



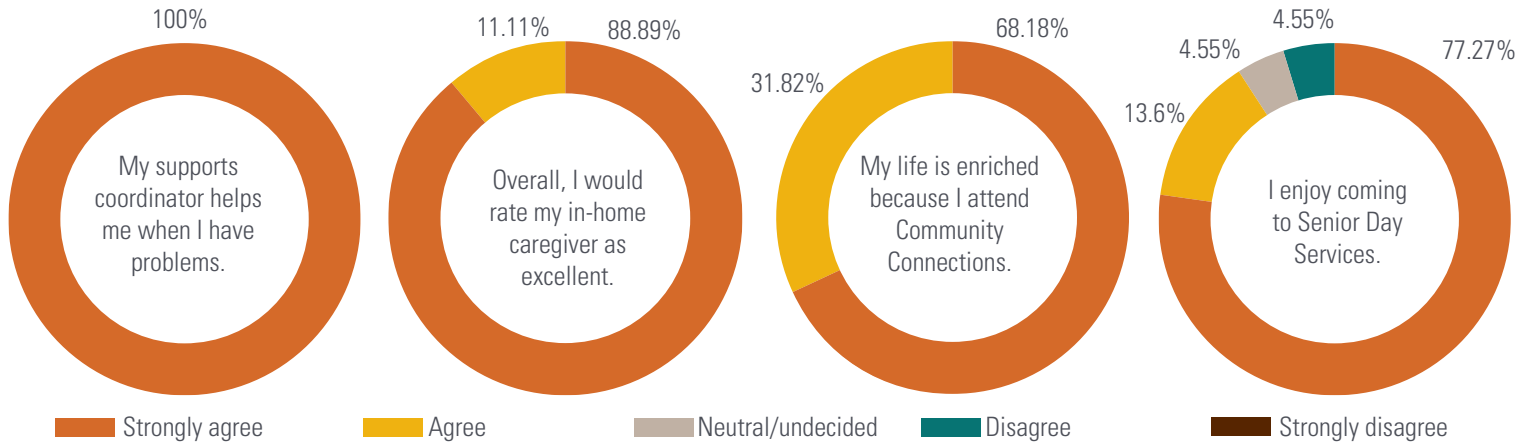
WESTERN MICHIGAN UNIVERSITY  
Center for  
Disability Services

# Western Michigan University Center for Disability Services

## 2018-19 Annual Performance Improvement Report

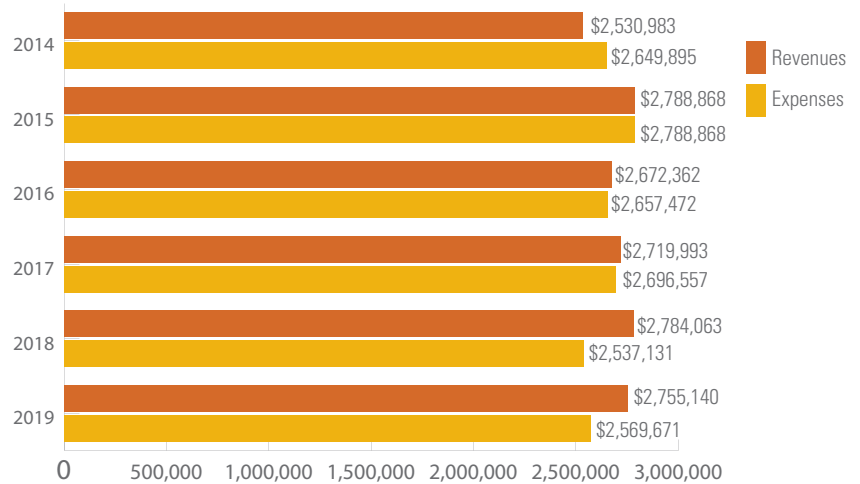
### Participant Satisfaction

Maintaining participant satisfaction 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. Below is a breakdown of participant satisfaction with respect to each service we provide.

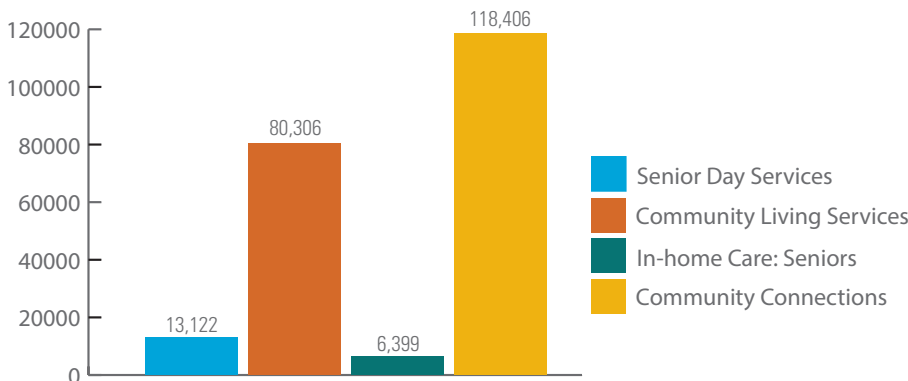


### Financial Outcomes

The agency finished the fiscal year in the black for the fourth consecutive year. There were zero audit findings resulting in a management letter.



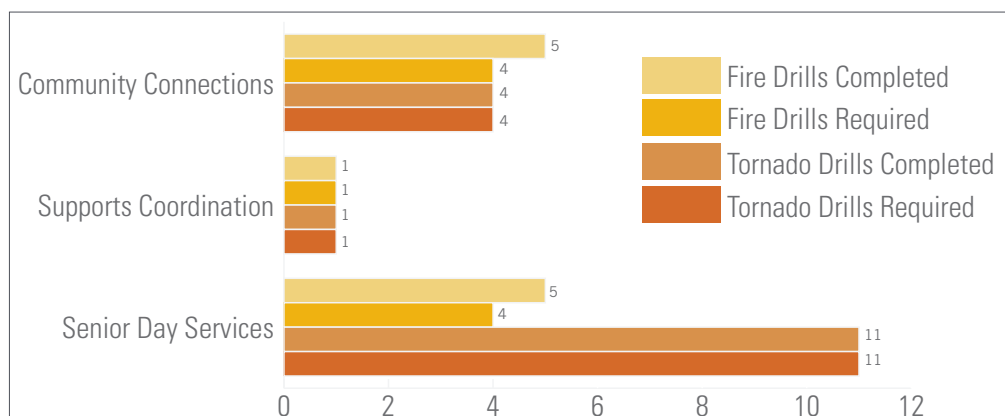
### Therapeutic Interactions



Therapeutic interactions are planned interactions between a participant and a staff member, defined in a plan of service, and intended to achieve a desired outcome. The graph to the left represents each instance of a recorded therapeutic interaction by program.

# 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.

**Community Connections**

- 94% of participants made progress on at least one objective.
- 81% average objectives achieved.

**Community Living Services**

- 100% of participants demonstrated progress on at least one objective.
- 81% average objectives achieved.

**Senior Day Services**

- 85% of participants made progress on at least one objective.
- 93% average objectives achieved.

## Service Delivery Scores

100%  
documentation  
supports treatment

100%  
training compliance

## Census by service

