

Developmental Disabilities Resource Board of St. Charles County
Board Meeting Minutes
October 15, 2020

The Board meeting was held at the DDRB Office, 1025 Country Club Road, St. Charles, MO 63303. Due to the closure of the DDRB Office to the public on March 17, 2019 there was no physical public access to the Board meeting. The public was able to access the meeting through the video conference link and conference call numbers provided on the agenda. The agenda was posted to the DDRB website in accordance with Missouri Sunshine Laws.

This Board meeting is considered an emergency Board meeting as outlined in the DDRB By-Laws. The nature of the emergency is the COVID-19 pandemic.

"In the event of an emergency, as defined in this section, where a quorum is not available to physically attend a regular or special meeting of the board, one or more board members may attend a meeting by video conference, telephone or comparable electronic communication, provided that the communication is audible to all attendees at the meeting and at least two members are physically present at the meeting. "Emergency" is defined as an unexpected occurrence or combination of circumstances calling for immediate action to prevent or mitigate loss or damage to persons or property, or essential public services, where the factual situation is such that there is actually a crisis or emergency which requires immediate action for the preservation of the public peace, property, health, safety or morals, or any ordinance fixing any tax rate or assessment. The attendance of any board member by telephone or electronic communication under such circumstances shall be counted toward the presence of a quorum, and any voted cast shall be counted as if the member were present. The nature of the emergency justifying the departure from the normal requirements shall be stated in the minutes." (DDRB By-Laws – Section 5.9)

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

Attendance of members present physically and via electronic communication was taken. A roll call vote was taken for each motion to note the Board members present and voting for each action.

Members Physically Present:

Missy Fallert, Bryon Hale and Jim Rhodes

Members Present via Electronic Communication:

Joe Barton, Mike Mahoney, Sue Sharp and Connie Tan

Members Absent:

Dan Dozier and Todd Gentry

Bryon Hale motioned to open the hearing for public comment on the FY2022 Funding Priorities. Missy Fallert seconded the motion. Motion passed unanimously. Roll call of the members present was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

Public Hearing- FY2022 Funding Priorities:

Becky Fulkerson, Parent/United Services

Becky shared her background and experience with United Services. Becky's third child began services with United Services in 2017. Her son had verbal delays and had not begun verbal communication by age one and a half. The family was referred to United Services by First Steps. Teachers and staff at United Services

supported Becky's son at school and also supported the family with tools to use at home. Within a few months her son started to become verbal and build social skills. He was excited to be at United Services every day. His last day at United Services is tomorrow and the family is excited for the future. United Services has been life changing for her son and their family. Becky has also been an Early Intervention teacher at United Services for the past 10 years. She gave thanks to the Board for their ongoing support and funding of United Services.

Troy Compardo, CEO of BCI

Troy introduced himself as the new CEO of BCI. He expressed his appreciation and thanks to the DDRB for their ongoing support and flexibility during the current crisis. The COVID-19 pandemic has affected BCI tremendously. BCI implemented change with COVID guidelines which has reduced employee capacity at their facilities even though there has been an increase in demand of output. The pandemic has also affected BCI strategically. Troy believes in the short-term BCI will be ok but continued support of the Skills Center project will be necessary. There are future plans to open a warehouse at highway 370 and Elm Street. The new warehouse will create more jobs for individuals with developmental disabilities in St. Charles County. Troy introduced Gary Womack a parent of an individual who works at BCI's packaging facility in St. Peters.

Gary Womack, Parent/BCI

Gary spoke to the Board about the employment opportunities provided to his son who works at the BCI packaging facility. Gary's son is very active and has had other employment and vocational opportunities, but he never enjoyed them. BCI has been a very positive work environment for his son and he enjoys going to work at BCI. During the COVID-19 pandemic going to work has been his only outlet. Gary thanked the Board for their ongoing support of BCI.

