

CALLAWAY COUNTY SPECIAL SERVICES

2025 ANNUAL REPORT

Investing Today. Building a Stronger Tomorrow.



THE COMMUNITY PROMISE

Callaway County Special Services

Empowering People. Enriching Lives.

In 1988, Callaway County voters made a commitment to people with intellectual and developmental disabilities and their families. Callaway County Special Services carries that commitment forward through responsible stewardship, direct services, community partnerships, and investments that address both today’s needs and tomorrow’s opportunities.

A MESSAGE FROM THE EXECUTIVE DIRECTOR

Investing Today. Building a Stronger Tomorrow.



Dear Community,

In 2025, Callaway County Special Services continued to turn local resources support, stronger partnerships, and more opportunities for people with intellectual and developmental disabilities.

Since 1988, CCSS has carried forward a commitment Callaway County voters made to people with intellectual and developmental disabilities and their families. As a locally governed public organization, we turn locally controlled funding into direct services, individualized support, community partnerships, and strategic investments.

Our mission is simple. We help people live fuller lives in the community they call home. That work shows up in the services we provide each day and in the investments we make across Callaway County. We support people through individualized services, community inclusion, employment access, transportation, recreation, and other resources families depend on.

Our 2025 service numbers show measurable community impact. CCSS direct services supported 25 individuals. Nearly 98,000 units of Day Habilitation services measure the daily supports provided through our direct programs. More than 1,300 community integration activities measure the times participants took part in activities, events, volunteer opportunities, and other experiences across Callaway County. Participants also gave back through 925 hours of volunteer service in the community.

These numbers show more than participation. They show daily support, community connection, and meaningful contribution.

CCSS also invested more than $663,000 in community supports and partnerships. These local dollars helped expand access to employment, transportation, recreation, accessibility, and other supports across Callaway County. When we invest locally, people have greater access to the supports they need close to home.

We also created a strategic plan to prepare for changing needs. The plan focuses on service growth, programming, facilities, workforce development, community education, and long-term support for individuals and families.

People make this work possible. Our employees, Board of Directors, partners, families, volunteers, and the citizens of Callaway County all play a part. Together, we are building a community where people with intellectual and developmental disabilities are included, supported, valued, and able to belong, contribute, and live fuller lives.

Thank you for your trust, your support, and your commitment to the people we have the privilege to serve.

Mike Lederle
Executive Director



DIRECT SERVICES

Outcomes That Matter

At the Life Enrichment Center, success is measured by more than the number of services delivered. We look at whether individuals are making progress, exercising choice, building relationships, participating in their community, and experiencing a better quality of life.

2025 SATISFACTION & OUTCOMES

94%	100%	100%	100%
Overall Satisfaction	Reported Improved Quality of Life	Have Opportunities to Make Choices Each Day	Satisfied with Goal Progress & Communication

94% ***would recommend CCSS services***
2025 LEC Satisfaction Survey - 68% Response Rate

25	97,944	1,384	925
Individuals Served	Day Services Units Delivered	Community Integration Activities	Volunteer Hours



THREE-YEAR CARF ACCREDITATION

Awarded in 2025

THROUGH JUNE 30, 2028

CARF recognized CCSS for its commitment to person-centered, community-based services that promote dignity, independence, and inclusion.

At the Life Enrichment Center, individuals participate in meaningful activities, community experiences, recreation, and volunteer opportunities that support personal growth, relationships, confidence, and greater independence.

CCSS received no recommendations for improvement in the Community Integration standard area, reflecting the strength and quality of these services.

> *"The staff truly care about the individuals and go above and beyond every day.*
> -Family Member



CCSS partnered with the City of Fulton to expand inclusive recreation opportunities in 2025. Captioned above is the ribbon cutting at Carver Park on June 16, 2026.

COMMUNITY IMPACT

Investing Beyond Our Walls

CCSS extends its mission beyond direct services by investing in community partners, individualized supports, and inclusive opportunities that help people with intellectual and developmental disabilities lives, work, participate, and belong throughout Callaway County.

> *"(My experience) has been positive — has helped me get access to needed services.*
>
> -Funded Services Recipient

2025 COMMUNITY REACH

$663,389 **Invested in Community Supports & Partnerships**

560
Individuals Supported Through Community Partnerships

48
Individuals Supported Through Funded Services

13,225
Transportation Trips for Individuals with I/DD



CCSS donates $50,000 for renovations in the new building to expand services to individuals in Callaway County in 2025.

2025 COMMUNITY SUPPORTS & PARTNERSHIPS INVESTMENTS

CONTRACTED COMMUNITY SERVICES

$234,000

Callaway County Extended Employment

Employment and vocational opportunities that support skill development, independence, and workforce participation.

