



2016 Clinical Outcome Measurement Report

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2016 Clinical Outcome Measurement Report

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Woodfords Family Services is accredited by the Council on Accreditation (COA), whose program of quality improvement is designed to identify providers that have met high performance standards and have made a commitment to their stakeholders to deliver the very best quality services.



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Woodfords Family Services is proud to present its 2016 Clinical Outcome Measurement Report. The report summarizes key demographics and outcome measures from all our major services. Each program has developed unique outcome measures that enable it to determine that it is serving a need and that consumers are benefitting.

The importance of this report is twofold. First, this report guides the clinical effect of services. Each program compares its current performance to established benchmarks. These benchmarks are based on program performance from previous years and each program's evaluation of what constitutes exemplary performance. In areas where outcomes do not meet these benchmarks, or where performance is declining, we develop corrective actions or program enhancements.

Second, and equally important, measuring our outcomes allows us to recognize our successes and communicate these successes to staff, families and funders. Woodfords is proud to demonstrate that it continues to meet its mission for individuals with special needs and their families.

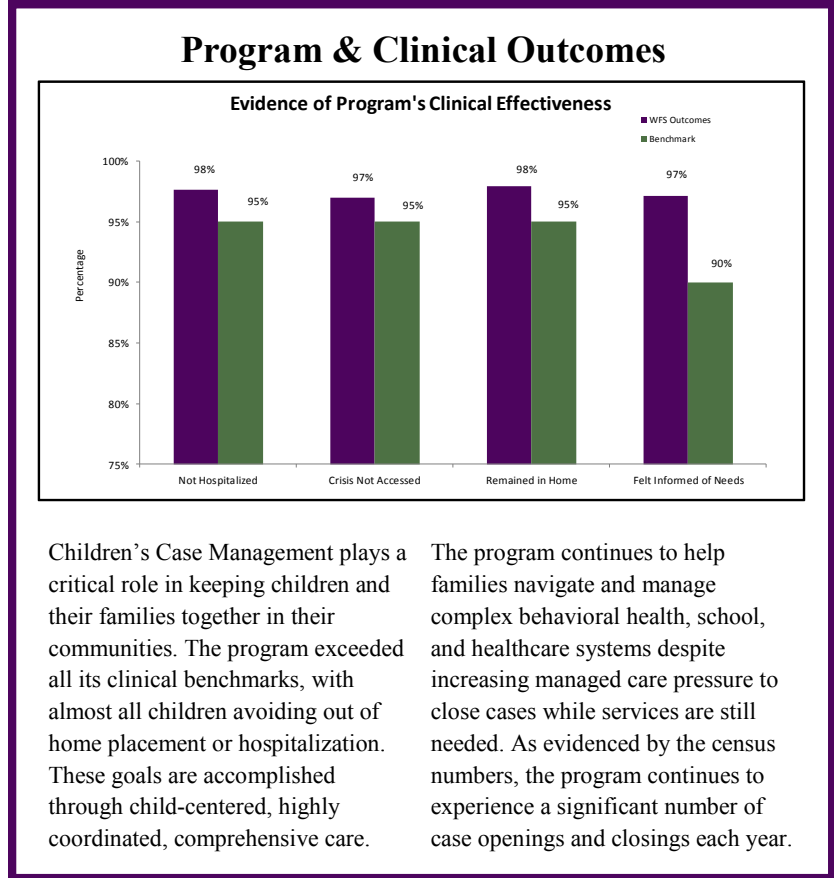
Woodfords Family Services is committed to the support and inclusion of people with special needs and their families in Maine communities.

Children's Community Case Management

Children's Community Case Management Services provide support to children with special needs and their families. Children ages birth - 20 with mental health diagnoses, autism, intellectual disabilities, developmental disabilities or developmental delays are eligible for the program. Case managers help families create a unique, strengths-based, outcome-focused service plan, connect to community resources, develop self-advocacy skills and coordinate a variety of necessary services.

Program Census

Census as of June 2016: **306**
 Total Lives Touched FY 2016: **501**



Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Overall evaluation of services	82%	12%	6%
Satisfaction with support received by Case managers	94%	3%	3%
Case managers understand child's individual needs	94%	6%	0%
Satisfaction with the intake process	97%	3%	0%
Satisfaction with facilitation of service planning process	91%	6%	3%
Satisfaction with input into child's treatment plan goals	94%	6%	0%
Satisfaction with case managers' compassion	100%	0%	0%

Comments from Families:

"Our case manager has been there for our family in so many ways over the years. She has helped our family find health and happiness and community. She's changed our lives and probably many others. Thank you!"

"We have an exceptional case manager who goes above and beyond helping her clients and connecting her clients to resources."

"Our case manager is an angel! She always gets on top of whatever my son needs in a timely manner. She has been a pleasure to work with."

