



2017 Clinical Outcome Measurement Report

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2017 Clinical Outcome Measurement Report

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Woodfords Family Services is proud to present its 2017 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 allow us to measure consumer progress.

The importance of this report is twofold. First, this report guides the clinical effectiveness of services. When applicable, programs compare their 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, Woodfords implement 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. Woodfords is proud to demonstrate that it continues to meet its mission for individuals with special needs and their families.

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.



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

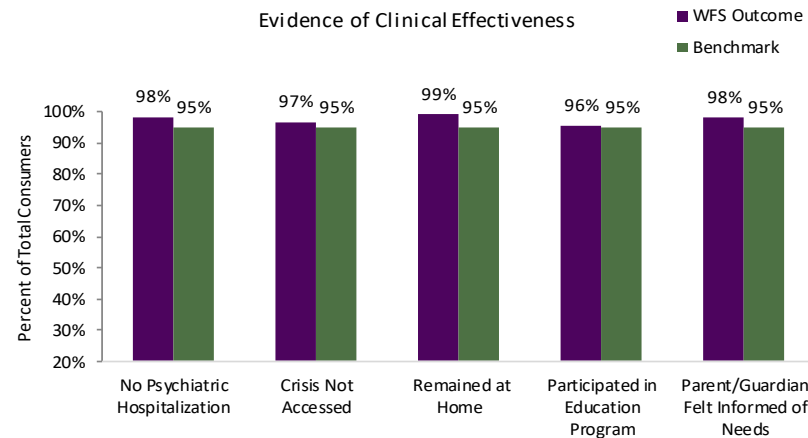
Behavioral Health Homes

Behavioral Health Homes 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 2017: 358

Program & Clinical Outcomes



Woodfords has transitioned to the Behavioral Health Home (BHH) program for almost all of the children who were in the Targeted Case Management program. The BHH coordinator is filling the role formerly performed by the case manager and there is an addition of a nurse care manager and family support specialist. The team is better equipped to provide integrated behavioral and medical care for our consumers. Outcomes and family

satisfaction continue to be extremely positive. A primary goal of the BHH is to prevent out-of-home placement. The numbers for children avoiding hospitalization were 98% and for residential were 99%. A new agreement is in place with the Waterville/Winslow school district to provide BHH services to students.

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
Overall positive evaluation of services	100%	0%	0%
Satisfaction with support received by BHH Care Coordinators	94%	6%	0%
BHH Care Coordinator understands child's individual needs	100%	0%	0%
Satisfaction with the intake process	93%	7%	0%
Satisfaction with facilitation of service planning process	93%	7%	0%
Satisfaction with helping to choose treatment plan goals	100%	0%	0%
Satisfaction with the communication from the program	100%	0%	0%

Comments from Families

“Our case manager has been easily accessible, returns our phone calls, available for school meetings and helpful discussing resources.”

“Most helpful over the past year has been my case manager and her support and knowledge of available resources: she is always thinking about our son, attends each IEP meeting, advocates for him and knows him.”

“Our case manager has been very helpful navigating the transition to adulthood.”

Program Demographics

Gender	
Male	253
Female	105
Total	358

Age	
0-4	34
5-7	91
8-11	94
12-15	81
16-18	52
19-22	6
Total	358

County of Residence	
Androscoggin	10
Cumberland	264
Kennebec	32
Oxford	5
Sagadahoc	1
York	46
Total	358

Diagnosis	
Autism	142
Mental Health	94
Intellectual Disability	21
Developmental Delay	47
Medical	24
Dual Diagnosis	70

Early Childhood Services

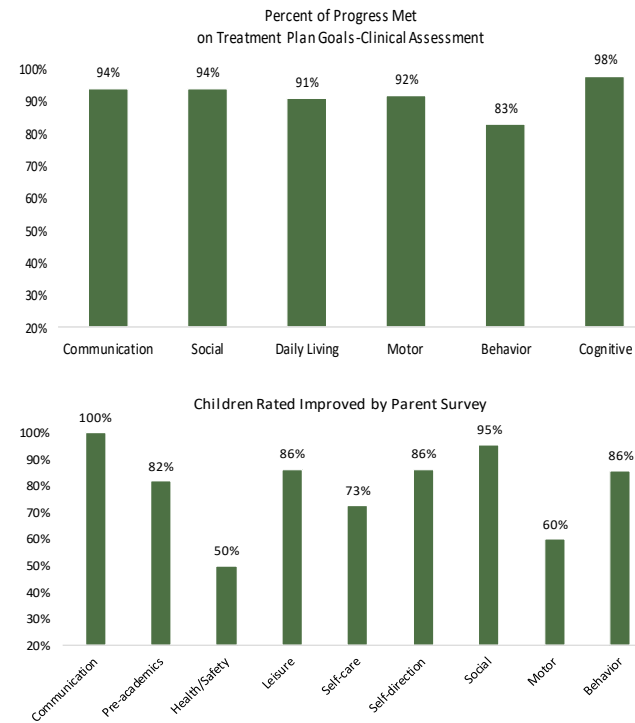
Early Childhood Services provides home-based and preschool services to children ages 18 months to 6 years of age with autism, intellectual disabilities and/or mental health needs. The curriculum is based on principles of Applied Behavior Analysis (ABA) and includes instruction on daily living skills,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

