



September 18th, 2017

**Camden County Senate Bill 40 Board
(dba) Camden County Developmental
Disability Resources**

Open Session Board Meeting

Agenda

Camden County Senate Bill 40 Board
D/b/a Camden County Developmental Disability Resources
100 Third Street
Camdenton, MO 65020

Tentative Agenda for Open Session Board Meeting on September 18th, 2017, 4:00 PM

This Board Meeting will be held at:

255 Keystone Industrial Park Drive

Camdenton, MO 65020

Call to Order/Roll Call

Approval of Agenda

Approval of Open Session Board Meeting Minutes for August 21st, 2017

Approval of Open Session Board Meeting Minutes for August 28th, 2017

Acknowledgement of Distributed Materials to Board Members

- CLC Monthly Reports
- LAI Monthly Reports
- August 2017 Support Coordination Report
- August 2017 CARF Reports
- August 2017 Employment Report
- August 2017 Agency Economic Report
- July 2017 Credit Card Statement
- Resolutions 2017-33, 2017-34, 2017-35, 2017-36, 2017-37, 2017-38, 2017-39, 2017-40, 2017-41, 2017-42, 2017-43, 2017-44, 2017-45, 2017-46, 2017-47, 2017-48, 2017-49, 2017-50, 2017-51, & 2017-52

Speakers/Guests

- NONE

Monthly Reports

- Lake of the Ozarks Developmental Center (LODC)
- Children's Learning Center (CLC)
- Lake Area Industries (LAI)

Old Business for Discussion

- TCM Contract Negotiations

New Business for Discussion

- NONE

August Support Coordination Report

August CARF Reports

August Employment Report

August Agency Economic Report

July 2017 Credit Card Statement

Discussion & Conclusion of Resolutions:

1. Resolution 2017-33: Revised 2017 Budget
2. Resolution 2017-34: Approval of Rescinded & Replaced Policy #11
3. Resolution 2017-35: Approval of Amended Policy #12
4. Resolution 2017-36: Approval of Amended Policy #13
5. Resolution 2017-37: Approval of Amended Policy #15
6. Resolution 2017-38: Approval of Amended Policy #16
7. Resolution 2017-39: Approval of Amended Policy #22
8. Resolution 2017-40: Approval of Amended Policy #23
9. Resolution 2017-41: Approval of Amended Policy #24
10. Resolution 2017-42: Approval of Amended Policy #26
11. Resolution 2017-43: Approval of Amended Policy #33
12. Resolution 2017-44: Approval of Amended Policy #34
13. Resolution 2017-45: Approval of Amended Policy #39
14. Resolution 2017-46: Approval of Amended Policy #32
15. Resolution 2017-47: Approval of Amended Policy #36
16. Resolution 2017-48: Approval of Amended Policy #37
17. Resolution 2017-49: Approval of Amended Technology Plan
18. Resolution 2017-50: Approval of Amended Risk Management Plan
19. Resolution 2017-51: Approval of Amended Agency Disaster Plan
20. Resolution 2017-52: Approval of Amended Cultural Competency & Diversity Plan

Public Comment

Pursuant to **ARTICLE IV**, "Meetings", Section 5. Public Comment:

"The Board values input from the public. There shall be opportunity for comment by the public during the portion of the Board agenda designated for "Public Comment". Public comment shall be limited to no more than 3 minutes per person to allow all who wish to participate to speak. It is the policy of the Board that the Board shall not respond to public comment at the Board meeting."

"Only comments related to agency-related matters will be received, however such comments need not be related to specific items of the Board's agenda for the meeting. The Board shall not receive comments related to specific client matters and/or personnel grievances, which are addressed separately per Board policies and procedures."

Adjournment

The news media may obtain copies of this notice by contacting:

Ed Thomas, CCDDR Executive Director

5816 Osage Beach Parkway, Suite 108, Osage Beach, MO 65065

Office: 573-693-1511 Fax: 573-693-1515 Email: director@ccddr.org

August 21st, 2017

Open Session Minutes

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES
Open Session Minutes of August 21st, 2017

Members Present	Shana Weber, Paul DiBello, Lisa Jackson, Brian Willey (quorum not present for the meeting)
Members Absent	Angela Sellers, Suzanne Perkins, Chris Bothwell, Jim Powell, Max Fisher
Others Present	Ed Thomas, Executive Director
Guests	Natalie Couch Susan Daniels, Lisa Berkstresser(CLC) Marilyn Martin (LODC) Jeanna Booth, Linda Gifford, Marcie Vansyoc, Myrna Blaine, Rachel Baskerville, Linda Simms (CCDDR)

Acknowledgement of Distributed Materials to Board Members

- CLC Monthly Reports
- LAI Monthly Reports
- July 2017 Support Coordination Report
- July 2017 CARF Reports
- July 2017 Employment Report
- July 2017 Agency Economic Report
- June 2017 Credit Card Statement
- Resolution 2017-26, 2017-27, 2017-28, 2017-29, 2017-30, 2017-31, 2017-32

Speakers/Guests

- None

Monthly Reports

Lake of the Ozarks Developmental Center (LODC)
Marilyn Martin

LODC is keeping busy on a daily basis with housekeeping, new vehicles, audits and staff. LODC shared exciting news – work is in progress to establish a community program for folks in the approximate age range of 18 to 24 and may have completed a formal education. Applications are being taken for the program. Recreational activities are being planned for Friday evenings, Saturday and Sunday for community involvement. Information will be shared on how to use OATS public transportation. LODC is planning on the use of OATS for the program.

Children's Learning Center (CLC)
Susan Daniels

Approval of state licensing inspection was given on July 19th and the Mo Accreditation for annual renewal was approved on July 21st. All staff received accreditations in CPR/First Aid. Day Break Rotary presented CLC with a \$500 check to purchase a new computer for teachers. Preparations are underway for the Lip Sync Battle which will be held on October 27. CLC and Celebration cruises are partnering again this year for 3 Frosty Float cruises on December 3 and 3 cruises on December 10th.

Lake Area Industries (LAI)
Natalie Couch

July's net income was negative \$1500, most of it stemming from foam recycling – year to date \$24,000.00. All foam from the site has been processed. DNR did not fund the foam project this year. Several flyers have been circulated to secure funding to keep the project going. A new recycling company paying more for paper and cardboard products has been secured for shredding. Information regarding foam shredding will be included on LAI's new billboard. Contract Packaging brought in \$32,000 in sales for the month and additional purchase orders have been received. LAI has received an offer to do holiday kits again this year. Gifted Garden's mums will be arriving August 31st and the garden center will be open from 9AM to 2PM. Mums will also be sold at Pumpkin Chunkin. New LED lights were installed in the warehouse. A \$700 grant was received from Daybreak Rotary.

Old Business for Discussion

- TCM Contract Negotiations

Ed is preparing a spreadsheet that will be sent to all SB40 county boards in the state showing what the projected TCM claims may look like for each county compared to previous years. Further conversations will be held at the MACDDS meeting in Independence.

New Business for Discussion

- **CARF Survey Dates**

The CARF surveyors will begin the agency survey on October 23 and finish on October 24th. Anyone interested in seeing how the survey works can stop by the Camdenton or Osage Beach Offices. CARF will interview 2 board members. Any board member interested in talking with the surveyors should get with Ed

- **Ohio Association of County Boards Annual Convention**

Ed has been invited to speak regarding victimization at the Ohio Association of County Boards, which is the MACDDS equivalent of Missouri SB40 boards. The convention will be held November 29th, 30th and December 1st. Ohio is paying all travel expenses. Ed will be requesting PTO for the days of the convention.

- **MEHTAP Grant**

CCDDR was awarded a little over \$5000 for fiscal year 2018 to reimburse some of the agency's transportation costs.

- **July Support Coordination Report**

Numbers are holding steady and TCM caseloads are filling up. At July's end, the agency had 322 clients.

- **July CARF Reports**

Support Coordinators are holding steady on getting plans to the Regional Office on time. Customer satisfaction remains high. Ed, Myrna, and CCDDR client will give a presentation on victimization on August 22nd. The second victimization film interviews will be held on August 31st and unveiled at the Victimization Summit on September 15th in Columbia. Two great speakers will be presenting at the summit. CCDDR employees and staff need to adopt new measurement for the next CARF survey.

- **July Employment Report**

The number of persons in Voc Rehab Support versus DD employment support is 3 more due to kids getting out of school in May and going straight to Voc Rehab. Currently we are working them through the system. One of our clients was fired due to improper behaviors at work but two weeks later got another job. We are dealing with clients who change their minds and decide they do not want to work after they have secured a job. Choices, a not for profit organization, has community business leaders that go into the schools and do an interactive hands on, very visual program for eighth graders. The program involves class participation and is a 2 day class. We have been invited to one of the programs in September to see how the program works.

- **July Agency Economic Report**

The budget looks sound; we are just waiting on TCM contract negotiations to determine how much income the agency will be projecting in the future. Budget revision could possibly be ready for the September board meeting.

June 2017 Credit Card Statement

No Questions and a vote not necessary.

No Resolutions were discussed because it requires there be a quorum present at the meeting for board approval.

Adjournment:

Motion by Brian Willey, second Shana Weber, to adjourn meeting.

AYE: Shana Weber, Paul DiBello, Lisa Jackson, Brian Willey

NO: None

Board Vice Chairman

Secretary

August 28th, 2017
Open Session Minutes

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES
Open Session Minutes of August 28th, 2017

Members Present Shana Weber, Suzanne Perkins, Chris Bothwell, Angela Sellers, Lisa Jackson, Brian Willey via telephone, Paul DiBello (arrived after approval of agenda, July 17th Board meeting minutes, monthly reports and resolutions were approved)

Members Absent Jim Powell, Max Fisher

Others Present Ed Thomas, Executive Director

Guests Present Jeanna Booth, Linda Simms (CCDDR)

Approval of Agenda

Motion by Suzanne Perkins, second Lisa Jackson, to approve the agenda as presented.

AYE: Shana Weber, Suzanne Perkins, Chris Bothwell,
Angela Sellers, Lisa Jackson, Brian Willey via telephone

NO: None

Approval of Open Session Board Minutes for July 17th, 2017

Motion by Suzanne Perkins, second Chris Bothwell, to approve the July, 2017 minutes as presented.

AYE: Shana Weber, Angela Sellers, Suzanne Perkins,
Chris Bothwell

NO: None

Abstain: Lisa Jackson and Brian Willey
because they were not present at the
July 17th, 2017 meeting.

Acknowledgement of Distributed Materials to Board Members

- July 2017 Support Coordination Report
- July 2017 CARF Reports
- July 2017 Employment Report
- July 2017 Agency Economic Report
- June 2017 Credit Card Statement
- Resolution 2017-26, 2017-27, 2017-28, 2017-29, 2017-30, 2017-31, 2017-32

Approval of Monthly Reports

1. July Support Coordination Report
2. July CARF Reports
3. July Employment Report
4. July Agency Economic Report
5. June 2017 Credit Card Statement

Motion by Suzanne Perkins, second Chris Bothwell, to approve all above listed reports as presented.

AYE: Shana Weber, Suzanne Perkins, Chris Bothwell,
Angela Sellers, Lisa Jackson, Brian Willey

NO: None

June 2017 Credit Card Statement

No Questions and a vote not necessary.

Discussion & Conclusion of Resolutions:

- 1. Resolution 2017-26: RFP 2017-1: Award for Repair of Damaged Structural Areas & Roof Replacement**
- 2. Resolution 2017-27: Approval of Amended Accessibility Plan**
- 3. Resolution 2017-28: Approval of Amended Employee Manual**
- 4. Resolution 2017-29: Approval of Amended Transportation Manual**
- 5. Resolution 2017-30: Approval of Amended Health & Safety Manual**
- 6. Resolution 2017-31: Approval of Amended Limited English Proficiency Plan**
- 7. Resolution 2017-32: Approval of Amended Title VI Plan**

Motion by Suzanne Perkins, second Chris Bothwell, to approve all above listed resolutions as presented:

AYE: Shana Weber, Suzanne Perkins, Chris Bothwell,
Angela Sellers, Lisa Jackson, Brian Willey

NO: None

Adjournment:

Motion by Chris Bothwell, second Lisa Jackson, to adjourn meeting.

AYE: Shana Weber, Suzanne Perkins, Chris Bothwell,
Angela Sellers, Paul DiBello, Lisa Jackson, Brian Willey

NO: None

Board Chairman

Secretary

CLC Monthly Report



**SB40/CCDDR Funding Request
for
SEPTEMBER 2017**

Utilizing AUGUST 2017 Records

CHILDREN'S LEARNING CENTER
Statement of Activity
 August 2017

	<u>First Steps</u>	<u>Step Ahead</u>	<u>TOTAL</u>
Revenue			0.00
40000 INCOME			0.00
41000 Contributions & Grants		849.69	849.69
41100 CACFP	12,349.60		12,349.60
41200 Camden County SB40		500.00	500.00
41500 Misc. Grant Revenue			
Total 41000 Contributions & Grants	\$ 12,349.60	\$ 1,349.69	\$ 13,699.29
42000 Program Services			0.00
Total 42100 First Steps	\$ 17,986.27	\$ 8,836.00	\$ 26,822.27
Total 42000 Program Services	\$ 17,986.27	\$ 8,836.00	\$ 26,822.27
43000 Tuition			0.00
43100 Dining		175.00	175.00
43120 Lunch		30.00	30.00
43130 Snack			
Total 43100 Dining	\$ 0.00	\$ 205.00	\$ 205.00
43200 Enrollment Fees		375.00	375.00
43500 Tuition		2,223.60	2,223.60
43505 Subsidy Tuition		473.15	473.15
Total 43500 Tuition	\$ 0.00	\$ 2,696.75	\$ 2,696.75
Total 43000 Tuition	\$ 0.00	\$ 3,276.75	\$ 3,276.75
45000 Other Revenue		13.25	13.25
45200 Fundraising Income			0.00
45285 Lip Sync Battle		300.00	300.00
Total 45200 Fundraising Income	\$ 0.00	\$ 300.00	\$ 300.00
45300 Miscellaneous Revenue		79.00	79.00
45310 Donations		75.00	75.00
Total 45300 Miscellaneous Revenue	\$ 0.00	\$ 154.00	\$ 154.00
Total 45000 Other Revenue	\$ 0.00	\$ 467.25	\$ 467.25
Total 40000 INCOME	\$ 30,335.87	\$ 13,929.69	\$ 44,265.56
Total Revenue	\$ 30,335.87	\$ 13,929.69	\$ 44,265.56
Gross Profit			
Expenditures			0.00
50000 EXPENDITURES			0.00
51000 Payroll Expenditures			
Total 51100 Employee Salaries	\$ 0.00	\$ 16,814.98	\$ 16,814.98
Total 51500 Employee Taxes	\$ 0.00	\$ 1,425.71	\$ 1,425.71
Total 51600 Health Insurance	\$ 0.00	\$ 954.68	\$ 954.68
51950 Employee Garnishments		42.10	42.10
Total 51000 Payroll Expenditures	\$ 0.00	\$ 19,237.47	\$ 19,237.47
52000 Advertising/Promotional		250.00	250.00
53000 Equipment		58.90	58.90
54000 Fundraising/Grants			0.00

54800 Lip Sync Battle Fundraiser		72.38	72.38
Total 54000 Fundraising/Grants	\$ 0.00	\$ 72.38	\$ 72.38
56000 Office Expenditures			0.00
56100 Copy Machine	106.40	248.24	354.64
56300 Office Supplies		154.81	154.81
56400 Postage & Delivery		49.00	49.00
Total 56000 Office Expenditures	\$ 106.40	\$ 452.05	\$ 558.45
57000 Office/General Administrative Expenditures			0.00
57100 Accounting Fees			0.00
57150 Online Accounting Software Service		52.50	52.50
Total 57100 Accounting Fees	\$ 0.00	\$ 52.50	\$ 52.50
57400 Child Management Software		35.00	35.00
57600 License/Accreditation/Permit Fees		36.50	36.50
57960 Janitorial/Custodial		300.00	300.00
Total 57000 Office/General Administrative Expenditures	\$ 0.00	\$ 424.00	\$ 424.00
58000 Operating Supplies		273.30	273.30
58100 Consumables		36.98	36.98
58200 Dining		331.38	331.38
58400 Sanitizing		52.69	52.69
Total 58000 Operating Supplies	\$ 0.00	\$ 694.35	\$ 694.35
59000 Program Service Fees			0.00
Total 59100 First Steps	\$ 11,313.04	\$ 0.00	\$ 11,313.04
Total 59000 Program Service Fees	\$ 11,313.04	\$ 0.00	\$ 11,313.04
61000 Repair & Maintenance		125.00	125.00
62000 Safety & Security		162.25	162.25
63000 Utilities			0.00
63100 Electric		384.29	384.29
63200 Internet	18.00	41.99	59.99
63300 Telephone	38.55	89.95	128.50
63400 Trash Service		72.74	72.74
63500 Water Softener		24.00	24.00
Total 63000 Utilities	\$ 56.55	\$ 612.97	\$ 669.52
Total 50000 EXPENDITURES	\$ 11,475.99	\$ 22,089.37	\$ 33,565.36
Total Expenditures	\$ 11,475.99	\$ 22,089.37	\$ 33,565.36
Net Operating Revenue	\$ 18,859.88	-\$ 8,159.68	\$ 10,700.20
Net Revenue	\$ 18,859.88	-\$ 8,159.68	\$ 10,700.20

CHILDREN'S LEARNING CENTER
Statement of Activity
 January - August, 2017

	First Steps	Step Ahead	Not Specified	TOTAL
Revenue				0.00
40000 INCOME				0.00
41000 Contributions & Grants				7,503.10
41100 CACFP		7,503.10		7,503.10
41200 Camden County SB40	19,042.00	68,055.24		87,097.24
41500 Misc. Grant Revenue		3,462.44		3,462.44
Total 41000 Contributions & Grants	\$ 19,042.00	\$ 79,020.78	\$ 0.00	\$ 98,062.78
42000 Program Services				0.00
Total 42100 First Steps	\$ 81,192.85	\$ 28,747.00	\$ 0.00	\$ 109,939.85
Total 42000 Program Services	\$ 81,192.85	\$ 28,747.00	\$ 0.00	\$ 109,939.85
43000 Tuition				0.00
43100 Dining				10.00
43110 Birthday		10.00		10.00
43120 Lunch		1,485.00		1,485.00
43130 Snack		300.00		300.00
Total 43100 Dining	\$ 0.00	\$ 1,795.00	\$ 0.00	\$ 1,795.00
43200 Enrollment Fees		450.00		450.00
43600 Tuition		20,923.20		20,923.20
43605 Subsidy Tuition		12,789.89		12,789.89
Total 43600 Tuition	\$ 0.00	\$ 33,713.09	\$ 0.00	\$ 33,713.09
Total 43000 Tuition	\$ 0.00	\$ 35,958.09	\$ 0.00	\$ 35,958.09
45000 Other Revenue				0.00
45200 Fundraising Income				11,947.33
45220 Summer Night Glow 5K		11,947.33		11,947.33
45221 Raffle-Summer Night Glow		365.00		365.00
Total 45220 Summer Night Glow 5K	\$ 0.00	\$ 12,312.33	\$ 0.00	\$ 12,312.33
45240 Scholastic, Inc.		36.00		36.00
45270 Frosty Float Fundraiser		2,300.00		2,300.00
45280 Pizza For A Purpose		3,643.27		3,643.27
45285 Lip Sync Battle		500.00		500.00
Total 45200 Fundraising Income	\$ 0.00	\$ 18,791.60	\$ 0.00	\$ 18,791.60
45300 Miscellaneous Revenue		79.00		79.00
45310 Donations		3,959.05		3,959.05
45312 Community Rewards		620.77		620.77
45350 WetSteps		1,793.00		1,793.00
Total 45310 Donations	\$ 0.00	\$ 6,372.82	\$ 0.00	\$ 6,372.82
Total 45300 Miscellaneous Revenue	\$ 0.00	\$ 6,461.82	\$ 0.00	\$ 6,461.82
Total 45000 Other Revenue	\$ 0.00	\$ 25,457.57	\$ 0.00	\$ 25,457.57
Total 40000 INCOME	\$ 100,234.85	\$ 169,183.44	\$ 0.00	\$ 269,418.29
Total Revenue	\$ 100,234.85	\$ 169,183.44	\$ 0.00	\$ 269,418.29
Gross Profit				
Expenditures				0.00
50000 EXPENDITURES				0.00
51000 Payroll Expenditures				125,982.91
Total 51100 Employee Salaries	\$ 0.00	\$ 126,982.91	\$ 0.00	\$ 126,982.91
Total 51600 Employee Taxes	\$ 0.00	\$ 11,863.71	\$ 0.00	\$ 11,863.71
Total 51600 Health Insurance	\$ 131.06	\$ 7,705.65	\$ 0.00	\$ 7,836.71
51800 Payroll Bank/Electronic Transaction Fees		-11.00		-11.00
51900 Workermans Comp Insurance		2,564.00		2,564.00
51950 Employee Garnishments		63.15		63.15
Total 51000 Payroll Expenditures	\$ 131.06	\$ 148,168.42	\$ 0.00	\$ 148,299.48
52000 Advertising/Promotional		652.34		652.34
53000 Equipment		3,107.22		3,107.22
54000 Fundraising/Grants		9.85		9.85
54200 Summer Night Glow 5K		3,977.55		3,977.55
54400 Scholastic, Inc.		36.00		36.00

		266.80		266.80
54600 Frosty Float Fundraiser		137.81		137.81
54700 Pizza For A Purpose		372.38		372.38
54800 Lip Sync Battle Fundraiser				
Total 54000 Fundraising/Grants	\$ 0.00	\$ 4,800.39	\$ 0.00	\$ 4,800.39
55000 Insurance				0.00
55100 Brokerage/Other Fees		66.00		66.00
55200 Commercial General Liability		632.00		632.00
55300 Commercial Property		512.00		512.00
55400 Director's & Officers		478.00		478.00
55500 Hired & Non-Owned Auto		52.00		52.00
55600 Professional Liability		933.00		933.00
55700 Crime Policy		533.00		533.00
Total 55000 Insurance	\$ 0.00	\$ 3,206.00	\$ 0.00	\$ 3,206.00
56000 Office Expenditures				0.00
56100 Copy Machine	891.39	2,629.97		3,521.36
56200 Miscellaneous		196.00		196.00
56300 Office Supplies		1,649.49		1,649.49
56400 Postage & Delivery	19.20	231.60		250.80
Total 56000 Office Expenditures	\$ 910.59	\$ 4,707.06	\$ 0.00	\$ 5,617.65
57000 Office/General Administrative Expenditures				0.00
57100 Accounting Fees		2,000.00		2,000.00
57150 Online Accounting Software Service		528.40		528.40
Total 57100 Accounting Fees	\$ 0.00	\$ 2,528.40	\$ 0.00	\$ 2,528.40
57160 QuickBooks Payments Fees	71.94	167.76		239.70
57200 Bank Charges				0.00
57220 Stop Payment/Return Check Fees		0.00		0.00
Total 57200 Bank Charges	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
57400 Child Management Software		280.00		280.00
57600 License/Accreditation/Permit Fees		2,124.05		2,124.05
57900 Seminars/Training		190.00		190.00
57960 Janitorial/Custodial		3,483.59		3,483.59
Total 57000 Office/General Administrative Expenditures	\$ 71.94	\$ 8,773.80	\$ 0.00	\$ 8,845.74
58000 Operating Supplies		1,708.34		1,708.34
58100 Consumables		3,000.55		3,000.55
58200 Dining		6,676.08		6,676.08
58400 Sanitizing		348.09		348.09
Total 58000 Operating Supplies	\$ 0.00	\$ 11,733.06	\$ 0.00	\$ 11,733.06
59000 Program Service Fees				0.00
Total 59100 First Steps	\$ 76,115.40	\$ 0.00	\$ 0.00	\$ 76,115.40
Total 59000 Program Service Fees	\$ 76,115.40	\$ 0.00	\$ 0.00	\$ 76,115.40
61000 Repair & Maintenance		1,024.36		1,024.36
62000 Safety & Security	45.00	346.58		391.58
63000 Utilities				0.00
63100 Electric	649.10	2,166.54		2,835.64
63200 Internet	144.00	335.92		479.92
63300 Telephone	303.00	707.00		1,010.00
63400 Trash Service		327.33		327.33
63500 Water Softener		168.00		168.00
Total 63000 Utilities	\$ 1,096.10	\$ 3,724.79	\$ 0.00	\$ 4,820.89
65000 Other Expenditures				0.00
65100 Miscellaneous Expenditures		0.00		0.00
Total 65000 Other Expenditures	\$ 0.00	\$ 0.00	\$ 0.00	\$ 0.00
Total 50000 EXPENDITURES	\$ 78,370.09	\$ 190,244.02	\$ 0.00	\$ 268,614.11
Total Expenditures	\$ 78,370.09	\$ 190,244.02	\$ 0.00	\$ 268,614.11
Net Operating Revenue	\$ 21,864.76	\$ 21,060.58	\$ 0.00	\$ 804.18
Net Revenue	\$ 21,864.76	\$ 21,060.58	\$ 0.00	\$ 804.18

CHILDREN'S LEARNING CENTER
Statement of Cash Flows
August 2017

	First Steps	Step Ahead	Not Specified	TOTAL
OPERATING ACTIVITIES	18,859.88	-8,159.68		10,700.20
Net Revenue				0.00
Adjustments to reconcile Net Revenue to Net Cash provided by operations:			-557.10	-557.10
Accounts Receivable (A/R)			36.37	36.37
Accounts Payable (A/P)		-554.33	476.14	-78.19
21000 CBOLO MasterCard -8027		-1,111.25	331.38	-779.87
21200 Kroger-DS1634 CLC			73.06	73.06
22100 Payroll Liabilities:Anthem			120.00	120.00
22200 Payroll Liabilities:Childcare Tuition			0.00	0.00
22300 Payroll Liabilities:Federal Taxes (941/944)			-30.00	-30.00
22400 Payroll Liabilities:MO Income Tax			149.55	149.55
22500 Payroll Liabilities:MO Unemployment Tax			-167.05	-167.05
Direct Deposit Payable			0.00	0.00
Payroll Liabilities:Health Care (United HealthCare)			42.10	42.10
Payroll Liabilities:US Department of Education				
Total Adjustments to reconcile Net Revenue to Net Cash provided by operations:	\$ 0.00	-\$ 1,665.58	\$ 474.45	-\$ 1,191.13
Net cash provided by operating activities	\$ 18,859.88	-\$ 9,825.26	\$ 474.45	\$ 9,509.07
Net cash increase for period	\$ 18,859.88	-\$ 9,825.26	\$ 474.45	\$ 9,509.07
Cash at beginning of period			23,361.10	23,361.10
Cash at end of period	\$ 18,859.88	-\$ 9,825.26	\$ 23,835.55	\$ 32,870.17

CHILDREN'S LEARNING CENTER
Statement of Cash Flows
January - August, 2017

	First Steps	Step Ahead	Not Specified	TOTAL
OPERATING ACTIVITIES				
Net Revenue	21,864.76	-21,060.58	0.00	804.18
Adjustments to reconcile Net Revenue to Net Cash provided by operations:				
Accounts Receivable (A/R)			-1,323.95	-1,323.95
Accounts Payable (A/P)			12.37	12.37
21000 CBOLO MasterCard -8027		-7,008.37	6,935.70	-72.67
21200 Kroger-DS1634 CLC		-9,634.47	9,003.75	-630.72
22100 Payroll Liabilities:Anthem			255.71	255.71
22200 Payroll Liabilities:Childcare Tuition			840.00	840.00
22300 Payroll Liabilities:Federal Taxes (941/944)			0.00	0.00
22400 Payroll Liabilities:MO Income Tax			61.00	61.00
22500 Payroll Liabilities:MO Unemployment Tax			-106.28	-106.28
Direct Deposit Payable			-456.89	-456.89
Payroll Liabilities:Health Care (United HealthCare)			172.50	172.50
Payroll Liabilities:US Department of Education			84.20	84.20
Total Adjustments to reconcile Net Revenue to Net Cash provided by operations:	\$ 0.00	\$ 16,642.84	\$ 15,478.11	-\$ 1,164.73
Net cash provided by operating activities	\$ 21,864.76	\$ 37,703.42	\$ 15,478.11	-\$ 360.55
Net cash increase for period	\$ 21,864.76	\$ 37,703.42	\$ 15,478.11	-\$ 360.55
Cash at beginning of period			33,230.72	33,230.72
Cash at end of period	\$ 21,864.76	\$ 37,703.42	\$ 48,708.83	\$ 32,870.17

CHILDREN'S LEARNING CENTER
Statement of Financial Position
As of August 31, 2017

Jan - Aug, 2017

ASSETS

Current Assets

Bank Accounts		
11000 CBOLO Checking		32,870.17
Total Bank Accounts	\$	<u>32,870.17</u>
Accounts Receivable		
Accounts Receivable (A/R)		1,161.45
Total Accounts Receivable	\$	<u>1,161.45</u>
Other Current Assets		
14000 Undeposited Funds		0.00
Prepaid Expenses		7,971.74
Total Other Current Assets	\$	<u>7,971.74</u>
Total Current Assets	\$	<u>42,003.36</u>
TOTAL ASSETS	\$	<u>42,003.36</u>

LIABILITIES AND EQUITY

Liabilities

Current Liabilities

Accounts Payable		
Accounts Payable (A/P)		36.37
Total Accounts Payable	\$	<u>36.37</u>
Credit Cards		
21000 CBOLO MasterCard -8027		662.00
21200 Kroger-DS1634 CLC		109.86
Total Credit Cards	\$	<u>771.86</u>
Other Current Liabilities		
22000 Payroll Liabilities		
22100 Anthem		1,680.21
22200 Childcare Tuition		1,491.44
22300 Federal Taxes (941/944)		-8,242.58
22400 MO Income Tax		-2,653.48
22500 MO Unemployment Tax		-161.51
22600 Primevest Financial		448.19
Health Care (United HealthCare)		776.25
US Department of Education		84.20
Total 22000 Payroll Liabilities	-\$	<u>6,577.28</u>
Direct Deposit Payable		<u>-6,780.74</u>
Total Other Current Liabilities	-\$	<u>13,358.02</u>
Total Current Liabilities	-\$	<u>12,549.79</u>
Total Liabilities	-\$	<u>12,549.79</u>

Equity

30000 Opening Balance Equity		13,816.12
Retained Earnings		39,932.85
Net Revenue		804.18
Total Equity	\$	<u>54,553.15</u>
TOTAL LIABILITIES AND EQUITY	\$	<u>42,003.36</u>

**CLC AGENCY
PROGRESS
REPORT
(Step Ahead/First
Steps)**

CHILDREN'S LEARNING CENTER
AGENCY UPDATE/PROGRESS REPORT
AUGUST 2017

○ **CHILD COUNT/ATTENDANCE**

Step Ahead currently has 26 children enrolled
15 of the 21 with special needs/dd (5 one-on-ones)
(Camden =25 Miller = 1)

○ **COMMUNITY EVENTS**

Attended:

8/4 - Field trip to My Playhouse
8/7 - 8/11 CLC Work Week (8/7 Easter Seals training & 8/10 First Aid/CPR training)

Current / Upcoming:

9/21 - Guest Speaker at Kiwani's (Noon @ Hyvee)
9/30 - Pumpkin Chunkin Palooza (11-6)
10/4 - Family Forum
10/13 - Field Trip To Mecca Farms
10/24 & 26 - CLC Parent Teacher Conferences
10/27 - CLC Lip Sync Battle 7pm
12/3 & 12/10 - Frosty Float (Tentative???)

○ **GENERAL PROGRAM NEWS**

○ **FUNDRAISING/GRANTS**

Lip Sync Battle
Frosty Float



PRESENTS:

**FRIDAY
OCTOBER 27**



**HELD AT:
7:00PM**
5384 Osage Beach Pkwy
Osage Beach, MO

**CASH BAR
AND
PRIZES**

**\$5 IN ADVANCE
\$10 AT THE DOOR**

ALL FUNDS GO TOWARDS PROVIDING
SERVICES TO YOUNG CHILDREN WITH
SPECIAL NEEDS AND DEVELOPMENTAL DELAYS.

