

**Adair County SB40 Developmental Disability Board
Executive Director's Report – August 24, 2021**

Accountability:

The annual Satisfaction Survey results were favorable again this year. Response rate of 37% was slightly lower this year, however 98% of all comments were 'Agree' or 'Strongly Agree' that services were meeting individual needs.

Service Coordination: Judy Satterfield forwarded the Annual Technical Assistance Audit for FYE21. It was a very good report with only a few minor issues which have already been addressed. Overall, the report was highly complementary of the work by the TCM Team. July billable hours were down primarily in the first two weeks of July after there was a DMH directive to return to remote monitoring. In Mid-July we confirmed that SCs could and should still do safe, distancing, but in-person service monitoring for individuals who are emergent, at-risk or for health/wellness checks. SC weekly billable hours increased in the last two weeks of July. In August we will probably continue to see lower than average billable hours as we have had a lot of vacation time from SCs.

- Current Caseload - 413
- TCM logged hours:
 - April - 1,114 hours
 - May - 1,172 hours
 - June - 1,131 hours
 - July - 993 hours
- FY21: Averages 10 FTE SC, 1,058 Billable Hrs/Mo, 106 Hrs/SC/Mo
- SC average caseload is 39 @ 2+ hrs/pp per mo reported billable against a goal of 35 per caseload @ average of 3.4 hrs/per person.
- Two new SCs started in August, not billing much yet.

Dana continues to work with SCs on logging billable hours within 3 days of service so that she has an opportunity to review and identify corrections before deadline.

Graves & Associates was chosen for our FY21 Financial Audit and have begun reviewing our records. As a new Executive Director I have audited the balance sheet accounts and sent a few questions about our end of the year procedures for recommendations from the Auditors. I have also begun completing bank reconciliations, approving all expenditures, completed internal audits of various financial reports and also have been trained to process Payroll as needed.

Infrastructure:

The McPherson Street building mold issue appears to be resolved for the moment. Tiffany has compiled a list of minor facility repairs that need to be completed. We are searching for a local contractor who we can work with going forward on any facility repairs that need to be completed. We plan to inspect routinely and compile a working maintenance list for the contractor to work on so that we can properly maintain the buildings.

Julie and Tiffany have completed an asset listing of all equipment and furnishings of the organization for review both by auditors for depreciation purposes and also maintained for commercial insurance reviews.

We have proposals before the Board regarding the purchase of a server and upgrade of VPN; the quote from Huber was higher than expected during the budget process, so a decision will need to be made whether to go over budget or delay the replacement of three laptops for now.

Community Engagement:

The Community Engagement staff committee reviewed and edited the draft of the Program Structure as it relates to the Strategic Plan update. It is ready to present to the Board, and we are ready for the Board retreat. Staff have invested a great deal of time and effort in assisting with the plans. Once approved by the Board we will move forward with assignments and timelines for implementation. Some items have already begun to be implemented. Those include:

- Community Engagement Conference planning with Julie Lochbaum, Melissa Cline and TSU Students for a March 2022 Conference. We are planning for an in-person conference as well as many events to draw attention to Developmental Disabilities Awareness Month (March 22).
- Provider meetings have been held including with Chariton Valley, High Hope, Community Opportunities, LOQW, Mark Twain and Preferred.
- We have implemented Coffee Chats to facilitate communications between SB40 and various community contacts: So far we have met with Mark Twain, Kv RIII Special Education and City/Governmental contacts. The next is with Preferred. These have been very successful and helpful for SCs.
- We have a committee currently judging the nominations for the DSP Awards this year. The announcements regarding the awards will be made during DSP week in September. We will also give each DSP employee a gift certificate again this year in lieu of an in-person banquet.
- We've had multiple outreach events including media coverage of two events since the last Board meeting. We also have had various staff engaged with Back to School Exhibits with various schools. We are participating in meetings with a local Interagency Group and developing positive collaborations within that group. Multiple staff continue to participate in the CIT Group as well.
- Melissa is doing an outstanding job updating our digital footprint to raise awareness of our organization. She has increased activity and engagement on social media with more frequent posts. Melissa Cline is also continuing work on updating our website.
- An AmbassaDDAIR volunteer policy has been written. The Brochure is being circulated. We are now actively recruiting for volunteers to assist with program implementation.
- The new Internship Policy has been shared with TSU, ATSU Master's and MACC programs. These are unpaid internships, but we are hopeful to successfully recruit strong interns for mutually beneficial educational program this Fall. We've also contacted various faculty of both Universities regarding the need for capstone projects and student volunteerism.
- The YMCA Board met and discussed the Inclusive Playground bathroom. They are getting the quote for electric timed locks. Their concern is that they are already over budget due to repairing some vandalism to playground equipment. I encouraged them to keep us in the loop so that we can split or assist with funding for the locks. I stressed that our goal is for bathrooms to be open during daylight hours, 7 days per week.

