

TO AUDRAIN COUNTY RESIDENTS

Audrain Developmental Disability Services

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AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDs) ANNUAL REPORT

Creating a better life for Audrain County citizens

2018

ADDs continues to provide services and resources for Audrain County residents with developmental disabilities. We believe that individuals with developmental disabilities have the right to self-determination, lead a life with quality outcomes and to be given many opportunities for community inclusion. ADDs services are reviewed at least annually to make certain that they are designed to create appropriate options that address the individual needs of each person served while encouraging growth and social interaction in the Audrain County community and surrounding area.

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Individuals must have a developmental disability as defined by Missouri statutes and eligibility must be determined by the State of Missouri Department of Mental Health in order to receive services from Audrain Developmental Disability Services (ADDS). ADDS continues to have 5 Residential Programs with a continuum of supervision and assistance offered. In 2018, we served 17 in our two group homes - Harvey House and Breckenridge Heights. 13 individuals lived in our apartment living program - C.T. Loyd. We served 7 individuals in our community individualized supported living homes (ISLs) and 8 individuals were served in our Fieldcrest independent living program. We also provided support services in the Natural Home Program for 3 individuals during 2018.

2018 Goal -

- 1. Explore (2018 budget) planning another residential setting to address ISP comments for individuals wanting more independence or for respite purposes - This goal was achieved by the construction in the fall of 2018 of an apartment created for more independent living of an individual.**

During 2018, 24 of the individuals served by ADDS spent several hours most days at our Developmental Training Center's day program working to develop to their optimal physical, emotional, and independent functioning at home and in the community.

ADDS has a Registered Nurse who serves as the Community RN as she provides nursing supervision in the group homes, apartment living homes and ISLs.

2018 Goals -

- 1. Continue to focus on improving medication administration practices in an effort to reduce medication errors.**
- 2. Improve safety measures for individuals served - reducing falls.**
 - Each of these areas saw an increase in reports made for both medication errors and falls - efforts to reduce medication errors and falls continue to be ongoing. Medication administration policies have been revised to include more rigid standards for education.**

ADDS had 4 support coordinators in our targeted case management (TCM) program in 2018. Support coordinators offer advocacy, assessment, planning, communication, education, and resource management services to individuals and families who qualify for services with a developmental disability under the Department of Mental Health eligibility guidelines to approximately 120 Audrain County residents. Due to a state change based on federal mandates regarding conflict free case management they continued service coordination for 19 individuals served through Callaway County Medicaid Waiver programs as well. And, Callaway County Special Services support coordinators continued service coordination of the individuals served in ADDS programs with a Medicaid waiver

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due to the same federal mandates. In late 2018, one of the Support Coordinators was replaced by TCM Resource Specialist with a goal of outreach to the community – in particular, to the schools in the area.

2018 Goals –

1. Continue to monitor satisfaction of Support Coordination services as we coordinate services with Callaway County Special Services – **Satisfaction surveys completed in 2018 indicate a rate of 96% satisfaction with support coordination. This will continue to be monitored at least annually.**
2. Continue to improve response time to referrals for individuals as needed – **23 of 23 new referrals were contacted within 5 working days following eligibility determination. This will continue to be monitored due to the importance of this initial contact.**

2018 Highlights

ACCREDITATION

ADDS was re-accredited in April of 2016 by the Commission on Accreditation of Rehabilitation Facilities (CARF) which can provide assurance to the Audrain County community that we are committed to providing high quality services and continuous improvement to the individuals and families we serve. Services are provided with the oversight of the Department of Mental Health, Division of Developmental Disabilities. The re-accreditation by CARF is for 3 years, therefore ADDS has submitted its application for re-accreditation in early 2019.

