



*Embracing Choice,  
Enriching Lives*



Callaway County Special Services

# 2020 Annual Report

# CARF Accreditation

CCSS is accredited through the Commission on Rehabilitation Facilities (CARF). CARF establishes standards for quality services for organizations that provide supports and funding for people with disabilities. CARF measures these standards through an on-site review every three years.

Our commitment to the services provided to individuals and families is reflective in the outcome of our accreditation by CARF: The three-year accreditation represents the highest level of accreditation that can be awarded to an organization.



Since 1998, CCSS has been continuously awarded a three-year accreditation on behalf of the organization and its community integration services.

In 2019, CCSS was awarded a three-year accreditation for community integration, continuing a long tradition of a commitment to enhance the quality of lives of people with intellectual and developmental disabilities. The next on-site review will be scheduled prior to June 30, 2022.

# Vision, Mission, and Core Values

## Vision

People with developmental disabilities have an enhanced quality of life and are able to live and work in a community where they are valued.

## Mission

Callaway County Special Services is committed to the integration of those with developmental disabilities into the community through programs, services, information and collaboration.

## Core Values

CCSS core values are an extension of the vision and mission statements, expressing the organization's beliefs.





## Message from the Executive Director

### Strength. Collaboration. Commitment.

These three words are excerpts from CCSS' core values. The terms have special meaning in a year that called upon everyone to reach deep for extra **strength** to respond to a pandemic. We faced an unprecedented challenge to operate while fearing for the health of our clientele, family members, board members, and employees.

In 2020, the agency completed a major planning and building project with the re-location of its day services center, now known as the Life Enrichment Center. This required months and months of dedicated **collaboration** between the board of directors, our resourceful employees, architect, engineers and the general contractor.

Throughout the year, our **commitment** to help more people in more ways did not falter. In 2020, CCSS provided a time-limited telehealth service and began offering transportation, a service that is popular with riders. More individuals and families were served or received funded services this year than in any previous year.

I wish to thank each person who helped us meet these challenges. We pledge to carry on, helping more people in more ways.

Julia Kaufmann  
Executive Director

## CCSS Board of Directors

- ❖ Jacob Baumgartner, Chairperson
- ❖ Janice Craighead, Vice-Chairperson
- ❖ Paul Craghead, Treasurer
- ❖ Kimberly Lorentz, Secretary
- ❖ Richard Gohring
- ❖ Sendera Kampeter
- ❖ Janet Kettle
- ❖ John Stinson
- ❖ Tyler Schubert



The CCSS Board of Directors are dedicated visionaries who volunteer their time and energy on behalf of CCSS. Each member of the board is appointed by the Callaway County Commission. These valuable volunteers devote their time to promote a better quality of life for individuals served on behalf of CCSS and Callaway County.



## 2020 Employee Positions

- ❖ Program Assistant
- ❖ Quality Support Coordinator (RN)
- ❖ Director of Day Services
- ❖ Director of Community Services
- ❖ Associate Director
- ❖ Executive Assistant
- ❖ Executive Director

100% of employees are satisfied with their job.  
-2020 Satisfaction Survey Results

Employees on the Job



## Day Services

The Adult Enrichment Center dba the Life Enrichment Center has been serving adults with intellectual and developmental disabilities since 1990.

The agency and staff promote active community membership, volunteerism, and individualized services.

Persons Served in 2020: 15

### 2020 ACCOMPLISHMENTS

- ❖ In September 2020, the day program relocated to a larger program space. The new space is universally designed with an open floor plan incorporating training centers for life skills such as laundry, cooking, reading and technology. The center's curriculum is focused on education, socialization, and health and wellness.
- ❖ In November 2020, transportation was added to the CCSS contract with the Department of Mental Health. Transportation is provided for participants to and from their home to LEC through their waiver.
- ❖ Due to the pandemic, CCSS staff were able to offer telehealth services to participants. Telehealth services are now available for future program closure.
- ❖ The LEC participants are an active member of their community through volunteerism at local organizations such as Serve food pantry, Trends resale shop, Senior Center, and Meals on Wheels.
- ❖ LEC participants are offered health and wellness initiative to promote health and strength. Participants enjoy collaboration with the United Methodist Church "Walk with Ease" program, YMCA, and University Extension Center.



97% of participants were satisfied with services  
100% of participants recommend Day Services to others  
*-2020 Satisfaction Survey Results*



## Community Partners

- ❖ University of Missouri Extension
- ❖ MU School of Health Professions
- ❖ Westminster College
- ❖ MU Thompson Center for Autism and Neurodevelopmental Disorders
- ❖ B & B Theaters
- ❖ SERVE food pantry
- ❖ Trends clothing store
- ❖ Callaway Health Department
- ❖ YMCA
- ❖ Rotary Club of Fulton
- ❖ Callaway County library-Fulton and Holts Summit locations
- ❖ Runge Nature Center
- ❖ Fulton Fire Department
- ❖ Fulton Bowling Center
- ❖ Callaway County Salvation Army
- ❖ Callaway County Senior Center
- ❖ Our House
- ❖ Meals on Wheels-Fulton & Holts Summit
- ❖ Faith Maternity Care
- ❖ Central Christian Church Buddy Pack Volunteer Program
- ❖ Fulton Police Department
- ❖ Court Street United Methodist Church
- ❖ Special Olympics
- ❖ Valley Park Retirement Center
- ❖ iCan Bike camp
- ❖ United Way





## Individual and Family Support Pilot

This program is designed to assist individuals and families with various needs which may arise that are not available or funded through other local, state or federal sources. The goal of this program is to support individuals so that they can remain in their homes, with or near family members.

