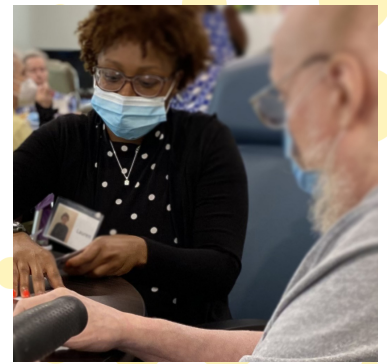




WESTERN MICHIGAN UNIVERSITY
College of Health and Human Services
Center for Disability Services
and Adult Wellness Programs

2022-23 ANNUAL REPORT

JULY 1, 2022 - JUNE 30, 2023



VISION

Our vision is to provide high quality supports and services and to help all people be active members of their community and achieve the highest quality of life possible.

Values

- All people are valued members of society.
- All people have the right to make choices affecting their lives.
- People who receive our services are unique individuals who should be cherished, treated with sincere understanding and respect, and provided with lifelong learning opportunities.

MISSION

The mission of the Western Michigan University Center for Disability Services is to help people who because of age, illness or disability need assistance to live life fully. Through our community living, case management, skill building and aging services, our goal is to support a person's intellectual and physical functioning and independence by minimizing the negative impact of age or disability on their life, and assisting them to remain living at home and participating in their community.

Advisory Board Members



Dr. Jon Baker

Advisory Board Chairperson,
Chair, Department of Psychology

Dr. Diane Anderson

Vice President for Student Affairs

Trevor Block

Chief Development Officer,
College of Health and Human Services

Deanna Bush

Coordinator of Clinical Experiences
Department of Music Therapy

Dr. Betty Dennis

Director, CHHS Office of Diversity,
Equity, and Inclusion
Faculty Specialist II, School of Interdisciplinary
Health Programs

Cindy Green

Retired Assistant Superintendent of Student
Services and Director of Special Education,
Kalamazoo Public Schools

Sharon Hunt

Family Representative

Dr. Yvonne Jackson

Professor, Department of Physical Therapy

Joel Krauss

Marketing Manager,
College of Health and Human Services

GROWTH AND DEVELOPMENT

YARD ENHANCEMENT

Senior Day Services gets new outdoor space to promote health and wellness, independence and active engagement

WMU Senior Day Services has been providing day care services for seniors in Kalamazoo County since 2001. We serve adults with various health conditions, neurocognitive impairments and memory loss, disabilities, and aging related needs. Throughout the years, we have had strong partnerships with the community. We have served participants in partnership with Area Agency on Aging, Grant opportunities through the Kalamazoo County Millage, Milestones Senior Services, Veterans Administration, private referral arrangements, hospital social workers and Integrated Services of Kalamazoo.

Each spring, once the weather is conducive for outdoor engagement, participants are eager to enjoy the fresh air. We continually observe benefits for our participants and their enjoyment of the outdoor spaces. Many of our seniors relish the sunshine, engage more readily in conversation, take short walks, play outdoor games like cornhole, and admire the foliage, birds, and sounds around them.

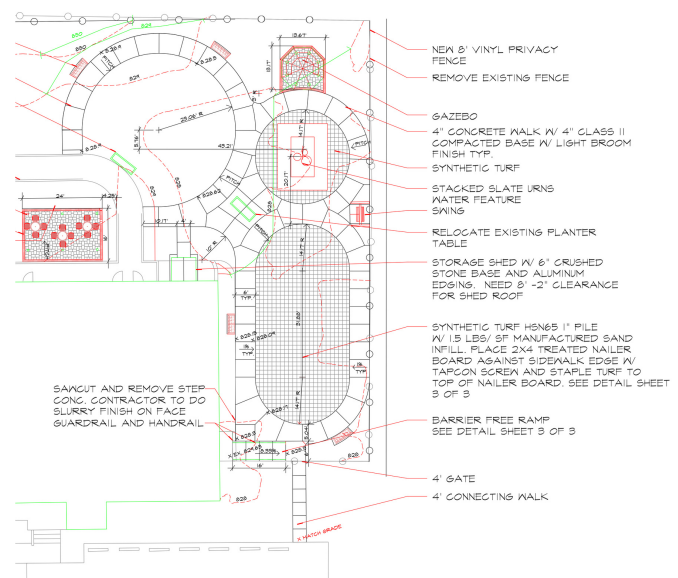
Thanks to the financial support of Kalamazoo County, our vision for an enriched outdoor space materialized. Plans for the outdoor space were finalized in April 2023 through collaboration with a team of WMU engineering students, who helped design the initial layout for an optimal space for Senior Day Services. Naylor Landscape Management has been contracted for the work and have included components that promote physical exercise, opportunities for socialization, interaction with nature, and visual components which can be enjoyed both outdoors and indoors through our large windows.