Purchase your tickets by
finding us on Facebook
by calling CLC
573.346.0660 today

FROSTY FLOAT



a fundraiser for
Children's Learning Center

Please jump aboard the Frosty Float as we go on a magical journey cruising the Lake for some holiday fun! Take a boat ride on the Celebration Cruise boat, take part in children's activities, face painting, enjoy the cash bar, listen to Christmas music and of course, Santa will make a special appearance giving all of our little guests a special gift.



in collaboration with



**CELEBRATION
CRUISES**

CRUISE WITH US ON DECEMBER 3RD OR 10TH

**DOUGHNUTS
WITH SANTA**

10:00 AM

**COOKIES
WITH SANTA**

1:30 PM

**COOKIES
WITH SANTA**

5:00 PM

Tickets are \$25/each
The cruise is approximately 1.5 hours.

For more information, call 573.346.0660 or visit our Facebook Event Page.
For tickets, call 573.480.3212 or purchase online at cruiselakeoftheozarks.com.

All funds go towards providing services to young children with special needs and developmental delays.

LAI Monthly Report



Monthly Financial Reports
Lake Area Industries, Inc.

AUGUST 31, 2017

**Lake Area Industries, Inc.
Balance Sheet Comparison**

	As of Aug 31, 2017	As of Aug 31, 2016 (PY)
ASSETS		
Current Assets		
Total Bank Accounts	\$60,454	\$12,920
ACCOUNTS RECEIVABLE	\$73,238	\$76,103
Total Accounts Receivable	\$73,238	\$76,103
Other Current Assets		
GIFTED GARDEN CASH	\$500	\$500
INVENTORY	\$13,677	\$49,451
PETTY CASH	\$150	\$220
THRIFT STORE CASH	\$0	\$240
Undeposited Funds	\$726	\$0
Total Other Current Assets	\$15,053	\$50,411
Total Current Assets	\$148,744	\$139,434
Fixed Assets		
ACCUMULATED DEPRECIATION	(\$750,580)	(\$693,672)
AUTO AND TRUCK	\$217,090	\$217,090
BUILDING	\$366,571	\$356,718
FURN & FIX ORIGINAL VALUE	\$18,584	\$18,584
GH RETAIL STORE	\$16,505	\$16,505
GREENHOUSE EQUIPMENT	\$10,341	\$10,341
GREENHOUSE FACILITY	\$145,872	\$145,872
LAND	\$33,324	\$33,324
LAND IMPROVEMENT	\$25,502	\$25,502
MACHINERY & EQUIPMENT	\$206,905	\$204,210
OFFICE EQUIPMENT	\$11,563	\$13,988
SHREDDING EQUIPMENT	\$45,572	\$45,572
Total Fixed Assets	\$347,248	\$394,033
Other Assets		
CURRENT CAPITAL IMPROVEMENT	\$33,490	\$11,053
SALES TAX BOND	\$1,060	\$1,060
UTILITY DEPOSITS	\$845	\$845
Total Other Assets	\$35,395	\$12,958
TOTAL ASSETS	\$531,388	\$546,425
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Total Accounts Payable	\$18,563	\$34,890
Total Credit Cards	\$894	\$4,022
Other Current Liabilities		
ACCRUED WAGES	\$7,023	\$0
AFLAC DEDUCTIONS PAYABLE	(\$31)	\$0
FIRST NATIONAL BANK CREDIT LINE-4096	\$86,310	\$86,310
Gift Certificate Payable	(\$311)	(\$636)
Missouri Department of Revenue Payable	\$65	\$0
SALES TAX PAYABLE	\$9	\$76
Total Other Current Liabilities	\$93,065	\$85,750
Total Current Liabilities	\$112,522	\$124,662
Total Liabilities	\$112,522	\$124,662
Equity		
Opening Balance Equity	\$524	
Unrestricted Net Assets	\$316,060	\$356,403
Net Income	\$102,282	\$65,360
Total Equity	\$418,865	\$421,763
TOTAL LIABILITIES AND EQUITY	\$531,388	\$546,425

Lake Area Industries, Inc.
Profit and Loss

	Aug 2017	Jan - Aug, 2017 (YTD)
Income		
CONTRACT PACKAGING	\$50,952	\$214,006
FOAM RECYCLING		\$28,916
GREENHOUSE SALES	\$118	\$51,882
SECURE DOCUMENT SHREDDING	\$1,381	\$20,881
Total Income	\$52,451	\$315,685
Cost of Goods Sold		
Cost of Goods Sold	\$4,341	\$18,333
GG PLANTS & SUPPLIES	\$107	\$30,271
MANUFACTURING SUPPLIES		\$13
SHIPPING AND DELIVERY	\$181	\$2,722
WAGES-EMPLOYEES	\$20,831	\$160,580
Total Cost of Goods Sold	\$25,460	\$211,920
Gross Profit	\$26,991	\$103,765
Expenses		
ACCTG. & AUDIT FEES		\$9,336
ALL OTHER EXPENSES	\$2,368	\$11,837
CASH OVER/SHORT		\$107
EQUIP. PURCHASES & MAINTENANCE	\$994	\$43,813
INSURANCE	\$1,515	\$12,292
NON MANUFACTURING SUPPLIES		\$5,409
PAYROLL	\$25,971	\$179,265
PAYROLL EXP & BENEFITS	\$4,907	\$39,845
PROFESSIONAL SERVICES	\$2,874	\$21,254
SALES TAX		(\$71)
TRANSPORTATION EXPENSES		\$646
UTILITIES	\$854	\$14,620
Total Expenses	\$39,483	\$338,354
Net Operating Income	(\$12,492)	(\$234,589)
Other Income		
INTEREST INCOME	\$7	\$35
OTHER CONTRIBUTIONS	\$8,618	\$16,310
SB-40 REVENUE	\$16,527	\$194,241
STATE AID	\$17,618	\$126,285
Total Other Income	\$42,769	\$336,870
Net Other Income	\$42,769	\$336,870
Net Income	\$30,277	\$102,282

Lake Area Industries, Inc.
Statement of Cash Flows
August 2017

	Total
OPERATING ACTIVITIES	
Net Income	\$30,277
Adjustments to reconcile Net Income to Net Cash provided by operations:	
ACCOUNTS RECEIVABLE	(\$15,267)
INVENTORY:GG PLANT & SUPPLIES INVEN	(\$2,343)
INVENTORY:RAW MATERIAL INVENTORY	\$426
Accounts Payable	(\$10,466)
CBOLO CC - 5203	\$26
CBOLO CC - 5211 (deleted)	(\$72)
CBOLO CC - 5229	(\$115)
CBOLO CC - 5237	\$213
US BANK CC - 5017 (deleted)	\$4
AFLAC DEDUCTIONS PAYABLE	\$0
SALES TAX PAYABLE	\$9
Total Adjustments to reconcile Net Income to Net Cash provided by operations:	(\$27,585)
Net cash provided by operating activities	\$2,693
INVESTING ACTIVITIES	
CURRENT CAPITAL IMPROVEMENT	(\$4,700)
Net cash provided by investing activities	(\$4,700)
Net cash increase for period	(\$2,007)
Cash at beginning of period	\$63,187
Cash at end of period	\$61,180

Lake Area Industries, Inc.
A/P Aging Summary
As of August 31, 2017

	Current	1 - 30	31 - 60	61 - 90	91 and over	Total
TOTAL	\$5,035	\$3,801	\$9,735	\$0	(\$8)	\$18,563

Lake Area Industries, Inc.
A/R Aging Summary
As of August 31, 2017

	Current	1 - 30	31 - 60	61 - 90	91 and over	Total
TOTAL	\$52,650	\$15,949	\$4,413	\$0	\$226	\$73,238

Lake Area Industries, Inc.
Statement of Cash Flows
January - August, 2017

	Total
OPERATING ACTIVITIES	
Net Income	\$102,282
Adjustments to reconcile Net Income to Net Cash provided by operations:	
ACCOUNTS RECEIVABLE	(\$15,269)
GIFTED GARDEN CASH:DRAWER CASH - GG	(\$300)
GIFTED GARDEN CASH:SAFE CASH - GG	(\$200)
INVENTORY:GG PLANT & SUPPLIES INVEN	(\$2,072)
INVENTORY:RAW MATERIAL INVENTORY	(\$3,621)
PETTY CASH	(\$62)
Accounts Payable	\$5,602
CBOLO CC - 5203	\$26
CBOLO CC - 5229	\$432
CBOLO CC - 5237	\$437
US BANK CC - 1669 (deleted)	(\$455)
US BANK CC - 1727 (deleted)	(\$849)
US BANK CC - 5017 (deleted)	\$4
AFLAC DEDUCTIONS PAYABLE	(\$31)
Gift Certificate Payable	(\$311)
Missouri Department of Revenue Payable	\$65
SALES TAX PAYABLE	\$9
Total Adjustments to reconcile Net Income to Net Cash provided by operations:	(\$16,595)
Net cash provided by operating activities	\$85,686
INVESTING ACTIVITIES	
CURRENT CAPITAL IMPROVEMENT	(\$33,490)
Net cash provided by investing activities	(\$33,490)
FINANCING ACTIVITIES	
Opening Balance Equity	\$524
Net cash provided by financing activities	\$524
Net cash increase for period	\$52,721
Cash at beginning of period	\$8,459
Cash at end of period	\$61,180

Support Coordination Report

August 2017

Consumer Caseloads

- Number of Caseloads as of August 31st, 2017: 324
- Budgeted Number of Caseloads: 300
- Pending Number of New Intakes: 12
- Medicaid Eligibility: 85.19%

Caseload Counts

Rachel Baskerville - 10
Cynthia Brown - 39
Jennifer Clemons - 38
Lori Cornwell - 38
Linda Gifford - 28
Sharla Jenks - 28
Ryan Johnson - 38
Micah Joseph - 41
Annie Meyer - 37
Nicole Whittle - 27

**CARF Report
Medicaid Eligible
Clients**

Outcome Measurement Report



TCM

[TCM: % of the time new consumers will be contacted by their Support Coordinator \(SC\) within 5 business days of their eligibility determination \(1\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	15	0	0	100.00 %
Total	15	0	0	100.00 %
Goal				100 %

[TCM: Planning meeting is held within 30 days of eligibility date \(2\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	12	1	0	92.31 %
Total	12	1	0	92.31 %
Goal				100 %

[TCM: % of all annual Medicaid Waiver plans and plans subject to the Regional Office Utilization Review \(UR\) will be submitted via fax and email at least 22 calendar days prior to the plan implementation date. \(3\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters: Is Waiver: Yes;

	Yes	No	NA	Percentage
Targeted Case Management	33	38	0	46.48 %
Total	33	38	0	46.48 %
Goal				80 %

[TCM: % of all annual non-waiver plans will be emailed to the Regional Office at least 15 calendar days prior to the plan implementation date \(4\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	25	24	0	51.02 %
Total	25	24	0	51.02 %
Goal				80 %

Outcome Measurement Report



TCM: % of IP outcomes/action steps will be met (5)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	633	1842	0	25.58 %
Total	633	1842	0	25.58 %
Goal				80 %

TCM: % of Quarterly Reports met (6)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters: Age: 0 - 1000;

	Yes	No	NA	Percentage
Targeted Case Management	269	121	0	68.97 %
Total	269	121	0	68.97 %
Goal				95 %

TCM: % that shall have Outcomes implemented in their Individual Support Plan that encourage or support active participation in typical community events and activities (7)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	232	52	0	81.69 %
Total	232	52	0	81.69 %
Goal				75 %

TCM: % of time Billable (8)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Billable Hrs	Non-Billable Hrs	NA	Percentage
Targeted Case Management	7389	5707	0	56.42 %
Total	7389	5707	0	56.42 %
Goal				70 %

Outcome Measurement Report



[Consumer Forms \(% of consumers will report being satisfied or very satisfied with the services provided by their SC, as indicated on the Consumer Survey. \(9\)\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters: Age: 0 - 1000;

	Yes	No	NA	Percentage
Targeted Case Management	125	0	4	100.00 %
Total	125	0	4	100.00 %
Goal				90 %

[Consumer Forms \(% of consumers or parent/guardians of consumers served shall indicate their SC is available when needed, as indicated on the Consumer Survey. \(10\)\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters: Age: 0 - 1000;

	Yes	No	NA	Percentage
Targeted Case Management	127	0	4	100.00 %
Total	127	0	4	100.00 %
Goal				90 %

[TCM: % of Individual Support Plans chosen for TCM Reviews conducted by RRO will not require remediation \(11\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management				
Total				
Goal				80 %

[TCM: % of consumers will be given the resources or education to formulate a personal plan for personal safety and risk reduction to better protect them from abuse, neglect or exploitation \(12\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	228	56	0	80.28 %
Total	228	56	0	80.28 %
Goal				100 %

Outcome Measurement Report



[TCM: Will host at least one event per year designed to educate the community on abuse, neglect and financial exploitation of vulnerable persons; and how to report it. \(13\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	1	0	0	100.00 %
Total	1	0	0	100.00 %
Goal				100 %

[TCM: Provider demonstrates a commitment to community employment opportunities for persons served by making at least 15 referrals to Vocational Rehabilitation through the Outcomes and Action Steps included in the ISP. \(14\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
Targeted Case Management	79	0	0	100.00 %
Total	79	0	0	100.00 %
Goal				100 %

CARF Report
Medicaid Ineligible
Clients

Outcome Measurement Report



TCM

[TCM: % of the time new consumers will be contacted by their Support Coordinator \(SC\) within 5 business days of their eligibility determination \(1\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	6	0	0	100.00 %
Total	6	0	0	100.00 %
Goal				100 %

[TCM: Planning meeting is held within 30 days of eligibility date \(2\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	6	0	0	100.00 %
Total	6	0	0	100.00 %
Goal				100 %

[TCM: % of all annual Medicaid Waiver plans and plans subject to the Regional Office Utilization Review \(UR\) will be submitted via fax and email at least 22 calendar days prior to the plan implementation date. \(3\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters: Is Waiver: Yes;

	Yes	No	NA	Percentage
CCDDR	1	1	0	50.00 %
Total	1	1	0	50.00 %
Goal				80 %

[TCM: % of all annual non-waiver plans will be emailed to the Regional Office at least 15 calendar days prior to the plan implementation date \(4\)](#)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	13	5	0	72.22 %
Total	13	5	0	72.22 %
Goal				80 %

Outcome Measurement Report



TCM: % of IP outcomes/action steps will be met (5)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	37	165	0	18.32 %
Total	37	165	0	18.32 %
Goal				80 %

TCM: % of Quarterly Reports met (6)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters: Age: 0 - 1000;

	Yes	No	NA	Percentage
CCDDR	39	7	0	84.78 %
Total	39	7	0	84.78 %
Goal				95 %

TCM: % that shall have Outcomes implemented in their Individual Support Plan that encourage or support active participation in typical community events and activities (7)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	23	17	0	57.50 %
Total	23	17	0	57.50 %
Goal				75 %

TCM: % of time Billable (8)

For Services: Case Closure, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement

For Events:

Parameters:

	Billable Hrs	Non-Billable Hrs	NA	Percentage
CCDDR	466	1133	0	29.14 %
Total	466	1133	0	29.14 %
Goal				70 %

Outcome Measurement Report



[Consumer Forms \(% of consumers will report being satisfied or very satisfied with the services provided by their SC, as indicated on the Consumer Survey. \(9\)\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters: Age: 0 - 1000;

	Yes	No	NA	Percentage
CCDDR	13	0	0	100.00 %
Total	13	0	0	100.00 %
Goal				90 %

[Consumer Forms \(% of consumers or parent/guardians of consumers served shall indicate their SC is available when needed, as indicated on the Consumer Survey. \(10\)\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters: Age: 0 - 1000;

	Yes	No	NA	Percentage
CCDDR	13	0	0	100.00 %
Total	13	0	0	100.00 %
Goal				90 %

[TCM: % of Individual Support Plans chosen for TCM Reviews conducted by RRO will not require remediation \(11\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR				
Total				
Goal				80 %

[TCM: % of consumers will be given the resources or education to formulate a personal plan for personal safety and risk reduction to better protect them from abuse, neglect or exploitation \(12\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	23	17	0	57.50 %
Total	23	17	0	57.50 %
Goal				100 %

Outcome Measurement Report



[TCM: Will host at least one event per year designed to educate the community on abuse, neglect and financial exploitation of vulnerable persons; and how to report it. \(13\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

Parameters:

	Yes	No	NA	Percentage
CCDDR	1	0	0	100.00 %
Total	1	0	0	100.00 %
Goal				100 %

[TCM: Provider demonstrates a commitment to community employment opportunities for persons served by making at least 15 referrals to Vocational Rehabilitation through the Outcomes and Action Steps included in the ISP. \(14\)](#)

For Services: Case Closure, Case Transition/Transfer, Documentation, Linking Resources, Planning Supports, Quarterly Review of Progress on ISPs, Service Monitoring/Quality Enhancement, Transfer of case responsibility

For Events:

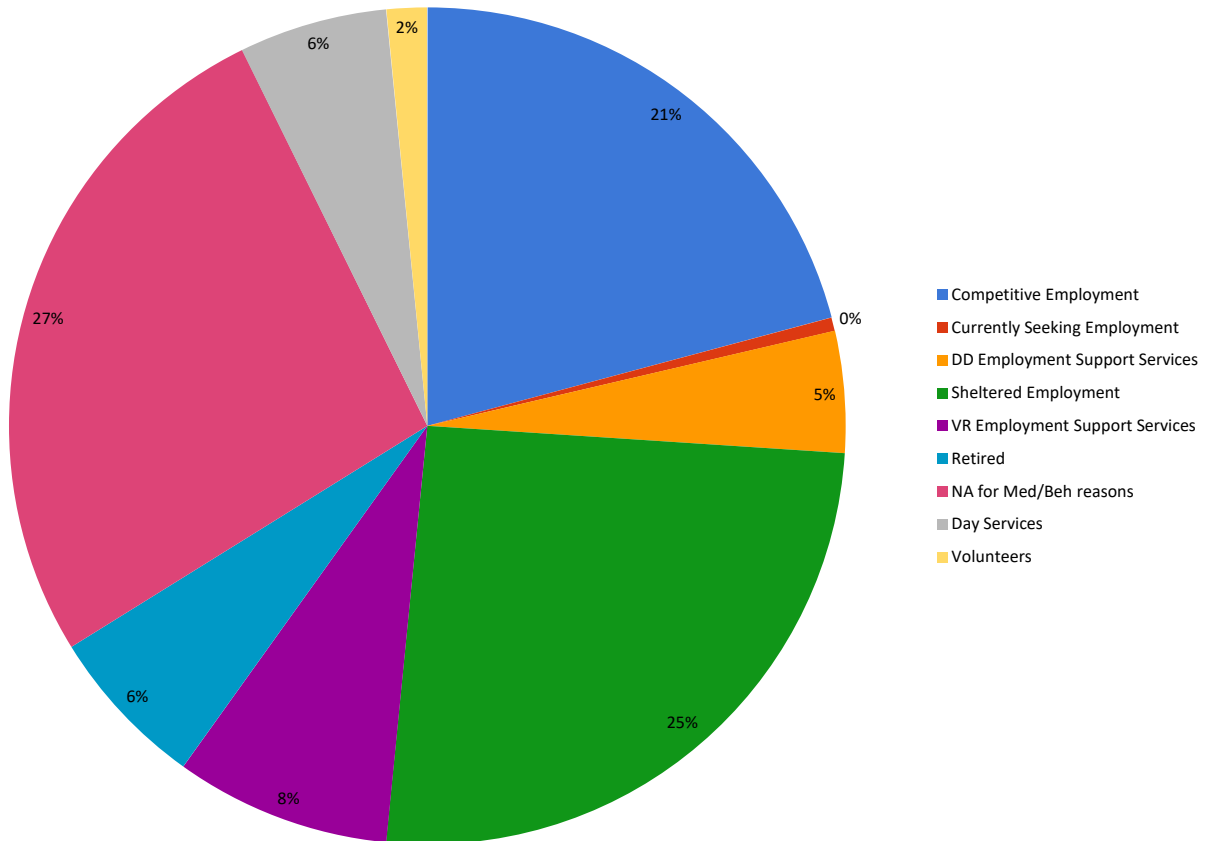
Parameters:

	Yes	No	NA	Percentage
CCDDR	9	0	0	100.00 %
Total	9	0	0	100.00 %
Goal				100 %

Employment Report

SC name	Competitive Employment	Currently Seeking Employment	DD Employment Support Services	Sheltered Employment	VR Employment Support Services	Retired	NA for Med/Beh reasons	Day Services	Volunteers
Agency Total	40	1	9	49	16	12	51	11	3
Percents from total of adults only	20.83%	0.52%	4.69%	25.52%	8.33%	6.25%	26.56%	5.73%	1.56%
Baskerville	4	0	0	1	0	1	0	0	0
Brown	5	0	0	4	4	1	2	1	0
Lyon	4	0	0	7	1	2	7	0	0
Cornwell	6	0	1	8	2	0	6	2	0
Gifford	7	0	0	2	3	2	1	0	0
Jenks	2	0	0	4	0	1	3	6	0
Johnson	3	1	1	6	3	2	5	0	2
Joseph	5	0	2	5	1	0	11	0	0
Meyer	1	0	2	10	0	3	14	1	1
Whittle	3	0	3	2	2	0	2	1	0

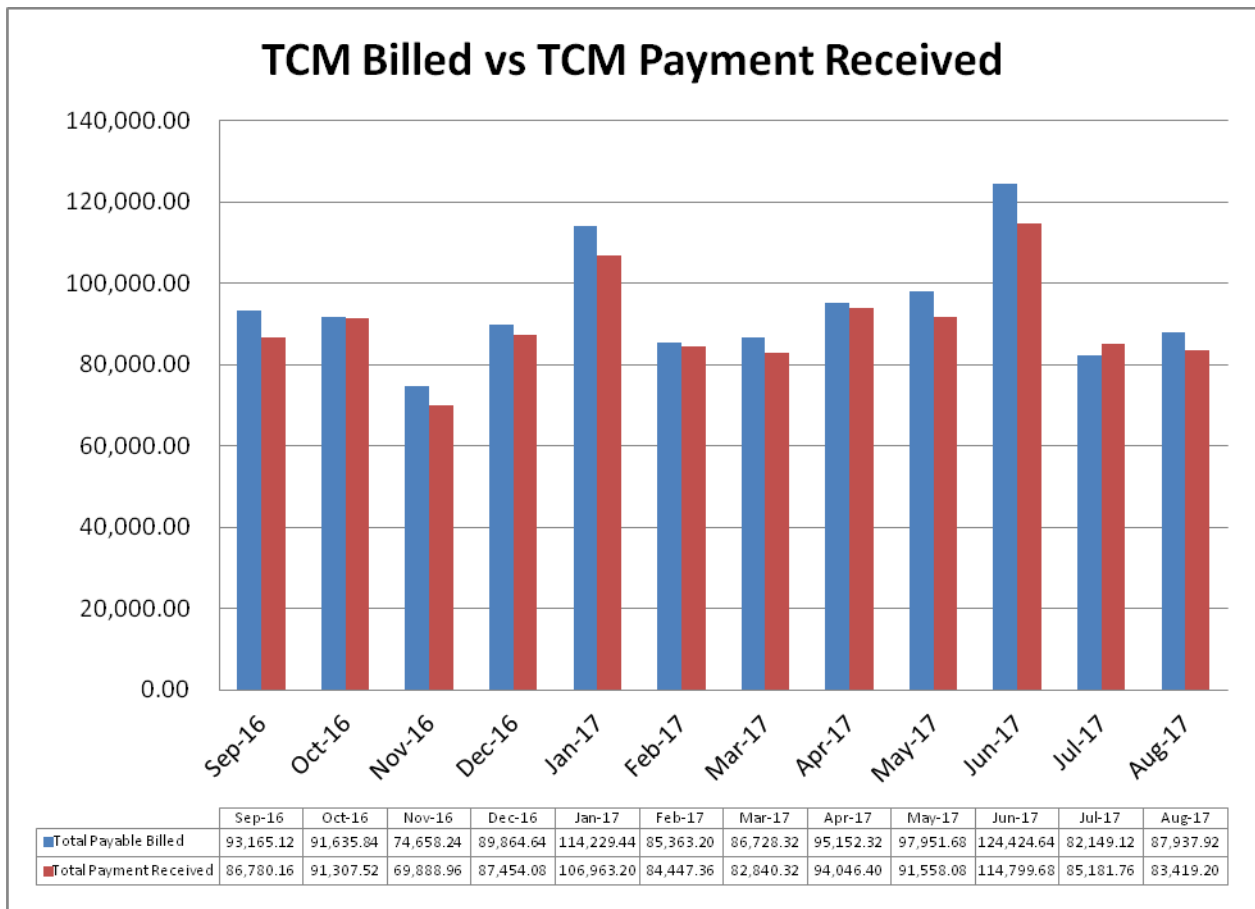
CCDDR Adults as of 8/31/2017



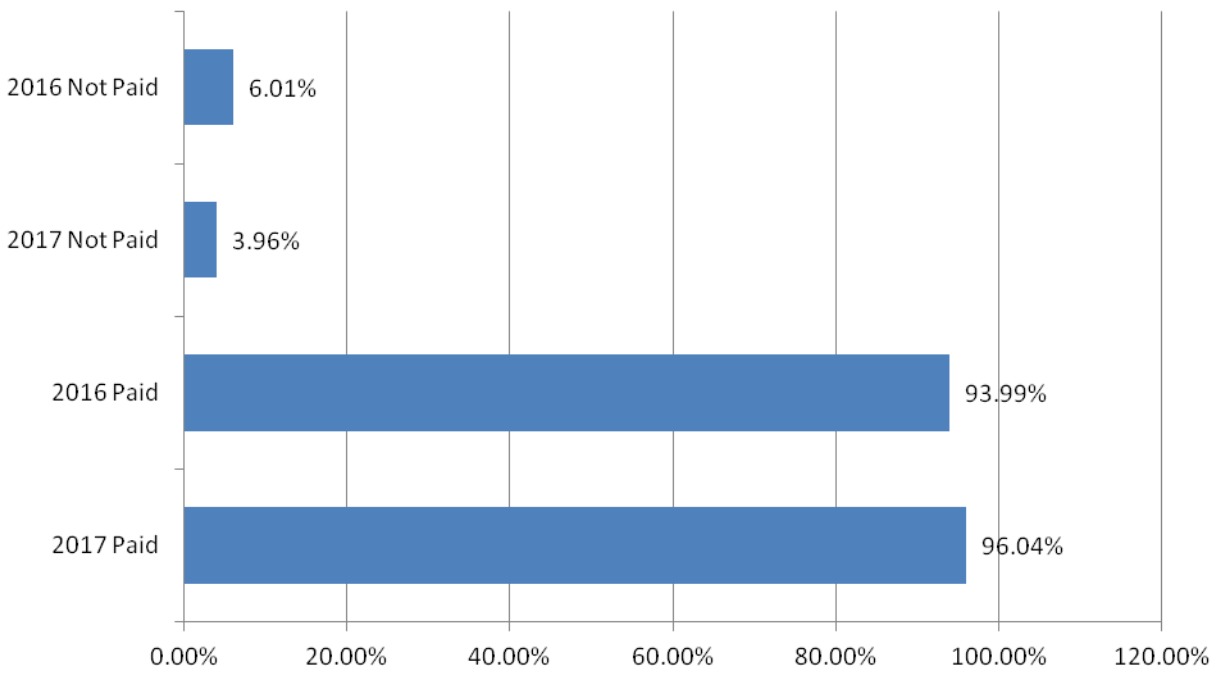
Agency Economic
Report
(Unaudited)

August 2017

Targeted Case Management Income



2017 vs 2016 Percentage Comparison Medicaid Billed vs Medicaid Paid



Budget vs. Actuals: FY2017 - FY17 P&L Departments

August 2017

	Grants			TCM		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
4000 SB 40 Tax Income	8,088	8,310	(222)			0
4500 Targeted Case Management Income			0	94,117	100,325	(6,208)
Total Income	8,088	8,310	(222)	94,117	100,325	(6,208)
Gross Profit	8,088	8,310	(222)	94,117	100,325	(6,208)
Expenses						
5000 Payroll & Benefits			0	78,364	79,919	(1,555)
5100 Repairs & Maintenance			0	58	485	(427)
5500 Contracted Business Services			0	6,435	5,608	827
5600 Presentations/Public Meetings			0	590	525	65
5700 Office Expenses			0	2,061	3,100	(1,039)
5800 Other General & Administrative	0		0	12,824	5,675	7,149
5900 Utilities			0	1,192	1,150	42
6100 Insurance			0	1,187	1,225	(38)
6500 Medicaid Match		2,994	(2,994)			0
6700 Partnership for Hope	4,478	5,031	(553)			0
6900 Targeted Case Management	10,187	12,978	(2,791)			0
7100 Housing Programs	9,501	10,950	(1,449)			0
7200 CLC	12,350	12,160	190			0
7300 Sheltered Employment Programs	29,657	19,740	9,917			0
7500 Community Employment Programs	390	1,354	(964)			0
7900 Special/Additional Needs	8,157	7,443	714			0
Total Expenses	74,719	72,650	2,069	102,711	97,687	5,024
Net Operating Income	(66,631)	(64,340)	(2,291)	(8,593)	2,638	(11,231)
Other Expenses						
8500 Depreciation			0	2,478	2,500	(22)
Total Other Expenses	0	0	0	2,478	2,500	(22)
Net Other Income	0	0	0	(2,478)	(2,500)	22
Net Income	(66,631)	(64,340)	(2,291)	(11,072)	138	(11,210)

Budget Variance Report

Total Income: During August of 2017, Tax Receipts were slightly lower than projected. TCM Program income was lower than projected because Medicaid and non-Medicaid TCM claims were lower than projected. Medicaid redeterminations of eligibility continue to be an issue. CCDDR continues to monitor several individuals/guardians/families who have not yet submitted all information to re-certify annual Medicaid eligibility and several individuals/guardians/families who have not been submitting Medicaid spend-down invoices to CCDDR for payment, causing lapses in Medicaid coverage. CCDDR is working with families, individuals, and guardians to submit spend-down invoices to CCDDR immediately upon receipt and assist with Medicaid re-certification completion/submission.

Total Expenses: During August of 2017, overall Grants Programs are lower than budgeted expectations mainly because non-Medicaid TCM service costs, Housing Program expenses, Community Employment program

expenses, and Medicaid Match expenses were lower than projected. CLC attendance has increased, and LAI production has increased, which reflects a higher than budgeted POS and transportation costs. New Housing Vouchers have been issued to reduce the HVP Wait List, which will increase Housing Voucher costs. Overall TCM Program expenses were equivalent to budgeted expectations with the exception of CARF Survey (Other G&A), which was overlooked in the 2017 Budget creation; however, this has been added into the Revised 2017 Budget, which is scheduled for discussion and approval by the Board this month.

