



**CENTER FOR
HUMAN SERVICES**
Life Beyond Limitations



2024

**CENTER FOR
HUMAN SERVICES
ANNUAL REPORT**

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Letter from CEO, David Kramer

Together, we're redefining what's possible for thousands of Missourians with intellectual and developmental disabilities.

For over 68 years, the Center for Human Services (CHS) has been a beacon of support for individuals with disabilities. Our mission has always been to bring resources and services to those in need wherever they call home.

From our humble beginnings, CHS has grown to serve over 11,000 children and adults across 50+ counties in Missouri. We believe our founding board would be proud of this legacy, and of our continued commitment to helping every individual live *Life Beyond Limitations*.

Each year, we work to close service gaps and ensure families receive the high-quality care they deserve. From First Steps, Head Start, School partnerships, through employment, residential and skills training for adults, we seek to support each stage of life. Our model combines local, community-based services with statewide resources, empowering families to thrive in their homes, workplaces, and neighborhoods.

As you explore our history, meet our dedicated team, and learn about our services, know that your support makes all of this possible. You are helping us build a future where barriers and challenges are replaced with opportunities.

Thank you for being part of the CHS family. Together, we're creating a more empowered Missouri with *Life Beyond Limitations*.

Sincerely,

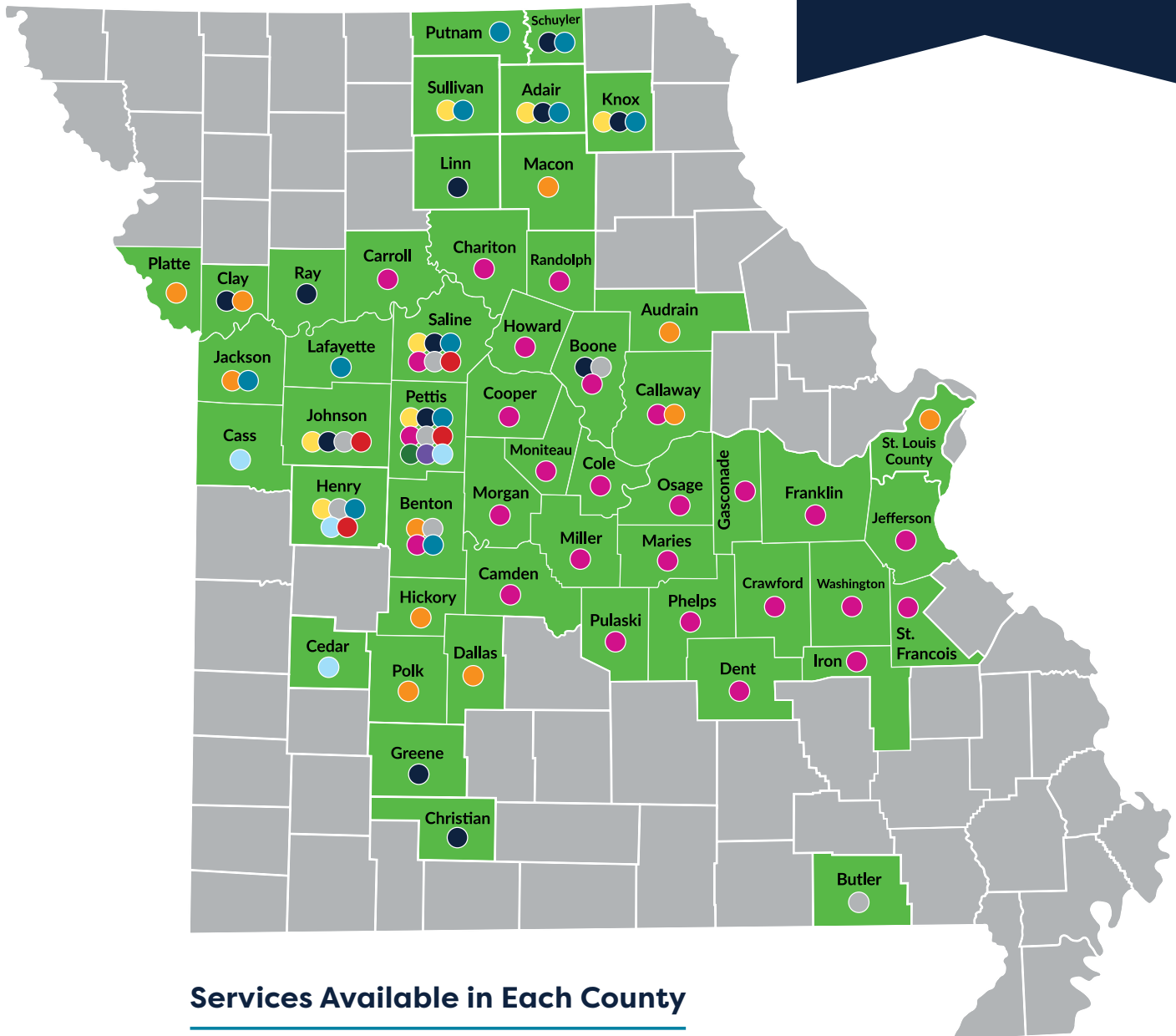
David Kramer, CEO



CENTER FOR HUMAN SERVICES

Life Beyond Limitations

PROVIDING
SERVICES IN
50+
COUNTIES



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 |

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

500+
EMPLOYEES

50+
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 programming and Childcare Services. Within these programs the Family and Child Development Department served

5,252
CHILDREN

Service Coordination

97%

of individuals received a monthly home visit

Employment Services

98,997

hours were worked in paid positions by individuals supported

