



**CENTER FOR  
HUMAN SERVICES**  
*Life Beyond Limitations*



2023

**CENTER FOR  
HUMAN SERVICES  
ANNUAL REPORT**

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### Letter from CEO, David Kramer

**Center for Human Services (CHS) has provided exceptional services and support for Missouri citizens with intellectual and developmental disabilities for over 67 years. Our original mission included the establishment of programs and services that change the way the community defines and views people with disabilities.**

I believe the original board of directors would be proud of the fact that we now provide services in 49 counties across the state. They would be proud that we serve nearly 10,000 individuals with disabilities and their families. They would expect us to continue to lead the way by encouraging each individual we serve to live *Life Beyond Limitations*.

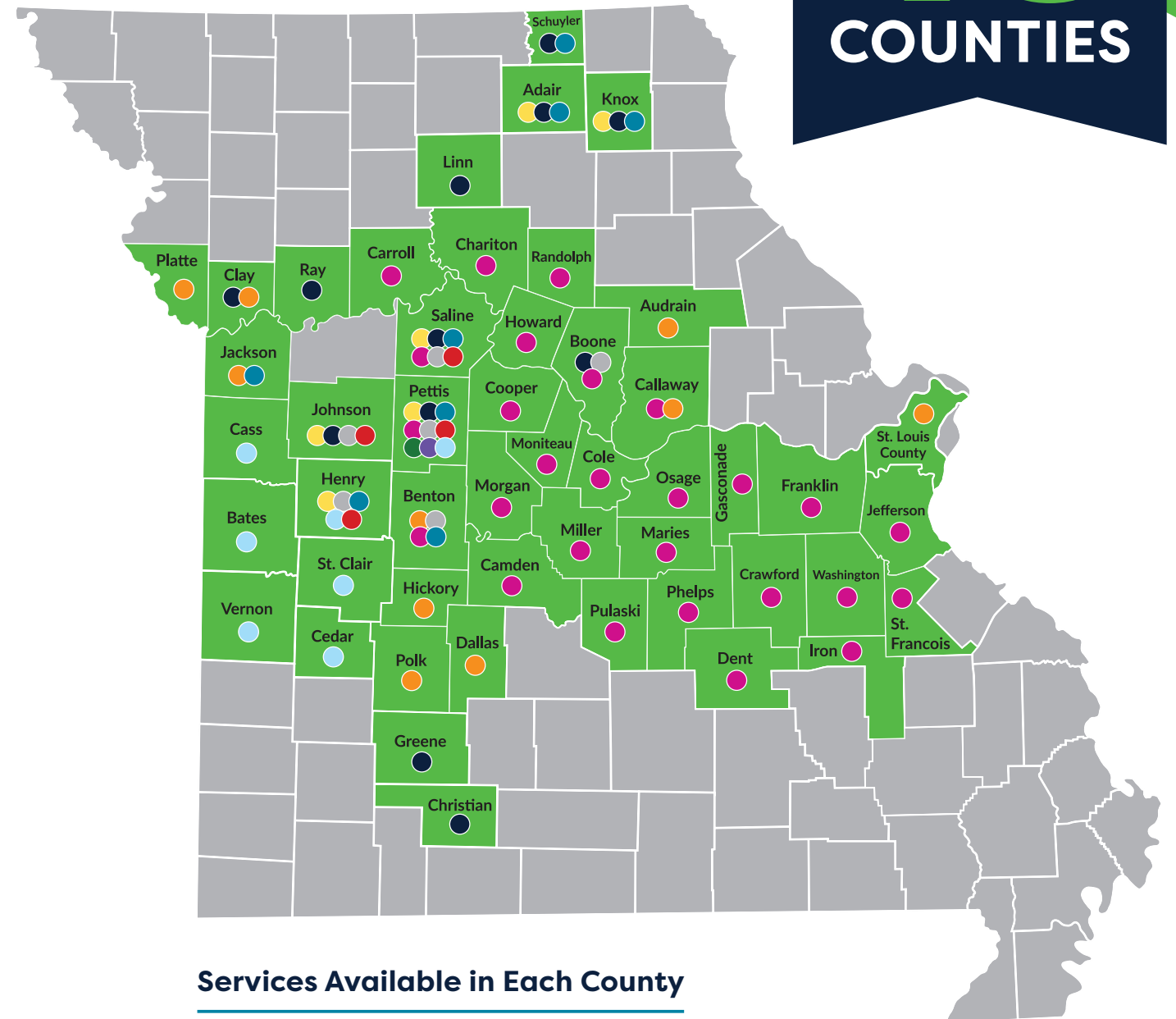
As each year progresses, CHS remains strong. We continue to provide community-based services that were outlined in our original articles of incorporation and are always looking toward the future. Our services are assisting individuals with disabilities and their families to meet their goals, and experience their best lives while living, working, playing, and becoming involved in their communities. The CHS family, and our partners, are an essential part of the community.

