

PCBS & YOU

an Unbeatable Team



Developmental Disability
Resources - Since 1975

Director's Letter



This past year will surely go down in history as one of the most challenging ever. It is also interesting to reflect on what has been learned. We learned that we can be amazingly creative and flexible. We learned the depth of our resiliency. We learned how much we need one another. We learned how much we miss one another when we can't be together. And we learned how determined we can be to find ways to stay connected. When reflecting on 2020, the following words seem to be frequent in conversations about the people PCBS supports and employs.

Courage, spirit, dedication, strength, and independence were all on full display in response to the challenges of the pandemic.

The acts of resilience and loyalty that we were privileged to witness were nothing short of inspirational. And, there is a new sense of awareness that these acts are really nothing new. When offered praise or gratitude the response often was **"it is what we do"**. While that may have been tested to the extreme during 2020, a spotlight was shined on what happens daily for the world to appreciate.

One thing that really stands out is the necessity of teamwork when weathering such extreme challenges. I watched people come together, time and time again, and do what it took to accomplish the task at hand. Most of those tasks were unprecedented with no one having prior experience to fall back on. Teams, established and new, popped up everywhere. Residential and Day staff worked together to find creative way to help people stay safe while being supported to have meaningful days, evenings, and weekends. They quickly learned terms like PPE, quarantine, and contact tracing and how to meet standards that changed frequently. Transportation staff shifted gears to become experts in sewing, outfitting all staff and people supported with much needed face coverings. And when we all had what we needed, they teamed up with the community to meet needs, donating face coverings or delivering essential items to people in Platte County who could not get out. Among the most humbling are teams of direct support professionals who worked together to provide care and support for people that were known to have been exposed to COVID-19 or who were ill. The unfathomable dedication and courage shown in those situations is truly deserving of respect. While these terms have come to be possibly overused, direct support professionals are essential and nothing short of heroic.

Challenges are made lighter when working with a team of people you enjoy. When we are faced with seemingly insurmountable obstacles, through teamwork we can overcome them. Whether teaming up with one another, the people we support, or our community partners we learned what interdependence was all about. **PCBS & You—an Unbeatable Team!**

Denise Cross
Denise Cross, Executive Director



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



BOARD

Board President — **Dr. Stuart Anderson**
Board Vice President — **Jeanne Modin**
Board Treasurer — **Rebecca Rooney**
Board Secretary — **Dr. Jeffrey Kingsley**

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**

AFFILIATIONS AND MEMBERSHIPS

American Association on Intellectual and Developmental Disabilities
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

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.

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.

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





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.



PCBS Spotlight

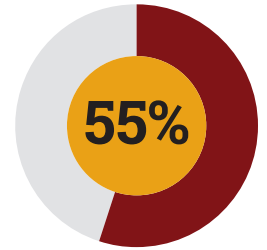
In 2020, Isaiah and his employer celebrated a milestone few come to realize. This dedicated employee marked his 10-year anniversary with McDonalds. Having a job is important to Isaiah. As for everyone, a job provides an income, a social outlet, and a sense of belonging in the community. This past year Isaiah celebrated another milestone. He moved into his own apartment. Isaiah attends Church as much as possible. His Church family, in fact, helped him to furnish his new home. Isaiah receives personal assistant support through Platte County Board of Services which are funded by the Partnership for Hope Waiver. Isaiah works on developing skills in cooking, safety, shopping, and cleaning. In his free time, Isaiah likes to play video and electronic games. He looks forward to the pandemic restrictions being lifted so that he can begin to explore and participate in even more community activities.

Reach



Platte County
Population
104,418

Prevalence **1650**
Reach **908**



In a challenging year where we weren't able to complete outreach, we were still able to **increase our reach by more than 100 people.**

2019 data for population and Administration for Community Living/Office of Intellectual and Developmental Disabilities (ACL/OIDD) prevalence rate used which currently is 1.58%.

