



DDRDB Bulletin

JULY 2006

DEVELOPMENTAL DISABILITIES RESOURCE BOARD
OF ST. CHARLES COUNTY

INSIDE

- 1 **DDRDB Provides Case Management**
- 1 **We've Moved**
- 2 **DDRDB Welcomes New Staff**
- 2 **Administration & Case Management Directory**
- 3 **Frequently Asked Questions**
- 3 **Consumer Satisfaction Survey Results**

DDRDB Provides Case Management

On May 1, 2006 the DDRDB began providing case management to adults 18 years of age and older who reside in St. Charles County. As of June 20, 2006, we are already providing case management services to 183 people. The long-term goal for the DDRDB is to serve individuals of all ages. The decision to provide case management is in direct response to the desires expressed by the St. Charles County community through various reports, the most recent of which is the consumer satisfaction survey (see related article page 3) conducted on behalf of the DDRDB. That report indicated there is a strong desire to enhance the current

case management system.

The priority issue quickly became clear - reduce caseload sizes. The DDRDB strongly believes addressing this core issue will enhance case management services in the following ways:

- Quick responses to phone calls and other communications
- Valuable information on community resources more readily available
- Clear and understandable roles in the Person Centered Planning process
- Meaningful Person Centered Plans that accurately reflect individual needs.
- Advocacy services
- Stability of case manager allowing for relationship development

To accomplish this, a partnership was established between the Developmental Disabilities Resource Board and the Department of Mental Health. Through this collaboration, the St. Louis Regional Center

and the DDRDB will have reduced caseloads to enable **all** case managers and service coordinators the ability to provide quality, individualized services to St. Charles County citizens with developmental disabilities.

If you are 18 years of age and older and a client of the St. Louis Regional Center, you should have received a letter in April informing you that you now have a choice to receive case management/service coordination from the St. Louis Regional Center or from Developmental Disabilities Resource Board of St. Charles County. This choice in case management providers will **always** be available to families. Our commitment is to provide you a smooth transition without interruption to service.

The inset on page 3 can help you with frequently asked questions regarding the DDRDB Case Management Program. If you have any additional questions, feel free to contact Robyn Peyton at extension 3105 or Sonya Rivera at extension 3107. A choice form has been included as an insert in this newsletter.

On April 14, 2006 the DDRDB moved to **156 St. Peters Centre Boulevard** in the city of St. Peters. Our building is located one block north of Mexico Road near the St. Peters City Hall and Rec Plex. Our phone numbers remain the same, however please note the new extensions listed on page 2 of this newsletter. Since

We've Moved!!

January 2006, our staff has grown from 5 to 14 and our previous office just couldn't accommodate our growth. The reason for this sudden growth is an exciting one, so please read on.

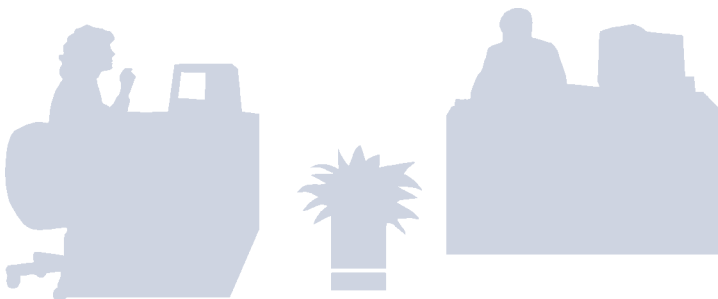
DDRB Welcomes New Staff

In response to providing case management the DDRB has hired 9 new employees and as of June 19, 2006, they are as follows:

- **Robyn Peyton**, Case Management Director
- **Sonya Rivera**, Case Management Supervisor
- **Millie Woody**, Case Manager
- **Stacie Young**, Case Manager
- **Laura Altman**, Case Manager
- **Teresa Donovan**, Case Manager
- **Karen Murray**, Case Manager
- **Judy Naeger**, Case Manager
- **Diane Diehl**, Administrative Assistant

Karen Craven has moved to the position of Community Resource Specialist. Karen will continue to provide current information on the DDRB website, www.ddrb.org, as well as Newsletter Articles, Resource Directory updates and is also available to present to support groups, schools, etc. on resources available in St. Charles County. Karen will divide her time with case management staff investigating and providing community resource information.

We welcome our new staff and are confident you will find each to be committed to providing thorough, professional service to you and your loved one.



ADMINISTRATION		
DDRB STAFF	EMAIL	EXTENSION
Peg Capo Executive Director	pcapo@ddrb.org	3101
John Thielke Controller	jthielke@ddrb.org	3104
Kathy Williams Project Manager	kwilliams@ddrb.org	3102
Mary Ann Mitchell Accounts Manager	mamitchell@ddrb.org	3103
Karen Craven Community Resource Specialist	kcraven@ddrb.org	3106
Diane Diehl Administrative Assistant	ddiehl@ddrb.org	3100
CASE MANAGEMENT		
DDRB STAFF	EMAIL	EXTENSION
Robyn Peyton Case Management Director	rpeyton@ddrb.org	3105
Sonya Rivera Case Management Supervisor	srivera@ddrb.org	3107
Millie Woody Case Manager	mwoody@ddrb.org	3108
Stacie Young Case Manager	syoun@ddrb.org	3109
Laura Altman Case Manager	laltman@ddrb.org	3110
Teresa Donovan Case Manager	tdonovan@ddrb.org	3111
Karen Murray Case Manager	kmurray@ddrb.org	3112
Judy Naeger Case Manager	jnaeger@ddrb.org	3113

Frequently Asked Questions

WILL MY SERVICES BE AFFECTED IF I CHOOSE TO CHANGE MY CASE MANAGEMENT PROVIDER?

