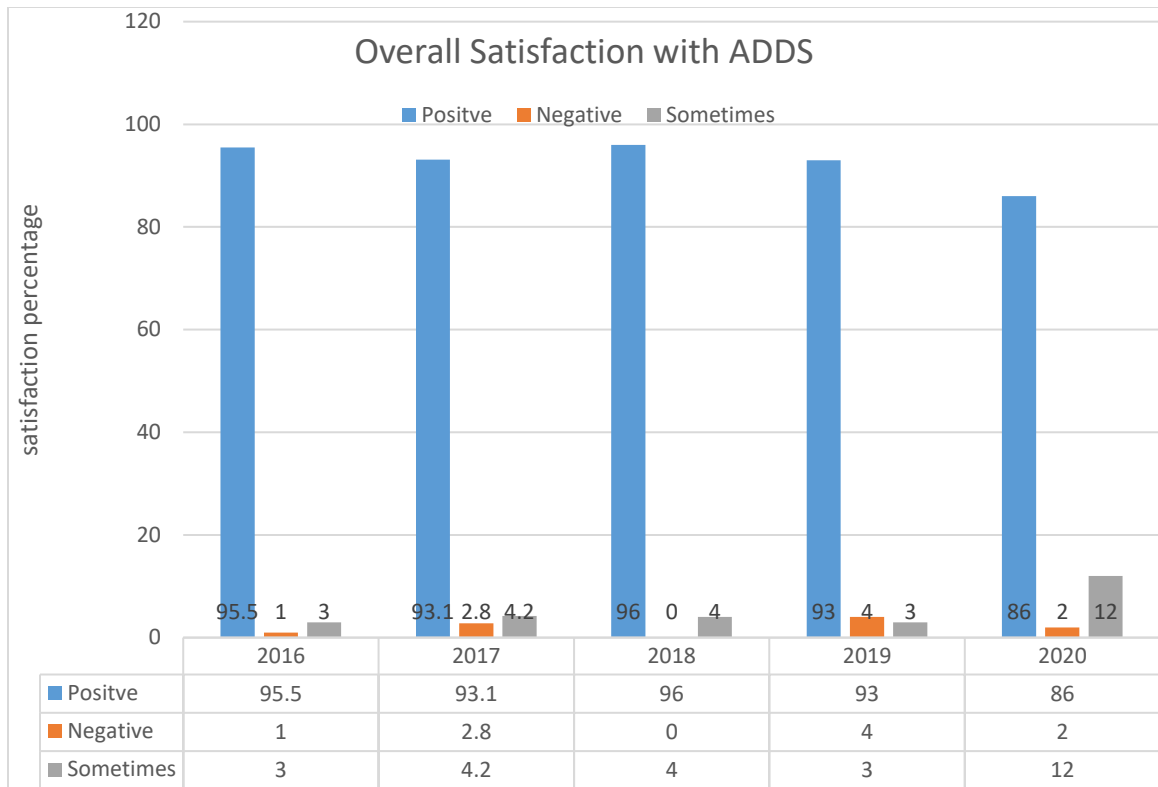


AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDS)
OUTCOME REPORT INCLUDING SEVERAL AGENCY GOALS FOR 2020

ADDS is proud to report that satisfaction in all areas continued to be high in spite of all the restrictions that Covid-19 placed upon staffing, individuals served as well as activities!