Nate Harms, Executive Director of TREE House and St. Charles County Taxpayer

Nate thanked the Board, stating that without the DDRB's flexibility in funding during the ongoing COVID-19 crisis, TREE House would not have been able to navigate the crisis. With the reimbursement funding and flexibility in how services are provided, TREE House has been able to focus on the needs of individuals. Virtual services have been working well and have allowed individuals to progress on goals. TREE House is currently working on capacity building improvements including but not limited to, improved virtual services and a hybrid model for virtual and in-person service. Nate stated that the financial implications from this crisis will be ongoing, but he has seen this community of providers do incredible things since March. Nate would like the Board to continue to consider funding for community-based recreation and therapy services as well as continue flexibility for funding and service implementation. The flexibility would be helpful to agencies and agencies would continue to maintain accountability and partnership with the DDRB. Nate thanked the Board and fellow providers for all they do for individuals with developmental disabilities who live in St. Charles County.

Barb Griffith, President & CEO of Community Living, Inc.

Barb thanked the Board and stated that the best thing that could have happened during the COVID and DSP crises are having the partnership and trust for funding flexibility that has been provided by the DDRB. If purchase of service funding had not been changed to reimbursement funding, then at the very least Community Living would have had to shut down projects permanently if not all of Community Living. During these crises Community Living has had to adapt and provide limited services. Schools will no longer allow Community Living inside their facilities, so staff have had to get creative on how to keep kids and adults engaged and social. Barb requested that the DDRB continue flexibility, open communication and transparency. Families using the In-Home Respite project have been so appreciative of the expanded allowances for day care use. It has kept St. Charles County families employed, together and whole. Barb asked the DDRB to consider the big picture for FY2022 and consider opening DDRB regularly funded projects like pre-employment and pre-ISLA services to all agencies who may be willing to provide that particular type

of service. Barb stated that Community Living has not yet used DSP Year 3 funding for FY2021 due to the ongoing staffing crisis. Community Living does however project to use the funding this fiscal year.

Stephanie Scott, Vice President of Support Services and Strategy for St. Louis Arc

Stephanie thanked the Board on behalf of all of St. Louis Arc for the flexibility this year. With the COVID-19 shutdown many of the individuals using employment services were not working. St. Louis Arc, with the DDRB flexibility in funding and service implementation was able to provide individuals using employment services with successful, virtual social skills classes. These classes were highly valued by the individuals who participated and St. Louis Arc has seen an increase in participation. Stephanie requested that the DDRB consider maintaining flexibility with funding and virtual components of service implementation. Stephanie also thanked DDRB and DDRB staff for all their work and commitment to the Eastern Region Alliance. The St. Louis Arc recently experienced the new review process and Stephanie stated it was a very positive experience. The process was streamlined for the agency and focused on quality of service rather than administrative oversight. Stephanie believed this allowed St. Louis Arc to show more of the quality of their services.

Heather Lytle, Executive Director of Family Advocacy and Community Training (F.A.C.T.)

Heather thanked the Board for the flexibility in funding and service provisions. F.A.C.T. did not have to stop providing services to families but did have to change to virtual services. Staff are beginning to come back to the office one day per week. Heather saw that her staff were getting more and more isolated while strictly working from home. People First will be having their first in-person event since February. It will be a parking lot party with social distancing. The People First members really wanted the socialization of an in-person event, and a parking lot party seemed the only safe way to do so. Advocacy continues to help families with Individualized Education Plans and navigating new school district policies and procedures as a result from COVID. The Parent Support Partner project continues to help families. They have not had to start a waitlist yet, but all Support Partner's caseloads are at full capacity. Cases have been staying open for a longer period of time as the needs of families have increased due to an increase in joblessness and homelessness. The \$300,000 budget cut from the State of Missouri does not look like it will be reinstated. The project is down one full time Support Partner position that will not be filled, F.A.C.T. is still expecting a \$120,000 budget shortfall for the Parent Support Partner in FY2021 and will be submitting an emergency request to the Board in next few weeks.

