PLB Board Meeting October 12

Two Presentations were given at the meeting:

1) PLB FY'26 Annual Audit Report presented by Anders Minkler Huber & Helm LLP

2) PLB FY'26 Satisfaction Survey

Both presentations are included.

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PRODUCTIVE LIVING BOARD FOR ST. LOUIS COUNTY CITIZENS WITH DEVELOPMENTAL DISABILITIES

Anders Minkler Huber & Helm LLP

September 29, 2026

Presented by:

Mark Hinsen, Partner
Raven Lawhorn, Manager

Agenda

- Introduction
- Audit Report
- Financial highlights
- Governance letter
- Internal controls

Audit Report

- Thank you
- PLB's staff – responsive and efficient
- Unmodified audit report

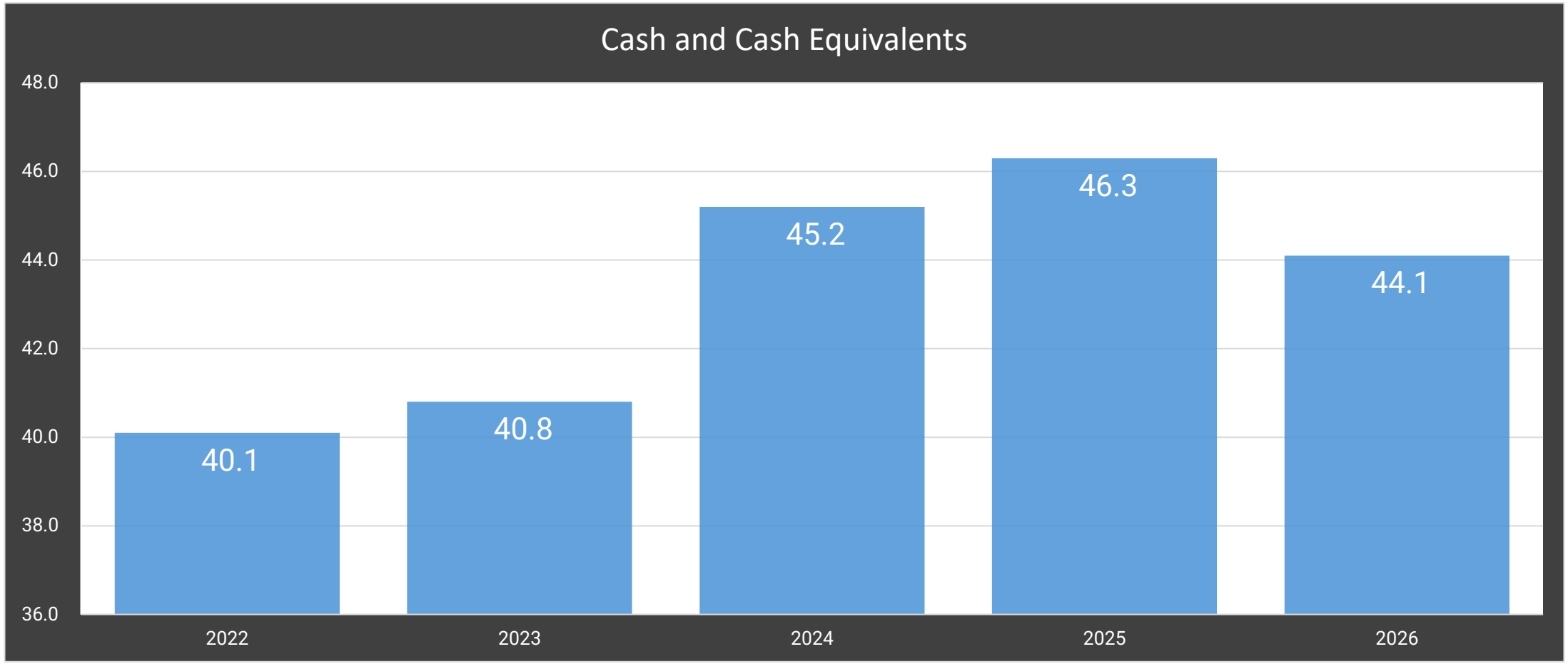
Financial Highlights

- Increase in operating revenues of approximately $390,000
- Increase of approximately $517,000 in property taxes and decrease of approximately $106,000 of other income from last year
- Real estate and property tax revenue increased 2.1%. Other income decreased 51%.

Financial Highlights

- Expenditures for project services increased by approximately $1,172,000. Total expenses increased by $825,000.
- Investment unrealized gain of $491,000.
- Overall, expenses exceed revenues
  - Decrease to net position of $82,000
- Successfully utilized more revenues and did not further increase reserves.

Cash and Cash Investments



Communication with Those Charged with Governance

- Required to communicate the following:
  - Qualitative aspects of accounting practices
  - Difficulties encountered in performing the audit – **none**
  - Corrected and uncorrected misstatements – **none**
  - Disagreements with management – **none**
  - Management representations
  - Management consultations with other independent accountants - **none**
  - Other audit findings

Internal Controls

- Organization with limited staff
- Appropriate segregation of duties
- Compensating controls
- Efficient processes

THANK YOU

anders | THE POWER TO DREAM BIG™

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FY'26 Satisfaction Survey Summary

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Purpose of Survey



Collect and analyze information that may inform funding decisions

Ensure PLB is funding quality services:

- Commitment to including, respecting, and responding to voices of people with IDD
- Provide stable and effective services that adapt to meet evolving needs
- Maximize impact of PLB funding through effective use of financial resources
- Identify opportunities for capacity building, collaboration, and innovation

