



**big lakes  
developmental  
center, inc.**

Community Service Provider

**2010**  
*Annual Report*

# *A message from our* President/CEO and Board Chair



LORI B. FELDKAMP



JIM PARKER

This past year has been one of accomplishments for Big Lakes Developmental Center, Inc. Our success can be attributed to a dedicated staff that ensures quality services, and a management team and Board of Directors that provide focus and vision for the future.

Some of our highlights for 2010 include:

- **Completed Thirty Years of CARF Accreditation Excellence.** In April 2010 Big Lakes was awarded its eleventh Three-Year Accreditation from CARF (Commission on Accreditation of Rehabilitation Facilities). The Three-Year award is the highest level of accreditation available. We were accredited in Community Housing, Supported Living, Community Integration, and Organizational Employment.
- **Unconditional Full Licensure with Kansas Department of Social and Rehabilitation.** Big Lakes demonstrated ongoing compliance with regulations in areas such as person-centered planning, self-determination, personal rights, health and safety to maintain full licensure.
- **EXCELL Program.** Big Lakes facilitated the participation of fifteen clients in Kansas State University's program in 2010 which gives individuals with developmental disabilities the opportunity to participate in college classes.
- **Greenhouse Construction.** Construction of a greenhouse which will provide horticultural work opportunities for some of our clients was completed in the fall.
- **Service Provision.** Big Lakes provided services/placements for five individuals in crisis into residential and/or day services. Big Lakes received waiting list dollars for three individuals who accepted and began services in 2010.

Thank you for your interest in Big Lakes Developmental Center. We encourage you to contact our office if you would like any additional information about the services we offer.

Sincerely,

A handwritten signature in black ink, appearing to read "Lori B. Feldkamp".

Lori B. Feldkamp  
President/CEO

A handwritten signature in black ink, appearing to read "Jim Parker".

Jim Parker  
Board Chair

## *Our Mission*

Big Lakes Developmental Center, Inc. strives to provide quality programs and services which promote independence, productivity, integration, and inclusion into the community for persons with developmental disabilities.

## *Our History*

The historical roots of services to persons who are disabled have developed and evolved since the early 1800s in the United States and since 1881 in Kansas. During this period of history, few services were available. Major growth and changes did not take place until the 1950s and 1960s when Associations for Retarded Citizens, Federations for Handicapped Citizens and other advocacy groups were formed. This time period saw the passing of federal and state legislation to fund community-based programs and education for individuals with disabilities.

In 1969 the Federation for Handicapped Citizens (FHC) formed a steering committee to look into adult services in the Manhattan area. Until that time, no adult program for individuals with developmental disabilities existed in this area. It was out of this action that Big Lakes came into being. In 1970 local interest grew in this program, and neighboring Geary County also expressed an interest. Representatives from the Manhattan FHC and the Geary County Association for Retarded Citizens approached their respective county commissioners. Mil levies were passed in both counties to support preschool and adult vocational programs for individuals with developmental disabilities. Big Lakes Developmental Center, Inc. became chartered in the state of Kansas as a private non-profit corporation in January of 1973.

When Big Lakes was formed in 1973 it was an outgrowth of the new community-based service philosophy. It was established to help people with developmental disabilities, which could be

anything from a sight or hearing disability to an intellectual or emotional disability. The center operates now, as then, on the premise that all persons have the right to a full and meaningful life, and it assists individuals with developmental disabilities in leading as full a life as possible.

Originally, Big Lakes began with 15 adults being served in the Work Activity/Training program. By late 1973, Big Lakes was serving 35 clients on a regular basis in three separate phases of operation: seven children were in the day care program in Geary County, eight children were in the day care program in Riley County, and 20 adults from both counties were in the Work Activity/Training program. Today, Big Lakes provides programs and services to Riley, Geary, Clay and Pottawatomie counties. Over 200 individuals are served in two training centers, fifteen homes, and in numerous locations in the community through community employment and independent living programs.

