



February 10, 2020

Letter to the Community:

2019 has been an eventful year for Delta Center. The Equipment Exchange Program really took off. There is clearly a need for durable medical equipment such as walkers, wheelchairs, shower chairs, etc. in the community. This program helps provide these things for people who otherwise can't afford them. We also implemented our new Aging in Place Safely assessment. With many seniors wanting to stay home to "age in place", this comprehensive assessment can provide the individual and family members with peace of mind by understanding if any safety issues exist and possible resources available to help. This assessment is done on a sliding scale based on a person's financial situation.

We are excited about what 2020 will bring as well. We're beginning to dabble with fundraisers to help sustain Delta Center's mission well into the future. We're launching our new Endeavor Program which provides people with spinal cord injuries peer support and transition services as they adjust to a new life.

I invite you to follow us on Facebook (Delta Center for Independent Living). Check out our new website coming in Spring 2020. Share the work we do with anyone you think might benefit or reach out to us to find out how YOU can help Delta Center continue to make a difference!

Sincerely,  
Jim Ruedin, Executive Director  
Delta Center for Independent Living





## Delta Center Impact Statement 2019

Delta Center for Independent Living is a nonprofit organization that increases personal freedom and independence for people with disabilities. We do that by partnering with people with disabilities and their communities to remove barriers and promote positive changes leading to greater independence for all. Our services are designed to connect people to resources and empower them to live independently in their community.

### Snapshot of Core Services

- Information and referral services are available to all individuals and organizations which have questions about resources in their communities.
- Peer support connects individuals who have similar disabilities.
- Independent living skills training includes budgeting and personal finance management, daily meal preparation, and grocery shopping to live independently.
- Advocacy teaches and supports people to advocate for themselves in their personal lives, to address barriers they face in their communities, and to affect change at a political level.
- Transition helps people transition from institutions, prevents institutionalization, and helps youth transition from school to adult life.
- Consumer Directed Services (CDS) program offers a person with a significant physical disability the opportunity to hire a personal attendant to assist with daily needs in the consumer's home rather than a nursing home. This program requires person to have Medicaid and meet a nursing home level of care.

**For more information, visit us at [www.DCIL.org](http://www.DCIL.org) or call us at 636-926-8761**

### Individual Services and Achievements

#### Information & Referral

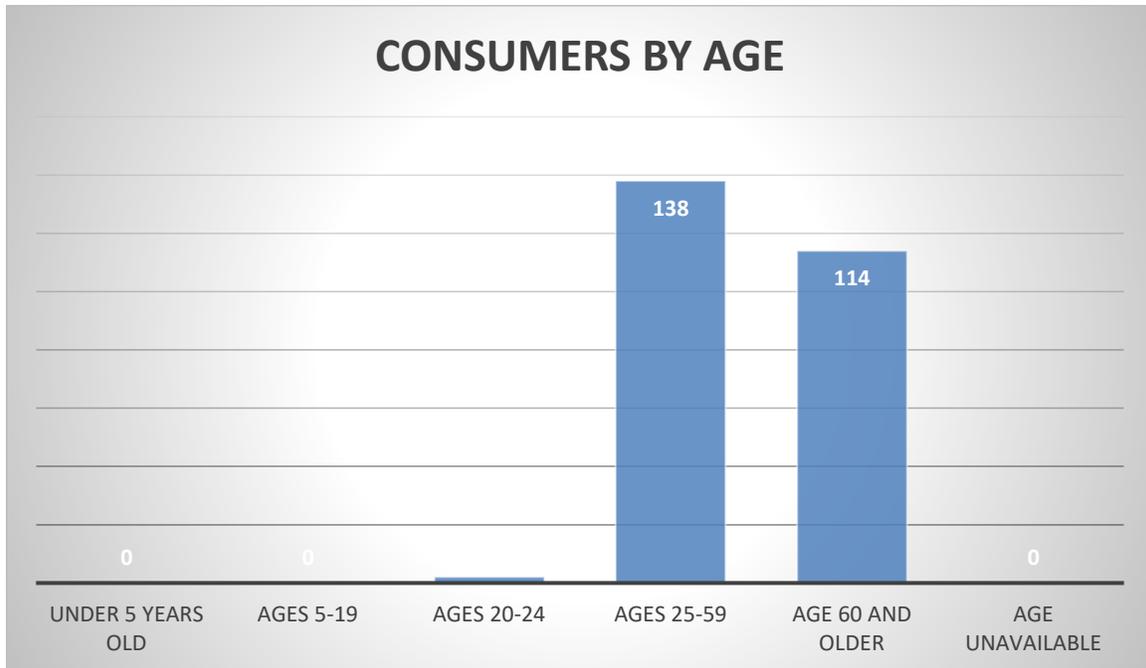
Alan called because he is now a single, disabled father of two children. He needs assistance at home. He received a Safe at Home Assessment and discussed resources to keep him Aging at Home. He was connected to our Equipment Exchange Program for adaptive equipment. He was given a toilet seat riser and a stair lift. He said he can finally see what his basement looks like.

