



Empowering Individuals Through Advocacy & Support

Annual Report 2018



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Executive Director

Jake Jacobs, MPA

Associate Director of Community Services

Mark Riley

Associate Director of Administrative Services

Tom Holcomb, CPA

Associate Director of Organizational Services

Amanda George



Who We Are

As a statutorily-created taxing authority of Jackson County, Missouri, since 1976 eitas has provided funding and services for Jackson County citizens with developmental disabilities.

Our Mission

Our mission is to support individuals with developmental disabilities and their families with services that respect their choices, increase their opportunities, encourage their independence, and assist their inclusion in all aspects of the community.

Our Value Statements

At eitas, we

- will advocate for a wide range of services and funding to meet the needs of persons with developmental disabilities.
- will promote a culture of inclusion and individualized supports.
- will support individuals with developmental disabilities through cutting-edge programs and empowered staff and providers.
- will provide the highest quality of supports and services by listening to the people it supports and the people who know them best.
- will support people to be active, full members of their communities.
- will be a Missouri leader in developing, supporting and furthering a community free of attitudinal and physical barriers and where persons with developmental disabilities participate in the full, rich life of their community without fear and prejudice.
- will conduct itself with integrity, propriety and honesty in carrying out the Board's mission, values and responsibilities.
- will seek to insure the health, safety, and quality of life for the persons we support through proactive oversight of the programs we fund.
- will, whenever possible, leverage its resources to enhance funding and forge local, state and federal partnerships to expand available funding and services for individuals with developmental disabilities.

To the residents of Jackson County

Focusing on the Future

The year 2018 proved to be another exciting year for us with continued change and a re-dedication to our mission of supporting persons with developmental disabilities in Jackson County. As we journey forward, staying focused on our goals and responsibilities will make the road ahead clear to all of us. Confronting challenges and taking advantage of opportunities requires focus. eitas will continue to grow and develop strategies for increased accountability and quality in services and supports that facilitate personal quality of life within the community.



Person Focused

The structure of our service and support network continues to change. Traditional service organizations are under pressure to individualize supports around people's life priorities rather than options within programs and services. Home and community-based services continue to evolve toward greater inclusion and greater independence for the people we serve. Yet more personalized services require more people to provide those services, while the workforce continues to shrink. Working to develop new solutions to meet new demands will be an ongoing goal.

Need Focused

Moving beyond pilot projects and concept grants means bringing new models of services and practices to scale and making them work across the whole county. Using a Design Thinking model developed in 2018, we are formulating new types of services and supports to meet today's needs. We also will explore how promising practices and evidence-based models working elsewhere in the United States can work in our communities as well.

Partnership Focused

Our challenges and opportunities are large and complex. Politics are local; policies are increasingly focused on local and state government, whereas economic and technological change is global. We need to organize and develop partnerships at many different levels to further our goals and strategies.

Accountability Focused

Our quality assurance and monitoring systems are no longer adequate. A new pattern of decision-making, accountability and responsibility is emerging. We need to develop data-driven models that show outcomes are being achieved, staff and services are operating at optimum levels, and that services provided have value and give hope for a brighter future for everyone served.

What follows is a synopsis of our accomplishments and activities in 2018. Thanks to everyone who helped us reach for excellence and supported our efforts during the past year.

Sincerely,

A handwritten signature in black ink, appearing to read "Jake Jacobs". The signature is fluid and cursive, written over a white background.

Jake Jacobs
eitas Executive Director

Organizational Development

Community Services

Transportation Services

Financial

Revenue	
Jackson County Taxes	\$8,403,890
Investment Income	\$195,588
MO Department of Mental Health - Shared Units	\$463,181
Organized Healthcare Delivery System	\$2,262
MO Elderly & Handicapped Transportation Grant	\$37,917
Medicaid - (Includes Service Coordination)	\$6,970,566
Gain on Disposal of Assets	\$109,218
Other Revenue	\$397,235
Total Revenues	\$16,579,857

Expenses	
Administration	\$1,724,021
Transportation	\$3,714,281
Residential	\$383,212
Vocational	\$2,407,533

Day Services	\$840,660
Support Coordination	\$5,084,428
Community Outreach	\$306,489
Intervention	\$110,338
HOPE Waiver Match	\$160,834
Property	\$533,464
Training	\$323,885
Total Expenses	\$15,589,145

Totals	
Revenues Over Expenses	\$990,712
Less Depreciation	\$804,914
Changes in Fund Balance	\$185,798
Fund Balance, Beginning of Year	\$24,393,871
Fund Balance, End of Year	\$24,579,669






