



January 31, 2022

Letter to the Community:

Despite some setbacks with COVID-19, Delta Center ultimately had a successful and fruitful 2021. The Equipment Exchange Program continues to grow, so much so, we transitioned one of our staff into coordinating the program. 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. In 2021, we served 121 individuals, donating 136 items. In monetary terms, we received \$137,999 worth of donations and donated \$69,025 worth of equipment.

In addition, we expanded our Veteran's Directed Care Program tremendously after taking over the program for St. Louis City and Eastern Illinois Counties. In just a few months, our agency grew by over 100 consumers. This program continues to grow at a steady rate to this day.

I invite you to follow us on Facebook (Delta Center for Independent Living) and check our website for personal testimonials. 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 2021

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 a person to have Medicaid and meet a nursing home level of care.
- Veteran Directed Care Service (VDC) offers military veteran's with disabilities to hire their own personal care attendant to assist them with their daily needs. This program is overseen by the Veteran's Administration.

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

## Individual Services and Achievements

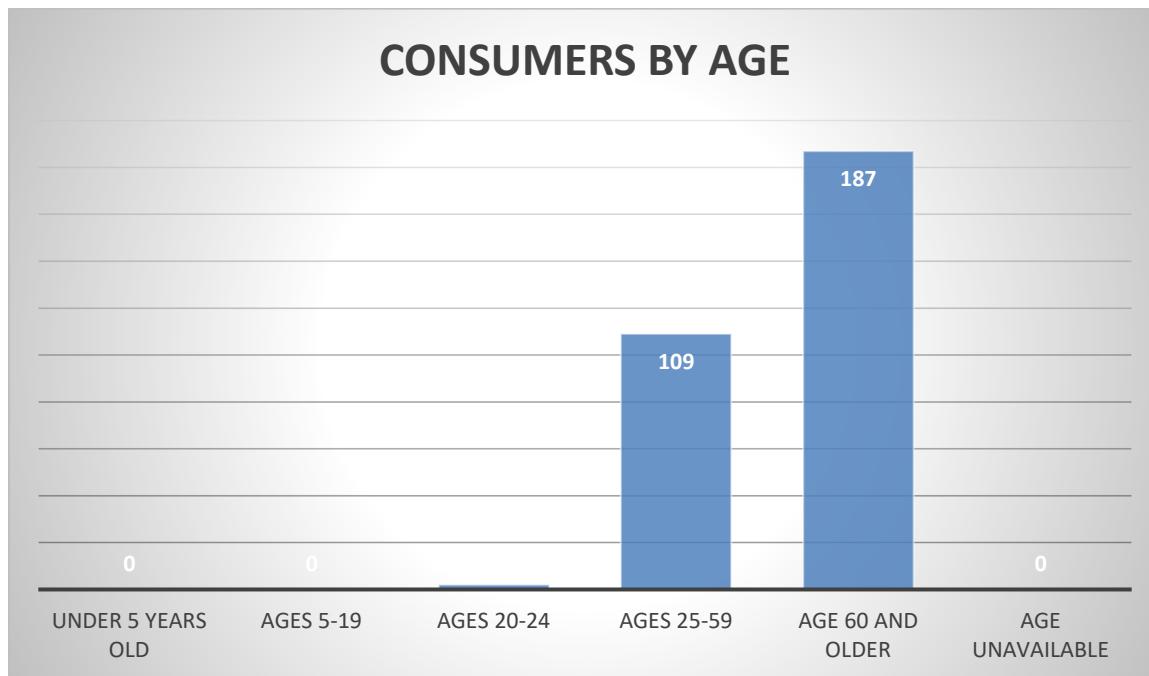
### Information & Referral

Jimi needed a scooter lift for his vehicle. Without it, he is trapped in his home. To get to appointments, he needs a way to transport his scooter. Delta referred him to 101 Mobility and was able to get a FREE lift; he just had to pay for installation.

Delta staff spoke with Veronica about her various needs. Using Consumer Assistance funds, staff purchased and delivered cleaning supplies and food. She was VERY grateful for DCIL staff to take the time to assist her.

### Home Modification

Community member, Thomas, was the recipient of an electric stair lift through our Equipment Exchange Program. With the stair lift, he is able to access his basement, which he hasn't been able to do in 3 years! Downstairs he has his exercise equipment, so now he can improve his health and mobility. Also downstairs are Thomas's model trains. He can now freely enjoy one of his favorite past times.