Elaine and her caseworker through Rehab Services for the Blind called for a referral for Personal Assistance. Elaine's vision is declining and needs more supports for personal care. She is 105 and a Veteran. Elaine was given the contact information for the Veteran's Administration and

explained their Home and Community Based Services. Elaine has begun the intake process to being approved for services.

### Home Modification

CDS consumer, Sue, was in need of a ramp as she uses a wheelchair but the ramp into her trailer is too steep. She can get in the house, but she is afraid to leave because she didn't think she could get back in. Sue's case manager connected her with The Gateway Service Housing Project who constructed a new and more appropriate ramp for her.



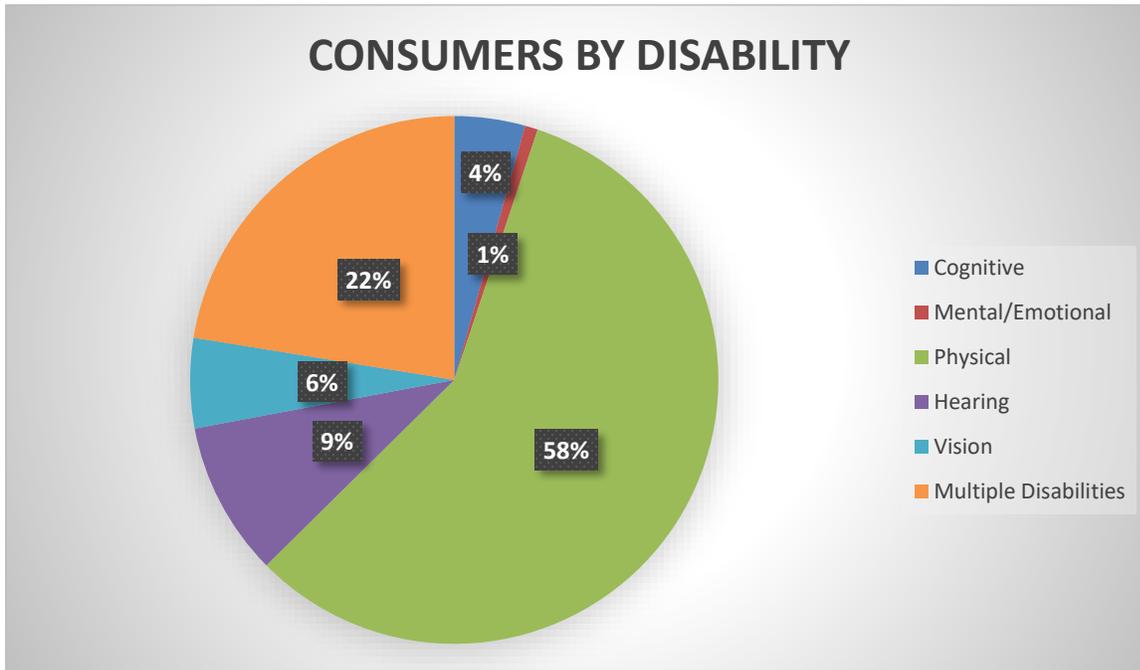
### Peer Support

Elizabeth met with Independent Living staff about many aspects of her disability. Elizabeth replied by email with the following about the power of peer support. "The importance of an organization like Delta Center cannot be overstated. Before visiting Delta Center, I was convinced that my photography career was over, as was my independence. Delta Center made me realize how many options I had, and how many people were willing to fight to keep me working, living and thriving. While I've always been a fierce advocate for disability rights, this was a new challenge for me: to see myself as worthy of advocacy and support."