2018 Levy Expenditures

Organization / Agency	Supports / Services	Tax Levy Funding
Open Options	Residential Sports Programs	\$60,407
Center for Developmentally Disabled	Residential	\$150,934
Truman Neurological Center	Residential	\$111,600
Resources for Human Development	Residential	\$54,093
Job One	Sheltered Employment, Community Employment	\$1,191,513
Southeast Enterprises	Sheltered Employment	\$404,599
Blue Valley Industries	Sheltered Employment	\$351,750
Ability KC	Sheltered Employment	\$302,055
ACED	Adult Education	\$255,701
Mattie Rhodes	Transitional Services	\$122,191
Rainbow Center	Day Programming	\$309,000
Developing Potential	Day Programming, Community Employment	\$335,963
Jackson County Parks & Recreation	Recreational Programs	\$234,200
Children's Center for Visually Impaired	Vocational Services	\$90,000
Intervention Services	Special Services	\$65,000
Property Expenses	Repairs/Refurbishing	\$485,449
eitas Transportation Services	Transportation Services	\$2,328,491
eitas Administration	Operational Services	\$1,100,417
Partnership for Hope	Match Funding	\$275,000
eitas Organizational Development	Staff Training and Supports	\$93,837
Grand Total of Tax Levy Funding		\$8,322,200

- Administrative Services
- Organizational Development
- Community Services
- Transportation Services

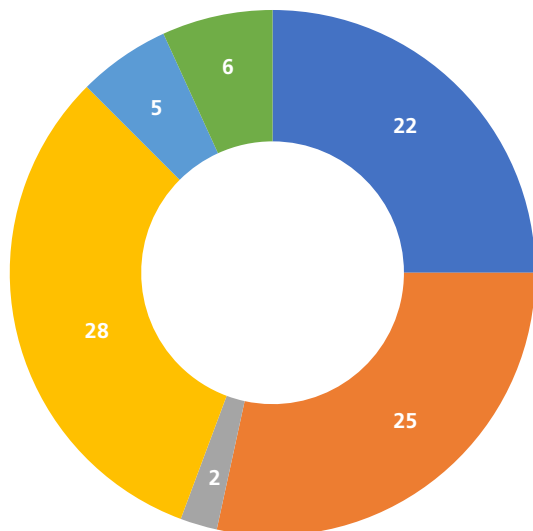
Community Outreach

Community Outreach began supporting non-Medicaid individuals on May 1, 2018. The Community Outreach Intake Assistant position was created to welcome individuals to the Community Outreach Department, assess their needs, and the position has been the organizational backbone of our department. Two Community Resource Coordinator positions were created and hired to support the individuals entering into supports through our department.

 Assisted	Individuals assisted in becoming Medicaid eligible.	22
 RDAD	Total number of Reducing Disabilities in Alzheimer's Disease (RDAD) referrals.	40
 Active	Individuals actively supported on caseloads as of December 31, 2018.	83
 Referred	Individuals referred for supports from May 1, 2018 - December 31, 2018.	109
 Agency	Total number of agency referrals.	140

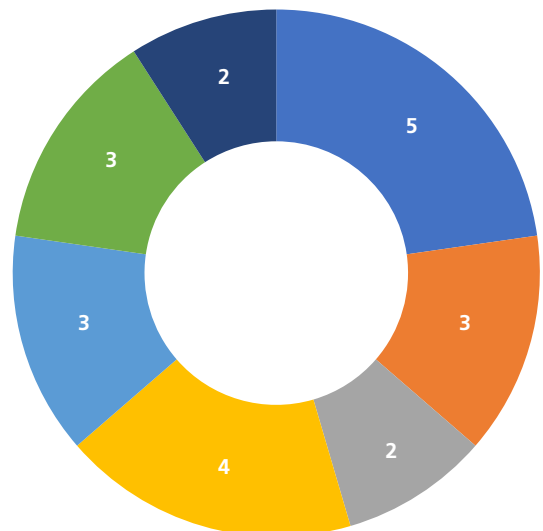
Training

Classes/Workshops Offered in 2018



- CPR & First Aid/AED
- Blood Borne Pathogens
- Level 1 Medication Aide
- Gentle Teaching
- Trauma Informed Care for People with IDD
- Level 1 Medication Update

Classes Requested by Providers in 2018



- Drug Overdose
- Youth / Infant CPR
- Epilepsy / Seizure Training
- Benefits Training
- Insulin Injection
- Sign Language
- Extreme Behaviors / Behavior Supports / Crisis Intervention

