



March 6, 2025

It seems that something is always happening at Delta Center which is both exciting and exhausting. Our work with the Veteran-Directed Care Program has seen the most growth. In addition to our own program, we are providing Fiscal Management Services and Consulting/Training in 13 additional states besides Missouri and Illinois. We expect to continue this growth throughout 2025!

We've implemented our FAIR program which seeks to recognize restaurants in our area that provide an accessible experience for their guests. And related to this, our very own Mike Anderson is now a certified ADA Coordinator. That means Delta Center will be able to provide much more feedback and assistance to businesses in St. Charles, Lincoln and Warren Counties.

Delta Center partners with all of the other Centers for Independent Living in Missouri to coordinate our efforts of improving the lives our family, friends and neighbors with disabilities. The Missouri Centers for Independent Living (MOCIL) recently completed a strategic plan which gives us a firm blueprint to move forward with our efforts.

We appreciate all of our stakeholders and are excited for you to see with the next year brings for Delta Center.

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



Delta Center Impact Statement 2024

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 or call us at 636-926-8761

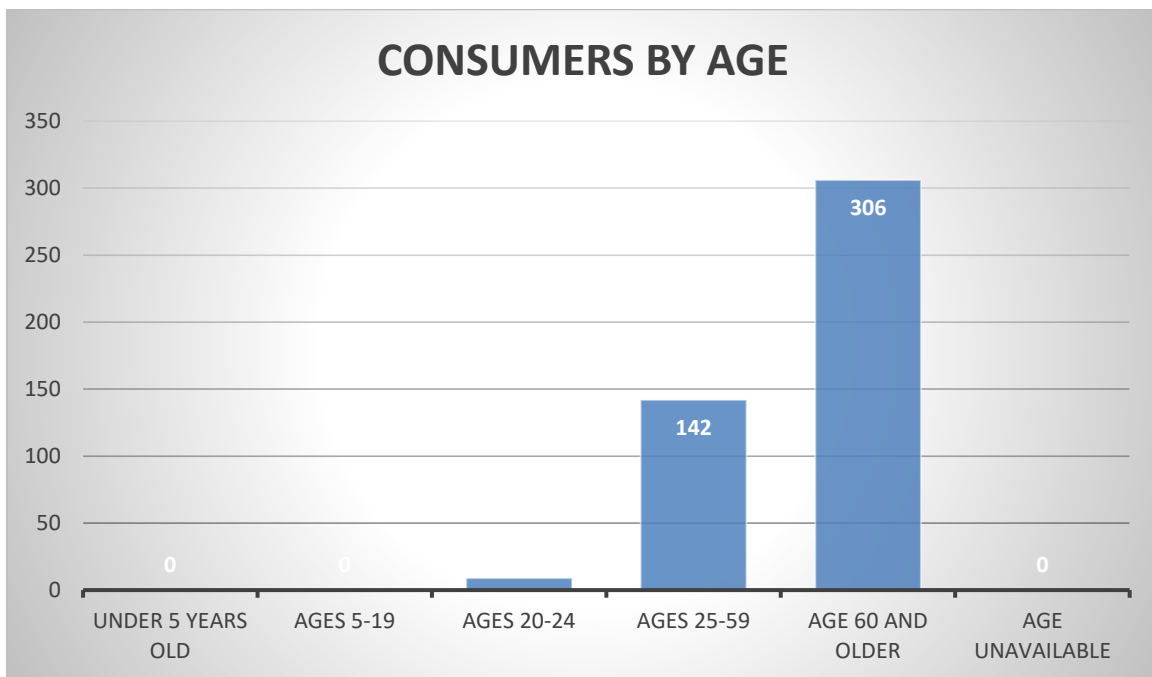
Individual Services and Achievements

Information & Referral

We were able to provide life-saving transportation to a individual's dialysis appointment. Not only that, but he eventually joined our peer support team.

Home Modification

One of our Consumer Directed Services participants was able to access funding through his Independent Living Waiver and have a ceiling lift installed. This required detailed reporting and advocacy by staff.