As you explore this information about our history, our team and our services, be assured that your involvement and support of Center for Human Services make *Life Beyond Limitations* possible.

Sincerely,  
**David Kramer, CEO**



**CENTER FOR  
HUMAN SERVICES**  
*Life Beyond Limitations*



#### Services Available in Each County

- |                                |                                 |
|--------------------------------|---------------------------------|
| ● Affordable Housing           | ● Head Start & Early Head Start |
| ● Aquatics                     | ● Missouri First Steps          |
| ● Clinical Behavioral Services | ● Residential Services          |
| ● Community Support Services   | ● Service Coordination          |
| ● Childrens Services           | ● Employment Services           |

**PROVIDING  
SERVICES IN  
49  
COUNTIES**



# Center for Human Services

FY23 Year at a Glance



500+  
EMPLOYEES

49  
COUNTIES

Community Support Services

100%

of individuals served, guardians and other stakeholders expressed satisfaction with the services provided

Family and Child Development

Missouri First Steps System Point of Entry (SPOE Regions 6 & 9), Early Head Start, and Head Start, Prekindergarten programing and Childcare Services. Within these programs the Family and Child Development Department served

5,326  
CHILDREN

Service Coordination

98%

of individuals received a monthly home visit

Employment Services

83,599

hours were worked in paid positions by individuals supported

Residential

100+  
SERVED

Clinical Behavioral Services

550  
HOURS

of therapy provided

# About Center for Human Services

Center for Human Services is a non-profit organization that helps people of all ages across Missouri. Our primary services help individuals develop their skills to overcome physical, mental and financial challenges.

## Mission

Our mission is to provide exceptional services and support for Missouri citizens with intellectual and developmental disabilities since 1955. Our original mission included establishment of programs and services that change the way the community defines and views people with disabilities.

We believe that everyone deserves to live a *Life Beyond Limitations*, so we create opportunities to make that possible for thousands of individuals throughout Missouri.

## Values

- We are leaders in excellence
- We are steadfast in our commitment to solutions
- We respect all differences, similarities, and disabilities
- We advocate autonomy





## BOARD OF DIRECTORS

### Center for Human Services

**Aric Snyder, Jr., President**  
**James P. Buckley, Vice President**  
**Kelsey Weymuth, Treasurer**  
**Cara Barth-Fagan, Secretary**  
**Cliff Callis (Past President)**  
 Mike Moser  
 Roger Alewel  
 Joyce Taylor  
 Gary McMullin  
 Chris Pyle  
 Michael Jackson  
 Chris Squires  
 Michael Smith  
 Ben Embree  
 Jessica Craig  
 Andrew Treuner  
 Amber Bridges  
 Anna Lisa Limas  
 Viola "Oola" Staten  
 Marilyn Romine  
 Marie Murphee

### CASA Grande, Inc. Crestwoodcourt, Inc. Tradewinds

**Michael Jackson, President**  
**Joyce Taylor, Vice Pres./Treasurer**  
**Aric Snyder, Jr., Secretary**  
 Marshall Krause  
 Debbie Allison  
 Ben Embree

### Saline County

**Jeanne Parkhurst, President**  
**Debbie Allison, Vice President**  
**Lesa Banks, Treasurer**  
**Connie Hays, Secretary**  
 Shannon Hall  
 Carol Byrd  
 Sam Harris  
 Bryan Berlin

## Leadership Team

Our leadership team is comprised of ten individuals known for innovation and marked by years of experience in their respective fields. They are continually exploring techniques and methods to improve the lives of those we serve.

Our leadership team gathers, directs, and focuses our resources to their maximum potential. They all share a strong sense of community and believe that all individuals should have the opportunity to thrive.



