

QUALITY AND ACCOUNTABILITY REPORT

2024



FY'24 Quality and Accountability Report

PLB is pleased to present this year's Quality and Accountability Report, which reviews the oversight and analysis of services provided to individuals with Intellectual and Developmental Disabilities (IDD) across St. Louis County. The report highlights the positive outcomes achieved through our community partnerships and reaffirms our commitment to accountability and transparency as good stewards of taxpayer funds.

This report offers a sampling of the metrics we capture, providing an important snapshot of the meaningful work being done across the region. We include key outcomes and performance indicators to measure program effectiveness, track progress, and identify trends. In addition, it reviews other accountability measures, including Partner Review Meetings, service visits, year-end reviews, and financial audits. All of which assess program performance and ensure the responsible use of resources.

Alongside the data, we feature success stories that illustrate the profound, life-changing impact of these services on individuals and families. These stories bring the data to life and highlight the tangible benefits of our work.

We encourage readers to reach out with any questions or for more detailed information. We remain committed to transparency and open communication to ensure a deep understanding of our community's evolving needs and to better serve St. Louis County residents with IDD.

Our Commitment to Quality and Accountability

PLB is entrusted with taxpayer resources and has implemented tools and processes to ensure quality and demonstrate accountability. Below is a summary of the annual evaluation and monitoring strategies the Eastern Region Alliance deploys.



Partner Review Meeting

The Partner Review Meeting (PRM) is an opportunity to gather information to inform funding decisions, strengthen the partnership, and ultimately increase impact. When a project receives funding from more than one Alliance County Board, the Boards will conduct a joint meeting.

Project Updates are submitted before the PRM, providing information that helps the reviewers prepare for the meeting. During the PRM, Agency Standards (required documentation, policies, and practices) and Project Standards (requirements for implementing services) are discussed with agency staff.

PRMs were completed with 95% of the funded agencies who were scheduled for a PRM in FY'24.



Service Visits

Experiencing services firsthand allows PLB staff to better understand each service, see staff's expertise, and learn about successes and challenges.

Staff observed 84% of services funded during FY'24.



Year-End Results

Data is collected and analyzed to measure the impact of funded services, assist in funding decisions, and demonstrate a return on the community's investment. Data gathered includes outcomes/indicators and outputs. The FY'24 results are shared within this report.

Agencies completed year-end reports for 100% of the services funded in FY'24.



Financial Reviews

Financial reviews are conducted to assess the agencies' overall financial controls and conditions. These reviews include random invoice verification, financial report reviews, and audited unit rate reviews.

Staff completed reviews of required financial documents for 100% of the funded agencies in FY'24.

Who We Serve

Region



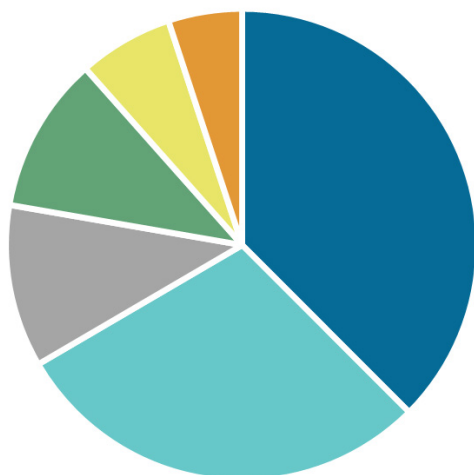
North:	1,317
South:	1,238
Central:	1,137
West:	889

Age



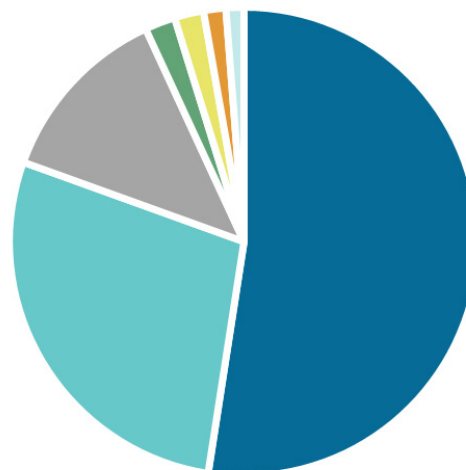
0 to 4:	99
5 to 12:	638
13 to 20:	845
21 to 35:	1,665
36 to 50:	787
51 to 65:	472
Over 65:	121

Diagnosis



Autism:	1,889
Intellectual Disability:	1,464
Learning Disability:	561
Other:	540
Cerebral Palsy:	327
Epilepsy:	255

Race/Ethnicity



White/Caucasian:	2,422
Black/African American:	1,296
Prefer Not To Answer:	582
Asian/Asian American:	97
Bi-Racial:	93
Other:	71
Hispanic/Latino:	57

COMMUNITY LIVING

Community Living Services support individuals with establishing, developing, and maintaining skills needed to live in the community.

