

carf

# Annual Report

2008-2009

TNC Community



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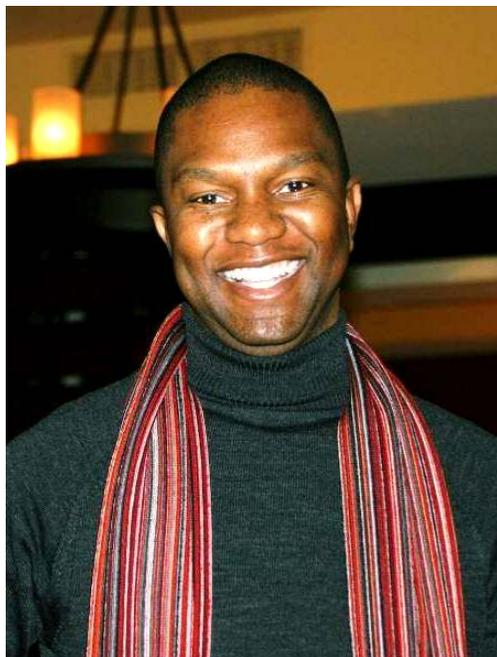
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**T**NC celebrated our 60<sup>th</sup> year. We reached some significant milestones. Our newest home was filled to capacity within just a few months. We made significant strides in our strategic plan and developed a marketing plan.

This year, we also saw a trend in staffing our homes. Some homes saw an increase in the level of medical attention that required a boost in staffing levels. On a daily basis, our staff is encouraging independence at an individual level and utilizing the Gentle Teaching method. Gentle Teaching is based on a psychology of human interdependence. It asks caregivers to look at themselves and their spirit of gentleness to find ways to express warmth and unconditional love toward those who are the most disenfranchised from family and community life.

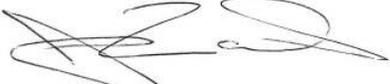
TNC was directly impacted by the economic downturn and policy changes at both state and federal levels. This was a year of growth and continued learning. The shift in the economy has made an impact on how we do business. We've had to come up with more ways to be more efficient—we upgraded our technology and limited our traveling from house-to-house.

We looked at our efficiencies and the quality among staff and based on our satisfaction surveys, started a quality assurance team to review reports. We also started discussing health and safety in more depth, and our quality assurance team reviews trends, staff training and develops policies and procedures.

Furthermore, we're continuously researching alternative options to locate more sustainable funding. It's been a challenge to meet the increasing needs amongst consumers and address them with very little dollars. We're determined to continue providing quality services with limited resources. We've had to rely more on donations and help consumers with budgeting. Looking forward, our consumers' needs will continue to increase.

We're very fortunate to have our donors—financial and “in-kind” donations such as furnishings and volunteers. The kind, the care and the love we have within our organization and the people who make up TNC really make a difference and set us apart.

I want to thank the kindhearted donation from the estate of Anna M. Muncie and the rest of the community. Thank you to all of our donors for making this past year great. We look forward to this upcoming year. We're committed to providing high quality services for our consumers. We anticipate continued growth both professionally and personally. 



James Landrum, Executive Director

**Barrier Removal Statement:**

*TNC Community is an advocate for interdependent living, meaningful community education and inclusion. TNC Community advocates for the removal of architectural, environmental, attitudinal, financial, employment, communication, transportation, and any other barriers to persons receiving services through the organization.*

## TNC fills and staffs new home

**O**ur newest group home, Englewood, was completed and filled in the Fall of 2008. Joan Ibale, lead QDDP, recalls how she felt. “People coming from different locations and walks of life...being able to live together and enjoy each other without knowing each other. The staff [is] able to support consumers at their levels and work together to support them.”



*New Englewood group home*

The success of this newest home was a group effort. The land was generously donated by EITAS, the Developmental Disability Services of Jackson County. And the home was built from TNC reserves.

## TNC continues making capital improvements to group homes

**T**his past year, besides building and furnishing a new group home, TNC has made several improvements to its existing homes.



Thanks to a grant from Oppenstein Brothers Foundation, we renovated the Pershing group home’s kitchen area to make it more accessible to the consumers and to gain access to the deck area.

Additionally, with funds from Clay

County and TNC’s maintenance fund, we were able to install new flooring for the Claymont, Hawthorne, and Jefferson group homes. The new flooring makes it easier for consumers with wheelchairs to navigate around the home. It’s more safe because there’s less trip hazards without the rugs. It gives staff more time to interact with consumers because the floors require less maintenance.

## TNC Renews CARF-Accreditation



**T**he Commission on Accreditation of Rehabilitation Facilities (CARF) renewed TNC’s three-year accreditation—its third consecutive award.