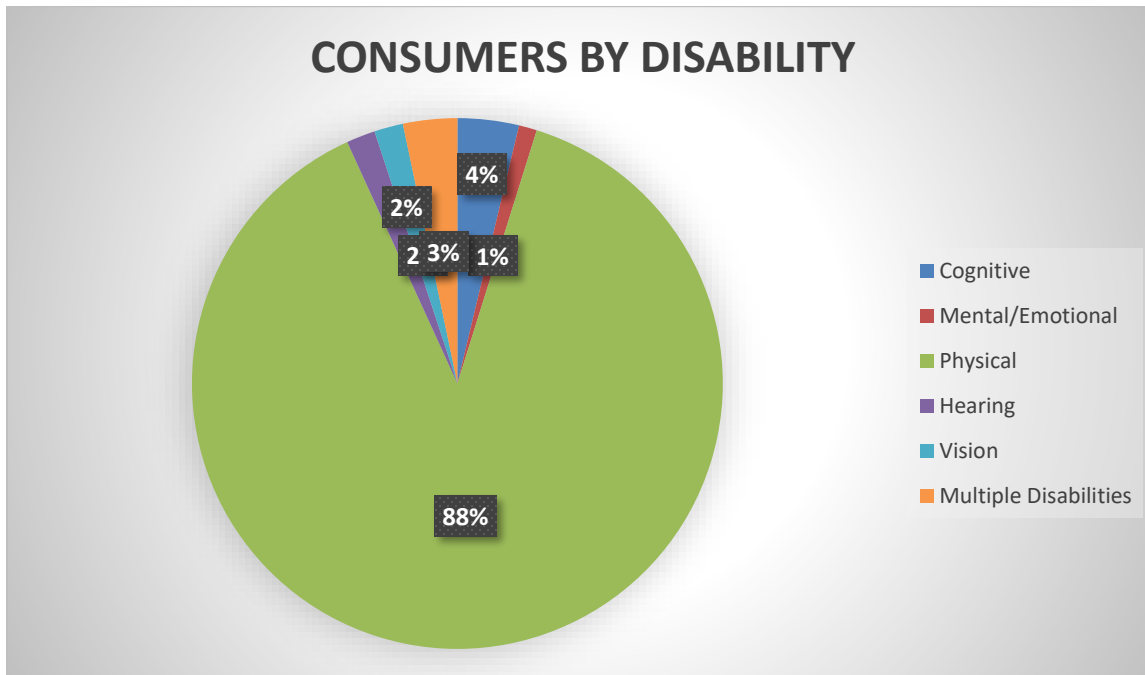
Peer Support

Robert has achieved many goals since his injury and continues to strive for independence and self-sufficiency. He has been able to purchase a van, allowing him to go on road trips with his family. Additionally, Robert is continuing his therapy and exercise regimen and can now stand for a certain period of time. He is grateful for the assistance and support he has received from Delta Center, which has been instrumental in his ongoing improvement and success.

Adaptive Equipment

Russell had a major stroke and is paralyzed on one side. His mother is helping to care for him but she has her own health issues (bad heart). Having this table keeps his mom from running back and forth to get things for him. The table allows him to get things for himself (food and drinks).

In 2024, The Equipment Exchange Program donated 206 pieces of equipment to 161 individuals, with a value of \$31,114.



Advocacy

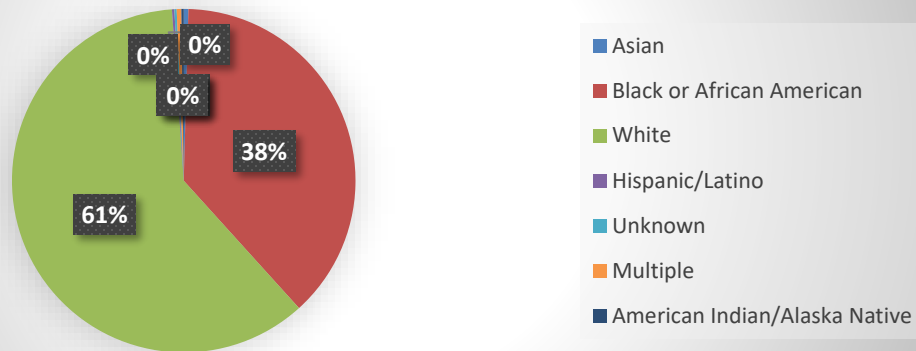
Consumer is Now working with HUD and MO P&A. Attorney is considering their case. She found her complex on Google Maps and wound up writing a scathing review, after which the complex contacted her and sent a newly hired maintenance guy to her apartment. He told her the management company had replaced the majority of the staff and would be working diligently to repair her furnace and other issues. She still wants to move and is looking for another place but she is so pleased with how her advocacy turned out that she wants to stay connected with Delta Center and learn how to become an advocate for other issues.

