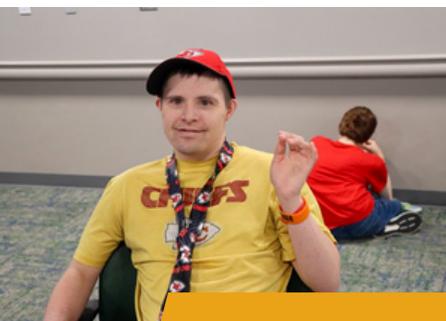


# 2025 Annual Report



## 50 Years of PCBS!



# PCBS

## Letter from the CEO

### 50 years and counting

Wow! What a year! 2025 was a pivotal year for PCBS. We celebrated our 50th Anniversary! We expanded our lines of services, added transportation routes, included more community partners, completed several group home renovation projects, undertook a major renovation of our Day Habilitation area, and introduced Situational Leadership Training, and the revamp of our employee engagement survey based upon the Q12 model. It was a good year with many meaningful achievement milestones.



As you read through the next few pages, I invite you to look at all that we did and see for yourself the amazing accomplishments that PCBS is celebrating from 2025. I would also remind you that the story of PCBS cannot be told in a few pages that cover a year's hard work and effort. The full story can only be told by all of us in our community.

PCBS is a snapshot of the Platte County community and its connection to all the communities that surround us. It is a story that resides deep in our mission that drives us, "to develop tools and provide resources that assist people in living a life of their choice." It is a story of people who understand that a meaningful life can and should be available for all. It is story of growth and achievement. It is all a story of learning from our mistakes and seeing them not as failures but as opportunities for growth.

It is a story that we wholeheartedly invite you to take part in. As we continue to embrace all that our community has to offer. Further our commitment to the inclusion and belonging of all. Boldly dare to envision all people having lives that are personally fulfilling by encouraging the unique contributions and goals of each person. We welcome the progress and, innovation, and creativity that only comes when we engage with all members of our community. And continuously strive to treat one another with dignity, respect, and integrity.

Thank you, Platte County, for a good first 50 years. Now get ready for a great 50 more.

Sincerely,

Martha J. Jaynes  
Chief Executive Officer



# Mission

To develop tools and provide resources that assist people to lead the life of their choice.

# Vision

Everyone leading personally meaningful and connected lives.

# Values

- We embrace all that the Platte County community has to offer.
- We are committed to the inclusion and belonging of all.
- We envision all people having lives that are personally fulfilling.
- We encourage the unique contributions and goals of each person.
- We welcome progress, innovation and creativity.
- We treat one another with dignity, respect, and integrity.



# Charting the LifeCourse

At PCBS, we use the Charting the LifeCourse framework to help individuals of all abilities envision meaningful, connected lives, identify supports, plan for the future, and advocate for themselves. Rooted in the belief that everyone has the right to live, love, work, and pursue their goals, LifeCourse focuses on strengths and potential rather than limitations.

Through person-centered planning, we collaborate to set and evaluate goals across key life areas, including daily living, employment, community involvement, health, safety, and advocacy. Tools like the Life Trajectory, Integrated Support Star, and Vision Tool help individuals, families, and professionals create clear, supportive plans. This approach builds confidence, clarity, and opportunities, empowering people to shape their futures and thrive in their communities.



## Community Networking



Our Community Networking Program is a CARF-accredited service that supports individuals with intellectual and developmental disabilities in building meaningful, lasting community connections. Centered on each person's interests, strengths, and goals, the program promotes inclusion, participation, and long-term engagement. Through person-centered planning, staff help participants identify preferred activities and community settings aligned with their Person-Centered Support Plans. Individuals are connected to clubs, volunteer opportunities, recreational programs, and social groups while building the skills and confidence needed to form and maintain relationships.

Program outcomes include meaningful relationships, active community roles, and sustained participation in preferred activities. As natural supports develop, paid supports are gradually reduced. The program currently serves ten participants, with one individual on a waiting list, highlighting both its impact and ongoing demand.

# Day Habilitation

## 2025 Highlights

Served

44

## Participants!

Integrated Therapeutic Supports  
(PT, OT, Speech)

The PCBS Day Habilitation Program is a CARF-accredited service that supports individuals with intellectual and developmental disabilities in leading meaningful, independent, and engaged lives. Using a person-centered approach, our program emphasizes skill development, social connection, independence, and active community participation.

