

Partnerships for **One Voice**

2019 Annual Report



 **PCBS**
Developmental Disability
Resources - Since 1975



Who we are

Vision

Everyone leading personally meaningful and connected lives.

Mission Statement

To develop tools and provide resources that assist people to lead the life of their choice.

Values

- We embrace all that the Platte County community has to offer.
- We are committed to the inclusion and belonging of all.
- We envision all people having lives that are personally fulfilling.
- We encourage the unique contributions and goals of each person.
- We welcome progress, innovation and creativity.
- We treat one another with dignity, respect, and integrity.



Niche

Through collaboration and direct service, PCBS provides a robust array of supports for people of all ages with developmental disabilities and their support networks in Platte County, MO. Currently, those resources and supports include:

- System Navigation
- Residential Supports
- Day Habilitation
- Transportation
- Recreation
- Employment
- Early Childhood
- Therapy and Consultation
- Advocacy and Awareness

Staff & Board



Board

Board President – Stuart Anderson
Board Vice President – Jeanne Modin
Board Treasurer – Rebecca Rooney
Board Secretary – Jeffrey Kingsley, MD

Members

Wendy Fife
Tanya Finn
Delmmar Mills
Dr. Michael Shafé
Rob Willard

Executive Staff

Executive Director – Denise Cross
Assistant Director – Mark Arnesman
Finance Director- Drew Ehrlich
Ken Willeke retired as Finance Director in early 2020 after 26 years of service.

Affiliations and Memberships

CARF International
Missouri Association of County Developmental Disabilities Services
Missouri Association of Rehabilitation Facilities
Northland Community Service Coalition
Northland Regional Chamber of Commerce
Northland Career Connections

Partnerships are important in any line of work; at Platte County Board of Services, partnerships are crucial.

- As a community resource, we are in partnership with the county and residents to ensure that people with intellectual and developmental disabilities are heard and have access to excellent services and support.
- As an employer, we are in partnership with one another as co-workers, supporting one another to maximize skills and effectiveness.
- As a service provider, we are in a trusted partnership with the people we support.
- As a member of the social service community, we are grateful for partnership with other agencies in the community, with local, state and federal government entities.
- All of these partnerships contribute to a single mission, fueled by one voice. That voice is the people we support.
- At the time of publication of this report we are in the middle of the Covid-19 pandemic. This has been challenging for our Direct Support Professionals but they have been guiding individuals through a difficult and frightening time with courage, love and respect for their clients.

How do we support those voices? We use outreach and advocacy, direct services, system navigation and agency funding. We make services available at every stage of life, using PCBS funding to support Platte County residents with early childhood education and therapy, recreational programs, residential living supports, transportation and day services.

As our clients enter adulthood, we collaborate with service providers to expand access to employment, such as offering a job fair and supporting early work experience. We also support life transitions, making modifications that allow people to remain in their homes as they age.

The commitment to partnership is evident in our ability to attract and retain the highest quality of talent in our staff of 95. We are proud that most of our employees average ten or more years of experience with our company. This partnership is regularly celebrated through events like employee appreciation week and DSP appreciation week. Without their tireless dedication, the mission of PCBS could not be accomplished.

The 2019 focus was on outreach efforts, with special attention to representing the voice of our clients in the community. We prioritized the attendance of community meetings, and want to express our appreciation for the community's continued trust in PCBS.

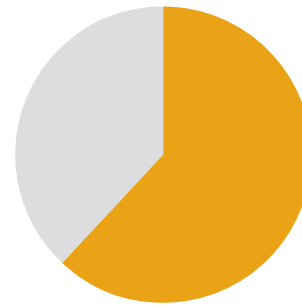
We are grateful for the partnerships that allow us to play a role in making Platte County one of the best places in Missouri to live for those with intellectual and developmental disabilities. Inclusion of all people is what makes the community a better place to live, and it only happens through partnerships. Thank you for your partnership in giving all residents a voice in the community!



Platte County
Population
101,187*

Prevalence **1508**

Reach **808**



62%

of people with I/DD
are known to PCBS

Last year we knew **33%** which would suggest outreach efforts are working, prior to that we knew **37%**. So we were trending down, intervened and made a big impact!

*2017 data

Services

Provided Services

Day Habilitation

Day Habilitation provides services that enable adults that have developmental disabilities to develop more independent lifestyles and maximize their relationships in the community. Services are tailored to individual needs and choices and are provided in both group and individual formats. Services are provided at both the Day Habilitation Program site and in the community. Participants may also volunteer their time through Meals on Wheels, Harvesters, the Arc Thrift Store, Gladstone Animal Shelter, Hamilton Heights Park and other locations that might become available. PCBS Day Habilitation services are accredited by CARF, an international accrediting body.

