

Center for Disability Services

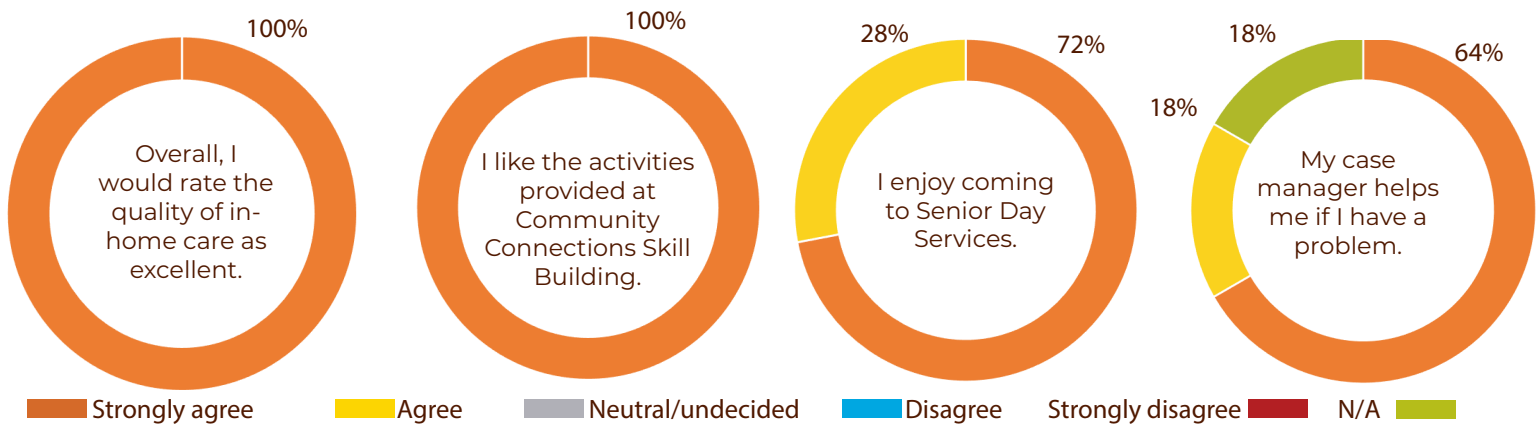


WESTERN MICHIGAN UNIVERSITY

2021-22 Performance Improvement Report

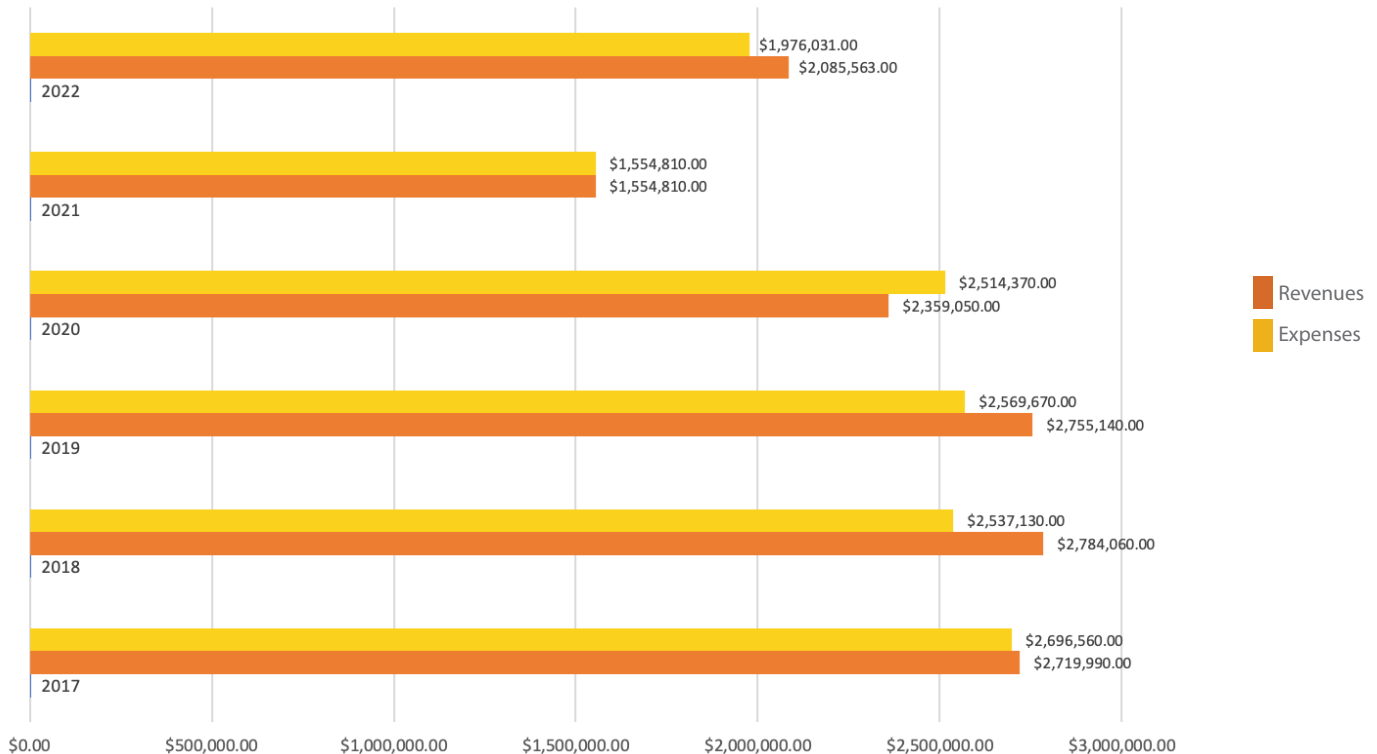
Participant Satisfaction

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.

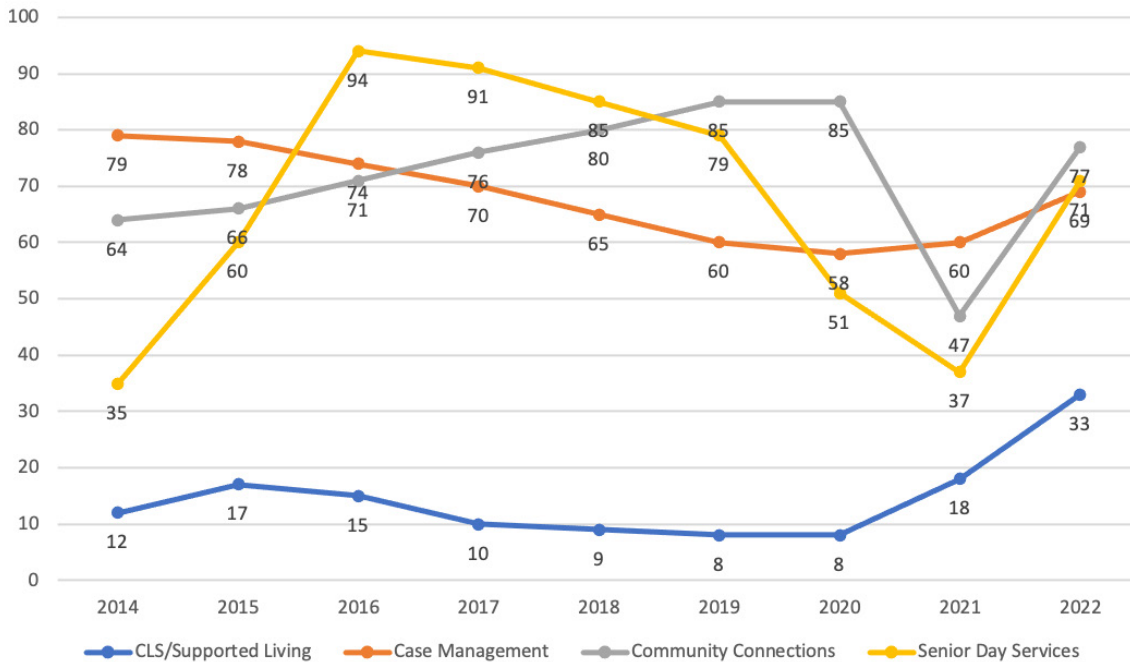


Health and Safety

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



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 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.

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

100% agency training compliance

Community Connections

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