### Adaptive Equipment

Carolyn is a 73 year old lady who requires the use of an electric scooter to get around, even inside her house. When she received the scooter, the company came to her house and put it together for her and she was much more mobile. The issue is that the front door of her trailer is very narrow. She is unable to get her scooter out the front door. So, she was trapped inside her house. This made her very depressed. The Equipment Exchange was able to provide Carolyn with a new bariatric transport chair. This chair can fold in half and fit through the door, and

then open back up. She is able to take the few steps needed to get from the inside her house to the transport chair. Now she can leave her house when she needs to.



#### **Advocacy**

Debra moved to St. Louis from Tennessee. Her primary family remains in Tennessee. This year has been very challenging for her. She lived in an apartment complex that was taken over by a very poorly ran property manage company. Her home had become deplorable. She endured the following conditions: leaking ceiling, broken closet, lack of air conditioning and a basement filled with waste from a leaking bathroom. She no longer had the ability to wash her clothes despite having a washer and dryer in the basement. Her case manager with Delta Center made suggestions and Debra followed through and took it a step further. Debra contacted the St. Louis Housing Authority. The Housing Authority considered the apartment inhabitable. She was released from her lease without penalty. The next struggle began. The case manager assisted Debra in located suitable and affordable housing. She used every dollar she had for the security deposit. She began to get discouraged again because she had no monies are help with moving into the new apartment. The case manager called her family in Tennessee and pleaded for her adult children to help their mother move. Debra is now settled and in a comfortable apartment and very appreciative for everything she has. She continues to maintain with her disability income.

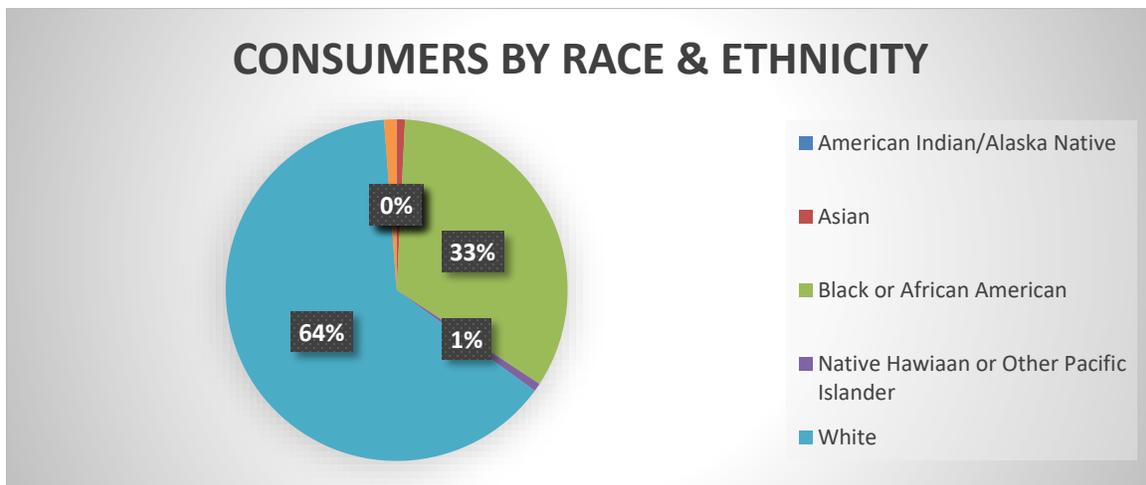
### Skills Training

Barb met with staff about her daughter who received some basic budgeting training. Daughter has multiple needs, one of which was need for community engagement. During the session, she was referred to McClay Adult Day Care. Daughter now attends twice a week and is doing well.

### Transition from Youth to Adult Life

Delta Center’s Advocacy Coordinator provided advocacy training for three local high schools in 2019: Francis Howell Central Special Education and College Prep class, Warrenton Special Education transition class and Fort Zumwalt West Special Education transition class. These courses included self-advocacy and working with local government officials. Students in the classes reported learning better ways to advocate for themselves, an increase in confidence, how to ask for accommodations and how the government can affect living with a disability.