Program Demographics

Gender	
Male	225
Female	81
Total	306

Age	
0-4	51
5-7	67
8-11	79
12-15	62
16-18	45
19-22	2
Total	306

County of Residence	
Androscoggin	9
Cumberland	236
Kennebec	22
Oxford	1
Sagadahoc	4
York	34
Total	306

Diagnosis	
Autism	137
Mental Health	86
Intellectual Disability	21
Developmental Delay	37
Medical	28
Dual Diagnosis	71

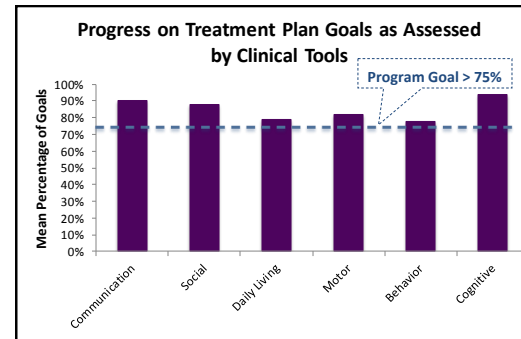
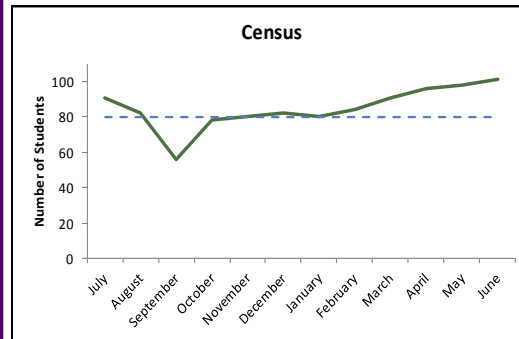
Early Childhood Services

Early Childhood Services provides home-based and preschool services to children ages 18 months to 6 years of age with autism, intellectual disabilities and/or mental health needs. The curriculum is based on principles of Applied Behavior Analysis (ABA) and includes instruction on daily living skills, reduction of difficult behaviors, communication, social/leisure skills and pre-academic development. The preschools are located in Oakland, Westbrook and Topsham. Home-based services are currently being provided in Southern Maine.

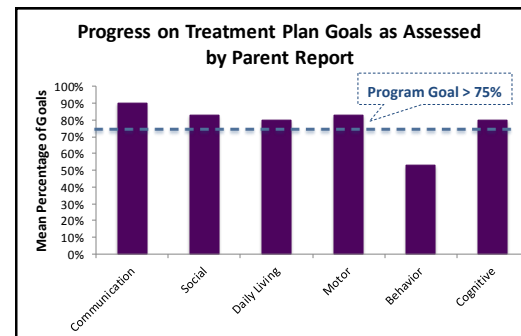
Program Census

Census as of June 2016: **115**
 Total Lives Touched FY 2016: **172**

Program & Clinical Outcomes



Classroom Placement			
Preschool	Self-Contained	Inclusion	Home-Based
Oakland	16	0	0
Topsham	32	0	0
Westbrook	42	15	10
Total	90	15	10
Percentage	78%	13%	9%



Early Childhood Services continue to be in high demand in Southern and Central Maine. The majority of children are served in self-contained classrooms, and the program maintains an emphasis on expanding inclusion classroom opportunities.

The program continues to expand its home-based services in Southern Maine. Program census climbed steadily throughout the year and 36 of the 115 attending in June graduated and transitioned to public school.

Children exceeded clinical benchmarks in all skill areas, with the exception of the behavior domain as rated by parents. The program has put a significant effort on placing behavior analysts in the classroom, as well as an emphasis on having well-defined and individualized goals targeting reductions of specific behaviors.

The agency is expanding Early Childhood Services in the coming year, with the opening of a new Waterville preschool in 2017.

Program Demographics

Preschool	Census Total	Gender		Age				
		Male	Female	2 years	3 years	4 years	5 years	6 years
Oakland	16	13	3	0	6	6	4	0
Topsham	32	27	5	0	9	11	11	1
Westbrook	67	47	20	5	15	25	22	0
Total	115	87	28	5	30	42	37	1

Preschool	Diagnosis						
	Autism	Mental Health	Intellectual Disability	Developmental Delay	Dual Diagnosis	Medical	Typically Developing
Oakland	12	0	1	1	1	1	0
Topsham	19	2	0	7	4	1	0
Westbrook	40	0	0	16	2	0	9
Total	71	2	1	24	7	2	9

Program Satisfaction

Comments from Families:

“Just seeing my son grow, he is able to communicate with me better and has learned so many strategies for controlling his emotions. The teachers really care about the kids and go above and beyond to help them.”

“My child is doing so well due to the structure of the classroom and the academics they do with him each day. He is getting prepared.”

“Keep up the good work, Woodfords! The staff, learning tools and continued support have made all the difference for us and our child. We are forever indebted to you all!”

Parent Satisfaction Survey Responses

Survey Question	Positive	Neutral	Negative
Satisfaction with child's services	95%	5%	0%
Would refer others to program	97%	3%	0%
My child gets the support he/she needs	92%	3%	5%
Satisfaction with teacher and preschool communication	87%	5%	87%
Treatment goals are appropriate	95%	3%	2%
Have a better understanding of child's unique needs	79%	18%	3%
Child is doing better in social activities as a result of services	87%	13%	0%