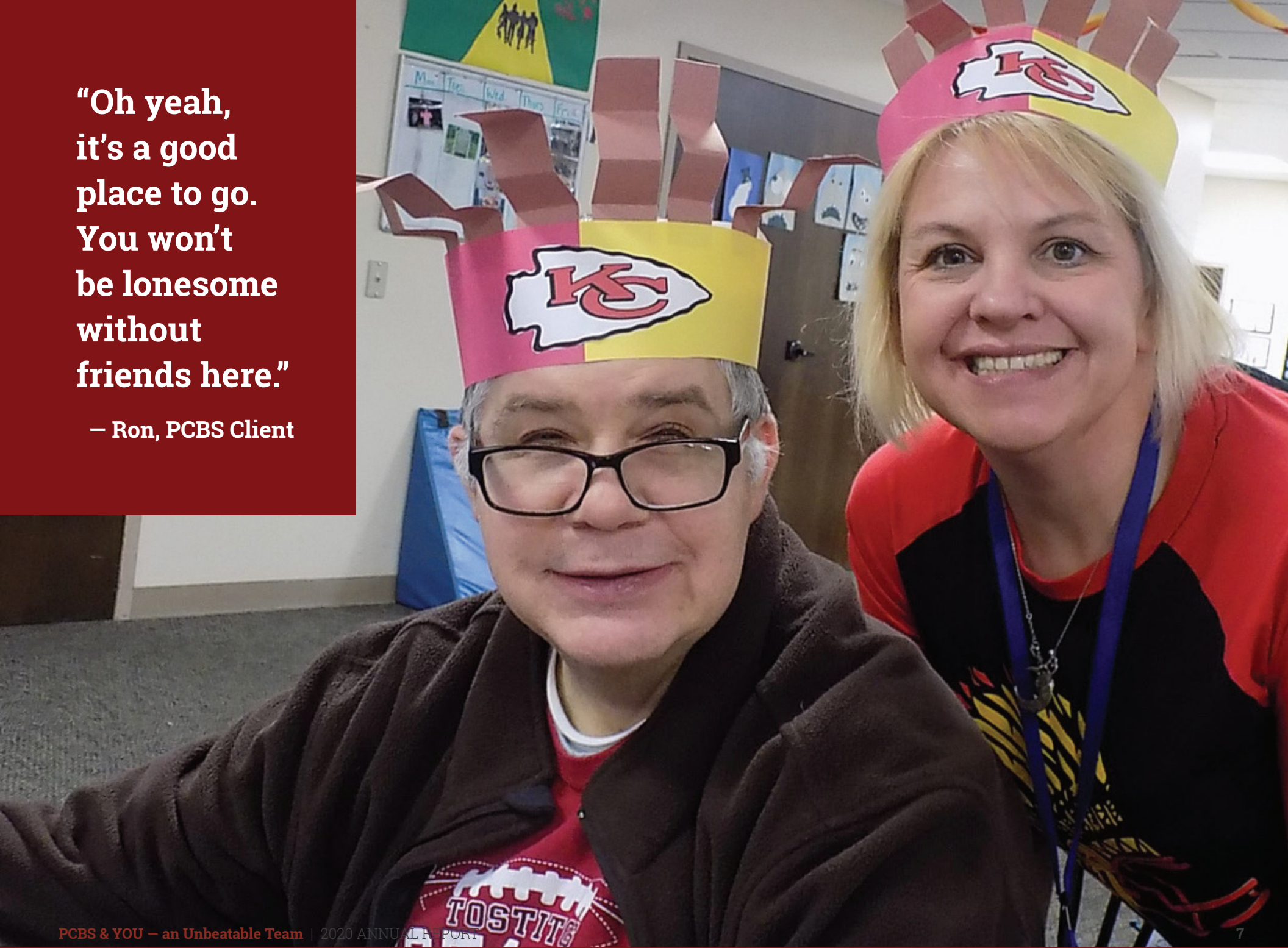
PCBS Spotlight

Caitlin is a student at Park Hill High School. Like most her age, Caitlin is learning what she wants for her life after she graduates. She participates in a program called Journey which is designed to help students with disabilities gain valuable work skills and experiences. The Journey program is collaborative between Caitlin's school and the office of Vocational Rehabilitation. Through Journey, Caitlin has gained experiences in housekeeping, dietary support, maintenance, and office skills. Caitlin now expresses that she would like to work at a grocery or bookstore after graduation. In her free time, Caitlin enjoys amusement parks, swimming, and other group activities. She loves going for rides with her family with the top down on nice days.