Program Census

Census as of June 2017: 157

Program & Clinical Outcomes

Classroom Placement			
Preschool	Self-Contained	Inclusion	Home-Based
Waterville	20	0	0
Topsham	35	0	0
Westbrook	77	16	9
Total	132	16	9
Percentage	84%	10%	6%



Early Childhood Services continue to be in high demand in Southern and Central Maine. The majority of children are served in self-contained classrooms. As children make progress children are given the opportunity to practice skills in less restrictive environments. When possible, children are placed in an inclusion classroom with typically developing peers. This has been beneficial for those children who will be transitioning to kindergarten.

All of the preschools expanded this year. The Oakland Preschool moved into a brand new preschool in Waterville. The Topsham Preschool expanded from three classrooms to four, and the Westbrook Preschool absorbed a significant number of children who had been attending the Easter Seals preschool in Portland which closed.

Children exceeded clinical benchmarks in all skill areas. The programs each have behavior analysts assigned to them who work with other professional staff to design appropriate treatment plans using an ABA approach. Each child has well-defined and individualized goals targeting areas for growth or improvement.

Program Demographics

Preschool	Census	Gender		Age				
		Male	Female	2	3	4	5	6+
Waterville	20	18	2	0	1	5	11	3
Topsham	35	33	2	0	1	11	17	6
Westbrook	102	82	20	1	11	32	27	31
Total	157	133	24	1	13	48	55	40

Preschool	Diagnosis				
	Autism	Mental Health	Intellectual Disability	Developmental Delay	Dual Diagnosis
Waterville	15	1	1	0	3
Topsham	23	4	0	7	3
Westbrook	30	7	32	32	6
Total	58	21	33	49	10

Program Satisfaction

Comments from Families

“My overall experience about my child’s program has been amazing. We have seen much improvement with social behavior and speech. The speech therapy offered during school is great and being able to interact with other kids and teachers.”

“I love the staff and the entire program. I am thankful for all you guys do. I am amazed how much my child has grown.”

“We love Woodfords!! If it wasn’t for Woodfords preschool, our son would not be where he is today. The early intervention has been incredible”

“Woodfords changed our lives in a very positive way.”

Parent Satisfaction Survey Responses

Survey Question	Agree	Neutral
Satisfaction with child’s services	100%	0%
Would refer others to program	100%	0%
My child gets the support he/she needs	100%	0%
Satisfaction with teacher and preschool communication	95%	5%
Treatment goals are appropriate	100%	0%
Have a better understanding of child’s unique needs	100%	0%
Child is doing better in social activities as a result of services	95%	5%

Home & Community Treatment Services

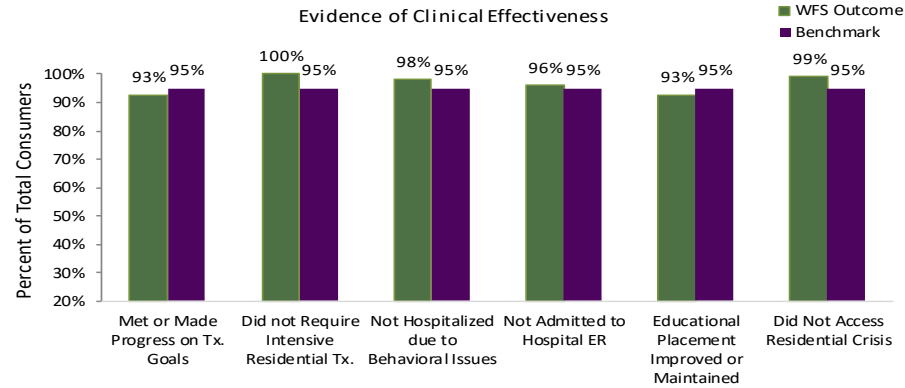
Home & Community Treatment Services (HCT) are intensive team-based services for children ages 0-20 with mental health diagnoses, autism spectrum disorders, intellectual disabilities or developmental disabilities. The services are delivered by Clinicians and Behavioral Health Professionals and include psychiatry and behavior analytic 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 2017: 25