David Kramer, COO of Emmaus Homes

David thanked the Board for their partnership especially with the ongoing direct support professional crisis. Emmaus Homes is in their fourth year of a deficit budget and any help with that is much appreciated. David thanked the Board for approving the emergency request for iPads earlier this year. The flexibility and virtual capabilities the iPads give has been very beneficial to individuals served and staff. For FY2022 David would like the Board to consider ongoing, growing and future needs of agencies in the following categories: personal protective equipment, internet connectivity, communication services, all technology in general, cleaning supplies and indoor activities. David would like the Board to consider the many needs and changing needs of individuals with developmental disabilities, agencies and the community.

Carol Callahan, St. Charles County Coordinator of Recreation Council

Carol thanked the Board for the opportunity to be heard at the public hearing. Many of the agencies are experiencing the same issues. Carol thanked the Board for the flexibility and willingness to engage in new and innovative ways to provide services. Carol spoke to the importance and increasing need of social and recreational services for individuals with developmental disabilities. With so many people being isolated for such a long period of time and the community is seeing the negative effects that can come from being or feeling isolated. Carol shared stories from the Recreation Council's St. Charles County Fall newsletter which can be found at www.recreationcouncil.org/newsletters-guides/.

Cheri Montgomery, Vice President of Programs of Easterseals Midwest

Cheri thanked the Board for being flexible and ongoing partnership to provide services creatively during the current state of affairs. Cheri thanked the Board for direct support funding as staffing continues to be a major issue. Easterseals Midwest's Direct Support Pilot Project has had great outcomes in its short existence. Staff are averaging less than one hour per week overtime, turnover rates are down to 3.5% from 22% and leadership hours have been reduced. The Pilot Project has had unintentional positive uses as well including leadership's ability to quickly know where every staff is working and the ability to track possible COVID exposure for potential quarantining. Easterseals Midwest continues to find increasing value in their Direct Support Professional Pilot Project.

Dr. Natasha Marrus, Psychiatrist of Washington University and United Services Board Member

Dr. Marrus thanked the DDRB for their ongoing support of United Services. She spoke to the great outcomes and long term effects that United Services' projects have on children with developmental disabilities during a time in their lives when their brain plasticity is highly responsive. She believes this is an important aspect to United Services projects as many children have a delayed diagnosis resulting in a shorten time with United Services. Dr. Marrus spoke to the way that United Services brings families in and make them partners in the child's development. Doing this can help set children with developmental disabilities and families in the right direction. Dr. Marrus thanked the Board again for the support during these tough times and expressed gratefulness for those opportunities provided to the children and families of United Services

Jim Rhodes, DDRB President

Jim thanked the agencies for all they have done for individuals this year as he acknowledged it has been a tough year for everyone especially direct support professionals. Jim told the agencies they deserve all the credit for continuing to provide services through this pandemic. The DDRB helps the agencies so that the agencies can help the people of this County. The DDRB appreciates all you do for citizens of St. Charles County with developmental disabilities and their families.

Joy Steele, Executive Director of Willows Way

Note: Joy joined the meeting via zoom and submitted her public comment to the Board after the meeting as to allow meeting to move forward. Her submitted statement is as follows:

"I understand why everyone was using the terms "flexibility" last night and each of them were correct. The DDRB have been our partners throughout this pandemic and immediately sprang into action to do all they could to help us. We didn't ask you to amend the grant to reimbursement rather than fee-for-service; you just did it. To be honest, I wouldn't have even thought to ask the DDRB to make that change. I can't describe the level of absolute sheer panic and utter confusion we were all feeling. It was a fear like no other I've ever experienced. Fear for the lives of our clients, fear for the lives of our staff, fear for our own families. We couldn't close down like so much of the country could. Instead, we had to forge ahead into a terrifying unknown. With all that was going on, I couldn't have thought that what might help would be a reimbursement grant. That just wasn't where my mind was. It was, however, your innovative way of helping us without us having to ask for help. It was more than just flexibility, it was generous, creative thinking that gave us one less thing to have to worry about in the midst of the million things we were wading through. There are no words to express our gratitude to you, the DDRB staff and DDRB board for helping us in every way you could.

