



# 2015 Clinical Outcome Measurement Report

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# 2015 Clinical Outcome Measurement Report

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**W**oodfords Family Services is proud to present its 2015 Clinical Outcome Measurement Report. The report summarizes key demographics and outcome measures from all our major services. Each program has developed unique outcome measures that enable it to determine that it is serving a need and that consumers are benefitting.

The importance of this report is twofold. First, this report guides future program development. Each program compares its current performance to established benchmarks. These benchmarks are based on program performance from previous years and each program's evaluation of what constitutes exemplary performance. In areas where outcomes do not meet these benchmarks, or where performance is declining, we develop corrective actions or program enhancements.

Second, and equally important, measuring our outcomes allows us to recognize our successes and communicate these successes to staff, families and funders. In the end, we derive our satisfaction from a job well done.

Woodfords Family Services is accredited by the Council on Accreditation (COA), whose program of quality improvement is designed to identify providers that have met high performance standards and have made a commitment to their stakeholders to deliver the very best quality services.



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Woodfords Family Services is committed to the support and inclusion of people with special needs and their families in Maine communities.

# Children's Community Case Management

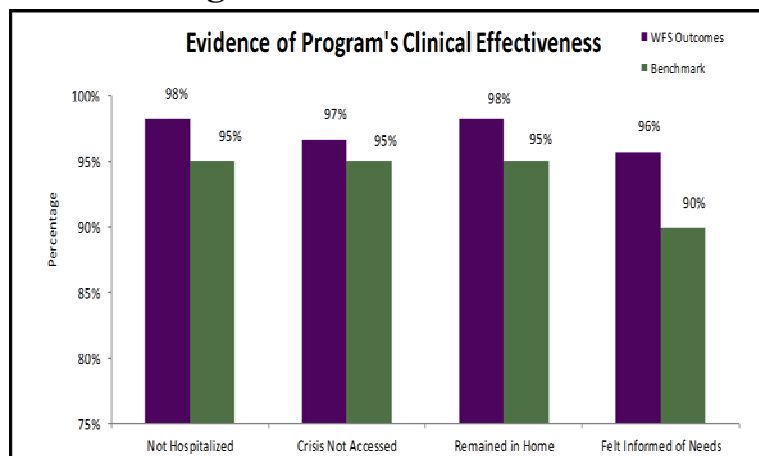
**C**hildren's Community Case Management Services provide support to children with special needs and their families. Children ages birth - 20 with mental health diagnoses, autism, intellectual disabilities, developmental disabilities or developmental delays are eligible for the program. Case managers help families create a unique, strengths-based, outcome-focused service plan, connect to community resources, develop self-advocacy skills and coordinate a variety of necessary services.

## Program Census

Census as of June 2015: **269**

Total Lives Touched FY 2015: **466**

## Program & Clinical Outcomes



Children's Case Management plays a critical role in keeping families together and children in their communities. The program exceeded all its clinical benchmarks, with almost all children avoiding out of home placement or hospitalization. These goals are accomplished through child-centered, highly coordinated, comprehensive care.

The program continues to help families navigate and manage in complex behavioral health, school, and healthcare systems despite increasing managed care pressure to close cases while services are still needed. As evidenced by the census numbers, the program continues to experience a significant number of case openings and closings each year.

## Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Overall evaluation of services	98%	2%	0%
Satisfaction with support received by Case managers	100%	0%	0%
Case managers understand child's individual needs	100%	0%	0%
Satisfaction with the intake process	96%	2%	2%
Satisfaction with facilitation of service planning process	100%	0%	0%
Satisfaction with input into child's treatment plan goals	100%	0%	0%
Would recommend program to others	98%	2%	0%

## Comments from Families:

"Thank you so much for all your efforts and assistance in making my job as a mom easier by getting me the help I needed."

"We love our case manager and do not know what we would do without her. She is such an asset to my daughter's team. She is very compassionate about her job and her clients."

"Our case manager always treats us with respect and listens to our concerns. He truly cares about our son and helps us make sure he gets what he needs."

"Our case manager is a wonderful and dedicated advocate for my family and me."

## Program Demographics

Gender	
Male	192
Female	77
<b>Total</b>	<b>269</b>

Age	
0-4	39
5-7	72
8-11	69
12-15	49
16-18	34
19-22	6
<b>Total</b>	<b>269</b>

County of Residence	
Androscoggin	3
Cumberland	208
Kennebec	15
Oxford	2
Sagadahoc	1
Somerset	2
York	38
<b>Total</b>	<b>269</b>

Diagnosis	
Autism	116
Mental Health	56
Intellectual Disability	22
Developmental Delay	31
Medical	13
Dual Diagnosis	45
Other	1