Program Demographics

County	Census Total	Gender		Age				Diagnosis			
		Male	Female	0-4 years	5-7 years	8-11 years	12-16 years	Autism	Mental Health	Developmental Delay	Dual Diagnosis
York	2	1	1	2	0	0	0	0	2	0	0
Cumberland	23	14	9	2	5	6	10	4	11	1	7
Total	25	15	10	4	5	6	10	4	13	1	7



HCT is a critical service that is more intensive than outpatient counseling to prevent higher levels of care. Most notably, HCT exceeded 95% outcome benchmarks in preventing residential treatment and hospitalizations, residential crisis and emergency department use. The satisfaction results are positive, with 100% of families feeling satisfied with the support offered by program staff, and 100% of families indicating they would recommend the service to others. Achieving satisfaction scores of 75-88% improvement in child functioning and behavior across environments is a significant improvement with children at this level of care.

Program Satisfaction

Family Satisfaction Survey Responses

Survey Question	Agree	Neutral	Disagree
Satisfied with program support	100%	0%	0%
Feel more capable to handle issues with my child	75%	13%	12%
Clinician understands child's unique needs	88%	12%	0%
Child is doing better at home	88%	0%	12%
Child is doing better in community settings	75%	13%	12%
Child is getting along better with others	75%	13%	12%
Would recommend program to others	100%	0%	0%

Program Satisfaction

Comments from Families

“Our Clinician and BHP’s are extremely well trained and are extremely focused on my child’s needs. We are very pleased with our experience.”

“Clinician is a great clinician who listens to my needs for my child; takes the time to truly understand and then forms a plan to proceed in the best interest of my child.”

“Clinician has been an excellent clinician. She always has a strategy to help when my son is struggling.”

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 2017: 141

Program & Clinical Outcomes

Consumer Outcomes Toward Individual Skill Goals	
Skill Category	% of Goals Achieved
Social Functioning	72% Increased
Activities of Daily Living	79% Increased
Functional Life Skills	75% Increased
Unwanted Behavior	40% Reduction

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 have a BCBA assigned to each consumer. The program supports skill development in four areas: social functioning, activities of daily living (self-care), behavior management, and independent living. Each child has an individual treatment plan as well as a behavior management plan with unique sets of goals and corresponding objectives based on these skill areas. An average of 75% of individual skill goals increased from baseline rates over the past year, while problem behaviors decreased an average of 40% from baseline rates across consumers.

Program Satisfaction

Family Satisfaction Survey Responses		
Survey Question	Agree	Disagree
Satisfied with communication from the program	93%	7%
Would recommend program to others	93%	7%
Satisfied with level of support from program	97%	3%
Satisfied with level of support from field supervisor	97%	3%
Field supervisor informs family of child's progress	97%	3%
Satisfied with inclusion in child's treatment planning process	100%	0%

Comments from Families

"My child is thriving, thank you Woodfords. He continues to excel thanks to the support you provide him and our family."

"My son has had two wonderful, skilled and calm BHP's. Both exceptional. , BHP is exceptional with him! My son has an exceptional field supervisor who goes above and beyond always being sensitive to my son's needs.."

"Our BHP is FANTASTIC! She's still getting to know our kiddo but she comes to our home with a plan to meet specific objectives at each session; between her and strategies from our BCBA, they managed to help my child to overcome an issue that he's been struggling with for the last 3 years."

Program Demographics

Region	Census Total	Gender		Age					
		Male	Female	0-4 years	5-7 years	8-11 years	12-15 years	16-18 years	19-22 years
Southern Maine	97	69	28	5	25	33	20	11	3
Central Maine	44	37	7	3	3	16	12	7	3
Total	141	106	35	8	28	49	32	18	6

Region	Diagnosis						
	Autism	Mental Health	Intellectual Disability	Developmental Delay	Dual Diagnosis	Medical	Other
Southern Maine	56	15	0	12	15	4	1
Central Maine	27	5	4	7	6	1	0
Total	83	20	4	19	21	5	1

The In Home Support specialized program grew significantly in FY 2017 with the addition of several BCBA's. 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

