



2016 Annual Report



**Connections
Case Management**
Connecting People and Communities



MISSION STATEMENT

Connections Case Management, through leadership and advocacy, shall promote and support quality comprehensive community services for persons with developmental disabilities and their families in Jasper County.

FROM THE DIRECTOR



THE GOOD LIFE...

What is your vision for a good life? For the past year, we've been asking that question to the people we serve. At Connections Case Management, we believe, "everyone has the right to live, love, work, play and pursue their life aspirations just as others do in their community."*

Our agency has been participating in Charting the LifeCourse for the last several months. The LifeCourse Framework was created BY FAMILIES to help individuals and families of all abilities and all ages develop a vision for a good life, think about what they need to know and do, identify how to find or develop supports, and discover what it takes to live the lives they want to live. Our Case Managers have been meeting with individuals and families to help them identify their vision for a good life and to determine if they are on a trajectory of life experiences that will help them progress toward that vision.

In the following pages, we will tell you about some of the people we serve and their visions for a good life. We will also tell you about our vision for our agency and the activities we have been busy with to make our vision happen and to support the people we serve in working toward achieving their dreams. It is our pleasure to partner with each individual and family we serve in working toward their vision. And it is our intention that each one lives a Good Life.

Cindy Langford, Program Director



*"Life is either a great adventure
or nothing."*

- Helen Keller

* Core Belief - Foundation of the LifeCourse Framework by Dr. Sheli Reynolds and Jane St. John



HISTORY

On October 2, 1998, the Jasper County Sheltered Facilities Board entered into an agreement with the Department of Mental Health/Division of Developmental Disabilities which provided the option for our board to provide case management services in Jasper County. Prior to this agreement, all case management services were provided through state offices operated by the Department of Mental Health. Connections Case Management opened their doors on December 7, 1998 with four employees, serving 149 persons.

Initially, the Department of Mental Health, through the Joplin Regional Office provided case management services to persons living in Jasper County, in cooperation with Connections. Our organization grew steadily and consistently demonstrated quality services. After several years, the Department of Mental Health determined that state-operated case management was no longer needed in Jasper County. On April 1, 2008, the Jasper County Sheltered Facilities Board entered into a new agreement with the Department of Mental Health that charged Connections Case Management with providing case management services to all persons in Jasper County who were qualified for services.

On October 1, 2010, the Partnership for Hope Medicaid Waiver was implemented. This is a matching funds agreement between various Missouri Senate Bill 40 counties, the Missouri Department of Mental Health, and Medicaid to provide funding and reduce waiting lists for services. Within five days of implementation of the Partnership Waiver, Connections Case Management secured the first two waiver slots in the state for persons to be served in Jasper County. Demand for this waiver continued to grow. So in July, 2012, The Partnership for Hope agreement between Missouri Senate Bill 40 counties and the Department of Mental Health was expanded. This allowed for hundreds more individuals across the state to participate in the waiver. From the time that the Partnership Waiver started until now, our board has funded a total of 126 slots. Currently, 62 people in Jasper County are participating in this waiver.

The need for case management services in Jasper County continues to grow. As the needs increase, Connections Case Management continues to grow. By June 30, 2015, we were serving 834 individuals and had a staff of 41 employees.

VISION FOR A GOOD LIFE...



HAVING A HOME OF MY OWN

When we first met Michael, he was homeless. He was “couch-surfing” at friends’ homes and staying at shelters when he could. Michael told his case manager that this wasn’t the first time he had been homeless. His case manager (also named Michael) spent time getting to know him and his situation and began working on getting him a home.



He did help him get into his own apartment. They then began working on Michael’s vision of a good life and how preventing him from being homeless again is a big part of that vision. Once he moved into his home, then he began learning what it takes to maintain a household. Michael continues to work with his case manager on this. He is learning about his responsibilities as a renter and how to utilize his income and resources to provide for himself. Michael is very proud that he has maintained his home for over a year now.

OUR SERVICES

Who We Served:

By the end of the fiscal year, we were serving a total of 834 individuals. Connections Case Management serves people of all ages. The average age of the people we serve is 28. The average age of the person entering our services is 17. Sixty-five percent of persons served are over the age of 18. Of the 834 individuals served, 47% of those receive services that are funded through the Department of Mental Health and/or the Jasper County Sheltered Facilities Board. Of those receiving paid services, 92% of the individuals are over the age of 18.