One of the many things that makes the DDRB such a great partner is that you give the providers a chance to try, even if we fail. You fund pilot projects and if we don't meet the outcomes, you allow us the time and funding to course correct and try again. Or if we find that it just isn't going to work, you don't punish us as though it is a failure. Because after all, at least we tried. It's hard to be innovative in a suffocating funding arena. You give us that

space and the permission to give it our best shot and you're there with us no matter the outcome. Knowing that about the DDRB allowed me to feel that I could frantically ask you if you could help us with getting iPhones in the hands of all of our ISLA clients and staff. You didn't skip a beat. I knew I needed to reach our clients and I needed staff to be able to actually see them virtually. I had no earthly idea how to make that happen and fast. Turns out it worked great! And again, you were there to support our efforts. Thank you for being so receptive and encouraging to new ideas and programs.

We are continually grateful for the DSP workforce grant. We put that funding to immediate good use in hiring our Staffing Coordinator and purchasing scheduling software (the same one used by ESMW) that has proven invaluable, especially during the pandemic. We hope that continues and look forward to agencies sharing their outcomes and lessons learned, so that we may all benefit from the experience of others. And again, thank you for your funding efforts around technology and look forward to the expansion of the continued use of technology. This pandemic forced to learn quickly what we can and can't do virtually. And when the dust settles, I hope we all come together to share what we learned. This could be an excellent chance to evolve and enhance the services we provide.

On behalf of Willows Way, our clients, our Board and our staff, I wanted to extend my heartfelt gratitude to the DDRB. You are the very definition of what means to be a partner."

Missy Fallert motioned to close the hearing for public comment on the FY2022 Funding Priorities. Bryon Hale seconded the motion. Motion passed unanimously. Roll call of the members present was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

Mission Moment:

Heather Ward with LifeBridge Partnership thanked the Board for the flexibility in funding for this year's Summer Camp. LifeBridge's Summer Camp is typically one weeklong, with approximately 50 children/young adults and the host site being the DDRB Office. During the camp, the campers would take field trips to different places in the community daily. This year the project had to be modified to fit COVID-19 guidelines and still allow campers to enjoy themselves. The camp was held with limited capacity on a weekly basis throughout the summer with the host site being LifeBridge's offices in Creve Coeur. Since field trips into the community were not an option, LifeBridge brought the field trips to the host site. This offered new and fun experiences to the campers within the guidelines of COVID. The offering of a weekly camp was liked by the campers and families so much that LifeBridge has decided to begin to offer similar services one to two days per week (typically Friday and/or Saturday) ongoing to allow parents a small amount of respite and the children/young adults the ability to have fun with their peers. Heather reflected with the Board on how many incredible partnerships have been made during this trying time for everyone.

Public Comments and Announcements:

None

Minutes of Board Meeting:

Bryon Hale motioned to accept the September 17, 2020 Board meeting minutes as presented. Miss Fallert seconded the motion. Motion passed unanimously. A roll call of members was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

Closed Minutes of Meeting:

Missy Fallert motioned to accept the June 18, 2020 Closed Session meeting minutes as presented. Mike Mahoney seconded the motion. Motion passed unanimously. A roll call of members was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

Finance Director's Report:

Peg Capo reviewed John Thoelke's September 2020 and 1st Quarter Financial Reports which included the following:

September 2020

- Revenue: Minimal County tax revenue received to date and July and August Targeted Case Management revenue has been recorded.
- Expenses:
 - Agency expenses are lower than FY2020, this appears to be mostly due to the change in billing systems. Some agencies took time to enter all their eligible individuals into the system, others opted to enter a few individuals onto the portal and were able to bill quicker.
 - Administration and Case Management expenses appear to be in line with prior year.

1st Quarter FY2021 Reports

Agency: Due to the new billing system and COVID-19 it is difficult to make any projections on current billings. Also note while this report is for the 1st Quarter, there are at most, two months of billings for services.

Administration: Expenses are comparable year to year.

Case Management:

- Benefits increases are due to changes in staff and family coverages, the Lagers pension match, and Health Reimbursement Account (HRA) payments. These items will be reviewed throughout the year. Lagers was a known increase and planned for in the budget while HRA payments occur as needed. Year to date benefits are still well within the budget.
- Contract/Profession Fees – increase is due to hiring Datotel to provide IT management.