Home & Community Treatment Services

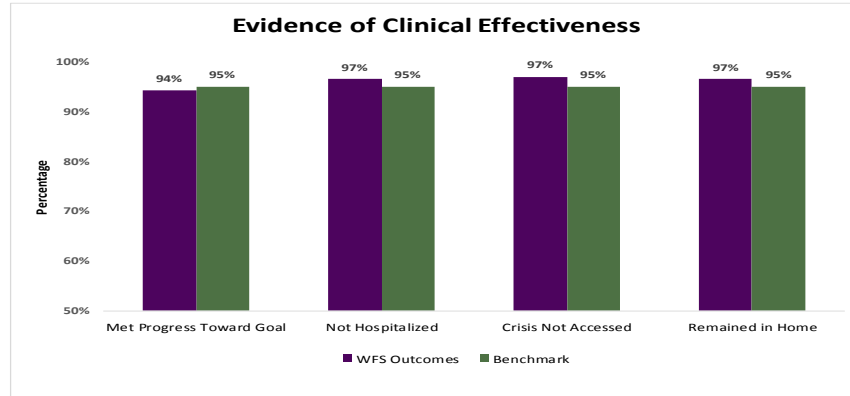
Home & Community Treatment Services (HCT) are intensive team-based services for children ages 0-20 with mental health diagnoses, autism spectrum disorders, intellectual disabilities or developmental disabilities. The services are delivered by Clinicians and Behavioral Health Professionals and include psychiatry and behavior analysis consultation. HCT relies on a variety of interventions, including Applied Behavior Analysis, complex grief therapy, motivational interview, and structural family therapy.

Program Census

Census as of June 2016: **28**
 Total Lives Touched FY 2016: **72**

Region	Census Total	Gender		Age				Diagnosis			
		Male	Female	0-4 years	5-7 years	8-11 years	12-15 years	Autism	Mental Health	Developmental Delay	Dual Diagnosis
Southern Maine	25	16	9	1	10	8	6	10	10	1	4
Central Maine	3	3	0	2	1	0	0	3	0	0	0
Total	28	19	9	3	11	8	6	13	10	1	4

Program & Clinical Outcomes



Home and Community Treatment continues to grow steadily, with a 20% increase in consumers served in FY 2016. HCT is a critical service that is more intensive than outpatient counseling. Consumers were successful in 97% of the cases in avoiding hospitalization and avoiding use of crisis services. 94% of consumers met or made progress toward their individualized goals during treatment. This is the first year the HCT program has collected program satisfaction data. The results are positive, with 100% of families feeling satisfied with the support offered by program staff, and 100% of families indicating they would recommend the service to others.

Program Demographics

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Satisfied with program support	100%	0%	0%
Feel more comfortable addressing issues with	75%	25%	0%
Clinician understands child's unique needs	83%	13%	0%
Child is doing better at home	75%	25%	0%
Child is doing better in community settings	75%	25%	0%
Child is getting along better with others	75%	25%	0%
Would recommend program to others	100%	0%	0%

Program Satisfaction

Comments from Families:

"The HCT staff and LCSW have been wonderful. The LCSW has been a wonderful advocate for my whole family. She stood by us and the clinicians are great. Woodfords is fortunate to have such a wonderful staff."

"I know how to effectively communicate with my kids because of the skills the HCT team taught me."

"I have gotten services from other providers. In my opinion, Woodfords far exceeds the others."

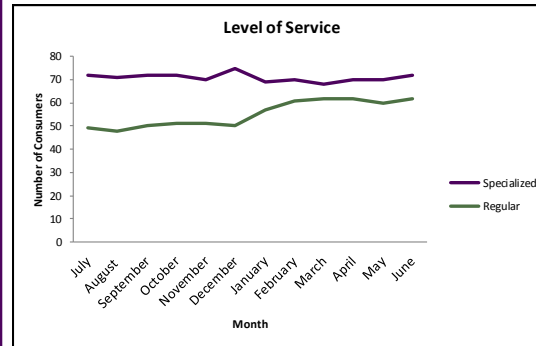
In Home Support Services

In Home Support Services support children with special needs in becoming active participants in both family and community life. Children ages birth - 21 who have a diagnosis of autism or an intellectual disability are eligible for the program. Children work 1:1 with a trained staff person in home and community settings. Services focus on enhancing children's skills through daily living, self-help, self-care, behavior management, communication and socialization.

Program Census

Census as of June 2016: 140
 Total Lives Touched FY 2016: 192

Program & Clinical Outcomes



Woodfords provides regular and specialized In Home Support Services. The regular treatment team consists of a Field Supervisor and Behavioral Health Professional (BHP). Children who qualify for specialized services receive additional support from BCBA's.

The program supports skill development in four areas: social functioning, activities of daily living (self-care), behavior and independent living. Each child has a unique set of goals with corresponding objectives based on these skill areas. Progress toward individual skill goals increased in every domain over the previous year's results.

Progress Toward Individual Skill Goals

Skill Category	% of Goals Met/ Made Progress
Social Functioning	85%
Activities of Daily Living	75%
Behavior	85%
Independent Living	83%

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Satisfied with communication from the program	92%	0%	8%
Would recommend program to others	92%	0%	8%
Satisfied with level of support from program	88%	0%	12%
Satisfied with level of support from field supervisor	88%	0%	12%
Field supervisor informs family of child's progress	83%	0%	17%
Satisfied with inclusion in child's treatment planning process	96%	0%	4%

Comments from Families:

"We have a wonderful team for both my children. We all respect each other's opinion and listen to what we have to say. Thank you for all the help."

"The support has been phenomenal. My children are doing so much better. Together, we found what works."

