

Empowering Individuals Through Advocacy and Support

The Lens



November 2008 Edition

Developmental Disability Services of Jackson County



improved



Department of Transportation Satisfaction Survey Results

Every other year we survey all of the riders of our DOT buses to see how satisfied they are with services and to see where we might have areas to improve on. This year we sent out over 450 surveys and had 255 returned, a 57% return rate – which is very good. Our scores improved in every category from the 2006 survey! Here is a brief recap of the responses:

<p>Relationship to the rider:</p> <table><tr><td>68%</td><td>were parents</td></tr><tr><td>17%</td><td>were family members</td></tr><tr><td>9%</td><td>were self</td></tr><tr><td>6%</td><td>were others</td></tr></table>	68%	were parents	17%	were family members	9%	were self	6%	were others	<p>Are DOT transportation services on time?</p> <table><tr><td>80%</td><td>Always</td></tr><tr><td>20%</td><td>Sometimes</td></tr><tr><td>0%</td><td>Never</td></tr></table>	80%	Always	20%	Sometimes	0%	Never
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<p>How long has the rider been using EITAS transportation?</p> <table><tr><td>16%</td><td>for 1 year or less</td></tr><tr><td>19%</td><td>for 1 to 3 years</td></tr><tr><td>10%</td><td>for 3 to 5 years</td></tr><tr><td>55%</td><td>for 5 years or longer</td></tr></table>	16%	for 1 year or less	19%	for 1 to 3 years	10%	for 3 to 5 years	55%	for 5 years or longer	<p>Are you informed of any changes, problems or concerns in a timely manner?</p> <table><tr><td>80%</td><td>Always</td></tr><tr><td>17%</td><td>Sometimes</td></tr><tr><td>3%</td><td>Never</td></tr></table>	80%	Always	17%	Sometimes	3%	Never
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<p>When you telephone DOT, are the staff who answer the call courteous and respectful?</p> <table><tr><td>98%</td><td>Always</td></tr><tr><td>2%</td><td>Sometimes</td></tr><tr><td>0%</td><td>Never</td></tr></table>	98%	Always	2%	Sometimes	0%	Never	<p>Are you satisfied with DOT transportation services?</p> <table><tr><td>92%</td><td>Always</td></tr><tr><td>8%</td><td>Sometimes</td></tr><tr><td>0%</td><td>Never</td></tr></table>	92%	Always	8%	Sometimes	0%	Never		
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<p>Is the DOT driver courteous and respectful?</p> <table><tr><td>97%</td><td>Always</td></tr><tr><td>3%</td><td>Sometimes</td></tr><tr><td>0%</td><td>Never</td></tr></table>	97%	Always	3%	Sometimes	0%	Never	<p>Are you satisfied with the length of time spent on the bus?</p> <table><tr><td>85%</td><td>Always</td></tr><tr><td>15%</td><td>Sometimes</td></tr><tr><td>0%</td><td>Never</td></tr></table>	85%	Always	15%	Sometimes	0%	Never		
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Obviously we did not score perfectly in everything. But it's often difficult to please everyone when it come to transportation: traffic makes us late; staff can have a bad day; staff can fail to follow through with their duties. But rest assured we are working to improve once again in every area. 🚩

The EITAS Funding Process

Developmental Disability Services of Jackson County – EITAS (originally the Jackson County Board of Services for Developmentally Disabled) was founded in 1977 after a vote of the Jackson County citizens to support the creation of a Senate Bill 40 Board (SB 40). Initially designed to only support sheltered workshops and residential homes for those who were employed at the workshops, the statute has changed over the years and the services

have expanded beyond workshops and group homes to also allow for related services. Related services means services, acts or commodities which are connected or associated with vocational training, vocational teaching, vocational activities, vocational workshops and/or residential facilities that help prepare and assist a person with developmental disabilities to live as full and complete a life as possible. This includes transportation services and day habilitation programs.

“help **prepare** and **assist** a person with developmental disabilities to **live** as full and **complete** a life as possible.”





The supporting statute and the vote enabled us to develop a government sub-division that annually collects taxes to support services for those Jackson County citizens with developmental disabilities. (Developmental disabilities include intellectual disabilities, cerebral palsy, autism, epilepsy and learning disabilities related to brain dysfunction). Typically, EITAS funds services through contracts with agencies that provide the kinds of services and supports desired and needed. Providers wishing to apply for funding from EITAS must be nationally accredited and/or licensed and certified by the state of Missouri to provide services.

Vocational services and supports include sheltered workshops, vocational training, extended employment opportunities, job placement and follow-up, community employment supports, and other services which enable individuals to have the necessary supports for employment in the competitive world of work.