Budget vs. Actuals: FY2017 - FY17 P&L Departments

January - August, 2017

	Grants			TCM		
	Actual	Budget	Variance	Actual	Budget	Variance
Income						
4000 SB 40 Tax Income	910,203	901,755	8,448			0
4500 Targeted Case Management Income			0	838,680	857,161	(18,481)
Total Income	910,203	901,755	8,448	838,680	857,161	(18,481)
Gross Profit	910,203	901,755	8,448	838,680	857,161	(18,481)
Expenses						
5000 Payroll & Benefits			0	650,036	670,743	(20,707)
5100 Repairs & Maintenance			0	2,872	3,880	(1,008)
5500 Contracted Business Services			0	49,244	47,265	1,979
5600 Presentations/Public Meetings			0	2,113	4,200	(2,087)
5700 Office Expenses			0	17,977	24,400	(6,423)
5800 Other General & Administrative	0		0	23,561	15,950	7,611
5900 Utilities			0	9,218	9,200	18
6100 Insurance			0	9,357	9,800	(443)
6500 Medicaid Match	7,340	17,964	(10,624)			0
6700 Partnership for Hope	24,452	26,852	(2,400)			0
6900 Targeted Case Management	141,572	165,129	(23,557)			0
7100 Housing Programs	73,128	87,600	(14,472)			0
7200 CLC	87,097	97,280	(10,183)			0
7300 Sheltered Employment Programs	204,432	212,922	(8,490)			0
7500 Community Employment Programs	3,972	10,832	(6,860)			0
7600 Community Resources	0		0			0
7900 Special/Additional Needs	51,650	56,294	(4,644)			0
Total Expenses	593,645	674,873	(81,228)	764,378	785,438	(21,060)
Net Operating Income	316,559	226,882	89,677	74,303	71,723	2,580
Other Expenses						
8500 Depreciation			0	19,832	20,000	(168)
Total Other Expenses	0	0	0	19,832	20,000	(168)
Net Other Income	0	0	0	(19,832)	(20,000)	168
Net Income	316,559	226,882	89,677	54,471	51,723	2,748

Budget Variance Report

Total Income YTD: Tax Receipts are slightly higher than projections while TCM Program income is slightly lower than projections. YTD Medicaid TCM services are equivalent to budgeted expectations; however, Non-Medicaid TCM services are lower than originally projected. Non-Medicaid TCM services were difficult to project because there is no baseline established from prior years (first year of implementation). Medicaid redeterminations of eligibility continue to be an issue. CCDDR continues to monitor several individuals/guardians/families who have

not yet submitted all information to re-certify annual Medicaid eligibility and several individuals/guardians/families who have not been submitting Medicaid spend-down invoices to CCDDR for payment, causing lapses in Medicaid coverage. CCDDR is working with families/individuals/guardians to submit spend-down invoices to CCDDR immediately upon receipt and assist with Medicaid re-certification completion/submission.

Total Expenses YTD: Overall Grants Programs are lower than budgeted. LAI workflow is looking better with the addition of two new trial jobs; therefore, an increase in expenses in the future may offset the lower than projected attendance from the first quarter. Also, an additional \$15,000 allocated to LAI's capital expense line item has not yet been realized. CLC attendance has increased, but it continues to be lower than projected. Non-Medicaid TCM costs have been lower than anticipated. Non-Medicaid TCM services were difficult to project because there is no baseline established from prior years (first year of implementation). Community Employment supports have yet to be realized; however, new authorizations are steady. New Housing Vouchers have been issued to reduce the HVP Wait list, which will increase Housing expenses. YTD Traditional Medicaid Match, Partnership for Hope Match, and Special Needs services are lower than projected. TCM Program expenses in almost all categories have been less than anticipated. CARF Survey expenses (Other G&A) were overlooked in the 2017 Budget creation; however, this has been added into the Revised 2017 Budget, which is scheduled for discussion and approval by the Board this month.

Balance Sheet

As of August 31, 2017

	Grants	TCM
ASSETS		
Current Assets		
Bank Accounts		
1000 Bank Accounts		
1005 Grant Bank Accounts		
1010 Grant Account (County Tax Funds) - First Nat'l Bank	15,280	0
1015 Grant Reserve Account (County Tax Funds) - Central Bank	229	
1020 Grant Certificate of Deposit (County Tax Funds)	0	
1025 Grant Account (County Tax Funds) - Sullivan Bank	523,942	
1030 Grant Operating Reserves Account (Tax Funds) - Sullivan Bank	229,015	
Total 1005 Grant Bank Accounts	768,467	0
1050 TCM Bank Accounts		
1055 TCM Account (TCM Funds) - 1st Nat'l Bank	0	252,734
1060 TCM Certificate of Deposit (TCM Funds)		0
Total 1050 TCM Bank Accounts	0	252,734
Total 1000 Bank Accounts	768,467	252,734
Total Bank Accounts		
	768,467	252,734
Accounts Receivable		
1200 Targeted Case Management Services		
1210 Medicaid TCM Direct Service		83,419
1215 Non-Medicaid TCM Direct Service		12,226
Total 1200 Targeted Case Management Services	0	95,645
1300 Property Taxes		
1310 Property Tax Receivable	1,040,717	
1315 Allowance for Doubtful Accounts	(6,254)	
Total 1300 Property Taxes	1,034,463	0
1350 Allowance for Doubtful Accounts	0	
Total Accounts Receivable	1,034,463	95,645
Other Current Assets		
1389 TCM Claim Confirmations (A/R)	0	

1399 TCM Remittance Advices (In-Transit Payments)	0	0
1400 Other Current Assets		
1410 Other Deposits	0	
1430 Deferred Outflows Related to Pensions		41,868
1435 Net Pension Asset (Liability)		1,048
Total 1400 Other Current Assets	0	42,916
1450 Prepaid Expenses		0
1455 Prepaid-Insurance	0	10,701
Total 1450 Prepaid Expenses	0	10,701
Total Other Current Assets	0	53,617
Total Current Assets	1,802,930	401,995
Fixed Assets		
1500 Fixed Assets		
1510 100 Third Street Land		47,400
1511 Keystone Land		14,000
1520 100 Third Street Building		431,091
1521 Keystone		163,498
1525 Accumulated Depreciation - 100 Third Street		(131,721)
1526 Accumulated Depreciation - Keystone		(13,194)
1530 100 Third Street Remodeling		126,736
1531 Keystone Remodeling		22,675
1535 Acc Dep - Remodeling - 100 Third Street		(43,829)
1536 Acc Dep - Remodeling - Keystone		(1,653)
1540 Equipment		64,209
1545 Accumulated Depreciation - Equipment		(41,170)
1550 Vehicles		6,740
1555 Accumulated Depreciation - Vehicles		(6,740)
Total 1500 Fixed Assets	0	638,041
Total Fixed Assets	0	638,041
TOTAL ASSETS	1,802,930	1,040,036
LIABILITIES AND EQUITY		
Liabilities		
Current Liabilities		
Accounts Payable		
1900 Accounts Payable	6,108	0
Total Accounts Payable	6,108	0
Other Current Liabilities		
2000 Current Liabilities		
2005 Accrued Accounts Payable	0	0
2006 DMH Payable	0	
2007 Non-Medicaid TCM Payable	12,226	
2010 Accrued Payroll Expense	0	0
2015 Accrued Compensated Absences	0	(1,017)
2025 Prepaid Services	0	
2030 Deposits	0	17
2050 Prepaid Tax Revenue	0	
2055 Deferred Inflows - Property Taxes	904,980	

2060 Payroll Tax Payable		0
2061 Federal W / H Tax Payable	0	65
2062 Social Security Tax Payable	0	15
2063 Medicare Tax Payable	0	(10)
2064 MO State W / H Tax Payable	0	1,885
Total 2060 Payroll Tax Payable	0	1,955
2070 Payroll Clearing		
2071 AFLAC Pre-tax W / H	0	1,041
2072 AFLAC Post-tax W / H	0	139
2073 Vision Insurance W / H	0	(100)
2074 Health Insurance W / H	0	28
2075 Dental Insurance W / H	0	(183)
2076 Savings W / H		0
2078 Misc W / H		335
2079 Other W / H		0
Total 2070 Payroll Clearing	0	1,260
Total 2000 Current Liabilities	917,206	2,215
Total Other Current Liabilities	917,206	2,215
Total Current Liabilities	923,314	2,215
Total Liabilities	923,314	2,215
Equity		
3000 Restricted Grant Fund Balances		
3001 Operational	0	
3005 Operational Reserves	228,411	
3010 Transportation	33,291	
3015 New Programs	0	
3030 Special Needs	2,207	
3040 Sheltered Workshop	159,688	
3045 Traditional Medicaid Match	790	
3050 Partnership for Hope Match	3,952	
3055 Building/Remodeling/Expansion	0	
3065 Legal	5,236	
3070 TCM	0	
3075 Community Resource	0	
Total 3000 Restricted Grant Fund Balances	433,575	0
3500 Restricted TCM Fund Balances		
3501 Operational		0
3505 Operational Reserves		200,000
3510 Transportation		0
3515 New Programs		0
3530 Special Needs		0
3550 Partnership for Hope Match		0
3555 Building/Remodeling/Expansion		71,623
3560 Sponsorships		0
3565 Legal		2,890
3599 Other		653,147
Total 3500 Restricted TCM Fund Balances	0	927,659

3900 Unrestricted Fund Balances	0	0
3950 Prior Period Adjustment	0	0
3999 Clearing Account	91,801	93,374
Net Income	316,559	54,471
Total Equity	841,934	1,075,503
TOTAL LIABILITIES AND EQUITY	1,765,248	1,077,718

Statement of Cash Flows

August 2017

	Grants	TCM
OPERATING ACTIVITIES		
Net Income	(66,631)	(11,072)
Adjustments to reconcile Net Income to Net Cash provided by operations:		
1210 Targeted Case Management Services:Medicaid TCM Direct Service		1,763
1215 Targeted Case Management Services:Non-Medicaid TCM Direct Service		(10,187)
1455 Prepaid Expenses:Prepaid-Insurance		1,974
1525 Fixed Assets:Accumulated Depreciation - 100 Third Street		898
1526 Fixed Assets:Accumulated Depreciation - Keystone		341
1535 Fixed Assets:Acc Dep - Remodeling - 100 Third Street		528
1536 Fixed Assets:Acc Dep - Remodeling - Keystone		84
1545 Fixed Assets:Accumulated Depreciation - Equipment		627
1900 Accounts Payable	0	(339)
2007 Current Liabilities:Non-Medicaid TCM Payable	10,187	
2061 Current Liabilities:Payroll Tax Payable:Federal W / H Tax Payable		0
2062 Current Liabilities:Payroll Tax Payable:Social Security Tax Payable		0
2063 Current Liabilities:Payroll Tax Payable:Medicare Tax Payable		0
2064 Current Liabilities:Payroll Tax Payable:MO State W / H Tax Payable		(16)
2071 Current Liabilities:Payroll Clearing:AFLAC Pre-tax W / H		(55)
2072 Current Liabilities:Payroll Clearing:AFLAC Post-tax W / H		(12)
2073 Current Liabilities:Payroll Clearing:Vision Insurance W / H		(9)
2075 Current Liabilities:Payroll Clearing:Dental Insurance W / H		(36)
2076 Current Liabilities:Payroll Clearing:Savings W / H		0
2078 Current Liabilities:Payroll Clearing:Misc W / H		335
Total Adjustments to reconcile Net Income to Net Cash provided by operations:	10,187	(4,104)
Net cash provided by operating activities	(56,444)	(15,175)
INVESTING ACTIVITIES		
1531 Fixed Assets:Keystone Remodeling		(2,500)
Net cash provided by investing activities	0	(2,500)
FINANCING ACTIVITIES		
3065 Restricted Grant Fund Balances:Legal	(1,549)	
3565 Restricted TCM Fund Balances:Legal		(4,164)
Net cash provided by financing activities	(1,549)	(4,164)
Net cash increase for period	(57,993)	(21,839)
Cash at beginning of period	826,460	274,573
Cash at end of period	768,467	252,734

Statement of Cash Flows

January - August, 2017

	Grants	TCM
OPERATING ACTIVITIES		
Net Income	316,559	54,471
Adjustments to reconcile Net Income to Net Cash provided by operations:		
1210 Targeted Case Management Services:Medicaid TCM Direct Service		(34,335)
1215 Targeted Case Management Services:Non-Medicaid TCM Direct Service		(12,226)
1455 Prepaid Expenses:Prepaid-Insurance		6,201
1525 Fixed Assets:Accumulated Depreciation - 100 Third Street		7,185
1526 Fixed Assets:Accumulated Depreciation - Keystone		2,725
1535 Fixed Assets:Acc Dep - Remodeling - 100 Third Street		4,225
1536 Fixed Assets:Acc Dep - Remodeling - Keystone		635
1545 Fixed Assets:Accumulated Depreciation - Equipment		5,062
1900 Accounts Payable	5,430	(112)
2005 Current Liabilities:Accrued Accounts Payable	0	
2007 Current Liabilities:Non-Medicaid TCM Payable	12,226	
2015 Current Liabilities:Accrued Compensated Absences		(1,017)
2061 Current Liabilities:Payroll Tax Payable:Federal W / H Tax Payable		96
2062 Current Liabilities:Payroll Tax Payable:Social Security Tax Payable		(73)
2063 Current Liabilities:Payroll Tax Payable:Medicare Tax Payable		3
2064 Current Liabilities:Payroll Tax Payable:MO State W / H Tax Payable		(451)
2071 Current Liabilities:Payroll Clearing:AFLAC Pre-tax W / H		37
2072 Current Liabilities:Payroll Clearing:AFLAC Post-tax W / H		42
2073 Current Liabilities:Payroll Clearing:Vision Insurance W / H		(12)
2075 Current Liabilities:Payroll Clearing:Dental Insurance W / H		(108)
2076 Current Liabilities:Payroll Clearing:Savings W / H		0
2078 Current Liabilities:Payroll Clearing:Misc W / H		(314)
Total Adjustments to reconcile Net Income to Net Cash provided by operations:	17,656	(22,440)
Net cash provided by operating activities	334,214	32,031
INVESTING ACTIVITIES		
1531 Fixed Assets:Keystone Remodeling		(4,726)
Net cash provided by investing activities	0	(4,726)
FINANCING ACTIVITIES		
3005 Restricted Grant Fund Balances:Operational Reserves	9,994	
3010 Restricted Grant Fund Balances:Transportation	13,332	
3030 Restricted Grant Fund Balances:Special Needs	4,019	
3040 Restricted Grant Fund Balances:Sheltered Workshop	159,688	
3045 Restricted Grant Fund Balances:Traditional Medicaid Match	(2,226)	
3050 Restricted Grant Fund Balances:Partnership for Hope Match	4,469	
3055 Restricted Grant Fund Balances:Building/Remodeling/Expansion	(42,165)	
3065 Restricted Grant Fund Balances:Legal	(4,790)	
3070 Restricted Grant Fund Balances:TCM	0	
3075 Restricted Grant Fund Balances:Community Resource	0	
3505 Restricted TCM Fund Balances:Operational Reserves		5,051
3555 Restricted TCM Fund Balances:Building/Remodeling/Expansion		49,986

3565 Restricted TCM Fund Balances:Legal		(5,200)
3900 Unrestricted Fund Balances	(330,026)	6,512
3999 Clearing Account	79,641	(61,549)
Net cash provided by financing activities	(108,064)	(5,200)
Net cash increase for period	226,150	22,106
Cash at beginning of period	542,317	230,628
Cash at end of period	768,467	252,734

Check Detail

August 2017

1025 Grant Account (County Tax Funds) - Sullivan Bank

Date	Transaction Type	Num	Name	Amount
08/04/2017	Bill Payment (Check)	4180	Bryan Cave LLP	(1,548.63)
08/04/2017	Bill Payment (Check)	4181	Childrens Learning Center	(12,349.60)
08/04/2017	Bill Payment (Check)	4182	Lake Area Industries	(14,845.93)
08/04/2017	Bill Payment (Check)	4183	MO HealthNet	(642.00)
08/04/2017	Bill Payment (Check)	4184	MO HealthNet	(642.00)
08/11/2017	Bill Payment (Check)	4185	MO HealthNet	(4.00)
08/11/2017	Bill Payment (Check)	4186	Nebraska Vital Records	(33.00)
08/11/2017	Bill Payment (Check)	4187	MO HealthNet	(40.00)
08/11/2017	Bill Payment (Check)	4188	MO HealthNet	(101.00)
08/11/2017	Bill Payment (Check)	4189	MO HealthNet	(228.00)
08/11/2017	Bill Payment (Check)	4190	MO HealthNet	(246.00)
08/11/2017	Bill Payment (Check)	4191	MO HealthNet	(261.00)
08/11/2017	Bill Payment (Check)	4192	MO HealthNet	(381.00)
08/11/2017	Bill Payment (Check)	4193	MO HealthNet	(504.00)
08/11/2017	Bill Payment (Check)	4194	MO HealthNet	(504.00)
08/11/2017	Bill Payment (Check)	4195	MO HealthNet	(504.00)
08/11/2017	Bill Payment (Check)	4196	MO HealthNet	(708.00)
08/16/2017	Bill Payment (Check)	4197	DMH Local Tax Matching Fund	(4,477.92)
08/16/2017	Bill Payment (Check)	4198	Brookview Apartments of Camdenton	(100.00)
08/16/2017	Bill Payment (Check)	4199	Camden Manors, Inc.	(100.00)
08/16/2017	Bill Payment (Check)	4200	Camdenton Apartments dba Lauren's Place	(100.00)
08/16/2017	Bill Payment (Check)	4201	Clifford Smith	(861.00)
08/16/2017	Bill Payment (Check)	4202	Darryll Euler	(202.00)
08/16/2017	Bill Payment (Check)	4203	David A Schlenfort	(689.00)
08/16/2017	Bill Payment (Check)	4204	Glen Donnach, LLC	(100.00)
08/16/2017	Bill Payment (Check)	4205	Hillcrest Inc. DBA Bridgeview Inc.	(650.00)
08/16/2017	Bill Payment (Check)	4206	Jacob and/or Lana Kentner	(1,316.00)
08/16/2017	Bill Payment (Check)	4207	JC Sutton LLC	(406.00)
08/16/2017	Bill Payment (Check)	4208	Maryann VanCleave	(652.00)
08/16/2017	Bill Payment (Check)	4209	MO HealthNet	(178.00)
08/16/2017	Bill Payment (Check)	4210	Phyllis Ilene Hood	(611.00)
08/16/2017	Bill Payment (Check)	4211	Revelation Construction & Development, LLC	(306.00)
08/16/2017	Bill Payment (Check)	4212	SunWest Property Management LLC	0.00

08/16/2017	Bill Payment (Check)	4213	Twenter Properties	(100.00)
08/16/2017	Bill Payment (Check)	4214	Tyler J Bishop	(100.00)
08/16/2017	Bill Payment (Check)	4215	Camden Manors, Inc.	(100.00)
08/16/2017	Bill Payment (Check)	4216	Camdenton Apartments dba Lauren's Place	(226.00)
08/16/2017	Bill Payment (Check)	4217	Maryann VanCleave	(652.00)
08/16/2017	Bill Payment (Check)	4218	MO HealthNet	(216.00)
08/16/2017	Bill Payment (Check)	4219	Revelation Construction & Development, LLC	(375.00)
08/16/2017	Bill Payment (Check)	4220	MO HealthNet	(896.00)
08/16/2017	Bill Payment (Check)	4221	Revelation Construction & Development, LLC	(687.00)
08/16/2017	Bill Payment (Check)	4222	Revelation Construction & Development, LLC	(693.00)
08/24/2017	Bill Payment (Check)	4223	MO HealthNet	(511.00)
08/24/2017	Bill Payment (Check)	4224	Missouri Ozarks Community Action, Inc.	(225.00)
08/24/2017	Bill Payment (Check)	4225	OATS, Inc.	(5,466.00)
08/24/2017	Bill Payment (Check)	4226	MO HealthNet	(642.00)
08/24/2017	Bill Payment (Check)	4227	MO HealthNet	(642.00)
08/31/2017	Bill Payment (Check)	4228	Lake Area Industries	(9,735.00)
08/31/2017	Bill Payment (Check)	4229	Missouri Ozarks Community Action, Inc.	(250.00)
08/31/2017	Bill Payment (Check)	4230	MO HealthNet	(274.00)

1055 TCM Account (TCM Funds) - 1st Nat'l Bank

Date	Transaction Type	Num	Name	Amount
08/01/2017	Check	SVCCHRG	First National Bank	(24.95)
08/04/2017	Bill Payment (Check)	7595	Bryan Cave LLP	(946.37)
08/04/2017	Bill Payment (Check)	7596	Connie L Baker	(39.04)
08/04/2017	Bill Payment (Check)	7597	Cynthia Brown	(19.70)
08/04/2017	Bill Payment (Check)	7598	Eddie L Thomas	(389.00)
08/04/2017	Bill Payment (Check)	7599	G G Maha	(64.80)
08/04/2017	Bill Payment (Check)	7600	Linda Gifford	(146.07)
08/04/2017	Bill Payment (Check)	7601	Lori Cornwell	(253.67)
08/04/2017	Bill Payment (Check)	7602	MSW Interactive Designs LLC	(30.00)
08/04/2017	Bill Payment (Check)	7603	Refills Ink	(199.97)
08/04/2017	Bill Payment (Check)	7604	Republic Services #435	(100.75)
08/04/2017	Bill Payment (Check)	7605	Ryan Johnson	(46.11)
08/04/2017	Bill Payment (Check)	7606	Scott's Heating & Air	(192.50)
08/04/2017	Bill Payment (Check)	7607	Summit Natural Gas of Missouri, Inc.	(15.00)
08/04/2017	Bill Payment (Check)	7608	TruClean	(55.00)
08/04/2017	Bill Payment (Check)	7609	All American Termite & Pest Control	(75.00)
08/04/2017	Bill Payment (Check)	7610	Ameren Missouri	(548.12)
08/04/2017	Bill Payment (Check)	7611	Camden County PWSD #2	(45.90)
08/04/2017	Bill Payment (Check)	7612	U.S. Postal Service	(40.00)
08/04/2017	Bill Payment (Check)	7613	Walters, Staedtler & Allen L.L.C.	(818.30)
08/11/2017	Expense	08/11/2017	Edward Jones	(100.00)
08/11/2017	Expense	151943	Connie L Baker	(901.99)
08/11/2017	Expense	151944	Rachel K Baskerville	(1,074.39)
08/11/2017	Expense	151945	Myrna Blaine	(1,457.83)
08/11/2017	Expense	151946	Jeanna K Booth	(1,001.17)

08/11/2017	Expense	151948	Lori Cornwell	(877.35)
08/11/2017	Expense	151949	Linda Gifford	(912.86)
08/11/2017	Expense	151950	Sharla Jenks	(901.71)
08/11/2017	Expense	151951	Ryan Johnson	(1,077.34)
08/11/2017	Expense	151952	Micah J Joseph	(1,135.12)
08/11/2017	Expense	151953	Jennifer Lyon	(995.95)
08/11/2017	Expense	151954	Annie Meyer	(702.37)
08/11/2017	Expense	151955	Edmond J Thomas	(1,156.80)
08/11/2017	Expense	151956	Eddie L Thomas	(2,373.06)
08/11/2017	Expense	151957	Marcie L. Vansyoc	(1,103.60)
08/11/2017	Expense	151958	Nicole M Whittle	(1,064.46)
08/11/2017	Expense	08/11/2017	Internal Revenue Service	(6,450.72)
08/11/2017	Bill Payment (Check)	7614	Aflac	(869.66)
08/11/2017	Bill Payment (Check)	7615	AT&T	(82.32)
08/11/2017	Bill Payment (Check)	7616	Camden County Fire & Safety	(45.00)
08/11/2017	Bill Payment (Check)	7617	CARF International	(6,680.00)
08/11/2017	Bill Payment (Check)	7618	Clean Cut Lawn Care etc. LLC	(64.00)
08/11/2017	Bill Payment (Check)	7619	Conaway Contracting	(2,500.00)
08/11/2017	Bill Payment (Check)	7620	Direct Service Works	(795.00)
08/11/2017	Bill Payment (Check)	7621	Evers & Company, CPA's, L.L.C.	(5,000.00)
08/11/2017	Bill Payment (Check)	7622	Jennifer Lyon	(111.05)
08/11/2017	Bill Payment (Check)	7623	LaClede Electric Cooperative	(537.33)
08/11/2017	Bill Payment (Check)	7624	Lake Area Chamber of Commerce	(100.00)
08/11/2017	Bill Payment (Check)	7625	Lake Sun Leader	(92.00)
08/11/2017	Bill Payment (Check)	7626	Missouri Dept of Revenue	(1,975.00)
08/11/2017	Bill Payment (Check)	7627	Office Business Equipment	(638.12)
08/11/2017	Bill Payment (Check)	7629	TruClean	(175.00)
08/11/2017	Bill Payment (Check)	7630	Annie Meyer	(105.20)
08/11/2017	Bill Payment (Check)	7631	Cynthia Brown	(1,216.28)
08/11/2017	Bill Payment (Check)	7632	G G Maha	(1,401.32)
08/11/2017	Bill Payment (Check)	7633	Linda Simms	(1,257.38)
08/18/2017	Bill Payment (Check)	7634	AT&T TeleConference Services	(8.60)
08/18/2017	Bill Payment (Check)	7635	Bankcard Center	(3,177.69)
08/18/2017	Bill Payment (Check)	7636	Micah J Joseph	(247.61)
08/18/2017	Bill Payment (Check)	7637	Clean Cut Lawn Care etc. LLC	(200.00)
08/18/2017	Bill Payment (Check)	7638	Cynthia Brown	(80.96)
08/18/2017	Bill Payment (Check)	7639	KMB Technical Group, Inc.	(120.00)
08/18/2017	Bill Payment (Check)	7640	TruClean	(55.00)
08/18/2017	Bill Payment (Check)	7641	Ezard's, Inc.	(1,800.00)
08/18/2017	Bill Payment (Check)	7642	Ezard's, Inc.	(81.83)
08/25/2017	Expense	08/25/2017	Edward Jones	(100.00)
08/25/2017	Expense	151961	Connie L Baker	(901.99)
08/25/2017	Expense	151962	Rachel K Baskerville	(1,109.42)
08/25/2017	Expense	151963	Myrna Blaine	(1,457.83)
08/25/2017	Expense	151964	Jeanna K Booth	(1,008.67)
08/25/2017	Expense	151965	Cynthia Brown	(1,018.77)

08/25/2017	Expense	151966	Lori Cornwell	(877.35)
08/25/2017	Expense	151967	Linda Gifford	(917.85)
08/25/2017	Expense	151968	Sharla Jenks	(906.13)
08/25/2017	Expense	151969	Ryan Johnson	(1,115.22)
08/25/2017	Expense	151970	Micah J Joseph	(1,135.12)
08/25/2017	Expense	151971	Jennifer Lyon	(999.96)
08/25/2017	Expense	151972	Annie Meyer	(1,099.71)
08/25/2017	Expense	151973	Edmond J Thomas	(1,156.80)
08/25/2017	Expense	151974	Eddie L Thomas	(2,373.06)
08/25/2017	Expense	151975	Marcie L. Vansyoc	(1,132.59)
08/25/2017	Expense	151976	Nicole M Whittle	(1,031.84)
08/25/2017	Expense	08/25/2017	Internal Revenue Service	(6,600.14)
08/25/2017	Bill Payment (Check)	7643	City Of Camdenton	(56.87)
08/25/2017	Bill Payment (Check)	7644	Choices Education Group	(210.00)
08/25/2017	Bill Payment (Check)	7645	Clean Cut Lawn Care etc. LLC	(64.00)
08/25/2017	Bill Payment (Check)	7646	Delta Dental of Missouri	(472.38)
08/25/2017	Bill Payment (Check)	7647	E-Z Disposal	(22.00)
08/25/2017	Bill Payment (Check)	7648	Mo Consolidated Health Care	(12,092.80)
08/25/2017	Bill Payment (Check)	7649	Principal Life Ins	(261.12)
08/25/2017	Bill Payment (Check)	7650	G G Maha	(1,401.32)
08/25/2017	Bill Payment (Check)	7651	Linda Simms	(1,279.50)
08/25/2017	Bill Payment (Check)	7652	Marcie L. Vansyoc	(84.14)
08/25/2017	Bill Payment (Check)	7653	Myrna Blaine	(668.27)
08/25/2017	Bill Payment (Check)	7654	TruClean	(120.00)
08/31/2017	Bill Payment (Check)	7655	AT&T	(74.24)
08/31/2017	Bill Payment (Check)	7656	Bryan Cave LLP	(3,217.50)
08/31/2017	Bill Payment (Check)	7657	Charter Business	(529.87)
08/31/2017	Bill Payment (Check)	7658	Eddie L Thomas	(417.09)
08/31/2017	Bill Payment (Check)	7659	FP Mailing Solutions	(102.00)
08/31/2017	Bill Payment (Check)	7660	Jeanna K Booth	(162.46)
08/31/2017	Bill Payment (Check)	7661	Lagers	(3,968.68)
08/31/2017	Bill Payment (Check)	7662	Lori Cornwell	(150.65)
08/31/2017	Bill Payment (Check)	7663	MSW Interactive Designs LLC	(30.00)
08/31/2017	Bill Payment (Check)	7664	Republic Services #435	(111.95)
08/31/2017	Bill Payment (Check)	7665	Staples Advantage	(299.90)
08/31/2017	Bill Payment (Check)	7666	Summit Natural Gas of Missouri, Inc.	(15.00)
08/31/2017	Bill Payment (Check)	7667	TruClean	(110.00)

July 2017
Credit Card Statement

CENTRAL BANK

BL ACCT 0000256-1000000
CAMDEN CO DD RES
Account Number: ##### 5386
Page 1 of 4



SCORECARD Bonus Points Available 46,129

Account Summary

Billing Cycle		08/04/2017
Days In Billing Cycle		31
Previous Balance		\$2,471.74
Purchases	+	\$3,489.03
Cash	+	\$0.00
Special	+	\$0.00
Credits	-	\$311.34-
Payments	-	\$2,471.74-
Other Charges	+	\$0.00
Finance Charges	+	\$0.00
NEW BALANCE		\$3,177.69

Credit Summary

Total Credit Line	\$10,000.00
Available Credit Line	\$6,822.31
Available Cash	\$6,000.00
Amount Over Credit Line	\$0.00
Amount Past Due	\$0.00
Disputed Amount	\$0.00

Account Inquiries

- Call us at: (800) 445-9272
Lost or Stolen Card: (866) 839-3485
- Go to www.bankcardcenter.net
- Write us at PO BOX 779, JEFFERSON CTY, MO 65102-0779

Payment Summary

NEW BALANCE	\$3,177.69
MINIMUM PAYMENT	\$96.00
PAYMENT DUE DATE	09/02/2017

NOTE: Grace period to avoid a finance charge on purchases, pay entire new balance by payment due date. Finance charge accrues on cash advances until paid and will be billed on your next statement.