Big Lakes is headed by a governing board composed of parents, community advocates and professionals who represent each of the four counties we serve. Daily operations are led by a President/CEO and a staff of nearly 240 trained professionals. Big Lakes' programs and services are partially funded on a contractual basis with the Kansas Department of Social and Rehabilitation Services. Additional funding sources include the Kansas Department of Transportation, county mil levy, subcontract income, and donations.

## *Board of Directors*



*Back row: Ed Horne, Treasurer; Jim Parker, Chair; Joan Dodd, Secretary; Victor Davis; Brent Bowman*

*Front row: Sara Brockman; Cathy Hafner; Lori Feldkamp, President/CEO; Mabel Goehring; Gail King*

*Not pictured: Rudy Haun, Vice Chair; Phyllis Jones*

## *Leadership Team*

LORI B. FELDKAMP  
*President/CEO*

SHAWN P. FUNK  
*Community Education Director*

MARY JO A. MONTAGUE  
*Residential Services Director*

KATHLEEN M. CARLIN  
*Vice President  
Case Management Services*

DIXIE L. KING  
*Manhattan Day Services  
Director*

JINA M. MOON, RN  
*Health Services Director*

PHILLIP K. KORENEK  
*Vice President  
Administration and Finance*

J. LUGEN LUTZ  
*Human Resources Director*

CYNTHIA K. WICHMAN  
*Director of CDDO  
Administration*

JAMES L. HART  
*Vice President  
Programs and Operations*

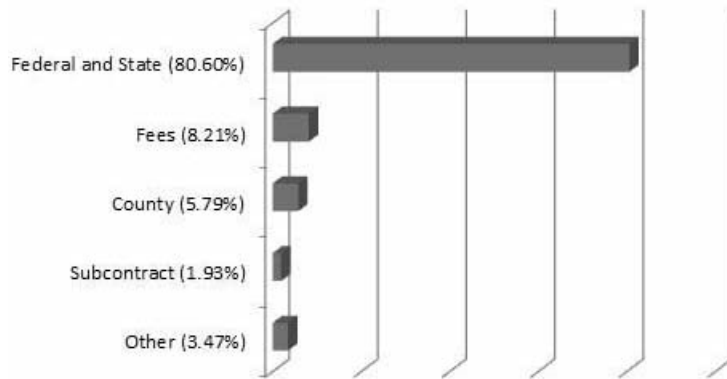
CARYN E. MCADAMS  
*Clay Center Services Director*

# Financial Summary

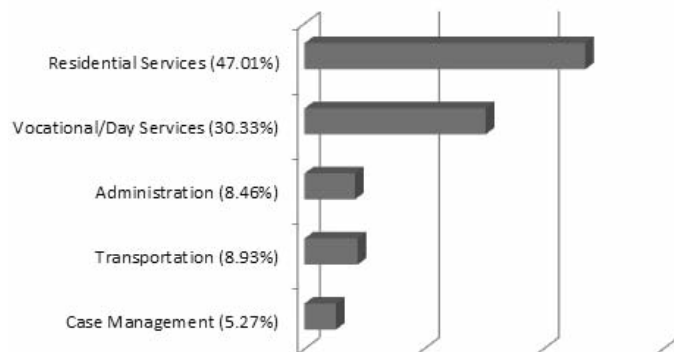
Big Lakes payroll in 2010 was \$4,488,777. This represents wages paid to all staff and adult trainees, 95 percent of whom reside in our four-county service area. Based on this statistic, we believe a large percentage of purchases made and services used benefit the local economies of the areas served. Total wages paid to individuals in our Employment Services programs were \$203,581.

In 2010, Big Lakes had 100 full-time employment positions, 139 part-time employment positions, and 37 substitute positions for a full-time equivalent of 166.60. Of those positions, over 86 percent are direct care positions.

## INCOME



## ALLOCATIONS



The total number of persons served in CARF (Commission on the Accreditation of Rehabilitation Facilities) accredited programs (Employment Services and Community Services) in 2010 was 171.

