

# **Marion County Services for the Developmentally Disabled**

**“To Increase Choice, Respect, Ability, and Involvement for the  
Developmentally Disabled Citizens of Marion County.”**



## **2017 Annual Report**

**(Fiscal year beginning July 1st, 2016 and ending June 30th, 2017)**



## Inside this issue:

Board of Directors	3
Letter from the Executive Director	4
Our Facilities	5
About Our Services	6
Personnel	7
Operating Resources & Expenses	8
Surveys	9
Bridges Day Program	10
Community Integration	10
Independent Supported Living	11
Support Coordination	11
Transportation	12
Stakeholder Satisfaction Survey Results	13
Activities held throughout the year	14-15
How to contact us	16

## Board of Directors

Gregg Koelliker – President

Jennifer Leftwich – Vice President

Steve Viorel- Treasure

Sue Major

Casey Welch

Sandy Walton

Paula Crookshanks

Donna Reid

John Freiling

*“It is not about how much  
we give, but how much love  
we put into giving.” ~  
Saint Mother Teresa*

## About our Board

MCSDD is governed by a volunteer Board of Directors; members representing: families, professionals, and the community. The Board of Directors is committed to upholding the MCSDD Mission and ensuring the citizens of Marion County are serviced with respect. The Board of Directors volunteers their times, energy, and expertise to provide direction to MCSDD employees, set policies, and approve the budgets. The Board of Directors typically meets on the second Tuesday of each month. These meetings are open to the public and employees.; meetings are held at 12 Northport Plaza.

## Letter from our Executive Director

*MCSDD* has been serving individuals with disabilities in Marion County since the empathetic citizens of the community saw the need and approved a tax levy that would be used exclusively for those with developmental disabilities 28 years ago. That continued commitment strengthens our connection with the community and allows us to live our mission. As we move forward into the future, *MCSDD* remains confident that we can help those we serve achieve fulfillment through collaboration, perseverance, and a commitment to providing exceptional care. We hope to keep these resources growing and evolving with your input, while listening for emerging needs to develop new resources. *MCSDD* will continue to grow with the community and provide forums, programs, supports, information, and advocacy so that it can insure the most effective services possible for those they serve. Together we will support individuals with developmental disabilities and their families to take an active role in growing our community.

This year has been a year of challenge and change with the new rule ensuring conflict free case management for all persons with Developmental Disabilities that are in Home and Community Based Services Waivers (HCBS). This change will bring the separation of direct service delivery and case management services. With Fiscal Year 2017 being our last year as both case management service and direct care service it has brought many concerns and conversations to the table. With change we always struggle to find solutions to new situations or problems. Yet these challenges can reveal opportunities like never before. Change can be hard, but it's easier when we work together. *MCSDD* has always put the need of the individuals first and with the new HCBS rule we look at it as a tremendous opportunity for services to have a greater emphasis on community inclusion. Persons with Developmental Disabilities have the desire and a need to become active participants in their communities. Not just to be in their communities but to become "Of" their communities. As persons without Developmental Disabilities drive their lives so should persons with Developmental Disabilities. This means we need to provide persons served with the education and the opportunities to really live a Self-Determined life.

*Cathy Arrowsmith*

Cathy Arrowsmith  
Executive Director





## Our facilities



12 Northport Plaza– Administration/Support Coordination building



3175 Palmyra Rd– Bridges Day Program building



5110 Wyaconda– ISL



4212 Sunburst– ISL



1501 Paris– ISL



1506 Paris– Wildrose ISL

## About Our Services

MCSDD's mission is "To Increase Choice, Respect, Ability, and Involvement for the Developmentally Disabled Citizens of Marion County." MCSDD is the local Senate Bill 40, which was developed in 1988. This bill was approved by the citizens of Marion County to provide services for the individuals in Marion County that have been diagnosed with a developmental disability before the age of 22. Each individual we serve must have a qualifying diagnoses and be found to need assistance in two of the following categories:

- ♦ Self Care
- ♦ Language/Communication
- ♦ Learning
- ♦ Mobility
- ♦ Self-Direction
- ♦ Independent Living/Self-Sufficiency

**What We Provide:** Grant funding, Support Coordination, Resources, Activities, Camp, Community Integration, Independent Supported Living (ISL), and Bridges Day Program

### Our Values:

- ♦ Everyone has the right to be treated with dignity and respect.
- ♦ Everyone is empowered to make an informed choice.
- ♦ Everyone's strengths, abilities, and inherent value defines who they are; not their disability.
- ♦ Everyone with intellectual and developmental disabilities belong in their community and have fundamental moral, civil, and constitutional rights to be fully included and actively participate in all aspects of society.

### Our Commitment:

- ♦ Support self-determination and self-advocacy: with the appropriate resources and supports, people with intellectual and developmental disabilities are able to make decisions about their lives, and their desires should be respected.
- ♦ To offer excellent services: achieved by receiving community input and alliance, implementing quality outcomes, satisfaction surveys, and maintaining accreditation.
- ♦ Work with individuals, organizations, and agencies to achieve the quality life that the individuals in our services deserve.
- ♦ We conduct business with integrity and accountability; we also have open, honest, and timely communication.

## Personnel

### Administration

Cathy Arrowsmith– Executive Director  
Kyra Davis– Deputy Director  
Carla Childress– Payroll Manager  
Ryan Freeman– Marketing Manager  
Lara Ledbetter– Program Assistant  
Pam Miller– Program Assistant  
Stacy Mixer– Finance Manager  
Kelsey Penn– HR Manager  
Sarah Stolte– Program Manager

### Bridges

Emma Dooley– Program Coordinator  
Jerrica Dietle  
Ashley Dillman  
Katie Hanauer  
Ashley Hendon  
Claudia Hollister  
Dayzhion McGruder  
Tina Meyer  
April Nolan  
Maki'Als Reese  
Tena Richardson  
Tammie Rugado  
Heaven Smith  
Zachary Smith  
Melody Utley  
Alexis Williams

### Paris ISL

Angela Wallace– Home Manager  
Cindy Bailey  
Sarah Benavidez  
Clara Campbell  
David Ferguson  
Jennifer Miller

### Wildrose ISL

Katie Childs– Home Manager  
Shaunnaei Byrd  
Michelle Cunningham  
Melissa Haley  
Jami Merrick  
Amanda Shultz

### Wyaconda ISL

Nicole Minks– Home Manager  
Michelle Doolin  
Kayla Moore  
Sherry Greninger  
Katherine Rhodes

### Sunburst ISL

Sarah Bell– Home Manager  
Shelley Armstrong  
Roy Childs  
Melinda Lipp  
Katlynn Moore  
Morgan Whitaker

### Community Integration

Kathy Butler– CI Liaison  
Patricia McReynolds  
Lou Morriss  
Lloyd Rogers  
James Ruble  
Heather Shaw  
Mary Stebbins