Residential

79

Affordable Housing Residents Served

Clinical Behavioral Services

790
HOURS

of therapy provided

BOARD OF DIRECTORS

Center for Human Services

Aric N. Snyder, Jr., President
James P. Buckley, Vice President
Cara S. Barth-Fagan, Secretary
Kelsey D. Weymuth, Treasurer
Cliff M. Callis (Past President)

Michael A. Jackson
 Joyce A. Taylor
 Mike L. Moser
 Roger L. Alewel
 Gary A. McMullin
 Chris L. Pyle
 John Chris Squires
 Michael S. Smith
 Ben A. Embree
 Jessica L. Craig
 Andrew R. Treuner
 Viola Staten
 Amber D. Bridges
 Anna Lisa Limas
 Marilyn Romine
 Marie Murphree

CASA Grande, Inc. Crestwoodcourt, Inc. Tradewinds

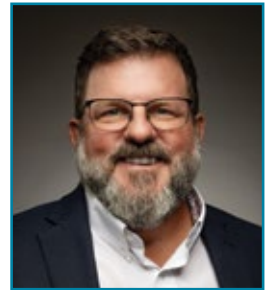
Michael A. Jackson, President
Joyce A. Taylor, Vice Pres./Treasurer
Aric N. Snyder, Jr., Secretary
 Marshall Krause
 Debbie Allison
 Ben A. Embree

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 twelve 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



Roxy Antonio
 Chief Human Resources Officer



Norm Zinck
 Vice President of Special Projects



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



Service Coordination

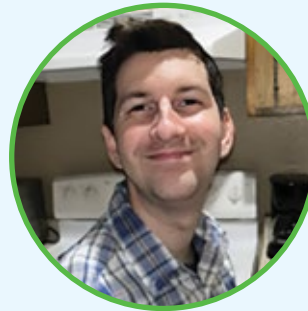
Service Coordination provides case management services from birth through the adult lifespan. It helps people navigate through the service array system by advocating, coordinating, and connecting them to resources and services.

Services Provided

Targeted Case Management in Audrain, Benton, Callaway, Clay, Dallas, Hickory, Jackson, Platte, Polk, and St. Louis counties. The data below reflects all counties served except for St. Louis County.

- 5,442 individuals served in FY24.
- 89% of new referrals received a response from their assigned Service Coordinator within 24 hours of assignment (343 out of 388).
- 82% of the final ISP's were delivered to providers and families 2 weeks prior to implementation date (2,598 out of 3,180).
- 6,460 out of 6,680 individuals received a monthly home visit by a service coordinator – 97% of individuals received a monthly home visit.
- 64% of the Utilization Review packets submitted to the Regional Office 30 days prior to the service start date. (2,376 out of 3,667 UR pkts).