Corporate Activity				
			TOTAL CORPORATE ACTIVITY	\$2,471.74-
Trans Date	Post Date	Reference Number	Transaction Description	Amount
07/24	07/24	00701480	PAYMENT - THANK YOU	\$2,471.74-

PLEASE DETACH COUPON AND RETURN PAYMENT USING THE ENCLOSED ENVELOPE - ALLOW UP TO 7 DAYS FOR RECEIPT

CENTRAL BANK
PO BOX 779
JEFFERSON CTY MO 65102-0779

Account Number
5386

Check box to indicate name/address change on back of this coupon

AMOUNT OF PAYMENT ENCLOSED

Closing Date	New Balance	Total Minimum Payment Due	Payment Due Date
08/04/17	\$3,177.69	\$96.00	09/02/17

\$

BL ACCT 0000256-1000000
CAMDEN CO DD RES
ATTN ACCOUNTS PAYABLE
PO BOX 722
CAMDENTON MO 65020-0722



MAKE CHECK PAYABLE TO:

BANKCARD SERVICES
PO BOX 8000
JEFFERSON CTY MO 65102-8000

5475780000055386 00009600 00317769



Cardholder Account Summary

MYRNA BLAINE ##### 6176	Payments & Other Credits \$310.00-	Purchases & Other Charges \$1,088.44	Cash Advances \$0.00	Total Activity \$778.44
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Cardholder Account Detail

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
07/06	07/07	PBUS01	55429507187637556421647	DOCHUB.COM 8778877815 TX	\$778.44
08/01	08/02	PBUS01	55547427214207436700076	CARF INTERNATIONAL 05203251044 AZ	\$310.00
08/01	08/02		55547427214207436700233	CREDIT VOUCHER	\$310.00
				CARF INTERNATIONAL 05203251044 AZ	

Cardholder Account Summary

EDDIE THOMAS ##### 0953	Payments & Other Credits \$0.00	Purchases & Other Charges \$10.07	Cash Advances \$0.00	Total Activity \$10.07
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Cardholder Account Detail

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
07/11	07/13	PBUS01	05140487193710027051820	WOODS MARKET 2068 OSAGE BEACH MO	\$10.07

Cardholder Account Summary

LINDA SIMMS ##### 0961	Payments & Other Credits \$0.94-	Purchases & Other Charges \$1,950.85	Cash Advances \$0.00	Total Activity \$1,949.91
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Cardholder Account Detail

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
07/04	07/05	PBUS01	55432867185100186106943	INTUIT *QB ONLINE 800-286-6800 CA	\$39.95
07/10	07/11	PBUS01	25140527192000011700018	LAKE AREA CHAMBER OF C LAKE OZARK MO	\$15.00
07/10	07/12	PBUS01	05140487192710025189920	WOODS MARKET 2068 OSAGE BEACH MO	\$17.30
07/11	07/12	PBUS01	05436847193000294093491	USPS PO 2860360829 OSAGE BEACH MO	\$7.08
07/12	07/13	PBUS01	55309597193083167395920	REPUBLIC SERVICES TRAS 08665765548 AZ	\$497.94
07/12	07/14	PBUS01	05140487194710026320118	WOODS MARKET 2068 OSAGE BEACH MO	\$15.13
07/17	07/18	PBUS01	25247807198002144079528	EL ESPOLON CAMDENTON MO	\$46.74
07/17	07/19	PBUS01	05140487199710025288907	WOODS MARKET 2068 OSAGE BEACH MO	\$16.68
07/21	07/23	PBUS01	05436847203400039904507	WM SUPERCENTER #815 OSAGE BEACH MO	\$10.74
07/22	07/24	PBUS01	05416017203141001378924	SAMSCLUB #8296 SPRINGFIELD MO	\$58.26
07/26	07/27	PBUS01	55432867207100192041583	VISTAPR*VistaPrint.com 866-8936743 MA	\$17.91
07/26	07/27	PBUS01	55432867207100246414869	CBI*MALWAREBYTES 800-799-9570 IL	\$24.95
07/28	07/30	PBUS01	55432867209100527316203	COURTYARD COLUMBIA COLUMBIA MO 209017	\$103.95
07/28	07/30	PBUS01	55506297209726422345532	ARRIVAL 07/28/17 DEPART 07/28/17 VIPER COMM OSAGE BEACH MO	\$250.00
07/30	07/31		55432867211100786095510	CREDIT VOUCHER	\$0.94
08/02	08/02	PBUS01	55432867214100584563252	VISTAPR*VistaPrint.com 866-8936743 MA	\$200.00
08/02	08/03	PBUS01	55432867214100730241761	GOOGLE *SVCSAPPS_ccddr cc@google.com CA	\$29.22
08/02	08/03	PBUS01	55429507214717035538539	VISTAPR*VistaPrint.com 866-8936743 MA	\$600.00
				EB VICTIMIZATION ITS 8014137200 CA	

Cardholder Account Summary

GLEND MAHA ##### 3221	Payments & Other Credits \$0.40-	Purchases & Other Charges \$439.67	Cash Advances \$0.00	Total Activity \$439.27
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Cardholder Account Detail

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
07/04	07/05		05587457185000000595263	RBT CASEYS GEN STORE 2 EasySavings NY	\$0.40
07/12	07/13	PBUS01	55432867193100331610492	WALMART.COM 800-966-6546 AR	\$73.21
07/13	07/14	PBUS01	05436847195000296468822	USPS PO 2812420020 CAMDENTON MO	\$7.50
07/26	07/27	PBUS01	05436847208000336717852	USPS PO 2812420020 CAMDENTON MO	\$6.59

Cardholder Account Detail Continued

Trans Date	Post Date	Plan Name	Reference Number	Description	Amount
07/27	07/28	PBUS01	55432867208100866003306	WALMART.COM 800-966-6546 AR	\$73.21
07/31	08/01	PBUS01	05436847213400073650485	WM SUPERCENTER #89 CAMDENTON MO	\$84.33
08/02	08/03	PBUS01	55500367214083193376969	WALMART.COM 08009666546 AR	\$194.83

Additional Information About Your Account

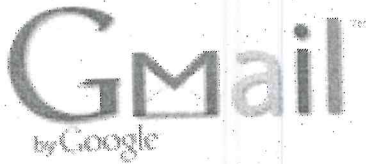
MANAGE YOUR CARD ACCOUNT ONLINE. IT'S FREE! IT'S EASY! SIMPLY GO TO WWW.BANKCARDCENTER.NET AND ENROLL IN OUR ONLINE SERVICE. YOU CAN REVIEW ACCOUNT INFORMATION, TRACK SPENDING, SET ALERT NOTIFICATIONS, DOWNLOAD FILES, AND MUCH MORE. MANAGING YOUR ACCOUNT IS FAST, SECURE AND EASY. ENROLL TODAY!

ScoreCard Bonus Points Information as of 08/03/2017

SCORECARD	Beginning Balance	Points Earned	Points Adjusted	Points Redeemed	Ending Balance
	43,505	2,624	0	0	46,129

Finance Charge Summary / Plan Level Information

Plan Name	Plan Description	FCM ¹	Average Daily Balance	Periodic Rate *	Corresponding APR	Finance Charges	Effective APR Fees **	Effective APR	Ending Balance
Purchases									
PBUS01 001	PURCHASE	E	\$0.00	0.76250%(M)	9.1500%(V)	\$0.00	\$0.00	0.0000%	\$3,177.69
Cash									
CBUS01 001	CASH	A	\$0.00	2.16583%(M)	25.9900%(V)	\$0.00	\$0.00	0.0000%	\$0.00
* Periodic Rate (M)=Monthly (D)=Daily							Days In Billing Cycle: 31		
** includes cash advance and foreign currency fees							APR = Annual Percentage Rate		
¹ FCM = Finance Charge Method									
(V) = Variable Rate. If you have a variable rate account the periodic rate and Annual Percentage Rate (APR) may vary.									



Myrna Blaine <myrna@cddr.org>

Your DocHub.com receipt [#2757-4800]

1 message

Thu, Jul 6, 2017 at 10:48 AM

DocHub.com

<receipts+m6TimW3hxL8N1tzTLQuE@stripe.com>

Reply-To: "DocHub.com" <support@dochub.com>

To: myrna@cddr.org



\$778.44 at DocHub.com

MasterCard 6176

July 6, 2017

#2757-4800

Description

Amount

13x Subscription to Pro for Business (Annual)

\$778.44

Total

\$778.44

Paid

\$778.44

Have a question or need help? Visit our support site or send us an

ECS 202: Maintaining Successful Accreditation in Employment and Community Services

Location:

Hilton Garden Inn Nashville Downtown

305 Korean Veterans Boulevard

Nashville, Tennessee 37201

USA

Phone:

(615) 251-3013

Date:

08/09/2017

Time:

8:30 AM

CARF HAD WRONG E-MAIL ADDRESS FOR MYRNA. CARF CANCELLED FIRST REGISTRATION FOR CLASS & REBILLED

Current Registration Details

Myrna Blaine

Registration For

Registration Item

ECS 202 Attendee Registration

Order Summaries

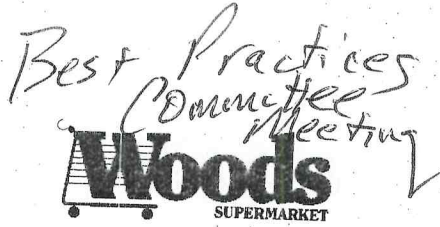
Order

Date	Type	Amt Ordered
08/01/2017 12:03 PM ET	online order	\$310.00
Total:		\$310.00

Payment Details

Details

Date	Type	Reference
08/01/2017	Mastercard	617



OSAGE BEACH, MO 665065
(573) 348-2591
VISIT US AT
WOODSSUPERMARKET.COM
Store:2068

Cashier: Keshia

07/11/17 12:41:46

Woods Reward Card 49663171648

GROCERY
OZARKA SPG WTR 2259206669 2.89 TF
BAKERY
BAN NUT MFN 4069771205 3.59 TF
BLUBRY MUFFINS 4069771204 3.59 TF
SUBTOTAL 10.07
TOTAL TAX .00

TOTAL 10.07
MasterCard TENDER 10.07
Acct:xxxxxxxxxxxx0953
APPRVL CODE 62442C
Cash CHANGE .00

NUMBER OF ITEMS 3
EXEMPT TAX ID 19364199
T1 ITEM VALUE EXEMPTED 10.07
T1 TAX EXEMPTED .45
T2 ITEM VALUE EXEMPTED .00
T2 TAX EXEMPTED .00
T3 ITEM VALUE EXEMPTED .00
T3 TAX EXEMPTED .00
T4 ITEM VALUE EXEMPTED .00
T4 TAX EXEMPTED .00

Trx:143 Term:1 Store:2068 12:42:36

THANK YOU FOR SHOPPING AT WOODS!

BILLY, STORE MANAGER

YOUR FEEDBACK MATTERS TO WOODS
WIN \$100 - 2 prizes every month

Tell us about this visit!

www.woodsfeedback.com

or Toll-Free 1-866-203-1995

SURVEY CODE:

2017 0711 2068 0001 0143

Valid for 5 days from visit

INTUIT - QUICK BOOKS
MONTHLY PAY

- Accounting
- Subscription status
- Subscribed Edit Cancel
- Plan details
- QuickBooks Plus Upgrade
- \$39.95 / month
- Switch to annual billing
- Next Charge
- July 4, 2016
- Payment method
- MasterCard ending 0961 expires 11/18 Edit

ACCT
5563

Lake Area Chamber of Commerce
 PO Box 1570
 Lake Ozark, MO 65049
 (573) 964-1008 | fax: (573) 964-1010
 info@lakeareachamber.com

Payment

Payment Date: 7/10/17
 Reference Number: 0961-717
 Payment Method: CreditCard

Camden County Developmental Disability Resources - Administrative Offices
 Linda Simms
 PO Box 722
 Camdenton, MO 65020

Payment Date	Reference Number
7/10/17	0961-717

Date	Invoice Reference	Line Items	Invoice Amount	Invoice Balance	Paid Amount
7/10/17	35556	\$15.00 July 12th Eggs & Issues - Ed Thomas	\$15.00	\$0.00	\$15.00
Total:					\$15.00

LAKE AREA CHAMBER OF COM
 1 HILLMORE LANE
 LAKE OZARK, MO 65049
 (573)964-1008

Merchant ID: 0810 Ref #: 0001

Phone Order

XXXXXXXXXXXX0961

MST

Entry Method: Manual

Total: \$ 15.00

07/10/17

10:01:21

Inv #: 000001

Appr Code: 61216C

Transaction ID: 0710MCB0HEM14

Apprvd: Online

Batch#: 000717

CYC2 Code: MATCH #

Customer Copy

THANK YOU



OSAGE BEACH, MO 665065
 (573) 348-2591
 VISIT US AT
 WOODSSUPERMARKET.COM
 Store:2068

RFP MEETING
 KEYSONE
 SWAPLERS

Cashier: Georgia

07/10/17 08:51:52

BEGIN DUPLICATE RECEIPT
 Store:2068

Cashier: Georgia

07/10/17 08:50:17

Woods Reward Card 49663172267

GROCERY

2#C&H SUGAR	1580003048	2.55	TF
A-S CREAMER	7003832580	1.99	TF
BST CH DRK WATE	7003861311	3.49	TF
SWEET-N-LOW	4480000107	5.29	TF
TAX EXEMPT SLIP	999900	.00	TF

BAKERY

«DZN GLZD DNTS	23080400000	1.99	TF
«DZN GLZD DNTS	23080400000	1.99	TF
SUBTOTAL		17.30	
TOTAL TAX		.00	

TOTAL		17.30	
MasterCard	TENDER	17.30	
Acct:xxxxxxxxxxxx0961			
APPRVL CODE	61209C		
Cash	CHANGE	.00	

NUMBER OF ITEMS		7
EXEMPT TAX ID 40		
T1 ITEM VALUE EXEMPTED	17.30	
T1 TAX EXEMPTED	.77	
T2 ITEM VALUE EXEMPTED	.00	
T2 TAX EXEMPTED	.00	
T3 ITEM VALUE EXEMPTED	.00	
T3 TAX EXEMPTED	.00	
T4 ITEM VALUE EXEMPTED	.00	
T4 TAX EXEMPTED	.00	

Trx:110 Term:7 Store:2068 08:51:24

THANK YOU FOR SHOPPING AT WOODS!

Woods Supermarket
 1500 N. STATE ST. OSAGE BEACH, MO 66506

=====

OSAGE BEACH
 5545 OSAGE BEACH PKWY
 OSAGE BEACH
 MO
 65065-9998
 2860360829

07/11/2017 (800)275-8777 3:59 PM

=====

Product Description	Sale Qty	Final Price
First-Class Mail Large Envelope (Domestic) (JEFFERSON CITY, MO 65102) (Weight:0 Lb 1.00 Oz) (Expected Delivery Day) (Thursday 07/13/2017)	1	\$0.98
Certified (®®USPS Certified Mail #) (70140150000127819956)	1	\$3.35
Return Receipt (®®USPS Return Receipt #) (9590940225606306410085)	1	\$2.75
Total		\$7.08
Credit Card Remitd (Card Name:MasterCard) (Account #:XXXXXXXXXX0961) (Approval #:69422C) (Transaction #:505)		\$7.08

*SENT AGENCY
 VAN TITEL
 JEFFERSON CITY*

 BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com USPS Tracking or call 1-800-222-1811.

Order summary 11
 1-800-222-1811



Linda Simms <linda@ccddr.org>

Receipt

1 message

Bell, Donna <DBell@republicservices.com>
To: "linda@ccddr.org" <linda@ccddr.org>

Wed, Jul 12, 2017 at 11:44 AM

Payment Request Submitted

Thank you for your payment.
The following payment request has been submitted.

Please print this page for the customer if they request a receipt.

Reference ID:	261986509052
Date and Time:	07/12/2017 11:43:50 (CDT)
Authorization number:	63509C
Customer Name:	CCDDR
Account Number:	304359999991
Customer Type:	Business
Payment Method:	Master Card *****0961
Payment Amount	\$497.94

*ROLL OFF - KEYSTONE
TO CLEAN AREA DWT*

Total Payment Amount **\$497.94**

Donna Bell



OSAGE BEACH, MO 665065
 (573) 348-2591
 VISIT US AT
 WOODSSUPERMARKET.COM
 Store:2068

OSAGE BEACH
 OFFICE

Cashier: Betty112

07/12/17 15:30:12

BEGIN DUPLICATE RECEIPT
 Store:2068

Cashier: Betty112

07/12/17 15:27:23

Woods Reward Card 49663171765

GROCERY

AL SAVE 6 RL 7003859902	3.89 T
ANGEL SFT WHT D 3040077377	6.29 T
=> 4.99 Reward Card Price	-1.30 T
ANGEL SFT WHT D 3040077377	6.29 T
=> 4.99 Reward Card Price	-1.30 T
GAIN ULT ORG DS 3700097618	2.19 T
TAX EXEMPT SLIP 999900	.00 TF

OTHER

SENIOR DISCOUN 28438700000 NI	-.93
SUBTOTAL	15.13
TOTAL TAX	.00

TOTAL 15.13

MasterCard TENDER 15.13

Acct:xxxxxxxxxxxx0961

APPRVL CODE 60078C

Cash CHANGE .00

NUMBER OF ITEMS 5

EXEMPT TAX ID 19364199	
T1 ITEM VALUE EXEMPTED	.00
T1 TAX EXEMPTED	.00
T2 ITEM VALUE EXEMPTED	16.06
T2 TAX EXEMPTED	1.20
T3 ITEM VALUE EXEMPTED	.00
T3 TAX EXEMPTED	.00
T4 ITEM VALUE EXEMPTED	.00
T4 TAX EXEMPTED	.00

Sale Savings	2.60
Senior Discount	.93

You Saved a Total of:	3.53
That is a Savings of:	18%

Trx:138 Term:2 Store:2068 15:29:58

THANK YOU FOR SHOPPING AT WOODS!

ENI STORE MANAGER

Food for
7-17-17
Board Meeting

EL ESPOLON
410 W US HIGHWAY 54
CAMDENTON MO 65020
573-346-9942

Terminal ID: 01771717 1431
7/17/17 3:23 PM

SERVER #: 1
MASTERCARD - SWIPE
ACCT #: *****0961

CREDIT SALE

UID: 719810744330 REF #: 6787
BATCH #: 089 AUTH #: 63146C
AMOUNT \$46.74

TIP \$ _____

TOTAL \$ _____

APPROVED
CUSTOMER COPY

Food for
7-17-17 board
meeting



OSAGE BEACH, MO 665065
(573) 348-2591
VISIT US AT
WOODSSUPERMARKET.COM
Store:2068

Cashier: Georgia

07/17/17

13:09:15

BEGIN DUPLICATE RECEIPT
Store:2068

Cashier: Georgia

07/17/17

13:07:51

GROCERY

PEPSI 2 LITER 1200000230 1.99 TF
TAX EXEMPT SLIP 999900 .00 TF

PRODUCE

VEGGIE TRAY 70935188878 9.99 TF

BAKERY

VARIETY PK SCO 2301450000 3.99 TF

SUBTOTAL 15.97

TOTAL TAX .71

TOTAL 16.68

MasterCard TENDER 16.68

Acct:xxxxxxxxxxxx0961

APPRVL CODE 69052C

Cash CHANGE .00

NUMBER OF ITEMS 4

Using Your Woods Reward Card,
Would Have Saved You Another: .99

Trx:242 Term:1 Store:2068 13:08:58

THANK YOU FOR SHOPPING AT WOODS!

BILLY, STORE MANAGER
END DUPLICATE RECEIPT

Supplies for Arc of Missouri
Display Board on Victimization

See back of receipt for your chance
to win \$1000

ID #: 7L1HH48TS17

Walmart 
Save money. Live better.

(573) 348 - 6445
MANAGER DAVID BLANKENSHIP
4252 HIGHWAY 54
OSAGE BEACH MO 65065
ST# 00815 OP# 000084 TEN 10 TR# 06045
STICKY BACK 007596795215 6.77 0
CARDSTOCK 075959899319 3.97 0
SUBTOTAL 10.74
TOTAL 10.74
H/CARD TEND 10.74
ACCOUNT # **** * 0961 \$
APPROVAL # 66437C
REF # 1042000314
TERMINAL # 283704599

07/21/17 09:16:42
CHANGE DUE 0.00
ITEMS SOLD 2

TC# 5022 2344 0925 7327 4448



Low Prices You Can Trust. Every Day.
07/21/17 09:16:53
CUSTOMER COPY

Store receipts on your phone. Walmart P
ay.



ANNUAL MEMBERSHIP
POST IT STICKIES
OSAGE BEACH OFFI



CLUB MANAGER TOM CONROY
(417) 882 - 4487
SPRINGFIELD, MO

07/22/17 14:54 3439 08296 007 4370

CANDEN

000000101	MEMBERSHIP	45.00	N
0000624763	SUPER STICK	13.26	E
	SUBTOTAL	58.26	
	TOTAL	58.26	
	MCARD TEND	58.26	
	**** **	0961	S

ACCOUNT #
APPROVAL # 653840
TERMINAL # SC010448

CHANGE DUE 0.00

Visit samsclub.com to see your savings

ITEMS SOLD 2

TC# 1766 5738 9734 2419 2009



Happy to Help

*** MEMBER COPY ***

7/26/2017

Camden County Developmental Disability Resources

Linda Simms <linda@ccddr.org>



MY CREDIT CARD

Your Vistaprint Order Is Confirmed

1 message

Wed, Jul 26, 2017 at 10:58 AM

Vistaprint <vistaprint@tm.vistaprint.com>
Reply-To: Vistaprint <reply@vistaprint.com>
To: linda@ccddr.org

Your Vistaprint Order Confirmation



Add Vistaprint to your address book

My Account: 7761-2960-4546

THANK YOU FOR YOUR ORDER Your Order Number: **B6HKR-D4A09-1M2** • Track It

Hi Linda,

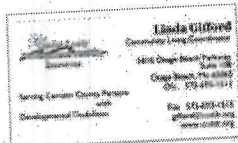
Here are your order details:

Order Date: **7/26/2017**
Delivery Option (*): **Standard**

You can expect to receive items in your order by:
Standard Business Card August 02

Payment Type : Mastercard

Order Summary



Standard Business Cards

Gifford+BC+Good+Copy
Qty: 500

Base Price	\$20.00	\$9.99
Blank Back Side	INCLUDED	
Matte	INCLUDED	
Item Total	\$9.99	

Merchandise: \$9.99
Shipping Charges: \$6.99
Sales Tax: \$0.93

Total: \$17.91

TAX WILL BE CREDITED TO OUR ACCOUNT.

Sold By

Vistaprint Netherlands BV
Hudsonweg 8
Venlo, The Netherlands 5928LW

Shipping To:

Keep this license information in a safe place for future reference.

Download

File size: 21 MB.

Your download link is valid until 10/26/2017.

Note: The date specified for this download link does not affect the validity of your license.

You are subscribed to a multiple payment product.

The next payment of \$24.95 is due on 10/26/2017.

Please note that this amount may fluctuate slightly due to changes in sales tax.

MALWARE MYRNA



Courtyard Columbia

3301 LeMone Industrial
Columbia Mo 65201
T 573.443.8000

R. Baskerville

Room: 227

Room Type: QNQN

Number of Guests: 1

Rate: \$99.00

Clerk:

Arrive: 26Jul17

Time: 03:20PM

Depart: 27Jul17

Time:

Folio Number: 68857

Date	Description	Charges	Credits
26Jul17	Room Charge	99.00	
26Jul17	Occupancy Tax	4.95	
27Jul17	Master Card Card #: MCXXXXXXXXXXXX0961XXXX Amount: 103.95 Auth: 68061C Signature on File		103.95
	Balance:	0.00	

As a Rewards Member, you could have earned points toward your free dream vacation today. Start earning points and elite status, plus enjoy exclusive member offers. Enroll today at the front desk.

WE APPRECIATE YOUR BUSINESS!! **** "LIKE" us on Facebook at Columbia Courtyard & receive a complimentary tall Starbucks's drip coffee from The Bistro!

Want your final hotel bill by email? Just ask the Front Desk! See "Internet Privacy Statement" on Marriott.com.



LINDA
CREDIT CARD



INVOICE
July 28, 2017

**CAMDEN COUNTY DEVELOPMENTAL
DISABILITY RESOURCES**

**SHOOTOUT: Rotating logo on Jumbotron both days of
Shootout**

\$250.00

Paid by credit card on 7/28/17

We appreciate your business!

Barbara Bunch, RMP, CRMC
573-302-4646
barbara@krmsradio.com

94 CREDIT FOR USING
CREDIT CARD

8/2/2017

Camden County Developmental Disability Resources Mail - Your G Suite invoice is available



Linda Simms <linda@ccddr.org>

Your G Suite invoice is available

1 message

Google Payments <payments-noreply@google.com>
Reply-To: Google Payments <payments-noreply@google.com>
To: linda@ccddr.org

Wed, Aug 2, 2017 at 4:34 AM

G Suite

Your invoice is available

Your G Suite monthly invoice is available. The balance is paid automatically, so there's nothing you need to do.

Invoice number: 3543855117720210-6

Name: Camden County Senate Bill 40 Board

Billing ID: 9176-0235-3316

\$200.00

If you want to review or make any changes to your payment information, visit your account by following the instructions below.

- Sign in to your G Suite Admin Console.
- Click on 'Billing'.
- Click on 'Actions' on the right hand side of your G Suite subscription.
- Click on 'Access billing account'.
- If you don't see the **Billing Info** section in the Admin console, you might need to sign in with appropriate billing admin credentials.

[HELP CENTER](#)

[CONTACT US](#)

G Suite customer ID: ccddr.org | Payments profile ID: 9176-0235-3316





Linda Simms <linda@ccddr.org>

Your Vistaprint Order Is Confirmed

1 message

Vistaprint <vistaprint@tm.vistaprint.com>
Reply-To: Vistaprint <reply@vistaprint.com>
To: linda@ccddr.org

Wed, Aug 2, 2017 at 8:40 AM

Your Vistaprint Order Confirmation



[Add Vistaprint to your address book](#)

My Account:7761-2960-4546

THANK YOU FOR YOUR ORDER Your Order Number: **KRHR0-F4A50-9K7** • Track It

Hi Linda,

Here are your order details:

Order Date: **8/2/2017**
Delivery Option (*): **Standard**

You can expect to receive items in your order by:
Standard Business Card August 10

*JEANNA BOOTH
BUSINESS CARDS*

Payment Type : Mastercard

Order Summary



Standard Business Cards

VP+Copy+Copy+Copy
Qty: 500

Base Price		\$20.00	\$9.99
Blank Back Side		INCLUDED	
Signature Matte	500	\$16.00	\$11.24
Item Total			\$21.23

Merchandise: \$21.23
 Shipping Charges: \$7.99
 Sales Tax: \$0.00
Total: \$29.22

Sold By

Vistaprint Netherlands BV
Hudsonweg 8
Venlo, The Netherlands 5928LW

Shipping To:

Micah Joseph	Professional	1	\$75.00
Myrna Blaine	Professional	1	\$75.00
Jeanna Booth	Professional	1	\$75.00
Rachel Baskerville	Professional	1	\$75.00
Marcie Vansyoc	Professional	1	\$75.00
Eddie Thomas	Professional	1	\$75.00
Linda Gifford	Professional	1	\$75.00
Edmond Thomas	Professional	1	\$75.00

TOTAL \$600.00

Charged to: MasterCard - XXXX-XXXXXX-0961

This charge will appear on your card statement as EB *Victimization Its

Refund Policy: Refunds up to **7 days** before event

This order is subject to Eventbrite Terms of Service, Privacy Policy, and Cookie Policy

About this event

- 🕒 Friday, September 15, 2017 from 10:00 AM to 4:00 PM (CDT)
- 📍 Stoney Creek Hotel & Conference Center
2601 S Providence Rd
Columbia, MO 65203



- 📅 Add to my calendar:
[Google](#) · [Outlook](#) · [iCal](#) · [Yahoo](#)

Ticket Information

.40¢ CREDIT

FOR USING CREDIT CARD



ORDER NUMBER: 4621771312408
SHIPPED VIA: UPS Ground

Ordered these for
Back to School Fair
on Aug. 4th

Was not able to use
tax exempt card. They
said I need to fill out
Walmart.com application
for tax exempt with
appropriate state form
attached. It is the only
way to use tax exempt

Shipped to:
Glenda Maha
Camden County Developmental
100 Third St
CAMDENTON MO 65020
USA
ATTN: 5733179233
PO Number
1579440626581

	DESCRIPTION	UNIT PRICE	TOTAL PRICE
12	0007771147993 Avery Two-Pocket Folder, 40-Sheet Capacity, Assorted Colors,	\$5.79	\$69.48

SUBTOTAL: \$69.48
SHIPPING HANDLING: \$0.00
SALES TAX: \$3.72
SHIPMENT TOTAL: \$73.20

Want to Return or Exchange An Item?
If you're not satisfied with your order for any
reason please go online to:
www.walmart.com/returns

Questions About Your Order?
Please go online to:
www.walmart.com/ordertrack
or contact us at:
www.walmart.com/contact



688096

CARTON CONTENTS

CARTON#: 00001787001877950794
CUST PO: 1579440626581
FROM: WALMART.COM
TO : GLENDA MAHA



7/11/17 SEQ#: 016
PAGE#: 1 794
WAVE#: 20170711006
TRK #: T180558642
PKT #: 18515497

LINE	STOCK NUMBER	SHIP QTY	UOM	LOCATION	CODE
001	AVE 47993	2	BX	H203F1B	

FOLDER, 2-POCKET, LETTER, AST

When ordering online
from Walmart.com.
There has to be an
account opened/attached
to the Walmart.com
site for use of the
tax exempt status.
Gigi

=====

CAMDENTON
 625 W US HIGHWAY 54
 CAMDENTON
 MO
 65020-9998
 2812420020

07/13/2017 (800)275-8777 3:38 PM

=====

Product Description	Sale Qty	Final Price
First-Class Mail Large Envelope (Domestic) (CAMDENTON, MO 65020) (Weight:0 Lb 2.10 Oz) (Expected Delivery Day) (Saturday 07/15/2017)	1	\$1.40
Certified (@@USPS Certified Mail #) (70162070000031811005)	1	\$3.35
Return Receipt (@@USPS Return Receipt #) (9590940226316336912129)	1	\$2.75

Total \$7.50

Credit Card Remit \$7.50
 (Card Name:MasterCard)
 (Account #:XXXXXXXXXXXX3221)
 (Approval #:68207C)
 (Transaction #:913)

 BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com USPS Tracking or call 1-800-222-1811.

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

 Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at
 usps.com/pob

5001 TRTE 0000 3181 1005
 7016 2070 0202 9702

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
Domestic Mail Only

For delivery information, visit our website at www.usps.com

CAMDENTON, MO 65020

Certified Mail Fee	\$3.35	
Extra Services & Fees (check box, add fee as appropriate)	\$2.75	
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.20	
<input type="checkbox"/> Return Receipt (electronic)	\$0.00	
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00	
<input type="checkbox"/> Adult Signature Required	\$0.00	
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00	
Postage	\$1.40	
Total Postage and Fees	\$7.50	

Postmark Here
 13 2017
 07/13/2017

USPS

Sent **Leah Borgman**
 Street **Children's Division, DFS**
 City **146 Rodeo Rd**
 PS # **Camdenton, MO 65020**

See Reverse for Instructions

=====

CAMDENTON
 625 W US HIGHWAY 54
 CAMDENTON
 MO
 65020-9998
 2812420020
 '26/2017 (800)275-8777 2:01 PM

=====

30 days
 til discharge
 letter.

Product Description	Sale Qty	Final Price
First-Class Mail Letter (Domestic) (CAMDENTON, MO 65020) (Weight: 0 Lb 0.60 Oz) (Expected Delivery Day) (Friday 07/28/2017)	1	\$0.49
Certified (®®USPS Certified Mail #) (70162070000031811012)	1	\$3.35
Return Receipt (®®USPS Return Receipt #) (9590940226316336912112)	1	\$2.75
Total		\$6.59
Credit Card Remitd (Card Name: MasterCard) (Account #: XXXXXXXXXXXX3221) (Approval #: 61245C) (Transaction #: 022)		\$6.59

 BRIGHTEN SOMEONE'S MAILBOX. Greeting cards available for purchase at select Post Offices.

Text your tracking number to 28777 (2USPS) to get the latest status. Standard Message and Data rates may apply. You may also visit USPS.com USPS Tracking or call 1-800-222-1811.

Order stamps at usps.com/shop or call 1-800-Stamp24. Go to usps.com/clicknship to print shipping labels with postage. For other information call 1-800-ASK-USPS.

 Get your mail when and where you want it with a secure Post Office Box. Sign up for a box online at usps.com/poboxes

7016 2070 0000 3181 1012

U.S. Postal Service™
CERTIFIED MAIL® RECEIPT
 Domestic Mail Only

For delivery information, visit our website at www.usps.com

CAMDENTON, MO 65020

OFFICIAL USE

Certified Mail Fee	\$3.35
Extra Services & Fees (check box, add fee as appropriate)	\$2.75
<input type="checkbox"/> Return Receipt (hardcopy)	\$0.00
<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00
Postage	\$0.49
Total Postage and Fees	\$6.59

Sent To _____
 Street and _____
 City, State _____

PS Form 3800, April 2015 PSN 7530-02-000-9047 See Reverse for Instructions



7-27

Order Summary

Subtotal (12 items)	\$69.48
Shipping	Free
Tax	\$3.80
Total	\$73.28

Payment type

Ending in **3221**

on CCDDR credit card

Billing address

Glenda Maha
 Camden County Developmental Disability Resources
 PO Box 722
 Camdenton, MO 65020
 gigi@ccddr.org

Be the first to save!