Therapeutic Foster Care provides treatment-level foster care to children 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 2017: 21

Program Demographics

Gender	
Male	13
Female	8
Total	21

Age	
0-4	20
5-7	1
8-11	0
12-15	0
16-18	0
19-22	0
Total	21

County of Residence	
Androscoggin	2
Cumberland	7
Oxford	1
York	9
Unknown	2
Total	21

Diagnosis	
Autism Spectrum Disorder	1
Mental Health	11
Developmental Delay	6
Dual Diagnosis	2
Medical	1

Program & Clinical Outcomes

Reason for Discharge					
Reason	Q1	Q2	Q3	Q4	Total
Reunification	0	0	0	4	4
Kinship	0	4	0	0	4
Adoption	5	4	4	1	14
Guardianship	1	0	0	0	1
Aged Out	0	1	0	0	1
Moved to new home	1	2	0	1	4
Other	1	0	0	0	1
Total	8	11	4	6	29

Behavioral Supports Accessed					
Service	Q1	Q2	Q3	Q4	Total
Program On-Call	3	8	8	5	24
Outside Crisis Calls	0	4	2	3	9
ER Visits—Medical	0	1	1	0	2
Law Enforcement Calls	0	4	1	5	10
ER Visits—Non-Medical	0	3	3	2	8
Non Crisis Pager Calls	1	1	1	1	4
Total	4	21	16	16	57

The Therapeutic Foster Care program continues to achieve high rates of permanency for children in foster care. Woodfords supported the reunification of three children and families, while supporting eight additional children in kinship placements or adoption. Additionally, disrupted placements due to crisis or hospitalization remain low. This is due in part to the program's 24-hour-a-day support to meeting the needs of children and families during crises, with a team approach by foster family support workers, case managers, the Program Director and Director of Program Services.

Reason for Admission to Program					
Reason	Q1	Q2	Q3	Q4	Total
Disrupted Foster Care Placement	1	0	2	0	3
Discharged from Residential	1	2	0	2	5
Disrupted Kinship Placement	0	1	0	0	1
Information Not Available	2	1	5	0	8
Total	4	4	7	2	17

Program Satisfaction

Foster Parent Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
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	89%	0%	11%
Satisfied with frequency of visits from case manager	78%	22%	0%
Would recommend family support worker	100%	0%	0%
Overall evaluation of program	100%	0%	0%

Comments from Foster Parents

"I would highly recommend Woodfords over any other agency; they are always there for you."

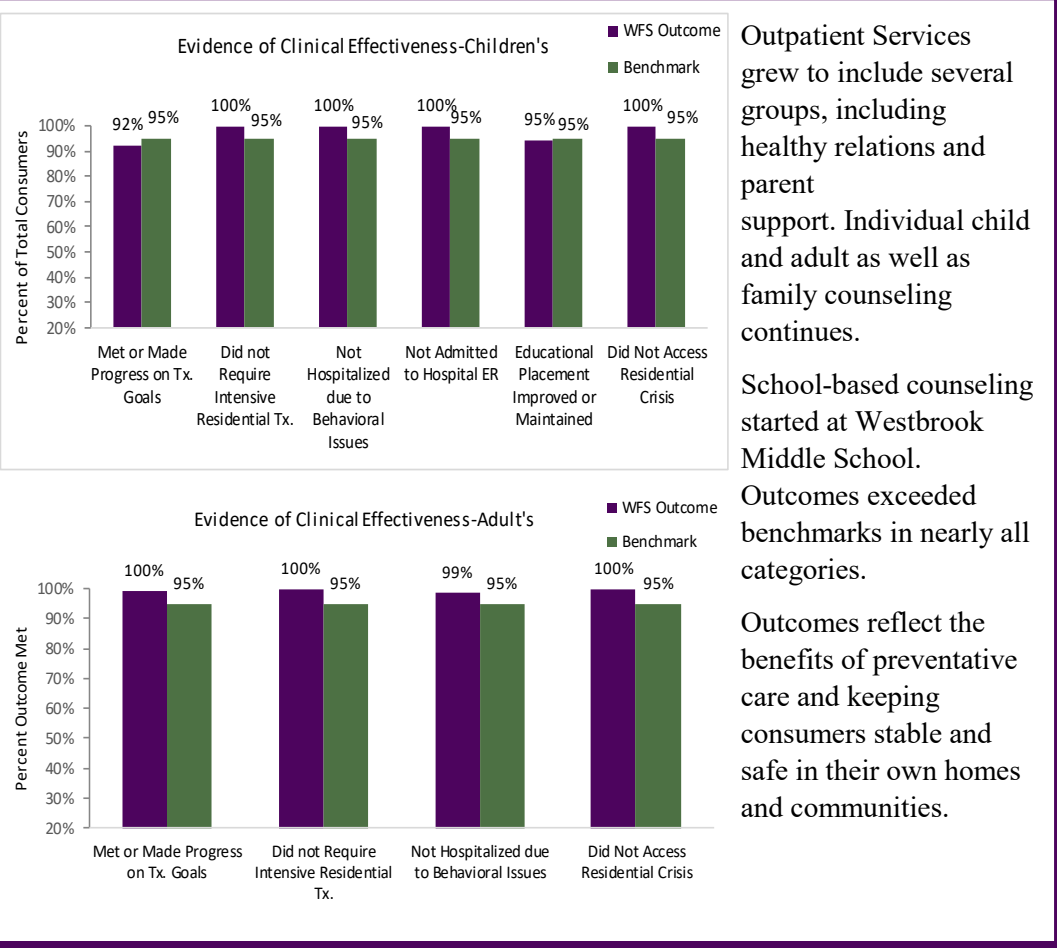
"I love working with Woodfords."

