



February 6, 2024

2023 absolutely flew by. Looking back, it was another year of celebrating success and growth. Our Veteran-Directed Care program in Missouri and Illinois continues to grow. We have partnered with other Centers for Independent Living to help support their own Veteran-Directed Care programs by providing Financial Management Services across Missouri and now Oklahoma and Arkansas with referrals soon to come from Kansas, Iowa and Texas.

Delta Center continues to advocate for more affordable and accessible housing both in our area and across the state. We also are a member of a coalition working to create responsive transportation solutions that are sadly missing in many communities.

I want to give a shout out to our colleagues at Paraquad for a combined effort in implementing a UMKC curriculum called Living Well. It's a program created to help people with disabilities set wellness goals and achieve their healthiest life possible.

We were also very excited to work with the current class of Vision Leadership in St. Charles County to create a community-wide needs assessment tool. Delta Center has always focused on what supports are missing in our communities and this tool will be a huge help in identifying and planning for critical services.

Delta Center is looking forward to what 2024 brings our way as we stay committed to the disability community and breaking down barriers so that everyone may Live Independently!

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



## Delta Center Impact Statement 2023

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.
- Equipment Exchange Program (EEP) collects and distributes new or gently used durable medical equipment to those who could not otherwise afford it.

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

## Individual Services and Achievements

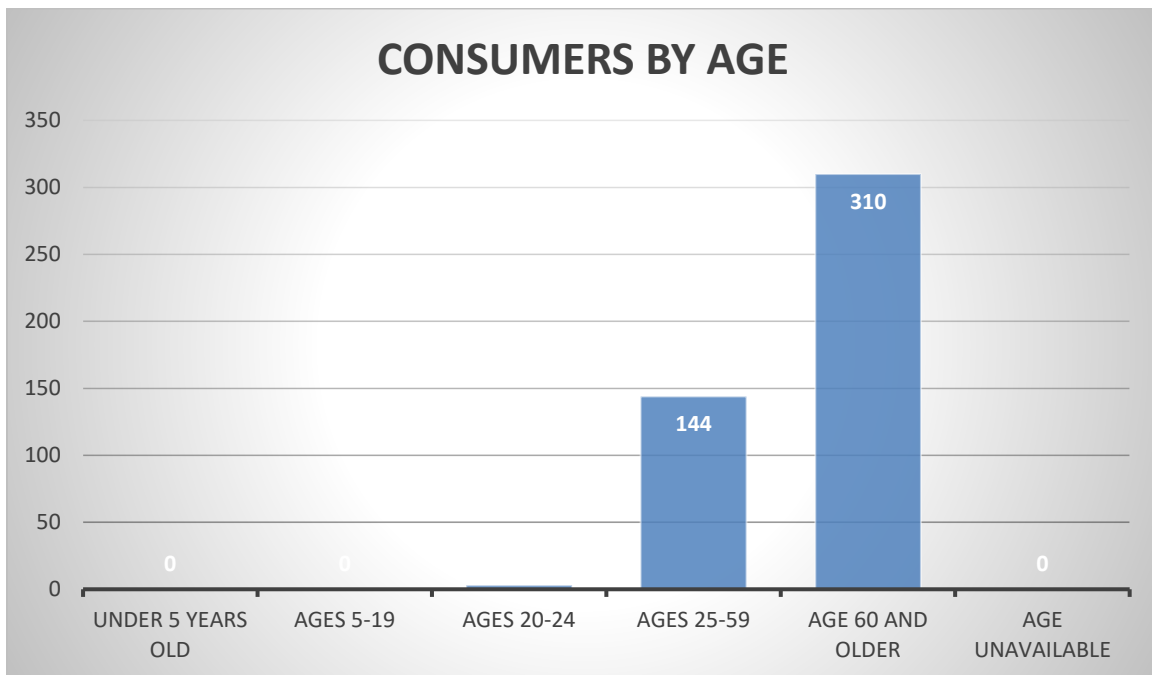
### Information & Referral

A caller called back after moving to Jeff City in 2021 but has returned to the area. She remembered all the help she received two years ago and needed additional coaching (because she receives and reads our newsletters!). The individual was connected to FACT’s family support program, DDRB and Recreation Council.

ILS, Mike, met with an individual and personally helped her complete her Medicaid application.

### Home Modification

Through the O’Fallon Resiliency Grant, one gentleman received modifications to his bathroom to make it more accessible.