"Woodfords In Home Support has been a true blessing for our family. Because of this support, we have been able to watch and learn from our son's extended educational experience right in our own home."

"The last couple of months have been amazing. My child is learning so much with staff. This program has helped both me and my children."

Program Demographics

Region	Census Total	Gender		Age					
		Male	Female	0-4 years	5-7 years	8-11 years	12-15 years	16-18 years	19-22 years
Southern Maine	86	61	25	5	26	21	24	8	2
Central Maine	54	40	14	4	10	14	16	10	0
Total	140	101	39	9	36	35	40	18	2

The In Home Support program census remained steady in FY 2016 after growing by 50% the previous year. The program provides services to children across a wide geographic area, including the following 12 counties: Androscoggin, Cumberland, Franklin, Hancock, Kennebec, Knox, Lincoln, Oxford, Penobscot, Somerset, Waldo and York.

Region	Diagnosis						
	Autism	Mental Health	Intellectual Disability	Developmental Delay	Dual Diagnosis	Medical	Other
Southern Maine	41	16	6	7	14	4	0
Central Maine	22	6	7	5	12	12	0
Total	63	22	13	12	26	16	0

Therapeutic Foster Care

Therapeutic Foster Care provides treatment-level foster care to with special needs who cannot reside with their biological families. Children ages birth-21 with mental health diagnoses, developmental disabilities, intellectual disabilities or significant medical issues are eligible for the program. With the support of trained foster parents and a treatment team, the program's goal is to meet the needs of the child while promoting family inclusion.

Program Census

Census as of June 2016: **30**

Total Lives Touched FY 2016: **46**

Program Demographics

Gender	
Male	17
Female	13
Total	30

County of Residence	
Cumberland	14
Kennebec	2
Oxford	1
York	13
Total	30

Age	
0-4	8
5-7	7
8-11	7
12-15	2
16-18	5
19-22	1
Total	30

Diagnosis	
Autism	1
Mental Health	17
Developmental Delay	11
Dual Diagnosis	2
Medical	1

Program & Clinical Outcomes

Reason for Discharge					
Reason	Q1	Q2	Q3	Q4	Total
Reunification	0	2	0	1	3
Kinship	0	0	1	0	1
Adoption	3	1	3	0	7
Guardianship	0	0	0	0	0
Aged Out	1	0	0	0	1
Moved to new home	2	0	0	0	2
Other	0	1	0	1	2
Total	6	4	4	2	16

Behavioral Services Accessed					
Service	Q1	Q2	Q3	Q4	Total
Program On-Call	3	2	3	1	9
Outside Crisis Calls	0	1	2	1	4
ER Visits—Medical	3	0	0	0	3
Law Enforcement Calls	0	0	0	0	0
ER Visits—Non-Medical	0	1	2	0	3
Non Crisis Pager Calls	0	1	1	1	3
Total	6	5	8	3	22

The Therapeutic Foster Care program continues to achieve high rates of permanency for children in foster care. Woodfords supported the reunification of three children and families, while supporting eight additional children in kinship placements or adoption. Additionally, disrupted placements due to crisis or hospitalization remain low. This is due in part to the program's 24-hour-a-day support and team approach to meeting the needs of children and families during crises, which involves participation by foster family support workers, case managers, the Program Director and Director of Program Services.

Reason for Admission to Program					
Reason	Q1	Q2	Q3	Q4	Total
Disrupted Foster Care Placement	0	3	1	2	6
Discharged from Residential	0	0	1	0	1
Disrupted Kinship Placement	2	0	0	0	2
Information Not Available	2	1	1	2	6
Total	4	4	3	4	15

Program Satisfaction

Foster Children Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Happy in my home	100%	0%	0%
Happy with the food I eat	100%	0%	0%
My foster parents help me feel good	100%	0%	0%
My foster parents listen to my opinion and feelings	100%	0%	0%
I feel safe in my home	100%	0%	0%
Overall happiness with foster home	100%	0%	0%
Happy with activities involved in	100%	0%	0%

Foster Parent Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Satisfied with level of communication from program	98%	2%	0%
Satisfied with level of support received from program	98%	2%	0%
Would recommend program to others	100%	0%	0%
Satisfied with support from case manager	98%	2%	0%
Satisfied with frequency of visits from case manager	100%	0%	0%
Would recommend family support worker	75%	25%	0%
Overall evaluation of program	100%	0%	0%

Comments from Foster Children & Families:

“My foster family is supportive with all the decisions I make and they help me process so I make the right choices.”

“I would recommend Woodfords to all I meet. Their support is very much there.”

“The attention and knowledge my case manager provides made all the difference in our fostering journey.”

Outpatient Services

Outpatient Services provides in-office treatment at Woodfords' Westbrook location for children, youth and adults, struggling with social relationships, life changes, parenting challenges, behavior management, coping skills, anger management, puberty and/or other life issues. Services are delivered by licensed clinicians and include a variety of interventions. Clinicians also perform assessments to help determine if an individual may have an autism spectrum disorder or mental health issue.