# Early Childhood Services

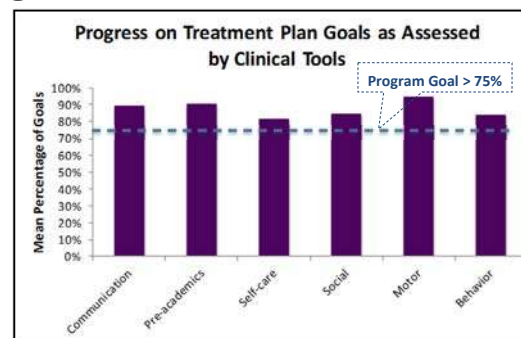
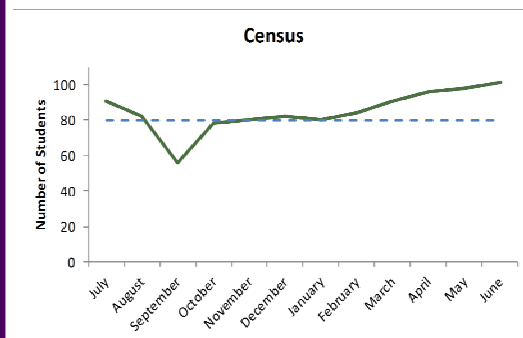
Early Childhood Services provides home-based and preschool services to children ages 18 months to 6 years of age with autism, intellectual disabilities and/or mental health needs. The curriculum is based on principles of Applied Behavior Analysis (ABA) and includes instruction on daily living skills, reduction of difficult behaviors, communication, social/leisure skills and pre-academic development. The preschools are located in Oakland, Westbrook and Topsham. Home-based services are currently being provided in Westbrook and Topsham.

## Program Census

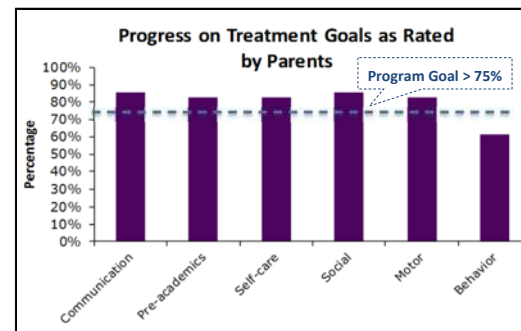
Census as of June 2015: 101

Total Lives Touched FY 2015: 154

## Program & Clinical Outcomes



Classroom Placement			
Preschool	Self-Contained	Inclusion	Home-Based
Oakland	16	0	0
Topsham	25	0	0
Westbrook	26	31	6
<b>Total</b>	<b>67</b>	<b>31</b>	<b>6</b>
<b>Percentage</b>	<b>64%</b>	<b>30%</b>	<b>6%</b>



Early Childhood Services continue to be in high demand in Southern and Central Maine. The majority of children are served in self-contained classrooms, and the program maintains an emphasis on expanding inclusion classroom opportunities. The program also expanded to offer home-based services this year. Program census climbed steadily throughout the year and 41 of the 154 served graduated and transitioned to public school.

Children exceeded clinical benchmarks in all skill areas, with the exception of the behavior domain. Progress made toward behavior goals increased significantly from the previous year, however, with parents rating children's progress 20% higher than last year. This improvement is in part due to increased access to behavior analysts in the classroom, as well as an emphasis on having well-defined and individualized goals targeting reductions of specific behaviors.

## Program Demographics

	Census	Gender		Age				
Preschool	Total	Male	Female	2 years	3 years	4 years	5 years	6 years
Oakland	16	9	7	1	4	1	5	5
Topsham	25	21	4	0	6	7	12	0
Westbrook	63	42	21	3	18	16	17	9
<b>Total</b>	<b>104</b>	<b>72</b>	<b>32</b>	<b>4</b>	<b>28</b>	<b>24</b>	<b>34</b>	<b>14</b>

	Diagnosis						
Preschool	Autism	Mental Health	Intellectual Disability	Developmental Delay	Dual Diagnosis	Medical	Typically Developing
Oakland	13	0	3	1	0	0	0
Topsham	10	0	0	13	3	1	0
Westbrook	29	4	0	15	3	1	16
<b>Total</b>	<b>52</b>	<b>4</b>	<b>3</b>	<b>29</b>	<b>6</b>	<b>2</b>	<b>16</b>

## Program Satisfaction

### Comments from Families:

"The staff at Woodfords is fantastic. My interactions with staff have been wonderful. They are helpful and seem genuinely interested in the progress of my son."

"Thank you to everyone at Woodfords who has worked with my son this year. He has made wonderful progress and loves going to school."

"I am so thankful this program exists. You helped my son grow and to be functional."

"Keep up the good work, Woodfords! The staff, learning tools and continued support have made all the difference for us and our child. We are forever indebted to you all!"

### Parent Satisfaction Survey Responses

Survey Question	Positive	Neutral	Negative
Satisfaction with child's services	97%	3%	0%
Would refer others to program	97%	3%	0%
My child gets the support he/she needs	100%	0%	0%
Satisfaction with teacher and preschool communication	91%	6%	3%
Treatment goals are appropriate	97%	3%	0%
Have a better understanding of child's unique needs	91%	9%	0%
Child is doing better in social activities as a result of services	85%	15%	0%

# Home & Community Treatment Services

**H**ome & Community Treatment Services (HCT) are intensive team-based services for children ages 0-20 with mental health diagnoses, autism spectrum disorders, intellectual disabilities or developmental disabilities. The services are delivered by Clinicians and Behavioral Health Professionals and include psychiatry and behavior analysis consultation. HCT relies on a variety of interventions, including Applied Behavior Analysis, complex grief therapy, motivational interview, and structural family therapy.