\$3,948,218 was invested in Community Living programs that served **437 individuals**

SERVICES INCLUDE • Pre-ISLA, ISLA, and Independent Living Assistance Fund (ILAF)

PARTNER AGENCIES • Bridges Community Support Services • Easterseals Midwest • Rise Services, Inc. (Formerly the Center for Specialized Services) • St. Louis Arc, Inc. • Sunnyhill, Inc • UCP Heartland

OUTCOME AND INDICATOR HIGHLIGHTS

Individuals have the life skills necessary to live independently.

- **312 out of 338**, or 92% of those served learned skills to manage their belongings, financial and community resources.
- **258 out of 271**, or 95% of those served learned skills to interact with people to maintain their independent living.

Individuals have the skills to ensure their safety in their homes and community.

- **231 out of 239**, or 97% of those served learned skills to ensure personal safety and healthy boundaries.
- **232 out of 247**, or 94% of those served learned skills to navigate their community safely.

Individuals live independently in the community.

- **338 out of 351**, or 96% of those served remained living independently in the community.

**In 2024,
12 people
moved into
their own
homes.**

A STORY ABOUT INDEPENDENCE • RISE SERVICES, INC.

Mackenzie began working with Rise Services, Inc. with the goals of career advancement, financial independence, and increased life skills related to independent living. Through support from service providers, she established a primary care physician, began using a credit card, and obtained a driver's permit. Now enrolled in culinary school, Mackenzie has built confidence and continues working toward her goal of living independently while building a career as a chef.

COMMUNITY INTEGRATION

Community Integration Services support individuals in accessing community and social life in self-directed, safe, and inclusive ways.

\$2,132,990 was invested in Community Integration programs that served **1,148 individuals**

SERVICES INCLUDE • Camp, Socialization, and Retirement Supports

PARTNER AGENCIES • Association on Aging with Developmental Disabilities • Gateway Region YMCA • Jewish Community Center • LifeBridge Partnership • Pathways to Independence • Recreation Council of Greater St. Louis • St. Louis Arc, Inc. • UCP Heartland

OUTCOME AND INDICATOR HIGHLIGHTS

Individuals have meaningful and self-directed experiences in the community.

- **878 out of 913**, or 96% of those served reported that their experiences in the community were meaningful.

Individuals experienced positive and self-directed social lives.

- **107 out of 114** or 94% of those served reported increased relationships with people of their choosing.

Individuals have the skills necessary to access and succeed in their community and social life.

- **200 out of 213**, or 94% of those served learned communication skills.
- **475 out of 506**, or 94% of those served learned social skills.

Individuals have the skills to ensure their safety in the community.

- **57 out of 66**, or 86% of those served learned skills to ensure personal safety and healthy boundaries.

A STORY ABOUT GROWTH • GATEWAY REGION YMCA

For two years, Aidyn has participated in PLB-funded day camp programs at the YMCA, and expressed interest in attending an overnight camp. To prepare, Aidyn and his service providers reviewed camp activities, explained how overnight camp differs from day camp, and provided a detailed packing list with explanations for each item. After his first successful overnight stay, Aidyn has become more socially confident, maintained friendships from camp, and improved his coping skills. He now hopes to attend a multi-night camp in the future.

PROFESSIONAL SERVICES

Professional Services are provided by qualified professionals and support the physical and emotional well-being of the individual and their caregivers.