Services Provided:

During the past year, our case managers provided 29,855.55 hours of service. The main focus of case management is to help people identify their vision of a “good life”, including what outcomes need to be achieved and what services or supports need to be obtained to reach those outcomes. Once this vision has been determined and a plan has been written to obtain that vision, the case manager links individuals to services and supports and monitors those services and supports to ensure that all involved are working toward the outcomes identified. During this past year, our case managers have linked individuals to: information, advocacy resources, behavioral services, community integration services, home skills development services, day services, residential services, medical supplies and equipment, home modifications, therapies, transportation, personal assistant services, employment services, autism services and self-directed services.



VISION FOR A GOOD LIFE...



HAVING A JOB THAT I ENJOY

Danny's vision for a good job is one that would incorporate his love of music and dancing. Danny is a really good dancer! In fact, he is rather well-known around Joplin for his dancing skills. Word about his talent got to the manager at Liberty Tax Service. Last winter, she found Danny and asked him to be a sign-shaker for their business during the tax season. Every year, Liberty uses sign-shakers dressed as the Statue



of Liberty to help attract customers. Usually, they wave at passers-by. But Liberty wanted something better to get the attention of drivers on Main Street. So, they approached Danny and told him that if he would be their sign-shaker, he could bring his music and dance while he was displaying their sign. Danny loves an audience and was very happy to do something he enjoys AND get paid to do it! Danny did a great job dancing and directing people to Liberty Tax Service. We thought that the physical activity and the paycheck were the main attractions for him. But there was more to it. Danny got to know the people at Liberty Tax Service. He was treated with courtesy and respect there. He developed relationships there that he would have never had if they had not recruited him to come work for them. For Danny, those relationships were just as important and gratifying to him as his paycheck. A lot of us in Joplin are looking forward to seeing him hard at work again, next tax season.

QUALITY OF SERVICES

Satisfaction of Persons Served:

Each year, we send a satisfaction survey out to the responsible party for everyone we serve. This year, we received back responses from 244 people. Our average satisfaction rating was 94%. Below is the breakdown of each question asked on the survey and the percentage of time that respondents selected “Agree” or “Strongly Agree”:

| | |
|--|-----|
| ◆ <i>My case manager values my ideas and opinions</i> | 97% |
| ◆ <i>My case manager is sincere and respectful</i> | 99% |
| ◆ <i>My case manager treats me like a partner</i> | 95% |
| ◆ <i>My case manager listens to me</i> | 97% |
| ◆ <i>My case manager responds to my concerns</i> | 93% |
| ◆ <i>My case manager sees me as often as needed</i> | 94% |
| ◆ <i>I trust my case manager</i> | 94% |
| ◆ <i>My case manager advocates for my family</i> | 96% |
| ◆ <i>My case manager helps me locate needed services</i> | 95% |
| ◆ <i>My case manager helps me negotiate</i> | 91% |
| ◆ <i>My case manager helps me develop an effective plan</i> | 95% |
| ◆ <i>My case manager gets me the information I request</i> | 93% |
| ◆ <i>I feel welcome at Connections Case Management</i> | 95% |
| ◆ <i>When my case manager is unavailable another case manager assists me</i> | 89% |

Satisfaction of Providers:

This year we sent a satisfaction survey to the Joplin Satellite Regional Office and to each agency we work with that provides services through Department of Mental Health/Division of Developmental Disabilities funding. Surveys were sent to a total of 15 agencies. We received 9 responses. Our average satisfaction rating was 96%. Below is the breakdown of each question asked and the percentage of time that respondents selected “Meets Expectations” or “Exceeds Expectations”:

| | |
|--|------|
| ◆ <i>CCM maintains a good working relationship with your organization</i> | 100% |
| ◆ <i>Our case managers demonstrate general knowledge of area resources</i> | 75% |
| ◆ <i>Our case managers follow up with you on issues in a timely manner</i> | 100% |
| ◆ <i>The case managers visit or contact person served on a regular basis</i> | 100% |
| ◆ <i>Our case managers have effective problem solving skills</i> | 100% |
| ◆ <i>Our case managers present a positive attitude when working with you</i> | 100% |

QUALITY OF SERVICES

Timeliness:

When someone is new to our services, we strive to make contact with them right away so that we can get a plan in place. Our goal is to never go more than two working days without establishing contact. We met this goal 99% of the time. In addition, for every person served, we had an initial Individual Plan in place within 5 working days of our first contact.

