



Platte County Board of Services

Developmental Disability Resources - Since 1975

2024 Annual Report

MISSION

TO DEVELOP TOOLS AND PROVIDE RESOURCES THAT ASSIST PEOPLE TO LEAD THE LIFE OF THEIR CHOICE.

VISION

EVERYONE LEADING PERSONALLY MEANINGFUL AND CONNECTED LIVES.

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.**



Letter from the Director:



The best way to predict the future is to create it.
– Abraham Lincoln

2024 was a year of planning, preparation, and growth, at PCBS. We started 2024 by establishing a strategic plan focusing on the four pillars of Serve More, Serve Better, Serve Efficiently, and Serve Effectively. These four pillars have given our leadership direction and have resulted in a more focused effort to ensure the voice of the people we serve is heard throughout our organization and our community.

We began the task of creating our future in 2024 by increasing our community partnerships and investing \$1 million into our community. We developed a new website for Platte County Connections, expanded our funding guidelines, and increased awareness of this valuable program.

In 2024 we continued our renovation efforts to make all our offices, group homes, and program areas more accessible to promote independence and life skills development. We also created a Quality-of-Life tracker based on the Charting the Life Course Framework. This innovative tool will help us measure our clients' life satisfaction based on the six Life Domains of Daily Life and Employment, Community Living, Healthy Living, Safety and Security, Social and Spirituality, Advocacy and Engagement.

As we move into 2025, we will create our future by exploring affordable housing opportunities, further developing a mobility management program, reinstating our Self-Advocacy Committee, and engaging in more community education and awareness activities. We will continue our efforts to reach all of Platte County and help our more rural neighbors receive more services and support.

We will also spend part of 2025 looking back, as we embark upon a year of celebration recognizing 50 years of services that PCBS has provided to our community. With a profound sense of gratitude to people who came before us and a determined resolve to honor their legacy by providing innovative and life changing services, PCBS will continue to create a more accessible and inclusive Platte County.

Sincerely,

Martha J Jaynes
Executive Director

Programs/Services

**Transportation
taking consumers
home from work**

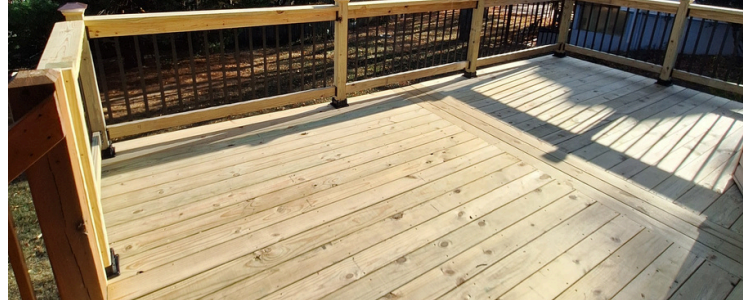


**Roommates at a
group home enjoying
a cheesecake
together**

**A group from DayHab
checking out the
Solar Eclipse**



Maintenance



In 2024, the maintenance team at PCBS expanded from one to two staff members to improve quality control and manage the rising cost of contractor labor. This growth has led to better facility upkeep, creating a safer environment for both staff and program participants. PCBS was also able to save thousands of dollars by doing much of the maintenance projects in-house.

Key maintenance projects completed in 2024 include:

- New entrance ramp, parking lot resurfaced, and upgraded light fixtures to LED at our administrative building.
- Remodel of our Prairie View home with new walk-in showers, flooring, paint, wall protective FRP panels throughout, and replaced most of the wood trim.
- Replaced the deck and improved upon the basement stairwell for better safety at Raintree.
- Mitigating yard erosion and installed an ADA compliant deck at Platte House.



