan Goal	Action Step	Delegated To	Assigned Date	Due Date	Completed		
KRA1: At least 1 Self-Advocates Group meet monthly	Individuals, Parents, Siblings, etc.)	Melissa	7/1/23	6/30/24	TRUE	Action Plan	46
KRA1: Quarterly Educational Program	Project S.I.R. CIRCLES, Life Course, etc	Melissa	7/1/23	6/30/24	TRUE	Completed	41
KRA1: Assess CLC programming to needs monthly	Program planned for no less than 4 days per week each month & include individuals using CLC programs in the monthly program review		7/1/23	6/30/24			
KRA1: TCM DMH/CMS Audits yield no major concerns	Quarterly and annual Audits by DMH and CMS yield no major areas of concern	Melissa/Crystal			TRUE	Not completed	5
KRA1: 85% of Tiered Support Benchmark Goals Monthly	Average 85% success in implementation of goals	Dana/Sean/Susan/Lana	7/1/23	6/30/24	TRUE	Nov-23	
KRA1: TCM Complete trainings for MAAS, HRST, Connexion	Training completed	A-Team	7/1/23	6/30/24	TRUE	Action Plan Completed	
KRA1: TCM Complete trainings for MAAS, HRST, Connexion	Process Mapping completed	DSC/ADSC/QAS	7/1/23	6/30/24	TRUE		
KRA1: Community Inquiry referrals to DMH are tracked	MAAS assessments tracked for assurance of follow up.	DSC/ADSC/QAS	7/1/23	6/30/24	FALSE		
KRA1: Community Inquiry referrals to DMH are tracked	MAAS assessments tracked for assurance of follow up.	Tiffany	7/1/23	6/30/24	TRUE		45
KRA1: Budget for Respite Reimbursement (Temp Residential Supports)	\$150/mo cap per person for Temporary Residential Supports	UR Committee	7/1/23	6/30/24	TRUE		
KRA1: Agency Grants promote the Mission of the Agency	both the tax levy ballot language approved by taxpayers and the mission statement of Adair County SB40.		7/1/23	6/30/24			
KRA1: Agency Grants promote the Mission of the Agency	grants from SB40 fund programs and services that maximize the human potential of persons with a developmental disability	Board of Directors/ED	7/1/23	6/30/24	TRUE		40
KRA1: Agency Surveys Program Participants for Feedback	Enable satisfaction surveys to be completed online	Tiffany	7/1/23	6/30/24	TRUE		
KRA1: Agency Surveys Program Participants for Feedback	TCM Satisfaction surveys returned score an average of 4.5 on a 5-point scale.	TCM Team	7/1/23	6/30/24	TRUE		35
KRA1: Agency Surveys Program Participants for Feedback	CLC Program Satisfaction surveys returned score an average of 4.5 on a 5-point scale.	Melissa	7/1/23	6/30/24	TRUE		
KRA2: Agency is Employer of Choice	Wage ranges for each position are compared to regional wage studies annually.	Crystal	7/1/23	6/30/24	TRUE		30
KRA2: fosters a work environment which supports reasonable work/life balance of the staff	HR will provide information and ongoing support to staff for Student Loan Forgiveness programs	Tiffany	7/1/23	6/30/24	TRUE		25
KRA2: Management and Board support initiatives of the Agency which address Secondary Trauma experienced by staff and prevents compassion fatigue/burnout.	The 360 Committee will host monthly employee social hours to discuss or have trainings on healthy living, self-care and individual resiliency.	Tiffany	7/1/23	6/30/24	TRUE		20
KRA2: Management provides ongoing training, development and advancement opportunities for staff.	All HR, QA and Fiscal processes will be mapped out for succession planning by the end of the fiscal year	Tiffany, Dana, Julie	7/1/23	6/30/24	FALSE		15
KRA2: Management provides ongoing training, development and advancement opportunities for staff.	TCM Management will maintain an ongoing training calendar with links to archived recordings and made available for access through a shared server with staff.	DSC/ADSC/QAS	7/1/23	6/30/24	FALSE		10
KPA2: Implements ongoing employee recognition for excellent performance.	An employee recognition program will be implemented each month throughout the year.	Tiffany	7/1/23	6/30/24	TRUE		5
KRA3: Independent Annual Financial Audit	HR Coordinator will administer the 360 Survey each quarter and report trends to the Board.	Tiffany	7/1/23	6/30/24	TRUE		
KRA3: Independent Annual Financial Audit	Annual Financial Audits by independent audit yields no reports of exceptions	Julie	7/1/23	6/30/24	TRUE		
KRA3: Independent Annual Financial Audit	Monthly and YTD Financial reporting will include breakout of revenue & expense by program.	Julie	7/1/23	6/30/24	TRUE		
KRA3: Individual Funding Grants support mission	Prioritize the use of Assistive Technology in the support of individuals served; to offset the service provider DSP staffing shortages and labor market deficiencies.	UR Committee	7/1/23	6/30/24	TRUE		
KRA3: Agency Grants support "Employment First" DMH Project	Address SB40 Funding Outcomes; Individuals with IDD progress toward normal living and develop, as far as possible, their capacity, performance and relationships with other persons	Board of Directors/ED	7/1/23	6/30/24	TRUE		
KRA3: Increase fundraising through Adair DD Link for programs	Routinely promote QR Code for donations to support the 501(c)(3) organization, Adair DD Link, in all external and social media communications.	Melissa/Crystal	7/1/23	6/30/24	TRUE		
