

Center for Disability Services

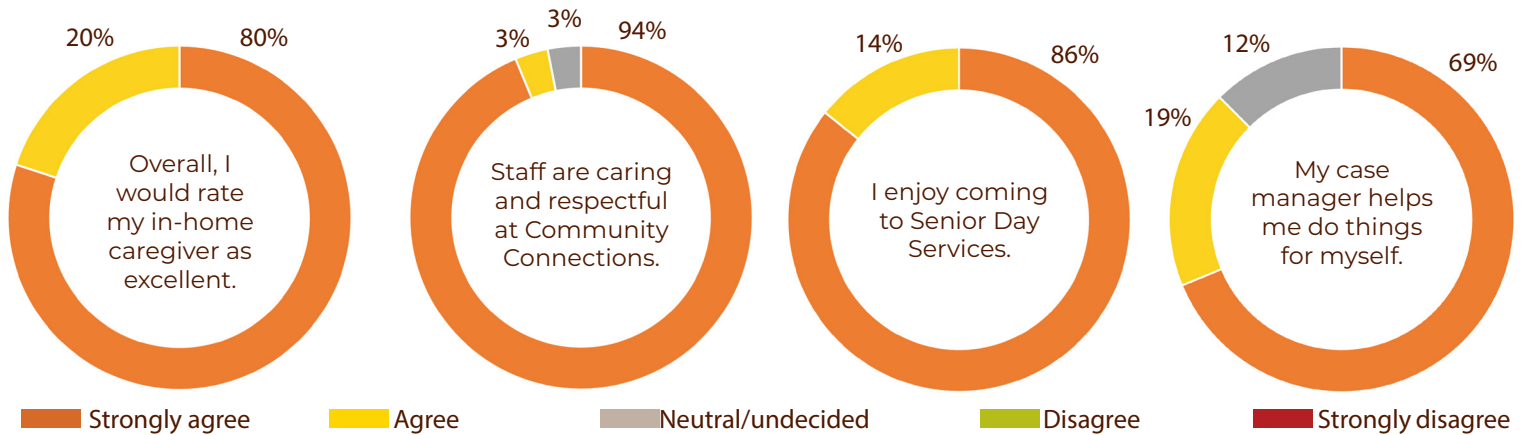


WESTERN MICHIGAN UNIVERSITY

2020-21 Performance Improvement Report

Participant Satisfaction

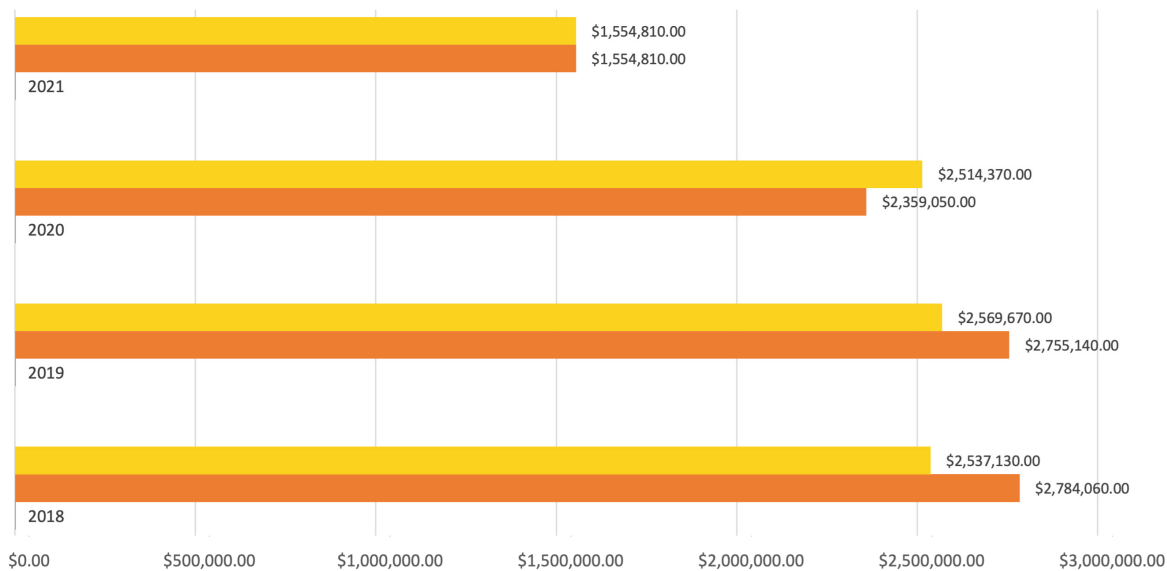
Maintaining participant satisfaction in all services provided is critical to our success. We have met and exceeded our goal in many service areas. Each year, we solicit feedback from individuals receiving our services. Below is a breakdown of participant satisfaction with respect to each service we provide.



Financial Outcomes

The agency finished the fiscal year even. There were zero audit findings resulting in a management letter.

Revenues (orange)
Expenses (yellow)

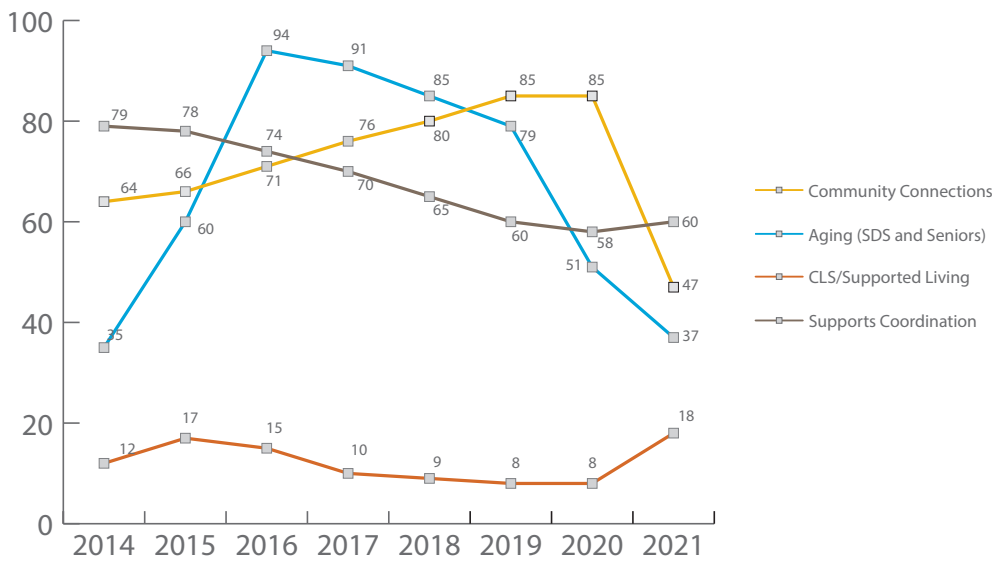


Health and Safety

Maintaining health and safety is a top priority at the Center for Disability Services and Adult Wellness Programs. 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.

100% of tornado and fire drills were completed for all day programs.

Census by service



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.