Email address

Sign Up



Mobile apps

[Help](#)

[Feedback](#)

[MoneyCenter](#)

[Privacy & Security](#)

[CA Privacy Rights](#)

[Terms of Use](#)

© Walmart Stores, Inc.

[Privacy & Security](#)

: XYFSMTFKIZ

Nicole is ? will have
 2 folders, 2 pencils
 and a flashlight key
 chain to give to each
 student. ☺

Sigi

Windy,

I ordered
 another batch of
 folders for the
 school fair next
 week. I couldn't
 find a good deal
 on the spiral notebooks

See back of receipt for your chance
to win \$1000

ID #: 7L1JBY12



(573) 346 - 3588
MANAGER PAUL GARDNER
94 CECIL ST
CAMDENTON MO 65020

ST# 00089	DP# 004597	TE# 08	TR# 01841	
STORAGE BAGS	007874209665			4.46 0
STORAGE BAGS	007874209665			4.46 0
STORAGE BAGS	007874209665			4.46 0
STORAGE BAGS	007874209665			4.46 0
GV 13G 120C	007874220021			13.26 0
WEED KILLER	007018350005			33.47 0
GV LIGHTBULB	068113112166			9.88 0
GV LIGHTBULB	068113112166			9.88 0
	SUBTOTAL			84.33
	TOTAL			84.33
	MCARD TEND			84.33

MasterCard **** * 3221 - I 21
APPROVAL # 64067C
REF # 1042000314

AID A000000041010
TC AE9B8597FD31FA64
TERMINAL # SC010022
*Signature Verified

07/31/17 18:44:38
CHANGE DUE 0.00

ITEMS SOLD 8

TC# 9717 9691 7953 0818 1565



Low Prices You Can Trust. Every Day.

07/31/17 18:44:49

CUSTOMER COPY

Store receipts on your phone. Walmart Pay.



Sharpie Fine Point Permanent Marker, Black, 5/Pack
\$5.99

1

\$5.99

Items may arrive in multiple boxes on different days.

Order summary

Order subtotal:	\$191.71
Walmart shipping:	Free
Light Bulbs International shipping:	Free
mezee shipping:	Free
Total tax:	\$3.12
Order total:	\$194.83

Billing information

Billing Address:

Glenda Maha
Camden County Developmental Disability
Resources
PO Box 722
Camdenton, MO 65020

Payment Method(s):

MASTERCARD - 3221

Credit cards aren't charged until your order on your account prior to shipping, this is an are available.

Maurice,

7/31/17

This is an order I placed today. I think the tax charged is from the 2 items (flood light bulbs & marker) that are being shipped from another source. Give

ds

Helpful information

- Need to cancel? Click the **Request Cancellation** button in your account. Please act quickly — you can only cancel until your order starts processing.

Resolutions 2017-33,
2017-34, 2017-35,
2017-36, 2017-37,
2017-38, 2017-39,
2017-40, 2017-41,
2017-42, 2017-43,
2017-44, 2017-45,
2017-46, 2017-47,
2017-48, 2017-49,
2017-50, 2017-51, &
2017-52



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-33*

2017 REVISED BUDGET

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, Section 205.968, Paragraph 1, defines the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources) as a “political subdivision” of Camden County.

WHEREAS, Section 67.030 RSMo states “The governing body of each political subdivision may revise, alter, increase or decrease the items contained in the proposed budget, subject to such limitations as may be provided by law or charter; provided, that in no event shall the total authorized expenditures from any fund exceed the estimated revenues to be received plus any unencumbered balance or less any deficit estimated for the beginning of the budget year. Except as otherwise provided by law or charter, the governing body of each political subdivision shall, before the beginning of the fiscal year, approve the budget and approve or adopt such orders, motions, resolutions, or ordinances as may be required to authorize the budgeted expenditures and produce the revenues estimated in the budget.”

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the “Board”, concludes that the fiscal year 2017 budget initially modified and approved by the Board earlier in the calendar year needs to be revised so that the proper business of the Board can be conducted with the best possible practices and in compliance with law, and so that appropriate expenditures can be negotiated and authorized within the guidelines of the budget revisions.
2. That the 2017 revised budget, which is identified in Attachment “A” hereto, shall be adopted as a result of the passage of this Resolution.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to
Resolution 2017-33

Revised FY 2017 Grants Budget		
SB 40 Tax Income		
4105	County Tax Receipts	\$911,939
4140	Interest Income - County Tax Funds	\$1,705
4150	MEHTAP Grant	\$0
	Total	\$913,644
Medicaid Match		
6505	Transportation	\$12,715
6510	Residential Habilitation (Group Home)	\$0
6515	Individualized Supported Living (ISL)	\$0
6520	On-Site Day Habilitation - Group	\$0
6525	On-Site Day Habilitation - Individual	\$0
6530	Off-Site Day Habilitation - Group	\$0
6535	Off-Site Day Habilitation - Individual	\$0
6540	PA - Individual Self Directed	\$0
6545	PA - Agency/Contractor	\$0
6550	PA - Group Size 2-3	\$0
6555	PA - Group Size 4-6	\$0
6560	PA - Medical/Behv Self Directed (Not P for H)	\$0
6570	PA - Medical/Behv Agency/Contractor	\$0
6575	Special Medical Equipment & Supplies	\$0
6580	Support Broker, Individ., Self-Directed	\$0
6598	Offset from Restricted Funds	(\$5,644)
	Total	\$7,071
Partnership for Hope Match		
6705	Transportation	\$600
6706	Career Planning	\$863
6707	Pre-Vocational Services - Individual	\$1,588
6708	Job Development	\$115
6709	Supported Employment - Individual	\$2,754
6710	Behavior Services/Senior B. Consultant	\$1,152
6711	Pre-Vocational Services - Group	\$0
6712	Supported Employment - Group	\$0
6715	Behavior Services/Positive B. Support	\$0
6716	Senior Behavior Consultant	\$0
6720	Behavior Analysis	\$0
6725	Community Specialist	\$108
6730	Environmental Accessibility Adaptations	\$0
6735	Dental	\$60
6740	PA - Individ., Self-Directed	\$22,092
6745	PA - Agency/Contractor (General)	\$5,268
6750	PA - Medical/Behv	\$0
6755	Assistive Technology	\$228
6760	Home Skills Development - Individual	\$444
6765	Support Broker, Agency	\$36
6775	Special Medical Equipment & Supplies	\$3,504
6780	Offsite Day Hab - Individual	\$17,124
6785	Offsite Day Hab - Group	\$3,240
6790	Onsite Day Hab - Individual	\$0
6795	Career Prep Services - Off Site Grp	\$0
6796	Temporary Residential	\$0
6798	Offset from Restricted Funds	(\$13,396)
	Total	\$45,780

Targeted Case Management		
6920	DMH Billing	\$50,325
6930	TCM Shortfall	\$0
6940	Non-Medicaid TCM	\$136,861
6998	Offset from Restricted Funds	\$0
	Total	\$187,186
Housing Voucher Program		
7105	Housing Voucher Program	\$105,300
7110	Reasonable Accommodations Requests	\$0
7115	Universal Housing Design Assistance	\$0
7120	Transitional Housing	\$9,000
7125	Inspections	\$3,000
7130	Re-Inspections	\$1,200
	Total	\$118,500
Childrens Programs		
7205	CLC Operations	\$0
7210	New Programs	\$0
7215	EDGE Program	\$0
7220	First Steps Programs	\$18,104
7225	Step Ahead	\$126,000
7298	Offset from Restricted Funds	\$0
	Total	\$144,104
Sheltered Employment Programs		
7305	LAI - Employment	\$185,250
7310	LAI - Transportation	\$63,171
7311	Transportation - No Medicaid Rate	\$0
7312	Transportation - Medicaid Rate Differential	\$0
7315	DESE Shortfall	\$0
7320	New Programs	\$0
7325	Thrift Store	\$0
7330	Contract Packaging	\$0
7335	Foam Recycling	\$0
7340	Gifted Gardens	\$0
7345	Miscellaneous/Unclassified Services	\$0
7350	Shredding	\$0
7355	Wood Products	\$0
7390	LAI - Operations Shortfall	\$40,000
7395	Assets/Capital Improvements	\$56,664
7398	Offset from Restricted Funds	(\$41,662)
	Total	\$303,423
Community Employment Programs		
7505	Pre-Vocational Services - Individual	\$1,200
7510	Supported Employment - Individual	\$1,200
7515	Career Planning	\$2,400
7520	Job Development	\$1,800
7525	Pre-Vocational Services - Group	\$0
7530	Supported Employment - Group	\$0
7550	Transportation	\$6,000
7598	Offset from Restricted Funds	\$0
7599	Miscellaneous	\$0
	Total	\$12,600

Special Needs Programs		
7905	Medicaid Spend Down	\$66,420
7910	Brownell's PT - Other	\$4,200
7915	Personal Assistant	\$16,600
7920	Other Miscellaneous Service Costs	\$5,520
7925	Transportation	\$4,200
7998	Offset from Restricted Funds	(\$3,250)
7999	Misc (Services, Supplies, Materials, Equipment, etc)	\$1,291
	Total	\$94,981
	Total Income	\$913,644
	Total Expenses	\$913,644
	Net Income	\$0

Revised FY 2017 TCM Budget		
Income		
4505	Medicaid TCM Direct Service	\$1,080,193
4506	Non-Medicaid TCM Direct Service	\$136,861
4507	TCM Direct Support	\$0
4508	TCM Non-Billable	\$0
4515	TCM Support	\$0
4530	Rent	\$5,712
4540	Interest Income - TCM Funds	\$236
4999	Other	\$0
	Total Income	\$1,223,001
Payroll & Benefits		
5005	TCM Employee Salaries	\$464,142
5006	Administrative Employee Salaries	\$237,909
5010	TCM Employee Bonuses	\$0
5011	Administrative Employee Bonuses	\$0
5015	TCM Employee Taxes	\$41,541
5016	Administrative Employee Taxes	\$21,293
5017	TCM Payroll Bank/Electronic Transaction Fees	\$300
5018	Administrative Payroll Bank/Electronic Fees	\$300
5020	TCM Employee Retirement	\$33,882
5021	Administrative Employee Retirement	\$17,367
5025	TCM Employee Health Insurance	\$96,480
5026	Administrative Employee Health Insurance	\$48,240
5030	TCM Employee Vision/Optical Insurance	\$0
5031	Administrative Employee Vision/Optical Insurance	\$0
5035	TCM Employee Dental Insurance	\$0
5036	Administrative Employee Dental Insurance	\$0
5040	TCM Employee Life Insurance	\$2,880
5041	Administrative Employee Life Insurance	\$1,440
5045	TCM Employee Supplemental Insurance	\$0
5046	Administrative Employee Supplemental Insurance	\$0
5050	TCM Employee Workmans Comp Insurance	\$6,600
5051	Administrative Employee Workmans Comp Insurance	\$3,600
5055	TCM Employee Mileage	\$17,280
5056	Administrative Employee Mileage	\$9,000
5060	TCM Employee Background Checks	\$300
5061	Administrative Employee Background Checks	\$300
5065	TCM Employee Drug Testing	\$300
5066	Administrative Employee Drug Testing	\$300
5070	TCM Employee Cell Phone Reimbursement	\$5,040
5071	Administrative Cell Phone Reimbursement	\$2,520
5098	Offset from Restricted Funds	\$0
	Total	\$1,011,014
Repairs & Maintenance to Property & Building		
5105	Appliance Repairs	\$0
5110	Building-Exterior	\$1,200
5115	Building-Interior	\$300
5120	Cleaning Supplies	\$300
5125	Common Area Repairs	\$0
5130	Door Repairs	\$0

5135	Electrical Supplies/Repairs	\$900
5140	Floor Covering Repairs	\$0
5145	HVAC Supplies/Repairs	\$1,200
5150	Intrusion Alarm Repairs	\$0
5155	Lighting supplies/Bulbs	\$0
5160	Locks & Keys	\$0
5165	Maintenance Supplies/Equipment	\$0
5170	Parking Lot Maint./Repairs	\$300
5175	Plumbing Supplies/Repairs	\$300
5180	Roof Supplies/Repairs	\$0
5185	Safety Equipment/System Repairs	\$120
5190	Vehicle Servicing/Repairs/Licensing	\$1,200
5195	Window/Glass Repairs	\$0
	Total	\$5,820
Contracted Business Services		
5505	Bookkeeping/Accounting Contract	\$3,800
5510	Cell Phone/Mobile Internet Contract	\$1,020
5512	Copier/Scanner Contract	\$900
5515	Fire Alarm Contract	\$540
5520	Housekeeping/Cleaning Contract	\$5,400
5530	InfoTech Support Contract	\$12,000
5535	Internet Contract	\$1,500
5540	Intrusion Alarm Contract	\$0
5545	Landscape Maintenance	\$1,500
5550	Maintenance Contract	\$0
5560	Pest Control Contract	\$1,200
5565	Snow Removal Contract	\$1,000
5567	Software Usage/Support Contract	\$15,600
5569	Telephone System Support Contract	\$2,317
5570	Trash Removal Contract	\$1,800
5575	Web Site Design/Hosting Contract	\$600
5579	Rent	\$21,600
5580	Storage	\$1,020
	Total	\$71,797
Presentations/Public Meetings		
5605	PSA/Presentations/Publications Expense	\$1,800
5610	Public Meetings Expenses	\$9,125
5615	Signage	\$0
	Total	\$10,925
Office Expenses		
5705	Computer Hardware/Software Expense	\$6,000
5710	Copy Machine Expense	\$0
5715	Office Furniture Expense	\$600
5720	Office Supplies	\$10,200
5725	Postage & Delivery	\$5,700
5730	Printing Expense	\$0
5735	Telephone Expense	\$11,000
5799	Miscellaneous	\$300
	Total	\$33,800

Other General & Administrative			
5805	Audit Service/Fees	\$8,000	
5810	Consulting Fees	\$0	
5815	CPA Fees	\$0	
5820	Legal/Attorney Fees	\$7,800	
5825	License/Certification/Permit Fees	\$0	
5830	Membership/Association Dues	\$6,100	
5855	Seminars/Training	\$4,800	
5860	Survey Expenses	\$9,400	
5865	Travel/Lodging/Meals Expense	\$1,200	
5898	Offset from Restricted Funds	(\$7,800)	
5899	Miscellaneous	\$1,045	
		Total	\$30,545
Utilities			
5905	Electric	\$10,200	
5910	Gas	\$1,200	
5915	Water/Sewer	\$2,400	
		Total	\$13,800
Insurance			
6110	Liability Insurance	\$6,900	
6115	Vehicle Insurance	\$1,800	
6120	Building Insurance	\$6,000	
6150	Broker/Other Fees	\$600	
6199	Other Insurance	\$0	
		Total	\$15,300
Debt Service			
6205	Mortgage Interest	\$0	
6210	MIP	\$0	
6215	Credit/Revolving Account Interest	\$0	
		Total	\$0
Targeted Case Management			
6920	DMH Billing	\$0	
6935	TCM Direct Service Write-Off	\$0	
6998	Offset from Restricted Funds	\$0	
		Total	\$0
Camps & Sponsorships			
7405	Camps	\$0	
7410	Charitable Contributions/Sponsorships	\$0	
7498	Offset from Restricted Funds	\$0	
		Total	\$0
Capital Expenses/Improvements/Renovations			
8005	Building Interior	\$0	
8010	Building Exterior	\$0	
8015	Roof Systems	\$0	
8020	Landscaping	\$0	
8025	Signage	\$0	
8030	Parking Lot	\$0	
8035	HVAC	\$0	

8040	Plumbing	\$0
8045	Electrical	\$0
8050	Structural	\$0
8055	Communications	\$0
8060	Surveillance/Security	\$0
8065	Information Technology	\$0
8070	Office Equipment	\$0
8075	Vehicles	\$0
8080	Building/Real Property Purchases	\$0
8099	Other Capital Expenses/Improvements/Renovations	\$0
Total		\$0
Depreciation		
8505	Building Depreciation	\$15,000
8510	Remodeling Depreciation	\$7,800
8515	Equipment Depreciation	\$7,200
8520	Vehicles Depreciation	\$0
Total		\$30,000
		\$1,223,001
Net Income		(\$0)



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-34*

APPROVAL OF RESCINDED AND REPLACED POLICY #11

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to rescind the current Policy #11, Utilization Review, and replace it with new Policy #11, Agency Governance Review.
2. That the Board hereby rescinds the old and adopts the new Policy #11 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-34



Policy Number: 11 Effective: September 18 th , 2017 Revised: N/A
Subject: Agency Governance Review

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy to periodically review its procedures, policies, plans, manuals, job descriptions, and Bylaws to ensure compliance with Federal, State, and local law and to ensure current best practices are being recognized by the Agency.

POLICY:

CCDDR’s Administrative Team shall review procedures, policies, plans, manuals, and job descriptions on an annual basis and issues arising in Agency day-to-day operations periodically as needed. The core members of the Administrative Team shall be the Board Chairperson, Executive Director, Director of Services & Supports, Compliance Manager, and Accounting Manager. Other staff and Board members may also be invited and included in meetings, discussions, and strategies. The Administrative Team shall create new or recommend changes to existing procedures, policies, plans, manuals, and job descriptions as deemed necessary. New or revised policies, plans, manuals, and job descriptions must be discussed and approved through Resolution of CCDDR’s Board of Directors at a regularly scheduled meeting; however, Agency procedures can be approved and enacted by the Executive Director at any given time as deemed necessary so long as those procedures do not conflict or violate any policy, plan, manual, regulation, or law.

CCDDR’s Board of Directors shall appoint Board members to the Agency Governance Committee each calendar year. This Committee shall be charged with reviewing the Agency Bylaws with the intent of ensuring the Bylaws remain in compliance with Federal, State, and local law and current best practices are being recognized. The Executive Director shall review the Bylaws on an ongoing basis and determine if changes are necessary. The Executive Director will request a meeting of the Committee in the event he or she feels changes are needed. The Agency Governance Committee will then review the recommended changes by the Executive Director and determine if the revisions are necessary. If deemed necessary by the Committee, the Bylaws revisions will be presented at a regularly scheduled Board meeting for review and discussion (aka “First Reading”). Any changes to the Bylaws may then be approved through a Resolution during the next or a separate regularly scheduled Board meeting (aka “Second Reading”).

REFERENCES:

- CARF Standards Manual
- Robert’s Rules of Order



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-35*

APPROVAL OF AMENDED POLICY #12

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #12, Client Intake and Discharge.
2. That the Board hereby amends and adopts Policy #12 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-35



Policy Number:

12

Effective Date: May 1st, 2008

Revised: August 15th, 2016

September 18th, 2017

Subject: Client Intake and Discharge

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy to receive new clients referred by the Rolla Satellite Regional Office for Support Coordination services, and a policy to discharge clients served by CCDDR.

POLICY:

I. Criteria for Receiving Services

1. Initial Eligibility Determination

A. Clients served by CCDDR for Support Coordination services do so voluntarily per consent of client or their guardian. Determination of eligibility for Support Coordination services is performed by the Rolla Satellite Regional Office of the Division of DD, who makes a determination of whether or not an individual has a developmental disability per state statute (RSMo 630.005).

2. Eligibility Redeterminations

A. Using a comprehensive evaluation, Regional Centers shall periodically review the eligibility status of their clients and shall discharge clients who are no longer eligible for services and clients for whom Division services are no longer appropriate. At a minimum, all clients shall be reassessed through comprehensive evaluations on or immediately before their fifth, eighteenth and twenty second birthdays. Written notice of the upcoming reassessment will be provided to the individual and responsible party and the possibility of discontinued services will be addressed.

3. Support Coordination Entitlement

A. If a person is determined eligible for DD services or supports, he or she is entitled to Support Coordination only. That person must be evaluated to determine the need for any other service through the utilization review process. Medicaid status has no effect on the level of Support Coordination an individual receives.

B. Support coordinators provide a “single point of entry” into services. Support coordinators help people with disabilities and their families, identify and obtain

needed services and supports, regardless if these are natural supports, funded, or local community resources. They also advocate for, monitor, and evaluate services along with the individuals, their families or guardians. A key role of the support coordinator is to assist people with the process and paperwork necessary to obtain services.

4. Roles/Responsibilities

A. Interdisciplinary Team

- Consists of person, family and/or other involved individuals, Regional Center or SB40 staff including those conducting any part of intake or comprehensive evaluation, and the Support Coordinator
- Determines eligibility based on criteria defined above
- Develops a temporary action plan, if needed
- Develops an individual service plan, if eligible
- Makes referrals and monitors ability to access additional services, if ineligible

B. Support Coordinator

- Serves as a member of the interdisciplinary team
- Facilitates development of individual service plan
- Collaborates with members of the interdisciplinary team, including the person, his or her family or other advocates, and professionals who conducted the comprehensive evaluation
- Provides advocacy to individual during appeal process
- Provides Support Coordination during eligibility determination, if needed

II. CCDDR Role

1. CCDDR provides Support Coordination services for all Camden County clients who have been determined eligible by the Rolla Satellite Regional Office, although certain services authorized in an individual's Person Centered Plan may be limited due to availability of resources. Service availability/access may also be limited by specific eligibility criteria for various programs/services operated by the Division of DD.

III. Criteria for Terminating Services/Discharge

1. A client may be discharged from Support Coordination services for a variety of reasons, including:
 - Incarceration
 - Non-compliance with treatment plan
 - Inability of agency staff to make contact with client/guardian after extended period of time
 - Treatment plan completed
 - Client has been determined ineligible for Division of DD services

- Client/guardian request
- Client relocates out of county or state
- Other miscellaneous reasons

REFERENCES:

- 9 CSR 45-3.010
- CARF Standards Manual
- Support Coordination Manual, DMH/DD



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-36*

APPROVAL OF AMENDED POLICY #13

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #13, Consent for Services.
2. That the Board hereby amends and adopts Policy #13 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-36



Policy Number:

13

Effective: May 1, 2008

Revised: April 20, 2009

September 18th, 2017

Subject: Consent For Services

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for obtaining written consent of the client being served or their legal representative prior to providing supports or services that have been identified in the client's Person Centered Plan, as well as obtaining consent from the person served or their legal representative in having CCDDR provide Support Coordination services on their behalf.

POLICY:

- I. Consent For Services Identified In Person-Centered Plan
 - A. Through the Individual Support Planning process, team members shall make a determination as to the services required, both paid and generic, in order for the client to meet the outcomes and action steps identified in the client's Individual Support Plan. The client and/or their legal representative shall be provided with a clear, concise explanation of proposed services, supports, and activities to meet the client's needs and preferences, if such services are readily available or subject to a waiting list, and the potential benefits (or risks, if any) of proposed services and supports that have been identified in the Person Centered Plan. The client's needs and preferences, and their input as to their preferred life shall be of primary importance in developing a Person Centered Plan.
 - B. The client and/or their legal representative shall authorize any and all services identified in the client's Individual Support Plan by signing the Rolla Satellite Regional Office Personal Plan Systems, Services and Funding Page. By signing this form, the client and/or their legal representative are also indicating their agreement with the content of the Person Centered Plan.
 - C. The client and their legal representative (if applicable) shall have a copy of the current Individual Support Plan and systems page authorizing services documented in the plan.

- D. Significant changes to the client's plan (adding or changing outcomes/action steps; adding, changing, or terminating services, etc.) require prior written authorization of the client or their legal guardian. Informational changes only to a plan (correcting a typo in plan, correcting a name, etc.) do not require written consent of the client or their guardian.
- E. All clients who have been enrolled in the Missouri Home & Community Based Waiver program shall be provided the opportunity to choose their provider of service(s) within this program, and shall annually state their desire to continue as a participant in this program.
- F. No limitation of a client's rights or other adverse action shall be made without signed consent of the guardian on the Rolla Satellite Regional Office Personal Plan Systems, Services, and Funding page.
- G. All proposed Behavioral Support Plans and accompanying due process must be incorporated into the current Individual Support Plan, be approved by the Rolla Satellite Regional Office PMAG Committee, and have consent by the guardian on the Rolla Satellite Regional Office Personal Plan Systems, Services, and Funding page.
- H. No services to be paid through the Department of Mental Health and/or CCDDR shall be delivered or paid unless prior-authorized in the client's Individual Support Plan.
- I. All Individual Support Plans must be signed and dated by the client or their legal representative prior to the date of plan implementation.

II. Consent To Have CCDDR Provide Support coordination Services

- A. Clients and/or their legal representative shall provide consent to have Camden Co. Developmental Disability Resources provide Support coordination services for the client by annually signing a Support coordination Acknowledgement statement attached to the Client Rights signature form. This form acknowledges that the person served or their legal representative has authorized CCDDR to provide Support coordination services on their behalf.

REFERENCES:

- CARF Standards Manual, Sections 1D & 2A
- RSMo 633.110 Revised MO Statutes
- MO Home & Community Based Waiver Manual



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-37*

APPROVAL OF AMENDED POLICY #15

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #15, Performance Improvement System.
2. That the Board hereby amends and adopts Policy #15 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-37



Policy Number:
15
Effective: May 1, 2008
Revised: September 18th, 2017

Subject: Performance Improvement System

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for a Performance Improvement System so that its Support Coordination Program services are exemplary and will meet the needs and expectations of clients, families, and its contracted obligations to the Department of Mental Health, Division of Developmental Disabilities.

POLICY:

- I. CCDDR's Support Coordination program will provide customer-driven services resulting in client satisfaction and improved service delivery performance.
- II. Measures of effectiveness, efficiency, access to services, and satisfaction with regard to the Support Coordination program will be collected and evaluated to determine the impact of services on our clients' lives; facilitate performance improvement; assist in program planning and direction; and promote appropriate utilization of resources.
- III. Performance improvement information collected will be done so in accordance with applicable State and Federal guidelines, and confidentiality will be maintained.
 - I. CCDDR staff determines and utilize a consistent approach for the development of performance measurement indicators in collaboration with clients, family members, board members, and other community stakeholders.
 - II. The format for describing the objectives, measures, data, results, and implications will be standardized throughout the organization.
 - III. The performance improvement system includes at least one measure of effectiveness, one of efficiency, one of service access, and measures of satisfaction of the active clients and follow-up after discharge with clients, in addition to the satisfaction of stakeholders.
 - A. All indicators/methodologies will be recorded within the data management currently in use by CCDDR. These data will be tabulated annually and compared to pre-established standards.
 - B. Definitions for these indicators follow:

1. **Effectiveness.**

At least one indicator of effectiveness will be chosen each year for the Support Coordination program. For Support Coordination programs, effectiveness indicators typically involve how well the Personal Outcomes and Goals identified in each client's Individual Support Plan have been implemented, and if these objectives have been met within the plan year. In general, if the Personal Outcomes and Goals within the plan accurately reflect the client's identified habilitation and service needs and desired life objectives, accomplishing the Personal Outcomes and Goals should indicate effectiveness of services.

2. **Efficiency.**

At least one indicator of efficiency will be chosen each year for the Support Coordination program. Efficiency indicators should be information that managers need in order to make programmatic decisions. Efficiency indicators will involve cost, utilization, and access to services or productivity of staff. Support Coordinators should complete duties necessary for service provision in a timely and professional manner.

3. **Service Access.**

The Support Coordination program will annually choose an indicator that is appropriate to the program's history and operations concerning service access.

Access indicators may include wait time to begin services after referral or intake, wait time to receive an initial appointment, and ease of reaching Support Coordinator after services have been established

4. **Client Input.**

Input will be collected through client satisfaction surveys that are anonymous and standardized throughout the system. Client satisfaction surveys will be sent to all active clients and/or their legal representative after the annual plan meeting. A return envelope will be provided along with the survey instrument.

IV. The Executive Director in collaboration with agency staff and the Board of Directors will determine and approve all performance improvement indicators.

V. Compilation of all performance improvement information/results will be included in an annual report with a summary of the measure of effectiveness, efficiency, service access, stakeholder and client satisfaction, follow-up data from clients, analysis, program implications, and any recommendations for improvement.

A. The annual performance analysis report will result in an action plan to address needed improvements.

B. The completed annual report will be disseminated to the CCDDR Board of Directors, staff, clients, funders, the Camden County Commission, other related agencies, and referral sources as appropriate.

- C. Discharged clients may choose not to participate.
- VI. Surveys and client contact information will be collected by the Director or his designee.
- A. The Director is responsible for collating the information and reporting it annually.
 - B. The Director provides the Board of Directors and CCDDR staff with the results from the Performance Analysis, and notes areas needing improvement and change, and makes recommendations to the Board of Directors.
- VII. These results will be distributed to advocacy and stakeholder groups, utilized for board of directors' informational packages, and distributed at various staff meetings. These summary performance reports will be compiled and presented to CARF every three years for the accreditation process..

REFERENCES:

- CARF Standards Manual, Section 1C



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-38*

APPROVAL OF AMENDED POLICY #16

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #16, Client Research.
2. That the Board hereby amends and adopts Policy #16 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-38



Policy Number:

16

Effective: May 1, 2008

Revised: September 18th, 2017

Subject: Client Research

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for adhering to State of Missouri requirements for research involving individuals served by CCDDR, as required by Code of State Regulations 9-60.010 and RSMo 630.192. This shall include research, interventions, or interaction on the individuals to test hypotheses; derive generalizations to test new interventions classified as experimental whether behavioral, psychological, biomedical, or pharmacological; and include the review of current or past individuals' personally identifiable records, individuals' surveys, and the use of individuals' personally identifiable statistics.

POLICY:

The Director of CCDDR shall not permit individuals served by the Board to participate in any research projects except as provided for under section 630.192, RSMo and succeeding sections and operating regulations. (630.192 stated: "No biomedical or pharmacological research shall be conducted in residential facilities or day programs operated, funded, or licensed by the department for persons affected by mental retardation, developmental disabilities, mental illness, mental disorders, or alcohol or drug abuse unless such research is intended to alleviate or prevent the disabling conditions or is reasonably expected to be of direct therapeutic benefit to the participants. No involuntary patient shall participate in any research.")

The agency head/researcher shall inform the Department of Mental Health of intent to conduct research. Any person wishing to do research involving individuals served by CCDDR shall:

- Submit an Application for Research with Clients (Form 8114) to the Department's office of Planning and Quality Assurance
- Receive formal written approval from the Department prior to initiating the research project
- Receive written approval from the resident, family, and or guardian
- Receive written approval from the Department of Mental Health

All research must comply with state and federal regulations.

REFERENCES:

- Code of State Regulations 9-60.010 and RsMo 630.192
- CARF Standards Manual, Section 1D



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-39*

APPROVAL OF AMENDED POLICY #22

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #22, Event Reporting.
2. That the Board hereby amends and adopts Policy #22 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-39



Policy Number: 22 Effective: May 1, 2008 Revised: September 18 th , 2017
Subject: Event Reporting

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for adhering to the Division of Developmental Disabilities' Event Reporting Guidelines and relevant Code of State Regulations with regard to all incidents of injury, alleged/suspected abuse or neglect, death, medication errors, elopement, or other unusual events per the Division Directive 4.070 and 9 CSR 10.5.206 and 9 CSR 10-5.200.

POLICY:

I. Event Reports

Upon receipt of an event report form from a community provider for a client served on their caseload, CCDDR Support Coordination staff shall take the appropriate actions:

1. Review event reports to ensure that community providers have taken all reasonable measures necessary to protect the health and safety of clients.
2. Review event reports to assure accuracy, timeliness, completeness and conformity with reporting regulations (DOR 2.210, 4.270 and 9 CSR 10-5.200).
3. Sign form verifying the completion of the previous steps.
4. If CCDDR staff identify incidents of abuse and/or neglect during the review they shall report the incident according to 9 CSR 10-5.200.
5. Ascertain that incidents which meet the department investigation criteria are managed in compliance with DOR 2.210 and 9 CSR 10-5.200.
6. Determine the efficacy of corrective action plans and whether any additional actions must be taken.
7. Provide the form to the Director or designee for review and signature.

