

# TO AUDRAIN COUNTY RESIDENTS

## **Audrain Developmental Disability Services**

Tel 573-581-8210, website – [www.audraindds.org](http://www.audraindds.org)

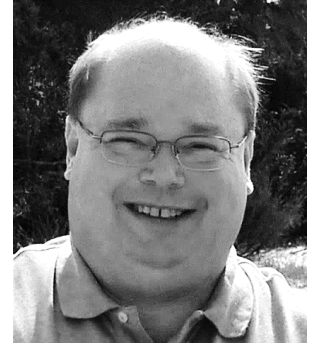
Fax 573-581-5204, email – [info@audraindds.com](mailto:info@audraindds.com)

222 E. Jackson St., Mexico, MO 65265



## **AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDs)**

**Tim Crews, Executive Director**



*Creating a better life for Audrain County citizens*

# ANNUAL REPORT

# 2021

As we enter the endemic stage of Covid-19, 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 and special plans were implemented in 2021 to make sure this happened as much as possible. ADDS services are reviewed at least annually to make certain that they are creating appropriate options that address the individual needs of each person served while encouraging growth and safe social interaction.

# TO AUDRAIN COUNTY RESIDENTS

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 2021, we served 15 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 4 individuals during 2021.

## 2021 Goal -

- 1. Continue to be a Tiered Support Agency with Department of Mental Health - This goal was achieved in 2021 as a Team of staff met monthly with a representative(s) from the Hannibal Satellite Office to review and enhance staff tools in order to better work as a positive team with co-workers and individuals served by ADDS. Due to the pandemic, these monthly meetings were held via web ex. Tools to create a positive team with co-workers and individuals served by ADDS were utilized with great frequency as we worked to maintain adequate staffing and supported our individuals served within the continued constraints of Covid-19 restrictions. At least 2 of our Team will become Tools of Choice Trainers in the next year. This goal will be continued in 2022.**

During 2021, 19 of the individuals served by ADDS spent several hours many days at our Developmental Training Center's day program working to further develop toward their optimal physical, emotional, and independent functioning at home and in the community. Due to Covid 19 restrictions this day program was again closed for several weeks throughout 2021 for attendance by those individuals in their natural homes.

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 and 2021 proved to again, be a very busy year as decisions and modifications continued to be necessary in the usual nursing routine in order to serve the needs of individuals and respond to Covid - 19 issues and concerns created by Covid - 19 positive circumstances.

## 2021- 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.**
  - It is noted that the number of reported med errors increased from 22 to 26 in 2021. The increase was at one of the group homes where residents are more medically fragile with often more complicated medications and dosages. Med errors in other homes has continued to be more consistent.**
  - There was a significant decrease in reports made for falls in 2021. This might, again, be due to the impact of Covid-19 which led to fewer activities, diversions and possibly to fewer opportunities for falls especially. There also could be an impact from the need for wheelchairs and walkers for individuals who have had frequent falls.**
  - Efforts to reduce medication errors and falls continue to be ongoing as the ultimate goal is no med errors and no falls.**

# TO AUDRAIN COUNTY RESIDENTS

Support coordinators continued to 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 131 Audrain County residents which is an increase of about 10 from 2020. ADDS has continued to contract with the Center for Human Services to serve individuals served by our Agency in any of the programs other than support coordination.

## 2021 Goals –

- 1. Continue to monitor satisfaction of Support Coordination services in ADDS programs as we coordinate services with Center for Human Services– Satisfaction surveys completed in 2021 indicate a satisfaction rate of 96% which is down from 2020’s rate of 97% which is down from the 100% satisfaction seen in 2019. More surveys were returned however with 51 out of 53 survey responses being “yes” and 1 with the response of “sometimes” and only 1 survey actually indicating “no” to the satisfaction statement. This will continue to be monitored at least annually.**
- 2. Continue to improve response time of ADDS Support Coordinators to referrals for individuals as needed – There were 30 new referrals in 2021 Compared to 11 in 2020 compared to 26 new referrals in 2019. 26 were contacted within 5 working days following eligibility determination and this goal was met at 87% which is down from 100% in 2020. The Supervisor of the Support Coordinators will be monitoring this goal as it is important to achieve timely contact. This will continue to be monitored in 2022 due to the importance of this initial contact.**

## 2021 Highlights

### ACCREDITATION

ADDS was re-accredited in April of 2019 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 will be seeking re-accreditation in early 2022.

### 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 (crisis prevention intervention), HIPAA and confidentiality, universal precautions, abuse and neglect prevention and positive

# TO AUDRAIN COUNTY RESIDENTS

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, behavior management 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. Some of the consumer specific trainings in 2021 included more intensive cleaning protocols due to Covid-19 precautions, increased training in handwashing of employees as well as consumers, choking risks, Cpap usage, emergency care, wound care, etc. During 2021, 96% of ADDS staff members (or 71 out of 74 staff members) had at least 6 other trainings on a variety of topics compared to 97% in 2020. 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, Title VI guidelines, Cultural Diversity and ADDS' Code of Ethics and reference to the ADDS Policy and Procedure Manual.