### Peer Support

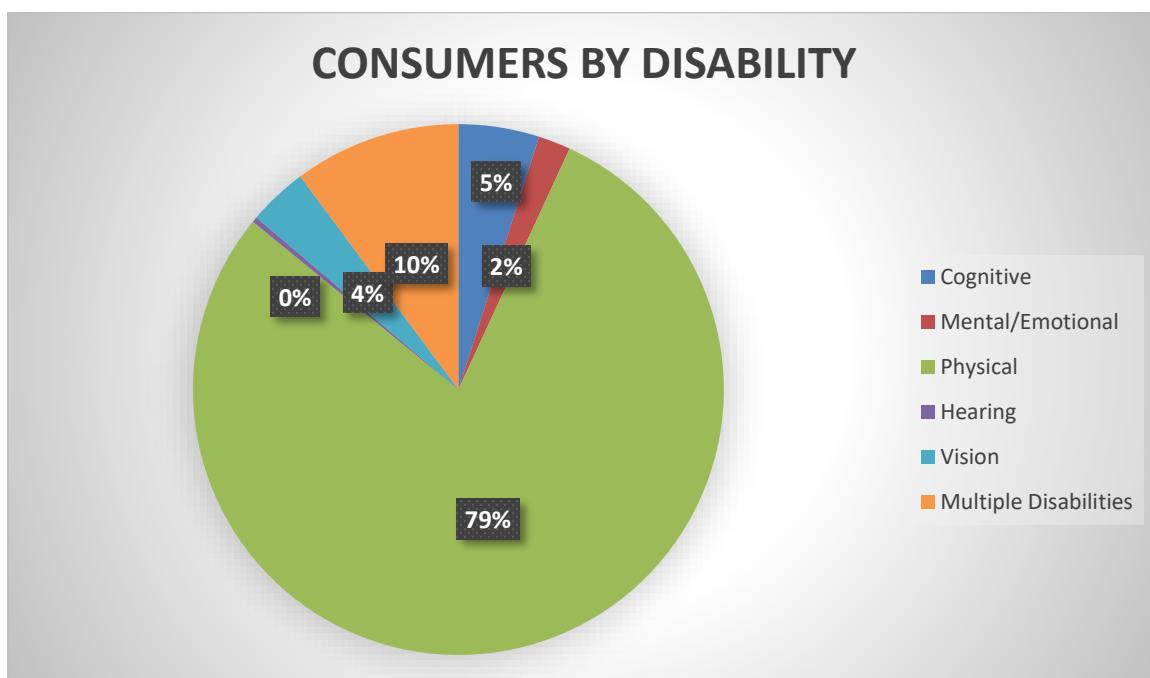
Tony, a 37 year old man and father of two, was shot in May 2020 causing a spinal cord injury resulting in paralysis. Ultimately, Tony had to move into his mother's home to receive the 24 hour care he now requires. This was a difficult transition for Tony and coming to terms with his new life. Tony was connected to our Peer Support and Transition Specialist, Michael, who also has a spinal cord injury. Through the program, Michael not only provides Tony with resources,

but he also provides emotional and mental support. Together, they are also working on getting Tony back into the workforce

### **Adaptive Equipment**

Renee is a consumer with Delta Center. She uses an electric wheelchair daily for her mobility. Her old wheelchair died, and she was not eligible to receive one quite yet. The Delta Center Equipment Exchange was able to provide her with a temporary chair until her new chair arrived. Since she has received her new chair, we have donated this wheelchair to another consumer in need.

An accessible van was graciously donated to Delta Center so another person with a disability in need could use it. Roy states "I just want disabled people to be able to get out there and do their own thing." The vehicle has a passenger side lift and a hoist lift in the back for the wheelchair. Consumer, Kay, struggles to get into vehicles because of her braces. With this car, it is no longer a struggle and she can get into the community with ease.