All Event Reports of the following nature must be sent/faxed to the Rolla Satellite Regional Office the next working day:

- Alleged or suspected abuse/neglect or misuse of funds or property
- Death
- Criminal activity involving a client
- Elopement/unauthorized absence
- Any event that results in hospitalization
- Significant unanticipated deterioration in client's physical or mental health status
- Illness or injury requiring medical intervention other than minor first aid
- Medication errors that require treatment or intervention

For all such incidents noted above, the provider must contact the CCDDR after-hours emergency contact number immediately if the event occurs after normal CCDDR business hours. All other event reports may be sent to the Regional Center within five working days of the incident/event.

Events that are unusual and not being addressed in a person's plan are to be reported to the designated quality management staff as well as any findings of concerns or issues related to health, safety/environment, money, rights, or services that were noted in the event report that require action. File all event reports separately from the client's record. Failure of CCDDR staff to report suspected or observed abuse/neglect or misuse of funds/property will be cause for disciplinary action, including dismissal.

NOTE: Event Reports are an administrative tool and not part of the clinical record; therefore, they should not be referenced in log notes or filed in client record.

II. Review of Event Reports

Service coordinators shall have access to the data from event reporting for personal planning purposes. Information surrounding individual issues such as behavior incidents, use of restraints, falls, environment, health, etc., should be reviewed and discussed by the interdisciplinary team when evaluating, updating, and developing individual person centered plans.

CCDDR management staff shall have access to the Regional Office data for Camden Co. clients for reviewing and trending of event report information. This is also important for identification of issues needed for further investigation due to recurring themes and serious events.

The CCDDR Director shall be notified by external bodies (Regional Office staff, other providing agencies, certification, investigators, etc.) when a pattern of incidents reveals serious systemic issues regarding the administrative operation of a facility or contracted provider agency.

The CCDDR Director or designee shall train all staff on incident reporting and notification procedures. The training is to be conducted for new employees during orientation and for all other staff during annual updates or whenever a major change in policies and procedures occurs.

REFERENCES:

- ✓ Division Directive 4.070
- ✓ CARF Standards Manual, Section 1E
- ✓ 9 CSR 10-5.200
- ✓ 9 CSR 10.5.206
- ✓ DOR 2.210



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-40

APPROVAL OF AMENDED POLICY #23

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #23, Medication Monitoring.
2. That the Board hereby amends and adopts Policy #23 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-40



Policy Number: 23

Effective: May 1, 2008

Revised: April 20, 2009

September 18th, 2017

Subject: Medication Monitoring

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for Support Coordination staff to properly monitor medication management practices of agencies serving persons with developmental disabilities in residential and day habilitation settings, per Division of Developmental Disabilities' guidelines and regulations. Through the Service Monitoring process, CCDDR Support Coordination staff will be required to monitor agency practices with regard to medication management. All agencies monitored by CCDDR shall have staff properly trained in medication management, shall implement proper medication management techniques, and shall provide adequate documentation with regard to client medication administration.

POLICY:

As part of the Service Monitoring function that CCDDR Support Coordination staff provide per Division of Developmental Disabilities' Service Monitoring guidelines, CCDDR staff regularly monitor the health and safety of clients served, including medication management practices of the provider agency.

I. Monthly Monitoring

The monthly Service Monitoring function performed by the Support Coordinator shall include:

- Review of agency Medication Administration Records (MARs) to ensure all medications have been signed off by staff after consumption and there are no missing entries or errors
- Review of employee training records/personnel file to verify certification in Level I Med
- Aide course for all employees passing meds
- Physician Orders/Doctor's Orders (P.O.) are reviewed, and include physician signature and date, name of medication, dosage, time, route, reason/purpose for taking medication
- Refused medications and/or PRN medications are fully documented with name of med, date, reason given
- All medications, including over the counter medications, have been prescribed by a licensed physician and current doctor's orders are present
- All medications have been properly transcribed to the client's Medication Administration Record (MAR)

- All medication doses have been administered by appropriate route
- All medications are locked when not in use, and are they monitored at all times
- Support staff is aware of and follow agency policy for monitoring of vital signs and for monitoring the effectiveness of medications, as needed
- Information for medication side effects is available, and agency staff have reviewed and signed off on these
- Allergy information is listed on the client Medication Administration Record (MAR).
- All medication errors are reported per policy and an Event Report completed
- Storage of medications is appropriate (i.e. refrigerated if necessary, controlled substances double-locked as required, etc.)
- All PRN medications include directions for use
- All medications are labeled properly
- Expired meds are replaced timely
- Agency staff should know the intended effect of medications.
- The client's health status is reviewed regularly
- All medications have: dosage, time, purpose, expiration date and side effects listed.
- Client is given appropriate information to make informed choice. Any related risks are explained to the client
- There is a process for prescription renewal and drug regimen review determined by physician and this is recorded
- Staff and client know the prescription renewal process and drug regimen/medication review process
- Annual P.O. for mechanical supports/adaptive equipment.
- Staff knows medical history, medication history and diagnosis or where to find the information in the file
- At least annual review of effectiveness of medications by P.O.
- Client or their legal representative should have access to following with regard to medication management: type of medications; purpose of medications; time to take medications; side effects of medications; how the medication is to be taken; what supports, if any, will be necessary; and how long the medication is to be taken

II. Supports for Self-Administration of Meds

For clients who self-medicate or are learning to self-medicate, CCDDR Service Coordination staff shall ensure that:

- The goals and individual responsibilities for self medication are documented thoroughly in the current Individual Support Plan
- The individual has been provided training in administering their own medications and recording their medications administered
- The client demonstrates appropriate ability/responsibility
- The individual knows how to obtain assistance/support if an error occurs or an adverse reaction is experienced
- The individual has been instructed and is able to utilize the pharmacy and/or physician to access medical records, report problems, etc.

- Emergency information, physician orders and side effect information is available to staff
- Must have P.O. documentation and what steps client does if partial administration, and what steps staff assists with
- If client is in the process of learning any step of self-administration, the Individual Support Plan will need a Personal Outcome with goals to address this, and provider progress notes should document client progress in learning self administration of medications

III. Preservation Of Medications Sensitive To Temperature, Light and Moisture

Support Coordination staff shall check to determine if facilities to be monitored per Service Monitoring Directive properly maintain and store medications to ensure protection from temperature, light, and moisture. Typically, the prescription label will note how the medication is to be stored.

Most medications are to be stored at room temperature. Room temperature is defined as 59 degrees to 86 degrees Fahrenheit. Medications stored at higher temperatures for prolonged periods can deteriorate.

Facilities monitored may use a refrigerator for cold or cool storage of medications. If a refrigerator is used to store medications at the facility, the temperature is to be kept at thirty-six to forty-six (36-46) degrees Fahrenheit (F). If food is stored in the same refrigerator, medications should be kept separate in a labeled, covered container.

Light may affect medications and these medications are typically dispensed by the pharmacist in light-resistant containers (dark colored or opaque bottles), however storage should also be in an environment free of light. Support Coordination staff shall ensure that light sensitive medications are stored in opaque containers and cabinets or closets free from light.

Moisture, and especially excessive moisture or humidity can reduce the shelf life of a medication. A refrigerator is a high-moisture area so containers should be kept tightly closed. A bathroom medicine cabinet is also subject to high moisture and humidity levels and is not the best environment in which to store medications.

IV. Storage and Control of Medications

During monthly Service Monitoring, CCDDR Support Coordination staff shall note the following with regard to storage and control of medications:

- A locked room is used for medication only or medication cabinets/closets with locks are used
- Each client's medications are stored in a separate compartment or bin from those of other clients
- Medication carts with locks that have individual bins or trays and a lockable drawer may be used

- Refrigerator – any medications stored in a refrigerator should be stored in a locked container with the client’s name on the box and the name of the medication, dosage, frequency, time and any individual instructions on the medication label
- Controlled Medications: Support Coordination staff shall ensure that a double lock is used for all schedule II medications in facilities monitored – facilities can accomplish this by using a locked container or compartment within a locked cabinet
- Other controlled medications can be double locked as needed for security – it is advisable to place all narcotics/controlled medications under a double lock so that staff do not have to determine if the medication is a schedule II medication
- The keys should always be kept secure with limited staff having access to the keys for the medication storage unit

V. Storage for Different Kinds of Medications

Support Coordination staff shall ensure that facilities monitored properly separate different types of medication to prevent contamination:

- Internal medications should be stored separately from external medications – this includes both tablets and liquids
- Eye, ear, or nose medications may be stored with the rest of the client’s internal medications, but it’s important to keep the container clean – it is advisable to store these medications in a separate container than the oral medications
- Inhalers and suppositories as well as other medications may need to be refrigerated – be sure to read the label on the medication for directions on appropriate storage
- External medication should be stored separately from internal medications to reduce the chance of error and contamination – liquids and ointments should be stored in a separate container, perhaps in a separate cabinet or on a separate shelf from internal medications
- If “stock” medications are kept in the facility, they should be stored separately from the clients’ medications
- First aid, non-prescription medications for simple medical emergencies should be stored separately from other medications in a locked cabinet
- Emergency medications which consist of prescription medications are kept in a separate container, in a locked cabinet

VI. Facility Policies

Each facility monitored by CCDDR Support Coordination staff should have an accountability system in place for all medications. This should include a written policy regarding storage and security of medications and should include documentation of medication counts as well as reporting of missing medications.

- The agency may have a designated individual who checks in all medications at the beginning of each month and then documents the findings on a form developed by the agency
- Medication aides are to initial each dose of medication given on the Medication Administration Record (MAR) as soon as administration is complete

- If bubble packs are used, the staff may also initial and date each slot as they administer the medication for any particular slot
- If “stock” medications consisting of non-prescription, first aid medications and emergency medications consisting of prescription medications are available in a facility, the agency must have a system such as a log-book, etc. to provide accountability for these medications
- Controlled medications should have a label which reads “Federal law prevents the transfer of the medication to anyone other than for whom it was prescribed” – all doses are recorded on the regular MAR after administration; however, a count sheet should be kept for each controlled medication and the medications must be reconciled every shift

VII. Disposal of Medications

All facilities monitored by CCDDR shall have a policy in place regarding proper disposal of medications. At a minimum, the following issues shall be incorporated into the facility medication disposal policy:

1. Contaminated: A contaminated dose is disposed of (destroyed) by the Level I Medication Aide or the DMRDD Medication Aide at the time of the contamination. Witnesses are required for destruction of any medication. Proper documentation procedures should be followed (see sample drug disposal record following).
2. Unused or discontinued medications may be returned to the pharmacy by the facility if the pharmacy will accept them. If not, the medication will need to be destroyed.
3. Flush prescription medications down the toilet *only* if the label or accompanying patient information specifically instructs doing so. The preferred method of disposing of medications is crushing and mixing them with coffee grounds, kitty litter or other non-edible substances and placing them in a non-descript, impermeable container to go out with the regular trash. Medication destruction involves two persons. The medication aide can be one person and the other must be a pharmacist, nurse or state inspector.

Some agencies have developed their own “Destruction of Medication” forms and the medication aide needs to be familiar with the form and any policy regarding medication destruction that the agency may have.

REFERENCES:

- CARF Standards Manual, Section 2I
- 9 CSR 45-3.070
- MO Department of Mental Health Medication Aide Manual

SAMPLE MEDICATION DESTRUCTION RECORD

Client Name _____

Case Number _____ **State ID Number** _____

Date _____

Medication/Strength/ Rx Number _____

Number of tabs/doses of medication disposed of _____

Signature 1 _____

Signature 2 _____

Date _____

Medication/Strength/ Rx Number _____

Number of tabs/doses of medication disposed of _____

Signature 1 _____

Signature 2 _____

Date _____

Medication/Strength/ Rx Number _____

Number of tabs/doses of medication disposed of _____

Signature 1 _____

Signature 2 _____



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-41

APPROVAL OF AMENDED POLICY #24

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #24, Monitoring Positive Behavioral Interventions/Restraints.
2. That the Board hereby amends and adopts Policy #24 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-41



Policy Number: 24 Effective: May 1, 2008 Revised: September 18 th , 2017
<hr/> Subject: Monitoring Positive Behavioral Interventions/Restraints

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy to ensure agencies supporting clients served by CCDDR utilize appropriate Positive Behavioral Support techniques when deemed necessary by the client’s planning team; agencies utilize proper crisis intervention techniques implemented by properly trained staff; and the Rolla Regional Office Client Family Preservation Team is utilized as a resource in the development of all Behavioral Support Plans. Furthermore, CCDDR Support coordination staff, through the Service Monitoring and Plan Development processes, shall ensure agencies serving persons with developmental disabilities are in compliance with adopted Division of Developmental Disabilities’ and Rolla Satellite Regional Office’s crisis intervention methods guidelines and policies.

POLICY:

I. Referrals To Client Family Preservation Team

The CCDDR Support Coordinator may make a referral to the Rolla Satellite Regional Office Behavioral Resource Team (BRT) under the following conditions:

1. When the Support Coordinator and other members of an individual’s planning team determine that the client’s behaviors put the person at risk of losing placement status, dismissed from employment, dismissed from school, etc.
2. If the individual has had incidents of behavior problems that have resulted in significant danger to self, others or property, hospitalization, involvement of law enforcement or loss of services or access to the community in the past six months, the team should consider the need for additional support services such as behavior analysis supports. The team should also consider behavioral services if the individual is requiring psychotropic medications. Applied Behavior Analysis services start with a Functional Behavior Assessment and include the development of a Behavior Support Plan, training for support persons in use of the plan strategies, monitoring the implementation of the plan and development of strategies to be used when the behavioral services are discontinued following the success of the plan. Behavior Support plans are valid only as long as behavioral services are provided to support the plan’s implementation. Behavior Support plans should be attached as part of the individual support plan, and should not

be paraphrased or reworded.

3. Attempts have been made to access other community services.

II. Behavior Resource Team Referrals and Process

1. Referral Process for Waivered Clients

- BRT Referrals are to be emailed, faxed or mailed to the BRT lead at the designated Regional Office
- BRT lead will assign the referral to a BRT member
- BRT lead or BRT member will contact the SC or provider/family member and complete the Crisis Rating form, which determines priority of need – if the CRS assessment indicates the individual has shown an increase in serious behaviors in which there is police involvement, in-patient hospitalizations, restraints, or 1:1 level of supervision, the individual may be referred to Applied Behavior Analyst Services
- The BRT lead or referred BRT member will assist the Support Coordinator, as needed, with creating a BRT outcome and action steps to be included in the Individual Support Plan (ISP)
- The Support Coordinator will add the outcome and action steps to the modified ISP
- The Provider & Services Choice form and Authorization form (RRO systems page), with BRT Services identified, are completed *and signed* by the Support Coordinator and individual/guardian:
 - The Person Centered Strategies Consultation (H0004 HK ¼ hr. unit) code is used.
 - The SC, TCM TAC and BRT member can work together to determine how many units to authorize for Person Centered Strategies at current rate per unit
- Once the plan is modified and signatures are received, complete the Utilization Review (UR) Packet and submit to the TCM TAC contact – the UR packet includes a copy of the signed Provider & Services Choice form, signed Authorization (systems page) form and modified ISP and justification for service
- Once the BRT team receives confirmation back from UR, the BRT member will work with the SC on scheduling the first BRT visit:
 - If a BRT referral is received which constitutes as an emergency and requires emergency assistance from the BRT Team, the Support Coordinator will contact the BRT Lead and services will begin immediately – the BRT member will use the non-billable code until the modified ISP with outcome & action steps and signed Authorization page are received from the Support Coordinator
 - The BRT Lead will notify BRT members when the referral is an emergency and to proceed with the referral but use the non-billable code until the modified ISP with outcome & action steps and signed Authorization page has been received

2. Referral Process for Non-Waivered Clients

- BRT Referrals are to be emailed, faxed or mailed to the BRT lead at the designated Regional Office
- The BRT Lead will assign the referral to a BRT member

- The BRT Lead or BRT member will contact the Support Coordinator or provider/family member and complete the Crisis Rating form, which determines priority of need
- The BRT Lead or referred BRT member will assist the Support Coordinator, as needed, with creating a BRT outcome & action steps to be included in the individual's ISP
- The Support Coordinator will add the outcome & action steps to the ISP
- The Provider of Choice document is completed *and signed* by the Support Coordinator and the individual/guardian
- The Support Coordinator and BRT member will work together to schedule the first BRT visit
- In order to have only one contact, the modified ISP and (a scanned) Provider of Choice document may be sent to the TCM TAC

3. BRT Process for Waivered and Non-Waivered Client Referrals

- A. The BRT member will schedule a team meeting with the Individual and their planning team once the environmental assessment has been completed and an action plan, based on the assessment, has been developed. The planning team will review the action plan to ensure they agree with the action steps identified. A signature page will be presented at the meeting for all parties to sign if planning team members (individual, guardian, designated provider staff member, Support Coordinator and family member) agree upon the contents of the action plan. If revisions are needed, the BRT member will email/fax or mail the planning team the revised document.
- B. The BRT member will schedule an exit meeting with the individual and their planning team when BRT services have been completed. BRT member will discuss the person centered support recommendations/completion of the action plan at the exit meeting. A signature page will be brought to the exit meeting for all designated parties to sign if they approve of the person centered support recommendations and completion of the identified action steps. If revisions are needed, the BRT member will email/fax or mail the planning team the revised document.
- C. During the referral process, if an individual's behaviors increase in intensity to the point there is police involvement, in-patient hospitalization due to behavioral issues, the person may need to be referred to Applied Behavior Analysis Services (ABA).

III. Agency Use of Behavioral Interventions/Crisis Intervention Techniques

Per Division of DD guidelines and Rolla Satellite Regional Office procedures, agencies that support clients served by CCDDR and the Division of Developmental Disabilities may adopt a curriculum of Positive Behavioral Support training, subject to Division and Rolla Satellite Regional Office approval. CCDDR Support coordination staff shall ensure that agencies implement such behavioral intervention strategies in accordance with Division and Rolla Satellite Regional Office policy. The following general principles apply:

A. Physical Restraints:

In cases of imminent harm to a person or persons, agency staff may utilize physical

restraint. Staff must first be trained in either Mandt (2-day training) or NCI. The Rolla Satellite Regional Office PMAG Committee shall review specific restraint techniques proposed to be used by agency staff during crisis situations. All specific instances of physical restraint must be documented in an Event Report form. Improper use of physical restraint techniques by agency staff or use of excessive force shall be considered abuse and cause for disciplinary action. Use of and authorization for physical restraints shall be documented in the individual's Plan by CCDDR Support Coordinator.

B. Mechanical/Chemical Restraints:

These techniques may be used to prevent a person from injuring self or others, and only after other less aversive techniques have been tried, and it has been documented in person's record by a QDDP that less restrictive alternatives do not work as a means of curbing aggressive behavior. The CCDDR Support Coordinator and other team members shall design such techniques which shall be incorporated into the person's Plan as outlined in DOR 4.145. The Rolla Satellite Regional Office PMAG Committee must review/approve all plans that propose the use of Mechanical/Chemical restraints.

C. Time Out:

This may only be used under conditions set out in a written behavioral modification program (incorporated into Person Centered Plan), and shall meet guidelines set out in DOR 4.145. The Rolla Satellite Regional Office PMAG Committee shall review/approve all plans that propose time out as part of the due process review. The Rolla Satellite Regional Office PMAG Committee shall review all instances of restraint to assess the appropriateness of restraints.

CCDDR Support coordination staff shall determine if the agency has a "no-restraint" policy, and if so, what emergency procedures are in place should a client served by the agency become a danger to himself or others.

III. Prohibited Behavioral Intervention Techniques

CCDDR Support coordination staff shall ensure that agencies do not use techniques that are strictly prohibited per Division of Developmental Disabilities policy as methods of behavioral support.

The following is a general list of behavioral interventions **not approved** by the Division of Developmental Disabilities:

- Seclusion
- Seclusionary time out
- Denial of basic medication
- Restraints

- Corporal punishment
- Overcorrection
- Mechanical restraints
- Aversive conditioning
- Any treatment, procedure, technique or process prohibited elsewhere by federal or state statute.

Certain physical interventions are prohibited. These include:

- Physical restraint techniques that interfere with breathing;
- Prone restraints
- Restraints which involve staff lying/sitting on top of a person
- Restraints that use the hyperextension of joints
- Any technique which has not been approved by the division, and for which the staff person has not received division-approved training

CCDDR Support coordination staff, through Service Monitoring and review of Event Reports, shall determine if any of the above unauthorized methods are being implemented by agency staff as a means of crisis intervention. Referrals shall be made to the Regional Office Provider Relations Team as needed, or, if abuse or neglect is suspected by the Support Coordinator, this shall be reported per CCDDR's Abuse/Neglect reporting policy.

REFERENCES

- CARF Standards Manual, Section 2A
- Division of DD BRT referral process
- Division of DD Approval Process For Positive Behavioral Support Curriculum
- Rolla Satellite Regional Office FOR/Restraints & Time Out
- Individual Support Plan Guide, 1/1/2017
- DOR 4.145
- Division of DD Directive 4.300



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-42

APPROVAL OF AMENDED POLICY #26

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #26, Confidentiality of Client Information and Access to Client Records.
2. That the Board hereby amends and adopts Policy #26 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-42



Policy Number: 26 Effective: May 1, 2008 Revised: September 18 th , 2017
<hr/> Subject: Confidentiality of Client Information & Access to Client Records

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy for employees and Board members to maintain confidentiality of clients who receive services from CCDDR. Confidentiality is defined as the non-disclosure of private, personal information. State and Federal statutes regarding confidentiality protect information about individuals receiving services from the Department of Mental Health and CCDDR.

POLICY:

It is CCDDR’s policy that files or personal information and records of clients served by CCDDR to which the agency possesses are the property of CCDDR and are maintained for service to persons being supported. It is the responsibility of all employees and Board members of CCDDR to ensure the integrity of client confidentiality and protect personal information against loss, tampering, or use by unauthorized persons.

DEFINITIONS:

Personal Record

Any information or data recorded in any medium, including, but not limited to, handwriting, print, files, and computer generated information.

Confidential Personal Information:

Personally identifiable records including:

- The name of the individual, the individual’s parents or to the family members or guardian
- The individual’s address and phone number
- A personal identifier such as the individual’s social security number
- A list of personal characteristics, diagnostic data, etc. which would make the individual’s identity known and easily traceable
- Other information that would make the individual’s identity known and easily traceable

Disclosure/Dissemination

Permitting the release, transfer, or other communication of confidential or personal information

orally, in writing, by electronic means, or by any other means to any party.

Access

Permitting any person/agency the opportunity to review confidential personal information – this includes the personal file, which is for the purpose of gathering information, program evaluation, copying reports, etc.

- I. CCDDR staff members and volunteer staff will receive training on the issues of confidentiality prior to conducting responsibilities with clients.
- II. Staff and volunteers will not share or disclose to outside entities personal information or Protected Health Information (PHI) about clients to outside persons without prior written authorization/consent from the client or his/her guardian. This authorization shall be obtained by completion of a CCDDR “Authorization to Disclose/Release Confidential Information” form. The authorization shall be in effect for no longer than one (1) year. Only information specific to the authorization is to be released.
- III. Information with regard to adult clients who are their own guardians may not be shared with parents or other relatives of the clients without a signed authorization from the clients.
- IV. Client information will not be shared in public settings or in open meetings of the CCDDR Board of Directors.
- V. In compliance with this policy, CCDDR staff shall:
 - A. Adhere to the standards set forth in the CCDDR Notice of Privacy Practices.
 - B. Collect, use and disclose client Protected Health Information (PHI) only in conformance with state and federal laws and current client/guardian authorizations, as appropriate. CCDDR staff will not use or disclose PHI for uses outside of treatment, payment, or health care operations (TPO) without a signed authorization from the client/guardian.
 - C. Act as responsible information stewards and treat all PHI as sensitive and confidential. Consequently, CCDDR staff will:
 - Treat all PHI data as confidential in accordance with professional ethics, accreditation standards, and legal requirements
 - Not disclose PHI data unless the client (or his or her authorized representative) has properly consented to or authorized the release or the release is otherwise authorized by law
 - D. Recognize that, although CCDDR as an agency "owns" the client record, the

client/guardian has a right to inspect and obtain a copy of his/her PHI. In addition, clients or their guardians have a right to request an amendment to their record if they believe their information is inaccurate or incomplete. CCDDR will:

- Permit clients or their guardian access to their record when their written requests are approved by our agency; however, if we deny their request, then we must inform the client/guardian that they may request a review of our denial
- Provide client/guardian an opportunity to request the correction of inaccurate or incomplete PHI in their medical records in accordance with the law and professional standards

E. CCDDR will document all disclosures of PHI for purposes other than TPO for each client. We will provide this information to clients or their guardian upon request, so long as their requests are in writing.

F. All CCDDR staff will adhere to any restrictions concerning the use or disclosure of PHI that clients or their guardians have requested and have been approved by CCDDR.

G. All CCDDR staff must adhere to this policy. Violation of this policy is grounds for disciplinary action, up to and including termination of employment.

VI. This confidentiality policy will be reviewed with staff upon hire and Board members upon appointment and on an annual basis thereafter. This review, signed and dated by the employee and Board member, will be placed in their personnel and/or Board members file.

VII. Employee Access to Client Clinical Record:

The following persons employed by CCDDR and the following agencies shall have authorized access to client clinical records within the CCDDR facility:

- All administrative staff including the Director and Administrative Assistant
- All Support Coordination staff shall have access to the record for those on their caseload, and, if circumstances warrant, other clients served by CCDDR
- Rolla Satellite Regional Office staff
- Health and Human Services staff
- Client's physician and/or dentist
- Social Security or Medicaid representatives for eligibility of benefits determination and for HCBS Compliance reviews

VIII. Under no circumstances will individual client records and personal information be accessible to persons not authorized as per this policy. Access to records will not be permitted without specific consent of the person being supported or his/her legal guardian.

IX. Individual/Parent/Guardian Access to Records:

The CCDDR Director shall give persons being supported or the guardian of an individual being supported access to the individual's clinical record, under the following conditions:

- The request shall be made in writing to the CCDDR Director – the request shall be kept in the individual's record
- The CCDDR Director may deny access to any personal information if access is determined to be inconsistent with the individual's care, treatment or habilitation – the reason for withholding the record shall be documented in the individual's file and a copy given to the person requesting the information
- The individual's record may be reviewed only in the presence of the CCDDR Director or designated CCDDR representative

X. Only information generated by the agency will be given to persons being supported and/or his/her guardian. Information from other facilities/agencies should be requested directly from the original source.

XI. All physical and electronic client records and information shall remain in CCDDR's care and custody for the applicable and/or minimum required time as required by Federal and/or State Law.

REFERENCES:

- 630.140 RSMo
- CARF Standards Manual, Section 2B
- CCDDR HIPAA Policies/Procedures DMH DOR 8.005
- DMH DOR 8.010
- 45 CFR Section 164.502 et seq.



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-43*

APPROVAL OF AMENDED POLICY #33

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #33, Log Notes.
2. That the Board hereby amends and adopts Policy #33 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-43



Policy Number:

33

Effective: January 1, 2013

Revised: September 18th, 2017

Subject: Log Notes

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy that log notes are to be maintained electronically and document all contact, attempts at contact, and other pertinent information regarding the clients CCDDR serves.

POLICY:

Log notes are part of the Personal Health Information protected by HIPAA. Log notes will be written in complete sentences, without misspelled words, and shall adequately explain the service provided. The note should tell what action occurred and why, and identify the parties involved. The reader should be able to infer from the description of what, why, and the benefit the individual received. The note should include observations, data, activities, and descriptions. The log note should always describe what the Support Coordinator has done. If referring to another document, the note should state the specifics related to that document. Log notes will not be sent to any individual, guardian, agency or client as part of a regular review process. Log notes will not leave the premises in the absence of a court order or a valid authorization completed by the client or applicable personal representative, with limited exceptions.

The Director of Client Services & Supports, Executive Director, or designated CCDDR Privacy Officer should obtain written information regarding the identity of the requestor, the date of the request, the nature and purpose of the request, and any authority that the requestor has to request such information. If other staff receives a completed authorization and/or release form, they shall direct it to the Director of Client Services & Supports, Executive Director, or designated CCDDR Privacy Officer for review. A Transfer Request received from another TCM entity after a client has re-located shall serve as authorization to release the last 6 months of log notes in an attempt to make the client's transition to new services more efficient.

Any other disclosures that occur shall be limited to the minimum amount of information necessary to meet the purpose of the use or disclosure. Exceptions to the minimum necessary requirement are as follows:

- The client or guardian authorizes the disclosure
- Disclosures required by law

Clients and guardians of clients can access these files according to the guidelines established by HIPAA and Division of Developmental Disabilities Directives.

DEFINITIONS:

Log Note (aka case note)

This is the written documentation of contact and other pertinent information regarding a client, usually written by the Support Coordinator. These log notes are protected under HIPAA and may contain sensitive information. Log notes are written electronically and saved in a cloud based information management program exclusive to CCDDR.

Review Process

This is any regular review of the effectiveness of the services outlined in the Individual Support Plan.

PHI

This means Protected Healthcare Information.

REFERENCES:

- Division of DD Directive 3.020
- Division Directive 4.060
- Health Insurance Portability And Accountability Act Of 1996/Public Law 104-191
- DDD Targeted Case Management for Individuals with Developmental Disabilities
- Technical Assistance Manual.



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-44

APPROVAL OF AMENDED POLICY #34

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #34, Quarterly Review.
2. That the Board hereby amends and adopts Policy #34 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-44



Policy Number:
34
Effective: January 1, 2013
Revised: September 18th, 2017

Subject: Quarterly Review

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a policy to perform a Quarterly Review of the Individual Support Plan for each person who receives Support Coordination services from CCDDR.

POLICY:

Services authorized in all Individual Support Plans that are funded through the Department of Mental Health, including all Medicaid Waiver plans, shall comply with Division of Developmental Disabilities' Service Monitoring guidelines. Service provision, programming, and progress shall be documented. This information may result in the modification of the Individual Support Plan. Such plans shall be modified and updated, depending on the client's needs and preferences.

DEFINITIONS:

DDD Service Monitoring Guidelines

The Division of Developmental Disabilities (DDD) Support Coordinator Manual describes requirements of Support Monitoring, as well as information regarding maintaining and updating Individual Support Plans.

Individual Support Plan

This is a document resulting from a process directed by the individual served, with assistance as needed by a representative. It is intended to identify strengths, capacities, preferences, needs, and desired outcomes of the participant. The process may include other individuals freely chosen by the participant who are able to serve as contributors to the process. The person-centered planning process enables and assists the individual to access a personalized mix of paid and non- paid services and/or supports that will assist him/her to achieve personally defined outcomes.

Quarterly Review

This is a review of the effectiveness of the services outlined in the Individual Support Plan that occurs every three months. The quarters are established from the implementation date of the Individual Support Plan.

I. Plan_Monitoring/Reviews

Quarterly Reviews shall be completed for all clients. The Quarterly Review shall provide an overview of progress made toward plan Personal Outcomes and Goals, recommendations for changes to plan, Support Coordinator contacts, Service Monitoring notes, and other pertinent information relating to the client.

The Support Coordinator and agency QDDP (if applicable) shall regularly monitor implementation of the Individual Support Plan and progress in meeting plan Personal Outcomes and Goals. Changes shall be made if necessary to plan outcomes and action steps based upon input from team members.

II. Quality Assurance

The Quality Assurance Coordinator, Director of Services & Supports, and/or other designated CCDDR staff will monitor Quarterly Reviews and Individual Support Plans to ensure that the mandatory components of the Individual Support Plan Guidelines are implemented.