Excavation and construction for the enhanced space has begun and is slated to be completed by spring of 2024.



The before and after photos above show progress on the yard project. Cement was poured for the walking path, trees and shrubs have been planted, the privacy fence was installed and the pergola was built.

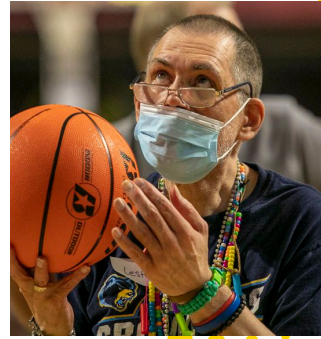
Below are the plans for the yard to be completed by Naylor Landscape Management.



PROGRAM HIGHLIGHTS

Skill Building participates in Beautiful Lives Project

The Beautiful Lives Project collaborates with Western Michigan University to give children and adults with disabilities a chance to play basketball with members of WMU's men's basketball team and coaching staff at the University Arena in Kalamazoo. Community Connections Skill Building program consumers participated in two events with the Beautiful Lives Project.



Western students break down barriers through music with partner United Sound

A roaring round of applause reverberates through a Chicago ballroom as the United States Navy Band finishes a performance. One of the nation's premier concert bands, the ensemble is accustomed to ovations. But on this night, a group of guest musicians from Western Michigan University CDS stole the show.

"I almost cried at the end; I definitely teared up a little bit," says Taylor Scott, co-president of the University's chapter of United Sound, a registered student organization (RSO) at WMU. In the fall of 2021 United Sound partnered with Western's Center for Disability Services to offer peer mentorship for young adults with disabilities interested in learning how to play an instrument.

"United Sound has been a wonderful experience for Carly and our family," says Colette Guerin, whose daughter, Carly, was connected to the group through the Center for Disability Services. "The biggest joy we get is seeing her with her mentors and enjoying time with them."



Sydney Grenier and Alyson Johnson assist Cody Gibbs as he plays along with the United States Navy Band.

Speech students work with Senior Day Services participants

Each semester, Allison Mezo, Aphasia Communication Enhancement Speech Clinician at the Western Michigan University Unified Clinics, assigns four speech-language pathology students to provide communication support at WMU's Senior Day Services. Students visit participants with cognitive or intellectual impairments each Friday morning throughout the semester. The goal at Senior Day Services is to have the speech students initiate and support conversation through gestures or visual cues, engage in interprofessional education with students from other disciplines and collaborate to lead small group activities. Students are also learning about Alzheimer's and other dementias and provide trainings for program staff, caregivers, spouses and families on how to deliver speech-related interventions.




Speech graduate student, Bailey Baker, first year master's student in the Department of Speech, Language and Hearing Sciences works on a craft with a participant.

OUTCOMES

The programs offered at CDS are designed to empower individuals who are aging or have disabilities to become more independent, participate in their community and get the supports they need to live a joyous and healthy life. Below are outcomes from fiscal year 2022-23.

