**Tim Crews, Executive Director**

 

**Audrain Developmental Disability Services**

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AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDS)

Creating a better life for Audrain County citizens

ANNUAL REPORT

 2019

 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 2019, 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 4 individuals during 2019.

**2019 Goal –**

1. **Explore the option of becoming a Tiered Support Agency with Department of Mental Health – This goal was achieved in 2019 and will continue into 2020 as a Team of staff was organized to meet monthly with a representative of the Hannibal Regional 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. This is an ongoing effort.**

During 2019, 22 of the individuals served by ADDS spent several hours most 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.

 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.

**2019 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 revised in 2018 to include more rigid standards for education and response to medication errors continues.**

ADDS had 3 support coordinators and one TCM Resource Specialist who also provides case management (TCM) services in our targeted case management (TCM) program in 2019. 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. In early 2019, Callaway County Special Services who had been providing support coordination to ADDS program participants closed the TCM component of their services and subsequently, the Support Coordination services for ADDS’ participants is now provided by Center for Human Services with a satellite office in Fulton, Missouri. Once again, due to federal mandates, ADDS cannot provide case management services to ADDS program participants and we must contract with an outside agency for that service.

**2019 Goals –**

1. **Continue to monitor satisfaction of Support Coordination services as we coordinate services with Callaway County Special Services (and now Center for Human Service)**  – **Satisfaction surveys completed in 2019 indicate a rate of 100% satisfaction with support coordination with 26 out of 29 survey responses being “yes” and 3 with no response to the satisfaction statement. This will continue to be monitored** **at least annually.**
2. **Continue to improve response time to referrals for individuals as needed – 24 of 26 new referrals were contacted within 5 working days following eligibility determination. The delay was due to assignment of referrals after 5 working days. This will continue to be monitored due to the importance of this initial contact.**

**2019 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 has accreditation until early 2022 when re-accreditation will be sought once again.

## **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, 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 2019 included vagus nerve stimulation, hair care, impact of psych meds, as well as seizure protocols. During 2019, 81% of ADDS staff members also had at least 4 other trainings on a variety of topics. 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 and ADDS’ Code of Ethics.

2019 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 2020.

**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”**

* Flexibility and outings - also like being out in the community
* Outings
* Everything
* I like everything about this program
* Chores
* I like the food best
* Company
* Helpful staff and friendly staff

Evaluation

In 2019, approximately 170 surveys were mailed to individuals served by ADDS or their guardians. Approximately 120 of these were to individuals served by TCM services only. 23 out of 48 surveys mailed out to the subset of individuals served in an ADDS program other than TCM and the day program surveys were returned – i.e. residential, community services, natural home. 22 of the 23 surveys returned had a positive response to the question “Overall, are you satisfied with your ADDS services?” for a rate of 96% compared to 2018 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 and the day program was again much lower than ADDS would like (48% in 2019 and 61% in 2018). Efforts will be made in 2020 to closely follow responses and the rate. ADDS would like a higher return, however the current method of disseminating the surveys seems most accepted by individuals served and their guardians and this return rate seems to be acceptable in reviewing average survey response rates outside of this Agency.

**2019 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 2020 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 excluding TCM beginning in 2015 for comparisons of cost effectiveness and oversight. The most recent cost per hour from 2018 to 2019 indicates an increase and can be explained by looking closely at the individual program reports in the ADDS complete Outcomes Report for 2019 and it seems specifically related to the increased staffing costs related, in part. to a change in management structure of the ISL program and the loss of 2 residents in one of the group homes thus reducing income but staffing was maintained due to physical needs of residents. Overall, there is continued demonstration of ADDS’ continued efforts for efficiency and cost effectiveness.

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

**ADDS’ PROGRAMS EXCEPT FOR TCM BEGINNING 2015**

**SOME OVERALL AGENCY ACCOMPLISHMENTS IN 2019 INCLUDED:**

* Informative ADDS website maintained -audraindds.org
* More up to date Facebook page information available
* Continuation of monthly Social/Advocacy Group meeting on a monthly basis and information put in Community Newsletter to invite others in the community
* Continued to work closely with community services to provide integration opportunities for individuals served – developed new volunteer opportunities in the community for individuals served by ADDS
* 6 newsletters completed – two for the community and stakeholders and 4 for ADDS staff
* Participation in Special Olympics
* Support of 2 dances with assistance of Elks’ membership
* Obtained a new wheelchair accessible van through MODOT
* Completed NCI staff stability survey for use for planning for recruitment and retention of direct care staff
* Reorganization of Agency Management staff to provide more
* seamless staffing for group residential homes and ISL’s continued in development
* Development of a TCM resource specialist position to provide increased connections/services with local schools and families
* Developed a new residential facility for an individual served desiring more independence
* Updating of residential facilities to include paint, flooring, siding, roofing as needed
* Continued work with Mexico Community Parks Department to develop an inclusive playground at Plunkett Park
* Became a Tiered Supports Agency with Department of Mental Health
* Received 3 year accreditation with CARF
* Began extensive retention program for DSP’s

**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 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. Based on feedback from the ADDS Stakeholder Survey completed in 2019, plans are to increase the presence of ADDS in the community – perhaps by an Art Show, increasing involvement in the community, and examining ways to integrate more into the community/county. Overall, ADDS wants to continue to provide the best services we can as we look at programming, opportunities, incident reports, goals and responsiveness.

**2019 ADDS BOARD OF DIRECTORS**

Tracy Wilburn, Chair Andrew Baker, Vice-Chair

 Frank Marth, Treasurer JoAnn Thomas, Secretary

Kelly Smith Sara Robertson

Kevin Wilkerson Any Webber Holly Hoover

**ADDS AGENCY COMMITTEES**

Case Records Review/Safety Committee

Quality Assurance Team

Activities Committee

**ADDS ADMINISTRATIVE AND SUPPORT COORDINATION STAFF – EFFECTIVE 12/31/19**

Tim Crews, Executive Director

Janet McDowell, Business Manager Vicki Woolridge, Adm. Assistant

 Susie McGee, Director of Health Services

Bev Borgeson, Director of Programs, QA, Fieldcrest and Natural Home Program

Lisa Harrison, Coordinator of Group Residential Services – including Breckenridge Heights and C.T. Loyd

 Colleen Davis, Coordinator of ISL Services

 Kara Clovis, Harvey House Home Manager

 Belinda Silvey, Breckenridge Heights Home Manager

 Penelope Cearley, C.T. Loyd Apartments Home Manager

 Angie Littrell, Developmental Training Center Program Coordinator

 John Wilhoit, Maintenance/Construction

 Mark McDowell, Targeted Case Management (TCM) Supervisor

 Brett Workes, Office Assistant TCM

 Toni Cole, TCM Tim Hopkins, TCM Sherry Chedwick, TCM Resource Specialist

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

 Many individuals, businesses, churches and other agencies have daily, weekly and monthly contact with our agency, staff and the individuals we serve. It is 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”. ADDS is in debt to the individuals we serve, their families and guardians and all the stakeholders in Audrain County as we work together to accomplish our goals.