**David Kramer**  
Chief Executive Officer



**Vickie Akin**  
Chief Financial Officer



**Loletta Combs**  
Chief Program Officer



**Terry Combs**  
Chief Business Development Officer



**Rachel Broom**  
Chief Development Officer



**Norm Zinck**  
Vice President of Special Projects



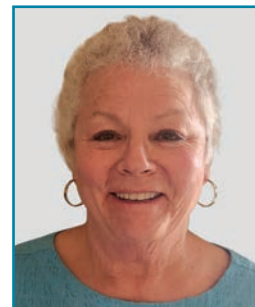
**Roxy Antonio**  
Chief Human Resources Officer



**Linda Holland**  
Associate Vice President of Service Coordination



**Shawn Sharp**  
Associate Vice President of Family & Child Development



**Linda Bowers**  
Associate Vice President of Community and Employment Services



## Like-Minded Organization, Chariton Valley Association, Merges with CHS

The Board of Directors for both the Center for Human Services (CHS) and Chariton Valley Association (CVA) voted to approve the merger of CVA with CHS. CHS serves as the parent company with CVA retaining its name and service operations as historically offered. Both organizations desired a greater benefit for service recipients while increasing operational efficiencies from the union. The merger between the two companies took place January of 2023. This important decision by each organization's Board of Directors is a culmination of months of discussion and negotiation to ensure that the merger was the best fit for both organizations, the people they serve, employees, and contractors. CHS CEO Dave Kramer stated, "We are confident that the future is bright for our combined organization with even greater opportunities to grow and share our mission."

CVA Board President Marilyn Romine added, "After a thorough evaluation of potential merger partners for CVA, partnering with Center for Human Services was the obvious choice. The opportunities for growth and expansion of services are tremendous."

The missions of both CHS and CVA closely aligned by striving to make an impact in the lives of people with intellectual, developmental, and other disabilities.



**CENTER FOR HUMAN SERVICES**  
Life Beyond Limitations

Proud Partner of Center for Human Services





# Service Coordination

Service Coordination provides case management services from birth through the adult lifespan. It helps people navigate through the service array system by advocating, coordinating, and connecting them to resources and services.

### Services Provided

Targeted Case Management in Audrain, Benton, Callaway, Clay, Dallas, Hickory, Jackson, Platte, Polk, and St. Louis counties.

- 4,492 individuals served in FY23.
- 88% of new referrals received a response from their assigned Service Coordinator within 24 hours of assignment (208 out of 238).
- 79% of the final ISP's were delivered to providers and families 2 weeks prior to implementation date (2,294 out of 2,920).
- 6,081 out of 6,230 individuals received a monthly home visit by a service coordinator – 98% of individuals received a monthly home visit.
- 99% of Utilization Review packets submitted to the Regional Office for processing and final approval were complete, not returned for additional information, or missing documents/components (2,089 out of 2,100 pkts).
- 61% of the Utilization Review packets submitted to the Regional Office 30 days prior to the service start date (1,288 out of 2,100 pkts).

The Center for Human Services exists to support individuals like Yousef. Service Coordination is a valuable resource for those who need assistance. They advocate for each person to live their fullest life.



## OVERCOMING BARRIERS THROUGH SUPPORTED CASE MANAGEMENT SERVICES

### Meet Yousef

Yousef faced significant difficulties before accessing support through Center for Human Services (CHS) Service Coordination. Navigating a complex system was challenging for him and his family as they had immigrated to the US from Palestine in 2015 and faced a major language barrier.

While his mother and brother underwent the standard citizenship process, Yousef's journey was more arduous due to his differing abilities. His transition has been marked by considerable struggles. Yousef's mother, Mary, shares that his mental well-being has significantly improved, alleviating her worries about his future. The services and assistance provided by CHS have made a positive impact on Yousef's life, giving Mary peace of mind. They are grateful for the transportation secured by his CHS Service Coordinator, Chelsea which has made Yousef's work commute safer and more reliable.

Mary holds Chelsea in high regard for her exceptional effort and dedication to Yousef's well-rounded care. Her provision of previously unknown services and support has exceeded their expectations, highlighting their commitment to Yousef's well-being. With the guidance of his Service Coordinator, Yousef successfully attained US citizenship in July 2023 through Bilingual International's support. His next step is to apply for SSI, which will help bolster his financial stability and facilitate the pursuit of his envisioned life. Mary expresses her deep appreciation for Chelsea and CHS's help, noting their proactive efforts to support Yousef. She feels reassured that Yousef will be well-supported even in her absence and is confident about his future.