403,323
Total units of direct service
* 1 unit = 15 minutes

92% 
of participants met goals at CDS

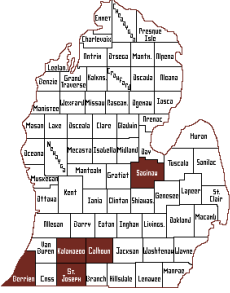
105
student employees hired this year

286
people served




\$710,399
paid out in student wages

5
number of counties that individuals receive services from

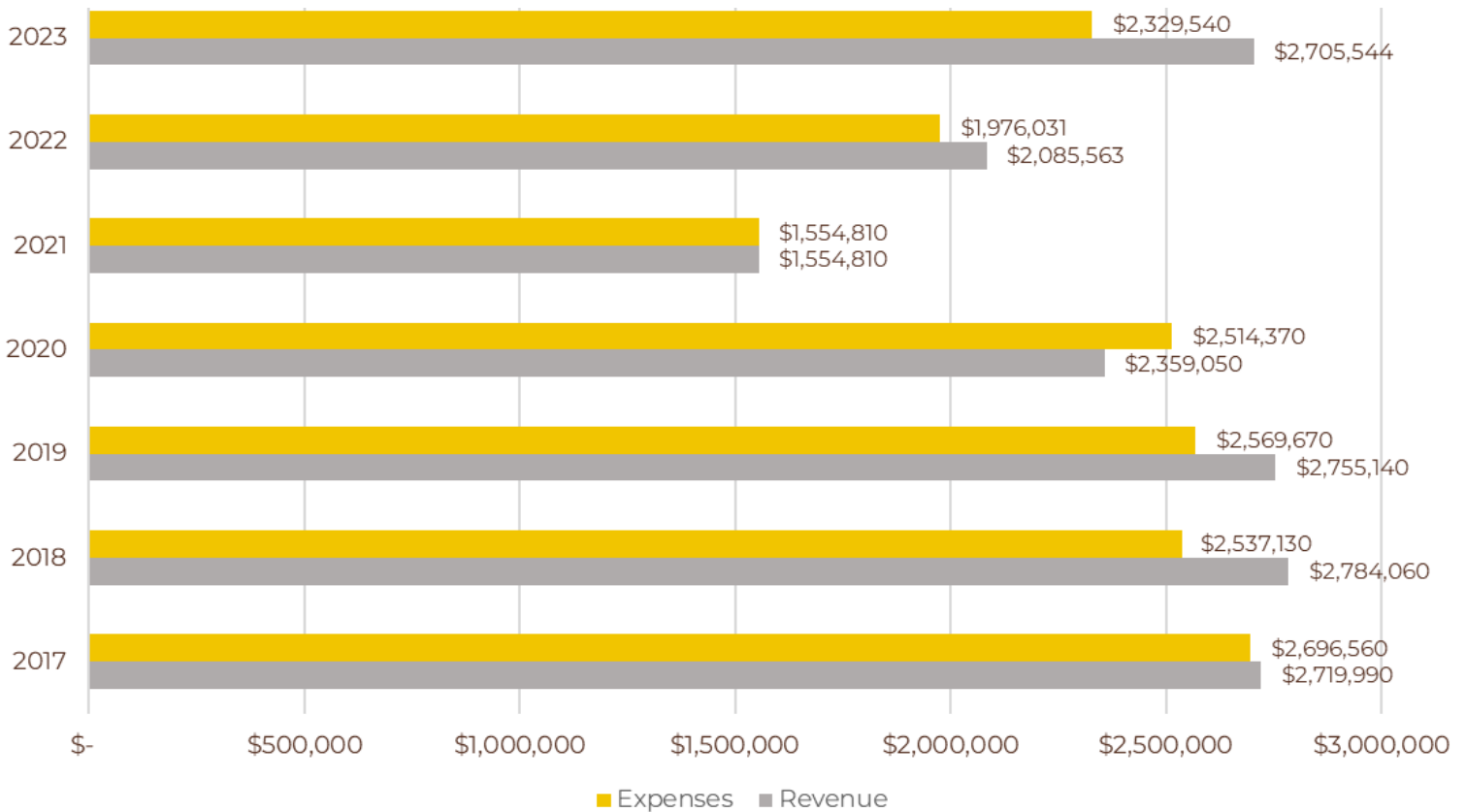


21%
of individuals served at Senior Day Services are Veterans



Hosted
87
intern and practicum students from Music, OT, PT, Nursing, Speech and Psychology

FINANCIAL OUTCOMES



Highlights

Skill building volunteer placements

- Delivering Meals on Wheels to residents in Kalamazoo county
- Kalamazoo Loaves & Fishes - weighing, counting and sorting vegetables into bags and bins
- Local farms - assist with cleaning the barns, feeding the animals, moving hay and helping with light household tasks
- WMU recycling and bottle return

Thank you to our supporters

- Kalamazoo County Millage awards for Adult Wellness Programs, \$341,000
- \$12,393.25 received in donations this fiscal year. Thank you to all our donors for your continued support.