STAFFING

All ADDS' staff members continue to meet or exceed the state standards for training and certification in CPR/First Aid as well as CPI (physical restraint training), HIPAA and confidentiality, universal precautions, abuse and neglect prevention and positive behavior support training. Direct care staff are also certified in Level 1 Medication Administration by our agency RN. Our targeted case managers have frequent trainings to improve their knowledge of resources and our direct care staff have regular trainings in food safety, defensive driving, fire safety, emergency drills, quality documentation, communication skills, HIPAA guidelines, ethics, cultural diversity issues as well as other regular trainings to make certain that direct care staff have the background necessary to provide the services needed to each individual served. During 2018, 70% of ADDS staff members also had at least 4 other trainings on a variety of topics including, documentation, respect,

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blood pressure management, cholesterol issues, transferring to/from wheelchairs, dementia, pain management, specific disease processes, etc. – many of these are directly related to the needs of an individual served. ADDS staff members continued receiving trainings regarding Home and Community Based Services Rules and an emphasis on at least an annual review of Client Rights.

2018 Goals –

1. Continue increased trainings for all ADDS staff members to improve their knowledge base, understanding, caregiving tools and professionalism.
2. Improve documentation consistency in all programs.
3. Continue to complete annual NCI staff stability survey and review outcomes for use in ADDS staffing development as ideas for staff retention are attempted.
 - Each of these goals were met and will be continued in 2019.

OVERALL LEVEL OF SATISFACTION WITH ADDS' SERVICES

- 95% of individuals/guardians will indicate that they are satisfied with ADDS' services.

Time of Measure – Annual

Those Measured – Individuals/guardians receiving any ADDS' services

Data Source – Satisfaction Survey

Some comments from Surveys regarding “What I Like Best about ADDS”

- **Staff is friendly and helpful.**
- **They provide a home not an institution**
- **To interact with other people.**
- **Going to different places on outings**
- **My friends**
- **Freedom to choose my daily activities**
- **I like everything**
- **Getting out into the community**
- **Harvey House is a homey, friendly environment**

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Evaluation

In 2018, approximately 183 surveys were mailed to individuals served by ADDS or their guardians. At least 120 of these were to individuals served by TCM services only. 39 surveys were returned from individuals served or guardians of individuals served in an ADDS program other than TCM – i.e. residential, day program, community services, natural home. 38 of the 39 surveys returned had a positive response to the question “Overall, are you satisfied with your ADDS services?” One other individual did not respond to the question and the other response was “sometimes” for a rate of 97%. ADDS is pleased with the positive responses to services as well as comments returned.

Recommendations

The return rate of surveys for individuals served in an ADDS program other than TCM was 61%. ADDS would like a higher return, however the current method of disseminating the surveys seems most accepted and this return rate seems to be acceptable.

2018 Goal -

- 1. Increase community integration opportunities for individuals served as well as volunteer opportunities as discussed in ISPs. – This goal was met as each residential program and the day program made efforts to consider new community activities and 5 of the 7 different residential/day programs were able to develop new volunteer sites and opportunities. This goal will be continued in 2019 as it remains important for the individuals ADDS serves and the community.**