The Center for Human Services exists to support individuals like Matthew. 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 Matthew

Matthew moved to Buffalo, MO and was assigned to Christine Abmeyer in May 2023. He was living in his own apartment with remote supports. Matthew was struggling with getting his apartment setup, clean and he was not eating and spending most of his time at his house by himself and not going out. He was not showering or shaving for several days.

Matthew worked with Christine to find a Personal Assistant and get involved with him and started working on schedules and getting involved in the community. Matthew has done AMAZING. He has gotten his house organized; he goes out in the community regularly to sporting events. He has started to do some equine therapy. He started to attend Day Program through Restoring Hope and has been doing well learning social interactions. He is able to do his grocery shopping on his own and is able to locate his own items. He will maintain his own hygiene without assistance. He no longer needs the remote support reminders throughout the day. He is working on budgeting and has a much better understanding of is money and where he is spending his money. Matthew is much more aware of his nutrition and is eating much better. Matthew has improved on being able to have two-way conversations and interacting with others.

Matthew then was referred to Show me Romey Foundation to get involved with Autism Awareness. Matthew has become a spokesperson for them and has done interviews with them on Facebook. He has been expressing how his disability is not limiting him.

Matthew discussed going to work and decided this would not really be in his best interest. He decided to go back to school. He was referred to Vocational Rehabilitation and will be starting college at Missouri State TODAY!!!!!! He is using services through Disability Support Services at Missouri state as well.



FROM CASHIER TO PERSONAL BANKER

Meet Desiree

Desiree came to the Center for Human Services, Employment Services after a referral from Vocational Rehab for a hidden physical disability. Prior to working with Employment Services Desiree had primarily worked in positions that required her to be on her feet throughout the day causing her severe pain and affecting her quality of life.

Though working with her team Desiree was able to build skills and gain confidence and obtained a position as a bank teller. Through her own determination and development, she turned that opportunity into more. Now, after completing new classes and certifications, Desiree has become a Personal Banker.

Center for Human Services is so proud to have been a part of Desiree's growth and of all that she has done to secure a new career that will allow her to continue growing in a pain free environment. Congratulations Desiree!

Employment Services

The Employment Services department is dedicated to helping individuals find a career that truly excites them. We provide support for people to achieve the level of employment they desire within the community, working with anyone who wants to be employed, from teens seeking their first jobs to adults looking for a career. CHS offers a variety of services designed to help people find the job that is right for them, and we are committed to helping anyone who walks through our doors find a career that sparks their passion.

- 330 individuals received various services through career exploration, benefits planning, employment/employer supports, and the Summer Work Experience program for high school students.
- 240 individuals received benefits planning from our Certified Disability Benefits Specialists/Certified Work Incentives Practitioner.
- 98,997.26 hours were worked in paid positions by individuals supported by the Employment Services Department in FY24.
- \$1,298,913.03 in wages were paid to individuals with disabilities supported by the Employment Services Department in FY24.





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.

- 32 adults with intellectual and developmental disabilities were served in our residential program providing holistic support to every aspect of their life.
- 72% of individuals receiving Residential Services either achieved or made significant progress on goals enhancing their independence through skills of daily living.
- 88% of Residential Services individuals served, guardians and other stakeholders expressed satisfaction with the services provided to them or their family members.
- 79 affordable housing residents were served in FY24.

Services Provided in Adair County

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

- 23 ISL homes in Residential Services.
- 29% of individuals in ISL settings use advanced technology supports.
- 38 adults with intellectual and developmental disabilities were served in our residential program.



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, Community Specialist, and Group Community Networking. In Pettis and Saline counties additional services of Day Habilitation, Community Outreach and Social Enrichment Services are also offered.

- 87 adults participated in the Day Activity Center programs in Marshall and Sedalia during FY24.
- 64 individuals received Community Networking, Individual Skill Development and/or Personal Assistance supports during FY24 in four (4) counties (Henry, Johnson, Pettis, and Saline counties). Some individuals have multiple support lines in these areas.
- 61 Community Partnerships were continued or developed during FY24. This was an increase of seven (7) new partnerships in FY 24. These partnerships have resulted in additional inclusive and volunteer opportunities adding new experiences for individuals served.
- 94 activities were offered through the Activity Center programs outside of typical program hours (8:30 am – 3 pm, Monday through Friday) during FY24.
- 2,590 community activities were offered through the Activity Center programs in FY24.
- 2,098.75 hours were spent volunteering with various community partners through the Activity Center Programs in FY24.
- 7,193.5 hours were supported through the CST program in FY 24 in four (4) counties (Henry, Johnson, Pettis, and Saline counties).