# Employment Services

The Employment Services department is designed to provide supports for people to achieve the level of employment they desire within the community. We work with anyone who wants to be employed ranging from teens seeking their first jobs to adults looking for a career. CHS has a variety of services designed to help people find the job that is right for them and strive to help anyone that walks through our doors find a career that excites them.

- 230 individuals received various services through career exploration, benefits planning, employment/employer supports, and the Summer Work Experience program for high school students.
- 137 individuals received benefits planning from our Certified Disability Benefits Specialists/ Certified Work Incentives Practitioner.
- 83,599 hours were worked in paid positions by individuals supported by the Employment Services Department in FY23.
- \$1,107,900 in wages were paid to individuals with disabilities supported by the Employment Services Department in FY23.







## Residential Services

Center for Human Services offers a variety of residential services for people with an intellectual or developmental disability including Individualized Supported Living (ISL), Host Homes, Supported Co-Housing and Group Homes, residential habilitation, nursing consultation, electronic monitoring, and assistive technology. In addition, Center for Human Services offers affordable housing options for any income-eligible individuals through our apartment complexes located in Pettis and Saline counties.



### Services Provided in Pettis and Saline County

Residential Habilitation, Affordable Housing, Nursing Consultation, Electronic Monitoring, and Assistive Technology.

- 33 adults with intellectual and developmental disabilities were served in our residential program providing holistic support to every aspect of their life.
- 93% of individuals receiving Residential Services either achieved or made significant progress on goals enhancing their independence through skills of daily living.
- 97% of Residential Services individuals served, guardians and other stakeholders expressed satisfaction with the services provided to them or their family members.
- 50 affordable housing residents were served in FY23.

### Services Provided in Adair County

Residential Habilitation, Nursing Consultation, Electronic Monitoring, and Assistive Technology.

- 24 ISL homes in Residential Services.
- 30% of individuals in ISL settings use advanced technology supports.
- 39 adults with intellectual and developmental disabilities were served in our residential program.



### Satisfaction Survey Results

# 92%

OVERALL SATISFACTION

- 87% satisfaction with the level of communication.
- 97% agrees that services meet the needs of family members/wards.
- 93% agrees that family members/ward is making visible progress due to services provided.
- 93% would recommend services to a family member, friend, or community member.
- 93% agrees that staff went above and beyond to ensure quality supports were provided to family member/ward.







# Community Support Services

The CHS Community Support Services Department cultivates meaningful life experiences, socialization, skill development, and community engagement for individuals with intellectual and/or developmental disabilities.



## Services Provided in Pettis and Saline County

Community Networking, Individual Skill Development, Personal Assistance, Day Habilitation, Community Outreach and Social Enrichment Services.

- 85 adults participated in our Day Activity Center programs in Sedalia and Marshall during FY23.
- 57 individuals received Community Networking, Individual Skill Development and/or Personal Assistance supports during FY23.
- 27 new Community Partnerships were developed during FY23. This increase has resulted in additional inclusive opportunities for individuals served.
- 61 individuals received services outside of typical program hours (8:30 am – 3 pm, Monday through Friday) during FY23.
- 100% of individuals served, guardians and other stakeholders expressed satisfaction with the services provided to them and/or their family members through the Community Support Services Department.

## Services Provided in Adair County

Individual Skills Development, Community Networking, Medical Personal Assistance, and Community Specialist Services.

- 56 individuals received community based supports.
- Individual Skills Development – providing 31,888 units of service or 7,972 hours.
- Community Networking – providing 10,922 units of service or 2,730 hours and 30 minutes.
- Group Individual Skills Development – providing 3,788 units of service or 947 hours.
- Group Community Networking – providing 885 units of services or 221 hours and 15 minutes.
- Medical PA – providing 3,175 units of service or 794 hours and 15 minutes of service.
- Community Specialist Services – 58 units or 14 and a half hours, this is a new individual we just started services with.
- 12,679 hours and 30 minutes of service were provided to individuals through family and community support services in Adair.



# Clinical Behavioral Services

Clinical Behavioral Services works with people that are experiencing behavioral challenges, specifically those diagnosed with autism, and intellectual and developmental disabilities. Our staff teaches skills, positive behaviors, and effective forms of communication using plans that are personalized for the individual.



