

**AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDS)
OUTCOME REPORT INCLUDING SEVERAL AGENCY GOALS FOR 2018**

OVERALL LEVEL OF SATISFACTION WITH ADDS SERVICES - 😊 - GREAT NEWS!!!!

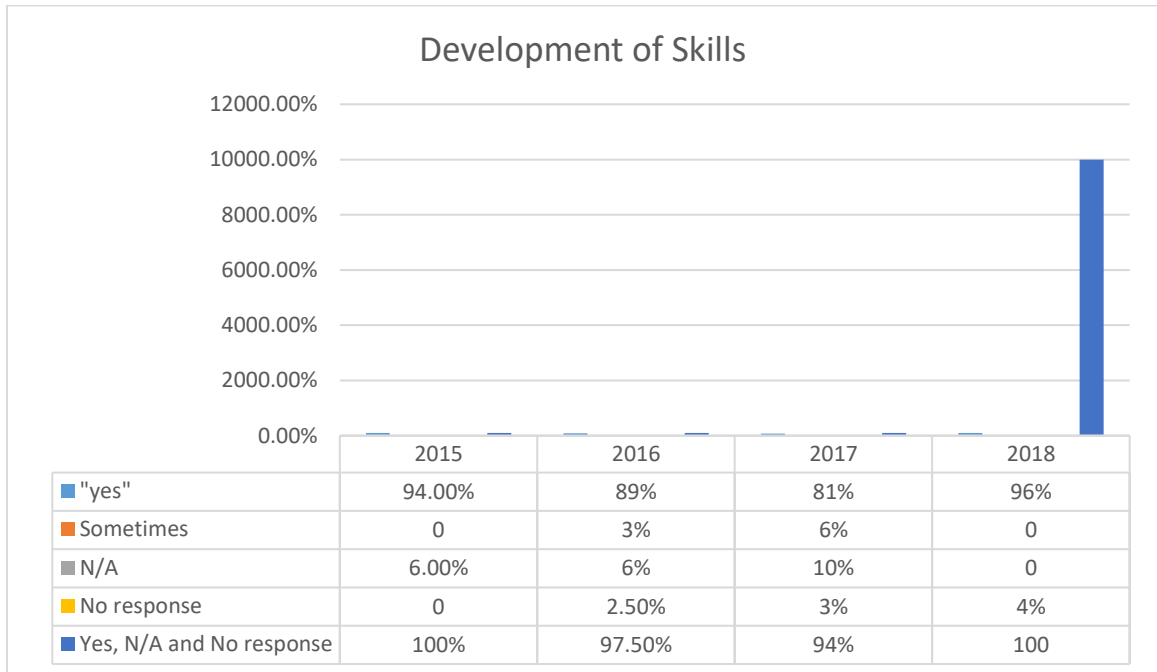
😊 In 2018, approximately 183 surveys were mailed or given to individuals served or their guardians. These surveys were mailed to anyone receiving ADDS services – residential, natural home, day program and/or support coordination services. 83 surveys were returned and 71 responded with “yes” responses, 3 “sometimes” responses and 9 without a response to the question regarding satisfaction. negative responses and 3 “sometimes” response. This was a rate of 86% positive response and, if including the 9 without a response provided as positive, the rate is 96% and 4% “sometimes”. This compares to a positive rate in 2017 of 93% and 2016 with 94%. With the changes in support coordination services due to the recent mandate for “conflict free case management” as well as some changes in staffing at the end of 2018, we appreciate everyone’s patience and understanding.



**96% of Individuals Receiving ADDS Services report that they feel ADDS assists them in developing needed skills for community participation! 🤗
REALLY GREAT NEWS!!!**

This percentage was 94% in 2015, 89% in 2016 and 81% in 2017, so this is really great news!! Efforts in this area will continue as want this to continue to be a high achievement in ADDS programs!

This is a very important role of ADDS! Staff will continue to work hard toward continuation of a positive response to this Agency goal!



ADDS Continues to Work Toward Improving Care and Services - 🟡 STILL WORKING HARD and WILL WORK HARDER!!!

All ADDS staff receive Annual trainings in Crisis Prevention, Positive Behavior Supports, Missouri Quality Outcomes, Abuse and Neglect, HIPAA, Employee Ethics, Cultural Diversity, Defensive Driving, Food Safety, Fire Safety as well as training in CPR and First Aid and certification as a medication aide every 2 years and any other updates that are required. In 2017 ADDS staff also began receiving more intensive training regarding client rights as well as Home and Community Based Services Rules and guidelines and this continues. In 2018, ADDS began the process of becoming a Tiered Supports Agency through Missouri Department of Mental Health and this will encourage additional trainings in the area of teamwork and behavioral support for all staff members.

Program Coordinators continue to have their staff receive additional trainings on a quarterly basis that will improve the employee's knowledge base and ability to provide improved care and support. In 2018, 70% of ADDS were able to accomplish this while in 2017, 84% of ADDS employees received at least 4 additional trainings, and in 2016 only 62% of ADDS employees received at least 4 additional trainings. With the planned implementation of Tiered Supports in 2019, there will be increased opportunities for trainings in 2019.