- 74,933 hours were supported in the Day Activity program in Marshall and Sedalia.
- 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 in FY24.

Services Provided in Adair County

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

- 57 individuals received community-based supports.
- Individual Skills Development – providing 52,669 units of service or 13,167 hours.
- Community Networking – providing 19,122 units of service or 4781 hours.
- Group Individual Skills Development – providing 6,152 units of service or 1,538 hours.
- Group Community Networking – providing 2,425 units of services or 606 hours.
- Medical PA – providing 5,245 units of service or 1,311 hours of service.
- Community Specialist Services – 58 units or 15 hours served.
- Personal Assistance – providing 2,087 units or 522
- 21,983 hours 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.



33
INDIVIDUALS
SERVED IN FY24



790
HOURS
OF THERAPY PROVIDED



54%
OF CLIENTS RECEIVED
ONGOING SERVICES



8 COUNTIES
IN MISSOURI
WERE PROVIDED SERVICES



A GLIMPSE INTO OUR MISSION

Meet La'darious

La'darious has been receiving Applied Behavioral Analysis (ABA) services from Center for Human Services for two years. His family learned about CHS through his caseworker, and since then, he has worked with the entire Clinical Behavioral Services team to reach his goals and develop his skills. Before CHS, La'darious was nonverbal, but he has made significant progress, including becoming verbal. CHS and ABA services have transformed La'darious' life. Our Clinical Behavioral Services team works with individuals facing behavioral challenges, particularly those diagnosed with autism and intellectual and developmental disabilities. We teach skills, positive behaviors, and effective communication using personalized plans.



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.



77
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 5,252 children.

Childcare Services

91 children are served through childcare/preschool services.

- Dawn Compton Early Learning Center serves children ages birth through kindergarten entry.
- The Harris Center Prekindergarten, located at the HW and Janet Harris Center accredited facility serves children ages three to five years.

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

Region 6

- **Service Areas:** Benton, Boone, Callaway, Camden, Carroll, Chariton, Cole, Cooper, Howard, Miller, Moniteau, Morgan, Pettis, Randolph, and Saline Counties.
- 1511 children received ongoing early intervention services with an additional 595 unduplicated referrals that did not result in ongoing services.
- Served 4.38% of the birth to three population.

Region 9

- **Service Areas:** Crawford, Dent, Franklin, Gasconade, Iron, Jefferson, Maries, Osage, Phelps, Pulaski, St. Francis, and Washington Counties.
- 1635 children received ongoing early intervention services with an additional 691 unduplicated referrals that did not result in ongoing services.
- Served 4.58% of the birth to three population.

Head Start Programing Overview

- **Service Areas:** Bates, Cass, Cedar, Henry, Pettis, St. Clair, and Vernon Counties.
- **Federal CHS Sites:** Harrisonville Head Start, El Dorado Head Start, Stockton Head Start, Clinton Head Start, Harris Center Early Head Start, Compton Center Early Head Start, and Vernon Head Start.
- **State Early Head Start Partnership Sites:** Imagination Station, Kazie’s Playhouse, and Yekaterina’s FCC.
- **Enrollment:**
 - Early Head Start Children: 390
 - Head Start Children: 235
 - Prenatal: 27
- 75% 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 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, 2024.

Revenue

Where the Money Comes From	2024	
Government Grants	\$10,567,171	18%
Contributions	\$639,587	1%
Bequests/Planned Gifts	\$0	0%
Program Service Fees	\$46,907,260	78%
Other Income	\$2,072,289	3%
TOTAL	\$60,186,307	100%

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%
TOTAL	\$39,701,316	100%



Expenses

Where the Money Goes	2024	
Program Services	\$47,991,286	85%
Management & General	\$7,549,329	13%
Fundraising	\$655,836	1%
TOTAL	\$59,196,451	100%

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