## Program Census

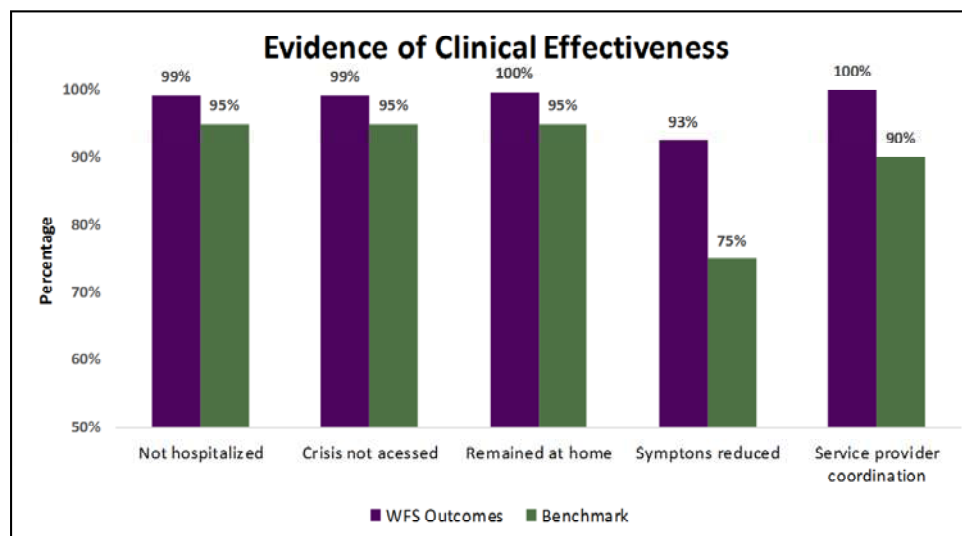
Census as of June 2015: **25**

Total Lives Touched FY 2015: **60**

## Program Demographics

	Census	Gender		Age					Diagnosis		
Region	Total	Male	Female	0-4 years	5-7 years	8-11 years	12-15 years	16-18 years	Autism	Mental Health	Dual Diagnosis
Cumberland	21	14	7	3	8	5	4	1	7	9	6
York	4	3	1	1	1	2	0	0	1	1	1
<b>Total</b>	<b>25</b>	<b>17</b>	<b>8</b>	<b>4</b>	<b>9</b>	<b>7</b>	<b>4</b>	<b>1</b>	<b>8</b>	<b>10</b>	<b>7</b>

## Program & Clinical Outcomes



Home and Community Treatment is a relatively new service to Woodfords and this is the first annual report of outcomes. The program has grown from three clinicians and 15 consumers served at any one time two years ago to seven clinicians and more than 35 consumers served at any one time. This is a critical service that is more intensive than outpatient counseling. HCT consumers were successful in 99% of the cases in avoiding hospitalization and avoiding use of crisis services in 97% of the cases. Families met goals in 94% of the cases and the program is focusing on increased training to exceed the 95% benchmark in the upcoming year.

## Program Satisfaction

### Comments from Families:

“The HCT staff and LCSW have been wonderful. The LCSW has been a wonderful advocate for my whole family. She stood by us and the clinicians are great. Woodfords is fortunate to have such a wonderful staff.”

“I know how to effectively communicate with my kids because of the skills the HCT team taught me.”

“They help my son with so much. I have seen a lot of positive changes in him.”

“What has helped me the most is learning skills from the HCT clinician and BHP.”

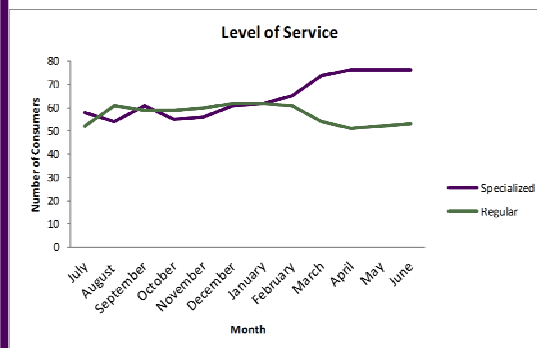
# In Home Support Services

In Home Support Services support children with special needs in becoming active participants in both family and community life. Children ages birth - 21 who have a diagnosis of autism or an intellectual disability are eligible for the program. Children work 1:1 with a trained staff person in home and community settings. Services focus on enhancing children's skills through daily living, self-help, self-care, behavior management, communication and socialization.

## Program Census

Census as of June 2015: 138  
Total Lives Touched FY 2015: 183

## Program & Clinical Outcomes



Woodfords provides regular and specialized In Home Support Services. The regular treatment team consists of a Field Supervisor and Behavioral Health Professional (BHP). Children who qualify for specialized services receive additional support from BCBAs.

The program supports skill development in four areas: social functioning, activities of daily living (self-care), behavior and independent living. Each child has a unique set of goals with corresponding objectives based on these skill areas. Objectives are considered met when a child successfully performs the skill 80% of the time.

### Progress Toward Individual Skill Goals

Skill Category	% of Goals Met/ Made Progress
Social Functioning	77%
Activities of Daily Living	73%
Behavior	67%
Independent Living	76%

## Program Satisfaction

### Family Satisfaction Survey Responses

Survey Question	Positive	Neutral	Negative
Satisfied with communication from the program	100%	0%	0%
Would recommend program to others	95%	0%	5%
Satisfied with level of support from program	91%	5%	4%
Satisfied with level of support from field supervisor	91%	5%	4%
Field supervisor informs family of child's progress	86%	14%	0%
Satisfied with inclusion in child's treatment planning process	95%	5%	0%

## Comments from Families:

"In home support has helped us learn what our child is capable of — an amazing thing!"

"The support has been phenomenal. My children are doing so much better. Together, we found what works."