Medicaid and the Department of Mental Health mandate that once a plan is in place, it must be renewed within 365 days of implementation. This year, we met this requirement 98% of the time. On average, annual plans that included paid services were turned in 29 days before the deadline for implementation. Plans that were for case management only were turned in on an average of 25 days before the deadline.

Assessments are a crucial part of the planning process as a way to identify strengths, abilities, and needs and to review information previously documented and determine if that information is still current. Both Medicaid and the Department of Mental Health have some basic assessments that they require us to complete. We met those requirements 99% of the time.

Accuracy:

Information recorded in the records of the person served must be accurate, timely, and complete. We conduct audits of log notes throughout the year to ensure that we are meeting this assurance. We averaged a score of 96% on our log audits. 652 log notes were audited. Our official record set is audited each month. This year, a total of 510 records were reviewed. We scored 96% on our record reviews. Our Quality Assurance staff members, as well as our supervisors audit a sample of the Individual Plans written to ensure that all needed components are in place. This year, 367 plans were audited. We scored 97% in this area.

Effectiveness:

After a plan is written and services located, the case manager monitors the service to make sure that it is effective and that the person is being served in the manner that they described in their Individual Plan. Part of this is accomplished through Service Monitoring and Quarterly Reviews. Our case managers completed 98% of both the Service Monitoring and Quarterly Review requirements.

VISION FOR A GOOD LIFE...



HAVING OPPORTUNITIES TO CREATE ART



Brian's team was struggling to help him find ways to have a meaningful day. Staff working with him noticed that he was often spending his day doodling. At one of his planning meetings, he was asked if he would

like to explore his talents in Arts and Crafts. Brian "lit up" at this suggestion. The idea grew. Brian is encouraged to draw and color. His team looks for ways to use art as a way for him to learn. He is given opportunities to research and explore various mediums of art by assisting him to search for information on the internet, taking him to the library to look for books and magazines about art, visiting art museums and art supply stores, and by encouraging him to sign up for art classes. As these opportunities came about, Brian's confidence grew. He began to display his drawings about his home. He had conversations about art with others. He then helped the agency that provides for his support to plan an Agency Art Show. This in turn, encouraged others to explore their talents and sign up to participate in the show. Brian was one of several who displayed their art in the show and the event was a great success. It's not always easy to describe your vision of a good life to others. Sometimes, you just have to draw them a picture and go from there.

HIGHLIGHTS OF THE YEAR

July

July 1st marked the anniversary of the Jasper County Sheltered Facilities Board (JCSFB) hiring their first Executive Director. Alecia Archer was hired on this date and has been our Executive Director for 15 years.

August

During the month of August, we converted our diagnostic data to the new ICD 10 codes. This information is used in billing case management to Medicaid and in determining eligibility for Medicaid Waiver and Division of Developmental Disabilities services. The ICD 10 transition was a mandate issued by the Centers for Medicare and Medicaid Services to all agencies covered by HIPAA. The deadline for conversion was October 1, 2015.

September

Connections was invited to be “buddies” to the Miracle League softball players this month. To the right is a picture taken at the Will Norton Miracle Field of our volunteers *(Pictured left to right: Jessica, Chasidy, Kristy, Dyanne, Tracy and Jessie.)*



October

The 4th Annual Tools for Life Expo was held on October 13th at the Independent Living Center. This was a one-day learning experience designed for students and young adults to help prepare for transitioning from school to adult life. The event is sponsored by the Joplin Regional Transition Network, which includes Connections Case Management, as well as other social service and educational agencies in Jasper County.

December

Connections Case Management celebrated its 17th anniversary.