Recreation

Recreation offers a wide variety of activities designed to develop and enhance the social and leisure skills of individuals with developmental disabilities. Dance, game nights, movies, arts and crafts and outings to local sporting events are but a few examples of regularly schedule activities. The Recreation Department also supports the training of athletes who participate in sporting events such as skiing, snowshoeing, bowling, bocce ball, track and field, golf, swimming, softball and flag football.

“The commitment to partnership is evident in our ability to attract and retain the highest quality of talent in our staff of 95”



Residential Living

Residential Living provides assistance and necessary support to achieve personal outcomes that enhance an individual's ability to live in and participate in their community. A team of qualified professionals work with the person, and his or her support network, to determine the best arrangement to help meet the individual's unique goals. Services are designed to assist individuals in acquiring, retaining and improving the self-help, socialization and adaptive skills necessary to reside successfully in home and community-based settings. Residential services may also include assistance with activities of daily living and assistance with instrumental activities of daily living, depending upon the needs of the individual. Services may include up to 24 hours of support daily as specified in his/her individual plan. PCBS Residential services are accredited by CARF, an international accrediting body.



Resource Coordination

Resource Coordination the newest of the PCBS services was established in July 2018. This is a “catch all” service that is free and available to anyone in Platte County, Missouri with intellectual or developmental disabilities and their support networks. Examples of support includes locating community resources, system navigation, information sharing and more. The coordinators are involved with individuals needing services who don’t know where to start; wanting Medicaid but needing assistance filling out forms , providing assistance with applying for Social Security and needing information on topics like guardianship and alternatives to guardianship. The Resource Coordinators are establishing relationships with various community individuals, both professional and service related. They network with other agencies and providers in order to guide individuals and their families. Some of these activities are attending community events, visiting schools and businesses, participating in school and employment fairs and serving on committees relating to individuals with developmental disabilities in Platte County.

Transportation

Transportation is provided to and from workshops, day habilitation programs, community employment sites, and other activities for adult citizens of the County that have a developmental disability. Individuals may be living independently, with their families or in the residential program. The service to workshops, day habilitation, and community employment sites is typically available weekdays during the day time. As part of the Day Habilitation and Residential programs, vehicles are available during program times for community integration, medical appointments, and other activities.

Contracted Services

Ability KC

Ability KC provides employment and rehabilitation services to adults with developmental disabilities, who, at the time of admission, are unable to work in the competitive labor market due to limited skill and/or work experience. Workers may gain experience that will help them transition into other community opportunities. Ability KC is CARF-accredited.

ACED

ACED - (Adult Continuing Education for Persons with Development Disabilities) offers adults the opportunity to attend non-credit classes in an educational and social environment. The ACED program is designed to teach independent living skills and provide a life-enhancing experiences. ACED is offered by the UMKC Institute for Human Development, a University Center for Excellence in Developmental Disabilities.

The Children's Center for the Visually Impaired

The Children's Center for the Visually Impaired prepares children with visual impairments, including those with multiple disabilities, to reach their highest potential in the sighted world. CCVI is accredited by the National Accreditation Council for Blind or Low Vision Services (NAC).

The Down Syndrome Guild Northland Buddies

The Down Syndrome Guild of Greater Kansas City is a non-profit 501(c)(3) organization whose mission is to provide support and resources for individuals with Down syndrome, their families and the professionals who serve them. DSG seeks to provide the entire community with information and education to broaden awareness and foster positive attitudes regarding people with Down syndrome.



Easter Seals Midwest

Easter Seals Midwest provides staff and curriculum designed to meet the unique and special needs of individuals with developmental disabilities of all ages. Therapy services, including occupational, physical, speech, language and special instruction, are available to those who qualify. Easter Seals Midwest also provides autism services accredited by CARF and the National Association of the Education of Young Children.

The Farmer's House

The Farmer's House provides community-integrated, hands-on work environment that provides practical, vocational skills to youth and adults with developmental disabilities. Skills are learned by operating a cash register, making changes, stocking shelves, interacting with customers and planning, tending and harvesting the market garden, to name a few.

Northland Early Education Center

Northland Early Education Center is a CARF-accredited program for children with developmental disabilities from birth to five years.

Northland Therapeutic Riding Center

Northland Therapeutic Riding Center uses equine-oriented activities to positively impact the cognitive, physical, emotional and social well-being of those persons with special needs.

Platte County Connections

Platte County Connections secures resources that support Platte County Board of Services for the Developmentally Disabled in maximizing the quality of life of Platte County residents who have a developmental disability and their families.



