



*Progressive Community Services*

**2023**

**ANNUAL IMPACT REPORT**

## FROM THE DESK OF OUR DIRECTOR



As we reflect on the past year, we are honored to present to you Progressive Community Service's 2023 Annual Report. The work of our team and Board of Directors, combined with the support of our stakeholders, enabled us to continue to make meaningful contributions.

Some highlights include:

- 1. Collaborative Partnerships:** Collaboration has always been at the heart of our work. In 2023, we strengthened existing partnerships, amplifying our collective impact and reach. See stories on pages 4 and 10.
- 2. Impactful Programs and Initiatives:** We successfully launched the Chatter Series, aimed at addressing the evolving needs of people we support. Simultaneously, eight area agencies received funding through tax revenues towards providing supports and resources for people in Buchanan County.
- 3. Engaged and Empowered Community:** Our commitment to community engagement and empowerment remained unwavering. Through outreach efforts such as the Tech Fest, Financial Workshops, Good Life Groups, Chatter Series, and more, we empowered individuals to become agents of change in their own lives and communities.
- 4. Commitment to Inclusion:** We continued to prioritize inclusion in all aspects of our work. By fostering a culture of belonging and respect, we ensured that everyone has the opportunity to thrive and succeed.



*Heather Weddle,*  
PCS Executive Director

Looking ahead, we remain committed to our vision of an inclusive community where all people have value. We are confident that with your support, we will continue to make a positive impact. **Thank you for your partnership.**

### 2023 BOARD OF DIRECTORS

We are grateful to our Board of Directors for making the lives of the people we support and our employees a priority and their ability to see a better world.

**Pat Dillon**, Chair

**April Wood**, Vice Chair  
(Term ending 4-1-23)

**Katherine Kneib**, Treasurer

**Kathy Kelly**, Secretary  
(Term ending 11-1-23)

**Veronica Hupp**  
**Mark Pierce**

**Chuck Kempf**

**Chris Dunn**

**Bob Wollenman**

**Tammy Smith-Hinchey**  
(Effective 4-1-23)

**Logan Taylor**  
(Effective 11-1-2023)

Special thanks go to **April Wood** and **Kathy Kelly** for their years of service. We will certainly miss their guidance and thoughtful input.

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# **SUPPORT COORDINATION Highlights: Evolving to Offer Real Life Educational Opportunities**

In 2023, Support Coordination connected with **612 individuals** in people's homes and community places.

As Progressive Community Services has developed our practices for helping people achieve their highest quality of life over the past 15 years, we have witnessed the role of the Support Coordinator evolve.

In 2023, the Support Coordination department launched a new and unique approach to offering additional educational opportunities to those we support.

The Support Coordinator Supervisors created and implemented an educational series, called Chatter Sessions, on topics that relate to Charting the LifeCourse domains; health, finances, and relationships. Working in pairs, they developed a curriculum, advertised for participation, and then presented each course. With the assistance of a number of Support Coordination team members, each series ran weekly for one hour for approximately six weeks per course. Three sessions were offered: Money Chatter, Healthy Chatter, and Relationships Chatter.

Participation was so successful that attendees requested additional Chatter Session topics for 2024.



Pictured: Participants at Money Chatter session hosted at PCS

**"I THINK THERE SHOULD BE MORE OF THESE CLASSES. I AM USING THIS STUFF WITH MY FRIENDS."**

**"I HAD FUN AND LEARNED SOME GOOD STUFF. I REALLY LIKED THE GAME AND MY SUPPORT COORDINATOR CAME TOO!"**

# FAMILY NAVIGATION Highlights

Family Navigation is committed to our efforts to provide the best information, resources, and support individuals and families needs. Family Navigation **supported 299 people** in 2023.

Family Navigation made several new connections this year through our outreach efforts such as:

- participating in a resource fair hosted by the Mid-Buchanan school district for students and families served through their special education department.
- collaborating with St. Joseph School District's English Language Department.
- working with Community Mission and the Judah House.

*I spoke with a Family Navigator and she was above and beyond amazing – talking to her was like a warm hug that I desperately needed.*

the LifeCourse resources and an outlet to meet with others who have shared experiences.

In September of 2023, LeAndra Beauford accepted the position of Family Navigation Manager. LeAndra has served as a Family Navigator since 2018. She looks forward to continuing serving, assisting, connecting, and growing more resources and opportunities for families and individuals here in Buchanan County.