Program Census

Census as of June 2016: **97**
 Total Lives Touched FY 2016: **176**

Program Demographics

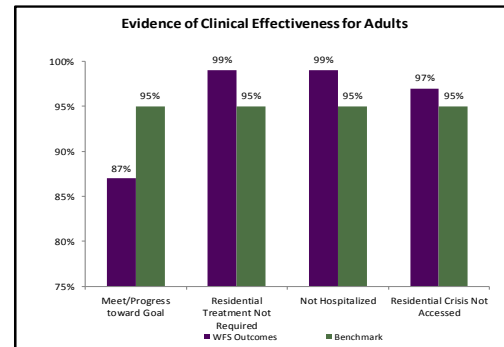
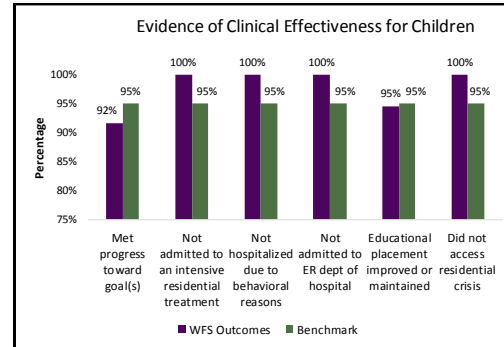
Gender	
Male	39
Female	58
Total	97

Age	
0-4	1
5-7	5
8-11	11
12-15	19
16-18	11
19-24	7
25-30	16
31-40	15
40+	12
Total	97

County of Residence	
Androscoggin	1
Cumberland	78
Lincoln	1
York	17
Total	97

Diagnosis	
Mental Health	34
Autism	13
Intellectual Disability	17
Developmental Disability	4
Dual Diagnosis	29
Medical	8

Program & Clinical Outcomes



Outpatient Services grew considerably in FY 2016, reaching 58% more consumers than the previous year. Services include individual child and adult as well as family counseling. Outcomes exceeded benchmarks in nearly all categories. Progress toward goals and increased educational stability are two areas that are continuing to be addressed with training, supervision and case reviews.

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Satisfied with scheduling	92%	8%	0%
Friendly, professional staff	100%	0%	0%
Helped create own treatment plan	92%	8%	0%
Satisfied with program's communication	75%	25%	0%
Concerns regarding treatment addressed and consumer felt heard	100%	0%	0%
Would recommend program to others	100%	0%	0%

Comments from Families:

"The support we have received from Woodfords got us through some very difficult times. I am forever grateful."

"Woodfords worked with the entire family, not taking sides, seeing all points of view, and being non-judgmental."

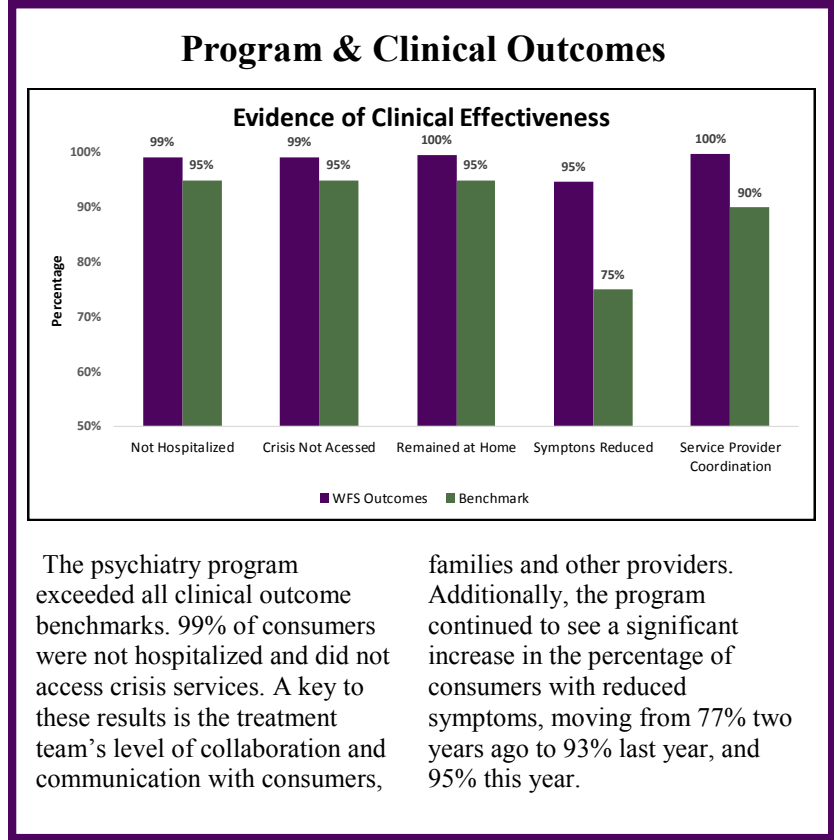
"Our son learned so much, which has helped him in his first year of school."

Psychiatry Services

Psychiatry Services provide treatment for and management of developmental, mental health and/or co-occurring disorders for children and adults. The program specializes in serving individuals with autism or intellectual disabilities. The psychiatry team embraces the concept of consumer-centered planning and assists individuals in enhancing their independence and self-determination. Services include evaluations, medication management and treatment planning.