This program also supports seniors with intellectual and developmental disabilities who no longer wish to work. For these individuals, Day Habilitation offers meaningful, retirement-focused activities such as hobbies, social engagement, and community involvement, while honoring the need for a slower, more relaxed pace.



To maintain quality and safety, group sizes do not exceed six participants, with staffing ratios adjusted to meet the needs of each activity. Smaller groups are used when higher levels of support are required, ensuring individualized attention within a supportive group environment. Additional supports are provided for participants with mobility or behavioral needs. Trained staff assist with ambulation, wheelchair mobility, and transfers using approved techniques and equipment outlined in each PCSP. Behavioral supports are provided as needed to ensure safety and well-being.



## Voices From Our Families

“What I really enjoy about PCBS Day Hab is knowing that my daughter is receiving excellent care and service from truly wonderful people. Both of our lives are so much fuller because of your program.”

— Drew Pacasha



# Community Living Services

PCBS offers a wide variety of CARF-accredited Community Living services. In 2025, our Community Living Services helped 65 people. We oversaw six Group Homes and six Individualized Supported Living (ISL) properties throughout 2025.

## Individualized Skill Development

Our Individualized Skill Development services provide personalized support in an individual's own or family home to build, maintain, and enhance skills that promote greater independence. This service is intentionally short-term, with a structured plan to gradually reduce staff support as the individual gains ability and confidence. Instruction is tailored to each person's unique goals and learning needs and is delivered in alignment with the Person-Centered Service Plan to achieve meaningful, sustainable outcomes with the ultimate goal of independence.



## Individualized Supported Living

Our Individualized Supported Living services provide personalized supports for individuals living in their own homes. Individuals choose where they live and whom they live with, ensuring their living arrangement reflects their preferences and lifestyle. Services are delivered in a person-centered manner, honoring each individual's routines, goals, and choices, and are designed to promote independence, dignity, and full participation in their community.



# Community Living Services



## Group Homes

Our Group Home services provide comprehensive care, supervision, and skill development in a supportive residential setting. Our services focus on enhancing independence and quality of life through training and assistance in Activities of Daily Living (ADLs).

We provide supports including assistance with self-care, sensory and motor development, interpersonal and communication skills, community living and mobility, healthcare coordination, socialization, money management, and completion of household responsibilities. Our services are delivered in a structured and supportive environment fostering safety, inclusion, personal growth, and enabling everyone to live personally meaningful and connected lives in their community.



### Voices From Our Families

“Nathan is happy when I drop him off and happy when I pick him up. The smile on his face tells me the staff is doing great. It is of great importance to me that he enjoys himself while learning.”

– Phil Calamia



## Personal Assistance

Our Personal Assistant services provide hands-on support with Activities of Daily Living (ADLs) and Instrumental Activities of Daily Living (IADLs) for individuals who need assistance due to a disability. Our Personal Assistant services are delivered in the individual's home, family home, or community and are provided with the individual present to support daily functioning and independence.



# Transportation

Transportation is a vital support that enables individuals to access opportunities and remain actively engaged in their communities. Our Transportation services help individuals participate in activities and services identified in their Person-Centered Support Plans (PCSPs), including day habilitation, sheltered employment, competitive employment, and other essential community resources. This service also compliments Medicaid State Plan transportation (non-medical).

Each individual may receive up to two transportation trips per day with our Transportation team. A trip is defined as travel from a designated pick-up location to a specific destination outlined in an individual's PCSP, with each journey counted separately based on its start and end points. This approach ensures our services remain person-centered, reliable, and aligned with individual goals.