"The most helpful to me over the past year is that I can access a real person all of the time."

"The most helpful to me over the past year is the support from everyone at Woodfords."

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, including Cognitive Behavioral Therapy, Acceptance and Commitment, Trauma-Based Cognitive Behavioral Therapy, Motivational Interviewing, Complex Grief Therapy, Social Thinking, Structural Family Therapy, Group Therapy, health and Wellness Coaching and other interventions based on client needs.



Outpatient Services grew to include several groups, including healthy relations and parent support. Individual child and adult as well as family counseling continues.

School-based counseling started at Westbrook Middle School.

Outcomes exceeded benchmarks in nearly all categories.

Outcomes reflect the benefits of preventative care and keeping consumers stable and safe in their own homes and communities.

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
Didn't wait long for Services after referral	90%	5%	5%
Friendly, professional staff	100%	0%	0%
Helped create own treatment plan	100%	0%	0%
Satisfied with program's communication	100%	0%	0%
Concerns regarding treatment addressed and consumer felt heard	95%	0%	5%
Would recommend program to others	100%	0%	0%

Comments from Families

"We love our clinician and case manager Their support has really helped by daughter."

"Woodfords has been very helpful and effective for my family."

"Our clinician has kept us informed and involved in our son's care despite the long distance. He speaks positively about her."

Program Demographics-Based on June 30, 2017 Census

Gender	
Male	43
Female	49
Total	92

Age	
5-11	22
12-18	29
19-24	7
25-30	12
31-40	13
40+	9
Total	92

County of Residence	
Cumberland	84
Lincoln	1
Sagadahoc	1
Somerset	1
York	5
Total	92

Diagnosis	
Mental Health	36
Autism	12
Intellectual Disability	14
Developmental Disability	7
Dual Diagnosis	22
Medical	2

Psychiatry Services

Psychiatry 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 2017: 214

County of Residence	
Androscoggin	5
Cumberland	166
Kennebec	2
Lincoln	1
Oxford	6
Sagadahoc	1
Somerset	1
York	32
Total	214

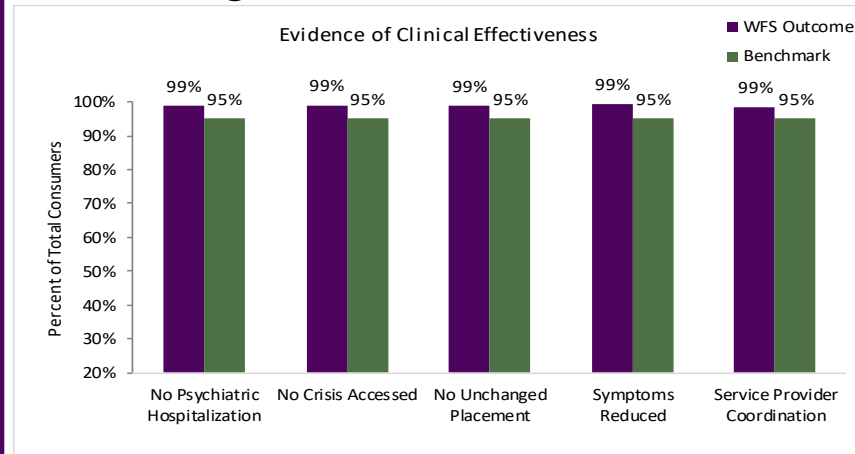
Age	
5-7	12
8-11	43
12-15	44
16-18	31
19-24	21
25-30	29
31-39	20
40+	14
Total	214