“the necessary supports for
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EITAS provides residential funding to encourage the development of community living opportunities for individuals with developmental disabilities. Implicit in this policy is the belief that individuals with developmental disabilities should have homes that are typical of individuals without disabilities.

Each year Jackson County collects taxes and places the levy amount set for EITAS in a specific fund that can only be used for those services. For 2009, the projected funding from the county levy tax is \$7.2 million.

So how does EITAS choose how to spend their funding dollars and on which services?

We begin our funding process each June when we announce the date and time that funding applications are due, and we publish on our website the funding application for the next year as well as the guidelines that a provider must follow to apply for funds. For example, this year we announced in mid-June that applications for funding in 2009 would be due to us by 3:30 p.m. on September 5, 2008.



After the deadline, all applications are reviewed to ensure they are complete and meet all of the necessary provider and application criteria. Applications are then read, reviewed, and discussed by a committee made up of staff and EITAS board members. Applications from new providers or applications for new services are also

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reviewed by the EITAS attorney to ensure they meet the legal requirements of the SB 40 statute. Requested funding is then compared with funds available and a budget is developed that covers the cost of services and administrative operations. The entire Board then reviews and discusses the funding requests and the budget, makes adjustments as needed, and finalizes the budget prior to year-end. All funding

decisions are made in accordance with enabling legislation and authority under 205.968 to 205.972 RSMo, including all amendments and related judicial rulings.

Once funding is finalized, a contract is drawn up for each provider covering how much they will receive when services are provided and what expectations they must meet. Per their contract, providers send a monthly invoice to EITAS detailing who was served and what services were provided. The contract and services are monitored throughout the year to ensure our funding is being spent appropriately, but most of all to ensure that the people we serve get the services they need.

The majority of our funding goes to support ongoing programs at the sheltered workshops, group homes, and day habilitation programs. In 2009 we are budgeted to fund \$3.1 million in workshop/vocational services; \$2.6 million in transportation services; \$375,000 in residential services; \$861,000

in day habilitation services; and \$1.7 million in Medicaid waiver services. When you add in intervention services and administrative and operational costs, the basic budget grows to \$10.6 million. As stated earlier, the county tax will only provide \$7.2 million in 2009. That's down from \$7.5 million in 2008 due to less tax revenues coming into the county. The remaining \$3.4 million of our 2009 budget will come from other revenue generated by EITAS through billable services, investments, and grants.

The EITAS Board and management believe very strongly in accountability for the taxpayer dollars we receive. We take great pains in choosing who to fund and in ensuring we are getting the best services for Jackson County. We hope this explanation of the funding process has been informative. Copies of the 2009 funding application and our complete funding policies are available on our website www.eitas.org, or can be obtained in hard copy by contacting our office at 816-363-2000. 🇺🇸

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Program Updates

Service Coordination

We now have ten full-time Service Coordinators on staff and are in the process of filling all caseloads. Once all caseloads are filled we will still have a waiting list of over 50 people who have chosen EITAS for service coordination and that seems to grow every week. Fortunately the EITAS board approved expanding service coordination and we are in the process of hiring a second supervisor and additional staff. Plans are to add another team of ten service coordinators in 2009. For information about Service Coordination, contact Patti Phillips at 816-595-8250.

Support Services

The support services staff has been busy working with

providers on areas of improvement and in focusing provider staff in person-centered thinking and promoting Gentle Teaching methodology in dealing with behavioral issues. For information about our Support Services, contact Nancy Nicolaus at 816-595-8250.

Vocational Services

The Foundation Workshop officially started their recycling program in Grandview this month at their recycling facility on Main street. They are renting space there temporarily until the recycling center can be fully developed at FWI's main site. JVS' Baltimore Street Dime Store has opened and is gradually growing its clientele. Every employee of JVS who wants to work in the dime store is being

given the opportunity to do so.

Residential Services

The new TNC Englewood Group Home has four occupants now and is hoping to add two more soon. Renovation and expansion of our White Oaks group home is progressing well with interior walls being painted, flooring installed and the renovated kitchen nearing completion. The ladies from the old Carriage House have moved to their new residence on Blue Ridge Blvd and are very happy with their new home. Special Neighbors approached EITAS about buying the new property and the deal was closed in October. The old Carriage House will have some minor renovations done and

then be placed for sale.

Day Habilitation

Renovations on the new Nova facility have begun. DPI is looking to expand to a third site and is exploring property in the Lee's Summit area. Once they have a site in mind, they will present a business plan to EITAS for approval and funding. Renovations at both Rainbow sites will soon begin.

Transportation Services

Three new buses have been received and put into service. We are still recruiting more drivers and developing additional routes to add more riders and to reduce ride times. For information about our transportation services, contact Bob Rice at 816-461-3654