**133 Individuals Served**

**16 New Individuals Enrolled**

**11 Transitioned into Services**

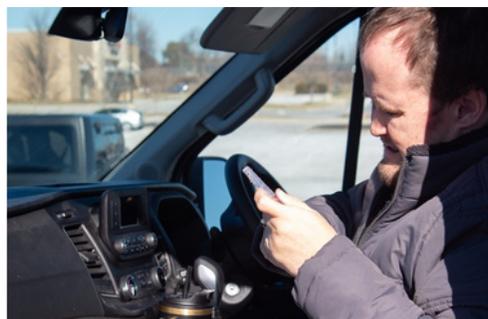
**93 Received Waivered Services**

**20,635 Total Billable Trips**

**587,580 Total Miles Traveled**

## Billable Trips

|                      |                      |                      |                      |
|----------------------|----------------------|----------------------|----------------------|
| <u>Jan.</u><br>395   | <u>Feb.</u><br>489   | <u>Mar.</u><br>963   | <u>Apr.</u><br>1,585 |
| <u>May</u><br>1,779  | <u>Jun.</u><br>1,922 | <u>Jul.</u><br>2,193 | <u>Aug.</u><br>2,209 |
| <u>Sep.</u><br>2,218 | <u>Oct.</u><br>2,501 | <u>Nov.</u><br>2,147 | <u>Dec.</u><br>2,234 |

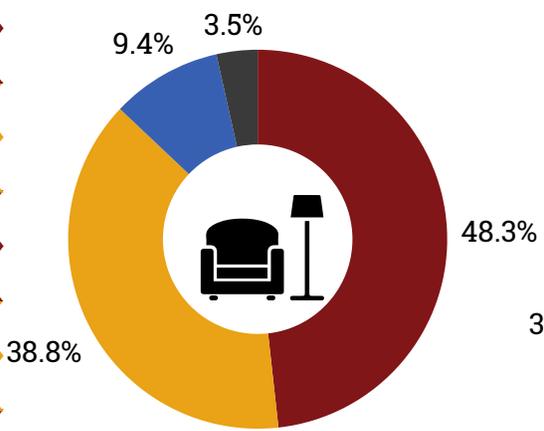


# Consumer Satisfaction

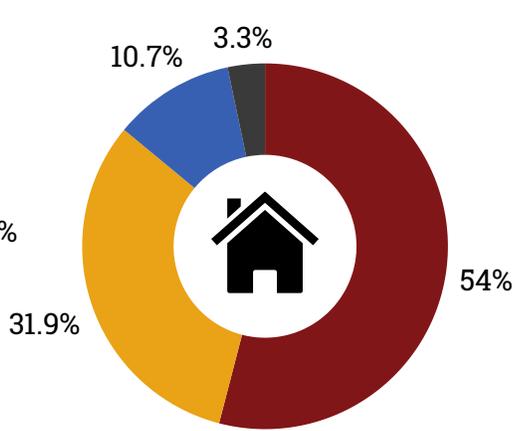
Overall satisfaction remained high across all life domains, reflecting the impact of our person-centered planning and responsive supports.

We developed and implemented a total of 291 Person-Centered Support Plan outcomes and goals to improve participant satisfaction across life domains.