REFERENCES:

- CARF Standards Manual, Section 2A
- Individual Support Plan Guidelines 1/1/2017 Medicaid Waiver Manual
- RSMo 633.110 Person Centered Plans
- Division of DD Quality Outcomes Discussion Guide
- 9 CSR 45-3.010 Individualized Habilitation Plan Procedures
- RSMo 630.655
- Division of DD Directive 3.020
- Division Directive 4.060



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-45*

APPROVAL OF AMENDED POLICY #39

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #39, Client Records.
2. That the Board hereby amends and adopts Policy #39 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-45



Policy Number: 39 Effective Date: August 15, 2016 Revised: September 18 th , 2017
Subject: Client Records

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall maintain permanent client records physically when necessary, convert physical records to digital/electronic format when applicable, and store digital/electronic records on an internet-based storage utility (cloud).

POLICY:

Client records shall be stored on multiple physical servers maintained by the contracted internet data storage provider. The servers are redundant and update immediately and simultaneously. Data compromised by damage to any one physical server can be recovered immediately via one of the other servers.

- I. All Client records are given to a designated employee. Records received in digital form will be moved to the Records folder on the shared drive and an email will be sent to the designated employee regarding the receipt of new records.
- II. Records received in physical form will be placed in the Records Room Inbox to await scanning.
- III. The designated employee will scan and digitally file all physical records. Physical records will be filed by client name and number and maintained for 1 year. After 1 year any document that does not pertain to initial eligibility or legal status will be shredded as outlined in Division Directive 1.060.
- IV. As much as possible, any Transfer of Records will occur digitally. Once the receiving agency has confirmed receipt of digital files, the digital record will be moved to the CCDDR Inactive Client file.

If the receiving agency is unable to receive digital files, a designated CCDDR employee will print the file and send it to the receiving agency via certified mail.

REFERENCES:

- Section 630.110 and 630.115 RSMo
- CARF Standards Manual
- Division of DD Directive 1.060
- 9 CSR 45-3.030



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-46

APPROVAL OF AMENDED POLICY #32

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #32, Volunteers and Interns.
2. That the Board hereby amends and adopts Policy #32 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-46



Policy Number:

32

Effective: September 17, 2012

Revised: October 15, 2012

September 18th, 2017

Subject: Volunteers and Interns

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) offers volunteer programs to enhance CCDDR's ability to serve the public while simultaneously allowing an opportunity for individuals to give back to the community. CCDDR also offers internships in an effort to provide college students from a wide variety of educational disciplines the opportunity to apply traditional academic classroom learning to actual work experience. CCDDR strongly believes that internships are an important tool in recruiting, developing and retaining innovative people and an important part of assisting CCDDR in meeting the needs of today while preparing the workforce of the future. As a public employer, CCDDR is committed to complying with the applicable provisions of federal and state laws and regulations including the Fair Labor Standards Act.

POLICY:

CCDDR provides three different volunteer and internship programs:

1. One-Time Volunteers
2. Regular Volunteers
3. Internships

DEFINITIONS:

One-Time Volunteers

Volunteers for CCDDR who are not paid and commit to a one-time service, function, or activity (general office or clerical type duties only), and do not volunteer their services on a regular basis. One-time volunteers must be 18 years-of-age or older.

Regular Volunteers

Volunteers for CCDDR who are not paid and commit their time and service on a regular basis. Regular volunteers must be 18 years-of-age or older.

Internships

Volunteers for CCDDR who are unpaid student interns receiving school credit or required work experience for their internship. These students earn only units of credit authorized and conferred by the school of attendance. The volunteer must be enrolled in college level coursework to qualify. Interns must be 18 years-of-age or older.

One-time volunteers will be required to sign a HIPAA Confidentiality Agreement and abide by all CCDDR policies and procedures. One-time volunteers will not be allowed to enter CCDDR's restricted areas. One-time volunteers will also not be allowed to provide a service or function that interacts with CCDDR clients unless the volunteer(s) is/are a client(s) or is employed by a DMH or CCDDR approved provider of services.

Prior to beginning an assignment, regular volunteers and interns may be required to complete a volunteer application and meet CCDDR's requirements for background screening and verification of credentials. Tuberculosis, drug, and alcohol testing may also be required before beginning an assignment. The regular volunteer's or intern's signature is required on all applicable CCDDR acknowledgement forms. If the regular volunteer or intern is going to travel to a separate location other than CCDDR's place of business during volunteer/intern hours for CCDDR, a valid driver's license and proof of insurance must be provided to CCDDR. Under no circumstances shall volunteers or interns transport clients in their vehicles during volunteer/intern hours for CCDDR and shall not operate CCDDR vehicles. All regular volunteers and student interns must abide by and will be provided CCDDR policies, procedures, and handbooks.

CCDDR reserves the right to deny any potential volunteer or intern from participating in its programs and to discontinue participation of any existing volunteer or intern at any time with or without reason. Volunteers and interns are not considered employees and may decide not to participate in either program or discontinue participation at any time with or without reason.



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-47*

APPROVAL OF AMENDED POLICY #36

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #36, Human Resource Records.
2. That the Board hereby amends and adopts Policy #36 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-47



Policy Number: 36 Effective: March 16, 2015 Revised: September 18 th , 2017
Subject: Human Resource Records

PURPOSE:

Camden County Developmental Disability Resources (CCDDR) shall have a human resource file for each employee, intern, and volunteer. The record is the property of the CCDDR and is maintained for the benefit of the employees, interns, and volunteers.

POLICY:

CCDDR will maintain the security and confidentiality of human resource files and safeguard the information contained in the files against loss, tampering, or use by unauthorized persons. The content and format of human resource records are standardized according to CCDDR procedures and CARF guidelines:

- Employment/Volunteer/Internship Forms (application, resume; references; background checks; copies of driver’s license; copies of Social Security card, insurance information; employment, volunteer, or intern status; and employee, volunteer, or intern acknowledgement forms)
- Pay Changes/Volunteer Changes/Intern Changes (W-4, payroll deductions, notices of pay changes, and notices of volunteer or intern changes)
- Performance (appraisals and disciplinary actions)
- Training and Certifications

The single official record (SOR) for each employee, intern, and volunteer shall be maintained by the Human Resource Officer in a locked file cabinet within the administrative office of CCDDR. Keys to said file cabinet shall be maintained by Human Resource Officer and the Executive Director. The SOR shall contain separate sections for each aforementioned category. Employees, interns, and volunteers shall have the right to examine their SOR after making a written request to their immediate supervisor, the Human Resource Officer, or the Executive Director. SOR viewing shall be in the presence of the Human Resource Officer or Executive Director. Employees, interns, and volunteers may make copies of certain elements of their own file with permission for their personal records. No original documents shall leave CCDDR’s facility. Employee, volunteer, or intern records or information shall not be communicated to

third-parties unless doing so is allowed by law or the employee, volunteer, or intern signs a written authorization for CCDDR to do so. The written authorization shall specifically identify the third-party to whom records or information are to be communicated.

Former employees', volunteers', and interns' human resource records will be kept for a minimum of 7 years or whatever the applicable minimum is by Federal or State law in a secure, climate controlled storage facility maintained by CCDDR.

REFERENCES:

- Division of DD and SB40 Standardized Filing Guide
- SB 40 Records Retention Schedule, MO Secretary of State's Office
- CARF Standards Manual, Section 2B



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-48*

APPROVAL OF AMENDED POLICY #37

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, and job descriptions and creates new Bylaws, policies, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend Policy #37, Transportation.
2. That the Board hereby amends and adopts Policy #37 (Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-48



Policy Number:
37
Effective: May 18th, 2015
Revised: September 18th, 2017

Subject: Transportation

PURPOSE:

It is the responsibility of the Camden County Developmental Disability Resources (CCDDR) to protect the health and safety of all our clients who are being transported in a personal vehicle of staff or company vehicles. On occasion, there may be situations where CCDDR employees must use their personal vehicles to transport clients. CCDDR has established requirements for staff transporting clients in personal and company vehicles. CCDDR's goal is to provide a transportation program and service that support public or private transportation opportunities for persons with developmental disabilities. Our agency wants to create better transportation for our clients in the town in which they live, work and play.

POLICY:

CCDDR will make every effort to ensure qualified individuals with a developmental disability are not excluded from participation in or denied benefits of transportation services from CCDDR ; however, circumstances may exist at any given time which would prevent CCDDR from providing transportation services. CCDDR requires that all local and state regulations be followed, including, but not limited to, wearing seat belts and adherence to speed limits. Employees must also follow guidelines described in the CCDDR Transportation Manual, CCDDR Employee Manual, and all CCDDR policies.

I. Title VI Assurances

Camden County Developmental Disability Resources agrees to comply with all provisions prohibiting discrimination on the basis of race, color, or national origin of Title VI of the Civil Rights Act of 1964 as amended, 42 U.S.C. 200d et seq., and with U.S. DOT regulations, "Nondiscrimination in Federally-Assisted Programs of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act," 49 CFR part 21.

Camden County Developmental Disability Resources assures that no person shall, as provided by Federal and State civil rights laws, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity. Camden County Developmental Disability Resources further ensures every effort will be made to ensure non-discrimination in all programs and activities, whether those programs and activities are federally funded or not.

Camden County Developmental Disability Resources meets the objectives of the FTA Master Agreement which governs all entities applying for FTA funding including Camden County Developmental Disability Resources and its third-party contractors by promoting actions that:

- Ensure that the level and quality of transportation service is provided without regard to race, color, or national origin
- Identify and address, as appropriate, disproportionately high and adverse effects of programs and activities on minority populations and low-income populations
- Promote the full and fair participation of all affected Title VI populations in transportation decision making
- Prevent the denial, reduction, or delay in benefits related to programs and activities that benefit minority populations or low-income populations
- Ensure meaningful access to programs and activities by persons with Limited English Proficiency (LEP)

Camden County Developmental Disability Resources receives state and/or federal funds through grants administered by the Missouri Department of Transportation for both operating and capital. As a recipient of this funding, Camden County Developmental Disability Resources is committed to assuring compliance with the Title VI Requirements for Federal Transit Administration Recipients as outlined in FTA circular 4702.1B

II. Qualifications For Position Of Drivers For CCDDR

- A. Drivers shall be properly licensed (Missouri state driver's license preferred and preferably a Class E Driver's License). Employees will furnish a copy of their driver's license to Human Resource Officer upon hiring date and also upon renewal of license.
- B. Employees must have the minimum liability coverage as required by Missouri statutes (If using a private vehicle.)
- C. All individuals who are employed by CCDDR are required to have a background check consisting of :
 - Illegal drug screen (Upon hire and randomly if shows probable cause)
 - FBI fingerprint check (Fingerprints/Criminal records check/sex offender registry check thru the Highway Patrol (Upon hire)
 - Family Care Safety Registry (annually)
 - Driving history/MVR (annually)
 - Office of Inspector General (OIG United States Department of Health & Human Services (annually)
- D. The vehicles must have adequate first aid supplies, including a first aid kit that is checked annually and as necessary.
- E. Vehicles must have copy of current insurance carrier guidelines regarding what to do in event of an accident.

- F. In the event of an accident and/or injury while transporting a client, the driver will immediately notify the police and ambulance (if needed) to report the accident, provide CPR/First Aid as needed. (If you have a current certification in CPR.) The Executive Director and Human Resources will be notified immediately and if needed, completion of an MEM Injured Worker Kit and Auto Accident Report Form.
- G. All accidents occurring away from the CCDDR office when on CCDDR business, regardless of professional medical attention, must be reported, for Workers Comp purposes. Verbal notification of any serious occurrences should be immediately reported to the Executive Director.

III. Responsibilities Of Our Drivers

- A. Driver safety is priority.
- B. Driver is required to review Transportation Policy Manual annually.
- C. The driver is responsible for the condition of the vehicle.
- D. It is the responsibility of each driver to fill out the mileage report form upon departure and return in the company vehicle(s).
- E. Driver must wear seatbelt at all times and verify passengers have seat belts on.
- F. Driver is required to take credit card and fill up the vehicle with fuel when it reaches ½ tank.
- G. Only authorized persons are allowed to drive or ride in company vehicles.
- H. Always be polite and professional when transporting consumers.
- I. Never drive under the influence of illegal drugs or controlled substances of any kind.
- J. Driver may not alter the company vehicle(s) in any way without prior consent of the Executive Director.
- K. It is each driver's responsibility to maintain a current valid driver's license.
- L. Never drive faster than the speed limit. If you receive a ticket, you are responsible for all costs.
- M. Never carry more passengers than available seating in the vehicle.
- N. Company vehicles are used for company business only.
- O. Driver(s) are responsible for accurately completing all required paperwork, including mileage sheets.
- P. Driver shall not transport a minor without written documentation or a phone call from parent/guardian of minor, and if at all possible, parent/guardian should accompany the minor who is being transported.
- Q. Company vehicle keys are to be placed in office desk drawer after vehicle is parked and should remain there at all times the vehicle is not in use.
- R. It is the responsibility of every driver to be informed on impending weather conditions and the daily forecast outlook. You will need to watch the news to get this information. This includes all seasonal, inclement weather (snow, ice, thunderstorms, tornado, etc.). It is the driver's responsibility for calling the Support Coordinator so they can contact the client and inform them of the situation.

Drivers should use common sense and good judgment when deciding to drive/transport clients for the day. If the weather is questionable, don't go! It is better to be safe than sorry!

IV. Vehicle Safety Checks

- A. Any vehicle problem is to be reported to lead personnel.
- B. Check vehicle tires - the life of the tires depends on how the vehicle is driven.
- C. Excessive speed, braking or acceleration will cause tires to wear away.
- D. Always drive at a safe speed. A safe speed depends on a number of factors:
 - Road Conditions: wide, straight, good/bad surface, good/bad vision etc.
 - Weather Conditions: dry, wet, bright, sunny, misty, raining, snow, fog etc.
 - Traffic Conditions: light or heavy flow of traffic, country, city etc.
 - Physical Condition of Driver(s): relaxed, happy, tired, worried, aggressive, frustrated etc.
- E. Never use the vehicle if any maintenance light is on as it could be unsafe.

V. Driving Under The Influence

If you drive under the influence of alcohol, a controlled substance, or impairing substance, the legal penalties include the loss of your license, a fine, and/or prison sentence. Employees will be terminated immediately if determined to be driving under the influence of alcohol and controlled or impairing substances.

VI. Mobile Phone

Although an increasing number of states are placing restrictions on cell phone usage, Missouri has no law regarding the use of cell phones while driving. The use of mobile phones while driving a company vehicle is prohibited.



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-49

APPROVAL OF AMENDED TECHNOLOGY PLAN

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, plans, manuals, handbooks, and job descriptions and creates new Bylaws, policies, plans, manuals, handbooks, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend its Technology Plan.
2. That the Board hereby amends and adopts its Technology Plan (see Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-49

CAMDEN COUNTY DEVELOPMENTAL DISABILITY RESOURCES

TECHNOLOGY PLAN

(Revised September 18th, 2017)

This Technology Plan provides an overview of Camden County Developmental Disability Resources (CCDDR) information technology (IT) systems, security, confidentiality, and disaster recovery. CCDDR utilizes IT for a variety of reasons, including:

- To allow staff to adequately do their jobs
- To provide for informed decision-making both with regard to administrative as well as programmatic functions based upon analysis of available data
- To provide those served with quality services and supports

The following information summarizes CCDDR's Information Technology system, compliance with current regulations and guidelines, and action plan needed to enhance or improve CCDDR's current IT system and/or required for compliance issues. All IT needs identified in this plan shall be incorporated as budget items and/or otherwise approved by the Board of Directors in CCDDR's current year budget or proposed budget for future fiscal years.

Agency Hardware/Software Systems

The status of CCDDR hardware and system software plays a vital role in allowing staff to properly complete their work. Systems in place must meet industry standards as well as standards specific to the work to be accomplished at CCDDR. In addition, computer systems play a role in assuring that all computer users have the capabilities to follow through on security and confidentiality procedures, as well as continual operation in case of theft or disaster.

Hardware

CCDDR currently has desktop systems in place for each employee; tablet or laptop computers for each Support Coordinator and administrative staff; printers for each workstation; routers for the Targeted Case Management (TCM) and Administrative offices; "hub's" for each office network; and all related accessories for each system. All CCDDR computer systems are periodically updated to allow for compatibility with the most recent software programs for compliance with our current technology plan. Any desktop computer system or device not meeting with current system minimal requirements may not be installed to the CCDDR network system.

Software

All networks, systems, and computers now have the most recent versions of the Windows operating systems, most recent security software available in the market, and the most recent firewalls available in the market. Main software programs installed on all desktop systems include Microsoft Office, Adobe Acrobat, security software, Windows Media Player, and other ancillary programs. . All hardware is less than 5 years-old. Operating system software, office software, network software, and other office programs are up-to-date and meet current industry standards, which allow for the latest in security settings and encryption to be installed to the network and internet. Any system that does not meet the minimal software requirements may not be installed to the network/internet.

Data Management Storage Systems

CCDDR utilizes a cloud based, specialized client data management system. CCDDR moved to a cloud based data storage system for all internal files, forms, and email, including client master files and agency financial data. This eliminated the need to maintain physical servers and monitor backups. All cloud-based software is username/password protected, and employees can access these systems remotely. Data is backed-up through multiple online servers.

Inventory

Inventory of all systems, with their current operating capacities, date of activation and current authorized users are updated on a regular basis by the Compliance Manager and IT Administrator. Any computer not included in the list of inventory, and thus inspected, may not be installed to the network/internet.

Security/Confidentiality

Security and Confidentiality practices are the most important aspect of any organization working with sensitive, confidential information. CCDDR's current practices allow for complete protection of sensitive information from unauthorized outside and inside intrusion, as well as proper procedures for handling sensitive and private information electronically through such mediums as e-mail, network, or internet.

Password Security

All users have individual usernames and passwords that comply with industry standards and eliminate unauthorized access. All passwords must meet the following requirements:

- Not a word in the dictionary

- Are 9 or more characters in length
- Include a case sensitive character
- Include a number or character

Separate passwords are to be used for logging on to the logging/billing systems.

Keeping or making hard copies of usernames and passwords for an extended period of time is prohibited. Employees are instructed to devote them solely to memory and not share them with unauthorized personnel. Passwords for both the CCDDR network and the logging/billing systems shall be changed on a periodic basis. Temporary copies for general use should be destroyed after devoted to memory or the task completed. Passwords are not to be shared with other CCDDR staff, family members of staff, etc.

File & Network Security

CCDDR promotes flexibility and efficiency for staff to complete job assignments and meet the needs of the clients served; however, to prevent unauthorized access to confidential information and to protect the integrity of the data, the following must be adhered:

- All digital information, folders, and files are organized by staff and personal files/folders are only accessible by authorized users
- All files that need to be protected and are confidential must be stored on the cloud-based network drives or temporarily stored on remote access devices issued to staff (tablets and laptops)
- Only the Executive Director, contracted IT personnel, or other staff authorized by the Executive Director have the proper security rights to administer the network
- The cloud-based network is username and password protected and can be accessed remotely by CCDDR staff
- Employees working remotely should save files directly to the cloud-based network drives or the tablet/laptop computer issued to them, then transfer and save data to the CCDDR cloud-based network drives the next day in the office – personal staff computers should never be used and no client information should be saved to the employee's home computer system
- No confidential information should be saved to an external drive or disk – information not confidential can be saved to external drives or disks, but must be also be saved or backed-up to a CCDDR tablet, laptop, or computer workstation
- Confidential files submitted as attachments over the internet, names within the context of electronic transmissions, or other confidential information must be encrypted through secured software procured by CCDDR or the State encryption email system

Individual Firewalls

In addition to a Network firewall, individual desktop, laptop, and tablet firewalls are used as a redundant precaution.

Staff Requirements for Use of Web-Based Logging/Billing Systems Remotely

The logging/billing systems are web based systems designed for user convenience and can be accessed from other computers via the Internet. Nevertheless, security and confidentiality of client information needs to be maintained. The following guidelines apply to all CCDDR employees when accessing these systems remotely:

- As a general rule, staff should only access these systems from their assigned CCDDR tablet or laptop computer and not in the presence of others – access from a public place is prohibited.
- No other members of an employee's family are authorized to view confidential information, so steps should be taken for use in secure locations.
- Due to security concerns, only secured wireless connections can be used to access these systems remotely
- Passwords for accessing these systems are not to be written on paper in employee's home or other remote location, but rather committed to memory.
- Networks being used to work remotely must have the same security features as the CCDDR network systems

Counter Intrusion & Virus protection

Measures to control unwanted intrusions from outside attacks, such as viruses and hackers, are a real threat; however, with simple preventive technologies, such as firewalls and virus protection software, and with proper training, this type of threat can be controlled and eliminated.

Counter Intrusion

To prevent unauthorized access to confidential information and to protect the integrity of CCDDR's data, the following must be adhered:

- Firewalls and Broadband Modem Firewall Routers are to be maintained and updated as necessary
- Routers should be replaced if they become obsolete, damaged, or can no longer provide the proper security settings to meet the current and future protection for use on the internet 24 hours a day

Virus Protection

A managed virus/internet security application will be maintained at all times. Updates, scanning, and other functions are to be managed using network virus protection utilities to ensure real time administration of virus program activities and scanning results.

The most recent and best software in the market has been employed within all CCDDR desktop, laptop, tablet, and network systems. In addition to daily scanning and individual file scanning, the current security software has the following capabilities:

- Automatic daily updates of new circulating viruses
- Complete e-mail scanning and certification
- Network management capabilities
- Low system resource usage
- Can be managed remotely
- Contains spyware/malware detection

Theft and Disaster Recovery

Theft and disasters, such as fire, flood, and natural disasters, are unpredictable and can often result in complete destruction of a company's digital information. However with proper preventive measures, these threats can be managed and data can be recovered in a timely manner. To prevent the loss of data and digital information, the following must be adhered:

- Complete backups of work related data that are stored on all CCDDR cloud-based network folders or cloud-based software systems are backed up on a regular basis –multiple cloud-based servers are utilized via third parties and can retrieve information quickly and reliably
-
- In addition to cloud-based data storage backups, each tablet, laptop, and work station creates data back-ups saved by historical points of reference for quick, easy data restoration to ensure quick recovery of data and increase the chances of retrieving lost or misplaced data

Disaster Recovery

All systems attached to the network can be replaced and restored to their original state after replacement of the hardware due to volume licensing and current backup procedures. Volume licensing allows software property to be defined by codes and serial numbers, which are digitally stored and cannot be lost. Once the new hardware is replaced, the software can be reinstalled using current operational licenses or OEM system software that came with the system.

A stolen system is useless without the proper passwords; however, the hard drive is vulnerable to hacking. Saving all confidential or vital company data on the cloud-based network drives will make them unavailable in a stolen computer.

Staff Training

For any technology plan to be fully effective employees must understand and be trained to follow proper network user protocols. Efforts must be made to continuously offer training and courses to keep CCDDR network users up to date and informed about the network and network regulations. The following are a few of the concepts and tasks all users should know and be trained to perform:

- Network
- Local drive vs. network drive
- Folder vs. file
- Saving documents to network drives
- Understand network security
- User name/password & user permission
- Shared folders
- Network groups vs. single users
- Administrator vs. standard user
- Software and hardware
- E-mail security etiquette & concepts
- E-mail virus scanning
- Types of e-mail viruses and how they spread
- E-mail attachments
- Spyware and adware awareness
- Using links delivered through e-mail and the dangers involved
- Fishing and e-mail scams
- Virus protection
- Reporting errors
- Virus and worm types
- E-mail vs. browser viruses

Staff training on these subjects is to be provided by an IT professional or the Executive Director periodically.

Accessibility

CCDDR needs to have technology that is accessible to both staff and persons served. Technology in the work place can either create barriers to persons with various types of disabilities, or, alternatively, be a liberating force for persons with disabilities. This is true not only in terms of hardware and software utilized by CCDDR employees, but also with regard to the CCDDR Web site and other media sites.

Assistive/accessible technology products are specialty products designed to provide additional accessibility to individuals who have physical or cognitive difficulties, impairments, and disabilities. When selecting assistive technology products, it is critical to find products that are compatible with the computer operating system and programs on the particular computer.

Some of the ways that employees should be able to customize their computer system include:

- Change font size, color, and type of text on screen
- Adjust text and background colors
- Adjust sound options including the ability to get audio information visually (such as closed captioning or audio descriptions for multi-media) as well as aurally
- Adjust timings
- Eliminate or modify the rate of flashing or blinking
- Get alternatives for touch screen applications
- Customize toolbars for easy access to buttons used most often
- Adjust keyboard settings to compensate for impairments such as hand tremors, or people who use select fingers, one hand, or no hands
- Operate a computer with a keyboard instead of a mouse
- Increase the visibility of the cursor
- Add assistive technology products for specific disabilities
- Use an alternative kind of mouse because of mobility impairments

In addition, CCDDR's technology ideally should provide ways for employees to:

- Easily access Web sites
- Use e-mail to collaborate and communicate
- Use a word processing system to collaborate
- Share documents
- Manage large amounts of data
- Sort and manage files and folders

Internet Services

Having a Web site and other media sites for the agency allows for better outreach services to be conducted by CCDDR and would spread the word about our agency and what we do to assist persons with developmental disabilities. CCDDR will either employ third-party professionals or appoint an employee to maintain and update its Web site and media sites to ensure ease of access, continual reference for pertinent information, news of changes, announcements, etc.

IT Support Services

CCDDR utilizes the services of an IT consultant. The consultant is responsible for network administration and problem-solving/repair on an as-needed basis. CCDDR also utilizes IT support/consultant services with regard to the logging/billing internet-based case management systems. CCDDR has access to the Department of Mental Health "CIMOR" database, which is managed by the Department of Mental Health.



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-50

APPROVAL OF AMENDED RISK MANAGEMENT PLAN

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, plans, manuals, handbooks, and job descriptions and creates new Bylaws, policies, plans, manuals, handbooks, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend its Risk Management Plan.

2. That the Board hereby amends and adopts its Risk Management Plan (see Attachment "A" hereto) as presented.

3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-50

Camden Co. Developmental Disability Resources

Risk Management Plan

(Revised 09/2017)

PART I: GENERAL RISK MANAGEMENT

A. Risk Management Philosophy

Camden County Developmental Disability Resources (CCDDR) seeks to involve all staff and board members in identifying and mitigating potential areas of risk. The views and participation of all CCDDR staff and board members will be sought as CCDDR identifies risk management priorities and implements strategies for modifying, retaining or financing risk. Risk Management includes not only protection of assets through safety measures and procurement of insurance, but also monitoring potential threats to the board, such as loss of revenues. Annual reviews of CCDDR's Risk Management Plan shall be performed by the Administrative Planning Team and presented to the CCDDR Board of Directors when revisions are necessary.

What is risk?

Risks are any uncertainties about a future event that threatens CCDDR's ability to accomplish its mission. As with other nonprofit agencies, "assets" fall into the following categories.

- People – board members, volunteers, employees, clients, donors, and the public
- Property – buildings, facilities, equipment, materials
- Income – tax revenues, Medicaid billing, grants, and contributions
- Goodwill – reputation, stature in the community, and the ability to raise funds and appeal to prospective volunteers

CCDDR's risk management efforts should ideally be tailored to identify and mitigate risks in each of these areas.

B. Statement of Policy

It is the primary objective of CCDDR to assure not only the physical health and safety of all members of the agency, including staff, but also the health and safety of persons served by the agency. As such, this Risk Management Plan will address both of these areas. Therefore, it is the policy of CCDDR to conduct its operations in accordance with accepted safety rules and procedures, with the idea that safety is of first importance in the discharge of duties.

Safety and health hazards and potential loss situations in the workplace can be minimized through leadership of management. However, all employees must support and cooperate with the safety policies, programs and procedures in order for this endeavor to be successful.

All employees are encouraged to participate, cooperate, and support the CCDDR goal of a safe, healthy, and accident-free workplace. All CCDDR Support Coordination staff shall also make every effort to ensure that clients served in community settings are also supported in healthy and safe settings. Individually and collectively, all CCDDR

employees have a role and responsibility in working towards these safety and health objectives not only for themselves, but also to provide safe and efficient service to our local citizens and the general public.

C. Risk Management Goals

CCDDR seeks to involve appropriate personnel at all levels of the organization in the identification of risks and creation of practical strategies in order to make certain that the organization's approach to risk management considers diverse perspectives and staff understand their roles and responsibilities in protecting the mission and assets of the organization. The primary goals of the CCDDR Risk Management Program are:

- Ensure the health and safety of employees, volunteers, and guests of CCDDR
- Ensure the health and safety of all clients served in community settings that are monitored by CCDDR.

D. Areas of Potential Liability

General Liability

CCDDR's property and liability risks will be assessed by written surveys identifying any exposures or potential hazards. A thorough, well-documented, and regularly scheduled self-inspection of our premises will be completed, and the necessary steps will be taken to minimize the impact on possible losses.

Dishonesty/Crime

A fidelity risk is the loss or destruction of money or securities due to theft, fire, dishonesty, or improper appropriation or use of agency funds. The prudent use of regular audits and financial reviews should reveal if where and when fidelity risks are present. Individuals in positions where money or securities are present will be bonded, and a reputable accounting firm will complete an annual financial audit.

Contractual Liability

Contractual liabilities can occur as a result of contracts, including purchase and sales agreements, leases, bond indentures, mortgage or loan agreements, construction contracts, and service contracts. Only CCDDR's Executive Director, authorized agents of the Executive Director, or authorized agents of the Board of Directors can sign contracts on behalf of CCDDR. The CCDDR Board of Directors may from time to time authorize a thorough review of all contracts and legal documents by legal counsel and MOPERM to reduce exposures in this area. A Certificate of Commercial General Liability (CGL) Insurance naming CCDDR as an "additional insured" will be requested whenever CCDDR enters into a contract with a contractor. It is important to remember there is a distinction between being listed as "certificate holder" and being listed as an "additional insured". A "certificate holder" does not automatically have "additional insured" status and therefore does not protect CCDDR.

Tort Liability

Tort liabilities often result from alleged actions, errors, or omissions by officials. To reduce agency exposures in this area, any new bylaws, or policies/procedures may be subject to review by CCDDR's legal counsel prior to adoption.

Employment Practices

Employment Practices Liabilities can be reduced by strictly following established written Personnel Policies and Procedures. All employment-related decisions will be thoroughly reviewed by management and may be reviewed by legal counsel as well prior to any action being taken.

E. General Safety Principles

- CCDDR strives at all times to operate in compliance with local, state, and federal laws and regulations
- CCDDR shall adhere to the policies and standards of the Commission on Accreditation of Rehabilitation Facilities (CARF) in matters related to the health, safety, and well-being of service recipients
- All persons affiliated with CCDDR bear responsibility for the health, safety, and security of service recipients, which is a primary responsibility of the Board of Directors, Executive Director, operational volunteers, and program staff
- Safety and risk management strategies are multi-faceted and include:
 - ✓ Thoughtful screening, selection and training of operational volunteers and paid staff.
 - ✓ Creation and enforcement of policies, standards, guidelines, and procedures as guides for planning.
 - ✓ Effectively monitoring services provided by agencies serving clients with developmental disabilities.
 - ✓ Maintaining safe and secure facilities.
 - ✓ Establishing procedures to be followed in the event of an emergency.
 - ✓ Maintaining clear communications channels.
 - ✓ CCDDR purchases insurance coverage as a financing mechanism for certain risks, but recognizes that insurance is not a substitute for vigilance in planning and implementing programs.

F. General Safety Rules

The following General Safety Rules are prescribed guidelines for proper employee behavior, conduct and action. These are general safety rules that apply at all work locations for CCDDR. They will be posted in a conspicuous manner. These rules will be reviewed annually and updated as needed. All personnel will be held accountable for adhering to these rules.