In 2023, Family Navigation had positive satisfaction results with **100%** of families/people reporting high satisfaction with their experiences with the Family Navigation team.

Family Navigation offered Good Life Groups as an informal way for parents and family caregivers to learn more about Charting

# QUALITY ENHANCEMENT Highlights

In 2023, the Quality Enhancement (QE) Department educated the team about the concepts of respect and improving the quality of individual lives. The Quality Administrative Assistant is a critical part of keeping our records and tracking systems running smoothly. The QE department has also developed new and improved procedures to help ensure high-quality supports are in place.

In August 2023, Consuelo Davis joined the QE team as PCS's Spanish Interpreter. Consuelo has worked with a few new Spanish-speaking families. Consuelo worked side by side with our Support Coordinators and Spanish-speaking families and children that we support. In 2023, **PCS supported 9 Spanish-speaking families.**

In addition to working with families, Consuelo presented cultural competency training to all PCS employees to help us better understand the different cultures that we may work with at PCS. Consuelo worked to build PCS awareness within the Spanish-speaking population in Buchanan County. She increased our agency's connections with Spanish-speaking families by attending three different community events. In 2024, she will continue to attend community events and provide outreach for Spanish-speaking families.



Consuelo Davis,  
PCS Interpreter

# Community Living Report: The Maples & Keystone Place

PCS continued providing management for two HUD (Department of Housing and Urban Development) Housing complexes in 2023.

The Maples and Keystone Place offer safe, affordable, accessible housing options for people with developmental disabilities. HUD subsidizes these units. Rent is based on tenant annual income. When HUD grants a rent increase, the tenant's portion of rent does not increase.

The Maples occupancy at the end of December 2023 was 90.2% with a waitlist of 25 individuals. The Maples had total operating revenue of \$101,607 in 2023, which is a 5% increase from 2022. The Maples was opened in July 2009, starting rent for the 1-Bedroom

was \$400.00 per month. At the end of 2023, rent for the 1-Bedroom is \$538.00. That is an increase of \$138.00 or 35%, which shows HUD commitment to keeping the complex functioning at a break-even point.

Keystone Place occupancy at the end of December 2023 was 98.4% with a waitlist of 23 individuals. Keystone Place for 2023, had total operating revenue of \$113,692, which is a 10% increase from 2022. Keystone Place was opened September 2011, starting rent for the 1-Bedroom was \$440.00 per month. At the end of 2023, rent for the 1-Bedroom is \$690.00. That is an increase of \$250.00 or 57%, which shows HUD commitment to keeping the complex functioning at break-even point.



## PCS GATHERS STAKEHOLDERS FOR A COMMUNITY CONVERSATION

In October 2023, PCS hosted Community Connections, an event organized to initiate a conversation about policies and issues facing people with developmental disabilities and their families in Northwestern Missouri. We had a wonderful turnout of families, self-advocates, and community partners. The dialogue included perspectives from service providers, individuals, and families on the power of employment, transportation, and community. Self-Advocates shared their experiences, celebrations, and barriers. We'd like to extend a special thank you to Representatives Brenda Shields and Bill Falkner who joined us to discuss current legislative issues and create new connections in our community.

# COMMUNITY LEARNS ABOUT INNOVATIVE TECH SOLUTIONS AT TECH FEST EVENT

On May 10, 2023, PCS hosted its second annual Tech Fest at East Hills Public Library. People supported, PCS employees and PCS partners attended the event.

Six local vendors were invited to share technology solutions. Vendors shared creative ways to use technology to help people with disabilities be more independent. Attendees viewed demonstrations and presentations for many different apps, assistive technology, remote supports, and adaptive equipment.



# REGIONAL TRANSITION NETWORK COLLABORATES TO HOST MY FIRST JOB EVENT

The Regional Transition Network (RTN), which involves local providers that have missions related to supporting youth with developmental disabilities, provided a transition skills day for local high school students in November 2023. The theme of this event was “My First Job” which

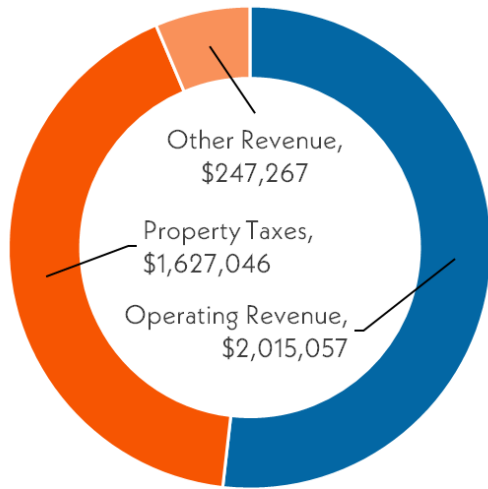
included five sessions relating to this topic and was attended by 81 students. Students also explored a vendor/resource fair and heard from area leaders. The RTN continues its mission to help transition-aged youth learn post-secondary options.