### Community RN

Latisha Politte

### Transportation

Randy Arrowsmith  
Katie Lock

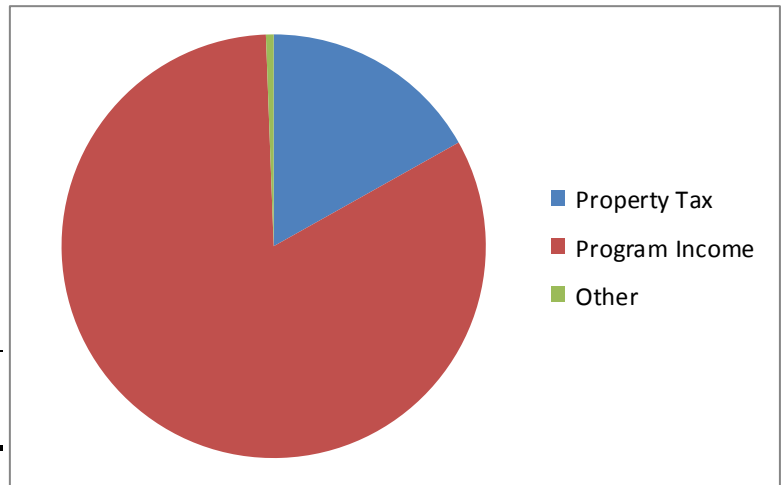
### Support Coordination

Mahogany Wallis– Support Coordination Supervisor  
Barb Van Abbema– Support Coordination Assistance Supervisor  
Chelsea Blixt– Support Coordinator I  
Kyle Brown– Support Coordinator I  
Scott Burow– Support Coordinator I  
Elliott Butler– Support Coordinator I  
Jennifer Cooper– Support Coordinator II  
Jennifer Corey– Support Coordinator I  
Sarah Reiff– Support Coordinator I  
Suzanne Wear– Support Coordinator II  
Alice Rouse– Support Coordinator Assistant  
Rachel Cooper– Support Coordinator Assistant  
Alison Wagner– Support Coordinator Assistant

## Operating Resources & Expenses

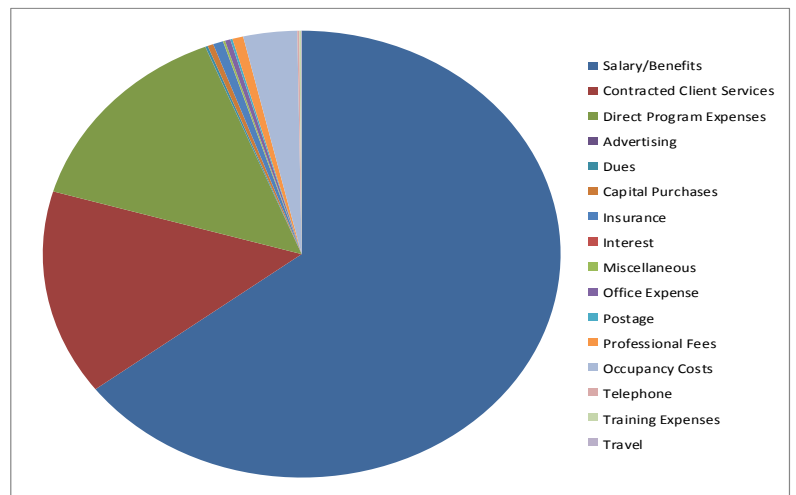
### REVENUES:

Property Tax	\$583,482.70
Program Income	\$2,857,454.57
Other	\$20,263.89
	<u>\$3,461,201.16</u>



### EXPENSES:

Salary/Benefits	\$2,142,221.10
Contracted Client Services	\$492,444.68
Direct Program Expenses	\$476,865.30
Advertising	\$346.15
Dues	\$5,056.08
Capital Purchases	\$11,975.30
Insurance	\$20,900.32
Interest	\$374.77
Miscellaneous	\$4,187.64
Office Expense	\$11,077.75
Postage	\$4,624.54
Professional Fees	\$22,466.76
Occupancy Costs	\$111,275.00
Telephone	\$4,328.87
Training Expenses	\$3,422.25
Travel	\$1,291.04
	<u>\$3,312,857.55</u>





## Surveys

### Individual Satisfaction Survey

(percentages based off of total responding surveys)

#### **Overall rating of the services received:**

- ♦ 59% rates as “Excellent”
- ♦ 41% rates as “Good”

#### **Overall rating of the staff providing your service:**

- ♦ 59% rates as “Excellent”
- ♦ 41% rates as “Good”

#### **Overall rating on how well they were kept informed of MCSDD activities:**

- ♦ 55% rates as “Excellent”
- ♦ 41% rates as “Good”
- ♦ 4% rates as “Fair”

#### **Overall rating for how well the staff follow MCSDD’s mission statement to “increase choice, respect, ability, and involvement...”:**

- ♦ 41% rates as “Excellent”
- ♦ 59% rates as “Good”

NOTE: This survey was completed by both individuals and guardians.

