

Developmental Disabilities Resource Board of St. Charles County  
Board Meeting Minutes  
September 19, 2024

The Board meeting was held at the DDRB Office, 1025 Country Club Road, St. Charles, MO 63303. The public was able to access the meeting in person or through the video conference link and conference call numbers provided on the agenda.

Dan Dozier, DDRB President, called the meeting to order at 7:00 p.m. with a moment of silent reflection.

**Members Physically Present:**

Dan Dozier, Terry Elmendorf, Missy Fallert, Bryon Hale, Mike Mahoney, Missy Palitzsch, and Connie Tan

**Members Absent:**

Todd Gentry and Sue Sharp

**Agenda Approval**

**Bryon Hale motioned to approve the agenda as presented. Connie Tan seconded the motion. Motion passed unanimously.**

**Mission Moment:**

September 8-14 was Direct Support Professionals Appreciation Week. The DDRB would like to thank and celebrate all direct support professionals. An appreciation video was shared. The video can be found at <https://www.youtube.com/watch?v=-7CBYIMC1a4>

**Bryon Hale motioned to open the hearing for public comment on the 2024 proposed property tax rate as proposed by the Developmental Disabilities Resource Board of St. Charles County. Connie Tan seconded the motion. Motion passed unanimously. Roll call of the members physically present was taken: Dan Dozier, yes; Terry Elmendorf, yes; Bryon Hale, yes; Mike Mahoney, yes; Missy Palitzsch, yes; Connie Tan, yes.**

**Public Hearing: 2024 Tax Rate**

Joyce Eichelberger reviewed the projected tax revenue for the 2024 tax year. There was no public comment.

**Bryon Hale motioned to close the hearing for public comment on the 2024 proposed property tax rate as proposed by the Developmental Disabilities Resource Board of St. Charles County. Missy Palitzsch seconded the motion. Motion passed unanimously. Roll call of the members present was taken: Dan Dozier, yes; Terry Elmendorf, yes; Bryon Hale, yes; Mike Mahoney, yes; Missy Palitzsch, yes; Connie Tan, yes.**

**Public Comments and Announcements:**

None

**Executive Director Report**

Denise Cross's Executive Director Report included the following:

**Strategic Plan**

**FY2024 Results**

Significant progress was made on all goals, with several becoming ongoing projects or completed. Goal A1, which called for the engagement of a strategic planning facilitator and completion of a new strategic plan was a focus for this year. This goal was completed, and the new strategic plan was approved by the board in August of 2024. Other significant accomplishments for FY24 include the successful hiring and onboarding of an IT professional, decisions made, and progress initiated on the renovation of the unoccupied home owned by the DDRB, adjustments to market rate salaries leading to the DDRB being fully staffed more much of

FY2024 and increased billings as a result, and a successful roll out of new funding tactics designed to better match allocations to usage.

#### FY2025 Progress

The DDRB has set six strategic goals for the next three years, resulting in 13 objectives and 49 tactics for FY2025. Of the six tactics scheduled to launch in Year 1, Quarter 1, all were successfully initiated, with two already completed. Looking ahead, 20 tactics are planned to commence in Q2, 12 in Q3, and 11 in Q4. Significant progress has already been made with the initiation of the Organizational Assessment, the transition to Setworks Case Management Software, and thorough examination of regulatory and compliance requirements for the board.

#### **Pathways to Purpose Virtual Career Fair for Social Impact**

Congratulations to DDRB's Human Resources Director, Vicki Amsinger, and the team she worked with, for organizing a successful regional event that connected job seekers with over a dozen purpose-driven employers in St. Charles County.

Five of our funded partners participated, using the opportunity to promote their mission and encourage applicants to pursue meaningful careers in our community. The event attracted 115 job seekers, facilitated the exchange of 67 resumes with potential employers, and reinforced our commitment to supporting the I/DD community and building inclusive systems in St. Charles County.

#### **MACDDS at the DDRB**

The August membership meeting of the Missouri Association of County Developmental Disability Services (MACDDS) was hosted at the DDRB, with nearly 50 representatives from county boards like ours gathering in St. Charles County to discuss priorities, concerns, progress, and goals.