\$899,149 was invested in Professional Services programs that served **221 individuals**

SERVICES INCLUDE • Therapies, Counseling, Adaptive Equipment and Assistive Technology

PARTNER AGENCIES • Epworth Children and Family Services, Inc. • Rise Services, Inc. (Formerly the Center for Specialized Services) • ShowMe Aquatics & Fitness • St. Louis Arc, Inc. • TREE House of Greater St. Louis • UCP Heartland • Variety the Children's Charity of St. Louis

OUTCOME AND INDICATOR HIGHLIGHTS

Individuals and caregivers experienced improved physical and/or emotional well-being or an increased independence.

- **65 out of 86**, or 76% of those served reported experiencing fewer emotional and/or behavioral symptoms.
- **53 out of 59**, or 90% of those served demonstrated improved strength, stability, or motor skills.
- **107 out of 117**, or 91% of those served navigate home and community settings more safely and independently.
- **15 out of 17**, or 88% of those served increased their skills to communicate their wants and needs.
- **96 out of 104**, or 92% of those served increased their independence when completing their daily tasks.

A STORY ABOUT SUPPORT • EPWORTH CHILDREN AND FAMILY SERVICES, INC.

Katie, who had previously sought help from Epworth's counseling services, returned for additional support in homeschooling her four children, including two with developmental disabilities. With the therapist's guidance, Katie implemented household structure and enrolled the children in public school with Individualized Education Programs (IEPs), which greatly reduced her stress.

The family's dynamics have improved, and the children are thriving in school. Katie also set boundaries with her parents, creating a healthier home environment. Now, with less stress, she plans to work part-time providing some time away from home.

SUPPORT SYSTEMS

Support Systems Services strengthen the individual's natural and formal support systems.

\$5,961,003 was invested in Support Systems programs that served **2,322 individuals**

SERVICES INCLUDE • Family Support, Childcare, Advocacy, Educational Support, In-Home Support, and Facility-Based Support

PARTNER AGENCIES • Delta Gamma Center for Children with Visual Impairments • Down Syndrome Association of Greater St. Louis • Easterseals Midwest • Epilepsy Foundation of Missouri and Kansas • Family Advocacy and Community Training • Gateway Region YMCA • KVC Missouri • Options for Justice for Persons with Developmental Disabilities • Paraquad, Inc. • St. Louis Arc, Inc. • Sunnyhill, Inc. • UCP Heartland • YWCA Metro St. Louis

OUTCOME AND INDICATOR HIGHLIGHTS

Individuals and/or their caregivers are able to meet their needs.

- **1,207 out of 1,256**, or 96% of those served reported less overall stress.
- **1,032 out of 1,123**, or 92% of those served reported increased satisfaction with family relationships.
- **524 out of 575**, or 91% of those served learned skills to navigate formal support systems.

Individuals have the skills to ensure their safety in their homes and community.

- **200 out of 245**, or 82% of those served learned skills to ensure personal safety and healthy boundaries.
- **141 out of 164**, or 86% of those served learned skills to navigate their community safely.

Individuals have the necessary supports.

- **1,329 out of 1,429**, or 93% of those served receive support from family, friends, and acquaintances in their community.

A STORY ABOUT ADVOCACY • FAMILY ADVOCACY AND COMMUNITY TRAINING (F.A.C.T.)

Keshaun and his family began working with a Family Support Partner (FSP) at F.A.C.T. for help with his Individualized Education Program (IEP), disability applications, and summer camp resources. As they worked together, the focus expanded to include planning Keshaun's future and increasing his independence. With the FSP's support, Keshaun successfully advocated for changes in his IEP, including extended test time, and obtained his driver's license. Now the sole driver in his family, Keshaun can drive to community college, assist his mother with errands, and no longer has to rely on public transit.

EMPLOYMENT TRAINING

Employment Training Services support an individual who may or may not be employed to develop skills necessary to obtain and maintain employment in the community.

\$1,720,744 was invested in Employment Training programs that served **330 individuals**

SERVICES INCLUDE • Youth Employment Training and Adult Employment Training

PARTNER AGENCIES • BCI Boone Center, Inc. • Easterseals Midwest • Lafayette Work Center • Mercy Hospital St. Louis • MERS/Missouri Goodwill Industries • Rise Services, Inc. (Formerly the Center for Specialized Services) • St. Louis Arc, Inc.

OUTCOME AND INDICATOR HIGHLIGHTS

Individuals have the skills necessary to become employed in the community

- **232 out of 252**, or 92% of those served learned job skills for employment.
- **239 out of 259**, or 92% of those served learned interpersonal skills necessary for employment

Individuals who are employed have skills necessary for career development and/or advancement.