Talent & Leadership:

The Social Committee planned for the annual staff retreat on September 15th. They also have resumed the popular birthday lunches. On Tuesday, August 24th we had a luncheon provided for Jessica Guyton on her last day with the Board. Jessica has accepted a position as Assistant Director of NEMO AAA. Although we are very happy for Jessica's career advancement, she will be greatly missed. Jessica has made great contributions to SB40 in her time with us.

As the new Director of Service Coordination, Sean Jacob has begun updating processes for TCM, working with Susan Lassabe, the new Assistant Director of Service Coordination, to review practices and improve efficiencies. The staff have been encouraging and supportive of everyone involved with the restructure. With Laura Morrow moving to Service Coordination plus the addition of Hannah Munn and Chris Farrell as Service Coordinators, we were hoping for stabilization of caseload assignments. However, due to Jessica's move to NEMO AAA, we have another SC vacancy that we are currently recruiting for.

The employee benefits insurance plan year starts 9/1/21. This is the first year that we have used an employee committee to review and select benefit insurance policies. It was handled very well by the committee who selected United Healthcare to be our insurance provider through Hawkins Insurance. The enrollment process is well underway.

Managing staff assisted with the review of the TCM Contract which is expiring 6/30/22. Dana was very assistive with digging into the details of the contract and making recommendations. I'll be participating in a MACDDS committee to renegotiate the agreement with the Division. Staff input was very helpful.

State of Disability Issues:

The Division continues to place a high priority on COVID response. The Division continues to reinforce that Service Coordinators need to have in-person visits with some individuals as appropriate. They believe in-person visits can be done safely. To quote “always error on the side of safety of the individual.” Locally, our internal review and approval process for in-person visits has been shared with KRO and local Providers. All are in agreement of the importance of in-person review. Also, we are supporting the Division with promotion of the use of StationMD.

The DSP staffing crisis remains a huge challenge for providers. SB40 Management is in agreement that due to short staffing, new staffing and overworked staff, it is critical that individuals have in-person contact. We are confident we can do so safely. We are communicating with Providers on how to assist them with DSP recruiting and training. Although recent increases in DSP rates by DMH was voted in by the legislature during the last session, this only allowed small increases to the lowest tier of hourly rates for DSPs. DSPs in the area remain below the average starting rate in local fast food or retail. Provider wages and benefits remain below competitive wages, the work is hard and turnover is high. Further, the increases were primarily for residential services. Supported employment received an increase of 5%. Personal Assistant care is still below. With limitations in available labor force, provider agencies are forced to be focusing on those services that have a viable ROI, leaving some important services unavailable. Another solution has been to increase use of Assistive Technology. We highly encourage and support this. CVA was recently recognized as the top user of AT in the State. CVA, with our SC Support, has 25% of their individuals authorized for some level of AT. The State goal is 33%. Most providers in the state are far lower than CVA's 25%.

I've encouraged MACDDS to provide materials for us to share with our legislators so that they understand that their recent favorable action did not fully resolve the DSP staffing issues.

Adair County SB40 is voluntarily participating in multiple Division projects because we hope to have a voice in the development of these processes and because we consider it a valuable learning experience for our agency. These programs include

HRST (Health Risk Screening Tool) Testing: This is a new process for completing health assessments of individuals we serve. Provider RNs will assume responsibility for Health Assessments of all residential individuals. Service Coordinators across the state will soon be responsible for the health screening for all non-residential individuals on our caseloads. The process is currently outlined and now is being tested on Division software. Along with CVA, we are testing the software and process to make recommendations to the Division. Targeted implementation date is this Fall.

ConnecXion Software Implementation: This software was contracted by the Division with a vendor to be written to replace the 'CIMOR' software that Service Coordinators and Providers currently use. CIMOR is far outdated and has many inefficiencies. I am participating in a review and advisory capacity with the development of this software which is targeted to be launched around November 2022.

Tier Supports: We voluntarily enrolled with the Division for Tier Supports review. This is a review of our internal processes by the Division consultants and their focus with us is 'Coaching and Supports'. We felt that with all of the new leadership and newer staff within our organization, this review would be helpful. Our assigned DMH consultant is Cindy Hanebrink. She begins our trainings on Monday, 8/23. More information can be found at:

What is Tiered Supports webinar: <https://m.youtube.com/watch?v=9pMSwMGkjqc&feature=youtu.be>