In addition, the Advocacy Coordinator took on the leadership role at the Warren County Transition Team meeting. Through discussions on how to increase supports for students in special education, it was decided to push again for a Children’s Mental Health Board tax to be placed on the ballot in fall 2020. This tax would fund mental health services for children in the county.



### Advocacy and Housing

Delta Center continues to serve as the convening agency for the St. Charles County Housing Team, a voluntary council of cross-sector partners dedicated to quality, affordable, universal design housing. The Vision of the Housing Team is a community with quality housing for all. The Mission of the Housing Team is a collaborative effort to identify barriers and promote solutions to meet the multiple housing needs of St. Charles County.

### Delta Center Sources of Revenue

Delta Center is a good steward of your tax dollars, gifts, fees for service, investment income, and other funding. Delta Center does not receive Federal funds and is not a United Way organization. Our administrative overhead is 24 percent which is under the United Way suggested maximum of 25 percent

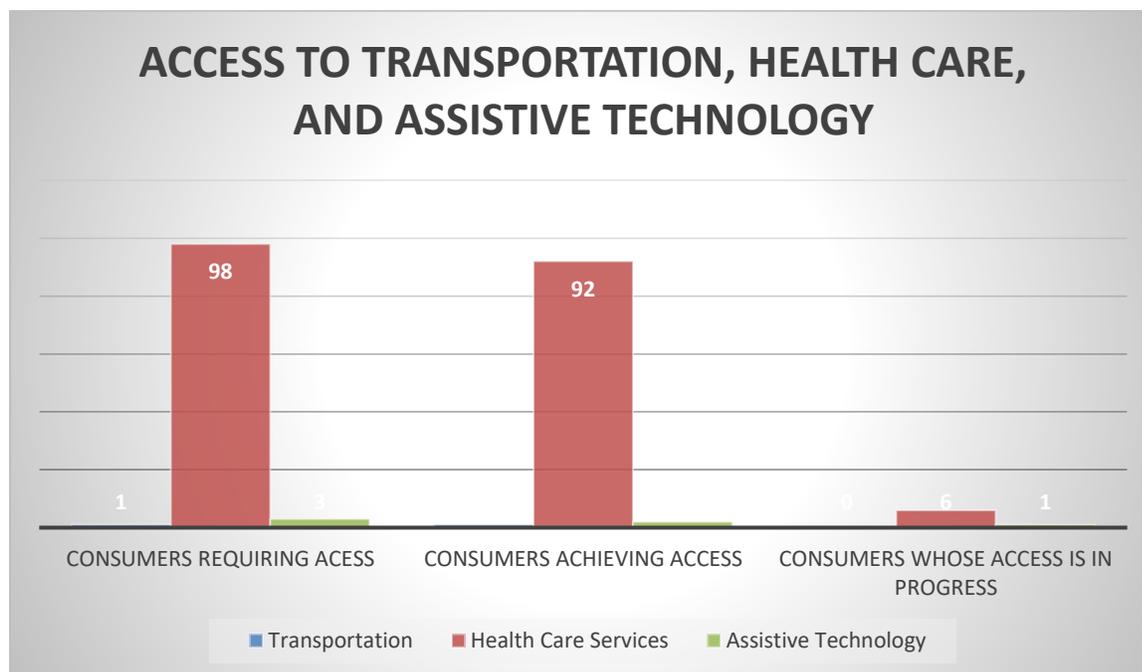
## Delta Center is committed to Diversity

Delta Center’s board of directors and staff are comprised of people with and without disabilities. In fact, at least 51% of our Board of Directors and staff have disabilities. Delta Center actively serves any person with a verifiable disability who can direct their own care and lives within our designated areas of service. In addition, we serve people who might not meet our program requirements by giving them resources and connecting them with area agencies that may be able to meet their individual needs. We take great care to remain familiar with the businesses and organizations within our area so that we may accurately connect people with services and programs that will be most helpful to them.

