

2024 ANNUAL IMPACT REPORT

REAL CONNECTIONS. REAL SUPPORT. REAL LIVES.



Progressive Community Services



FROM THE DESK OF OUR DIRECTOR

Dear Friends and Partners,

As I reflect on this past year, I'm filled with gratitude. At Progressive Community Services, we continue to be inspired by the people we support, the dedication of our team, and the strong partnerships that drive our mission forward.

This year brought the expansion of our Chatter Series and Good Life Group and the return of our Good Day Event—creating more opportunities for individuals and families to learn, connect, and thrive. These programs are building stronger networks and empowering people to live their vision of a good life. Justin, featured in our cover photo, began attending Good Life Groups in 2024. Good Life Groups are hosted by Family Navigation and are a way for people and families to connect with each other. Justin has made new friendships and connections while attending the group.

In addition, we were proud to support inclusive play through our partnership with the newly constructed inspireU. This space was designed for all children to explore, imagine, and belong, reinforcing our commitment to building inclusive communities from the very beginning.

None of this would be possible without the commitment of our community. Your collaboration strengthens every effort, and together, we're shaping a more inclusive future. Thank you for being part of the journey.

Warmly,
Heather Weddle,
Executive Director



Heather Weddle,
PCS Executive Director



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2024 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.

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Pat Dillon, Vice Chair

Katherine Kneib, Treasurer

Veronica Hupp, Secretary

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Chuck Kempf

Mark Pierce

Chris Dunn

Tammy Smith-Hinchey

Logan Taylor



ANOTHER G.O.O.D DAY AT PCS

In 2024, Family Navigation led a GOOD Day event for transition-aged students to focus on their 'Vision for a GOOD Day'. GOOD Day is designed using the Charting the LifeCourse Framework, and students worked through each Life Domain to create their unique vision board. Students also got to connect with other youth through games and activities.

Students presented their boards to the group and their parents. During presentations, students heartfully expressed their visions and strengths, as well as what was important to them. At the end of the day, students were awarded a certificate of completion.

Pictured above: G.O.O.D. Day students and PCS staff map out a good life.

Pictured Below: Students show off their visions for a good life and certificates of completion.



"Aaden, who was nervous and didn't really want to go in the first place, was asking when we would be coming back for the next Good Day when we left!"
-Aaden's Mom





SUPPORT COORDINATION Highlights

PCS began offering Support Coordination in 2008. Over the past 16 years, we have witnessed the role of the Support Coordinator evolve as we learn best practices for helping people achieve their highest quality of life.

In 2024 Support Coordination connected with **692** individuals. Support Coordinators serve a variety of roles, with the end goal of helping those we support to pursue and obtain their vision for a good life.

Chatter Series Featured at MACDDS Annual Conference

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

Support Coordinator Supervisors created and implemented three educational series on topics related to Charting the LifeCourse domains (health, finances, and relationships).

In 2024, the team developed a new Chatter Series, Social Chatter. Two Social Chatter Series were hosted in 2024 with 30 participants.

The series has been so successful that the Support



Pictured: PCS Support Coordinator Supervisors sharing the Chatter Series at MACDDS' Annual Conference

Coordination Supervisors were invited to present about it at the 2024 statewide Missouri Association of County Developmental Disabilities

Services (MACDDS) conference. Here is what some of the Supervisors had to say about what the opportunity to share their hard work meant to them:

My favorite part was seeing how interested others were in what we created and how inspired they were to do more. It gave me a chance to improve my public speaking skills and showed PCS is invested and confident in my role and vision.

–SHAY BERNARD

I was nervous, but the confidence of my team helped me. I liked presenting together. I think we complement each other well. Once my turn to speak came and the attendees started asking questions that became fun because we got to talk about what we had done in a very real way.

–DENISE MARQUARDT



FAMILY NAVIGATION Highlights

Family Navigation continued supporting individuals and families through their lived experiences. Our department was excited to add a new Family Navigator, Ashley Lamia, in February. Her knowledge and lived experience have been a tremendous asset to the Family Navigation team.