If you would like to support to the Center for Disability Services and Adult Wellness Programs, please visit:
wmich.edu/disabilitycenter/giving

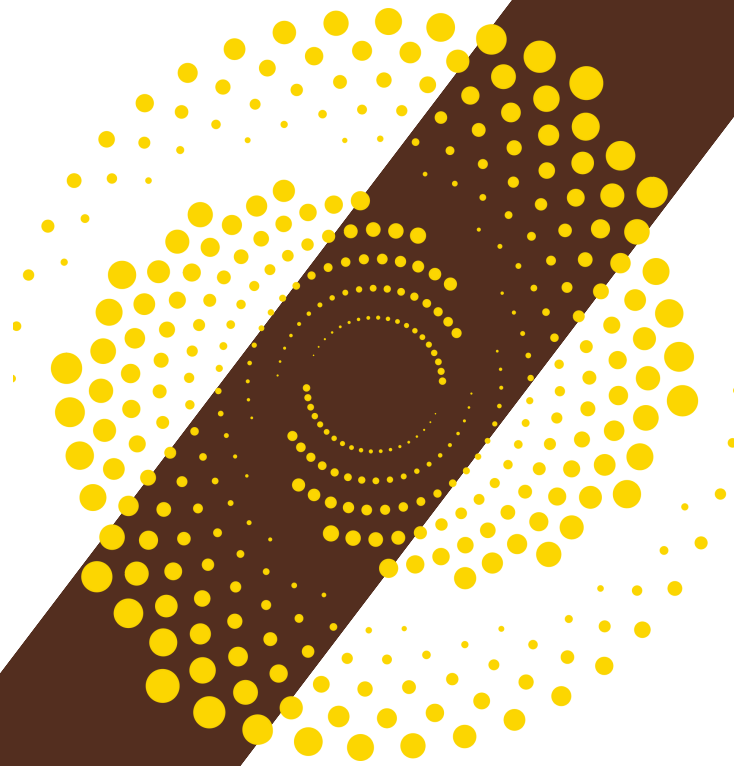
Student Spotlight



Kelyn Skrabilis earned WMU's Student Sustainability Grant (SSG) which provides support to student projects and research intended to advance sustainability. Kelyn was awarded the SSG in the amount of \$5,642 to fund the building of raised garden beds that are wheelchair accessible for individuals involved with the Center for Disability Services at WMU. Kelyn established a program centered around the renovated garden to provide ample opportunities for future OT and PT students to enhance community participation for individuals attending CDS. Thank you, Kelyn!



PERFORMANCE IMPROVEMENT REPORT, 2022-23



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PARTICIPANT/GUARDIAN 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.



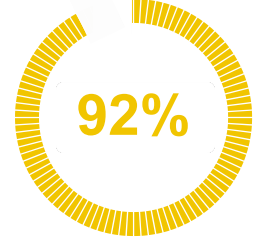
100% of consumers/guardians would recommend skill building, are satisfied with how management communicates and agree that management addresses all concerns immediately.



100% of Senior Day Services participants agree that staff are caring and respectful.



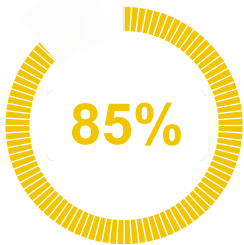
100% of in-home care clients feel confident in the abilities of their caregiver.



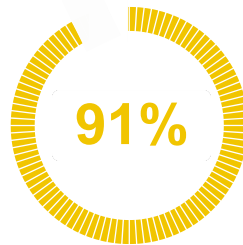
92% of clients would recommend their case manager.

STAFF SATISFACTION

We survey our staff each year to ensure job satisfaction. Feedback received helps guide agency changes.



85% of staff agree that they have opportunities for ongoing professional development.



91% of staff agree that their supervisor is available to answer questions.