Overall Results



1,752 people completed the survey

37% response rate

4.8 average score across all questions

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Overall Results



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↑ 37% response rate

= 4.8 average score across all questions

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FY26 Results

4.6 I know what to do if I'm not happy with this service.

4.8 This service helps me reach my goals.

4.8 When I ask for something to be different, my staff listens to me.

4.8 I would tell my friends to use this service.

4.8 I am happy with this service.

4.9 I feel safe when I get this service.



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Comparison Results

FY25	FY26	
4.7	4.6	I know what to do if I'm not happy with this service.
4.8	4.8	This service helps me reach my goals.
4.8	4.8	When I ask for something to be different, my staff listens to me.
4.8	4.8	I would tell my friends to use this service.
4.8	4.8	I am happy with this service.
4.9	4.9	I feel safe when I get this service.



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Service Category Results

4.6 Employment services help me **work at a job I like.**

4.6 Employment Training services help me **work at a training site or job I like.**

4.6 Professional services help me **feel healthier and happier.**

4.6 Support Systems help me **meet my needs.**

4.7 Community Integration services help me **join community activities I like.**

4.8 Employment Transportation services help me **get to a job I like.**

4.8 Community Living services help me **be independent in the place I choose to live.**

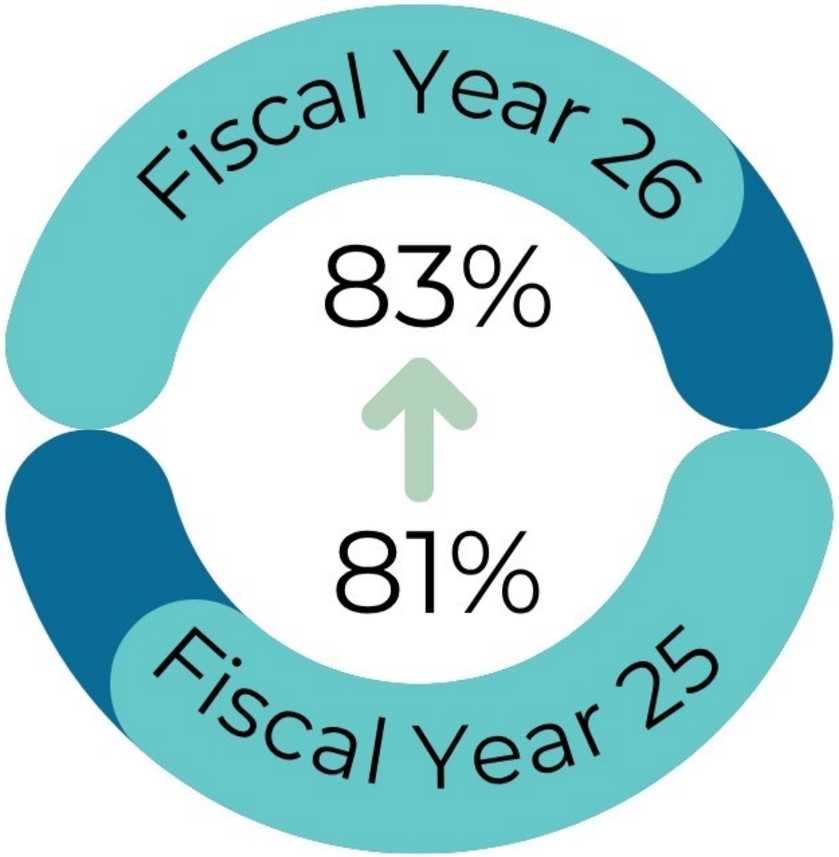
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Service Category Comparison

FY25	FY26	
4.8	4.6	Employment services help me **work at a job I like.**
4.6	4.6	Employment Training services help me **work at a training site or job I like.**
5.0	4.6	Professional services help me **feel healthier and happier.**
4.8	4.6	Support Systems help me **meet my needs.**
4.8	4.7	Community Integration services help me **join community activities I like.**
5.0	4.8	Employment Transportation services help me **get to a job I like.**
4.8	4.8	Community Living services help me **be independent in the place I choose to live.**

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Knowledge of other services available





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Is there anything you'd like to tell us about this service?

This service is the single most impactful support we receive as a family with a child who has medically complex needs. Without it, my husband and I would not be able to schedule time for ourselves - this program helps us be the best parents we can be.

I could not live in my own apartment if I didn't have my staff. They help with so much.

This service allows me a social outlet I could never experience. It helps me to navigate in my community and helps me develop social skills with my peers.

The staff at my employer are patient and caring. I feel that I am a contributing member of society because of the work that I do there. I do not know where I would be without it.

I like that PLB MAKES MY CAMP EXPERIENCE POSSIBLE .

The funds you provide our son is invaluable and cannot be measured. He would not be able to work there without transportation.

This service has given me comfort that we will have a plan for my daughter as she enters adulthood.

I like the communication that my staff provides, I am able to rationalize different decisions made in my life, and focus on the positive outcomes.

They have made an incredible difference in my child's life. Due to their early intervention he can walk and do so many other things we were unsure he could do.

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Key Takeaways



Overall, people accessing PLB-funded services continue to be very satisfied. **Great job to our partners!**



There is an opportunity to support and empower our partners to share additional information on services with those they serve.



Our survey process is effective and gives an opportunity for those receiving services to share their experiences. **Thank you partners and survey respondents!**



There continues to be room for improvement.

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