Outreach and networking play a significant role at Delta Center. Each staff member is assigned to regularly attend and participate in relevant meetings and outreach fairs in the counties we serve. Staff members also attend meetings that are disability-related or senior services-related so as to keep abreast of services, programs, and areas of concern for communities and providers. Delta Center staff attended over 175 networking and outreach activities, and we reached 10 different un-served/underserved populations.

## Alternative Formats

Delta Center is committed to assisting individuals with significant disabilities including those with communication and physical access needs. Materials and communications are made available in the alternate format of a consumer’s choosing when requested or when needed for proper communication with Delta Center (e.g. Interpretive Services, Robo Braille - [www.robobraille.org](http://www.robobraille.org), Relay MO, the International Institute, etc.).



**Delta Center advocates and conducts activities that promote the equal access to all services, programs, activities, resources, and facilities in society, whether public or private, for individuals with disabilities.**

Delta Center believes in participating and nurturing cross-sector partnerships. Delta Center continues to serve as the community convening agency for the St. Charles County Housing Team, a voluntary council of cross-sector partners dedicated to quality, affordable, universal design housing for Good Neighborhoods, Safe Communities, and Thriving Families. The Vision of the Housing Team is a community with quality housing for all. The Mission of the Housing Team is a collaborative effort to identify barriers and promote solutions to meet the multiple housing needs of St. Charles County. Regular meetings are held the first Friday of the month at Delta Center.

St. Charles County presents the most challenges to affordable and accessible housing due to high property values in the wealthiest county in the State of Missouri. A number of local agencies have signed on to continue advancing the mission and see the Housing Team meetings as a quality networking opportunity to share resources and information.

**Pictured:** Brian Murphy with Reach LTC presenting at the Aging with Dignity Conference, October 25, 2019



**Aging with Dignity Conference was held at the St. Louis – Kansas City Carpenters Regional Council – Larry Elms Training Center, Wentzville, Missouri**

In 2018, Delta Center created the Ambassador Committee. It is made up of several professionals in the community with the mission to increasing awareness of Delta Center and its services. To achieve this, the committee utilized social media and organized simple awareness activities. The Ambassador Committee was responsible for organizing the second Aging with Dignity Conference on October 25, 2019. There were approximately 70 in attendance. Those who attended were

professionals in the community working with the aging population. Presentations included Keeping the Older Adult Active, Person Centered Planning in Long Term Care and Defensive Medicare.

Delta Center, in partnership with Zeffert and Associates, reviews accessibility transition plan housing compliance surveys that are completed by Zeffert and Associates. This partnership results in additional fee for service income for Delta Center, and along with our staff participation in a variety of community networks and coalitions, works to ensure equal access to services, programs and resources for people with disabilities.

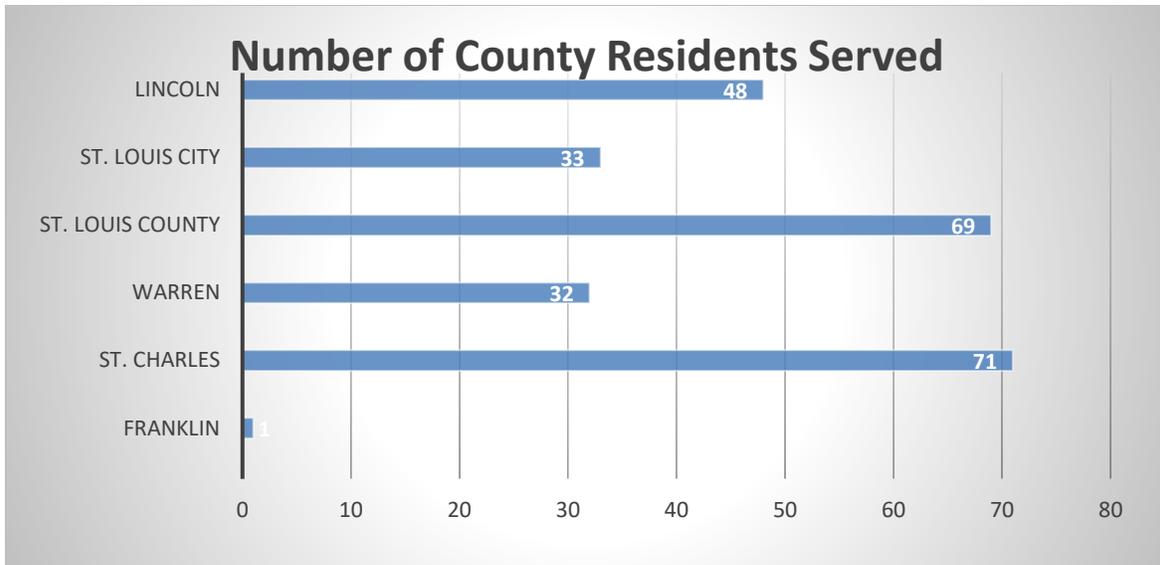
Delta Center remains involved with the Eastern Missouri Transportation Coordinating Council (EMTCC), MO Rides, and Transportation Access for St. Charles County (TASCC). Delta Center established the Eastern Missouri Transportation Coordinating Council (EMTCC) in 2012, which led to the creation of a mobility management program called MO Rides. MO Rides monitors transportation options in the area and connects individuals to the best available solutions. The MO Rides website – [www.morides.org](http://www.morides.org) - has achieved more than 3 million website hits and over 180,000 singular IPS visits since its inception in 2014 in addition to thousands of phone calls from those seeking transportation.