"We are very grateful for the direct support provided by staff. She has been a perfect fit. Her work in the field is very professional, and very caring. The field supervisor has been great at staying in touch and doing home visits."

"The last couple of months have been amazing. My child is learning so much with staff. This program has helped both me and my children."

## Program Demographics

Region	Census	Gender		Age					
		Male	Female	0-4 years	5-7 years	8-11 years	12-15 years	16-18 years	19-22 years
Southern Maine	82	56	26	9	21	25	18	5	4
Central Maine	56	40	16	3	12	23	12	5	1
<b>Total</b>	<b>138</b>	<b>96</b>	<b>42</b>	<b>12</b>	<b>33</b>	<b>48</b>	<b>30</b>	<b>10</b>	<b>5</b>

Region	Diagnosis						
	Autism	Mental Health	Intellectual Disability	Developmental Delay	Dual Diagnosis	Medical	Other
Southern Maine	39	12	1	13	12	4	1
Central Maine	38	7	5	4	9	1	0
<b>Total</b>	<b>77</b>	<b>19</b>	<b>6</b>	<b>17</b>	<b>21</b>	<b>5</b>	<b>1</b>

The In Home Support program census grew by 50% over the previous year. The program provides services to children across a wide geographic area, including the following 12 counties: Androscoggin, Cumberland, Franklin, Hancock, Kennebec, Knox, Lincoln, Oxford, Penobscot, Somerset, Waldo and York.



# Therapeutic Foster Care

**T**herapeutic Foster Care provides treatment-level foster care to with special needs who cannot reside with their biological families. Children ages birth-21 with mental health diagnoses, developmental disabilities, intellectual disabilities or significant medical issues are eligible for the program. With the support of trained foster parents and a treatment team, the program's goal is to meet the needs of the child while promoting family inclusion.

## Program Census

Census as of June 2015: **32**

Total Lives Touched FY 2015: **45**

## Program Demographics

Gender	
Male	16
Female	16
<b>Total</b>	<b>32</b>

County of Residence	
Cumberland	18
Kennebec	2
York	12
<b>Total</b>	<b>32</b>

Age	
0-4	5
5-7	10
8-11	10
12-15	2
16-18	5
19-22	0
<b>Total</b>	<b>32</b>

Diagnosis	
Autism	2
Mental Health	23
Developmental Delay	4
Dual Diagnosis	3
<b>Total</b>	<b>32</b>

## Program & Clinical Outcomes

Reason for Discharge					
Reason	Q1	Q2	Q3	Q4	Total
Reunification	0	0	0	1	1
Kinship	0	2	0	0	2
Adoption	2	0	3	0	5
Guardianship	0	0	0	2	2
Aged Out	0	1	0	0	1
Moved to new home	0	1	0	0	1
Other	0	1	0	0	1
<b>Total</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>3</b>	<b>13</b>

Behavioral Services Accessed					
Service	Q1	Q2	Q3	Q4	Total
Program On-Call	6	6	6	4	22
Outside Crisis Calls	1	1	4	2	8
ER Visits—Medical	0	0	1	1	2
Law Enforcement Calls	4	2	2	1	9
ER Visits—Non-Medical	1	1	1	0	3
Non Crisis Pager Calls	0	0	5	2	7
<b>Total</b>	<b>12</b>	<b>10</b>	<b>19</b>	<b>10</b>	<b>51</b>

The Therapeutic Foster Care program continues to achieve high rates of permanency for children in foster care. Woodfords helped seven children find permanent homes either through adoption or permanency guardianship, in addition to 11 children the previous year. Additionally, no children had disrupted placements due to crisis or hospitalization. This is due in part to the program's 24-hour-a-day support and team approach to meeting the needs of foster children and foster families during crises, which involves participation by foster family support workers, case managers, the Program Director and Executive Director.

Reason for Admission to Program					
Reason	Q1	Q2	Q3	Q4	Total
Disrupted Foster Care Placement	1	1	2	0	4
Disrupted Kinship Placement	0	2	0	2	4
Biological Family	2	3	1	0	6
Disrupted Adoption	0	0	2	0	2
Information Not Available	1	0	1	1	3
<b>Total</b>	<b>4</b>	<b>6</b>	<b>6</b>	<b>3</b>	<b>19</b>

## Program Satisfaction

Foster Children Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Happy in my home	100%	0%	0%
Happy with the food I eat	87%	13%	0%
My foster parents help me feel good about myself	100%	0%	0%
My foster parents listen to my opinion and feelings	100%	0%	0%
I feel safe in my home	100%	0%	0%
Overall happiness with foster home	100%	0%	0%
Happy with activities involved in	100%	0%	0%

Foster Parent Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Satisfied with level of communication from program	100%	0%	0%
Satisfied with level of support received from program	100%	0%	0%
Would recommend program to others	100%	0%	0%
Satisfied with support from case manager	100%	0%	0%
Satisfied with frequency of visits from case manager	100%	0%	0%
Would recommend family support worker	100%	0%	0%
Overall evaluation of program	100%	0%	0%

### Comments from Families:

"The overall support is amazing. When we have had struggles, multiple staff members have reached out to help. We are never in it alone."

"The most helpful thing has been the support, the caring concern and encouragement. If I need help, to talk, someone is always there."

"Most helpful to me has been everyone's willingness to help! Not just words, but direct support for our family, all the way down to the Program Director."