- **48 out of 57**, or 84% of those served demonstrated increasing productivity.
- **32 out of 41**, or 78% of those served gained skills for increased responsibilities.

Individuals secure employment that utilizes newly developed skills.

- **187 out of 214**, or 87% of those served who were unemployed at the program's end, are connected to opportunities supporting future employment.

In 2024, 52 people gained employment due to their participation in Employment Training

A STORY ABOUT PROGRESS • LAFAYETTE INDUSTRIES

Mikayla joined Lafayette Industries' two-year STEPUP Program in October 2022 with limited competitive employment experience, and struggled with accepting feedback. Through social-emotional strategies and practical experience at Pioneer Bakery, her confidence grew. After her first year, Mikayla secured paid shifts at Pioneer and later obtained a second job at the Muny. She shared, "STEPUP helped me learn about coping strategies, asking for help, learning how to move on when I mess up, and take criticism as it comes. The coping strategies - those do wonders!"

EMPLOYMENT SERVICES

Employment Services support working individuals with developing and maintaining the skills necessary for employment and advancement.

\$5,380,004 was invested in Employment Services programs that served **1,528 individuals**

SERVICES INCLUDE • Sheltered Employment and Supported Employment

PARTNER AGENCIES • BCI Boone Center, Inc. • Canterbury Enterprises, Inc. • Easterseals Midwest • Heartland Industries, Inc. • Lafayette Industries North, Inc. • Lafayette Work Center • Mercy Hospital St. Louis • MERS/Missouri Goodwill Industries • Paraquad Inc. • Project CU, Inc. • Rise Services, Inc. (Formerly the Center for Specialized Services) • St. Louis Arc, Inc. • St. Luke's Hospital • SSM Health Care • UCP Heartland • Valley Industries

OUTCOME AND INDICATOR HIGHLIGHTS

Individuals have the skills necessary to maintain employment.

- **961 out of 1,075** or 89% of those served learned job skills necessary for employment.
- **960 out of 1,058**, or 91% of those served learned interpersonal skills necessary for employment.

Individuals who are employed have skills necessary for career development and/or advancement.

- **420 out of 572**, or 73% of those served accepted and managed increasing responsibilities.
- **569 out of 747**, or 76% of those served demonstrated increasing productivity.

A STORY ABOUT SOLUTIONS • PARAQUAD

Terrance began to experience reduced hours at his retail job after an ongoing attendance concern. After resuming services with Paraquad's supported employment program, they worked together to address his transportation issues and improve punctuality. With regular check-ins and support, Terrance returned to his usual 3-day work schedule within a month, increasing his income and stability. His mother expressed gratitude for the swift action taken by Paraquad, and Terrance is now working independently again without additional support.

Employment

By the Numbers

Supported Employment

826 individuals were served July 1 - June 30.

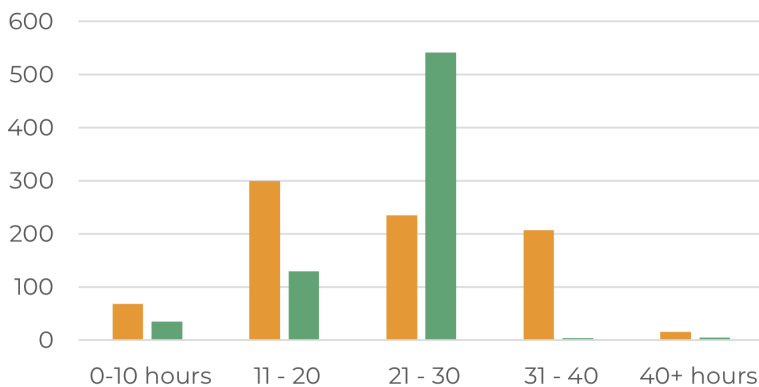
99% of individuals served reported working in a position of their choice