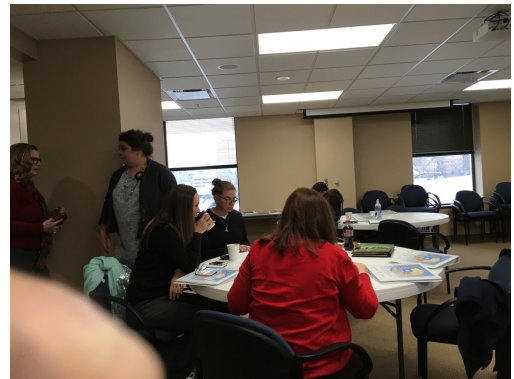
HIGHLIGHTS OF THE YEAR

January

Members of our staff traveled to University of Missouri/Kansas City to receive 1st hand training on Charting the LifeCourse from its creators – Dr. Michelle “Sheli” Reynolds and Jane St. John. This team of supervisors and mentors



came back excited and ready to train the rest of our employees on ways to implement the LifeCourse tools.



April

Connections held its annual Team Retreat. During this time, the JCSFB Executive Director and the Connections Director unveiled the trajectory of our agency, which illustrates the actions that Jasper County Sheltered Facilities Board and Connections Case Management have taken over the years to lead us toward being a great organization. Rebecca Auberry and the rest of the Leadership Team then lead the staff in an exercise to develop our Vision for a Great Agency. Planning tools from Charting the LifeCourse, including the Integrated Star were used to develop this vision. This trajectory and vision can be seen in the Goals for the Coming Year section of this report.



HIGHLIGHTS OF THE YEAR

May

May 22nd marked five years since an F5 tornado struck Joplin and Duquesne. In honor of the tornado victims, survivors, and all who helped during those tough times, we joined with the Joplin Area Chamber of Commerce in the JOPLIN PROUD and Spread Our Wings – Fly High and Proud project. This included the purchase of our own memorial butterfly, which is displayed outside our building. If you visit us and view the butterfly, look for the names displayed of Mark, Ricky, and Tripp – the three people we were serving who lost their lives due to the tornado.



Anniversaries

We have many employees who have worked with us for several years. We would like to express our appreciation to them for their hard work and dedication.

5+ Years

Teresa Askren
Connie Bryant
Chasidy Good
James Ivie
Raymond Klok
Brenda Madole
Linda Parker

10+ Years

Amber Endicott
James Newman
Jason Pierce
Martha Tabb

15+ Years

Alecia Archer
Rebecca Auberry
Cindy Langford
Carla Martin
Debbie Metcalf
Kristy Nagle

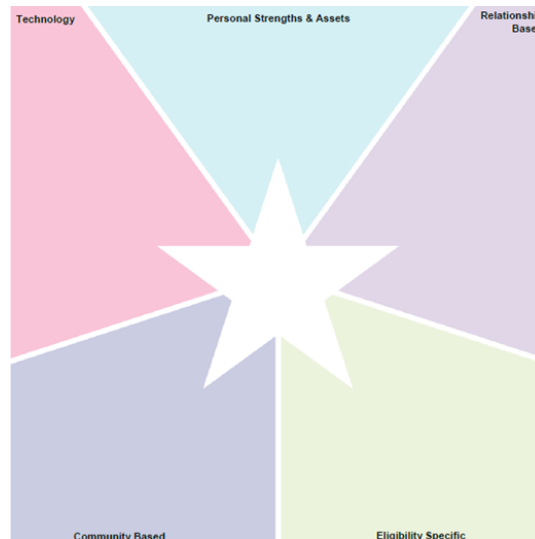
GOALS FOR THE COMING YEAR

On the following page you will see the Vision for a Great Service that was completed at our Team Retreat. We used Charting the LifeCourse tools to develop our vision. The illustration shows the trajectory of actions we've taken and events we've experiences that have either helped to direct us toward our vision or cautioned us away from "What we don't want" (bottom right section of the page).

As you can see under "Vision for a Great Service", we have the following goals:

- Providing quality case management services
- People will receive the services they need
- Maintain a stable work force
- High satisfaction for those we serve
- High satisfaction for our employees
- We will reach out to all those who need our services