$170,886

Serve, Inc.

Transportation and community access supporting employment, services, volunteerism, and greater independence.

$73,558

ReMade for a Purpose

Employment and skill-building opportunities that promote independence, inclusion, and meaningful community participation.

$36,000

Center for Human Services (NEW 2025)

Supports a dedicated resource position providing service coordination and connection to community resources.

FUNDED SERVICES & COMMUNITY INCLUSION

$61,945

Individual & Family Supports

Flexible funding that helps individuals and families access needed services, equipment, activities, and other supports.

$87,000

Community Inclusion Investments

Funding for projects and opportunities that expand accessibility, participation, recreation, and inclusion throughout Callaway County.

FINANCIAL STEWARDSHIP

Managing Resources with Purpose

CCSS is committed to the responsible and transparent management of all financial resources. Through careful planning, diversified revenue, disciplined spending, and long-term stewardship, we work to sustain services, strengthen partnerships, and prepare for future opportunities.

Accountability You Can Trust

Williams-Keepers LLC, Certified Public Accountants, conducted the independent audit of CCSS's financial statements for the year ended December 31, 2025. The auditors issued a clean opinion, concluding that the financial statements fairly presented the Agency's financial position. No material weaknesses in internal control were identified during the audit.

> *"(Funding) made it easier to get in and out of my house."*
>
> -Funded Services Recipient





2025 FINANCIAL HIGHLIGHTS

REVENUE & EARNINGS

$1.17M
Program Revenue
Medicaid revenue earned from services provided to eligible individuals.

$1.14M
Property Tax Revenue
Local tax levy revenue generated through Callaway County property taxes.

$171,789
Investment Earning
Income earned through the strategic investment of available funds.

FINANCIAL POSITION & BUDGET PERFORMANCE

$6.81M
Year-End Net Position
Year-end resources supporting ongoing operations and future needs.

+$336,682
Increase In Net Position
Growth in the Agency's net financial position during 2025.

$41,412
Below Final Expense Budget
Expenses remained below budget, reflecting disciplined financial management and oversight.

VISION FORWARD

Investing Today. Building a Stronger Tomorrow.

CCSS continues to plan for the future by strengthening services, expanding opportunities, investing in facilities, and preparing for the changing needs of individuals and families throughout Callaway County.

BUILDING CAPACITY: PLAN & PROGRESS 2025–2027

FACILITIES & SERVICE EXPANSION

Acquired 20,000 square feet of property at Commons Drive for future service expansion. Architectural planning is underway for expanded Day Hab services and future administrative space.

MEDICALLY FRAGILE SERVICES

Early space and renovation planning began, with initial concepts presented to the Board.

COMMUNITY EDUCATION & NAVIGATION

Launched Benefits Made Simple and expanded the family resource collection to 207 resources.

SELF-ADVOCACY

Hosted the first People First informational meeting May 4, 2026, with continued chapter-development work underway.

WORKFORCE & ORGANIZATIONAL CAPACITY

Continued planning for future HR, financial, DSP, nursing, and management positions tied to service expansion.

QUALITY

Earned three-year CARF accreditation in 2025 and continued external review, satisfaction measurement, and workforce-development initiatives.



Floor Plan – Services and Administration

Building today for the services, opportunities, and community of tomorrow.

LOOKING AHEAD: 2027–2030

The progress made is creating the foundation for the next stages of Vision 2025-2030. As facility planning and service expansion move forward, CCSS will continue increasing access, strengthening partnerships, developing its workforce, and exploring new opportunities to meet the changing needs of individuals and families.



Central Hub – Reception
A welcoming, inclusive space for individuals, families, and our community.



Program Space
Designed for connection, inclusion, and growth.

> *CCSS has been great with connecting with families and adjusting to the changing needs.*
> -Community Partner

BOARD OF DIRECTORS

Leadership for a Stronger Tomorrow

CCSS is guided by a nine-member Board of Directors whose governance, oversight, and commitment help ensure that resources are used responsibly and that services continue to respond to the needs of our community.

Kimberly Lorentz
Board Chair

Andrea Bedrosian
Vice Chairperson

Tyler Schubert
Treasurer

Emily Leuther
Secretary

Jacob Baumgartner
Member

John Stinson
Member

Sarah Cowans-Holt
Member

Brianna Summers
Member

Kevin Habjan
Member

With Gratitude

To our individuals, families, staff, Board members, community partners, volunteers, and the citizens of Callaway County—thank you for making this work possible.

Your support helps create a stronger, more inclusive community where people of all abilities can participate, contribute, and belong.

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