**28**  
INDIVIDUALS  
SERVED IN FY23



**550**  
HOURS  
OF THERAPY PROVIDED



**68%**  
OF CLIENTS RECEIVED  
ONGOING SERVICES



**5** COUNTIES  
IN MISSOURI  
WERE PROVIDED SERVICES

## A GLIMPSE INTO OUR MISSION

### Meet Phillip

Phillip started his journey with CHS when he began receiving Service Coordination supports through Service Coordinator, Anita Edwards. Through this program, Phillip and his family were introduced to our Clinical Behavioral Services team. Phillip's mother, Melissa had heard of Applied Behavioral Analysis (ABA) Therapy and was willing to give it a try to better assist her son's needs. Before working with CHS, Phillip's mother felt hopeless and was not sure what changes could be made that would be meaningful and lasting to provide him a better life. Melissa connects the turning point for Phillip as the day she met the Clinical Behavioral Services team, where she was told, "You got this" and that there was no such thing as a behavior that could not be changed and adapted to a more functional one. Now, Melissa feels confident in the tools that have been provided by Clinical Behavioral Services. The next steps for Melissa and Phillip include continued progress in caregiver support through CHS, while maintaining the skills they have learned through Applied Behavioral Analysis (ABA).





# Aquatics and Water Activities

Aquatics offers a safe and low-impact way to realize the benefits of exercise. The buoyancy of water reduces stress on joints and the effects of gravity, making it the perfect way to increase stamina and flexibility. Our instructors offer one-to-one training and tailor programs to fit your ability and schedule. Knowing how to swim is not a requirement to sign up and realize the benefits and enjoyment that only a heated pool can bring.

## Aquatic Services

We strive to accomplish in the water what can't be achieved on dry land. Aquatics allows for greater freedom of movement, increased circulation, and an overall soothing effect on the body. You may participate in a class, or if you prefer, you can schedule one-to-one sessions with one of our professional instructors.

## Water Therapy

This therapy option is designed for children and adults with disabilities. These are one-to-one sessions that maximize the time spent with the instructor free from other distractions. These sessions are meant to increase attention span, concentration, and processing skills, and may improve speech and cognitive function. An added benefit may include the life-saving skill of learning how to swim.

## Water Aerobics

Not only does water provide buoyancy, but it also provides resistance. This class is for those who want a cardio workout without adding stress to their joints and muscles. The diverse group of exercises in this class is a full-body workout and will leave you invigorated and refreshed. These classes are open to the general public.

## Water Walking

A great option and a popular class choice for those with arthritis or other conditions that prevent a vigorous workout. Unlike the structure of other classes, water walking is completed at your own pace. Some prefer to walk a little, while some walk further, the pace and tempo of water walking are up to you. These classes are open to the general public.



**55**  
INDIVIDUALS  
SERVED  
PER MONTH

## ADDITIONAL INFORMATION ON OUR FACILITY

All of our aquatics and water activities are held in the CHS Jack Bluhm Memorial Aquatic Center located in the Roger Garlich Activity Center in Sedalia, Missouri. The pool is heated and clean and includes a pool lift for easy entry and exit. The pool is 4.5 feet deep and surrounded by a safety railing.



# Family and Child Development

CHS provides a variety of Family and Child Development services from prenatal until kindergarten entry.

## Services Provided

Missouri First Steps System Point of Entry (SPOE Regions 6 & 9), Early Head Start, and Head Start, Prekindergarten programming and Childcare Services. Within these programs the Family and Child Development Department served 5,326 children.



## Childcare Services

- CHS began services at the Dawn Compton Early Learning Program to increase the availability of community childcare. The Compton Center is licensed to serve 76 children ages birth through kindergarten entry.
- Harris Center Prekindergarten, located at the HW and Janet Harris Center accredited facility, began services for children ages 3–5 years.

## Missouri's First Steps System Point of Entry (SPOE) for Regions 6 and 9

### Region 6

- Service Areas: Pettis, Saline, Carroll, Chariton, Randolph, Howard, Boone, Callaway, Cole, Moniteau, Cooper, Morgan, Miller, Camden, and Benton Counties.
- Processed 1,491 referrals of which 630 children qualified for early intervention services.
- At the highest point, we had 900 active children in the program.
- Served 4.81% of the birth to three population.

