

Jefferson County Developmental  
Disabilities Resource Board



**Service  
Coordination**

**FY11**

**End of Year Report**

July 1, 2010—June 30, 2011

Choices Now... Solutions for the Future

## ***Table of Contents***

Agency Satisfaction Survey	3
Client Satisfaction Survey	4
New & Term Client List Results	5
Partnership for Hope Waiver	5
Funding	5
New Building	5
All-Ability Expo	5
Upgrades & Updates	6
Lobbying with State Senators & Representatives	6
Community Events	6
Informational Conference	7
Shining Star	7
Partnership Matrix	8



***It is the mission of the Jefferson County Developmental Disabilities Resource Board to provide resources and supports that enable individuals in Jefferson County with developmental disabilities to live full and enriched lives.***

### **ACRONYM KEY**

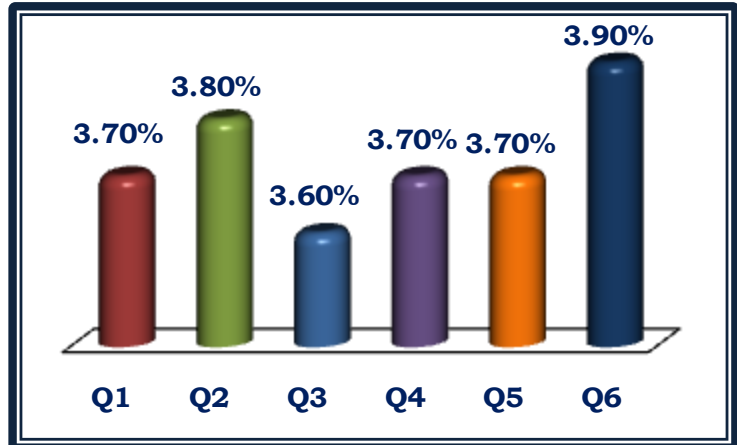
CARF: Commission on Accreditation of Rehabilitation Facilities  
DD: Developmental Disability  
DDRB: Developmental Disabilities Resource Board  
DSJC: Developmental Services of Jefferson County  
DSS: Disability Support Systems  
DMH: Department of Mental Health  
ISL: Individualized Supported Living  
JCDDR: Jefferson County Developmental Disabilities Resource Board  
JSI: Jefferson Subcontracting Inc.  
LOC: Level of Care  
MACDDS: Missouri Association of County Developmental Disabilities Services  
MALA: Missouri Assisted Living Association  
MO: Missouri  
PCP: Person Centered Plan  
PON: Prioritization of Need  
SC: Service Coordinator  
SCORES: Service Coordinator Organizational Records Entry System  
SLRO: St. Louis Regional Office  
TCM: Targeted Case Management  
TOGETHER: County Board Stakeholder Group

# Agency Satisfaction Survey.

29% Response

A survey was sent out to all our agency's, asking them to rate our SC's from 1-4.  
1. Never 2. Sometimes 3. Most of the time 4. All of the time.  
31% of the providers returned the survey. Numbers indicate an average of all responses.

- Q1. SC's maintain regular contact with our agency?
- Q2. SC's respond to requests or need for support in a timely manner?
- Q3. SC's are knowledgeable about the services our agency provides?
- Q4. SC's provide feedback in a manner that promotes growth for our agency?
- Q5. SC's are visible and interact in a positive manner with the individuals they support?
- Q6. We are satisfied with the SC's we work with?



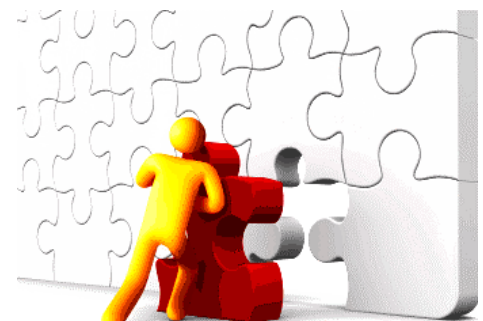
## Comments / Suggestions Summary

What positive or negative ways have our service coordination efforts affected your agency?

- ◆ **Having someone here one or two days a week enable us to utilize them immediately. They assist us in knowing who to contact for each individual. Our employees look forward to seeing (SC) whenever she is here. This is a valuable service to JSI.**
- ◆ **The Service Coordinators are very resourceful and able to provide the latest information on resources and funding.**
- ◆ **Very helpful, work well together. Seems genuinely concerned for their clients well being.**
- ◆ **Coordinators have always provided added support and any information needed very timely.**
- ◆ **The service coordinators that follow our residents do a great job. I feel they assist us in providing great care for our residents, and I appreciate all their hard work.**
- ◆ **Our entire respite program is built on a strong partnership between the service coordination offices and the DSS Respite office. The partnership allows respite funding to be distributed to families in a cost effective manner. It is not necessary for DSS to hire additional professional staff to assist families. This make more funding available for respite and makes life simpler for families who do not have to learn the role of another professional. Service coordinators already know their families and are best suited to assist families in utilizing their respite funding.**

What changes or additions do you feel would enhance the manner in which service coordination is provided.?