2024 Financials

Total Revenue for 2024

\$11.9 Million

Percentage Breakdown of Total Revenue

Tax Levy
37%

DMH Funds
61%

Other
2%

Expenses Breakdown

Personnel
\$8 Million

Transportation
\$536,000

**Maintenance &
Repairs**
\$341,000

**Professional
Services**
\$216,000



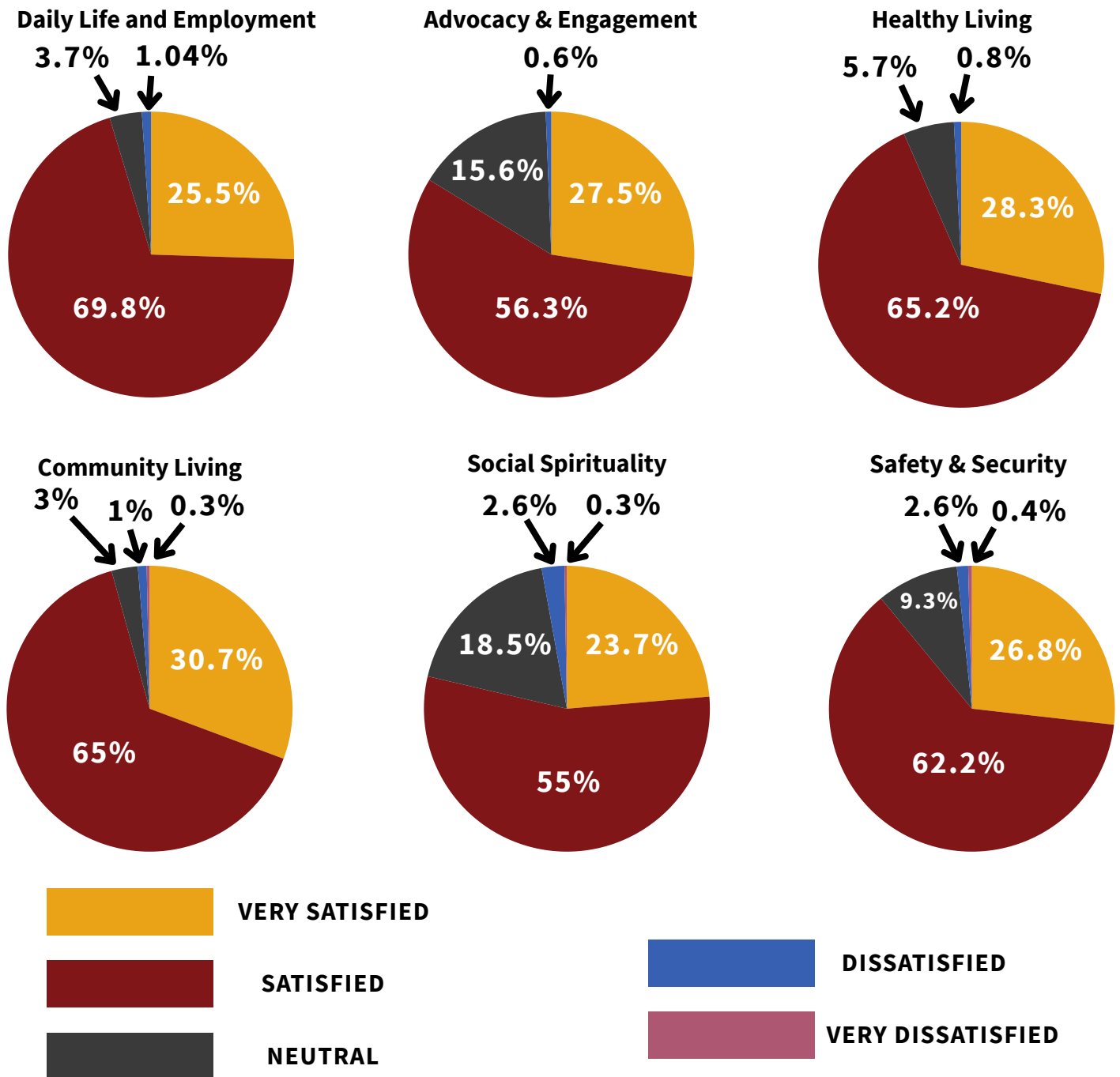


Department Initiatives

- Successful HR/Finance department reorganization. Filled the budget-approved new roles of Financial Analyst (started 1/13/25) and HR Senior Manager (started 1/27/25), and backfilled Payroll & Benefits Manager (started 1/13/25).
- Implemented new accounting software Oracle NetSuite to replace legacy Excel files.
- Approved as Representative Payee by the Social Security Administration. Opened bank accounts and began operations for five of our consumers.
- Launched benefits changes with the strategic goal to improve employee retention:
 - Additional 40 Sick Hours at time of hire
 - New Holiday Bonus linked to years of PCBS service
 - New Holiday Gift options
 - Developing new Onboarding Plan to cover an employee's first year
 - Modifying training requirements to minimize less urgent administrative courses

Consumer Satisfaction

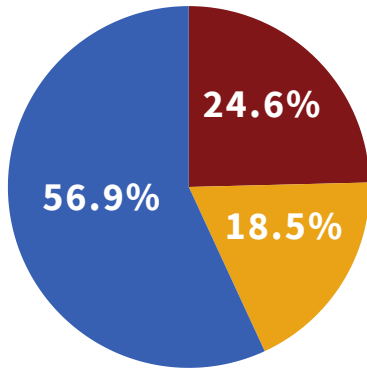
In 2024, PCBS Community Living & Community Support Services launched innovative initiatives aimed at enhancing service delivery and increasing participant satisfaction. The introduction of the Therap Business Intelligence Data-Driven Outcome module allowed the programs to track outcomes and goals, while evaluating the quality of services. By focusing on Life Domains, PCBS assessed program participants' satisfaction within each of these areas.