KRA4: Advocates for people with IDD in the community	The agency will provide Community Resource Coordination for individuals with IDD in Adair County who are non-Medicaid eligible.	DSC/ADSC	7/1/23	6/30/24	TRUE		
KRA4: Agency maintains positive working relationship with Service Providers	TCM Services will promote the use of Tools of Choice for positive behavioral supports of the people that we serve.	A-Team	7/1/23	6/30/24	TRUE		
KRA4: Agency maintains positive working relationship with Service Providers	The CLC programming will include Mandt Training and Certification for Service Provider staff to support positive behavioral supports in residential settings.	Melissa	7/1/23	6/30/24	TRUE		
KRA4: Agency maintains positive working relationship with Service Providers	The agency will organize and host annual DSP recognition event for Service Provider staff.	Crystal/Tiffany/Julie	7/1/23	6/30/24	TRUE		
KRA4: Agency maintains effective working relationship with community stakeholders	The agency will collaborate with representatives of community leadership to support programs impacting people with intellectual and developmental disabilities.	Crystal/Melissa	7/1/23	6/30/24	TRUE		
KRA4: Identifies gaps in services for people with IDD and initiates formation of workgroups to find resolution.	The agency will maintain and promote a community online resource directory (NEMO Resources)	Admin Team	7/1/23	6/30/24	TRUE		
KRA4: Identifies gaps in services for people with IDD and initiates formation of workgroups to find resolution.	The agency will conduct an annual needs assessment survey to identify gaps in services.	Admin Team/Melissa	7/1/23	6/30/24	TRUE		
KRA4: Identifies gaps in services for people with IDD and initiates formation of workgroups to find resolution.	The agency annual needs assessment survey will be available online.	Tiffany	7/1/23	6/30/24	TRUE		
KPA4: Actively participates in community work groups formed to resolve pressing local issues impacting people with IDD.	Assures equity in services and supports through facilitating and participating in community workgroups which result in equitable outcomes for people with IDD.	A-Team, Melissa	7/1/23	6/30/24	TRUE		
KRA5: Agency advocates for people w/IDD with elected officials and governmental contacts	facilitate ongoing positive and productive working relationships with local school districts, Children's Division, Department of Health & Human Services and other agencies	A-Team	7/1/23	6/30/24	TRUE		
KRA5: Agency advocates for people w/IDD with elected officials and governmental contacts	The agency will participate in the local Chamber Government Affairs committee, MACDDS Legislative committee and other government related entities.	Crystal	7/1/23	6/30/24	TRUE		
KRA5: Agency advocates for people w/IDD with elected officials and governmental contacts	The agency will host an annual legislative forum to assist legislators in identifying priority issues impacting people with IDD and potential resolutions	Crystal	7/1/23	6/30/24	TRUE		
KRA5: Agency leverages taxpayer dollars for federal/state funding	Adair County SB40 will provide funding match for the Missouri Partnership for Hope Waiver program up to the program funding limit as waiver slot requests are approved	UR Committee	7/1/23	6/30/24	TRUE		
KRA6: Maintains a positive and professional relationship with the local community.	The agency will host monthly "coffee chats" with various local community professionals that impact the lives of citizens with IDD.	DSC/ADSC	7/1/23	6/30/24	TRUE		
KRA6: Media Connections	The agency will participate in community events that promote awareness of services provided, at least one per quarter.	Melissa/Crystal	7/1/23	6/30/24	TRUE		
KRA6: Media Connections	Distributes monthly newsletters, calendars and occasional press releases to local media.	Melissa/Crystal	7/1/23	6/30/24	TRUE		
KRA6: Agency completes presentations and interactions with local groups & organizations	Self-Advocates volunteering through the SB40 Ambassador/ADLIR program will present at least quarterly to various groups and organizations about SB40 programming and seek its enrollment into Operation Life Check.	Melissa	7/1/23	6/30/24	FALSE		
KRA6: Agency completes presentations and interactions with local groups & organizations	The Agency will host community events that raise awareness of issues involving people with IDD such as the annual Community Engagement Conference, Spotlight Awards, March Developmental Disabilities Awareness month, etc	Melissa, Crystal & Admin Team	7/1/23	6/30/24	FALSE		
KRA6: Agency completes presentations and interactions with local groups & organizations	Presentations and interactions will include representatives from self-advocacy groups	Crystal/Melissa	7/1/23	6/30/24	TRUE		
KRA7: All activities of the Staff and Board of the Agency demonstrates a commitment to the mission, vision and values of the organization	Agency staff and management actively participates in regular meetings and training opportunities, including but not limited to those opportunities available through DMH, MACDDS and other advocacy groups at the state and national level.	A-Team/Melissa	7/1/23	6/30/24	TRUE		