This accreditation represents the highest level of accreditation that can be awarded to an organization and shows its substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has undergone a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit and review of its policies and procedures, that its programs and services are of the highest quality, measurable and accountable.

## CONSUMER-BASED OUTCOMES—SUMMARY OF PROGRESS

Annual Progress (July 1, 2008 to June 30, 2009)

OBJECTIVES	GOAL	1 <sup>st</sup> Quarter	2 <sup>nd</sup> Quarter	3 <sup>rd</sup> Quarter	4 <sup>th</sup> Quarter
1. Consumers will have the choice to participate in community inclusion activities.	Increase persons served participation percentage 3-5% each quarter. (Baseline for beginning 2008 is 82%)	61%	82%	65%	74%
2. Consumers will reside in a safe and healthy environment.	Reduce the percentage of reported incidents on persons served each quarter.	Increase of 36%	Decrease of 3%	Decrease of 8%	Increase of 9%
3. Consumers will reside in a safe and healthy environment.	Reduce the percentage of reported medication errors on persons served each quarter.	Increase of 2%	0% change	0% change	Increase of 9% to 56%
4. TNC Community will be more efficient.	TNC Community will increase consumer participation in community integration activities while maintaining staffing ratios.	Although staffing ratios were maintained, community integration activities decreased to 61% during the quarter.	Staffing ratios were maintained and TNC was able to increase activities to baseline once again.	Staffing ratios were maintained but community integration declined.	Staffing ratios were maintained and community integration increased.
5. Improve satisfaction of persons receiving services.	90% of persons served who report being satisfied with all areas surveyed.	N/A (Surveys to be distributed in November)	N/A (Surveys distributed but will not be tallied until next quarter).	91% of consumers and guardians surveyed reported satisfaction.	N/A
6. Improve satisfaction of stakeholders.	90% of stakeholders surveyed who report being satisfied with all areas surveyed.	N/A (Surveys to be distributed in November)	N/A (Surveys distributed but will not be tallied until next quarter).	93% of stakeholders, including employees, surveyed expressed satisfaction.	N/A

### Governance Statement:

*TNC is governed by a dedicated volunteer Board of Directors, (a full list of Board Members is provided on the back page) which is committed to all operations and the provision of services through a code of ethics. This code of ethics includes guidelines on treatment of persons receiving services, confidentiality, accessibility, culture, business and financial practices, conflicts of interest, governance, laws and regulations, development initiatives, and treatment of community members and staff.*

### Mission Statement:

*The mission of TNC Community is to be the region's foremost provider of high quality services to persons with developmental disabilities by providing our consumers the opportunity to achieve their goals in a safe and healthy environment. TNC Community will be an advocate for interdependent living, meaningful community education and inclusion.*

# Consumer Demographics

TNC Community currently serves persons with developmental Disabilities and/or head injury. Our facilities have the capacity to serve 34 consumers. The most common diagnosis of those served is Profound (42%) and Severe (24%) Intellectual Disability. The most common disabling condition other than Intellectual Disability is Seizure Disorder (65%) followed by Cerebral Palsy (55%).

85% of those served rely on some type of orthopedic assistance with the most common type of assistance being a wheelchair. The largest age group served is 36 to 50 years of age with persons served ranging in age from 16 to 71 years.

Most clients receive funding from Medicaid Waiver and all receive residential services only. All persons served, living in a group home, receive services in a residential setting with a minimum of one staff person to every 3 individuals served. All persons served, living in an ISL setting, receive services with a minimum of one staff to every two individuals served. Culturally, the highest percent age of clients served is Caucasian (73%). Other cultures represented are African-American, Asian, and Hispanic. Two-thirds of those served have a religious affiliation (Baptist or Catholic), while the remaining one-third do not state any religious preferences. 

- All are diagnosed with mental retardation and/or developmental disabilities
- 28 of 33 require devices to ambulate
- 22 of 33 do not communicate verbally
- 22 have seizure disorders
- 28 of 33 are orthopedically impaired
- All require 24 hour a day, 7 days a week care
- All are dually diagnosed
- Most would be considered medically fragile
- All are adults ranging in age from 16 to 71
- 12 have been TNC consumers for more than 25 years
- 7 have been TNC consumers for 10-24 years
- 3 are able to work (a sheltered workshop)
- 18 consumers are diagnosed with cerebral palsy
- 7 consumers are blind/visually impaired
- 3 are deaf/hearing impaired
- 14 are diagnosed with profound mental retardation
- 8 consumers are diagnosed with severe developmental disabilities
- 32 are Missouri Medicaid/waiver funded
- Cultural factors – religion: 3 Catholic, 19 Baptist, 11 Other
- Race: 24 Caucasian, 6 African American, 1 Hispanic, 2 Asian

