

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 2017: 298

Program Demographics

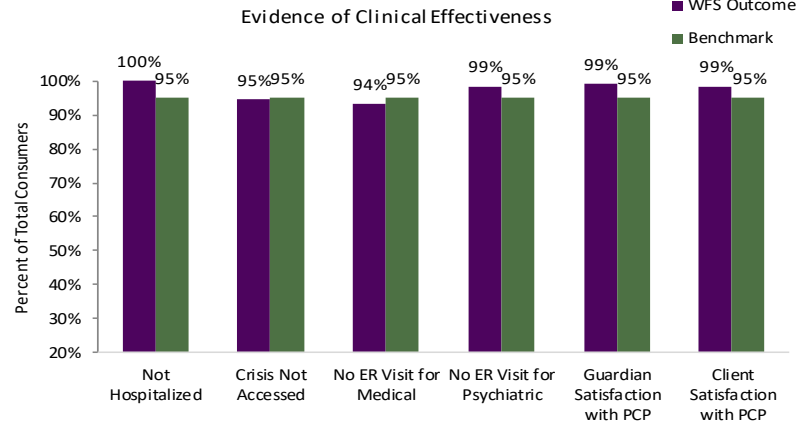
Gender	
Male	175
Female	123
Total	298

Age	
18-24	99
25-30	87
31-40	51
41+	61
Total	298

County of Residence	
Androscoggin	1
Cumberland	220
Hancock	1
Lincoln	1
Oxford	3
York	72
Total	298

Diagnosis	
Mental Health	2
Autism	65
Intellectual Disability	154
Dual Diagnosis	80
Medical	37

Program & Clinical Outcomes



Adult case management provides service related to all areas of a person's life and planning is critical to consumer success. 99% of consumers and guardians were satisfied with this complex planning process. The number of consumers in the program continues to increase and satisfaction continues to be

excellent. Consumer planning is successful as indicated by the high percentage of consumers who do not need to access higher levels of care such as hospitals and crisis

Program Satisfaction

Family Satisfaction Survey Responses			
Survey Question	Agree	Neutral	Disagree
Satisfaction with the communication from the program	69%	28%	3%
Satisfaction with the support received by the program	97%	3%	0%
Percent of respondents who would recommend the program to others	97%	3%	0%
Satisfaction with Woodfords Case Manager	97%	3%	0%
Percent of respondents who indicated the program has been able to meet their individual needs	100%	0%	0%
Percent of respondents who indicated their quality of life has improved since receiving services	100%	0%	0%

Comments from Families

"Thank you for your dedicated staff and exceptional team."

"Case Manager is great to have, thank you for everything."

"The connection to peers, community and attempts to provide career support options has been very helpful."