# Outpatient Services

Outpatient Services provides in-office treatment at Woodfords' Westbrook location for children, youth and adults, struggling with social relationships, life changes, parenting challenges, behavior management, coping skills, anger management puberty and/or other life issues. Services are delivered by licensed clinicians and include a variety of interventions. Clinicians also perform assessments to help determine if an individual may have an autism spectrum disorder or mental health issue.

## Program Census

Census as of June 2015: **53**

Total Lives Touched FY 2015: **111**

## Program Demographics

Gender	
Male	24
Female	29
<b>Total</b>	<b>53</b>

Age	
0-4	2
5-7	4
8-11	9
12-15	13
16-18	5
19-24	6
25-30	7
31-40	3
40+	4
<b>Total</b>	<b>224</b>

County of Residence	
Androscoggin	1
Cumberland	42
Sagadahoc	3
York	7
<b>Total</b>	<b>24</b>

Diagnosis	
Mental Health	16
Autism	10
Intellectual Disability	8
Developmental Disability	6
Dual Diagnosis	14
Medical	2

## Program Satisfaction

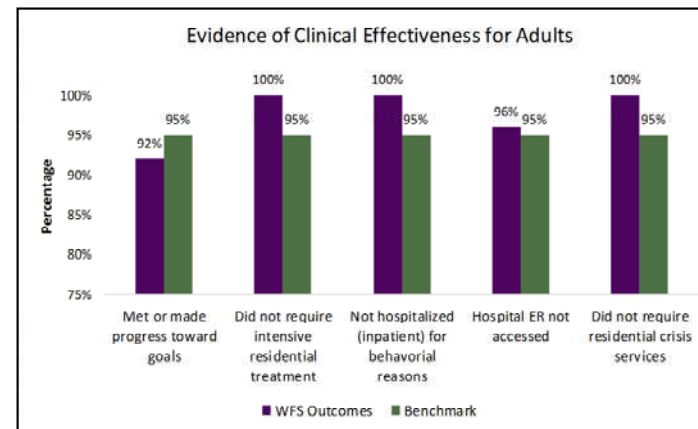
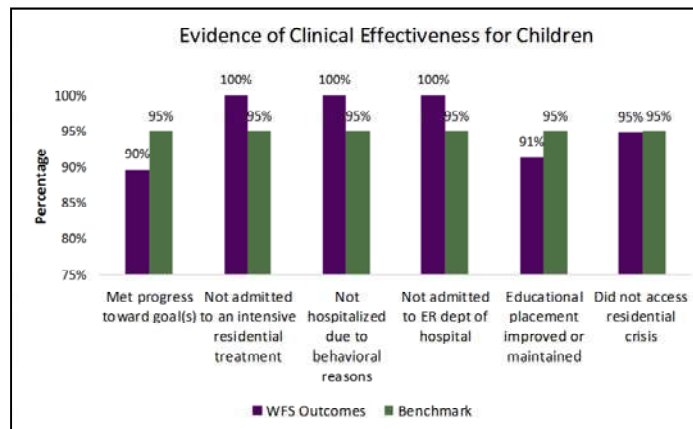
### Comments from Families:

"The support we have received from Woodfords got us through some very difficult times. I am forever grateful."

"Woodfords worked with the entire family, not taking sides, seeing all points of view, and being non-judgmental."

"Our son learned so much, which has helped him in his first year of school."

## Program & Clinical Outcomes



Outpatient is a relatively new service to Woodfords. What started as a small program serving just a few consumers has grown to serving more than 50 individuals at any one time, including some services in schools and residential homes.

Services include individual child and adult as well as family and individual counseling. Outcomes overall have exceeded benchmarks with 100% of the child consumers not needing to access hospital, residential or emergency room services. For

adults, 100% did not require hospital or residential services and 96% did not access emergency room services. Progress towards goals and increased educational stability are two areas being addressed with training, supervision and case reviews.



# Psychiatry Services

**P**sychiatry Services provide treatment for and management of developmental, mental health and/or co-occurring disorders for children and adults. The program specializes in serving individuals with autism or intellectual disabilities. The psychiatry team embraces the concept of consumer-centered planning and assists individuals in enhancing their independence and self-determination. Services include evaluations, medication management and treatment planning.

## Program Census

Census as of June 2015: **190**

Total Lives Touched FY 2015: **238**

## Program Demographics

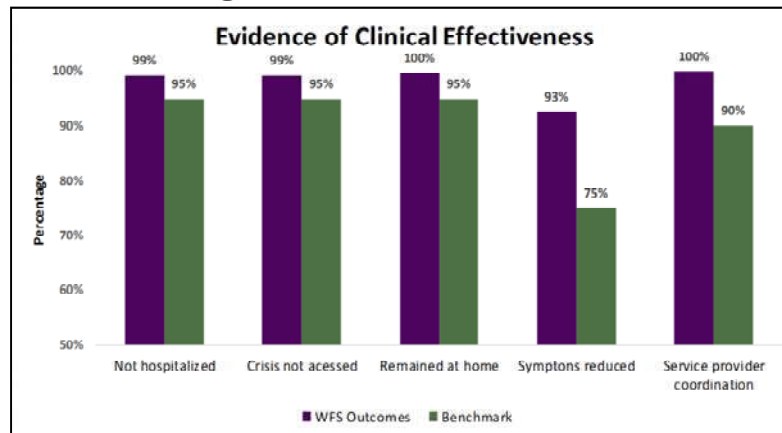
Gender	
Male	120
Female	70
<b>Total</b>	<b>190</b>