Males – 96  
Females – 75

## AGE PERCENTAGES

19 to 20 years	2.9%
21 to 29 years	23.4%
30 to 39 years	25.1%
40 to 49 years	21.6%
50 to 59 years	15.2%
60+ years	11.7%

## NUMBERS SERVED BY SERVICE

(Not unduplicated numbers)

Work Services	126
Community Employment (includes Work Crews and Community Placements)	54
Personal, Social and Community Services	141
Residential Services	
Assisted Living I	80
Assisted Living II	11
Supported Living	29

# *Employment Services*

Big Lakes Developmental Center provides an individualized process to assist people in making informed choices regarding employment goals, objectives and services. Work Services and Work Activity take place at our Adult Training Centers and in work crews placed in the community. Community Employment Services are specifically designed for those persons who desire competitive employment and achievement of an earned income.

## **Work Services/Work Activity**

Big Lakes provides Work Services and Work Activity through the Adult Training Centers located in Manhattan and Clay Center. Paid work is provided to individuals either at the workshop or on small crews working in the community less than fifteen hours per week.

During 2010, the daily cost per enrollee dropped due to an increase in attendance compared to 2009. The percentage of participants who increased their production income rose in 2010. Participant satisfaction remained relatively high and stakeholder satisfaction was high. There was some frustration expressed by participants regarding downtime as it continued to be a problem for most workers in 2010. This remains the highest priority in the Work Services department. Efforts continue to try to find more contracts or to explore ideas for contracts that could be self-sustaining.

## **Community Employment**

Community Employment Services assist persons seeking employment to choose, obtain, and retain integrated employment in the community or in their own businesses. Such services at Big Lakes include individual placements at a community site, employment on contracted Work Groups and employment on a Mobile Crew.

Community Placement Services assist persons with obtaining and maintaining employment in an individual placement in competitive employment. These persons are hired and paid by the employer. Work Group services are crews of four to six persons who work with a Work Supervisor at a community site. Persons who work on a Work Group are paid by Big Lakes. Mobile Crews are crews that work on contracts in the community at least 15 hours per week. Persons on these crews are paid by Big Lakes and may also work part of the week in Work Services.

The average hourly wage for those at competitive work sites increased in 2010. Participant satisfaction remained high for this program. Stakeholder Satisfaction surveys indicated 100 percent satisfaction with Community Employment Services.

# Thank you

Big Lakes Developmental Center would like to thank the following businesses that provided contract work or competitive work opportunities for our clients in 2010:

## CONTRACT WORK

(On site or in small crews in the community)

AG Press (Manhattan)  
Army Corps of Engineers (Manhattan)  
Art Craft Printers (Manhattan)  
Christian Science Reading Room (Manhattan)  
Clay Center City Hall (Clay Center)  
Clay Center Wesleyan Church (Clay Center)  
Clay County Farm Service Agency (Clay Center)  
Clay County Health Department (Clay Center)  
Clay County Landfill (Clay Center)  
Dairy Herd Improvement Association (Manhattan)  
Detour Youth Center (Clay Center)  
Devinki Development (Kansas City, MO)  
Dial Realty Corp. (Omaha, NE)  
Emergency Services Academy (Clay Center)  
First Grade Excavating (Wichita)  
KSU College of Engineering (Manhattan)  
KSU HFRR (Manhattan)  
Leiszler Oil (Clay Center)  
McCall Pattern Company (Manhattan)  
Northcentral Construction Corp. (Fond du Lac, WI)  
Parker Hannifin (Manhattan)  
Postal Prep (Manhattan)  
The Printery (Clay Center)  
Radina's Coffee House & Bakery (Manhattan)  
Realty Executives, Weis Real Estate (Manhattan)  
Riley County Transfer Station (Manhattan)