Program Census

Census as of June 2016: **176**
 Total Lives Touched FY 2016: **247**



Program Demographics

Gender	
Male	114
Female	62
Total	176

Age	
0-4	1
5-7	12
8-11	42
12-15	38
16-18	15
19-24	23
25-30	24
31-39	10
40+	11
Total	176

County of Residence	
Androscoggin	2
Cumberland	138
Kennebec	3
Oxford	4
York	29
Total	176

Diagnosis	
Mental Health	69
Autism	29
Intellectual Disability	12
Developmental Disability	16
Dual Diagnosis	38
Medical	7

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Level of communication regarding scheduling	100%	0%	0%
Satisfaction with amount of time between referral and start of services	100%	0%	0%
Friendliness and professionalism of staff	100%	0%	0%
Satisfaction with amount of time having to wait at office to be seen	89%	6%	5%
Satisfaction that concerns regarding medications are heard and addressed	89%	6%	5%
Would recommend service to others	100%	0%	0%

Comments from Families:

"I appreciate how much the doctor listens to us in making decisions on medications and other things. She is very informative."

"Knowing the Physician Assistant cares about the consumer's overall wellbeing is wonderful."

"We are highly satisfied with the Physician Assistant and Case Manager. Both are empathetic, helpful and resourceful."

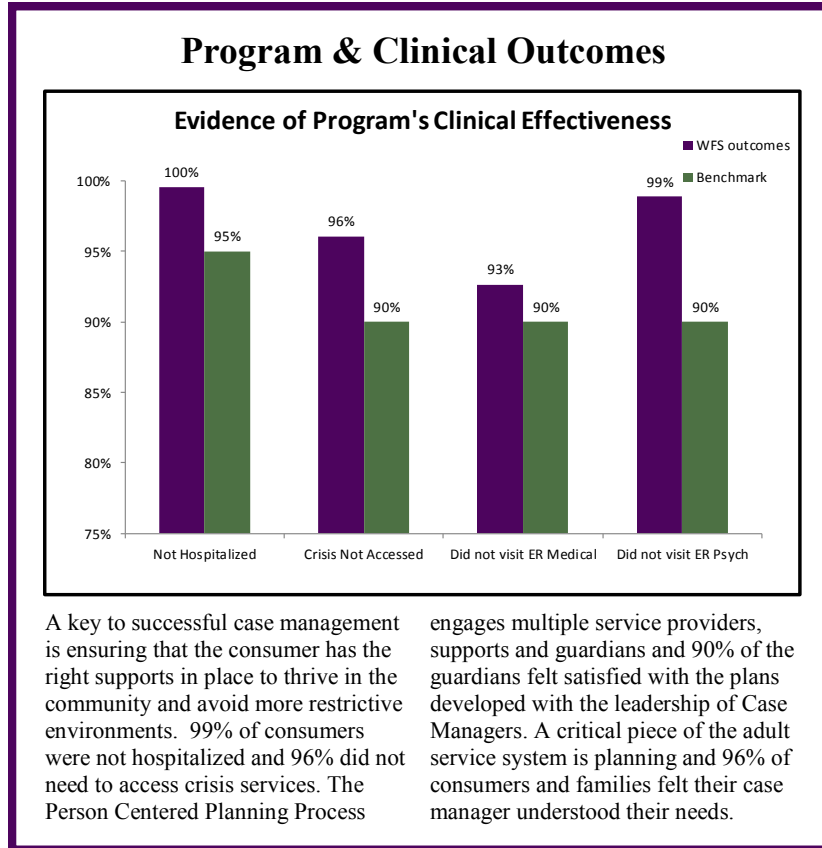
"I feel that the Physician Assistant is very good with my son. He knows how to prompt him to speak with sentences when my son would rather I talk for him."

Adult Community Case Management

Adult Community Case Management Services provide support to adults with special needs and their families. Adults age 18 and over with intellectual or developmental disabilities are eligible for the program. Case managers help link individuals to resources and services in their own communities. Each individual works with a case manager to identify strengths, interests and vision for a desired life and then receives guidance and support to achieve those goals.

Program Census

Census as of June 2016: 264
 Total Lives Touched FY 2016: 278



Program Demographics

Gender	
Male	157
Female	107
Total	264

Age	
18-24	116
25-30	71
31-40	34
41+	43
Total	264

County of Residence	
Androscoggin	1
Cumberland	157
Lincoln	1
Oxford	3
Sagadahoc	1
York	61
Total	264

Diagnosis	
Mental Health	1
Autism	63
Intellectual Disability	145
Dual Diagnosis	70
Medical	39

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Positive	Neutral/Undecided	Negative
Overall evaluation of services	86%	13%	1%
Satisfaction with support received by case managers	91%	6%	3%
Case managers understand individual consumers' needs	91%	6%	3%
Satisfaction regarding information about community resources	88%	9%	3%
Satisfaction with program communication	91%	5%	4%
Case managers are compassionate	92%	8%	0%
Would recommend program to others	91%	8%	1%

Comments from Families:

“My case manager is caring, organized and a great advocate. She’s a huge asset for the Woodfords team.”

“My case manager is very proactive. She is defending my interest and looking out for my needs.”

“Our case manager is prompt in her responses and she does what she says she will do. She advocates for us! She also gets answers for us and keeps us informed.”

“They are wonderful. The best I have had in our lives. Compassionate, efficient, helpful, supportive, totally awesome.”