Age	
0-4	2
5-7	24
8-11	43
12-15	37
16-18	13
19-24	33
25-30	25
31-39	9
40+	4
<b>Total</b>	<b>190</b>

County of Residence	
Androscoggin	4
Cumberland	135
Franklin	1
Kennebec	5
Oxford	3
Somerset	1
York	41
<b>Total</b>	<b>190</b>

Diagnosis	
Mental Health	84
Autism	34
Intellectual Disability	13
Developmental Disability	28
Dual Diagnosis	28
Medical	3
<b>Total</b>	<b>190</b>

## Program & Clinical Outcomes



The psychiatry program exceeded all clinical outcome benchmarks. Remarkably, 99% of the consumers were not hospitalized and did not access crisis services. A key to these results is the team's level of collaboration and

communication with consumers, families and other providers. Additionally, the program saw a significant increase in the percentage of consumers with reduced symptoms as compared to last year, increasing from 77% to 93%.

## Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Level of communication regarding scheduling	100%	0%	0%
Satisfaction with amount of time between referral and start of services	100%	0%	0%
Friendliness and professionalism of staff	100%	0%	0%
Satisfaction with amount of time having to wait at office to be seen	89%	6%	5%
Satisfaction that concerns regarding medications are heard and addressed	89%	6%	5%
Would recommend service to others	100%	0%	0%

## Comments from Families:

"I appreciate how much the doctor listens to us in making decisions on medications and other things. She is very informative."

"Knowing the Physician Assistant cares about the consumer's overall wellbeing is wonderful."

"We are highly satisfied with the Physician Assistant and Case Manager. Both are empathetic, helpful and resourceful."

"I feel that the Physician Assistant is very good with my son. He knows how to prompt him to speak with sentences when my son would rather I talk for him."

# Adult Community Case Management

Adult Community Case Management Services provide support to adults with special needs and their families. Adults age 18 and over with intellectual or developmental disabilities are eligible for the program. Case managers help link individuals to resources and services in their own communities. Each individual works with a case manager to identify strengths, interests and vision for a desired life and then receives guidance and support to achieve those goals.

## Program Census

Census as of June 2015: 224

Total Lives Touched FY 2015: 250

## Program Demographics

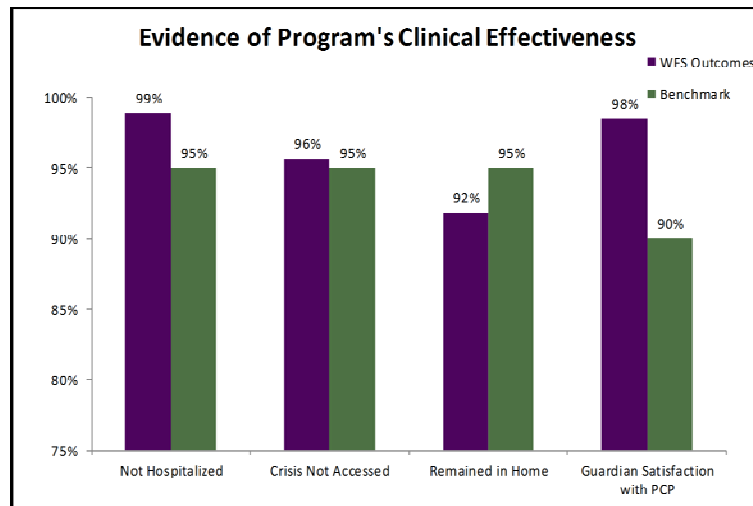
Gender	
Male	133
Female	91
<b>Total</b>	<b>224</b>

Age	
18-24	101
25-30	59
31-40	26
41+	38
<b>Total</b>	<b>224</b>

County of Residence	
Androscoggin	1
Cumberland	157
Lincoln	1
Oxford	3
Sagadahoc	1
York	61
<b>Total</b>	<b>224</b>

Diagnosis	
Mental Health	1
Autism	53
Intellectual Disability	129
Developmental Disability	8
Dual Diagnosis	36
Medical	15
Other	2

## Program & Clinical Outcomes



A key to successful case management is ensuring that the consumer has the right supports in place to thrive in the community and avoid more restrictive environments. 99% of consumers were not hospitalized and 96% did not need to access crisis services. The Person Centered Planning Process engages multiple service providers, supports and guardians and 98%

of the guardians felt satisfied with the plans developed with the leadership of Case Managers. A critical piece of the adult service system is planning and 95% of consumers and families were satisfied with case manager facilitation of the process. Communication is an important component and more than 94% of families felt satisfied with the communication they received.

## Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Overall evaluation of services	88%	10%	2%
Satisfaction with support received by case managers	91%	5%	2%
Case managers understand individual consumers' needs	96%	4%	0%
Satisfaction regarding information about community resources	91%	7%	2%
Satisfaction with program communication	93%	5%	2%
Case managers are compassionate	97%	1%	2%
Would recommend program to others	96%	4%	0%

## Comments from Families:

"My case manager is respectful to me and listens to me. She takes care of my financial paperwork and my transportation issues as well."

"The program is very helpful, understanding and caring."

"My case manager solves problems quickly and efficiently."

"The case managers are absolutely wonderful and made this process much easier than I anticipated."

"I appreciate the extra eyes, ears and knowledge of options."