**“Oh yeah,
it’s a good
place to go.
You won’t
be lonesome
without
friends here.”**

– Ron, PCBS Client



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.

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.



PCBS Spotlight

Emmet, who goes by J.R., has a rich life with a variety of experiences. While some of those experiences have left him with challenges to surmount, he does not let those challenges keep him from having a lifestyle of his choosing. Currently, J.R. lives in an apartment in Platte County and works at Walmart where his role is collecting carts



and keeping the parking lot clean. In the past he has worked in fast food and maintenance. Platte County Board of Services provides supports to help J.R. be active in his community and to maintain a solid social support network. He also receives supports to help him with cooking and cleaning. J.R. is an artist and collector. He enjoys creating unique, one of a kind, hats with objects he collects. He also enjoys tinkering with old electric items, removing, and recycling copper wiring. JR is known as a kind and caring man who goes out of his way to care for others.

2020 Financials



\$7,695,181
Total Revenue



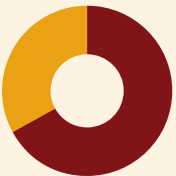
\$7,515,517
Expenditures



\$438,090
in Funding to Partner Agencies



Partnership for Hope Expenditures
\$36,941 investment by PCBS
Which bought **\$214,800** in services
for Platte County residents with I/DD

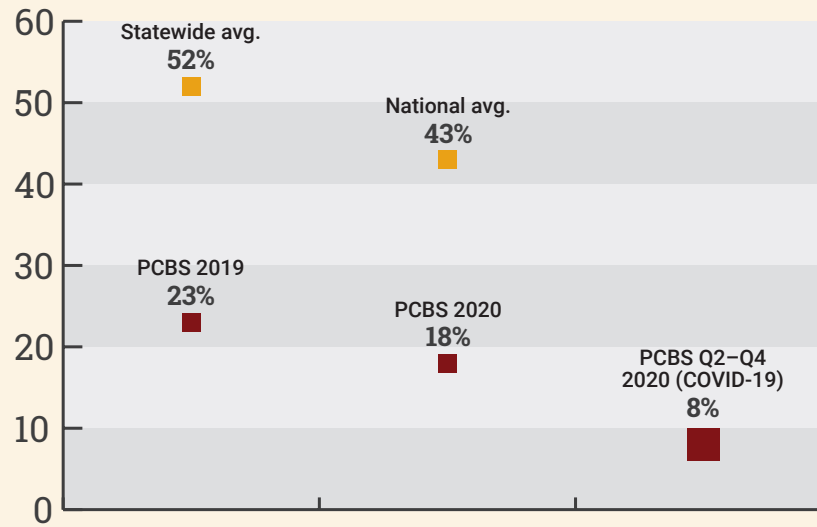
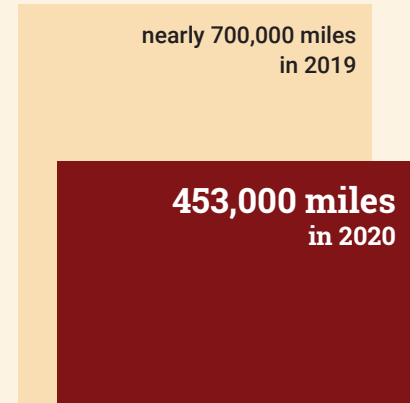


67%
of external funding
for employment goals

All figures are unaudited.

Miles Driven

Due to COVID-19, our miles driven are much less than miles driven in 2019. Many of those under our care are considered essential workers and driven to work by PCBS. 453,000 miles in a year where a good portion of the population was home bound is still a pretty amazing figure.



Staff Turnover

PCBS figures in maroon are compared to state and national averages in gold.

PCBS turnover is much lower than state and national averages and we were even able to improve our turnover rates from 2019 by 5%. Our staff's commitment to those we serve really shined in the final three quarter of 2020 where our turnover rate was just 8% during a pandemic.

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

COVID-19 Snapshot

It is impossible to talk about 2020 without talking about COVID-19. From ZOOM meetings and face coverings to testing and vaccination clinics, everyone filled new roles to meet the challenge at hand.



Courage | Spirit | Dedication | Strength | Independence

PCBS & YOU

*an
Unbeatable Team*