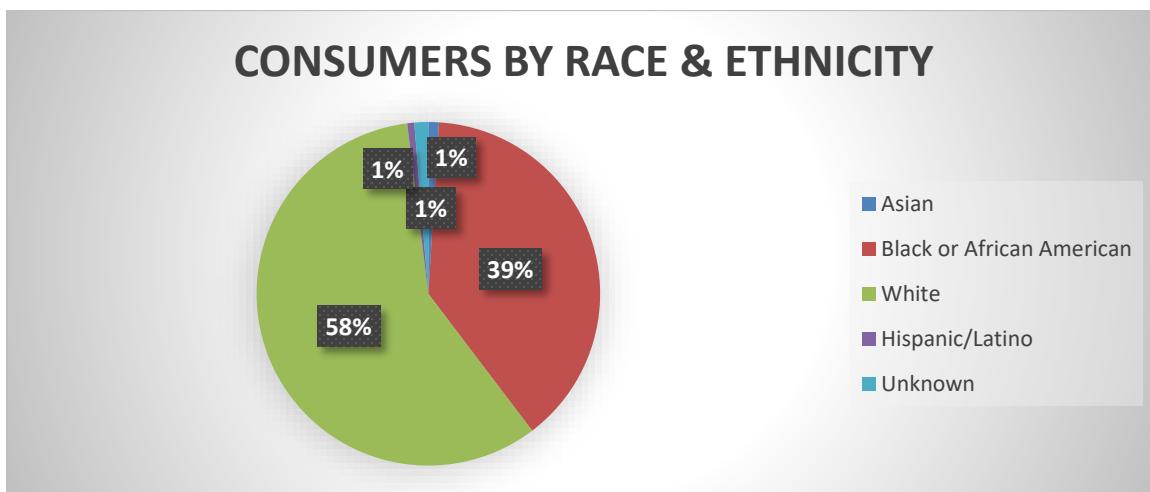


### **Advocacy**

During the last major election, our Advocacy Coordinator called each one of our active consumers to explain their voting options, such as mail in ballot, accessible polls and early voting. The Advocacy Coordinator also participates in the St. Louis/St. Charles Coalition of Service Providers Legislative Committee

## Skills Training and Transition from Youth to Adult Life

Caleb has an autism spectrum disorder and lives in Wright City with his mom and step-dad. Since graduating from high school, he had been working for sub-minimum wage at a workshop in Warrenton. The job was far below his ability level and he wanted to increase his ability to live alone, one day. His primary request was to learn to get better at maintaining his environment, so a “chore chart” was devised to hold him accountable for housekeeping, laundry, food preparation and other responsibilities. Over the next few months, he and his mom both reported he was doing excellent at managing his chores. At the same time, it was clear that Caleb was capable of much higher level job responsibilities than he was engaged in at the workshop, so he was informed about the Skill Center at BCI. He was excited at the prospect and they scheduled an interview. He was accepted into the program, completed it, and secured a well-paying job that matches his abilities and gives him greater satisfaction. Looks like he is well on his way to the independent life he once only dreamed of!



## Housing

Delta Center continues to participate with 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 now a United Way

organization. Our administrative overhead is 8 percent which is under the United Way suggested maximum of 25 percent.

Delta Center's primary sources of revenue are Center for Independent Living grant through Vocational Rehabilitation, our Medicaid CDS Program, United Way of Greater St. Louis and starting in 2021 our Veteran Directed Care Program through the Veteran's Administration.

## **Delta Center is committed to Diversity**

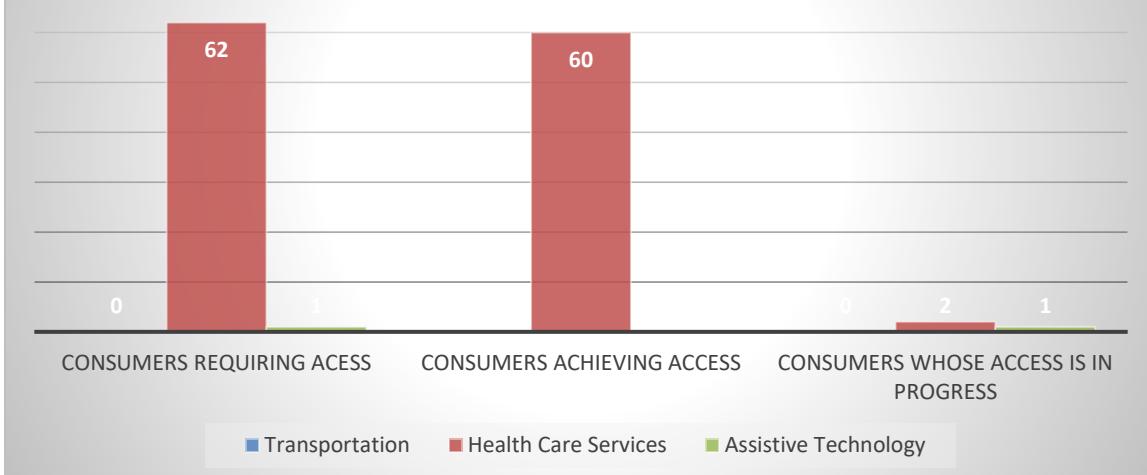
Delta Center's board of directors and staff are comprised of people with and without disabilities. In fact, at least 51% of our Board of Directors and staff have disabilities. Delta Center actively serves any person with a verifiable disability who can direct their own care and lives within our designated 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 200 networking and outreach activities, and we reached 12 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.).