Our Advocacy Coordinator has been hard at work with community and government advocacy efforts. There is a lot of movement around the transportation crisis in our community and a coalition has been developed to address it. The Coordinator has also received a lot of positive feedback regarding raising the Medicaid income limits for people with disabilities. This issue has become a legislative priority for the Silvered Haired Legislative committee.

Skills Training and Transition

Residents of a local residential facility participated in Living Well in the Community program. One of the residents stated that she was able to use some of the tools she learned to help her be more independent- "I used some tools for asking helpful questions from my peers to try to keep me on track with my goal. I also used some self-directed tools if I was overcoming obstacles."

CONSUMERS BY RACE & ETHNICITY



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.

Accessibility

Delta Center created the Featured Accessible and Inclusive Restaurant (FAIR) Program. Staff and volunteers visit locally owned restaurants to assess several areas to determine if it is accessible or not. If successful, the restaurant is promoted on social media and awarded a sticker to place on their window to indicate that they are accessible.

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

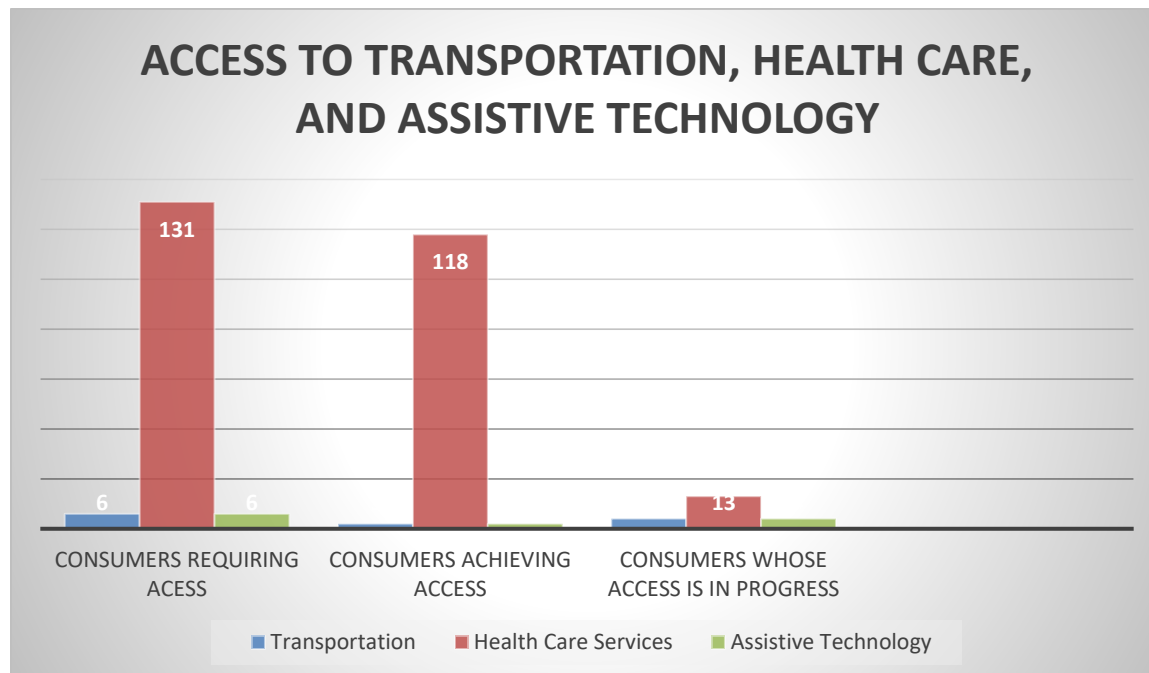
Delta Center's board of directors and staff are comprised of people with and without disabilities. In fact, at least 51% of our Board of Directors and staff have disabilities. Delta Center actively serves any person with a verifiable disability who can direct their own care and lives within our designated 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, 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: Advocacy Coordinator, Lisa Ezeamii, hard at work at the State Capitol Building.