### Employee Satisfaction Survey

(percentages based off of total responding surveys)

#### **Overall rating of supervisory staff:**

- ♦ 58% rates as “Excellent”
- ♦ 25% rates as “Good”
- ♦ 17% rates as “Fair”

#### **Overall rating of compensation and benefits:**

- ♦ 18% rates as “Excellent”
- ♦ 37% rates as “Good”
- ♦ 27% rates as “Fair”
- ♦ 18% rates as “Poor”

#### **Overall top reasons to work for MCSDD:**

- ♦ 1st– Flexible hours
- ♦ 2nd– Co-Workers
- ♦ 3rd– Work is rewarding

#### **Overall things staff would like to see changed at MCSDD:**

- ♦ 1st– Wages Increased
- ♦ 2nd– Increased opportunity for advancement
- ♦ 3rd– Improved recognition and feedback

## Bridges Day Program

Bridges Day Program is an activity and training program designed to teach individuals with developmental disabilities personal care skills as well as skills to increase their independence and social interactions. Staff work one-on-one with the individuals and in group settings.

While at Bridges, individuals attend classes to help maximize their potential. Some of the classes offered are: cooking, safety, current events, healthy living, and sensory. These classes are developed and tailored to each individual that participates in the class. They also stay active in the community by going to different stores and restaurants.

## Bridges Day Program– Outcomes

**Goal:** 90% of individuals will meet authorized community integration units.

**Results:** annual percentage totaled 92% overall due to: some months exceeding authorized hours and some months being under due to weather, staff shortages, and wheelchairs being unsafe for transportation

**Goal:** 90% of falls at Bridges Day Program will not be due to preventable accidents .

**Results:** 100% of falls were deemed preventable.

**Goal:** 100% of individuals and guardians will be satisfied with the services they receive at the time of their annual ISP meeting.

**Results:** 100% of guardians/individuals stated that they were satisfied with services.

**Goal:** 90% of individuals served will have access to the community through group or one-on-one outings, monthly.

**Results:** annual percentage totaled 96% overall

## Community Integration

Community Integration is an important service that MCSDD offers, including: Personal Care (PA), Community Integration Individual (CII), Community Integration Group (CIG), and activities. These programs allow for the individuals served to be very active in their community as well as work on skills outside of the day program setting. These skills can include personal care, money management, enhanced appropriate socialization, meal planning/preparation, and increasing employable skills. Activities include, but is not limited to: Camp Yagottawanna, Silver and Gold Camp, Special Olympics, Traumatic Brain Injury Support Group, Aktion Club, Athlete's Day, and dances.

## Community Integration– Outcomes

**Goal:** Individuals will be satisfied 90% of the time with their staff.

**Results:** 82% of the individuals were satisfied with their staff during the year. Three individuals during the year requested different staff due to personality differences.

**Goal:** 100% of Individuals and/or guardians will be satisfied with the services they receive from Community Integration

**Results:** 100% individuals who receive community integration services were satisfied with their services at the time of their yearly ISP meeting.

**Goal:** Staff will have non-mandatory trainings at least twice a year.

**Results:** Staff completed four different types of non-mandatory training, including places to go on outings, places to volunteer, review of documentation procedures, review of different type of services, and information on autism.

## Independent Supported Living

MCSDD operates four ISLs: Wyaconda (women), Paris (men), Wildrose (women), and Sunburst (men). These homes provide supervision, support, and ensure that the individuals are actively involved in their community. Each individual has their own room to ensure their right to privacy. All of the homes are located in nice neighborhoods and are staffed twenty-four hours a day, seven days a week.