Gender	
Male	141
Female	73
Total	214

Program Demographics

Diagnosis	
Mental Health	91
Autism	30
Intellectual Disability	14
Developmental Disability	31
Dual Diagnosis	35
Medical	5

Program & Clinical Outcomes



Psychiatry Services continues to grow at Woodfords. Clinical effectiveness was outstanding with 99% of consumers not needing a higher level of care and 99% having some symptom reduction. Satisfaction scores

continue to be high in all areas. Responsiveness, professionalism and integrated care are important to consumers and continue to be evident in consumer satisfaction feedback.

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
Level of communication regarding scheduling	100%	0%	0%
Satisfaction with amount of time between referral and start of services	85%	5%	10%
Friendliness and professionalism of staff	100%	0%	0%
Satisfaction that concerns regarding medications are heard and addressed	98%	2%	0%
Would recommend service to others	100%	0%	0%

Comments from Families

“We are impressed with the Physician Assistant. He puts us at ease, reassures us, never pressures us; instead educates us and provides helpful options. I am grateful we have a Case Manager.”

“The program is first class. It is fully-integrated with the PCP and home programming. It is a wonderful partner in my whole programming.”

“Thank you for all that you do. Great service to the whole community.”

“Woodfords has been very helpful to me and my family throughout the services they provide.”

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 2017: 298

Program Demographics

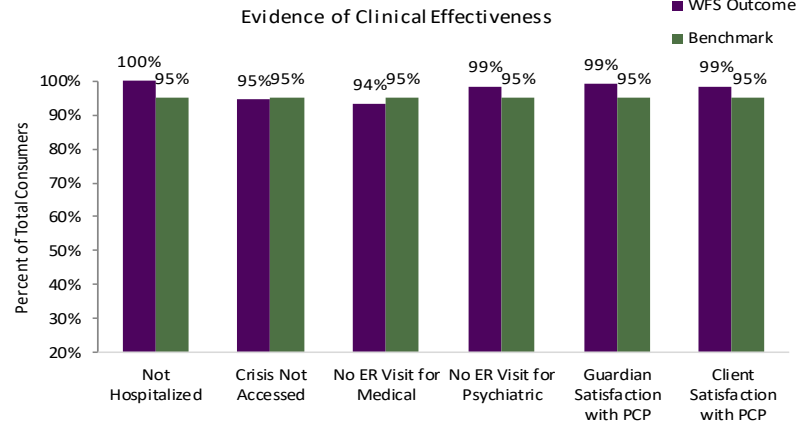
Gender	
Male	175
Female	123
Total	298

Age	
18-24	99
25-30	87
31-40	51
41+	61
Total	298

County of Residence	
Androscoggin	1
Cumberland	220
Hancock	1
Lincoln	1
Oxford	3
York	72
Total	298

Diagnosis	
Mental Health	2
Autism	65
Intellectual Disability	154
Dual Diagnosis	80
Medical	37

Program & Clinical Outcomes



Adult case management provides service related to all areas of a person's life and planning is critical to consumer success. 99% of consumers and guardians were satisfied with this complex planning process. The number of consumers in the program continues to increase and satisfaction continues to be

excellent. Consumer planning is successful as indicated by the high percentage of consumers who do not need to access higher levels of care such as hospitals and crisis

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
Satisfaction with the communication from the program	69%	28%	3%
Satisfaction with the support received by the program	97%	3%	0%
Percent of respondents who would recommend the program to others	97%	3%	0%
Satisfaction with Woodfords Case Manager	97%	3%	0%
Percent of respondents who indicated the program has been able to meet their individual needs	100%	0%	0%
Percent of respondents who indicated their quality of life has improved since receiving services	100%	0%	0%

Comments from Families

“Thank you for your dedicated staff and exceptional team.”

“Case Manager is great to have, thank you for everything.”

“The connection to peers, community and attempts to provide career support options has been very helpful.”