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.

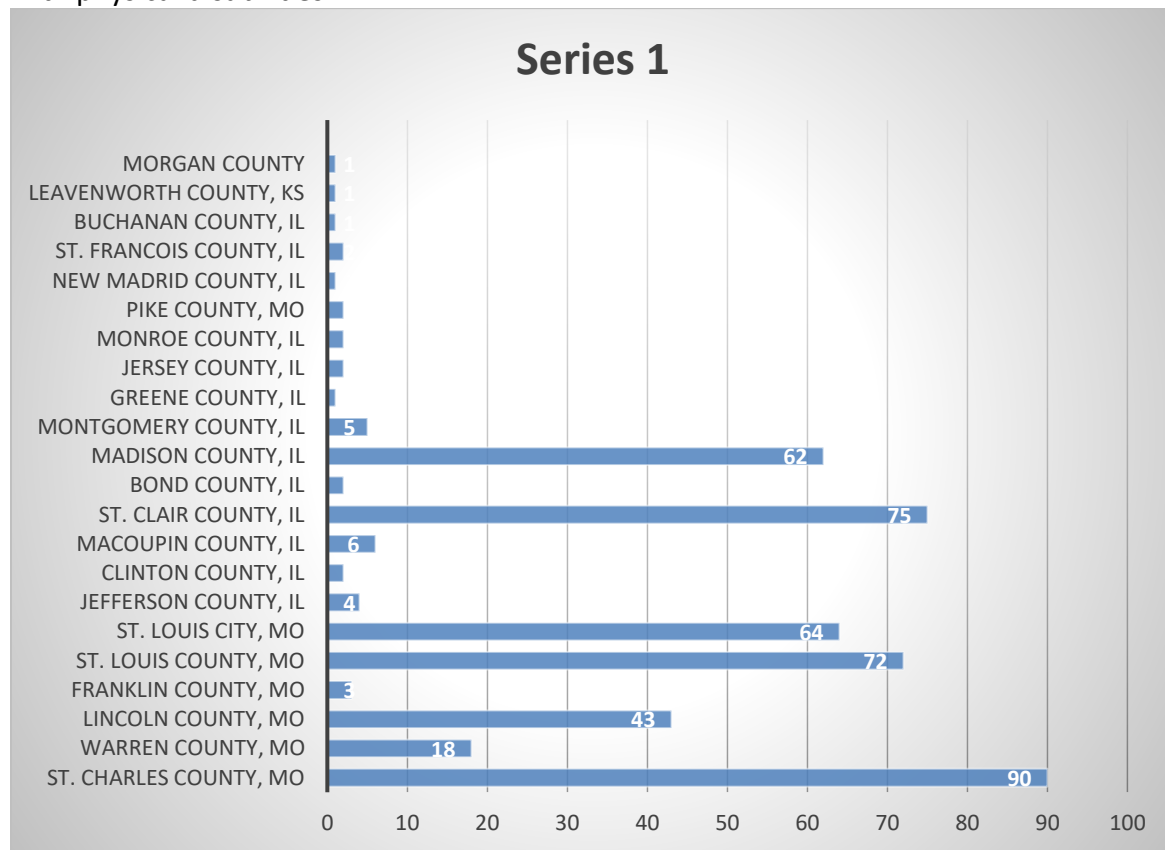
Delta Center remains involved with the Eastern Missouri Transportation Coordinating Council (EMTCC), MO Rides, and Transportation Access for St. Charles County (TASCC). Delta Center established the Eastern Missouri Transportation Coordinating Council (EMTCC) in 2012, which led to the creation of a mobility 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 - 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