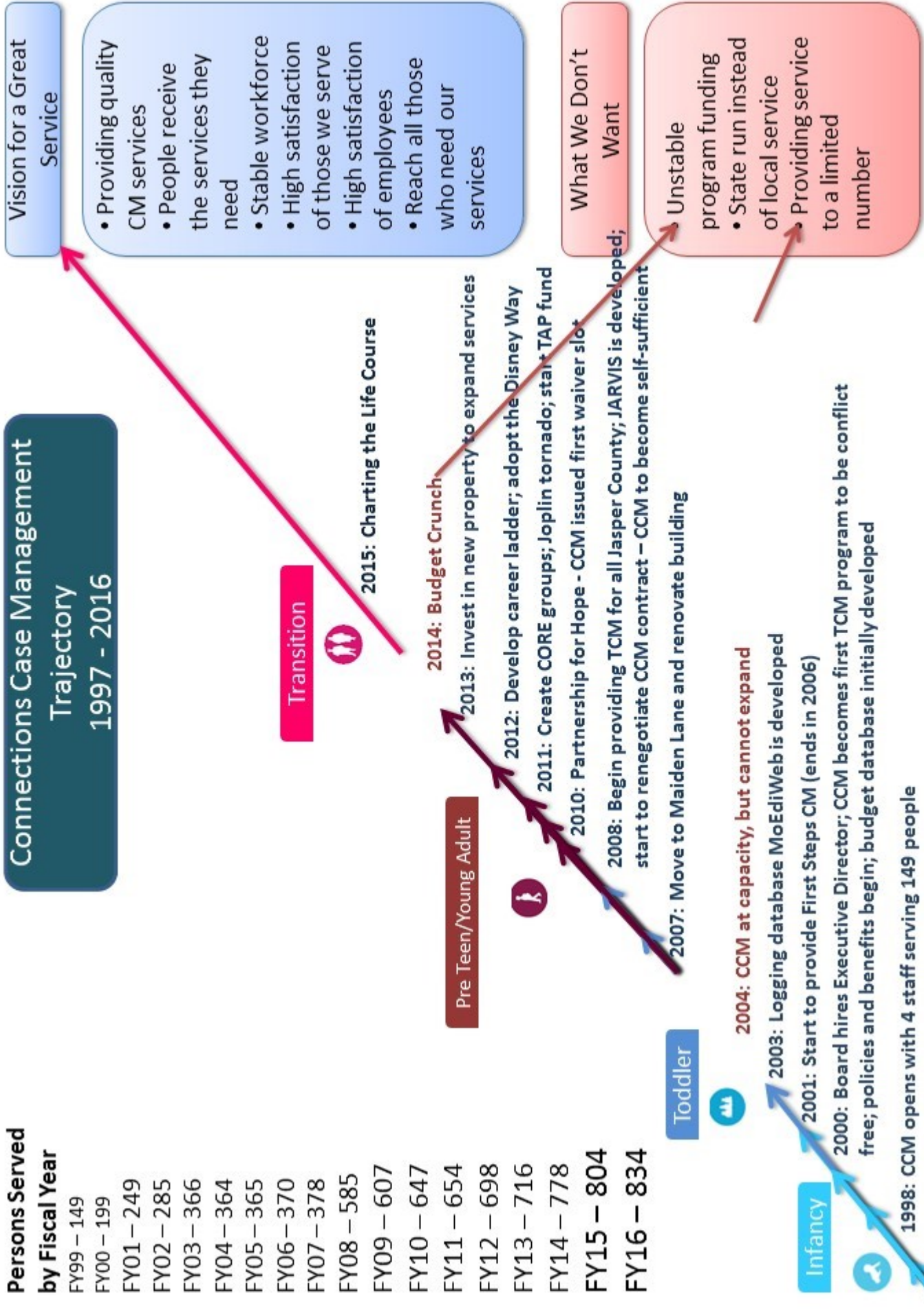
Throughout the coming year, we will be setting benchmarks and collecting data and feedback to determine how we are progressing on these goals. In addition, we will be reviewing ideas suggested during the retreat of how to tap into resources to accomplish our goals. We used the Charting the LifeCourse Integrated Star (as seen below), for each goal to determine resources within the various areas of supports that we can access or investigate.



Persons Served by Fiscal Year

- FY99 – 149
- FY00 – 199
- FY01 – 249
- FY02 – 285
- FY03 – 366
- FY04 – 364
- FY05 – 365
- FY06 – 370
- FY07 – 378
- FY08 – 585
- FY09 – 607
- FY10 – 647
- FY11 – 654
- FY12 – 698
- FY13 – 716
- FY14 – 778
- FY15 – 804
- FY16 – 834

Connections Case Management Trajectory 1997 - 2016





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Connections Case Management

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