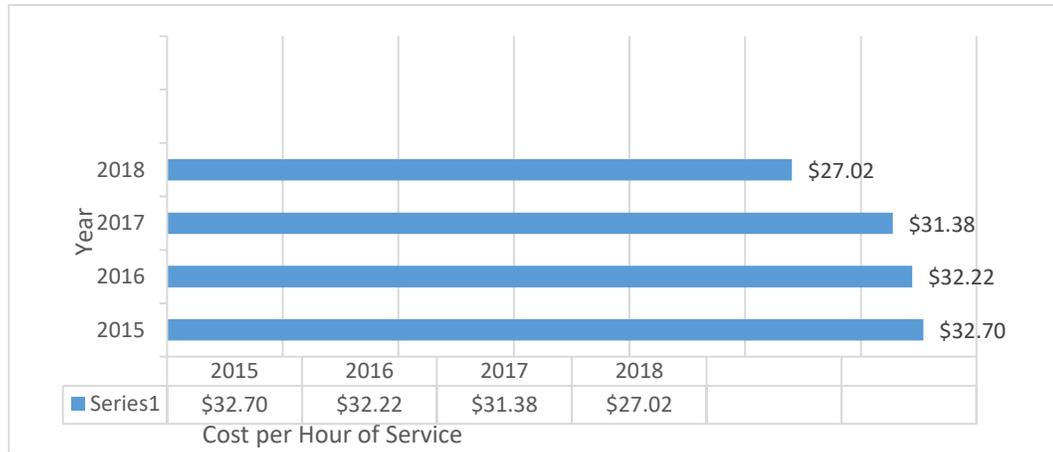
FINANCIAL UPDATE

The following table indicates the average cost per hour of all ADDS programs including TCM beginning in 2015 for comparisons of cost effectiveness and oversight. The slight decrease from 2015 to 2016 most likely reflects a change in the method of billing TCM services. The ensuing decrease from 2016 to 2017 is the result of a slight decrease in 2 of the residential programs and a more significant decrease in the Fieldcrest Community Services costs which is related to an increased number of individuals served in that program with a Medicaid Waiver and therefore more income to that program. The most recent cost per hour from 2017 to 2018 indicates a decrease and can be explained by looking closely at the individual program reports – it seems specifically related to the decrease in cost in

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the Community Services program that seems a result of close tracking of use of hours authorized as well as a slight reduction in 2 other programs which might be a result of more efficient staffing as well as less overtime. There continues to be demonstration of ADDS' continued efforts for efficiency and cost effectiveness.

AVERAGE COST PER HOUR OF SERVICE FOR EACH ADDS' PROGRAM (8) OVER THE LAST 4 YEARS



2018 Goals -

1. Monitor increases in cost per program and attempt to maintain costs at or below a 5% annual increase.
2. Obtain a new shuttle to be used for transporting individuals ADDS serves with MODOT assistance.
 - **Each of these goals were met in 2018.** It is important to monitor costs in each program and this goal will be maintained in 2019. ADDS applied to MODOT again in 2018 for a wheelchair accessible van and hopes to receive this award in 2019.

SOME OVERALL AGENCY ACCOMPLISHMENTS IN 2018 INCLUDED:

- More informative ADDS website maintained -audraindds.org
- ADDS email included on website and newsletters for increased communication opportunities
- Continuation of monthly Social/Advocacy Group meeting
- Continued efforts to work closely with community services, agencies and programs to provide integration and volunteer opportunities for individuals served.
- 6 newsletters completed – two for the community and stakeholders and 4 for ADDS staff
- Stakeholder survey initiated through Survey Monkey

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- Participation in Special Olympics
- Participation in local Polar Bear Plunge
- Support of 2 dances with assistance of Elks' membership
- Coordinated monthly activities sponsored by a local church and their members
- Obtained a new shuttle through a MODOT grant
- Completed NCI staff stability survey for use in planning for recruitment and retention of direct care staff
- Further developed reorganization of Case Management Services to meet guidelines for "conflict free case management" services and continued transition of individuals served in ADDS programs
- Began more intense staff retention efforts including children's book give away, ADDS t-shirt purchases for staff, ice cream truck visits, food truck visits
- Began effort with Community Parks and Recreation Department to develop an inclusive playground
- Began plans to participate in DMH Tiered Support Agency program

LOOKING AHEAD

In an effort to continue to meet our goal of "enhancing and enriching" the lives of the individuals we serve, we will continue additional trainings for all staff members to enhance their communication, documentation and caregiving skills. ADDS plans to continue efforts and strategies to increasing our volunteer opportunities for community interaction and activities as well as to give back to a community that gives our Agency and the individuals we serve so much. ADDS staff will be exploring further the possibilities of developing inclusive community employment opportunities. ADDS Management staff with assistance from the ADDS Activities Committee will continue to look at ideas for staff recruitment and retention with support from the DMH/HSO Tiered Supports Coordinator as the initial phases of becoming a Tiered Supports agency begin. Overall, ADDS wants to continue to provide the best services we can as we look at programming, opportunities, incident reports, goals and responsiveness.