School Districts

School Districts provide transportation for high school students in their special education program to visit job sites and services providers to order to learn about jobs and services available to them as they transition from school to work and adult services.

Vocational Services, Inc.

Vocational Services, Inc. provides employment and training opportunities to citizens with development disabilities. VSI- workshops contract with private enterprises for services that consumers are able to perform, such as cleaning, sorting and packing. Through Competitive Integrated Employment services, VSI also provides job discovery and exploration, as well as job development and job supports for individuals who work in community settings.

More Than a Job

At PCBS, you'll find more than just a career, more than just a job. You'll find a community, where every person is valuable and unique. From residents to employees, each member of the PCBS community is celebrated for their contribution.

PCBS is not just about providing physical care to individuals. It's about the broader questions of helping individuals live a full life, with person-centered plans for learning. PCBS places the individual at the top of the priority pyramid, with services provided for their benefit.

The difference can be seen not only in the individuals served, but in the quality of talent that PCBS attracts.

Employees note their relationships with the people they serve feel natural because they're helping them do all of the normal, everyday things that family and friends enjoy together. Whether it's attending church, cooking, listening to music, or enjoying sports events or movies, it builds positivity into the lives of both the PCBS employee and the individual they're assisting. Employees note that while these outings come with some responsibility, they feel grateful for every shift they work.

Many employees of PCBS come from a background working in residential care. Sadly, many of these experiences exposed them to situations where the residents were not treated with the highest levels of care and respect. The difference is immediately evident when they come to work at PCBS. As Carol Rigdon noted, "It was a real eye-opener, there was actually someplace out there that put individuals in the driver's seat of their lives. This place actually cares about people."

"I can't believe I get paid to hang out with the most wonderful people ever. The individuals we care for have taught me so much more than I could ever teach them." — Carol Rigdon

"I have been able to use the last 30 years working at PCBS to do something meaningful for others and for myself. I have been able to help support my family financially, while enjoying an occupation that gives me a very clear path of meaningful work." — Jennifer Potts

"I have a great respect and appreciation for the PCBS mission and constant effort to improve lives, for persons using services and staff alike." — Racquel Thomas

Every employee has the opportunity to take up the banner of PCBS and continue the commitment to their well-being, happiness and care. "Each person we meet every day deserves the best you have to offer. Each person has something to offer me as well as me helping them. I'm grateful for this opportunity that was given to me," said Jennifer Potts.

When people come to work at PCBS, it's more than just a job. It's joining a community. Racquel Thomas says it so well when she describes her experience: "I feel we're a community, everyone is important and plays a vital part, and together we thrive and become our best selves. So, to me, PCBS is a community that I'm happy to be a part of."

There are times when you don't know what you need until you have it.

That was the case when Susan's daughter Hannah reached a transition year at the age of 17. Managing disabilities, including being deaf and blind, Susan and Hannah were working with multiple agencies who were all reporting differently.

When Hannah was assigned a Resource Coordinator with Platte County Board of Services, Susan and Hannah weren't sure what to expect from their relationship with Hannah's coordinator, Christine.

Now Hannah and her mother don't know what she would do without her. "She is so knowledgeable. If she doesn't know the answer or a resource, she knows who to contact to find it."

A Resource Coordinator connects clients with resources and people, assists with completing necessary paperwork and accompanies the client to meetings. It's about so much more than the resources and connections; it's about the relationship.

For Hannah and her mother, it's about having someone to talk things through with her, someone who knows the right questions to ask and who, like Christine, takes time to really see Hannah and her potential. Susan says of her relationship with Christine, "I don't know what I would do if I lived someplace without Platte County Board of Services Resources Department."



2019 Financial Information

Total Revenues
\$7,447,858 *

Total Expenditures
\$7,052,116 *

Partnership for Hope Expenditures
\$44,264 investment by PCBS which bought \$255,900 in services for Platte County residents with I/DD

\$415,585
in funding to partner agencies

Breakdown in funding

Early Childhood Services
\$61,877

Employment
\$304,418

Other
\$49,291

*Unaudited numbers

73%

of our external funding went to help people with employment related goals.

Nearly 700,000 miles driven

With transportation being the overwhelming number one need people express, PCBS dedicates over 1 Million dollars in transportation services to places of employment or day services on an annual basis.

Staff Stability

23% turnover, compares to **51%** nationally and **53%** statewide based on 2018 data from the National Core Indicators Staff Stability Survey.

www.nationalcoreindicators.org/upload/core-indicators/2018StaffStabilitySurveyReport.pdf