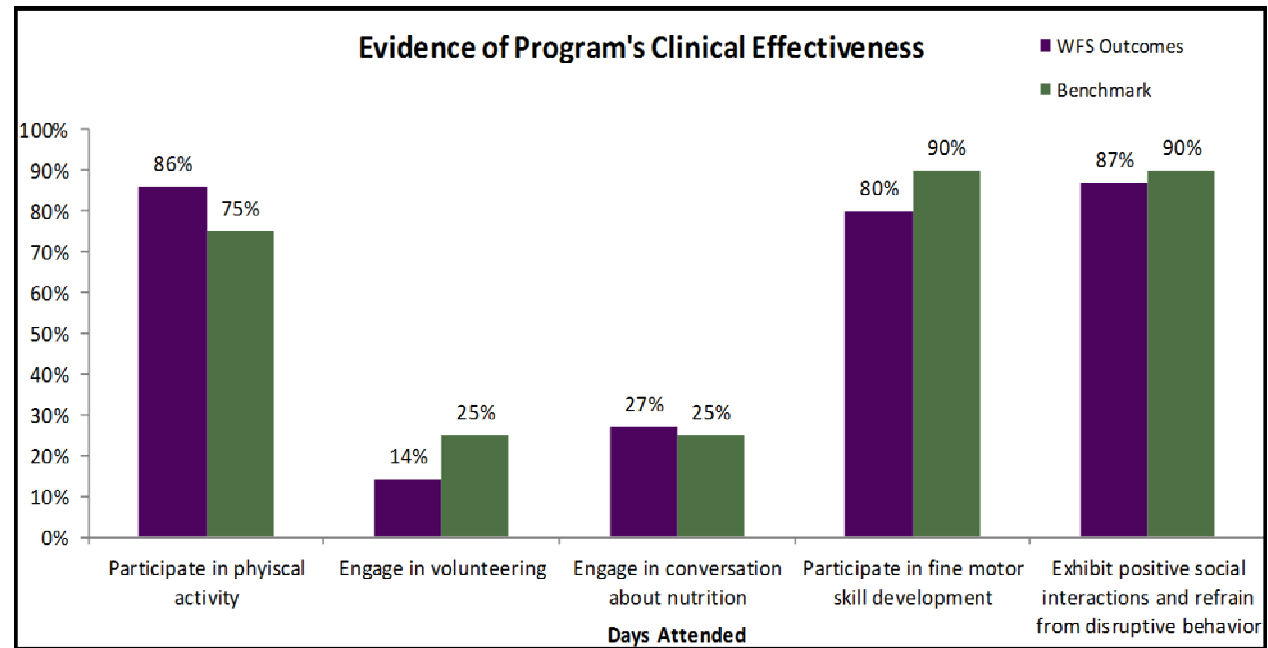
# Expeditions Community Supports Program

**E**xpeditions Community Supports Program provides year-round, community-based services for adults with developmental disabilities. The program promotes an active, healthy lifestyle by emphasizing healthy choices, new experiences and community involvement. Program staff work with individuals of all abilities to help them make choices that can yield positive, lasting benefits throughout their lives.

## Program Census

Census as of June 2015: **15**  
Total Lives Touched FY 2015: **18**

## Program & Clinical Outcomes



The Expeditions Community Supports Program focuses on a variety of aspects of healthy living. Physical activity and hands-on activities are core components of the curriculum and therefore, as the data shows, are

completed by consumers most often. Volunteer opportunities are offered less frequently, and often in conjunction with other activity choices, and is done less often. Nutrition education is incorporated in a variety

of activities during each day, and the frequency of relevant conversations is underreported in the data above. Program staff have developed a more comprehensive tracking mechanism for the current year.

## Program Demographics

County	Census	Gender		Age			
	Total	Male	Female	18-24	25-30	31-40	40+
Androscoggin	1	1	0	0	1	0	0
Cumberland	9	4	5	3	4	2	0
York	5	2	3	2	1	1	1
<b>Total</b>	<b>15</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>6</b>	<b>3</b>	<b>1</b>

County	Census	Diagnosis				
	Total	Mental Health	Intellectual Disability	Developmental Disability	Dual Diagnosis	Medical Diagnosis
Androscoggin	1	0	1	0	0	0
Cumberland	9	0	4	0	5	0
York	5	1	3	1	0	1
<b>Total</b>	<b>32</b>	<b>1</b>	<b>8</b>	<b>1</b>	<b>5</b>	<b>1</b>

# Residential Services

**R**esidential services assists adults with special needs to reach their full potential while providing safe, stable living environments. Adults with developmental disabilities who qualify for waiver-lever services through DHHS are eligible for the program. This program is tailored to meet the needs of each consumer and is an alternative to group home living. Staff members work with consumers, their families and other service providers on individual goals to promote independence and inclusion in the community.