Agri-Lawn Inc.  
American Legion Post #340  
Armando & Jennifer Diaz  
Bertha Hassler  
Clay County DDRB  
Continental Consulting  
Deborah Mercer  
Dennis & Martha Taylor  
Drs. Reynaldo and Milagros Tiojanco  
EITAS  
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Oppenstein Brothers Foundation  
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Paul Heacock  
Phyllis Manning

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Stephanie Manning  
Steve Harper  
Steve Hill



Steven Wilhelm  
Ted & Lori McGuire  
Terry & Ginny Voss  
Tina Coffelt  
Truman Heartland Community Foundation  
United Way  
Vince Sabia

TNC Community respects the privacy of our donors and allows both new and continuing donors to inform TNC that they do not want their name and/or address to be shared outside of the organization. Please contact Ginni Gilgour at (816) 373-5060 or email at [ggilgour@tnccommunity.com](mailto:ggilgour@tnccommunity.com) to have your name excluded in the future.

*We make every effort to ensure that the list of donors is complete and without error. Please forgive any errors or omissions.*

# Financials

## Statement of Financial Position June 30, 2009

ASSETS	
Cash and Certificates of Deposit	\$ 1,242,268
Investments	6,900
Accounts Receivable	311,921
Pledges Receivable	27,500
Prepaid Expenses	10,398
Property and Equipment, Less Accumulation Depreciation	<u>1,440,028</u>
Total Current Assets	<u>\$ 3,039,015</u>
LIABILITIES	
Accounts Payable	\$ 35,760
Accrued Wages and Payroll Taxes	65,555
Accrued Interest	3,900
Accrued Vacation	31,597
Unexpended Residents Funds	6,705
Short-term Notes payable	41,283
Long-term Notes payable	<u>836,119</u>
Total Current Liabilities	1,020,919
NET ASSETS	
Temporarily Restricted	27,500
Unrestricted	<u>1,990,596</u>
Total Net Assets	<u>2,018,096</u>
Total Liabilities and Net Assets	<u>\$ 3,039,015</u>

**Statement of Activities**  
**For the year ending June 30, 2009**

UNRESTRICTED ASSETS	
Support and Revenue	\$ 2,771,543
Government Grants and Fees	158,480
Contributions	76,989
United Way Support	58,523
Interest Income	18,045
Other	<u>(3,270)</u>
Total Support and Revenue	<u>3,080,310</u>
Net Assets Released from Restrictions	6,510
Total Support, Revenues and Net Assets Released from Restrictions	3,086,820
Expenses	
Program Services	2,393,852
Supporting Services	
Administrative	356,020
Fundraising	<u>10,824</u>
Total Expenses and Losses	<u>2,760,696</u>
Increase (Decrease) in Unrestricted Net Assets	326,124
TEMPORARILY RESTRICTED NET ASSETS	
Net Assets Released from Restrictions	<u>(6,510)</u>
Increase (Decrease) in Temporarily Restricted Net Assets	<u>(6,510)</u>
Increase (Decrease) in Net Assets	319,614
Net Assets, Beginning of Year	<u>1,698,482</u>
Net Assets, End of Year	<u><u>\$ 2,018,096</u></u>

# Upcoming Events



- **June 12, 2010. TNC's 60th Anniversary: P.L.A.Y. 2010**

P.L.A.Y. 2010, Promoting Lifelong Activity Yearly, is a community-wide activity day for individuals with disabilities. P.L.A.Y. 2010 will offer softball, basketball and track & field activities at varied levels to accommodate an array of abilities.

Adults with disabilities across the metro will be invited to participate. We're still looking for sponsors and volunteers. Contact Missy Welch at 972-966-9406 or by email at [mjfwelch20@yahoo.com](mailto:mjfwelch20@yahoo.com).

- **September, Date TBD. TNC Day**

Our annual event that celebrates our consumers and staff. This is a fun family event with food, a petting zoo, face painting and other fun events.

- **October 1, 2010. KC Connection: Building Better Healthcare for Individuals with I/DD**

Our first educational conference targeting nurses and direct care staff. This conference aims to encourage, inspire and educate those in this field who are

hungry for information so that they leave with real, tangible tools and information to change the scope of healthcare for individuals with I/DD. For more information, please contact Bess Bonewits at 913-709-6458 or [bb.wits@gmail.com](mailto:bb.wits@gmail.com).

## TNC Board of Directors

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Vice Chairperson

Paul Heacock,  
Secretary/Treasurer

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816-373-5060

Kansas City, MO 64139

15600 Woods Chapel Road