COMMUNITY PARTNER SATISFACTION

In addition to staff and participant satisfaction surveys, we also poll our community partners to ensure satisfaction among staff, communication, services offered and reporting.



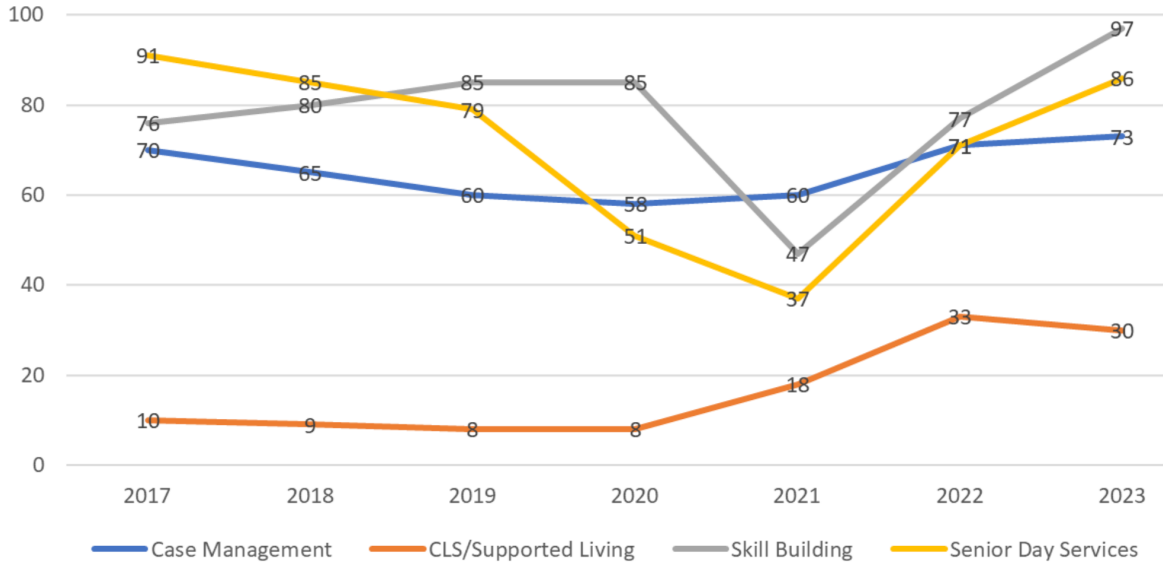
100% of community partners agree that services at CDS and Adult Wellness Programs enhance participants quality of life



90% of community partners agree that CDS and Adult Wellness Programs help individuals feel connected to their community

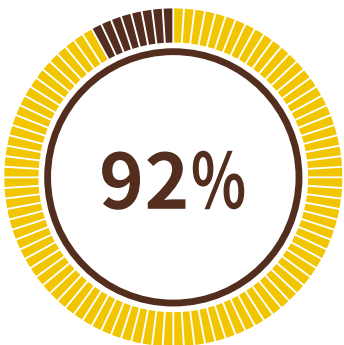
PERFORMANCE MEASURES

Census by service



Consumer goals

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 programs.



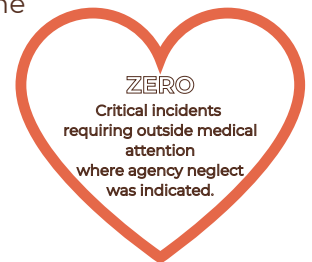
During the 2022-23 fiscal year, 92% of CDS consumers met at least one goal 100% of the time.

Health and Safety Data

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 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



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



WESTERN MICHIGAN UNIVERSITY CENTER FOR DISABILITY SERVICES AND ADULT WELLNESS PROGRAMS 2022-23 ANNUAL REPORT

Management Team



Dr. Andrea Perez
Director

Jill Frazee
Senior Marketing Specialist

Marti Haug
Finance Analyst

David Longjohn
Senior Systems Specialist

Dawn Robarge, MPA
Program Coordinator, Adult Wellness
Programs

Sandra Wagner, M.A., BCBA, LBA
Program Coordinator, Community
Connections and Community Living
Services less than 24-hours

Toby Ward, LBSW, M.Ed., QIDP
Coordinator of Case Management



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