Family Navigation manager, LeAndra Beauford, graduated from United Way Leadership St. Joseph. LeAndra built connections with other agencies in Buchanan County to help us continue outreach and inclusive efforts.

In 2024 Family Navigation supported **353** people/families. **224** people/families were new to PCS, and **129** received intermittent support.

A few highlights from the Family Navigation support and outreach include:

- Increased participation in our bi-monthly Good Life Group Coffee and Connection. We now have a regular group of families and self-advocates attending and connecting.
- Held a watch party at PCS for Disability Rights Legislative Day in March
- Presented at the annual National Charting the LifeCourse Showcase in Kansas City, Missouri.
- Hosted the Good Day event for transition-age students in August
- Participated in many community resource fairs throughout 2024

Pictured Below: Good Life Group attendees posing for a group photo at Hazel's Coffee House.



COMMUNITY LIVING: The Maples & Keystone Place

In 2024, people lived in safe, affordable housing at The Maples and Keystone Place.

The Maples and Keystone Place Apartments were both selected by HUD to complete a Management and Occupancy Review (MOR). Completed by their HUD Account Executives, these MORs were a comprehensive assessment of the properties' compliance with HUD regulations and guidelines, ensuring proper management of HUD-assisted housing. During the MOR process, the property's

respective Account Executives, completed a physical inspection, interviews with tenants, review of tenant files, and reviews of the policies and procedures at each property.

These external reviews reported that Maples and Keystone Place have both established effective policies and procedures that are being followed and result in overall compliance. The next review by HUD will be in 24-36 months based on these results.



QUALITY ENHANCEMENT Highlights

The Quality Enhancement Department consists of four employees that all help to provide quality-related supports to the full PCS team. The department is responsible for conducting internal and external audits, providing back up Support Coordination, leading the accreditation process, processing documents and providing translation for our Spanish-speaking families, and handling other essential tasks.

Sarah Scott, Quality Support Coordinator and certified POM interviewer, leads monthly **Personal Outcome Measures (POM)** discussions with PCS employees. During these engaging sessions, Sarah explores one or more of the POM areas, providing detailed explanations, relevant

examples, and thought provoking discussion points. Team members have said the discussions inspire new ideas and help them frame more meaningful discussions about the quality of life for people supported.

Examples of POM's that lead to a higher quality of life include:

- People Choose Where and With Whom They Live
- People are Treated Fairly
- People Choose Where to Work
- People Interact with other Members of the Community
- People Perform Different Social Roles



inspireU: Supporting Inclusive Play in St. Joseph



Pictured: Graesyn explores interactive musical instruments (left, right) and one of the Calm rooms (center)

This year, PCS proudly supported inclusive play through our partnership with the newly constructed inspireU in downtown St. Joseph, Missouri. As part of our commitment to accessibility and belonging, we provided funding for a universal changing table, contributed to the creation of quiet spaces for children who benefit from calm, sensory-friendly environments, and supported accessible play opportunities through the installation of interactive musical instruments. These features ensure that all children have the opportunity to explore, imagine, and fully participate for years to come, reinforcing our vision of inclusive communities where all people have value from the very beginning.

"I like the quiet rooms because when I get overwhelmed while doing an activity, I can go in and calm down. Then, I can go back to what I was doing without having to leave."

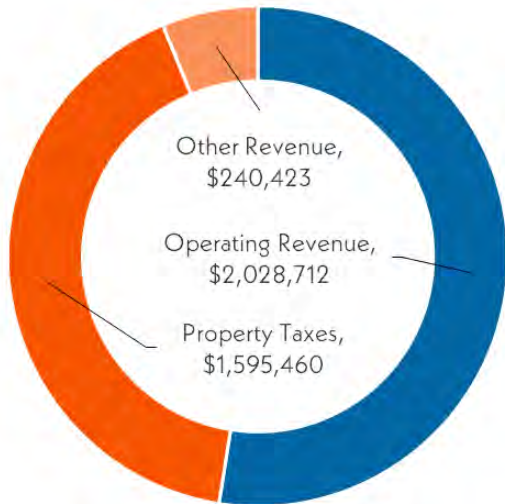
-GRAESYN

FINANCIALS

2024 REVENUES

| | |
|----------------------|--------------------|
| Operating Revenue | \$2,028,712 |
| Property Taxes | \$1,595,460 |
| Other Revenue | \$240,423 |
| Total Revenue | \$3,864,595 |