## Program Census

Census as of June 2015: 35

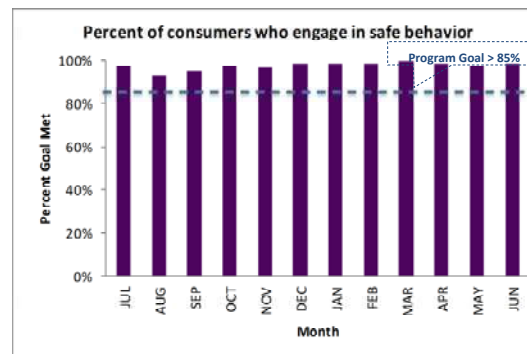
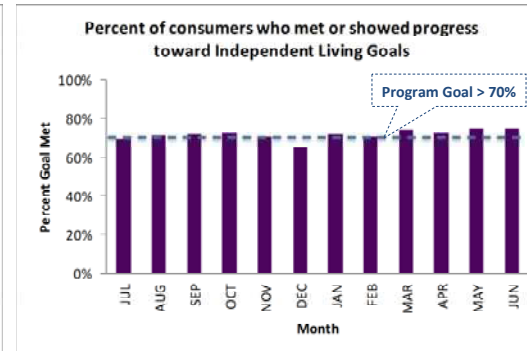
Total Lives Touched FY 2015: 36

## Program Demographics

	Census	Gender		Age			
County	Total	Male	Female	18-24	25-30	31-40	40+
Cumberland	24	14	10	2	10	11	1
York	11	5	6	1	2	3	5
<b>Total</b>	<b>35</b>	<b>19</b>	<b>16</b>	<b>3</b>	<b>12</b>	<b>14</b>	<b>6</b>

	Census	Diagnosis					
County	Total	MH	Autism	ID	DD	Dual Diagnosis	Medical Diagnosis
Cumberland	24	2	4	10	1	9	4
York	11	1	2	6	0	4	2
<b>Total</b>	<b>35</b>	<b>3</b>	<b>6</b>	<b>16</b>	<b>1</b>	<b>13</b>	<b>6</b>

## Program & Clinical Outcomes



Living Arrangement	
Type	Census
Single Person Residence	2
2 Person Residence	28
3 Person Residence	3
Independent Living	2
<b>Total</b>	<b>35</b>

Woodfords Residential Services supports adults to live in safety, meet independent living goals and stay connected to the communities in which they live. Consumers demonstrated high levels of safe behavior, consistently exceeding the agency's benchmark of 85%. Consumers' progress toward independent living goals remains consistent with previous years. The overall percentages of community participation among consumers is slightly lower than last year. This is due primarily to three consumers who were hospitalized or on modified bed rest for significant periods of time. Additionally, the outcomes were affected by the seasons with fewer consumers meeting this goal November - May due to cold weather and fewer outdoor and community activities.

## Program Satisfaction

Consumer Satisfaction Survey Responses				
Survey Question	Yes	Somewhat	No	Don't Know
Satisfied with communication from the program	77%	18%	5%	0%
Satisfied with support received from program	77%	18%	5%	0%
Happy in home in which they live	73%	22%	5%	0%
Happy in neighborhood in which they live	82%	18%	0%	0%
Happy with food choices	91%	5%	4%	0%
Satisfied with community choices provided	82%	14%	4%	0%
Would recommend program to others	82%	0%	5%	0%

### Comments from Consumers:

"The most helpful thing to me is that staff try to help me keep my goals up, work on myself more and get a job."

"Staff have been really good to me. They are here for me and understand me."

"The most helpful thing to me is learning how to take care of myself, staff helping me and walking for exercise."

"Couldn't have asked for a better roommate!"

# Shared Living Program

**S**hared Living Program provides support to adults with special needs in a natural, family environment. Adults with developmental disabilities who qualify for waiver-lever services through DHHS are eligible for the program. Shared Living providers can be biological parents, family members or a caring individuals from the community with similar interests and compatible living situations. The program focuses on fostering relationships and promoting community inclusion and independence.

## Program Census

Census as of June 2015: **10**

Total Lives Touched FY 2015: **12**

## Program Demographics

	Census	Gender		Age			
County	Total	Male	Female	18-24	25-30	31-40	40+
Southern Maine	9	6	3	1	1	6	1
Central Maine	1	0	1	0	0	1	0
Total	10	6	4	1	1	7	1

	Census	Diagnosis			
County	Total	Intellectual Disability	Developmental Disability	Dual Diagnosis	Medical Diagnosis
Southern Maine	9	7	1	2	3
Central Maine	1	0	0	1	0
Total	10	7	1	3	3

## Program Satisfaction

Consumer Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Satisfied with communication from the program	100%	0%	0%
Satisfied by the opportunities provided by the program	75%	0%	25%
Satisfied with support received from program	100%	0%	0%
Satisfied with support received from Shared Living Coordinator	100%	0%	0%
Consumers who feel treated with respect	100%	0%	0%
Consumers who feel program assists them in obtaining community resources	100%	0%	0%
Would recommend program to others	100%	0%	0%

### Comments from Consumers:

**“Very happy living with my roommate. Very happy with the Shared Living Coordinator’s help.”**

**“I like it here, it’s good!”**

**“I am happy.”**

**“Most helpful to me has been your communication.”**

### Provider Satisfaction Survey Responses

Survey Question	Positive	Neutral	Negative
Satisfied with level of communication from program	100%	0%	0%
Satisfied with level of support received from program	100%	0%	0%
Would recommend program to others	100%	0%	0%
Shared Living Coordinator assists in obtaining resources for family	100%	0%	0%
Shared Living Coordinator returns calls in a timely manner	100%	0%	0%
Shared Living Coordinator treats family with respect	100%	0%	0%

The program satisfaction data indicate that both consumers and providers feel highly satisfied with the support and coordination they receive from the program. Consumers and providers are able to obtain the resources they need for a positive living environment and feel respected by the staff.

### Comments from Providers:

**“Thank you all so much for the caring and quality service you provide. It has made a world of difference for our family.”**

**“Most helpful to me has been the quality of support during a time when my son’s medical condition was demanding and complex.”**