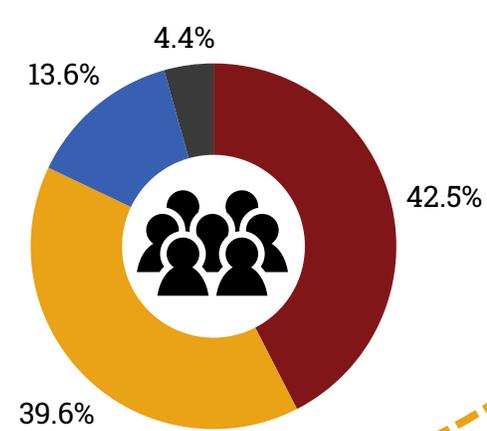
## Daily Living & Employment



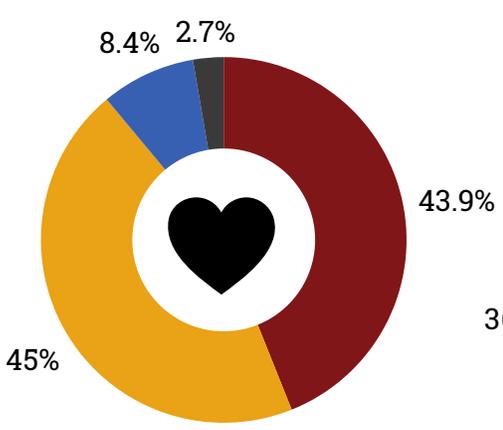
## Community Living



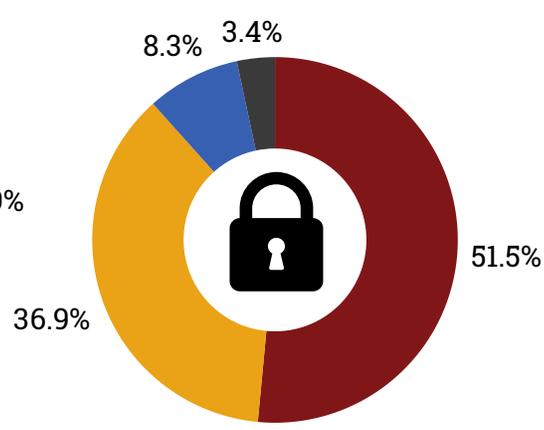
## Social & Spirituality



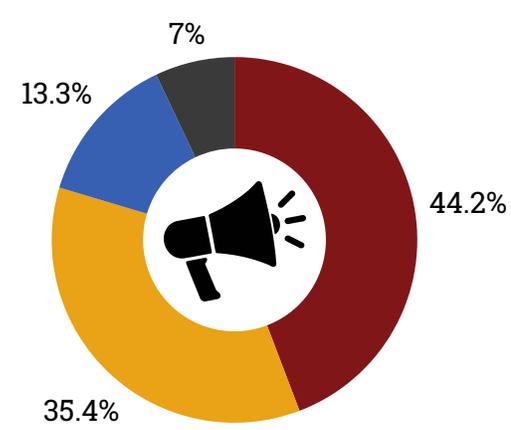
## Healthy Living



## Safety & Security



## Advocacy & Engagement



### Legend:

- Very Satisfied
- Neutral
- Satisfied
- Dissatisfied/Very Dissatisfied

# Leadership Development

This year at PCBS we created a holistic approach to developing people leaders. In keeping with our Mission, we consider the provision of resources to our Professional Managers a gift to help them be world-class leaders. This will directly benefit all of our front-line staff, since their personal development, unique contributions and belonging predict organizational success. Two programs currently form the foundation of our employee-centric leadership approach: Situational Leadership and the Gallup Q12.

## Situational Leadership



We are introducing Situational Leadership to all supervisors in order to facilitate flexible leadership styles. Different employees have different needs, and by teaching our leaders to manage new employees, struggling employees, and our confident professionals in the ideal ways that continuously improve these diverse employees' performance, we can lower turnover, more quickly develop newer hires, and benefit more as an organization from experienced employees.



## The Gallup Q12

We have revamped our annual employee survey to make it more precise in identifying areas where we can act on what we learn and improve business results. The 12 questions that constitute the Gallup Q12 are the cornerstone of this effort, as they are predictive of specific business results that we want to improve at PCBS. The Gallup Q12 is being taught to all of our supervisors to promote the leadership behaviors that influence business results. This is being used as both a feedback tool and a leadership development tool.

## Voices From Our Families

“The staff has been very welcoming. Despite significant mobility challenges, our daughter navigates the space well, enjoys her new friends, and looks forward to attending. I feel confident she is in a safe environment.”

– Alice Montgomery

# Future HR Initiatives

As we wrap up 2025, we are focused on leadership training in Blame vs. Learning Cultures to strengthen Learning Teams and improve responses to mistakes and incidents. Our departments are also reviewing survey results and developing targeted action plans to drive stronger outcomes and business performance.

In 2026, our initiatives will build on Situational Leadership and the Gallup Q12 with Cultural Indicators and DISC to enhance communication and teamwork. Civil Treatment Workplace training will also help to reinforce PCBS values in people management. A custom interactive experience, *Platte County Treasure: The Search for Robert's Gold*, will celebrate our progress in serving individuals with intellectual and developmental disabilities while also engaging leaders, partners, consumers, and the community.



# Maintenance

In 2025, our maintenance team operated with two dedicated staff members, improving quality control, enhancing safety, and reducing reliance on costly contractors. Completing more of our projects in-house has strengthened facility upkeep and generated meaningful cost savings.

## Key Projects

- Combined two bathrooms into one to install a large accessible shower.
- Remodeled a Parkville-area home with new flooring, wall protection, fresh paint in common areas, and updated lighting.
- Replaced three water heaters and three HVAC units across multiple homes.