# FINANCIALS

## 2023 REVENUES

Operating Revenue	\$2,015,057
Property Taxes	\$1,627,046
Other Revenue	\$247,267
<b>TOTAL Revenues</b>	<b>\$3,889,370</b>

Revenues by Category



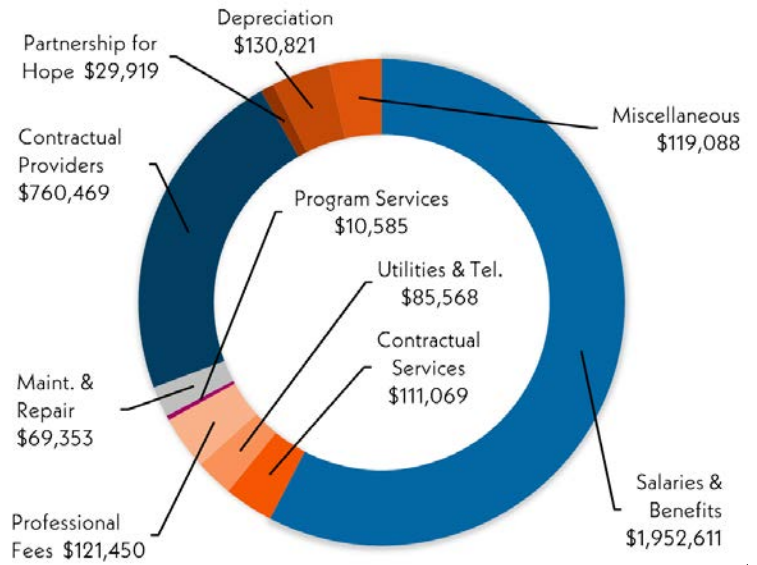
Progressive Community Services was established in 1979 with the passage of Senate Bill 40. This legislation allows counties to provide community-based programs and supports for citizens with developmental disabilities.

In 2023, eight agencies, the Partnership for Hope initiative and Family Navigation provided supports in Buchanan County with tax revenues.

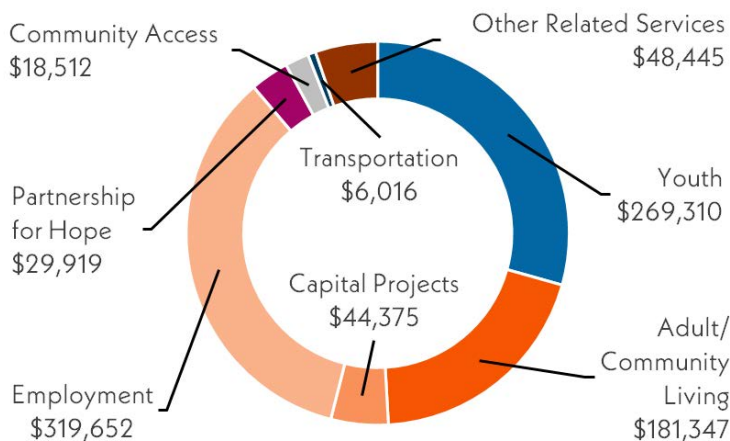
## 2023 EXPENSES

Salaries & Benefits	\$1,952,611
Contractual Services	\$111,069
Utilities & Tel.	\$85,568
Professional Fees	\$121,450
Program Services	\$10,585
Maint. & Repair	\$69,353
Contractual Providers	\$760,469
Partnership for Hope	\$29,919
Depreciation	\$130,821
Miscellaneous	\$119,088
<b>TOTAL Expenses</b>	<b>\$3,390,933</b>

Expenses by Category



## 2023 Tax Levy Expenditures by Program



## PCS Contractual Partners





## 2023 MILESTONES



**612**

individuals served  
through  
Support Coordination



**299**

people served  
through  
Family Navigation



**9**

Spanish-speaking  
families served  
through Interpreting  
& Translation



**12**

Good Life Groups  
hosted in person  
and online



**3**

Chatter Series  
hosted at  
PCS HQ



**1**

Epic  
Community  
Conversation