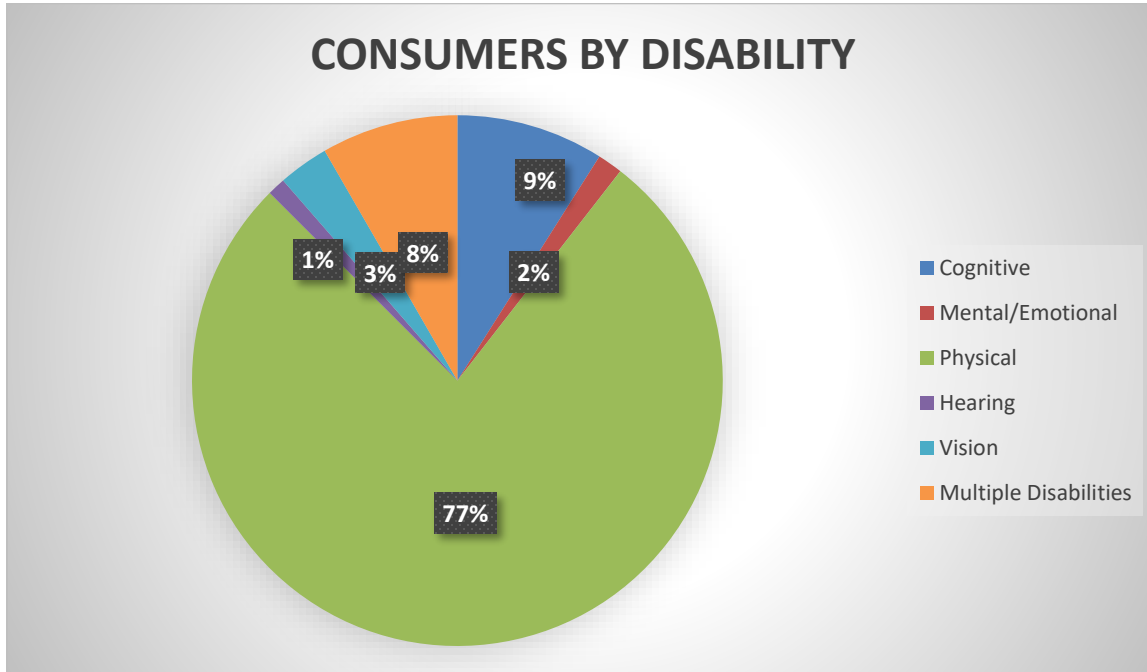
### Peer Support

William expressed his happiness about reconnecting with Michael, as he played a crucial role in assisting him with the transition from the hospital to his new residence alongside his mother. This support from Michael further contributed to William's sense of ease and confidence during this important phase of his life.

### Adaptive Equipment

In 2023, Delta Center donated 402 items at an approximate value of \$94,128. In addition 311 consumers were helped; a continued increase from previous years.

In 2023, Delta Center was awarded a grant through the Christopher Reeve Foundation. This allowed DCIL to purchase three pieces of adaptive equipment- an Obi Robotic Feeder and two Power Assist wheelchair modifications. Delta Center was able to loan these items out to several individuals to try out before purchasing.



### Advocacy

Consumer, Lisa filed her own grievance with the housing authority – AND WON!

Staff participated in Community Advocacy Days.

