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.

**Participant Satisfaction**

Overall, I would rate the quality of in-home care as excellent.

I like the activities provided at Community Connections Skill Building.

I enjoy coming to Senior Day Services.

My case manager helps me if I have a problem.

**Financial Outcomes**

The agency finished the fiscal year even. 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 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.

In addition to routine tornado and fire drills, CDS and Adult Wellness Programs completed the following drills:
- Bomb threats
- Emergency disaster drills
- Medical emergency
- Emergency weather
- Utility emergencies.

Census by service

![Census Graph]

Program Outcomes

CDS works with participants to ensure they are acquiring crucial independent skills to promote their success in our community. Below are the outcomes of our Community Connections program.

Community Connections

100% of participants made progress on at least one objective.

Service Delivery Scores

Our ancillary and case management services scored 100% in the following areas:

- Emergency response
- Health and Safety
- General administrative oversight
- Coordination of care