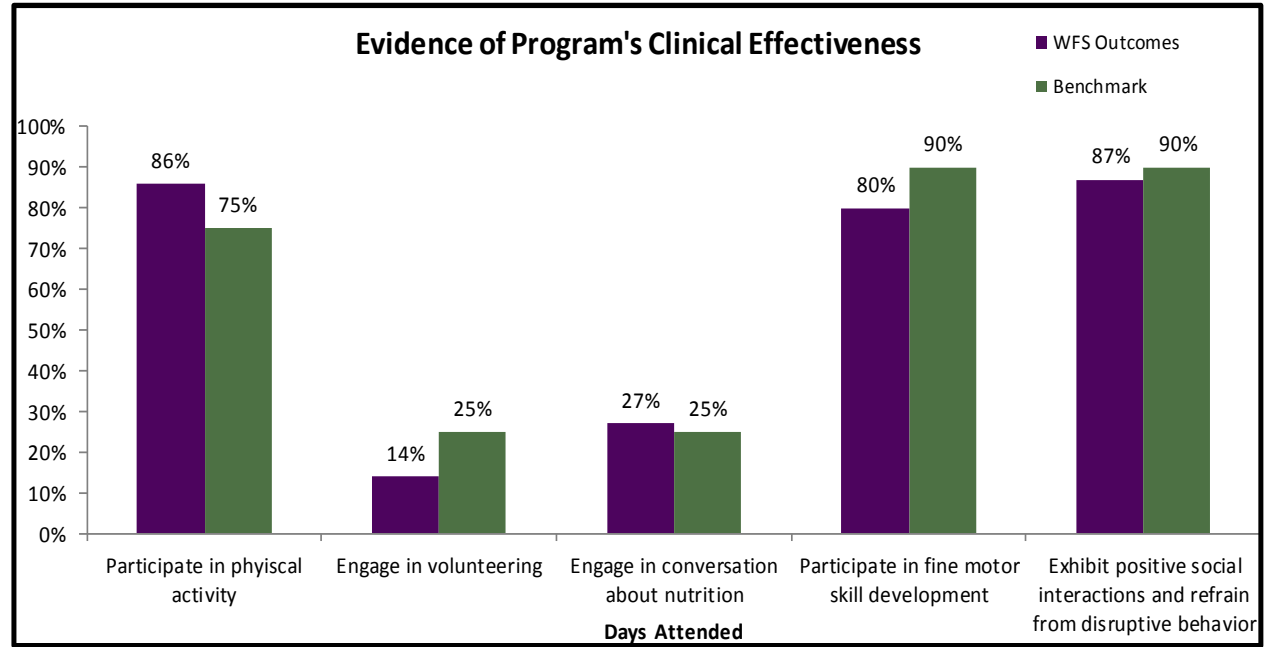
Expeditions Community Supports Program

Expeditions Community Supports Program provides year-round, community-based services for adults with developmental disabilities. The program promotes an active, healthy lifestyle by emphasizing healthy choices, new experiences and community involvement. Program staff work with individuals of all abilities to help them make choices that can yield positive, lasting benefits throughout their lives.

Program Census

Census as of June 2016: **25**
 Total Lives Touched FY 2016: **30**

Program & Clinical Outcomes



The Expeditions Community Supports Program increased its consumer census by 67% over the previous year. The program focuses on a variety of aspects of healthy living. Physical activity and hands-on activities are core components of the

curriculum and therefore, as the data shows, are completed by consumers most often. Volunteer opportunities are offered less frequently, and often in conjunction with other activity choices, and are done less often. Nutrition education is

incorporated in a variety of activities during each day, and the frequency of relevant conversations is underreported in the data above. Program staff are developing a more comprehensive tracking mechanism for the current year.

Program Demographics

County	Census Total	Gender		Age			
		Male	Female	18-24	25-30	31-40	40+
Cumberland	18	11	7	7	7	2	2
York	7	4	3	1	4	1	1
Total	25	15	10	8	11	3	3

County	Census Total	Diagnosis				
		Mental Health	Intellectual Disability	Developmental Disability	Dual Diagnosis	Medical Diagnosis
Cumberland	18	0	9	0	9	1
York	7	1	3	1	1	1
Total	25	1	12	1	10	2

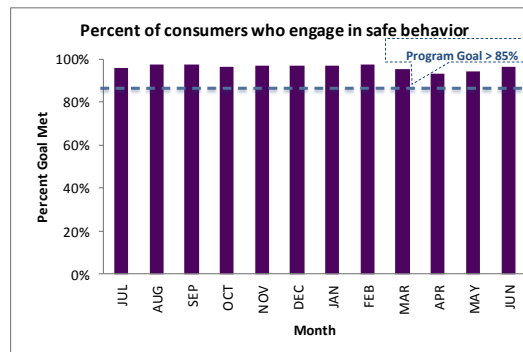
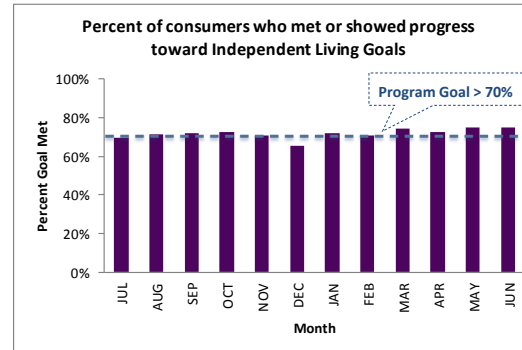
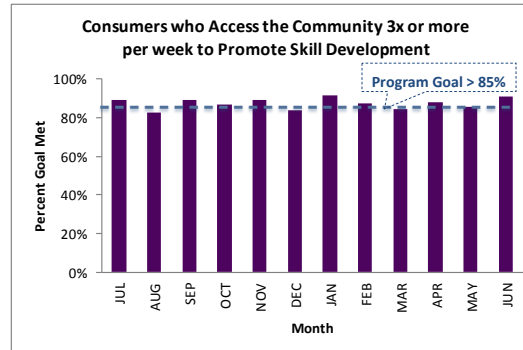
Residential Services