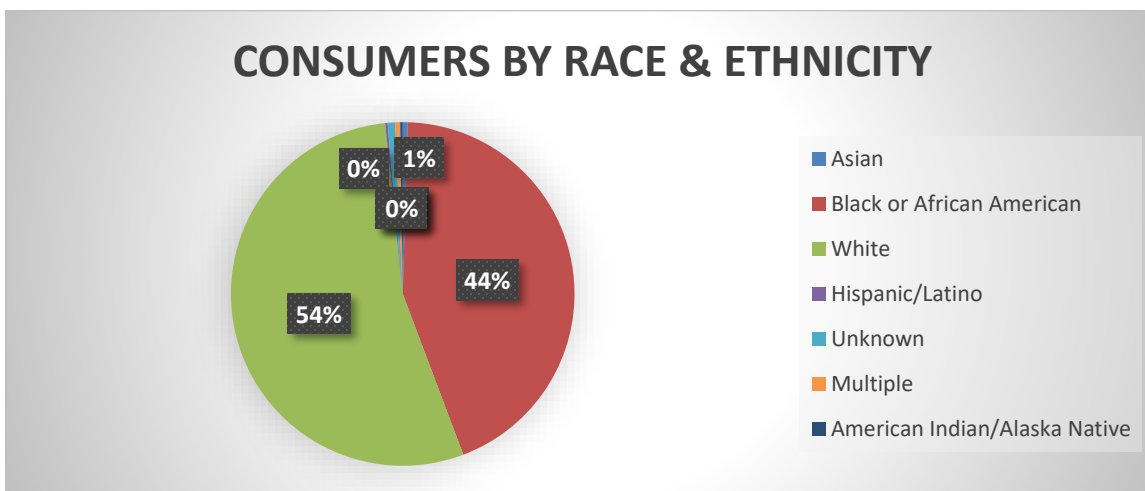
### Skills Training and Transition

In 2023, Delta Center partnered with Paraquad and The University of Missouri- Kansas City to host Living Well in the Community Program. The first session consisted of four individuals.

Betty S, from our Living Well group, called our Advocacy Coordinator. She wanted to let me know that she had spoken with her psychiatrist and got him to agree to reduce her dosage of one of her meds, take her completely off another, and increase her appointments from bi-monthly to monthly so he could more closely monitor her. She was SO proud and this is SO amazing. That's half of our class making HUGE changes. Because of the class!

Dani is a participant in our Living Well in the Community group, which utilizes a curriculum designed to help people with disabilities set and meet health goals, while teaching them how to live more empowered lives. She has been being treated for debilitating pain for over a decade, when her pain management doctor decided she was "drug seeking" and cut her off, cold turkey

from all of her pain meds, which left her in unbearable pain most of the time. Because of the class, she was encouraged to reach out to a former case worker, who immediately helped her apply for palliative care. She was accepted! Following her acceptance, she went to her last appointment with her former pain management doctor, told him he was fired, demanded her medical records on the spot, and told him she wouldn't pay for them. He complied and she has her records for the palliative care team. Dani is very proud of her self-advocacy and very relieved to know that her future is going to be much more comfortable.



### 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 our Veteran Directed Care Program through the Veteran's Administration.

### Delta Center is committed to Diversity

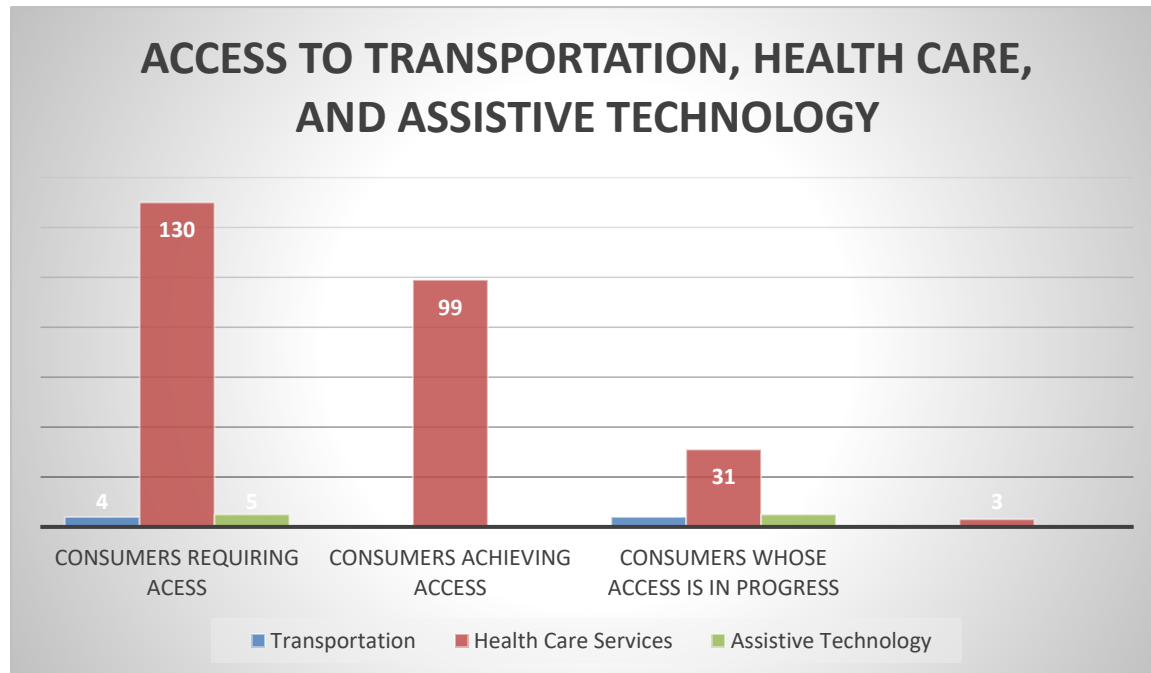
Delta Center's board of directors and staff are comprised of people with and without disabilities. In fact, at least 51% of our Board of Directors and staff have disabilities. Delta Center actively serves any person with a verifiable disability who can direct their own care and lives within our