Sheltered Employment

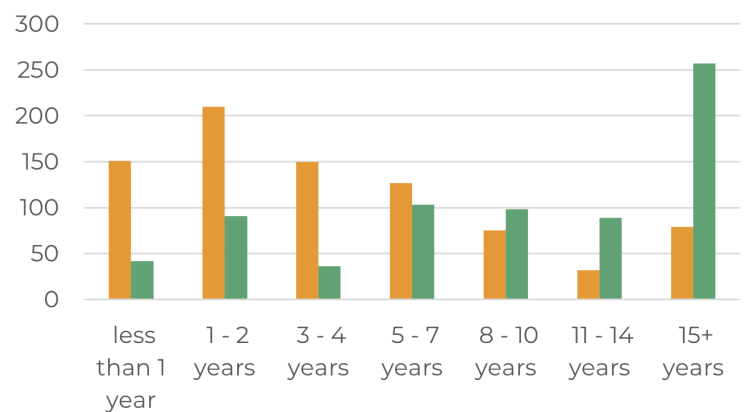
708 individuals were served July 1 - June 30.

94% of individuals served reported working in a position of their choice

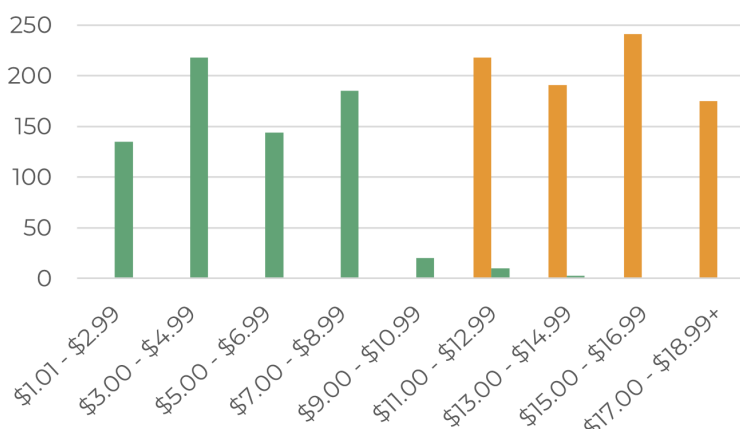
Hours Worked Per Week



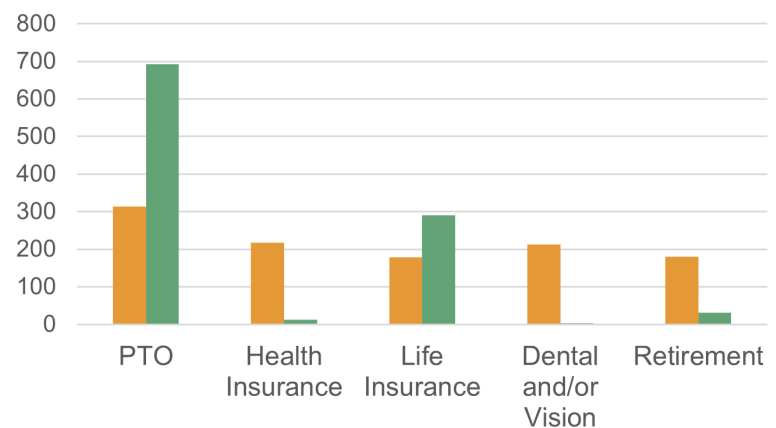
Years of Employment



Wages



Benefits



Key

Supported Employment
Sheltered Employment

Adaptive Equipment and Assistive/Enabling Technology

By the Numbers

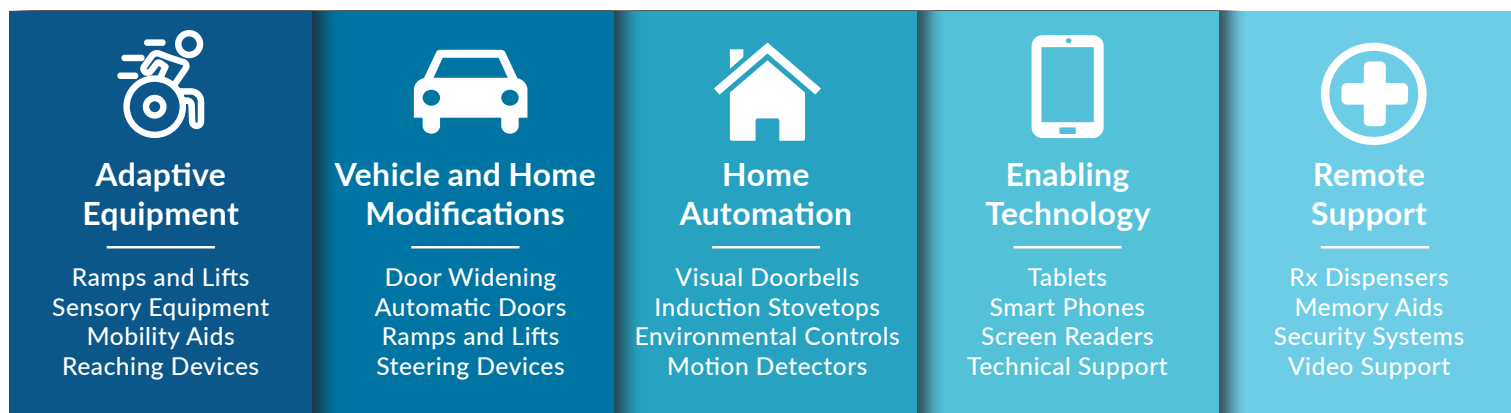
Adaptive Equipment and Assistive/Enabling Technology

153 individuals were served July 1 - June 30.

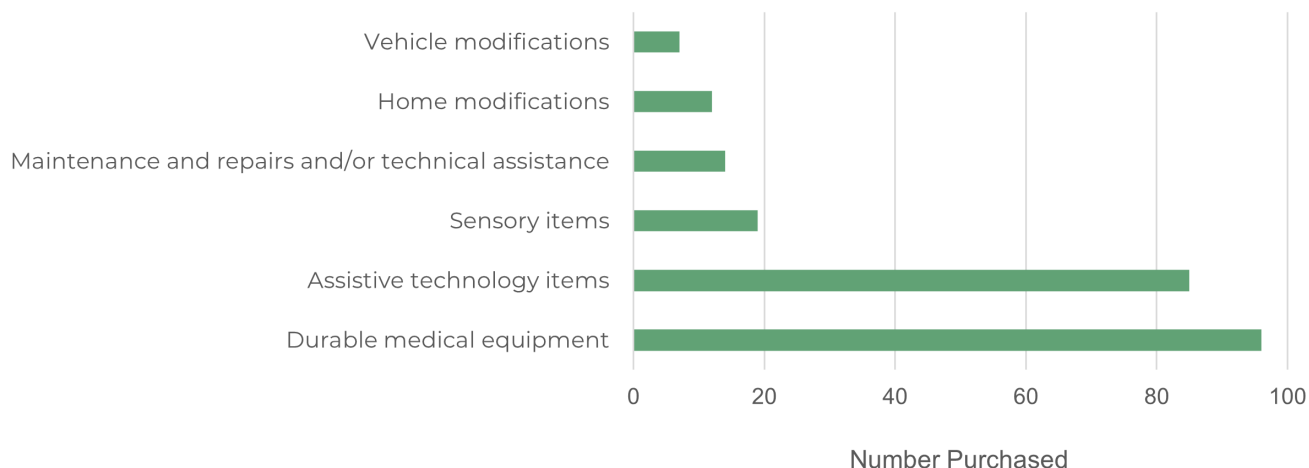
93% of individuals who received equipment increased their independence.

What is Adaptive Equipment and Assistive/Enabling Technology?

Assistive Technology can be used as a creative solution to help with a person's health and safety and can support a person's desire for more independence at home, in the community, or at work. This service enables people to use equipment ranging from low-tech devices to advanced smart technology to increase their independence and reduce reliance on caregivers.



Categories of Adaptive Equipment and Assistive/Enabling Technology



Other Funded Supports



Employment Transportation Services

Employment Transportation Services support individuals to access safe and reliable transportation to and from Sheltered Employment.

\$1,057,071 invested, supporting 175 individuals.



Agency Supports

Agency Supports fund the development and effectiveness of partner agencies.

\$475,004 invested, supporting approximately 952 individuals.

A STORY ABOUT DETERMINATION • ST. LOUIS ARC

Adam, who works as a clothing processor at St. Vincent de Paul, had a goal of obtaining his driver's license to independently travel to work, massage therapy school, and fire dancing practice. With support from his Employment Specialist, he accessed a PLB-funded transportation grant to pay for driving lessons and got his license. His next goals include saving for a car and graduating from massage therapy school in December.