Persons Served in 2020: 13

In 2020, CCSS was able to provide funding for:

- ❖ Scholarships for Special Olympics for athletes, and virtual boxes.
- ❖ Scholarships for iCan Bike camp were budgeted, but camp was cancelled due to Covid
- ❖ Bathroom modifications for clientele
- ❖ Transportation via accessible public transport vehicles
- ❖ Specialized medical equipment
- ❖ Adaptive equipment
- ❖ Occupational Therapy consultation
- ❖ Community Group activities
- ❖ American Sign Language Interpreting Services

*“On behalf of my son, I want to thank the board for funding the elevator seat for my son. It allows him to adjust his chair to the appropriate height. It has not only given him greater independence but also an improved self-image. We are so thankful for all that special services has done for us.”*

-Pilot recipient family member response 2020

In 2012, Callaway County Special Services began a partnership with the Division of Developmental Disabilities entitled, "Partnership for Hope." This initiative focuses on support for individuals who wish to remain at home. The program aids to speed access to services that promote improvement in a person's quality of life.

Persons Served in 2020: 17

In 2020, CCSS was able to provide funding for:

- ❖ Transportation
- ❖ Specialized Medical Equipment
- ❖ Home Modifications
- ❖ Professional Assessment & Monitoring
- ❖ Personal Assistance
- ❖ Personal Care
- ❖ Day Program Services & Community Integration
- ❖ Assistive Technology



# Contracted Services



Kingdom Projects d/b/a Callaway County  
Extended Employment- Sheltered  
Employment  
Persons Served 2020: 21



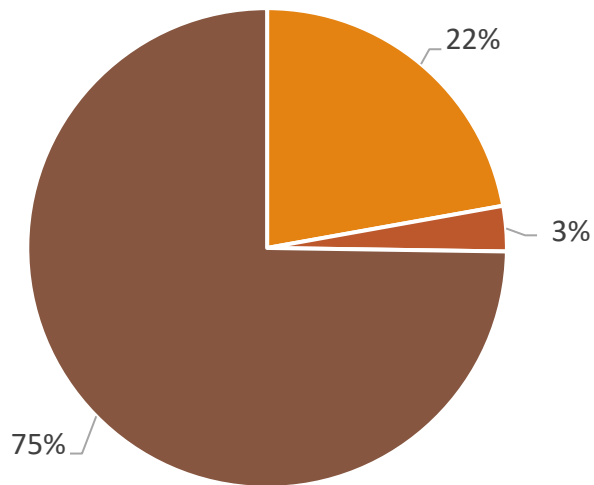
Serve, Inc.- Transportation  
Persons Served 2020: 41



Remade for a Purpose- Employment Center  
Persons Served 2020: 9

## 2020 CCSS Revenue

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- Adult Enrichment Center
- Timbrook House
- Levy & other revenue

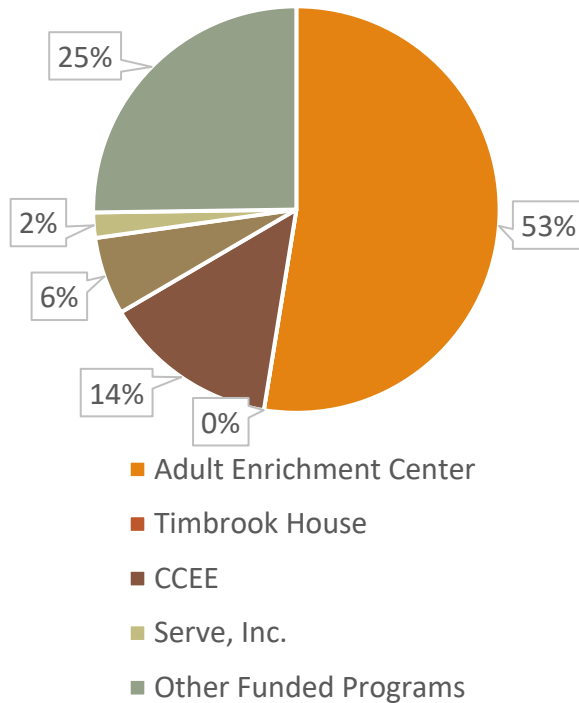
Adult Enrichment	\$ 292,850
Timbrook House	\$ 40,295
Levy & other revenue	<u>\$ 987,119</u>
Total:	\$1,320,264

Other revenue sources include investment earnings and other audited revenues

The 2020 Financial Statements for Callaway County Special Services were audited by Williams-Keepers, LLC.

CCSS funded scholarships for Special Olympics and iCan Bike camp. In addition, funding was provided for evening dances and game night.

## CCSS 2020 Expenses



### Programs

Adult Enrichment	\$ 573,853
Timbrook House	\$ 0

### Contracted Services

Sheltered Employment	\$ 152,919
Remade for a Purpose	\$ 67,590
Serve, Inc.	\$ 22,000
Other**	\$ <u>275,395</u>
<b>Total:</b>	<b>\$ 517,904</b>

\*\*Other Services include Partnership for Hope and Individual and Family Support Pilot funds for persons served, and General Administration.



To our families, supporters, funders and community partners,  
we thank you!