

TO AUDRAIN COUNTY RESIDENTS

Audrain Developmental Disability Services

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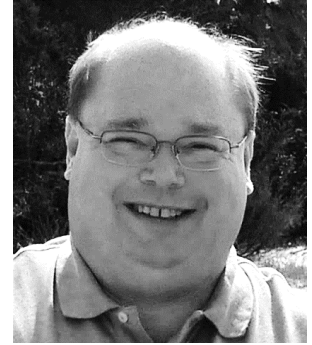
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AUDRAIN DEVELOPMENTAL DISABILITY SERVICES (ADDs)

Tim Crews, Executive Director



Creating a better life for Audrain County citizens

ANNUAL REPORT

2020

In the midst of a pandemic, ADDS continued 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 2020 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.

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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 2020, we served 16 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 2020.

2020 Goal -

- 1. Continue to be a Tiered Support Agency with Department of Mental Health - This goal was achieved in 2019 and continued into 2020 as a Team of staff was organized to meet monthly with a representative of 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 less frequently and 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 constraints of Covid-19 restrictions. This goal will be continued in 2021.**

During 2020, 19 of the individuals served by ADDS spent several hours some days at our Developmental Training Center's day program working to further develop towards their optimal physical, emotional, and independent functioning at home and in the community. Due to Covid 19 restrictions this day program was closed for several weeks/months 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 2020 proved to be a very busy year as decisions and modifications had to be made 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.

2020- 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 a decrease in reports made for both medication errors and falls - This might be due to the impact of Covid-19 which led to fewer activities, diversions and possibly to fewer opportunities for falls especially. - efforts to reduce medication errors and falls continue to be ongoing as the ultimate goal is no med errors and no falls. We also feel that some of the more rigid standards for education and response to medication errors initiated in 2018 has also impacted on the reduction in med errors.**

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ADDS had 2 support coordinators and one TCM supervisory support coordinator who provided case management (TCM) services in our targeted case management (TCM) program in 2020. Due to Covid 19 restrictions, support coordinators did not make face to face visits for much of the year but they continued working in their roles and made phone calls, zoom calls and had email communication. 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 134 Audrain County residents. It should be noted again, that 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. ADDS has continued to contract with the Center for Human Services to serve individuals served by our Agency in any of the programs others than support coordination.

2020 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 2020 indicate a rate of 97% which is down from the 100% satisfaction seen in 2019. More surveys were returned however with 37 out of 38 survey responses being “yes” and 1 with the response of “sometimes” 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 - Due to Covid-19 restrictions there were only 10 new referrals in 2020 compared to 26 new referrals in 2019. All 10 were contacted within 5 working days following eligibility determination and this goal was met at 100%. This will continue to be monitored in 2021 due to the importance of this initial contact - even more so after the restrictions and limitations placed by Covid-19 upon referrals in 2020.**

2020 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.

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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 2020 included more intensive cleaning protocols due to Covid-19 precautions, increased training in handwashing of employees as well as consumers, CPAP care, and wound care. During 2020, 97% of ADDS staff members also had at least 6 other trainings on a variety of topics compared to 81% in 2019. 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 and ADDS' Code of Ethics.

2020 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 2021.

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

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

- I like it here and they take good care of me.
- The staff is friendly and helpful.
- Feeling like I am an important and valuable person.
- Because they take good care of me.
- They are understanding and very helpful in any area.
- Getting to go to drive through to get food to take back to eat, playing games.
- Care and personal cleanliness!
- Everyone seems to really care and really doing a good job!

Evaluation

In 2020, 168 surveys were mailed or given to individuals served by ADDS or their guardians. Approximately 120 of these were to individuals served by TCM services only. 41 surveys were received from 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. While 37 additional responses were from individuals served only by ADDS TCM for a total of 78 surveys returned. However, it should be noted that overall there was opportunity for 84 responses regarding satisfaction with ADDS services. 72 surveys returned had a positive or no response to the question “Overall, are you satisfied with your ADDS services?” for a rate of 86% which is lower than the 93% in 2019 and 96% in 2018. It should be noted that there were only 2 completely negative responses for a rate of negative responses of only 2.3% in 2020 which is less than the last 3 years. ADDS has areas for improvement and did not meet their goal which is reflected in responses provided in the satisfaction survey.

Recommendations

The return rate in 2020 was slightly higher from 70 in 2019 to 78 in 2020. 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

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and a higher rate of positive responses. ADDS is pleased to see the number of negative responses decreased.