- ☐ **Keeping an updated list of service coordinators to employees is a great help.**
- ☐ **Continued visits at school for the students at Mapaville. This enhances the relationship between staff and coordinators.**
- ☐ **None at this time.**
- ☐ **It was really beneficial to those residents to receive the voucher money to get them started on there apartment, those that are eligible.**



## Client Satisfaction Survey (56% Response)

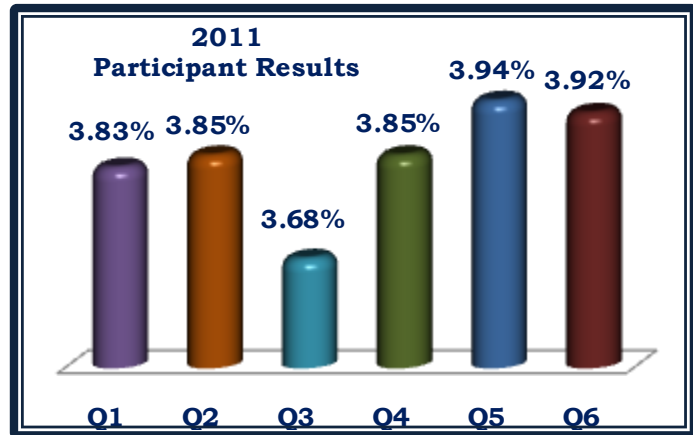
A survey was sent out to all our agency's, asking them to rate our SC's from 1-4.

1. Never 2. Sometimes 3. Most of the time 4. All of the time.

For all the comments and suggestions please visit our website at [www.jcddrb.org](http://www.jcddrb.org)

### Questions:

- Q1. My SC has regular contact with me as identified in my plan?
- Q2. My SC provides help in a timely manner?
- Q3. My SC makes recommendations that are helpful?
- Q4. My SC understands and advocates on my behalf?
- Q5. My SC treats me with respect?
- Q6. I am satisfied with my SC?



### What do you like about your SC?

- ◇ She keeps me well informed on what's going on with (name). She is friendly and listens to our concerns. She's very easy to talk to. I think she always had (name's) interest at heart.
- ◇ She's on top of everything. She's very familiar with (name) and is understanding of her and my needs for her. She has a good personality and very people oriented.
- ◇ He shows up when we schedule with him; he helps us with different services when we need them (very informative). He calls back. He's the best one we've ever had.
- ◇ He's truly is concern about the boys, and the family. He takes the time to make sure that if the boys need something that he makes it happen. The recommendations that he has made have been great. The boys have been able to enjoy themselves since (SC) has been their SC. If there has been a problem he has always been there to get it corrected. He has been a Fantastic Coordinator.
- ◇ He is very open with me. Willing to work with me. Takes me aside to talk with me about things. Very good to me.
- ◇ Always helpful and full of information. If she doesn't have the answer then she finds the answer and sends the info in the mail.
- ◇ She always calls me back when I have a problem and helps me with it.
- ◇ Overall pleased. She goes out in the community to see (name). Always respectful and talks to (name), makes him inclusive. Offers additional information.
- ◇ He goes above and beyond to assist (name), transporting her to meet her family. Creating alternative ways in which (name) can communicate and cares about his participants.
- ◇ I feel like my service coordinator's hands are tied! I can't see that there is anything out there to offer (name). His needs are met for right now, but would like "day program" two or three days a week.
- ◇ (SC) always has my best interest at heart. She is easy to get in touch with and she cares about my care. She is also very easy to talk to.
- ◇ She is always helpful in all ways and any thing we ask she always answers in a timely manner and always makes suggestions that are very helpful. Anytime we call her she calls back as soon as possible.
- ◇ He treats my daughter individually and seems to care about her needs. He's always willing to listen to our concerns and he's extremely helpful.
- ◇ She is very responsive to any questions or suggestions we have. If she doesn't have the information she finds it and shares it with (name). She treats (name) very respectfully.
- ◇ She is: accessible, professional, pleasant, supportive, knowledgeable, and quick to find solutions and to resolve problems. (SC) has a great sense of humor and she always takes time to interact with her consumers.