No. The services you currently receive will not be affected regardless of if you choose to change providers to DDRB or remain with the St. Louis Regional Center.

DO I HAVE TO REAPPLY FOR SERVICES IF I CHOOSE A DIFFERENT CASE MANAGEMENT PROVIDER?

No. If you have been determined eligible for services, you remain eligible for services through either provider.

WILL THERE BE MORE MONEY FOR SERVICES IF I CHANGE MY CASE MANAGEMENT PROVIDER?

No. However, there may be a long-term benefit of allowing for a county-based tracking of dollars spent that could lead to funds remaining in St. Charles County for services.

HOW WILL CHOOSING THE DDRB CASE MANAGEMENT PROGRAM POSITIVELY IMPACT MY FAMILY OR ME?

The DDRB Case Management program can limit the number of individuals per caseload, thus allowing for more personalized case management services.

IF DDRB CASELOADS ARE CAPPED AT 35, IS IT POSSIBLE THAT INITIALLY I WILL HAVE TO WAIT FOR CASE MANAGEMENT SERVICES?

There may be a transitional period if the number of individuals wanting to change exceeds the staff currently in place. The transitional period would be for the DDRB to hire staff, then immediately begin filling another caseload.

DDRB Consumer Satisfaction Survey Results Now Available

Quality and effectiveness of services provided by agencies funded by the DDRB is a core value in the DDRB strategic plan and measured, in part, by a consumer satisfaction survey.

From August 2005 through February 2006, Behavioral Health Concepts (BHC) helped design and administer two satisfaction questionnaires to consumers of the DDRB. Almost 50% of those who received the survey responded. Overall the results indicate very high satisfaction (above 88%) for both consumers and guardians completing questionnaires on behalf of consumers.

Two distinct surveys were created. The first survey measured specific satisfaction with program services. The second survey measured general satisfaction with staff, case

management and person centered plans. Versions of each survey were developed for distribution to consumers and to parents/guardians.

The DDRB wanted to know how many people were receiving case management services and person-centered planning and their satisfaction ratings with these two specific services. Approximately 89% of consumers are receiving case management services with about 75% reporting being satisfied. Approximately 73% of consumers report having person-centered plans with 77% reporting being satisfied.

Services were categorized into ten different groups. Therapy services were the most highly rated followed by Day Habilitation services and Children's services. Services that were less highly rated included case

management, employment services and specific Individualized Supports services.

These results indicate several areas that can be the focus of quality improvement initiatives for the DDRB. The DDRB has recently committed to provide case management (see related article, page 1) in order to reduce caseload sizes for all case managers. This, in turn, will allow case managers to provide more personalized services with meaningful and accurate person centered plans.

The full Consumer Satisfaction Survey report and Consumer Satisfaction Survey Agency Report Cards are available online at www.ddrb.org and click on Reports.



Developmental Disabilities Resource
Board of St. Charles County
156 St. Peters Centre Blvd.
St. Peters, MO 63376

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Developmental Disabilities
Resource Board
of St. Charles County

156 St. Peters Centre Blvd.
St. Peters, MO 63376
Phone 636.939.3351
Fax 636.939.3988
www.ddrb.org

Ensuring that individuals with
developmental disabilities
have quality opportunities
and choices to be fully
included in society.

DDR B Board Members

Harry Corbett, President
Joann Leykam, Vice-President
Joe Armour, Treasurer
Pam Beussink, Secretary
James Bryner
Denita Malone
Cindy Ostmann
Dr. Brian Stufflebam
Heidi Weiss

DDR B Meeting Schedule

The Developmental Disabilities Resource Board holds public meetings on the Third Thursday of each month. Meetings are usually held at the St. Charles County Ambulance District Headquarters, 4169 Old Mill Parkway, St. Peters, MO 63376. Occasionally meetings are held at different sites. Call the DDRB office or visit the DDRB website at www.ddrb.org for location information. Meetings begin at 7:00 p.m.

DDR B



**DEVELOPMENTAL DISABILITIES RESOURCE BOARD
OF ST. CHARLES COUNTY**

CASE MANAGEMENT PROGRAM

CASE MANAGEMENT SERVICES - CHOICE FORM

Please complete the following information and return to:

DDR B CASE MANAGEMENT PROGRAM
156 St. Peters Centre Dr.
St. Peters, MO 63376

I would like to choose the following agency to provide my case management services:

- DDRB Case Management Program
- St. Louis Regional Center (St. Charles County Office)

My signature below authorizes the exchange of information and the transfer of my file.

Name (please print):

Address:

Phone:

Guardian (if applicable):

SIGNATURE