## **Community Collaboration, Networking, and Outreach**

Center staff attended over 175 networking and outreach activities. We reached 10 different un-served/underserved populations. Some select examples of meetings and activities that Delta Center staff regularly participated in during FY 2019 to ensure that we are reaching out, serving, and advocating for members of un-served or underserved populations.

Networking activities include the Warren County Transition Team, collaboration with the St. Charles County Department of Workforce and Business Development to create an employment survey, meetings of the 503 Continuum of Care, the St. Charles County Housing Team, the St. Charles Coalition of Service Providers, the Community Council of St. Charles County, the Senior Resource Team, Healthy Communities in Troy, and the Veterans Directed Home and Community Based Services at the VA.

Delta Center staff conduct Transition Advocacy Trainings at St. Charles Community College and area high schools and utilizes an Aging in Place - Safe at Home Assessment for older adults and people with physical disabilities.



### Delta Center Collaboration Outcomes

Delta Center staff attended training provided by Missouri Assistive Technology – [www.at.mo.gov](http://www.at.mo.gov) - on variety of new equipment to make living independently in one’s own home more possible. As a result of this training, Delta Center is a certified demonstration site for the Missouri Assistive Technology TAP for Telephone Program.

Delta Center created the Equipment Exchange Program in 2018. Through the receipt of several small grants and informal fundraising, Delta Center was able to grow the program enough to require a larger storage unit. In 2019, Delta Center received 310 items at an approximate value of \$91,000. In addition 96 consumers were helped.