- Follow instructions, don't take chances, and if you don't know, ask.
- Obey all rules, signs, and instructions

- Report immediately to your supervisor any condition or practice you think might cause injury to employees or clients served in community settings, might cause injury to the general public, or might cause damage to public or private property and equipment
- Know the location of fire/safety exits and evacuation procedures
- Keep all emergency equipment, such as fire extinguishers, fire alarms, fire hoses, exit doors, and stairways, clear of any obstacles
- Report any faulty electrical equipment – it will be removed from service until it can be repaired or replaced
- Practice and promote good housekeeping, put everything you use in its proper place, and keep your work area clean – proper housekeeping is mandatory for all areas
- Do not remove any guards or other protective devices from any type of equipment
- Use, adjust, alter, and repair equipment only when authorized
- Always wear the required Personal Protective Equipment (PPE) if required as a form of Universal Precautions and if you need additional equipment to safely perform the job, contact your supervisor
- **Ask and insist on sufficient help** before lifting heavy objects; when lifting, keep your back reasonably straight, bend your knees, and grasp the load firmly; raise (and lower) the load by using your legs (not your back); avoid twisting your body while lifting; and use mechanical devices when available
- No employee under the influence of alcohol or controlled substances shall be permitted to enter or remain in the workplace – the presence or use of alcohol or unauthorized drugs/substances by any employee in the workplace is strictly prohibited and is a violation of our Substance Abuse Policy (see Employee Manual)

G. Accident Investigation and Reporting

A CCDDR employee who is injured on the job or involved in some type of an accident must report the situation to his or her supervisor as soon as possible. Any employee witnessing an accident at work is to call for emergency help or whatever assistance appears to be necessary. In addition, the employee is to immediately report the accident to the CCDDR Compliance Manager, Executive Director, or other authorized manager and take part in answering any questions related to the situation. When an employee is involved in or is a witness to a close call resulting in no damage or personal injury but which had the potential for both to occur, the employee must report it and submit a **Near Miss Report** form.

The Compliance Manager and Executive Director are responsible for investigating the accident, incident, or near miss. The investigation of accidents is not made for the purpose of placing blame on someone. Instead, the purpose is to ascertain the facts so that a reoccurrence of the accident is prevented. The Compliance Manager and Executive Director will attempt to determine the cause from the information gathered and take corrective action immediately, if necessary. The Compliance Manager and

Executive Director shall discuss the situation with the employee, any witnesses, and/or other relevant personnel as soon as possible after it has been reported and after any medical treatment. When the investigation is complete, the Compliance Manager will submit an **Accident Investigation Report** form.

Community Event Reports for clients served in community settings is crucial to monitoring the health and safety of persons served in community settings. These processes are detailed in separate policies of the Board. Furthermore, staff with the Division of Developmental Disabilities is responsible for trending of incident reports involving clients served to identify patterns and potential areas of staff training, etc. to reduce such incidents in the future. CCDDR shall obtain copies of such trending information performed by the Division in mitigating such incidents in the future.

A copy of the appropriate forms should be forwarded to the CCDDR Safety Officer, Targeted Case Management (TCM) Supervisor, Director of Services and Supports, or other duly appointed staff member, who will review during their next regularly scheduled meeting.

H. MOPERM Liability Claim/Incident Reporting

To report an incident or claim, the CCDDR Compliance Manager shall contact the agency consultant for MOPERM. The consultant fills out necessary forms and forwards to MOPERM.

The Compliance Manager shall complete a report for the following:

- Any third party bodily injury or death
- Any property damage of a third party
- Any slip, trip, or fall incident – whether or not bodily injury is apparent
- Any automobile accident involving a covered vehicle – regardless of fault
- Any complaint about policies and procedures
- Any allegations of violations of Civil Rights
- Any other accident that may result in a claim

These situations should be reported to the agency consultant for MOPERM as **claims** when the party involved has indicated they expect payment for their damages. **IT IS ESSENTIAL THAT ALL CLAIMS BE REPORTED TO THE AGENCY CONSULTANT FOR THE MOPERM OFFICE PROMPTLY. THE COMPLIANCE MANAGER SHALL NOT WAIT TO SUBMIT THE CLAIM UNTIL THE POLICE REPORT AND/OR ESTIMATES ARE OBTAINED.** These can be mailed or faxed under separate cover.

It is equally important that **incidents** of the above nature be reported promptly by the CCDDR Compliance Manager. Not all incidents result in claims, but all claims do start as incidents. By recording and reporting incidents, problems can be identified and alleviated before they turn into claims. A reduction in claims will save CCDDR money,

so it is certainly worth the time and effort to adequately complete the appropriate claim form.

The number of incidents reported will not affect the annual contribution for insurance. When there is doubt about whether or not to report something, always report it to be on the safe side.

IN THE EVENT OF SERIOUS INJURY, DEATH, OR CATASTROPHIC PROPERTY DAMAGE, THE COMPLIANCE MANAGER SHALL REPORT THE CLAIMS IMMEDIATELY BY CALLING THE AGENCY CONSULTANT FOR MOPERM.

I. Responsibility for Risk Management

Board of Directors

- Sets risk management goals & adopt annual operating objectives and budget with risk management included
- Reviews operational reports to determine compliance and future priorities.
- Ensures compliance with policies and standards imposed by CARF national accrediting organization
- Adopts and establishes policies and standards
- Reviews the organization's insurance program periodically, and reviews Risk Management reports
- Reviews the organization's risk management plan as needed

Executive Director

- Designs and carries out safety and risk management activities
- Performs annual review of the safety and risk management activities.
- Executes and authorizes execution of contracts for the organization
- Keeps the board apprised of emerging threats and opportunities facing the organization
- Coordinates meetings of the Administrative Planning Team
- Develops, implements and monitors loss prevention programs
- Conducts contract reviews; develops indemnity agreements, hold-harmless agreements and consent forms in consultation with legal counsel as needed
- Coordinates the purchase of insurance, and monitors/evaluates the insurance program, maintaining appropriate funding levels, accurate loss forecasting, claims management, loss prevention and cost containment programs
- Integrates risk management throughout the organization's programs

Administrative Planning Team

Currently, the Administrative Planning Team primarily consists of the Chairman of the Board, Executive Director, Director of Services and Supports, Accounting Manager, and Compliance Manager. As CCDDR expands its services and client caseloads, the Administrative Planning Team may invite or add other participants as deemed necessary. All Board members are welcome to attend the team meetings. This committee:

- Convenes periodically, usually once per month, to review the agency's priority risks and corresponding risk management strategies
- Oversees the development, implementation and monitoring of loss prevention programs
- Reviews trending data with regard to Community Event Reports for CCDDR clients served by the Board
- Evaluates the insurance program

J. Insurance Program for CCDDR

Insurance Advisors

CCDDR seeks an array of services from its insurance advisors. These services include, but are not limited to:

- Advising and assisting the organization to purchase adequate insurance coverage at an appropriate price
- Assisting the organization to report claims and acting as the organization's advocate in negotiations with carriers
- Providing premium and loss reports on a periodic basis
- Providing contract review for insurance implications
- Delivering loss-control assistance and services
- Providing appropriate educational resources, for example, training sessions for employees, volunteers and the board of directors
- Keeping the organization abreast of critical developments in the insurance industry

K. Safety Training

It is essential that CCDDR's safety training be conducted efficiently in order to provide for accident prevention. To accomplish this objective, the following training will be provided:

- To all new employees immediately upon the start of their employment
- To current employees as certifications (i.e. First Aid/CPR) expire
- When new equipment or processes are introduced
- When procedures have been revised
- When new information about a process becomes available
- When an employee's performance needs improvement
- When loss analysis reveals trends contributing to injuries or claims

Although training will not solve all problems, it will prove useful in the prevention of accidents. Documentation is important in order to prove that training has occurred. All training shall be recorded in each employee's employment file, each Board member's record file, in the recorded minutes of meetings, or in employee logging reports.

L. Annual Risk Management Report

In consultation with the Administrative Planning Team, the Executive Director shall periodically review all areas of this Risk Management Plan, identify progress with previous Action Plan items, identify actual losses over the course of time, identify potential loss exposures within all areas, and proposed revised Action Plan items to prevent or reduce actual or potential losses.

PART II: ACTION PLAN

The following are specific operations and procedures of the Board that may contain areas of potential loss for CCDDR and ways to mitigate such exposures. These areas shall be reviewed periodically by the Executive Director and Board of Directors.

A. Governance Structure

Bylaws/Policies

The current bylaws were originally approved by the CCDDR Board of Directors on September 18, 2006. The CCDDR Executive Director performs an annual review of the bylaws and policies/procedures to determine the need for any revisions, and if necessary, recommends any such changes to the CCDDR Board of Directors for their review/approval. Ideally, the bylaws and policies/procedures should be reviewed by legal counsel to ensure compliance with federal, state and local laws. Every member of the board receives a current copy of the bylaws and policies/procedures when they join the board and whenever the bylaws are amended.

The original bylaws and all policies/procedures as approved by the Board and any amendments are stored at the CCDDR TCM office at 100 Third St. in Camdenton MO and Administrative Office at 5816 Osage Beach Parkway, Suite 106, Osage Beach MO.

Conflict of Interest Policy

The conflict of interest policy was originally adopted by the board on June 19, 2006. An annual Conflict of Interest Statement was also adopted by the board in November 2008. Every year each board member completes and signs a disclosure statement declaring any known conflicts and agreeing to comply with the policy. These annual statements are gathered each calendar year.

Board Member Policy Handbook

A board member policy handbook was developed in 2009. This handbook is supplemented by a compilation of all agency policies/procedures, agency bylaws, and requirements of the board of directors, and is given to all new board members and as changes are made.

Board Orientation

CCDDR provides orientation material to all new board members, including the following documents:

- Policy/Procedure Handbook
- Bylaws
- New Board Member Job Description
- Current Year Agency Budget
- List of Other Board Members
- Current Strategic Plan
- Copy of MO Sunshine Law
- Mission Statement
- Brief History Of CCDDR
- Description of Agency Operations
- Financial Information
- Board Committees

Board Development

The board of CCDDR strives to enhance the ability of its members to govern the organization by providing training for board members. Periodically the board will assess the educational needs of the members and offer training, support or assistance as needed.

Board Self-Assessment

To become a more effective board, the board members of Camden Co. Developmental Disability Resources will conduct a board self-assessment at least annually. The board will use the self-assessment as a tool to improve its performance and energize the organization to achieve its mission.

Board Recruitment and Nomination

CCDDR strives to have a diverse and qualified board with people who bring the skills, qualities, and expertise needed to lead and govern the organization in accomplishing its mission.

Board Minutes

CCDDR recognizes the importance of the board meeting minutes and each board member is aware of his/her responsibility for ensuring the accuracy of the minutes. The minutes are maintained in a safe location to preserve their integrity.

B. Financing Strategy

To safeguard the assets and resources of CCDDR, the organization will purchase insurance for those insurable risks of major importance to mission-critical operations and the financial health of the organization. It is the Executive Director's responsibility to oversee the organization's insurance program and provide insurance reports to the board.

C. Human Resources Policies

Written Employment Policies

CCDDR believes that written employment policies are an essential risk management tool. The organization has compiled its key employment policies in a document titled the Employee Manual.

Communicating Policy Changes

All new policies are communicated in writing to staff through the use of memos and other appropriate policy documents. In addition, new policies are incorporated in the policy manual when that manual is updated periodically. CCDDR reviews and, if necessary, updates its Employee Manual periodically in order to insure that policies remain suitable for the organization and are in compliance with state and federal laws.

Use of Position/Job Descriptions

CCDDR uses job descriptions for both paid and volunteer positions in the organization. These documents are developed by supervisory personnel and updated on an as needed basis.

Employee Orientation

The Compliance Manager and immediate supervisor are responsible for designing and conducting appropriate orientations for new employees. Basic orientation must take place within the first week of employment. A typical orientation includes review of key policies, introduction to software programs and hardware programs that will be used by the employee, introduction to other staff and key volunteers, and a review of the supervisor's expectations and reporting requirements. A checklist of new employee training and/or orientation topics shall be maintained and kept within the employment files.

Staff Supervision

CCDDR views effective staff supervision as an essential component of risk management. The need for additional supervisory staff in addition to the Executive Director shall be evaluated periodically to ensure that the agency is able to effectively

accomplish its mission and objectives. Supervisory staff shall be expected to communicate their expectations of direct reports clearly and consistently and hold employees accountable with regard to key tasks and responsibility and compliance with the organization's employment policies. All employees are encouraged to raise concerns or questions about work priorities and assignments with their direct supervisor.

Performance Appraisal Process

The Executive Director will conduct performance reviews and planning sessions at the end of the 90-day introductory period for new managers, and thereafter on a periodic basis. The appropriate manager or supervisor shall conduct performance reviews and planning sessions at the end of the 90-day introductory period for new employees, and thereafter on a periodic basis. A goal setting exercise is part of this process.

Client Safety

Clients served by CCDDR shall be provided with a copy of Client Rights at the time of initial contact/service delivery, as well as methods in which to report abuse and neglect. CCDDR Support Coordination staff shall monitor the on-going health and safety of clients served in accordance with Division of DD guidelines. This includes the Service Monitoring function, review of Event Reports, and other quality assurance processes.

Reference Checks

CCDDR's screening process includes checking references for finalists for paid and volunteer positions.

Criminal History Background Checks/Initial Drug Screen

It is the policy of CCDDR to conduct criminal history background checks and an initial drug screen on all applicants for employment positions.

Emergency Procedures

To ensure the safety of all staff and clients, CCDDR has established an Emergency Action Plan, which is contained within the Health & Safety Manual, which is a separate document from this Plan. The Emergency Action Plan is a way for CCDDR to prepare and plan for various emergencies. All personnel are responsible for knowing and following the Health & Safety Plan in the event of an emergency.

D. Financial Management/Board Revenues

The Financial Management practices of the board are outlined in the board's policies and procedures. Appropriate internal controls, cash management systems, and financial

accounting systems shall be utilized to protect the assets of the board and reduce the likelihood of waste and/or fraud of board resources.

Budgeting Process

The budgeting process utilized by the board is outlined in the board's policies and procedures. The proposed annual budget document submitted by the Executive Director shall be developed in consultation with the Budget Appropriations Committee and the Administrative Planning Team. The proposed annual budget shall be accompanied by a budget summary containing key changes from last year's budget, revenue and expense justifications, etc. The approved budget document shall coincide with the board's priorities as contained in its Strategic Plan.

Financial Statements

Unaudited financial statements are produced monthly by the Executive Director. The financial statements shall contain a monthly balance sheet, cash flow statement, budgeted vs. actual income/expense statement for the month and year to date, and a check detail for the reported month.

Audit

Per policies/procedures, the board obtains an annual independent audit from a licensed Certified Public Accountant with experience in auditing political subdivisions of the State of Missouri.

Investment Policy

Reserve funds of the board that are controlled by the board shall be invested in accordance with the board's Investment Policy. The Executive Director in conjunction with the Administrative Planning Team and the Budget Appropriations Committee of the board shall monitor the investment of all board funds. The board shall obtain quotes per policies/procedures on current interest rates from local banks for all proposed investment tools from local/area banking institutions.

Board Revenues

CCDDR receives part of its revenues through a county-wide tax levy. CCDDR pays for the Support Coordination program through Medicaid TCM billings.

E. Fundraising and Public Relations

Gift Acceptance Policy

CCDDR may occasionally solicit and accept gifts for purposes that will help the organization further and fulfill its mission. Policies/procedures govern acceptance of gifts made to CCDDR for the benefit of any of its operations, programs, or services. CCDDR will seek the advice of legal counsel in matters relating to acceptance of gifts when appropriate. Review by counsel is recommended for:

- Gifts of securities that are subject to restrictions or buy-sell agreements
- Documents naming CCDDR as trustee or requiring CCDDR to act in any fiduciary capacity
- Gifts requiring CCDDR to assume financial or other obligations
- Transactions with potential conflicts of interest
- Gifts of property which may be subject to environmental or other regulatory restrictions

CCDDR urges all prospective donors to seek the assistance of personal legal and financial advisors in matters relating to their gifts, including the resulting tax and estate planning consequences.

Gifts generally accepted without review are:

- Cash - Cash gifts are acceptable in any form, including by check, money order, or credit card; however, donors wishing to make a gift by credit card must provide the card type (e.g., Visa, MasterCard, American Express), card number, expiration date, and name of the card holder as it appears on the credit card
- Marketable Securities – Marketable securities may be transferred electronically to an account maintained at one or more brokerage firms or delivered physically with the transferor's endorsement or signed stock power (with appropriate signature guarantees) attached; all marketable securities will be sold promptly upon receipt unless otherwise directed by CCDDR's Board of Directors; and, in some cases, marketable securities may be restricted (for example, by applicable securities laws or the terms of the proposed gift – in such instances, the decision whether to accept the restricted securities shall be made by the Board of Directors)
- Bequests and Beneficiary Designations under Revocable Trusts, Life Insurance Policies, Commercial Annuities and Retirement Plans – Donors are encouraged to make bequests to CCDDR under their wills, and to name CCDDR as the beneficiary under trusts, life insurance policies, commercial annuities and retirement plans
- Charitable Remainder Trusts – CCDDR will accept designation as a remainder beneficiary of charitable remainder trusts
- Charitable Lead Trusts – CCDDR will accept designation as an income beneficiary of charitable lead trusts.

Gifts accepted subject to prior review are:

- Tangible Personal Property – the Board of Directors shall review whether to accept any gifts of tangible personal property in light of the following considerations:
 - ✓ Does the property further the organization's mission?
 - ✓ Is the property marketable?
 - ✓ Are there any unacceptable restrictions imposed on the property?
 - ✓ Are there any carrying costs for the property for which the organization may be responsible?
 - ✓ Is the title/provenance of the property clear?
- Life Insurance – CCDDR will accept gifts of life insurance where CCDDR is named as both beneficiary and irrevocable owner of the insurance policy; however, the donor must agree to pay, before due, any future premium payments owing on the policy
- Real Estate – All gifts of real estate are subject to review by the Board of Directors; henceforth, prior to acceptance of any gift of real estate other than a personal residence, CCDDR shall require an initial environmental review by a qualified environmental firm; in the event the initial review reveals a potential problem, the organization may retain a qualified environmental firm to conduct an environmental audit; and criteria for acceptance of gifts of real estate include:
 - ✓ Is the property useful for the organization's purposes?
 - ✓ Is the property readily marketable?
 - ✓ Are there covenants, conditions, restrictions, reservations, easements, encumbrances or other limitations associated with the property?
 - ✓ Are there carrying costs (including insurance, property taxes, mortgages, notes, or the like) or maintenance expenses associated with the property?
 - ✓ Does the environmental review or audit reflect that the property is damaged or otherwise requires remediation?
- Miscellaneous – Gifts that would result in CCDDR violating its statutory authority; are too difficult or too expensive to administer in relation to their value; result in any unacceptable consequences for CCDDR; or are for purposes outside CCDDR's mission (decisions on the restrictive nature of a gift, and its acceptance or refusal, shall be made by the Board of Directors, in consultation with the Executive Director and, if appropriate, legal counsel)

Monitoring Restricted Gifts Policy

CCDDR will fulfill a donor's specified gift intent to the extent that doing so is legal, consistent with the organization's statutory authority, and capable of being performed. CCDDR will discourage donors from imposing investment and transferability restrictions on assets given to the organization. However, once donations with such restrictions have been accepted, the organization will comply with such restrictions.

Policy Concerning the Use of Solicitors

The Executive Director shall approve any proposed solicitation plan. The plan must indicate the targeted groups or audience that will be solicited, the literature that will be used to support the effort, the timeframe for the campaign, and the names of the persons who will be soliciting on the organization's behalf.

Fundraising and Public Relations Needs

There are no current needs.

F. Facilities

CCDDR seeks to utilize its resources and assets fully in achieving its mission. The prudent use of facilities and resources is required to protect the safety and well-being of all personnel—including staff, volunteers and service recipients—while safeguarding the organization's financial assets. External and internal facility inspections shall be conducted in accordance with the policies and procedures set forth in CCDDR's Health & Safety Manual.

Preventative Maintenance

Facility preventative maintenance shall be performed in accordance with the policies and procedures set forth in CCDDR's Health & Safety Manual. The Compliance Manager is responsible for monitoring compliance with the preventative maintenance schedule and regular self-inspections and external compliance inspections of the CCDDR facility.

Storage of Sensitive Documents

There are certain agency documents which require safe and secure storage. This would include bank statements, insurance documents, payroll information, client records, etc. Storage issues revolve around both hard-copy documents as well as storage of electronic information. Client records are stored electronically and in a locked storage area with sprinklers onsite and offsite. All CCDDR file cabinets have locks. CCDDR also backs up electronic data from the agency server on a daily basis. A safe deposit box was obtained in 2008 at First National Bank for the additional storage of sensitive documents.

Policy Concerning Invitees

CCDDR recognizes its duty of care as a property owner to maintain the organization's premises in a reasonably safe condition for outside guests, to look for unsafe or dangerous conditions on the premises, and either remedy the problems or issue an appropriate warning.

Using Others' Facilities Policy

CCDDR will only use others' facilities for special events, or in an emergency up to and until its facilities are inhabitable once again. The organization will be certain to:

- Have a written agreement signed by representatives of all parties that spells out the organization's requirements, expectations and responsibilities with regard to the space; this may be a mutual aid agreement in the event of an emergency situation
- Fulfill its obligations as spelled out in the agreement and leave the site as tidy as it was found
- Supervise its employees, volunteers and service recipients when they use the facility
- Refrain from serving alcoholic beverages in facilities being used in the name of the organization
- Obtain and review appropriate insurance coverage to cover injury, illness and property damage

Policy Regarding the Use of Others' Homes or Apartments

CCDDR recognizes that many accidents occur when organizations have good intentions but poor planning. It will only accept the generous offer of the use of a private home or rental apartment for its purposes when:

- Staff has ascertained that a public facility cannot be obtained to accommodate agency needs (purpose, budget, dates, times, etc.)
- The property owner has insurance to cover injury or accidents to visitors to the residence or is willing to obtain such coverage
- Parents or guardians of any clients served sign a waiver that is specific about any dangers associated with the use of the home (e.g. use of a swimming pool, riding horses on a ranch or farm)
- The apartment, condominium complex or home owners association has adequate insurance to cover injuries to guests (slips and trips in the lobby, elevator malfunction, use of the exercise room or pool)

G. Technology and Information Management

CCDDR has adopted a Technology Plan that details agency policies and procedures with regard to office technology systems. This is a separate document from this plan; however, the plan documents specific risk-mitigation strategies pertaining to office technology systems. The agency's technology needs are outlined in this separate document.

H. Vehicle Use

Providing transportation services to clients served is a potential function of the agency's Support Coordination program. The agency has a Vehicle Use policy that is outlined in the Health & Safety Manual. CCDDR also has a separate Transportation Manual and a Transportation Policy which address risk-mitigation strategies pertaining to transportation.



CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-51

APPROVAL OF AMENDED AGENCY DISASTER PLAN

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, plans, manuals, handbooks, and job descriptions and creates new Bylaws, policies, plans, manuals, handbooks, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend its Agency Disaster Plan.

2. That the Board hereby amends and adopts its Agency Disaster Plan (see Attachment "A" hereto) as presented.

3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-51



Agency Disaster Plan

(Revised 09/18/17)

In the event of a tornado, fire, explosion, or other event that destroys or renders one of the offices useless, the employee first made aware of the event shall contact the Executive Director, Director of Services & Supports, and other staff. The Rolla Regional Satellite Office shall be notified as soon as possible, but no later than the next business day if local communication systems are operational.

If the event affected the community at large, such as a tornado, Support Coordinators will be contacted as soon as possible. Those Support Coordinators contacted shall call or try to physically contact as many clients as possible and as soon as possible.

Client records are stored in an Internet-based storage database, and all Support Coordinators have the capability to work remotely if the Internet is operational locally. Administrative records, insurance, payroll, etc. are duplicated in the Camdenton and Osage Beach offices. If the Osage Beach office is compromised, administrative functions can occur at the Camdenton location. If the Camdenton office is compromised, the Osage Beach Office will become the hub for calls, messages, staff contact, and Support Coordination.

In the event the Osage Beach and Camdenton offices are compromised, the agency's property and buildings located at Keystone Industrial Park can be used as a temporary, physical base of operations, utilizing personal cell phones or temporary communication devices to assess any actions needed to serve clients suffering from the same disaster.

The Executive Director and/or the Director of Services & Supports are responsible for contacting staff to ensure continuation of services and appoint individuals responsible for contacting clients. Staff shall also be identified to inspect and evaluate damage to the offices as well as organize teams to locate and sort any and all documentation which may be salvageable.

The agency has verbal agreements with the Sleep Inn and Dave's Hideaway in Camdenton to provide emergency housing for residential clients. Home Depot in Osage Beach has agreed to let the agency have first right of refusal on generator rentals should long-term power outages arise.



*CAMDEN COUNTY SB40 BOARD OF DIRECTORS
RESOLUTION NO. 2017-52*

APPROVAL OF AMENDED CULTURAL COMPETENCY & DIVERSITY PLAN

WHEREAS, Sections 205.968-205.972 RSMo and subsequent passage by Camden Co. voters of the Senate Bill 40 enabling legislation in August of 1980 allows for the business, property, affairs, administrative control, and management to rest solely with the Camden County SB40 Board of Directors (dba Camden County Developmental Disability Resources).

WHEREAS, the Camden County SB 40 Board (dba Camden County Developmental Disability Resources) reviews, amends, and appeals its existing Bylaws, policies, plans, manuals, handbooks, and job descriptions and creates new Bylaws, policies, plans, manuals, handbooks, and job descriptions as needed to remain effective in its Agency administration and remain compliant with regulatory statutes.

NOW, THEREFORE, BE IT RESOLVED:

1. That the Camden County Senate Bill 40 Board (dba Camden County Developmental Disability Resources), hereafter referred to as the "Board", hereby acknowledges the need to amend its Cultural Competency and Diversity Plan.
2. That the Board hereby amends and adopts its Cultural Competency and Diversity Plan (see Attachment "A" hereto) as presented.
3. A quorum has been established for vote on this resolution, this resolution has been approved by a majority Board vote as defined in the Board bylaws, and this resolution shall remain in effect until otherwise amended or changed.

Chairman

Date

Secretary, Vice Chairman, or Treasurer

Date

Attachment “A” to Resolution
2017-52



Camden County Senate Bill 40 Board
dba Camden County Development Disability Resources
(CCDDR)

Cultural Competency & Diversity Plan

(September 2017)

CCDDR will support individuals served with supports/services that are effective, culturally appropriate, fully understandable by the individual served, and respectful of the individual's cultural beliefs.

We at CCDDR understand that cultural competency and diversity, on an individual level, evolves through changes in behaviors, attitudes, knowledge, and skills. On an organizational level, this evolves through changes in policy, development of structure, and providing education to staff and leadership. CCDDR recognizes that the incorporation of these two levels into a Cultural Competency and Diversity Plan for CCDDR is needed to provide quality supports/services to the individuals we serve and to also honor staff diversity.

CCDDR defines cultural competency as follows:

- A. Cultural competency is a set of congruent behaviors, attitudes, and policies that enables effective work in cross-cultural situations. 'Culture' refers to integrated patterns of human behavior that include the language, thoughts, communications, actions, customs, beliefs, values, and institutions of racial, ethnic, religious, or social groups. 'Competence' implies having the capacity to function effectively as an individual and an organization within the context of cultural beliefs, behaviors, and needs present by individuals served and their families and communities.
- B. Cultural competence includes attaining the knowledge, skills, and attitudes to enable leadership and staff to provide effective care for diverse populations. Maintenance and/or growth are more likely to occur where systems, supports/services, and staff utilize

- knowledge and skills that are culturally competent and compatible with the backgrounds of those individuals being served, their families, and the community. Cultural competence acknowledges and incorporates these variables into the ongoing assessment process which culminates with the support/service plan implemented.
- C. For CCDDR, communication competence is our ability as an agency to communicate effectively, and convey information in a manner that is easily understood by diverse individuals being served and other stakeholders which may include addressing the needs of those with limited English proficiency, a variety of intellectual and developmental disabilities, or other presenting issues such as limited vision or hearing.

CCDDR's plan is based on recognized standards and includes:

- A. Assurance that individuals served receive from all staff effective, understandable, and respectful care that is provided in a manner compatible with their cultural beliefs and practices and preferred method of communication.
1. CCDDR will take steps to protect the future health of those served by incorporating health promotion, disease prevention, and wellness interventions, where appropriate.
 2. CCDDR's goals and programming supports/services will focus on the ability of each individual to fully comprehend questions, instructions, and explanations from staff, as their ability presents. Fundamentally, to be understandable the concepts must "make sense" in the cultural framework of the client.
 3. CCDDR is committed to taking into consideration the values, preferences, and expressed needs of the individual and/or their family to help create an environment in which those from diverse backgrounds feel comfortable discussing their specific needs with any member of the staff.
- B. Providing to individuals served and their guardians both verbal and written rights information in a method they can easily understand.
- C. Making available easily understood materials and signage in a method that addresses the needs of the individuals served and/or other stakeholders.
- D. Implementing a strategy to recruit, retain, and promote at all levels a diverse staff and leadership that represents the demographic characteristics of the support/service area and individuals served.
- E. Ensuring that staff at all levels across all disciplines receive ongoing education in culturally appropriate support/service implementation.
- F. Committing to a process to develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to address culturally appropriate supports/services, as appropriate.
- G. Ensuring that data on each individual's race, ethnicity, and spoken/written/sign language are correctly detailed in chart documentation.
- H. Maintaining current demographic and cultural data of the individuals served to accurately plan for supports/services that respond to the cultural characteristics of each individual.
- I. Ensuring that conflict and grievance resolution processes are culturally sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts of complaints by individuals served and families.
- J. Recognizing that staff diversity also needs to be honored and ensuring that equal employment opportunities are strictly adhered to in hiring, placement, and subsequent changes in employment status.

The overall aim of this Plan is to foster culturally competent staff and therefore quality supports/services for individuals by:

- Recognizing and honoring diversity in all forms
- Assessing cultural competency at all organizational levels
- Offering immediate access to culturally appropriate supports/services for those served
- Offering continuous, comprehensive cultural competency/diversity education and training for staff

CCDDR's overall strategy will be the following continuous looping sequence:

- Evaluate how well we are meeting the needs of the culturally diverse populations we serve and the needs of staff and leadership
- Plan the necessary steps and interventions needed to address any deficiencies noted and to build on the strengths identified
- Implement the developed plans
- Evaluate effects of the implementation

To confront the problem of the disparities and barriers to support/service that exist across the many different aspects of "culture", including, language, ethnicity/race, religion, sexual orientation, gender identity and expression, socioeconomic status, age, and differing abilities, this Cultural Competency and Diversity Plan has been developed and defines our expectations with respect to providing culturally proficient supports/services and employment practices.

The following represents CCDDR's commitment, on at minimum an annual basis, to include in this plan and our strategic planning process:

- The development of specific goals needed to address cultural competency
- Specific actions to meet these goals
- A time frame to meet these goals
- An update process to measure the extent to which we have met these goals

CCDDR's objectives are:

- | | |
|------------|---|
| Goal: | Ensure each Support/Service Plan and assessment used clearly spells out accurate cultural information and any needs or areas to be addressed. |
| Action: | Before each Annual Plan Conference is held, the Support Coordinator will thoroughly review each Support/Service Plan and assessment for accuracy and any missing information. Additionally, the Support Coordinator should identify any needs to be addressed during the conference for appropriate support/service planning. |
| Timeframe: | For each individual, completion of their assessments, Support/Service Plan narrative and goals implemented out of the Annual Plan Conference. Success will be noted upon both guardian and/or individual approval of the final Support/Service Plan. |
| Goal: | On an annual basis, update the characteristics of individuals served on an organizational basis for strategic planning purposes. |
| Action: | Update this document as needed in preparation of each Strategic Plan period. |
| Timeframe: | Review each year. |

Goal: Provide access to a web-based or CD-based employee training session on cultural competency that can be done at staff's own timing.

Action: Research this as time allows.

Timeframe: Documentation in each staff's training file by the end of each Fiscal Year and showing they have fulfilled a training session in some area of cultural competency.

We are committed to using this Cultural Competency and Diversity Plan as a tool to lay a foundation for building, learning, and updating future year goals to fully focus on culture for all stakeholder groups, including, but not limited to, individuals served, their families, and staff.