## ACCESS TO TRANSPORTATION, HEALTH CARE, AND ASSISTIVE TECHNOLOGY



**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: Executive Director Jim Ruedin and Board Member Dr. Mary Ann Cheng, manning the Delta Center information table at the Jingle Bell Run fundraiser for the Arthritis Foundation.



Delta Center's Ambassador Committee continues to be an active group in 2021. 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 fourth Aging with Dignity Conference in October 2021. Due to COVID-19 the conference was in a virtual format in which participants could watch pre-recorded videos at their leisure during a two week span. Topics included: Aging and Mental Health, Medicare 101, Ageism, Aging and Sexual Health and Aging and LGBTQ Issues. The Ambassador Committee also hosted and planned their second annual Yard Beautification Project in which a Delta Center consumer is chosen to have their yard beautified by a group of staff and volunteers.



Pictured: 2021 Yard Beautification Project Volunteers

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.

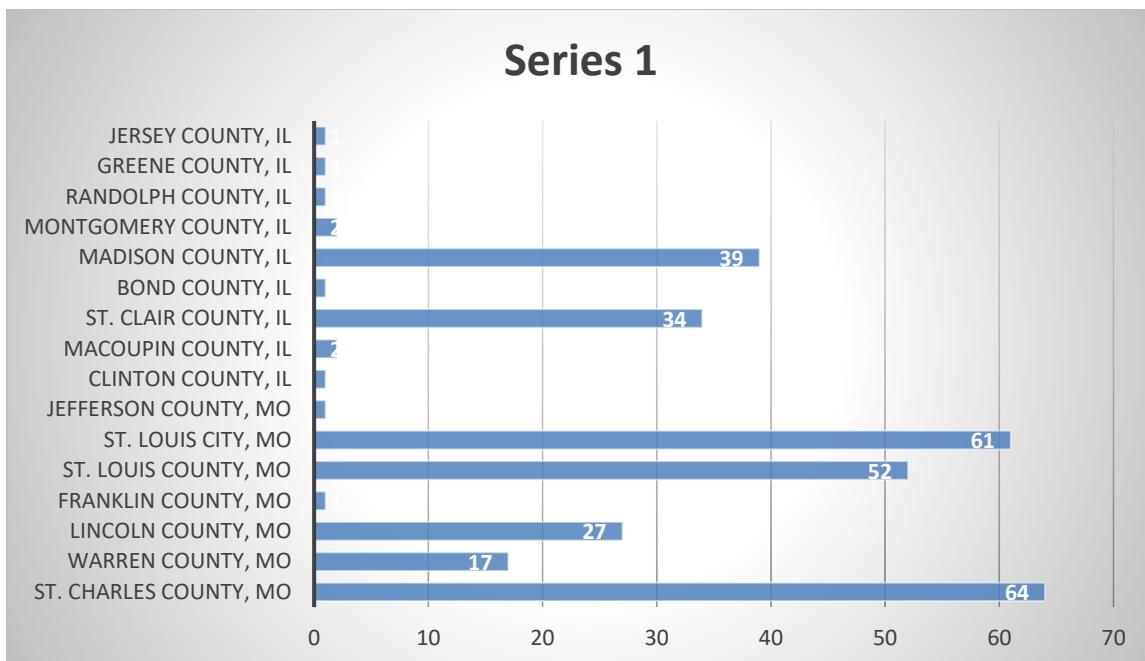
Delta Center remains involved with the Eastern Missouri Transportation Coordinating Council (EMTCC), MO Rides, and Transportation Access for St. Charles County (TASCC). Delta Center established the Eastern Missouri Transportation Coordinating Council (EMTCC) in 2012, which led to the creation of a mobility 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 200 networking and outreach activities. We reached 12 different unserved/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 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.