OVERALL LEVEL OF SATISFACTION WITH ADDS SERVICES - GOOD NEWS
BUT CAN BE A BIT BETTER!!!! 😊

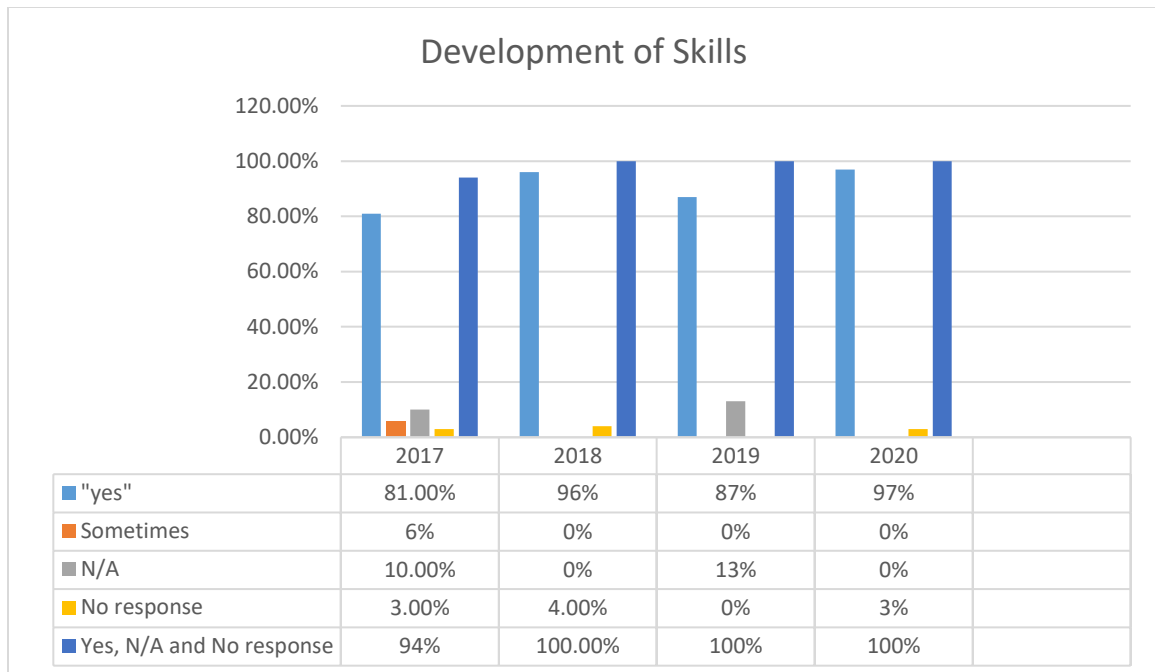
In 2020, 168 surveys were mailed or given to individuals served by ADDS or their guardians. These surveys were mailed to anyone receiving ADDS services – residential, natural home, day program and/or support coordination services. There was a total of 84 satisfaction sections with responses and out of those 84 responses there were 64 “yes” responses, 2 “no” responses, 10 “sometimes” responses, 3 “NA” response and 5 without a response to the question regarding satisfaction. This was a rate of 76% positive response and, if including the 8 without a response or an “NA” as positive, the rate is 86%. This compares to a positive rate in 2019 of 93%, 2018 of 96%, 2017 of 93% and 2016 with 94%. It is noted that the negative response rate had increased slightly in 2019 but decreased in 2020 and ADDS will continue to work towards improvement in all program areas. This is depicted in the following graph.



**97% of Individuals Receiving ADDS Services report that they feel ADDS assists them in developing needed skills for community participation! 😊
GOOD NEWS!!!**

This percentage was 87% in 2019, 96% in 2018, and 81% in 2017 so this continues to be really great news!! And, if you look carefully at 2020 results you will see again that respondents were either positive or indicated that this goal isn't applicable to them or their loved one. It should be noted that due to Covid-19 restrictions there were fewer opportunities for participating in community activities, but individuals clearly indicated that when they were out in the community they felt they had developed skills to participate in the activity. Efforts in this area will continue as ADDS sees the need for 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 Tools as well as certification as a medication aide every 2 years and any other updates that are required. In 2019, ADDS became a Tiered Supports Agency through Missouri Department of Mental Health and this has encouraged additional trainings in the area of teamwork and behavioral support for all staff members as well as work on recruitment and retention of ADDS staff members.

Program Coordinators continue to have their staff receive additional trainings that will improve the employee’s knowledge base and ability to provide improved care and support as well as individualized trainings for specific individuals served. In 2020, 97% of ADDS employees were able to accomplish 6 additional trainings while in 2019, 81% were able to accomplish 6 additional trainings, and in 2018, 70%; 2017, 84% and in 2016 only 62% of ADDS employees received at least 4 additional trainings. As an Agency goal the number of additional trainings has continued at 6 in 2021.