### If you could change anything about your SC, what would it be?

- ◆ Nothing. He is never interfering, always available, always ready to give us the help we need.
- ◆ That we were the only family that he had, which is impossible and selfish, but that is how much we think of him.
- ◆ Clone her, need more like her. She is our favorite case manager.
- ◆ Nothing, I just hope he wants to continue in current position and he continues to be mine. He is one of only 2 coordinators she has had in over 20 years who truly takes an interest and is helpful.
- ◆ That we get the supervisors where my daughter resides and their supervisors to listen and weigh (SC's) suggestions and opinions, not just to dismiss them.
- ◆ Nothing about him would I change he is an excellent advocate. In general for all coordinators I wish there were a book to describe everything available to kids with disabilities. From young to old.
- ◆ Better communication, being more assertive to give parents the feeling that your really there for their child.
- ◆ More contact with me.

## New & Terminated Client List Results

Our objective for FY11 was to provide service coordination up to a capacity of 520 individuals, enrolling at least 40 individuals through out the fiscal year. Service Coordination started the fiscal year at 496. Data showed a total of 56 new clients, 34 total cases closed (14 closed cases, 7 clients moved out of the county, 5 clients deceased & 8 clients transferred.) Finishing the year with 518.

## Partnership For Hope Waiver

JCDDR B Service Coordination started in the Partnership for Hope Waiver in March 2011. This is a new county-based waiver that is a result of a partnership of the Missouri Association for County Boards for Developmental Disability Services, the Division of Developmental Disabilities, and the MO HealthNet Division. Early research on best practices and the waiver development was supported by a grant from the Missouri Foundation for Health to the Missouri Association for County Boards for Developmental Disability Services. This waiver can serve adults and children and has an annual total waiver service cost limit per participant of \$12,000. Eligibility requirement for participants includes being eligible for Missouri Medicaid, meeting eligibility criteria for Division of DD services, participants needs can be met with current community support system and waiver services not to exceed an annual cost of \$12,000, participant meets ICF/MR Level of Care, participant resides in a participating county, participant meets crisis or priority criteria.

Jefferson County is one of 74 counties participating in this waiver. Jefferson County has 43 slots that are shared between JCDDR B & St. Louis Regional Office. Services of the Partnership for Hope Waiver includes: Career Preparation Services, Temporary Residential, Behavior Analysis, Person Electronic Safety Device, Professional Assessment and Monitoring, and Dental.

As of June 30, 2011, 17 slots have been assigned.

## Funding

A goal of Service Coordination is to operate self-sufficiently without county tax funding. At the end of FY11 fourth quarter our TCM revenue was 17.08% below the target for this time period and our expenses were 5.55% less than budgeted. This resulted in the service coordination budget being at an 11.53% deficit.

## New Building

In December 2010 Service Coordination moved to its new building in Herculaneum and expanding to a total of 20 employees. We now have the space to further expand 3+, allowing service coordination to offer service to 80 or more clients.

## All-Ability Expo

March 5<sup>th</sup> was the seventh annual All-Ability Expo held at the Fox C-6 Service Center. Tim Ezell was the emcee. Chris Holmes (2009 MO Educator of the year) was the guest speaker. 25 Booths were filled of businesses and organizations offering services or products to people with developmental disabilities. 183 items from Emergency Beacon Distribution were given out. Fox OT & PT had a sensory demonstrations and Zumba dance troupe performed. 3 Community service awards were given out.



## Upgrades & Updates

- ◆ Service Coordination continues to update forms as identified and needed.
- ◆ The alternative work schedule was completed and implemented this year with the service coordination team.
- ◆ A review of the revised CARF standards was completed in October.
- ◆ TCM logging reviews – A total of 192 logs were reviewed on the service coordinators with no concerns noted. We implemented the guidelines for additional TCM reviews to be conducted by the Senior Service Coordinators.
- ◆ Work continues on our SCORES program, helping our SC's be more efficient in preparing the Individual Service Plan's.
- ◆ Received approval of our office training / orientation program for new service coordinators from the Developmental Disabilities Division of the Department of Mental Health.

## Lobbying with our State Senators & Representatives

6/7/11 Service Coordination assisted in hosting the Legislative Breakfast along with hosted by the Jefferson County Growth and Development Association. This was a chance to enlighten our senators and representatives on what Service Coordination is about. How we strive to provide solutions to the challenges that people with disabilities and their families face every day.



## Community Events

Throughout FY11 there were many opportunities that Service Coordination was able to present and/or represent at these county functions.