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.).



**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 Partnerships

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: Jim Reuding, Executive Director and Board Members, Jim Wallis and Josh Salley at the Missouri Budget Project's 20<sup>th</sup> Anniversary

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

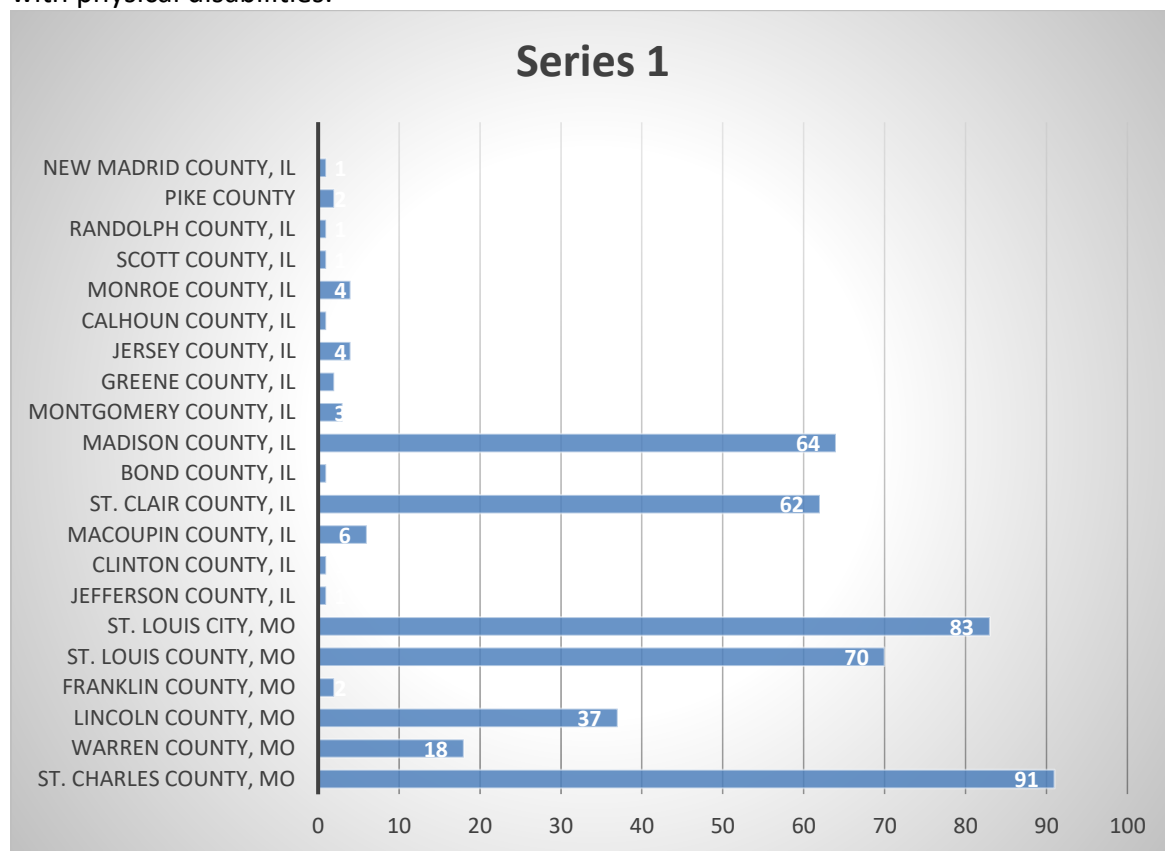
transportation options in the area and connects individuals to the best available solutions. The MO Rides website – [www.morides.org](http://www.morides.org) - has achieved more than 3 million website hits and over 180,000 singular IPS visits since its inception in 2014 in addition to thousands of phone calls from those seeking transportation.