Residential services assists adults with special needs to reach their full potential while providing safe, stable living environments. Adults with developmental disabilities who qualify for waiver-lever services through DHHS are eligible for the program. This program is tailored to meet the needs of each consumer and is an alternative to group home living. Staff members work with consumers, their families and other service providers on individual goals to promote independence and inclusion in the community.

Program Census

Census as of June 2016 **40**
 Total Lives Touched FY 2016: **47**

Program & Clinical Outcomes



Living Arrangement	
Type	Census
Single Person Residence	3
2 Person Residence	29
3 Person Residence	3
Independent Living	5
Total	40

Woodfords Residential Services supports adults to live in safety, meet independent living goals and stay connected to the communities in which they live. Consumers demonstrated high levels of safe behavior, consistently exceeding the agency's benchmark of 85%. Consumers' progress toward independent living goals remains consistent with previous years. The overall percentages of community participation among consumers is slightly higher than last year and consistent with previous years.

Program Demographics

County	Census	Gender		Age			
		Male	Female	18-24	25-30	31-40	40+
Cumberland	26	14	12	3	7	10	6
York	14	8	6	2	3	4	5
Total	440	22	18	5	10	14	11

County	Census	Diagnosis					
		MH	Autism	ID	DD	Dual Diagnosis	Medical Diagnosis
Cumberland	26	1	4	13	1	10	5
York	14	1	2	7	0	5	3

Program Satisfaction

Consumer Satisfaction Survey Responses				
Survey Question	Yes	Somewhat	No	Don't Know
Satisfied with communication from the program	86%	10%	4%	0%
Satisfied with support received from program	86%	10%	4%	0%
Happy in home in which they live	86%	10%	4%	0%
Happy in neighborhood in which they live	90%	10%	0%	0%
Happy with food choices	95%	5%	0%	0%
Satisfied with community choices provided	95%	5%	0%	0%
Would recommend program to others	90%	5%	0%	5%

Comments from Consumers:

"I am happy about how much I succeeded with my religion and achieving my Bar Mitzvah. The support I received helped me achieve that."

"I am not so angry anymore. I get a lot support from staff. I'm losing weight because staff are supporting me."

"I like going out in my community, going to the YMCA to workout and swim, and going to the library."

Shared Living Program

Shared Living Program provides support to adults with special needs in a natural, family environment. Adults with developmental disabilities who qualify for waiver-level services through DHHS are eligible for the program. Shared Living providers can be biological parents, family members or caring individuals from the community with similar interests and compatible living situations. The program focuses on fostering relationships and promoting community inclusion and independence.

Program Satisfaction

Consumer Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Satisfied with communication from the program	100%	0%	0%
Satisfied by the opportunities provided by the program	100%	0%	0%
Satisfied with support received from program	100%	0%	0%
Satisfied with support received from Shared Living Coordinator	100%	0%	0%
Consumers who feel treated with respect	100%	0%	0%
Consumers who feel program assists them in	100%	0%	0%
Would recommend program to others	100%	0%	0%

Comments from Consumers:

“Very happy living with my roommate. Very happy with the Shared Living Coordinator’s help.”

“I am very happy.”

“I like Woodfords Family Services bringing me to the Special Olympics.”

Program Census

Census as of June 2016: **12**

Total Lives Touched FY 2016: **12**

Program Demographics

County	Census Total	Gender		Age			
		Male	Female	18-24	25-30	31-40	40+
Southern Maine	11	8	3	1	2	6	2
Central Maine	1	0	1	0	0	1	0
Total	12	8	4	1	2	7	2

County	Census Total	Diagnosis			
		Intellectual Disability	Autism	Dual Diagnosis	Medical Diagnosis
Southern Maine	11	8	1	2	4
Central Maine	1	0	0	1	0
Total	12	8	1	3	4

Provider Satisfaction Survey Responses			
Survey Question	Positive	Neutral	Negative
Satisfied with level of communication from program	100%	0%	0%
Satisfied with level of support received from program	100%	0%	0%
Would recommend program to others	100%	0%	0%
Shared Living Coordinator assists in obtaining resources for family	100%	0%	0%
Shared Living Coordinator returns calls in a timely manner	100%	0%	0%
Shared Living Coordinator treats family with respect	100%	0%	0%

Comments from Providers:

“Woodfords has been a wonderful organization to work for and with.”

“What has been the most helpful over the past year has been a supportive environment.”

The program satisfaction data indicate that both consumers and providers feel highly satisfied with the support and coordination they receive from the program. Consumers and providers are able to obtain the resources they need for a positive living environment and feel respected by the staff.