One-Time / Capital: The new facility variance is due to finishing Building B during the first half of FY2020.

Missy Fallert motioned to accept the September 2020 and 1st Quarter Finance Reports as presented. Bryon Hale seconded the motion. Motion passed unanimously. A roll call of members was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

Executive Director Report

Peg Capo's Executive Director Report included the following:

Peg thanked the Board for their tremendous support. DDRB staff often tell her how grateful they are to work for an organization that has such strong support of its Board. Thanks for trusting us to fulfill the DDRB's critical mission and support St. Charles County citizens with developmental disabilities.

FY2021 State Budget

Governor Parson announced the release of \$38 million in budget withholds. Included was Department of Mental Health (DMH) Developmental Disability Waitlist funds, \$3.9 million, which is half of the original withhold. This will not eliminate the waitlist, but it is hopeful that some critical needs will be met.

Unfortunately, without funds for provider rate increases, many providers are simply not able to accept referrals, due to staffing issues.

The St. Charles and St. Louis County Coalitions are working hard to educate the legislators on the critical needs of individuals and the agencies who support them. Although some COVID-19 relief funds have been accessed to help with incremental costs due to the pandemic, ongoing funding gaps remain. Simply put, relief funds are temporary and do not help address the ongoing direct support wage crisis.

Governance Policy and By-Laws Revision Input

Governance Policy and By-Laws revisions will be reviewed next month. The only issue of note is the structure of board meetings during emergencies. Several other Boards have amended their By-Laws to allow for remote Board meetings without required in-person attendance. They maintain Sunshine Law by posting agendas online and allowing public electronic access, as the DDRB does now. Please let me know if you would like to consider this revision. Included in the Board packet was a copy of the current By-Laws.

New Projects

After receiving Board input, four to five new projects were identified as priorities. Kathy and her team are meeting with each agency to gather more information. A Program Committee meeting will be held in early November to hear proposals from the projects. All Board members will be notified of the meeting and are welcome to attend.

IT Services

As you know, Datotel has been retained to provide ongoing IT support to the DDRB staff. Work on system projects identified in the Datotel assessment continue. Leadership is happy with the progress that has been made and staff are able to access the technology they need to perform their jobs. DDRB staff will continue to mostly work remotely, until it is deemed they can safely all return to the office.

Case Management Director Report

Robyn Peyton's Case Management Director's Report, included the following:

- The case management program is currently serving 1,270 customers.
- As the Division of Developmental Disabilities waiting list continues to grow, the need for critical supports is increasing. Through use of a survey, the MACDDS statewide TCM committee has provided data to prioritize needs across the state. These needs include residential supports, respite, and behavioral services. As the chair for this committee, Robyn met with two statewide leads for the Division. The plan is to create an ad hoc committee of TCM Directors and key Division leads in the area of residential supports in order to brainstorm ideas to address this rising issue.
- The Case Management program continues to have a waiting list that is currently being maintained by the local Regional Office. These are individuals that have chosen DDRB for case management services however, they cannot be transferred until staffing is available to serve them.
- As reported previously, prior to staff going all remote, a fifth team supervisor was added. This created a vacant mentor position on one of the other teams. Interviews were completed and the candidate pool was extremely strong. The Case Management Leadership Team completed a thorough assessment of the current infrastructure of the program. What was learned when adding the fourth team, support in a virtual environment and feedback from surveys were taken into account. A determination was made to fill the open mentor position and add the mentor to the fifth team. Judy Naeger and Liz Nowack are the new mentors on the Case Management team. Judy has been with us 14.5 years and Liz 7.5 years. They both bring a wealth of experience to the role.

- Case Managers are slowly beginning to schedule open air, in person visits as requested by customers and families. Protocol continues that the Case Manager completes a health assessment to evaluate their current health status and complete a screening call with the customer/family in order to evaluate their situation prior to the visit. Visits are completed with social distancing protocol and staff wearing masks or shields, whatever is preferred.