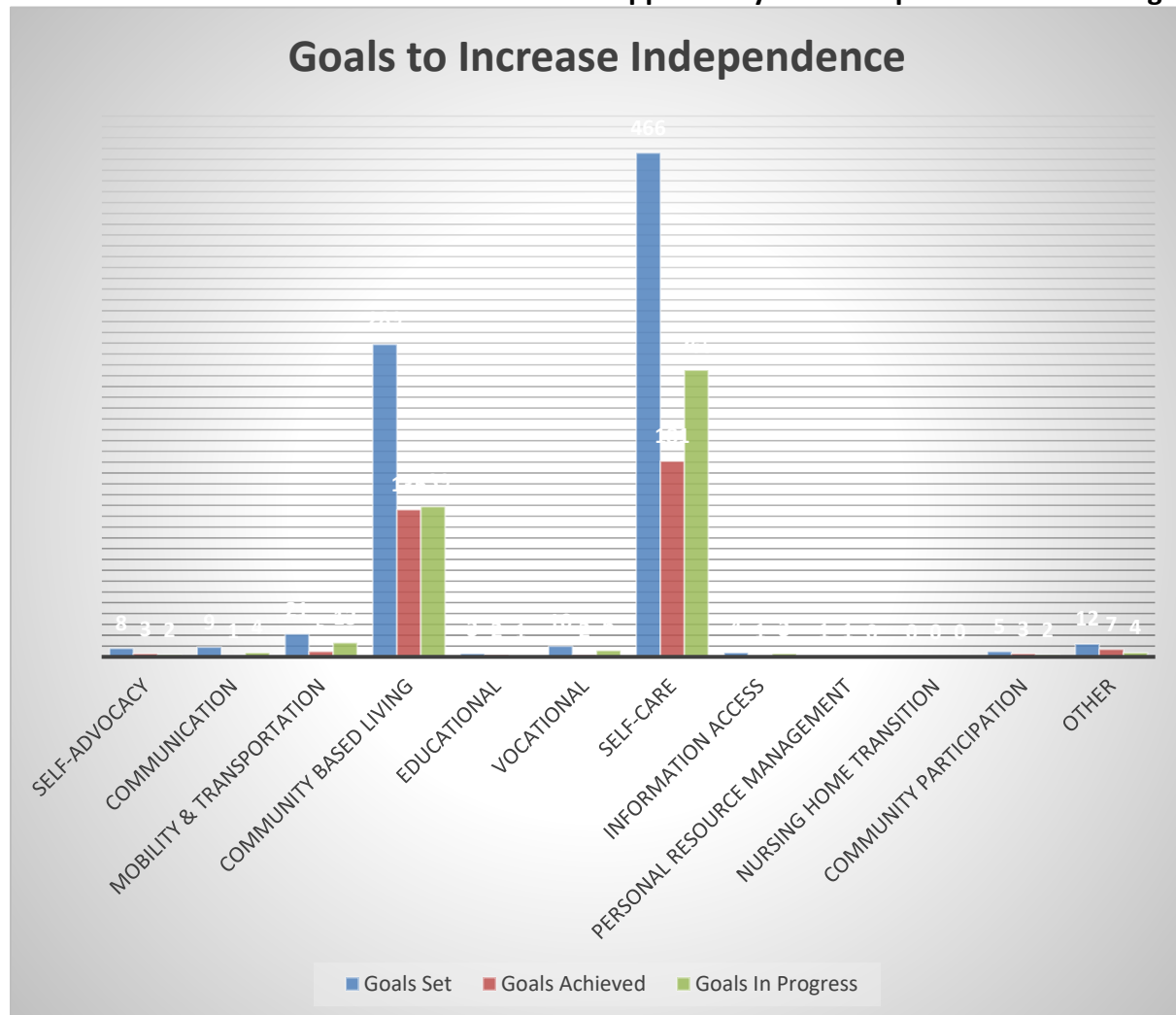
Delta Center staff attended training provided by Missouri Assistive Technology – www.at.mo.gov - on variety of new equipment to make living independently in one's own home more possible.

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. 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