## 2021 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 2022, along with a goal to increase the number of staff with Tools of Choice training if possible.

## **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”**

- My son is regarded as a person not a “thing”. He loves his “moms”.
- The quality of care, safety, outings, medical care.
- Outings and snack shopping; going to movies.
- Care and oversight.
- They help me stay socialized and part of the community.
- Friendly staffing.
- Having choices of community with peers.

# TO AUDRAIN COUNTY RESIDENTS

## Evaluation

In 2021, 217 surveys were mailed or given to individuals served by ADDS or their guardians. Approximately 131 of these were to individuals served by TCM services only. 53 surveys were received from the subset of individuals served in an ADDS program other than TCM and the day program surveys– i.e. residential, community services, natural home. While 27 additional responses were from individuals served only by ADDS TCM for a total of 80 surveys returned. However, it should be noted that over all there was opportunity for many more responses regarding satisfaction with ADDS services as, in some cases, a survey was given to an individual’s guardian as well as the individual themselves. 77 surveys returned had a positive or no response to the question “Overall, are you satisfied with your ADDS services?” for a rate of 96% which was higher than the 86% in 2020, 93% in 2019 and 96% in 2018. ADDS has areas for improvement but technically did meet their goal of 95% satisfaction and responses provided in the satisfaction survey seemed very positive.

## Recommendations

The number of surveys returned in 2021 was higher than the 70 in 2019 to 78 in 2020, even though the percentage of the return rate was considerably less (48% in 2021 and 65% in 2020) – but more surveys were distributed. Efforts and contacts with individuals served and their guardians to encourage survey responses will continue. ADDS has followed up regarding concerns mentioned in the surveys returned and will continue to work toward both a higher response rate and a higher rate of positive responses.

### 2020 Goal –

1. **Increase community integration opportunities for individuals served as well as volunteer opportunities as discussed in ISPs. – This goal was not met in 2021 nor 2020 due to Covid-19 restrictions and the circumstance of many volunteer opportunities being closed for most of 2020 and part of 2021. This goal will be continued in 2022 as it remains important for the individuals ADDS serves and the community.**

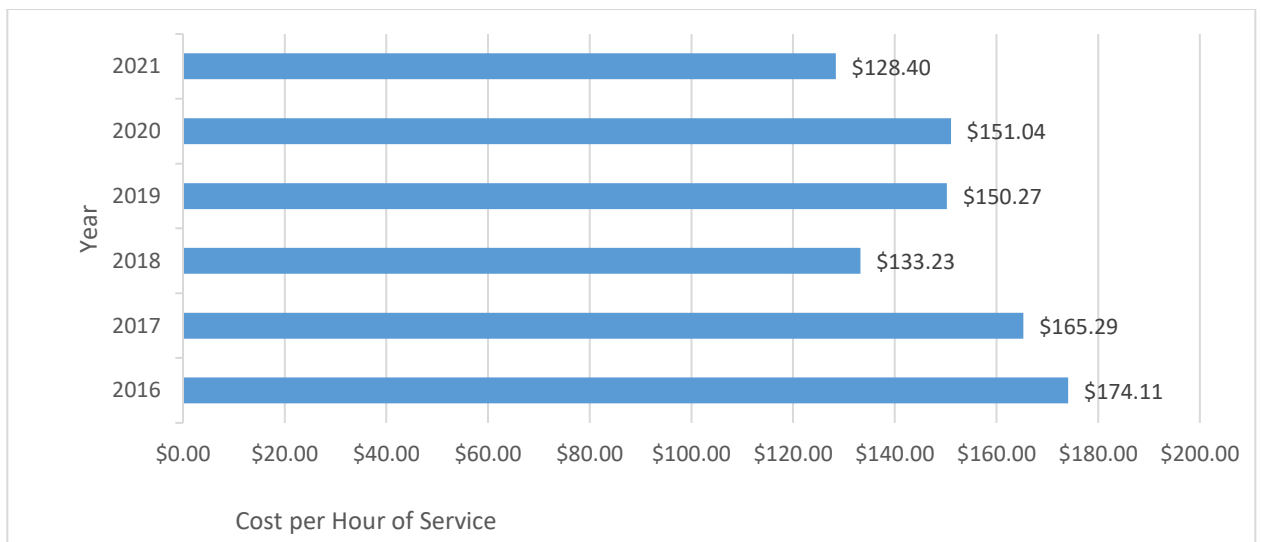
# TO AUDRAIN COUNTY RESIDENTS

## **FINANCIAL UPDATE**

The following table indicates the average cost per hour of all ADDS programs excluding TCM beginning in 2016 for comparisons of cost effectiveness and oversight. The most recent cost per hour from 2020 to 2021 indicates a significant decrease and can be explained by looking closely at the individual program reports in the ADDS complete Outcomes Report for 2021 and it seems specifically related to a decrease in costs at the Developmental Training Center (where billable hours were extended) as well as within the Community Services Program (where more billable hours of services were provided). Overall, there is continued demonstration of ADDS' continued efforts for efficiency while increasing services.