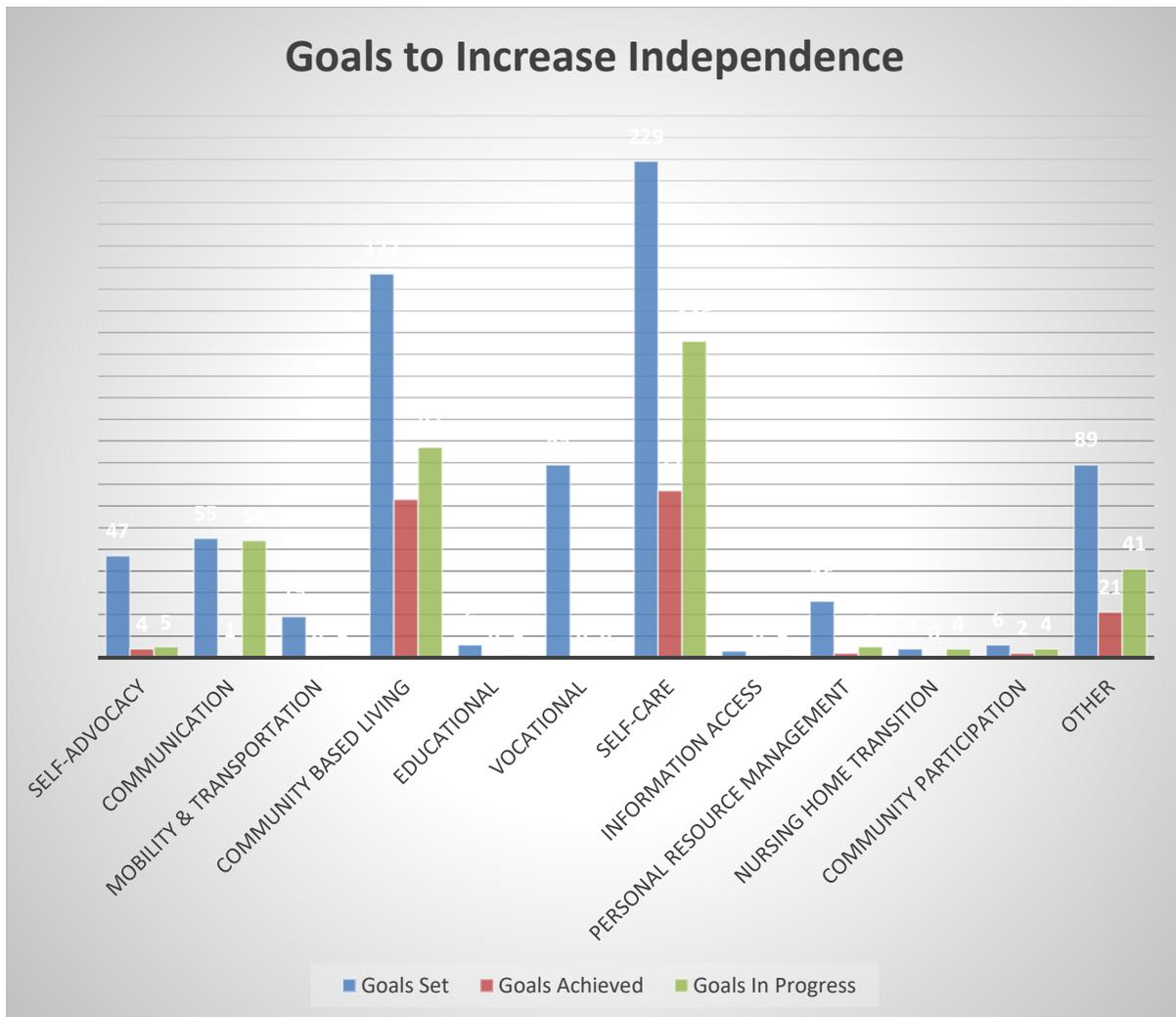


Delta Center staff networked with other health service providers to avoid duplication of services and maintain a consistent continuum of care with consumers accessing services via multiple agencies. Agencies include MAHC Advocacy Committee, Aging Ahead, 503 Continuum of Care,

St Louis Ambulance District, St. Charles County Coalition of Service Providers, the CDS Taskforce, MMAC, as well as other Centers for Independent Living in Missouri.

Delta Center partners with the Metropolitan St. Louis Equal Housing and Opportunity Council (EHOC) to ensure that multi-family developments are meeting the accessibility requirements of the Fair Housing Act.

**Delta Center ensures that consumers have the opportunity to develop and achieve their goals.**



Delta Center has identified outcome measures. Staff conducts phone interviews with a sample of consumers who received a core service to measure outcomes on a quarterly basis. The Leadership Team reviews the results. Delta Center also contracts for an Independent Living Outcomes Survey each year. Results are shared with the staff and board members.

## **Achievements**

The independent living goals, objectives and indicators are contained in our Annual Update to the State Plan for Independent Living (SPIL) Goals – [www.dese.mo.gov/state-plan-independent-living-spil](http://www.dese.mo.gov/state-plan-independent-living-spil). Delta Center has documented and submitted annually our activities, efforts and achievements for each indicator and submitted this document to the Division of Vocational Rehabilitation, Missouri Department of Elementary and Secondary Education.

**Please visit Delta Center and meet our staff or tour our facility!**

We are located at:  
3837 McClay Rd - Suite T  
Saint Peters, MO 63376

Call us at 636-926-8761 or visit our website at [www.DCIL.org](http://www.DCIL.org)



Delta Center envisions a world of acceptance, access, independence, and self-determination for ALL.