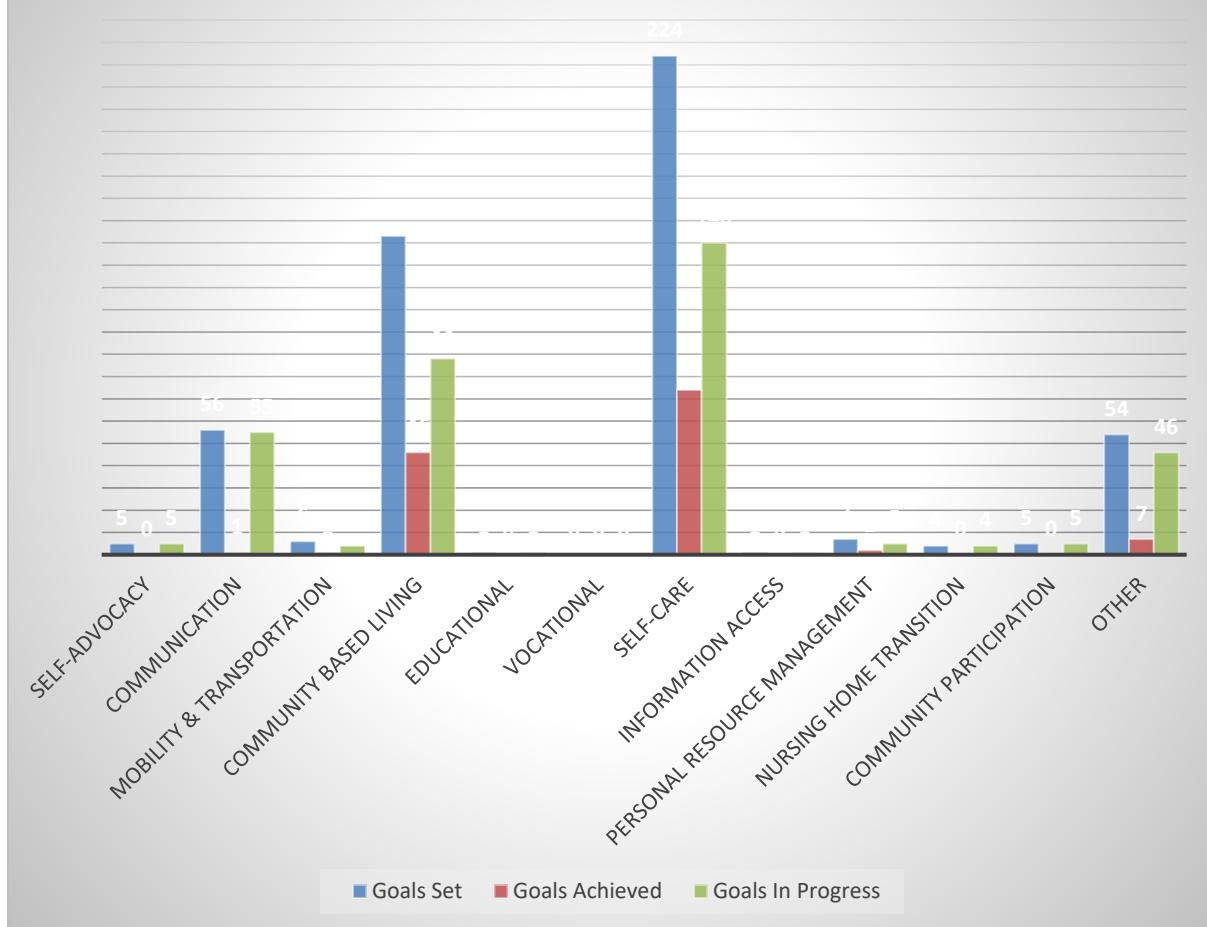
Delta Center's Equipment Exchange Program grew rapidly the last two years, causing us to rent a second storage unit. In 2020, Delta Center received 376 items at an approximate value of \$137,999. In addition 121 consumers were helped.

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.**

## Goals to Increase Independence



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.

Delta Center was awarded a three year grant from the United Way. This income has been used to support the Equipment Exchange Program to purchase and install durable medical equipment.

**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.