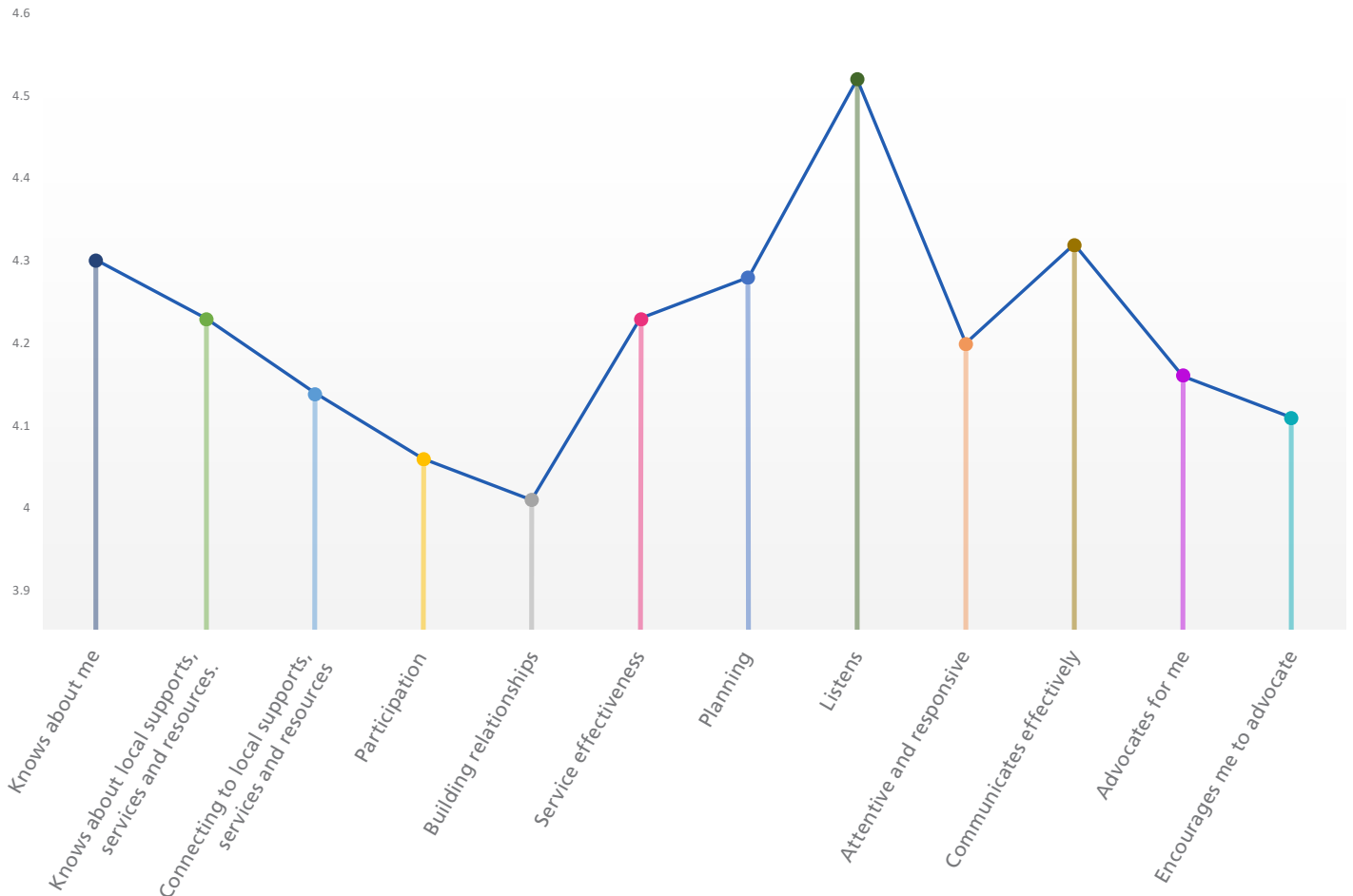
Support Coordination

In 2018, 1,897 people supported, their guardian(s), or their best informant(s) were surveyed on their level of satisfaction with their current eitas support coordinator.

- 221 of these surveys were completed in a face to face meeting with the guardian.
- 1,676 of these surveys were distributed by sending the Support Coordination Capacity Building (SCCB) Survey to the responsible party.

Twenty percent of these surveys were completed/returned to eitas.

- 54 percent of these individuals have been receiving support coordination from eitas for five-plus years.
- 37 percent of these individuals have been with their current support coordinator for two-plus years.
- Overall, the average survey score was 4.21 out of five.



Transportation Services



Gallons of fuel used in 2018

145,744



Total trips completed in 2018

143,801



Total number of miles driven in 2018

1,009,796

Accomplishments for Transportation in 2018

- The receipt of 10 new, 20-passenger lift buses which replaced 10 older vehicles.
- The expansion of the employee parking lot which added nine additional parking spots.
- Updated to live-streaming video and improved tracking on all eitas vehicles.
- The hiring and training of two driver supervisors in order to better utilize the monitoring technology in all eitas vehicles.



8511 Hillcrest Rd.
Kansas City, MO 64138

Place
Postage
Here

Additional 2018 Highlights Around eitاس

- Creation of the communications coordinator position.
- Launching of a redesigned website.
- Rebranded the organization with new logo.
- Began social media strategies that added LinkedIn, and continued use of Facebook, Twitter and YouTube accounts.
- Community Outreach department began.
- Conducted a non-traditional needs assessment, using a Design Thinking Process, that partnered with providers and eitاس staff to collect stories. We used those stories to identify themes that have helped us create new services that we plan to pilot in 2019.

Administration

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