- ☉ Samples & Measures workgroup for the Department of Mental Health
- ☉ Stoddard County consultation visit. Consulted with the Callaway County Board on our procedures/ processes.
- ☉ CLAIM partnership established on 7/12/10
- ☉ TCM Audit workgroup for Department of Mental Health
- ☉ Information Booth at Arnold Days
- ☉ Transportation Roundtable Group with Representative Meadows on 9/27/10
- ☉ Informational Conference at Jefferson College
- ☉ Informational booth at Autumn Ridge Health Fair.
- ☉ Presented at the MACDDS Conference in partnership with DSS on the Long Term Care Planning & Independent Living Assessment.
- ☉ Informational presentation on developmental disabilities to Victory Church in Pevely.
- ☉ Informational table at the DSS Respite Fair in Arnold, MO.
- ☉ Hosted a Medicare Part D referral day in partnership with CLAIM at our office.
- ☉ Met with Joni & Friends Ministry to develop services through the local churches for individuals with developmental disabilities.
- ☉ Met with the state Consumers Relations committee regarding service coordination procedures and meeting assurances for the Medicaid Waiver programs.
- ☉ Met with NextStep Employment Services and the St. Charles sheltered workshop regarding the development of services to best meet the needs of individuals seeking employment but needing additional supports.
- ☉ Antonia Middle School Career Day
- ☉ Office members participated in the 5k run / 1 mile walk.
- ☉ Developed curriculum for 6 mini training opportunities for both the DDRB and SLRO service coordinators.
- ☉ Acted as a representative at the MACDDS.
- ☉ Presented on the SB-40 board function / role to the RAC
- ☉ Hosted an informational seminar for the Claim organization.



**Informational Conference**  
**October 9, 2010**  
**Jefferson College Campus**  
 All classes were free to the public.



We would like to thank all that assisted in teaching and facilitating the classes with our office staff:

**Kathie Forth -  
 Midwest Special Needs Trust**

**Michael Chiodini -  
 Metlife**

**Jessica Erfling -  
 Sunnyhill**

**Linda Dallas -  
 Ponybird**

**Debbie Neavill -  
 NextStep For Life**

**Vita Sosa -  
 Zumba**

**Daniel E. Reuter -  
 Reuter Law Firm**

**Bill Knittig -  
 JCDDR B**

Fall 2010 Classes

- ◇ Housing Residential Options
- ◇ Estate Planning and Special Needs Trust
- ◇ Guardianship and Power of Attorney
- ◇ Social Activities and Groups

**Introduction Course**



**Guardianship**



**Housing Options**



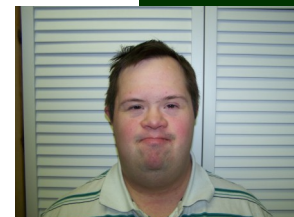
**Estate Planning & Special Needs**



Shining Star

Our “Shining Star” section on our website is still going strong. Every month an individual that receives service from our office is picked. They get the chance to tell others about themselves,

what they like, what they are proud of, and what they would like for the future. Our clients have been very excited to take part and enjoy seeing themselves on the website. If you walk through our halls you can see many previous shining stars hanging from the walls outside the doorways of our service coordinators. All past shining stars can be seen on our website at [www.jcddrb.org/service](http://www.jcddrb.org/service)



<b>PARTNERSHIP MATRIX</b>	<b>Weekly</b>	<b>Monthly</b>	<b>Bi-Month</b>	<b>1/4ly</b>	<b>Yrly.</b>	<b>Consult</b>
All-Ability Expo					X	
Arnold Commission Aging & Disabilities		X				
DSJC Christmas Basket Project					X	
JCDDRB / DSJC Benefits Committee						X
JCDDRB / DSJC Safety Committee						X
JCDDRB / DSJC Staff Conference					X	
Jefferson College						X
Jefferson County Community Forum		X				
Jefferson County Director's Meeting		X				
Jefferson County Health Department						X
Jefferson County Systems of Care Group		X				
Jefferson Memorial Hospital						X
JSI Inc. Support (sheltered workshop)	X					
MACDDS / TCM Group			X			
St. L Family Support & Respite Coalition		X				
St. L Regional Office Allocation Meeting		X				
St. L Regional Office Joint Team Meeting			X			
St. Louis Transition Council				X		
TOGETHER (local stakeholder group)		X				

## *Thank You*

*A very special thanks is extended to :*

*All of our community service providers, collaborating agencies, person's served, family members, staff, board members and volunteers who have contributed many ideas over the years to help make our program a success.*

### **JCDDRB Service Coordination**

**1615 Vine School Rd.  
Herculaneum, MO  
63028**

**Phone: (636) 937-6946  
(636) 282-4444**

**Fax: (636) 931-3497**

**[www.jcddrb.org](http://www.jcddrb.org)**