Expeditions Community Supports Program

Expeditions 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

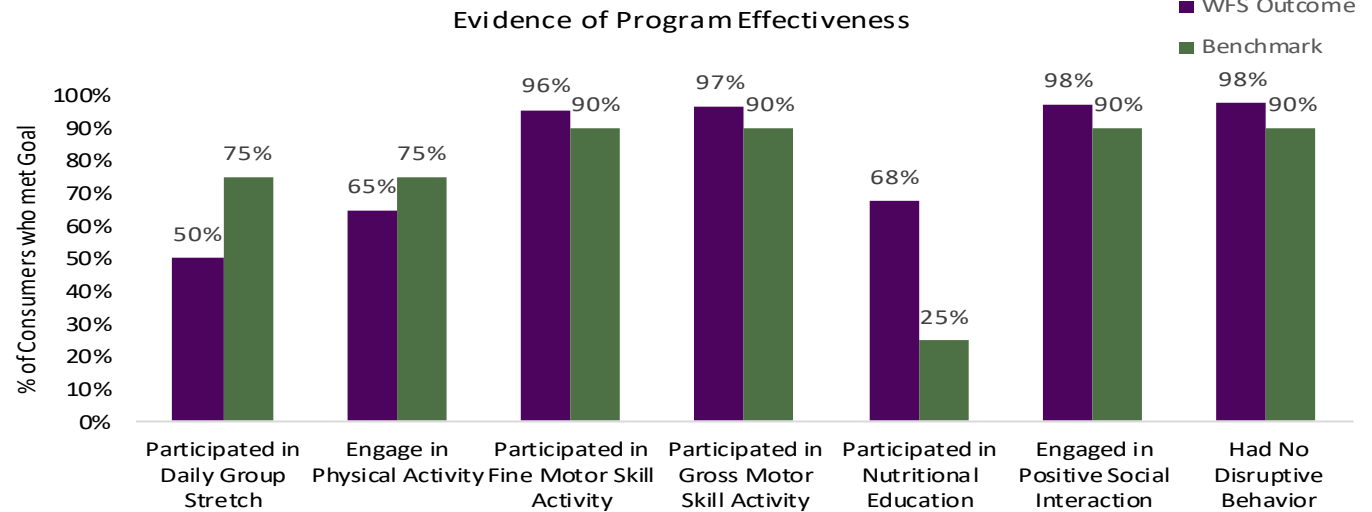
Census as of June 2017: 28

Program Demographics

Census	County	Total	Gender		Age		
			Male	Female	25-30	31-40	40+
Serving	Cumberland & York.	28	19	9	9	13	6

Census	County	Total	Diagnosis			
			Mental	Intellectual	Dual	Medical
Serving	Cumberland & York.	28	1	14	12	5

Program & Clinical Outcomes



The Expeditions, Community Supports Program increased its consumer census by 9% over the previous year. The program focuses on a variety of aspects of healthy living including physical and

hands on activities as well as nutrition education. Volunteer opportunities are offered regularly and provide consumers with an opportunity to give back to their communities. Healthy, active living and

community inclusion remain key components of this program and are measured through program outcomes.

Consumer Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
Satisfaction with the activity choices.	100%	0%	0%
Program teaches new things.	91%	5%	4%
Program helps with personal growth.	94%	0%	6%
Program is beneficial to health and wellness.	100%	0%	0%
Program helps prepare for future.	94%	0%	6%
Program helps increase individual participation in the community.	100%	0%	0%

Comments from Consumers

“Taking Karate on Wednesday is great.”

“I like it here because staff program coordinator helps me take care of thing.”

“I enjoy going out with others, watching trainings and eating salad!”

“I like to play baseball and go bowling.”

Residential Services

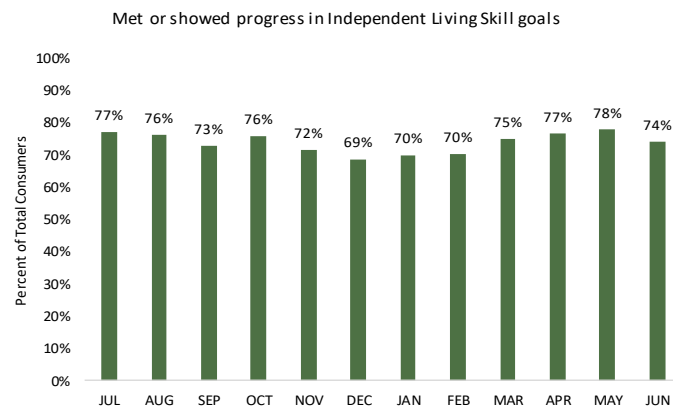
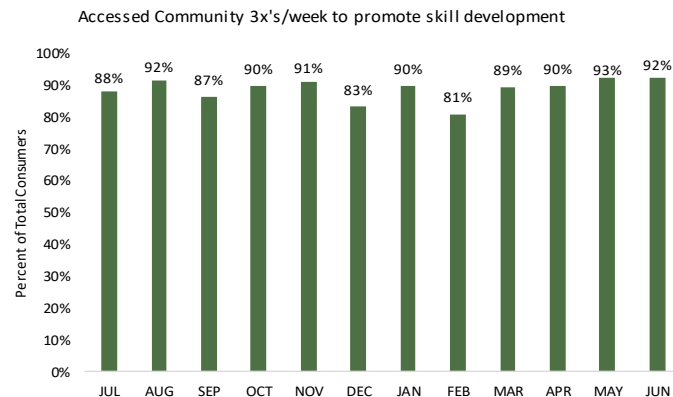
Residential services assist adults with special needs to reach their full potential while providing safe, stable living environments. Adults with developmental disabilities who qualify for waiver-level services through DHHS are eligible for the program. This program is tailored to meet the needs of each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