The individuals residing in these homes are able to and supported to: stay active in the community, cook their own meals, grocery shop, vacation, take pride in their home, and reside as independently as possible. The individuals, that reside in the ISLs, attend day program, work at a sheltered workshop, or stay at home during the day; they are able to decide what they would like to do, with support from their guardian's.

## Independent Supported Living– Outcomes

**Goal:** 90% of individuals will achieve or make significant progress on their Individual Plan goals.

**Results:** 90% of individuals were able to make progress on their individual plan goals

**Goal:** 90% of Individual falls while at their home will not be due to preventable accidents.

**Results:** 57% of falls were deemed unpreventable

**Goal:** 100% of individuals and/or guardians will be satisfied with the services they receive and their living arrangements at MCSDD ISLs at the time of their current ISP

**Results:** 100% of guardians/individuals state that they were satisfied with services

**Goal:** 90% of all ISL individuals will have access to the community through regular community outings (at least 2 a month)

**Results:** annual percentage totaled 93% overall

## Support Coordination

Marion County Services has been providing Target Case Management services to the entire Marion County Region since 2010, through the Support Coordination department. There are currently over 300 individuals with developmental disabilities being served in Marion County. Support Coordination, provided by MCSDD, offers the following: developing a working plan to address the supports needed, assistance to complete paperwork, flexibility of time and resources offered, information received in a timely manner, accountability of services authorized, money allocated, and advocacy assistance.

## Support Coordination– Outcomes

**Goal:** 100% of individuals will receive services that will maintain or improve their quality of life.

**Results:** 99% stated their services helped maintain or improve their quality of life

**Goal:** 100% of individuals will be met with on a regular basis.

**Results:** 99% of individuals indicated that they were met with on a regular basis.

**Goal:** 100% of individuals will be satisfied with their services.

**Results:** 99% of individuals indicated they were satisfied with their services

**Goal:** ISP's/Amendments will be signed by SC, guardian, and provider (if applicable) before the implementation date.

**Results:** 19% of the ISP's/Amendments were signed after implementation date, of those that were late, 60% were late due to reasons outside of SC's control.

## Transportation

Marion County Services offers transportation services to individuals throughout Marion County. The individual receiving transportation can be taken to the local workshop, day program, doctor appointments, or other provider services. MCSDD offers a daily route that is beneficial to all individuals supported. There are eight total vehicles that MCSDD utilizes with transportation: two buses, five vans, and a car. Some of the vehicles have been provided through a variety of grants that MCSDD has received for transportation.



MCSDD Buses



MCSDD Vans



MCSDD Car



# Stakeholder Satisfaction Survey Results

## Stakeholder Satisfaction Survey

(percentages based off of total responding surveys)

### Overall rating of their knowledge of our services:

- ♦ 37.5% rates as “Excellent”
- ♦ 50% rates as “Good”
- ♦ 12.5% rates as “Fair”

### Overall rating on MCSDD visibility in the community:

- ♦ 25% rates as “Excellent”
- ♦ 62.5% rates as “Good”
- ♦ 12.5% rates as “Fair”

### Overall rating on how well they were kept informed of MCSDD community involvement

- ♦ 25% rates as “Excellent”
- ♦ 62.5% rates as “Good”
- ♦ 12.5% rates as “Fair”

### Overall rating on the interactions/relationships MCSDD has within our community”

- ♦ 22.2% rates as “Excellent”
- ♦ 55.5% rates as “Good”
- ♦ 22.2% rates as “Fair”



## Activities held throughout the year:



Buddy Walk



Prom



## Continued– Activities held throughout the year:



Summer Camp

## Special Olympics Basketball



# Marion County Services



## for the Developmentally Disabled

12 Northport Plaza  
Hannibal, MO 63401  
Phone: 573-248-1077  
Fax: 573-248-2978  
[www.mcsdd.com](http://www.mcsdd.com)

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