### **OVERALL COST PER HOUR OF SERVICE FOR ALL**

#### **ADDS' PROGRAMS EXCEPT FOR TCM BEGINNING 2016**



# TO AUDRAIN COUNTY RESIDENTS

## **SOME OVERALL AGENCY ACCOMPLISHMENTS IN 2021 INCLUDED:**

- Persevered through continued Covid-19 pandemic restrictions and complications
- Informative ADDS website maintained -audraindds.org
- Updated Facebook page information ongoing with more visibility for ADDS
- Continuation of monthly Social/Advocacy Group meeting on a monthly basis when able to meet per Covid-19 restrictions
- Continued to work closely with community services to provide integration opportunities for individuals served – however most of these activities were cancelled due to Covid-19 restrictions
- 6 newsletters completed – two for the community and stakeholders and 4 for ADDS staff
- Support of 2 dances would have been provided but dances had to be cancelled due to Covid-19 restrictions
- Completed NCI staff stability survey for use for planning for recruitment and retention of direct care staff
- Development of more new volunteer opportunities in the community for individuals served by ADDS and staff was put on hold due to Covid-19 restrictions
- Reorganization of Agency Management staff to provide more seamless staffing for group residential homes and ISL's continued
- Developed a new position of Assistant Director of Quality Assurance
- Developed a stakeholder survey and included a link on the Agency website for the 4th year – minimal response at this time but efforts continue
- Applied for a MoDOT grant for a new shuttle
- Reviewed results of an ADDS staff survey to provide information and appropriate responses
- Updating of residential facilities to include paint, flooring, siding roofing as well as asphaltting of parking lots
- Continued as a Tiered Supports Agency with Department of Mental Health with more defined plans for staff/consumer observations
- Converted to an online based network to ensure security and better online communication
- Training began for 2 ADDS staff to become official Tools of Choice trainers for ADDS
- Participated in local Christmas parade along with a brief reception after the parade at the Chamber of Commerce
- Consumer artwork on display at the Chamber of Commerce for a month
- Began efforts to consider an electronic method of documentation

# TO AUDRAIN COUNTY RESIDENTS

## **LOOKING AHEAD**

In an effort to continue to meet our goal of “enhancing and enriching” the lives of the individuals we serve, we plan to

- Continue additional trainings for all staff members to enhance their communication, documentation and caregiving skills.
- Reorganize efforts and strategies for 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 as Covid-19 restrictions are lifted.
- Continue to look at ideas for staff recruitment and retention with support from the DMH/HSO Tiered Supports Coordinators.
- Complete training and begin use of electronic documentation to improve documentation consistency and accuracy in all programs.
- to increase the presence of ADDS in the community – increasing involvement in the community, and examining ways to integrate more into the community/county as Covid-19 restrictions are lifted.
- Complete a successful survey with CARF surveyors in early 2022

Overall, ADDS wants to continue to provide the best services we can as we look at programming, opportunities, incident reports, goals and responsiveness.

## **THANKS TO ALL OF OUR COMMUNITY SUPPORTERS!**

Many individuals, businesses, churches and other agencies generally have daily, weekly and monthly contact with our agency, staff and the individuals we serve. Even though the Covid-19 restrictions during 2021 made these contacts less frequent, ADDS hopes to be able to re-connect with them all in 2022 if possible. It is always wonderful to see the Mexico community and Audrain County continue to embrace the mission of our agency – “Creating a Better Life for Audrain County Citizens” by welcoming our staff and the individuals we serve into your “homes” and work together to accomplish our goals.



# TO AUDRAIN COUNTY RESIDENTS

## **2021 ADDS BOARD OF DIRECTORS**

Tracy Wilburn, Chair	Andrew Baker, Vice-Chair
Frank Marth, Treasurer	JoAnn Thomas, Secretary
Kelly Smith	Sara Robertson
Kevin Wilkerson	Amy Webber
	Holly Hoover

## **ADDS AGENCY COMMITTEES**

Case Records Review/Safety Committee  
Quality Assurance Team  
Activities Committee  
A- Team/Tiered Supports

## **ADDS ADMINISTRATIVE AND SUPPORT COORDINATION STAFF – EFFECTIVE 12/31/21**

Tim Crews, Executive Director  
Janet McCollum, Business Manager  
Melissa Brumagin, Human Resources Manager  
April Campbell, Administrative Assistant  
Brett Workes, Technology  
Valarie Haller, Director of Health Services  
Bev Borgeson, Director of Programs, QA and Natural Home Program  
Lisa Harrison, Coordinator of Group Residential Services and Community Services  
Colleen Davis, Coordinator of ISL Services  
Barry Dalton, Director of Developmental Training Center  
Kara Clovis, Assistant Director of Quality Assurance  
Kristy Dennison, Harvey House Home Manager  
Meredith Kuda, Breckenridge Heights Home Manager  
Sierra Malone, C.T. Loyd Apartments Home Manager  
John Wilhoit, Maintenance Director  
Jeffrey Scarborough, Maintenance Assistant  
Mark McDowell, Targeted Case Management (TCM) Supervisor  
Tim Hopkins, TCM  
Sherry Chedwick, TCM