Living Arrangement	
Type	Census
Single Person Residence	2
2 Person Residence	30
3 Person Residence	3
Independent Living	13
Total	48

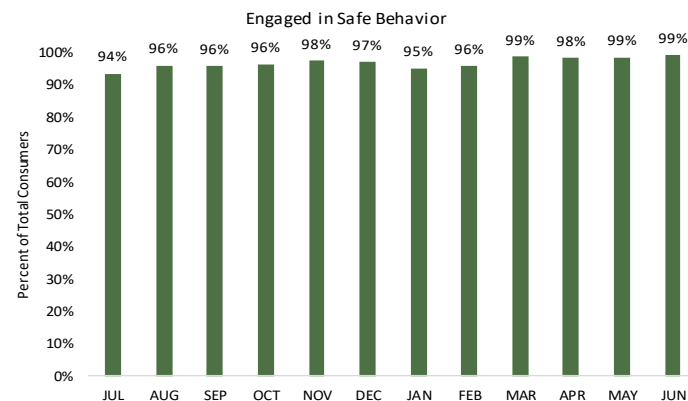
County	Census	Gender		Age			
		Male	Female	18-24	25-30	31-40	40+
Serving Cumberland & York.	48	16	24	8	7	23	10

County	Census	Diagnosis					
		MH	Autism	ID	DD	Dual Diagnosis	Medical Diagnosis
Serving Cumberland & York.	48	2	7	26	1	15	8

Program & Clinical Outcomes



Woodfords Residential Services supports adults to live in safety, meet independent living goals and stay connected to the communities in which they live. On average 89% of the consumers accessed community inclusion activities during the year. 80% of consumers made progress on independent living skill goals and 97% of consumers demonstrated safe behaviors, exceeding the program established benchmark of 85%.



Program Demographics

Program Satisfaction

Consumer Satisfaction Survey Responses				
Survey Question	Yes	Somewhat	No	Don't Know
Satisfied with communication from the program	100%	0%	0%	0%
Satisfied with support received from program	100%	0%	0%	0%
Happy in home in which they live	76%	6%	18%	0%
Happy in neighborhood in which they live	94%	0%	0%	6%
Happy with the food choices	59%	41%	0%	0%
Satisfied with community choices provided	94%	6%	0%	0%
Would recommend program to others	100%	0%	0%	0%

Comments from Consumers

“Most helpful to me is knowing that I have a good team and if I ever have a problem with anything, there will always be someone guiding me.”

“Staff at Woodfords has been there when I've needed them.”

“Most helpful to me is healthy eating.”

Shared Living Program

Shared Living Program provides support to adults with special needs in a family environment. Adults with developmental disabilities who qualify for waiver-level services through DHHS are eligible for the program. Shared Living providers can be biological parents, family members or 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 & Clinical Outcomes

The program satisfaction data indicates 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. This year the program was able to show clinical effectiveness as evidenced by 100% of consumers meeting their individual goal of participating in community activities at least 3x's per week as well as engaging in safe behavior 100% of the time.

Program Satisfaction

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

Program Census

Census as of June 2017: 13

Survey Quote

“Woodfords has been an excellent partner for almost 10 years.”

Program Demographics

County	Census Total	Gender		Age			
		Male	Female	18-24	25-30	31-40	40+
Serving: Kennebec, Somerset, Cumberland and York.	13	9	4	1	2	6	4

County	Census Total	Diagnosis			
		Intellectual Disa-	Autism	Dual	Medical
Serving: Kennebec, Somerset, Cumberland and York.	13	9	1	3	4

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