During the meeting, it was highlighted what makes St. Charles County unique with a presentation from FACT/People First of St. Charles County, showcasing the strong relationship between our agency, the county board, and the self-advocacy group—a relationship that greatly benefits our community. Community Living's Young Adult Center, located in Building B of the DDRB, also presented their innovative programs and provided a tour of their facilities. Additionally, the Executive Director of BCI joined the meeting, illustrating the connections and collaborations that St. Charles County residents enjoy across various service types. An after-hours social event was held at Chicken N Pickle, a supporter of our mission. The Chicken N Pickle Foundation generously donated court time, creating a fantastic team-building experience.

For more information about MACDDS, including its annual conference, please visit their website, [www.macdds.org](http://www.macdds.org).

#### **Starling to Host Conference in St. Charles County**

On November 19-20, 2024, Starling will host its first annual conference at the St. Charles Convention Center/Embassy Suites. This professional development opportunity is designed for executives, managers, and emerging leaders from community providers looking to connect with others to learn new concepts, share ideas, and work together to strengthen services for Missourians with developmental disabilities. More information on the conference and the Starling organization, of which the DDRB is a member, can be found here, [www.starlingmissouri.org/conference2024](http://www.starlingmissouri.org/conference2024)

#### **Finance Director's Report:**

Joyce Eichelberger's Finance Report included the following:

#### **Reports Included in Packet:**

- August 2024 Financials
  - Agency Operations
  - DDRB Administration
  - Targeted Case Management (TCM)

- Account Detail

### **August 2024 Financial Statements**

- The report formats were modified to include the Prior Year to Date (YTD) and YTD Variance per recommendation of Finance Committee.
- Statement of Revenue and Expense notes:  
Agency Operations – agencies began submitting invoices for July services in August. The payment cycle was early in August and most July invoices had not been received/paid yet.

The payment cycle timeline is being examined for greatest efficiency for agencies, board and staff.

### **Tax Rate Setting Process**

The notice of public hearing was published in the St. Louis Business Journal on September 6, not the St. Louis Post-Dispatch as it has been for many years. With the passage of the tax rate resolution, the packet of information will be submitted to the County by September 25. The DDRB will receive certification from the State Auditor's office.

**FY2024 Audit:** Field work for the audit will begin on September 30.

**Bryon Hale motioned to accept the August 2024 Finance Reports as presented. Missy Palitzsch seconded the motion. Motion passed unanimously.**

### **Case Management Director Report**

Morgan Popp, Case Management Assistant Director gave Laura Taylor's Case Management Director's Report, which included the following:

#### **Case Management Program Overview**

The DDRB Case Management Program is currently serving 1,401 individuals. In August, the program welcomed 12 new intakes. The program has the capacity to accommodate an additional 14 more customers. The team is actively educating customers and families about the upcoming changes to the Eastern Missouri Autism Project (EMAP) as well as the implementation of the waiting list for waiver funded services. Laura recently had the pleasure of representing the DDRB at the Real Voices, Real Choices Conference which proved to be an inspiring event. There was also a strong presence from our local People First chapter. In August, the Case Management Program partnered with Karen Craven to provide outreach and awareness at St. Charles County's annual Community Services Summit.

#### **Technology Updates**

The transition to SETWorks is progressing smoothly with an anticipated implementation date in October. SETWorks will replace and combine both moedi (case notes/billing) and Laserfiche (customer filing). Staff training will occur in late September. Given SETWorks' user-friendly interface, the team anticipates a seamless transition.

With the transition of both customer satisfaction surveys and partner satisfaction surveys to an electronic format last year, it was decided to move the customer satisfaction exit surveys to an electronic/email format. With this transition, all satisfaction surveys are now housed in one program (survey monkey) which facilitates easier tracking of results.

#### **Division Updates**

Effective September 12, all customer due process referrals will be managed by the Columbus Group. Due process is the procedure that protects individuals from undue restrictions and limitations of their rights. Until now, due process was managed by DMH with a few other local agencies opting to operate their own committees. A new online referral system will now be utilized to submit referrals to a Due Process Referral

Coordinator at the Columbus Group. The Referral Coordinator will review each submission for completeness before sending it to the Due Process Referral Committee.