## COMPETITIVE WORK SITES

Burger King (Manhattan)  
City of Manhattan (Manhattan)  
Clarion Hotel (Manhattan)  
Clay Center Dispatch (Clay Center)  
Clay Center Public Pool (Clay Center)  
Dillons #15 (Manhattan)  
Domino's Pizza (Junction City)  
Downtown Manhattan, Inc. (Manhattan)  
Fairfield Inn (Manhattan)  
Famous Dave's (Manhattan)  
Farrar Corporation (Manhattan)  
Jozach's Restaurant (Clay Center)  
Kentucky Fried Chicken (Manhattan)  
K-Mart (Manhattan)  
KSU Dining Services (Manhattan)  
Little Apple Brewing Company (Manhattan)  
Manhattan Mercury (Manhattan)  
McDonald's (Manhattan)  
Medicalodge (Clay Center)  
The Medicine Shoppe (Manhattan)  
Pizza Hut (Manhattan)  
Rambler's Steakhouse (Manhattan)  
Ray's Apple Market (Manhattan)  
Salvation Army (Manhattan)  
Sonic (Clay Center)  
Taco Bell (Manhattan)  
Tresco Services, Inc. (San Antonio, TX)  
USD 383 (Manhattan)  
Vista Drive In (Manhattan)  
Wal-Mart (Manhattan)  
Wendy's (Manhattan)



*Stocking shelves is just one of the tasks that Gregory Penn does at Ray's Apple Market. Gregory has worked at Ray's for seven years.*

## *Residential Services*

The Residential Services Program at Big Lakes Developmental Center seeks to increase each client's independent living skills. Working both individually and in group settings, residential staff assist the individual in gaining new skills in self-care, social interactions, food preparation, laundry, household chores and community resources. Our clients have access to a traditional home environment that is best aligned with their needs and preferences. Big Lakes offers two levels of Assisted Living and Supported Living. In the Assisted Living Programs, individuals are aided in attaining independence through guidance and training. As skills are acquired, individuals may advance to the Supported Living Program.

The ultimate goal of the Residential Services Program is heightened self-sufficiency to the fullest extent possible. For some, the goal may be total independent living while for others it may be moving from an institutional setting into a community-based residential home with 24-hour care.

### **Assisted Living I and II**

In Assisted Living I, on-site staff support and assistance is available 24 hours a day. The goal of Assisted Living I is to help the residents grow in life skills and social adjustment. There were 80 individuals who participated in the Assisted Living I program in 2010. Big Lakes operates 12 group homes in Manhattan and one group home in Clay Center where our residents in Assisted Living I live.

There were 11 individuals who participated in the Assisted Living II program in 2010. The

Assisted Living II program accommodates clients needing daily, but not constant staff supervision, helping them to live in the community as independently as possible. Big Lakes owns two duplexes and has the lease on one apartment for our clients in Assisted Living II.

One of our objectives in Residential Services is to move individuals from Assisted Living to a more independent setting. We will be evaluating that objective in 2011 for relevance to current circumstances. Few, if any, currently in service desire a more independent setting.

Only one individual in Assisted Living II required crisis or emergency staff intervention during the year.

Both participant and stakeholder satisfaction were excellent for Assisted Living I and II for 2010.

### **Supported Living**

The goal of Supported Living is to provide periodic support and training to persons which will enable them to establish and/or maintain independent living in the community. During 2010, there were 29 individuals in the Supported Living program at Big Lakes. Individuals in this program lease their own apartments.

The goal of less than 35 percent of enrollees requiring crisis or emergency intervention during 2010 was met as only two individuals required emergency staff intervention during the year.

Participant and stakeholder satisfaction with this program was excellent in 2010.

# *Personal, Social and Community Services*

Personal, Social and Community Services (PSCS) provides group and individual training both center-based and in community settings. The training is designed to involve the clients in their communities as much as possible through vocational training at selected sites, social inclusion through community activities and access to available resources.