Committee Reports:

Peg Capo reviewed the October 6, 2020 Finance Committee meeting minutes.

Peg Capo announced that there was no Human Resource Committee as was reflected on the agenda. A Human Resource meeting will be scheduled soon.

Coalition Report

Presentation/Discussion Topic: Virtual Events Panel Discussion: United Services, Pathways to Independence, LifeBridge Partnership, and FACT provided information on how they are continuing fundraising efforts both virtually and in-person.

Coalition Committee Reports

1. Legislative Committee:
 - a. The September 21 event to educate incoming legislators was a success. Plans to host another virtual event are being discussed.
 - b. Legislative priorities will be discussed at the upcoming meeting on October 19.
2. Training Committee: DSP Conference committee is moving forward with coordinating a virtual conference this March with the Community College. The theme will be focused on "self-care".
3. Program Committee: DSP Awards committee is hosting a virtual event on 11/19 to congratulate DSP's of the year as well as a COVID hero, nomination forms have been received and are being reviewed.

Coalition New Business

1. A review of the membership contact list was completed.
2. Heather Ward, Coalition President met with Jodi Woessner, St. Louis Coalition President to continue work on a formal merger between coalitions. Reviewing by-laws, committee structure, dues, and annual budgets. Outcomes of this work will be shared with Executive teams before further progress is taken.

The next Coalition meeting is scheduled for Thursday, November 5, 2020.

Old Business

None

New Business

1. ShowMe Aquatics Repayment Plan Request

ShowMe Aquatics is requesting a six month pause on the repayment plan put in place by the Board for compensation in excess of their FY2018 audited unit cost. The request for delay of payment is in direct correlation to their limited capacity to provide services due to the COVID-19 guidelines. The current balance owed is \$4,264.35. The repayment plan would reinstate as scheduled in April 2021. The Finance Committee recommended approving ShowMe Aquatics repayment plan request.

Bryon Hale motioned to ShowMe Aquatics Repayment Plan Request as presented. Missy Fallert seconded the motion. Motion passed unanimously. A roll call of members was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

2. Cultural Competency Update & Resolution

Vicki Amsinger gave an update on cultural competency at the DDRB. The Cultural Competency Committee created a statement of racial equity using suggestions from the Board and staff committee.

Vicki read aloud resolution number FY21 10-01, a resolution pertaining to racial equity.

Bryon Hale motioned to adopt the adopt resolution FY21 10-01, pertaining to racial equity as read aloud. Missy Fallert seconded the motion. Motion passed unanimously. A roll call of members was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

3. 2021 Draft Case Management Policies

Robyn Peyton reviewed the 2021 Draft Case Management Policies changes. The policies will come before the Board at the November 19, 2020 Board meeting for approval.

No motion needed.

4. FY2022 Draft Funding Timeline & Priorities

A draft funding timeline will be scheduled in accordance with the Eastern Region Alliance. The draft timeline will be shared at November committee meetings and brought before the Board for approval at the November 19, 2020 Board meeting. Draft FY2022 priorities will be created based on feedback from tonight's public hearing. The draft FY2022 priorities will be shared at November committee meetings and brought before the Board for approval at the November 19, 2020 Board meeting.

No motion needed.

5. 2021 Draft General Operations Policies

Nikki Rogers reviewed the 2021 General Operations Draft Policy changes. The policies will come before the Board at the November 19, 2020 Board meeting for approval.

No motion needed.

6. 2021 Draft Human Resources Policies & Job Descriptions

Vicki Amsinger reviewed the 2021 Draft Human Resource and Job Description Draft Policy changes. The policies and job descriptions will come before the Board at the November 19, 2020 Board meeting for approval.

No motion needed.

Adjournment

Bryon Hale motioned to adjourn. Missy Fallert seconded the motion. Motion passed unanimously. A roll call of members was taken: Missy Fallert, yes; Bryon Hale, yes; Mike Mahoney, yes; Jim Rhodes, yes; Sue Sharp, yes; Connie Tan, yes.

Respectfully Submitted: Nikki Rogers _____