### Region 9

- Service Areas: for the counties of Osage, Gasconade, Franklin, Jefferson, St. Francis, Iron, Washington, Crawford, Dent, Phelps, Pulaski, and Maries Counties.
- Processed 1,626 referrals of which 711 children qualified for early intervention services.
- At the highest point, 999 active children in the program.
- Served 5.01% of the birth to three population.

## Head Start and Early Head Start Programing Overview

- Service Areas: Bates, Cass, Cedar, Henry, Pettis, St. Clair, and Vernon Counties
- Total enrollment of children and prenatal women: 490
- 84% or higher of children served showed growth in areas of social/emotional, language, literacy, cognitive and physical development.



# Every Gift Counts to Ensure Services

Your generous donations directly contribute to improving and expanding our services, covering the gaps that state and federal funding may not reach. Donate today supporting childcare, education, jobs, therapy, housing, counseling, and socialization for all ages and income levels.

Join us in making a life-changing difference today. Together, we can create a world where everyone has the support they need to live *Life Beyond Limitations*.

## Ways to Give

We offer several meaningful ways for your kindness to change lives through the Center for Human Services:

- **Cash Donations:** Simple and immediate support.
- **Stocks and Securities:** Provide significant tax benefits.
- **Life Insurance:** Name CHS as a beneficiary.
- **IRA/Retirement Plan Assets:** Support CHS through your retirement savings.
- **Donor-Advised Funds:** Recommend grants from your fund to support us.
- **Planned Gifts:**  
**Invest in the Future:** Ensure your legacy of compassion endures by arranging planned gifts. Include us in your will or living trust. This forward-thinking approach lets you continue supporting those in need for generations.

As a nonprofit organization, we rely on caring individuals like you who are passionate about providing services for those that need additional assistance. Together, we ensure that your gift is a powerful force for good, carefully managed to maximize its reach and effectiveness.

## Get Involved!

Need our services? Want to become a donor? We're here for you.

- **Contact Us:** Reach out to our Service Coordination team for assistance. See page 9 for phone number in your area.
- **Become a Donor:** Visit our website or scan the QR code to donate now.
- **Visit Our Website:** Explore [chs-mo.org](https://chs-mo.org) to discover more about our mission and follow us on social media to stay connected.



# Why Donate?

Imagine someone acquiring crucial life skills—managing finances, cooking nutritious meals, navigating public transport—skills essential for leading a fulfilling life.

Every contribution creates a lasting impact for individuals and uplifts entire communities.

# How to Donate

Giving to our cause can be done either directly or through a gift model that can provide tax benefits and even income. Some options include gifts and bequests, IRA rollover, donor advised funds, beneficiary designation gifts, endowment gifts, and more. Scan the QR code to discover the right donating method for you and your family.





# Financials

## Center for Human Services Combined Totals

Includes audited financials of Center for Human Services, CASA Grande, Tradewinds & Crestwood Court.  
Year Ended June 30, 2023.

### Revenue

Where the Money Comes From	2023	
Government Grants	\$5,563,670	14.01%
Contributions	\$154,108	0.39%
Bequests/Planned Gifts	\$9,307	0.02%
Program Service Fees	\$32,139,860	80.96%
Other Income	\$1,834,371	4.62%
<b>TOTAL</b>	<b>\$39,701,316</b>	<b>100%</b>

Where the Money Comes From	2022	
Contracts for Services and Fees	\$17,846,276	68%
Housing Rents	\$574,898	2%
Retail Sales	\$475,017	2%
Contributions	\$2,558,679	10%
Grants	\$4,815,544	18%
<b>TOTAL</b>	<b>\$26,270,414</b>	<b>100%</b>



### Expenses

Where the Money Goes	2023	
Program Services	\$35,471,617	89%
Management & General	\$3,908,206	10%
Fundraising	\$406,906	1%
<b>TOTAL</b>	<b>\$39,786,729</b>	<b>100%</b>

Where the Money Goes	2022	
Program Services	\$21,387,635	81%
Administrative Cost	\$2,466,704	9%
Development & Outreach	\$381,236	2%
Facility Improvement & Equipment	\$1,519,143	6%
Reserves	\$515,696	2%
<b>TOTAL</b>	<b>\$26,270,414</b>	<b>100%</b>







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Sedalia, MO 65301



**[chs-mo.org](http://chs-mo.org)**