

ECF RESIDENTIAL PROGRAM

The objectives and outcomes for ECF Residential Program are as follows:

- Maximize independent living skills- Not Met
- Maximize consumer satisfaction- Met
- Maximize sponsoring agency satisfaction- Met
- Maximize parent/sibling satisfaction- Met

The consumers independent living skills was low below goal level this year due to several reasons. The clients at Barman were given new objectives in July when the house was converted to an ICF/DDH and there was not enough time for them to make progress on the objectives. The clients at Valverde are becoming more medically fragile. It has been difficult for the clients to maintain their independent living skills. In the ILS Program, there have been many new clients and there has not been much progress on the objectives for the new clients.

Most of the consumers were satisfied with the services they receive. 100% of the clients at Barman, Valverde and Westington were satisfied with services. 73% of the Whittier clients stated they were satisfied with the services.

The parents were overall satisfied and happy with the services received. 100% of the parents from Barman rated the services offered as excellent, the Valverde parents rated the quality of services as very good and good. Only one respondent from Whittier rated the services as fair. When asked if they would recommend ECF to friends and family members, 100% of family members from Barman, Valverde, and Whittier stated they would recommend ECF and 75% of Westington parents stated they would recommend ECF.

There is only one service coordinator assigned to Barman who did not respond to the survey despite many phone calls from the program manager. There was one response for Whittier and four response for Westington. In response to overall satisfaction, there was 100% of excellent rating from Valverde and Whittier. Westington had 80% excellent rating and 20% good rating in the overall satisfaction question. There was an improvement in the overall satisfaction from the ILS Program from “good” last year to “excellent” this year. The Residential program will continue to improve its services to meet the sponsoring agency satisfaction.

Analysis of Consumer Demographics

The majority of residential clients have a diagnosis of mild to moderate mental retardation. The majority of consumers in a residential setting attend sheltered workshop or day activity center, whereas in the ILS Program, the majority of clients attend supported employment program.

The ethnic background of a significant number of clients at the Westington site is African-American and the residential group homes predominantly serves Caucasian consumers.

Progress on Recommendations from the previous year:

There were no formal recommendations from the previous year.

Recommendations

1. The Residential Program to continue to offer a variety of living options to adults with developmental disabilities.
2. The Director of Residential Services will review report results with all staff.
3. The Director of Residential Services will work closely with the Program Managers to develop more realistic objectives for the clients that is suitable for their functional abilities.