# First Floor Remodel

In 2025, we completed a \$1.1 million facility renovation project that significantly enhanced our day habilitation and lobby space. The initiative began in 2024 with a formal request for proposals to select an architectural partner, followed by the start of construction in January 2025. The renovation was successfully completed on May 30, 2025. PCBS extends our sincere appreciation to A3G Architects, Zipco Contracting Inc., and Interior Landscapes for their collaboration and commitment in delivering a successful project.

## Highlights

- **Increased Capacity**
- **Seamless Slip-Resistant Flooring**
- **Flexible Ergonomic Furniture**
- **ADA-Compliant Restrooms**
- **Adjustable LED Lighting**
- **Protective Railings**
- **Textured Wayfinding Path**



# 2025 Financials

## 2025 Total Revenue

**\$13.1 Million**

- Tax Levy**  
33%
- DMH Funds**  
62%
- Other**  
5%

- Personnel**  
\$8.7 Million
- Transportation**  
\$688,000
- Maintenance & Repairs**  
\$288,000
- Professional Services**  
\$241,000

## 2025 Expense Breakdown

# Community Support Partners

We invested \$1.2 million in Community Support Partner funding in 2025 to a total of sixteen organizations. The 2026 budget includes even more: \$1.3 million! We also offered nine advocacy and educational events in 2025 to foster community engagement.

The Center for Human Services (CHS) has a long relationship with PCBS in Service Coordination. In September of 2024, we began funding CHS work to reduce the backlog of Platte County residents that need Medicaid and the services it funds. PCBS invested \$190,000 in 2025.

We have funded therapies provided by Northland Connections for a few years and continue to provide funding now that they have taken on primary responsibility of the Neuro Diverse City (NDC) space at Zona Rosa, with \$111,000 provided in 2025. Additionally, after our 2023 countywide needs assessment showed service gaps in northern and rural Platte County, we knew we needed a better way to reach people who couldn't easily travel to existing programs, such as the NDC Zona Rosa location. That led to the creation of our Mobile NDC van, which brings NeuroDiverseCity's social and recreational programming directly into communities. By meeting people where they are, we're helping reduce isolation, increase awareness of available services, and create more opportunities for connection across the county, without building additional facilities.

Platte County Connections, the nonprofit arm of PCBS, provides funding for services not covered by Medicaid or Resource Board funding, including in-home respite care. Through the Catayoc Family Trust, PCC also serves as a last-resort fund supporting Platte County residents with developmental disabilities and their families facing critical or emergent needs. PCC approved \$70,000 in respite vouchers in 2025, paying out \$41,000 to 87 families. PCC also paid out 23 grant requests to 18 families, totaling \$12,600, consisting largely of rental assistance and funding for camps/recreation.

## Thank You to Our 2025 Community Support Partners!



# Collaborative Impact

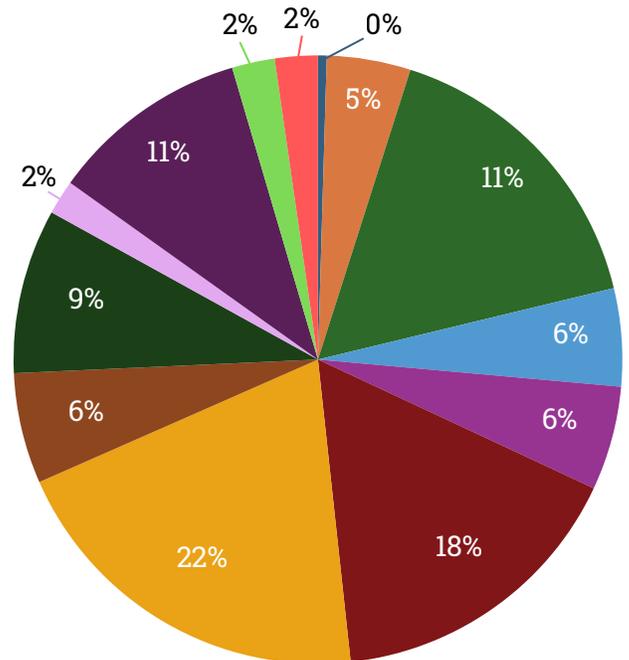
In collaboration with our Community Support Partners in 2025, we:

**Served**  
**548**  
**People!**

**Funded**  
**97,993**  
**Units of Service!**

## Service Breakdown

- \$6,014 ■ Assistive Technology
- \$57,775 ■ Children's Services
- \$127,618 ■ Supported Employment
- \$67,527 ■ Community Networking
- \$71,774 ■ Early Work Experience
- \$211,862 ■ Case Management/  
Resource Coordination
- \$261,116 ■ Sheltered Employment
- \$76,320 ■ Special Projects
- \$113,620 ■ Therapies
- \$23,757 ■ Transition
- \$137,319 ■ Social Enrichment/Life Skills
- \$29,532 ■ PCC
- \$26,550 ■ Other



# Employment

## Number of Employees at Year End

**Total of  
122 Employees**

117 Full-Time Roles  
5 Part-Time/PRN

**89% of Full-Time  
Roles Filled**

13 Openings

## Turnover Rate

**31.6% in 2025**  
(41.1% in 2024)

0.0% Executive Team  
8.3% Senior Leadership Team  
14.8% Leadership Team  
36.7% Individual Contributors

## Tenure

(Hourly Only)

**Average Tenure of  
6.2 Years in 2025**  
(Average of 6.8 Years  
in 2024)

6.3 Years DSPs/Drivers  
5.9 Years Leadership  
12.2 Years! Executive Team

## Wages

**Average Hourly Wage of  
\$24.45 in 2025**  
(2.8% Increase  
over 2024)

\$19.00/hr Starting Salary  
\$22.78/hr DSPs/Drivers  
\$30.29/hr Leadership/Senior Leadership  
99 Hourly Employees  
5 Salaried Employees

# Mission in Motion

Behind every ride is a story of collaboration and impact. In one case, our transportation team partnered with another department to help an individual maintain employment, ultimately expanding services to two additional individuals – a strong example of teamwork in action.

During a transportation admission meeting, a guardian became emotional upon learning about the broader supports available through PCBS, including community living and networking services – a reminder that our work goes beyond transportation to education, advocacy, and family support.

Through reliable transportation and meaningful collaboration, we help individuals move toward lives of connection, empowerment, and belonging.

Many individuals we serve require help managing finances through a Representative Payee appointed by the Social Security Administration. Historically, this role was handled by the Department of Mental Health Kansas City Regional Office, the Platte County Public Administrator, or family members. When DMH KCRO exited representative payee services, many individuals and guardians were left without support. In response, PCBS partnered with the Social Security Administration to launch a pilot program in 2024 serving five individuals, expanding to 18 in 2025, with three more joining in February 2026.

## Voices From Our Families

“PCBS Day Program is awesome! It provides a safe, meaningful outlet during the week. With outings scheduled throughout the week, Day Hab is something he looks forward to.”

– Mari Maybrier

## Looking Ahead

Across all programs, we remain committed to expanding opportunities, strengthening partnerships, and maintaining the highest standards of support. Through person-centered services, dedicated staff, and strong community collaboration, we continue to support individuals in building meaningful lives rooted in choice, connection, and belonging.

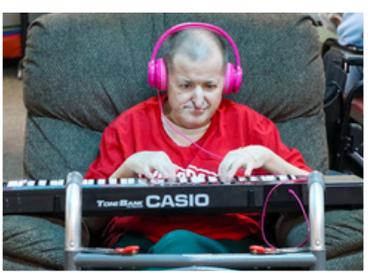


50





# YEARS



# Thank You for Supporting PCBS for Over



1975 - 2025

## Executive Team

|  |                |
|--|----------------|
| <b>Chief Executive Officer</b>                     | Martha Jaynes  |
| <b>Chief Financial Officer</b>                     | Drew Ehrlich   |
| <b>Director of Community Support Services</b>      | Richard Vandal |
| <b>Director of Community Living Services</b>       | Diane Bickham  |
| <b>Director of Compliance and Systems Security</b> | Chad Sinnwell  |

## Board of Directors

### Members

Nancy Felix  
Susan Finn  
Jeff Koski  
Blake Sherer  
Adam Tholen

### Officers

**President** Dr. Jeff Kingsley  
**Vice President** Stuart Anderson  
**Secretary** Dr. Michael Shafé  
**Treasurer** Sandra Thomas

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