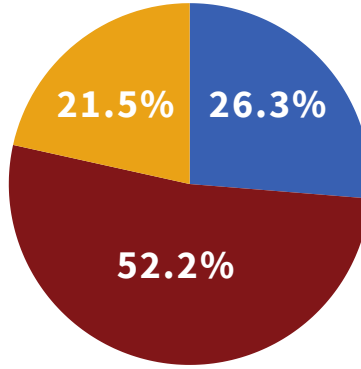
Charting the Life Course in Action

The outcomes and goals derived from the trajectory tools were mapped to track the efforts aimed at increasing satisfaction in each individual life domain, resulting in the following outcomes for 2024.

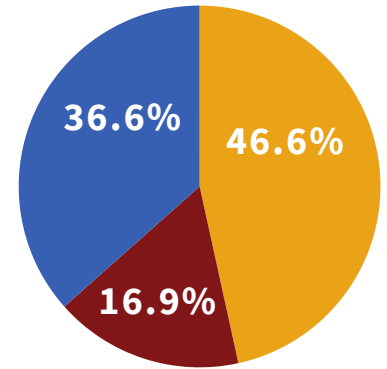
Daily Life and Employment



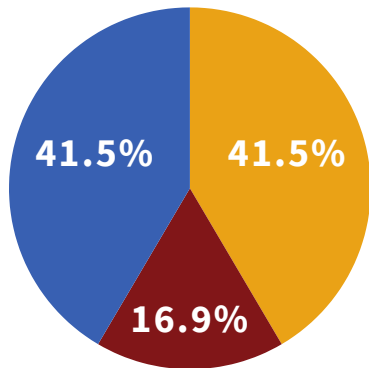
Advocacy & Engagement



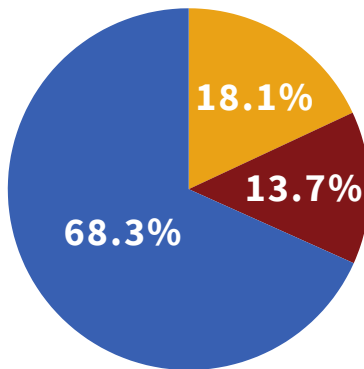
Healthy Living



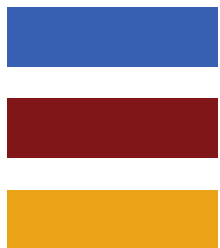
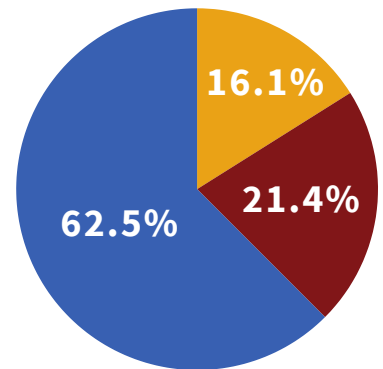
Community Living