2020 Goal –

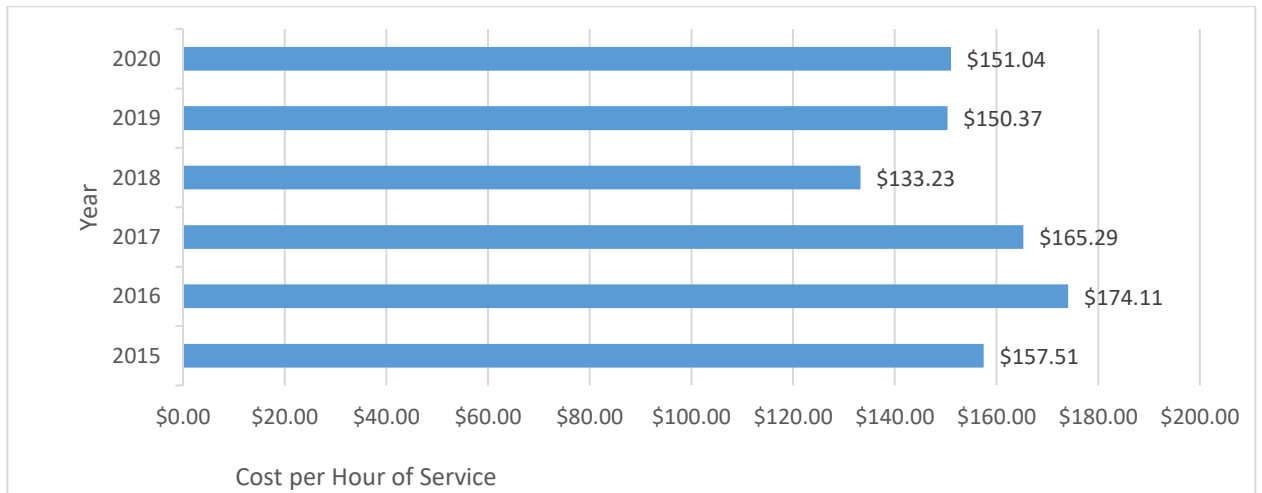
- 1. Increase community integration opportunities for individuals served as well as volunteer opportunities as discussed in ISPs. – This goal was not met in 2020 due to Covid-19 restrictions and the circumstance of many volunteer opportunities being closed for most of 2020. This goal will be continued in 2021 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 2019 to 2020 indicates a slight increase and can be explained by looking closely at the individual program reports in the ADDS complete Outcomes Report for 2020 and it seems specifically related to Covid-19 precautions and steps taken to have adequate staffing and to follow safety procedures in the day program operation as well as in each of the ADDS programs, and to a decrease in cost per hour in services in our Community Services Program. Overall, there is continued demonstration of ADDS’ efforts for efficiency.

OVERALL COST PER HOUR OF SERVICE FOR ALL

ADDS’ PROGRAMS EXCEPT FOR TCM BEGINNING 2015



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SOME OVERALL AGENCY ACCOMPLISHMENTS IN 2020 INCLUDED:

- Persevered through the Covid-19 pandemic restrictions and complications
- Informative ADDS website maintained -audraindds.org
- Updated Facebook page information ongoing
- 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
- Obtained 3 new vans for transportation purposes
- 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 stakeholder survey and included a link on the Agency website for the 3rd time – minimal response at this time but increased from 2018 and 2019
- Hired a Human Resource Manager
- Reviewed results of an ADDS staff survey to provide information and appropriate responses
- Inclusive playground at Plunkett Park opened with ADDS support and the Mexico Parks Department
- Continued as a Tiered Supports Agency with Department of Mental Health with limited contacts due to Covid-19 restrictions
- Began extensive retention program for DSP's
- Developed Covid-19 protocols as well as implemented emergency staffing guidelines and retention efforts

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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. As Covid-19 restrictions lift in 2021, ADDS plans to 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. 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 Coordinators. Based on feedback from the ADDS Stakeholder Survey completed in 2019 and since we were unable to be very visible in the community in 2020 due to Covid-19 restrictions, plans will be re-considered to increase the presence of ADDS in the community – 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.

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2020 ADDS BOARD OF DIRECTORS

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

ADDS AGENCY COMMITTEES

Case Records Review/Safety Committee
Quality Assurance Team
Activities Committee

ADDS ADMINISTRATIVE AND SUPPORT COORDINATION STAFF – EFFECTIVE 12/31/20

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

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 2020 made these contacts less frequent, ADDS hopes to be able to re-connect with them all in 2021 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.