The Division will be launching a dashboard on their website ([www.dmh.mo.gov](http://www.dmh.mo.gov)) to display the current number of customers on the waitlist for both in-home and residential services. The last update provided included statewide totals of 148 on the waitlist for in-home supports and 32 waiting for residential services funding.

### **FY2024 Strategic Plan Report**

Denise Cross presented the FY2024 Strategic Plan Report.

**Bryon Hale motioned to approve the FY2024 Strategic Plan Report as presented. Terry Elmendorf seconded the motion. Motion passed unanimously.**

Missy Fallert joined the meeting.

### **Consent Agenda**

1. Minutes of Board Meeting – August 15, 2024
2. Minutes of Finance Committee – September 2, 2024
3. Minutes of Ad Hoc - Property Committee – September 6, 2024
4. Minutes of Human Resource Committee – September 10, 2024
5. Minutes of Program Committee – September 13, 2024

**Bryon Hale motioned to approve the consent agenda as presented. Missy Fallert seconded the motion. Motion passed unanimously.**

### **Old Business**

None

### **New Business**

#### **1. Request for Proposals – Knaust Property**

The Property Committee presented a Request for Proposals (RFP) for renovations at the Board's Knaust Property. The RFP was developed with specifications by Hoener Associates, Inc., the architect firm hired for this process. The RFP gives a deadline of October 9, 2024, at 10:00am for general contractors to submit proposals. Bid Opening will immediately follow. A pre-bid meeting will be held at the Knaust home on October 1, 2024, 9:00-11:00am, for contractors to view the property. Matt McDermott, Hoener Associates Project Manager, was in attendance to answer questions from the Board about the proposed plans and RFP.

**Connie Tan motioned to approve the Request for Proposals – Knaust Property as presented. Bryon Hale seconded the motion. Motion passed unanimously.**

#### **2. Tax Rate Resolution**

Joyce Eichelberger read aloud resolution number FY25 09-01 pertaining to the 2024 Tax Rate, setting the tax rate at \$0.1108 per \$100 assessed value.

**Bryon Hale motioned to adopt resolution number FY24 09-01 setting the tax rate at \$0.1108 per \$100 assessed value as read aloud. Missy Fallert seconded the motion. Motion passed unanimously.**

#### **3. FY2026 Partner Funding Manual Changes**

Kathy Robb reviewed the summary of changes to the FY2026 Partner Funding Manual.

**No motion needed.**

#### **4. Draft 2024 DDRB Policies**

**a. Case Management**

Morgan Popp reviewed the summary of Case Management policy changes. Case Management policies will come before the Board for approval at the October 17, 2024, Board meeting.

**No motion needed.**

**b. General Operations**

Nikki Rogers reviewed the summary of General Operations policy changes. General Operations policies will come before the Board for approval at the October 17, 2024, Board meeting.

**No motion needed.**

**c. Human Resource**

Denise Cross reviewed the summary of Human Resource policy changes. Human Resource policies will come before the Board for approval at the October 17, 2024, Board meeting.

**No motion needed.**

**Closed Session**

**Bryon Hale motioned to go into closed session, announcing the intent to discuss Personnel: (S.B. 2, Section 610.021 (3) RSMo) as presented. Missy Fallert seconded the motion. Motion passed unanimously. A roll call of the members physically present was taken: Dan Dozier, yes; Terry Elmendorf, yes; Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Missy Palitzsch, yes; Connie Tan, yes..**

**Open Session**

**Bryon Hale motioned to end the closed session and return to open session. Terry Elmendorf seconded the motion. Motion passed unanimously. Roll call of the members present was taken: Dan Dozier, yes; Terry Elmendorf, yes; Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Missy Palitzsch, yes; Connie Tan, yes.**

**Adjournment**

**Bryon Hale motioned to adjourn. Missy Fallert seconded the motion. Motion passed unanimously. Motion passed unanimously.**

Respectfully Submitted: *Nikki Rogers*