Social Spirituality



Safety & Security



FULFILLED

PROGRESSING

EXPLORING

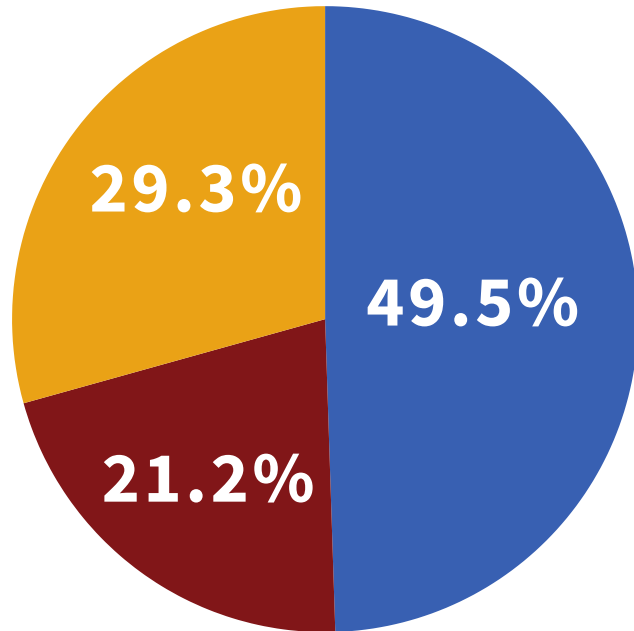
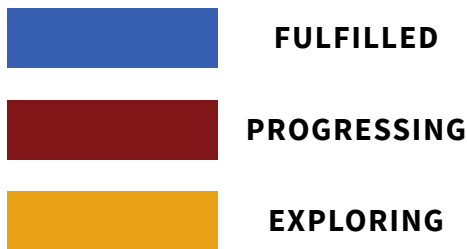
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#inclusionisbetter



Person-Centered Services

In response to the Life Domain satisfaction scores, the Charting the Life Course Trajectory tool was utilized as a visual guide to help individuals explore and plan improvements to their quality of life in each domain. Support teams created person-centered outcomes and goals to direct services and supports. The Trajectory tool was then integrated into Therap's Data-Driven Outcomes, yielding the following results for achievements.

Life Trajectory



In 2025, PCBS will assess program participants' satisfaction again to evaluate the impact of our 2024 initiatives.



Community Support



Community Support Services Offered at PCBS

- Day Habilitation
- Transportation
- Community Networking
- Mobility Management

To learn more about these services,
visit pcbsdd.org



Community Networking

PCBS introduced a new Community Support Service in 2024 called Community Networking. Community Networking services focus on connecting individuals with both formal and informal community supports, helping them develop the skills needed for successful integration and ongoing involvement. This includes facilitating access to local resources and supporting individuals in building relationships that promote community inclusion.

The key outcomes of Community Networking involve building positive relationships, taking on meaningful community roles, and engaging in preferred activities, organizations, or groups. These outcomes are accomplished through a person-centered planning process that aligns with the individual's goals, as specified in their Individual Support Plan (ISP).

The aim of this service is to gradually decrease paid support and shift to natural community support when possible. Individuals receiving Group Home or Independent Support Living services are not eligible for Community Networking, as it is already included in those programs.



Transportation by the Numbers

Total Number of Consumers Transported by the PCBS Transportation Department in 2024

71

Total Number of Miles Driven in 2024

330,666

Total Vehicles Owned by PCBS

44



Community Living

Community Living Services Offered at PCBS

- Group Home
- Individualized Supported Living
- Individualized Skill Development
- Personal Assistance

To learn more about these services, visit pcbsdd.org



StationMD

To improve healthcare options for people with intellectual and/or developmental disabilities (I/DD) in Missouri, and to better support their families and caregivers, the Missouri Department of Mental Health, Division of Developmental Disabilities (DMH-DD) has started partnering with StationMD to provide I/DD-specialized telehealth services to Missouri residents with I/DD on any of the four DMH-DD Waivers. This allows individuals to connect quickly with a doctor at any hour of the day, 365 days a year, for any medical concern or for disability-specific advice. In 2024, individuals receiving services with PCBS have started implementing StationMD in their ISP.

	Qtr. 3	Qtr. 4	2024 Total
Number of clients that have StationMD in their ISP	6	8	8



Community Partners

PCBS invested a company record-high \$926k in community partner funding to a total of fourteen organizations. It is the goal of PCBS to increase funding, to find new partners and new services, in support of the needs of Platte County residents.

- The Center for Human Services (CHS) has a long relationship with PCBS in its role as service coordinator. But beginning Sept 2024, PCBS began funding CHS work to reduce the backlog of residents that need Medicaid and the services it funds ... \$22k in 2024 with BOD-approved \$240k in the 2025 Budget.
- JobOne completed the first year in partnership with PCBS ... \$7k in 2024.
- PCBS has funded therapies provided by Northland Connections for a few years. New in 2024 Northland Connections took on primary responsibility for the Neuro Diverse City (NDC) space at Zona Rosa, with a combined \$55k of funding support in 2024.
- PCBS expanded the scope of Community Partner funding in 2024, providing grant support to The Farmers House (\$40k to develop a retail space) and Hulme Resources (\$36k to reduce consumer backlog for services).



2024 Highlights





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pcbsdd.org



Board of Directors

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Director of Community Living Services: Diane Bickham
Director of Compliance and Systems Security: Chad Sinnwell