## Community Collaboration, Networking, and Outreach

Center staff attended over 200 networking and outreach activities. We reached 12 different un-served/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.





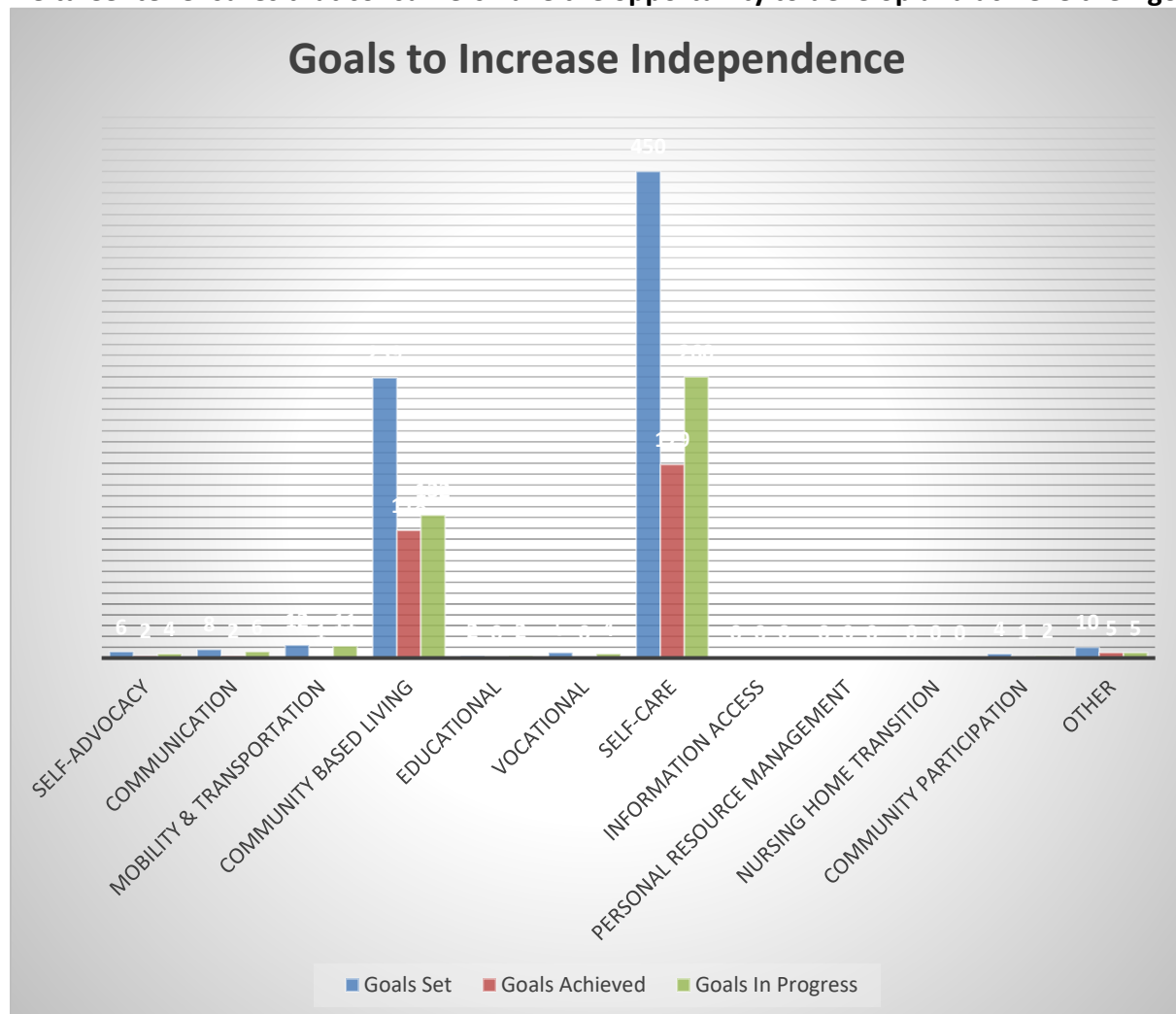
## Delta Center Collaboration Outcomes

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 now has two TAP (Telecommunications Access Program) Coordinators.

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.



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

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

We are located at:  
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Saint Peters, MO 63376

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