



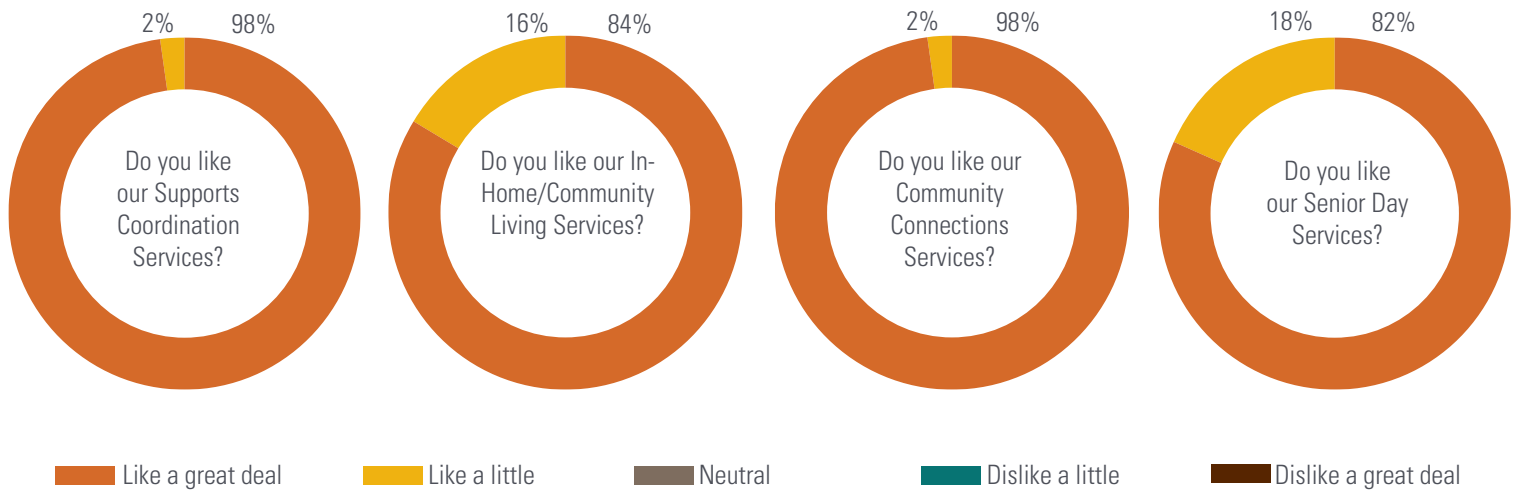
WESTERN MICHIGAN UNIVERSITY
Center for
Disability Services

Western Michigan University Center for Disability Services

2016-17 Annual Performance Improvement Report


Participant Satisfaction

Maintaining participant satisfaction at or above 95% in all services provided is critical to our success. We have **met and exceeded our goal** in many service areas. Each year, we solicit feedback from individuals receiving our services and facilitated their self-determination by allowing maximum choice within the context of our contract and accreditation. Below is a breakdown of participant satisfaction with respect to each service we provide.



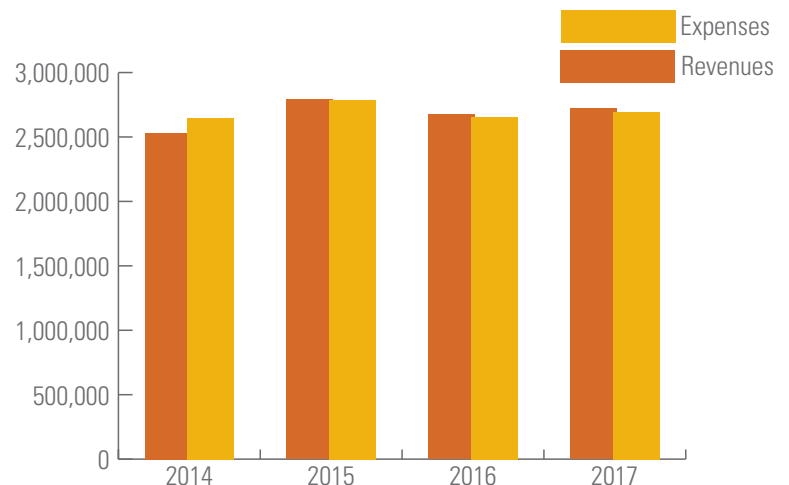
100% of community partners agree that CDS has enhanced the quality of life of individuals with developmental disabilities.

Quarterly meetings are held with participants to gain input on how to improve services.



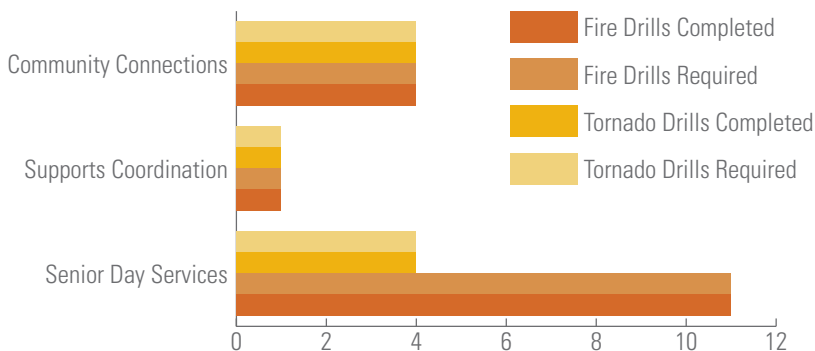
Financial Outcomes

The agency finished the fiscal year in the black for the second consecutive year. However, the total agency revenue decreased by \$45,937 over the past year. All services with the exception of the Senior Day Program were able to cover their direct expenses and contribute to the administrative overhead. There were zero audit findings resulting in a management letter.



Health and Safety

Maintaining health and safety is a top priority at the Center for Disability Services. Our faculty, staff and students are committed to providing safe and healthy environments for all attending CDS programs. We continue to comply with health and safety regulations, employee training programs and monitor trends in critical incidents to ensure our staff are maintaining safety and health standards to keep our consumers safe, healthy and happy. Our safety committee continues to monitor and identify trends, implement training where needed and provide annual summaries of incidents.

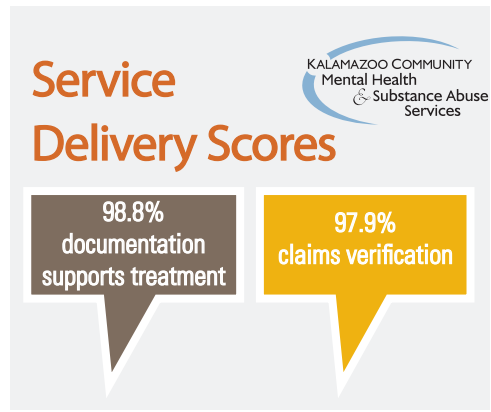


ZERO
Critical incidents requiring outside medical attention where agency neglect was indicated.

100%
of CDS staff are HIPAA trained. There were zero incidents of HIPAA violations.

Program Outcomes

CDS has specific goals for each consumer based on the program or service. Below are some outcomes by service.



Census by service