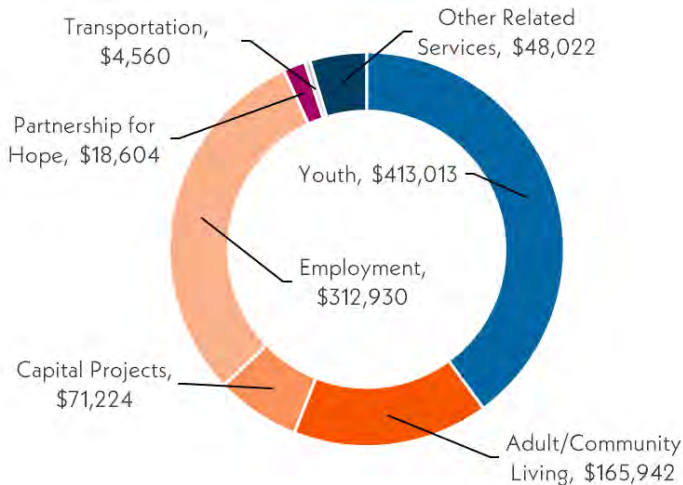
Revenues by Category



PCS 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 2024, eight agencies, the Partnership for Hope initiative, HUD Housing, and Family Navigation provided supports in Buchanan County with tax revenues.

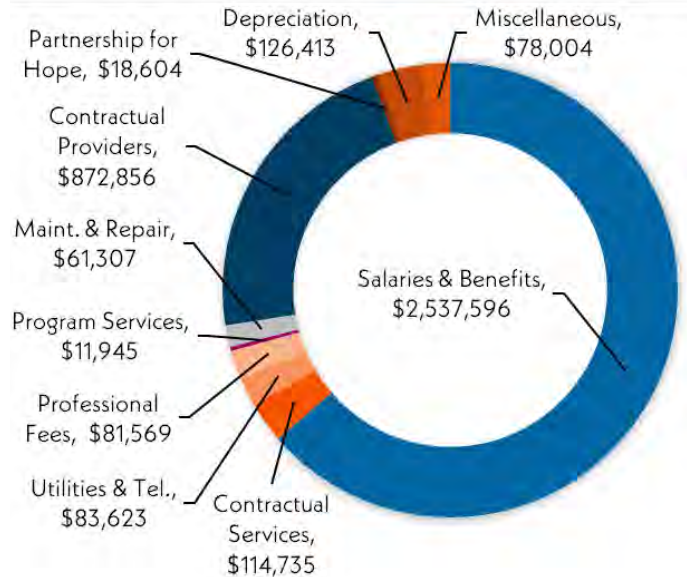
2024 Tax Levy Expenditures by Program



2024 EXPENSES

| | |
|-----------------------|--------------------|
| Salaries & Benefits | \$2,537,596 |
| Contractual Services | \$114,735 |
| Utilities & Tel. | \$83,623 |
| Professional Fees | \$81,569 |
| Program Services | \$11,945 |
| Maint. & Repair | \$61,307 |
| Contractual Providers | \$872,856 |
| Partnership for Hope | \$18,604 |
| Depreciation | \$126,413 |
| Miscellaneous | \$78,004 |
| Total Expenses | \$3,986,652 |

Expenses by Category



PCS Contractual Partners





2024 MILESTONES



692

individuals served
through
Support Coordination



89

people received
information and
training at Chatter
Series Sessions



353

people served
through
Family Navigation



6

Good Life Groups
hosted in person
and online



34

people living in safe,
affordable housing
at The Maples and
Keystone Place



8

community partners
supported through
Tax Levy Funding