There are five components of PSCS including Day Activities, Life Enrichment Group, Life Enrichment Training, Community Access and Activities Program, and Retirement. In Day Activities, individuals who need one-on-one personal attention receive assistance as they participate in both in-house and community activities. The Life Enrichment Group provides assistance for individuals who cannot work full days to participate part of each day in activities both in-house and in the community. Life Enrichment Training provides individualized vocational and life skills training both in-house and in the community. The Community Access and Activities Program was created to give those in Employment Services an opportunity to spend part of their week in

non-work activities. Retirement provides assistance for older individuals who no longer wish to work to participate in activities in-house and in the community.

Eighty-five percent of enrollees in Day Activities and Life Enrichment Group are also spending at least five hours a week in Employment Services. This far exceeds our goal of 25 percent.

The goal for integrated activities in the community was met as 90 percent of the individuals in this service did get out in the community at least once a week.

Ninety-six percent of individuals who have identified needs for assistive technology or reasonable accommodations in order to increase independence and decrease need for staff assistance have had those needs met. This includes communication devices, hearing aids, walkers and wheelchairs, and computers.

Satisfaction was very good for participants in the Personal, Social and Community Services program during 2010. One hundred percent of stakeholders were satisfied with PSCS services.

*Nancy and Melvin enjoyed a visit from the Manhattan Fire Department.*



## *Case Management*

Case Managers help people with developmental disabilities and their family/guardian to obtain needed services, supports and funding. Our case management services focus on the informed choices, desires, abilities and needs of each consumer and/or their family as outlined in a Person-Centered Support Plan. This individual plan provides the basis for establishing services so consumers attain their preferred lifestyle and maximum level of independence. The case management process is thoughtful, extremely thorough and addresses the total person. Regardless of functioning

level, we strive for each person to achieve his or her maximum measure of independence and, in turn, a maximum measure of happiness and personal satisfaction. Case management binds together the many individual links involved in the appropriate delivery of services.

Over 87 percent of people served in 2010 received funding through Home Community Based Services (HCBS) Waiver. Nine percent of individuals served were funded through state grants. The remaining percent of individuals served were funded through other sources.

## *Staff Training*

Big Lakes conducted **367 training sessions** during 2010. Training in CPR, First Aid, Universal Precautions/Hepatitis B, and Mandt, along with New Employee Orientation and Introduction to Developmental Disabilities are mandatory for all direct care staff. Direct care staff receive annual training for CPR, Universal Precautions, and the Mandt System.

### **Number of Employees Receiving Training in 2010**

<b>CPR</b>	<b>254</b>
<b>First Aid</b>	<b>142</b>
<b>UP/Hep B</b>	<b>113</b>
<b>Mandt</b>	<b>71</b>
<b>Mandt Recertification</b>	<b>116</b>
<b>Mandt Advanced Level</b>	<b>38</b>



*Charles was just one of the participants in the "Walk a Mile in My Shoes" event in April. Participants across the state combined their efforts to walk a mile for each of the 4,372 individuals on the waiting list. Statewide we exceeded our goal with over 16,000 miles total. Big Lakes staff, clients and family members turned in over 3,100 miles.*



*Big Lakes received its eleventh consecutive Three-Year Accreditation from CARF in April. Three CARF surveyors spent three days reviewing the programs and services of Big Lakes during their on-site visit.*



*Ribbons were tied on the fence at the State Capitol in Topeka at the InterHab Day at the Capitol. One ribbon was tied for each person on the waiting list.*



*Construction of a greenhouse which will provide horticultural work opportunities for some of our clients was completed in the fall.*

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*Serving people with developmental disabilities in  
Riley, Geary, Clay and Pottawatomie counties since 1973.*

Shawn Funk, Editor

Big Lakes Developmental Center, Inc. is a 501(c)(3) non-profit corporation.  
This agency does not discriminate on the basis of race, color, national origin, sex,  
religion, age or disabilities in employment or in the provision of services.

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This publication can be made available on audio cassette.