

# Annual Report

## FY-2012

### COMMUNITY BASED SERVICES ANNUAL REPORT JANUARY 2013 EDITION

*Community Based Services (CBS) has been a part of the Waverly community since the 1980's. CBS provides services to help people who are diagnosed with developmental disabilities and mental illness to live more independently in the community. CBS maintains two houses, two duplexes, and an eight-plex where staff is available to our member's 24-hours a day. There is also a four-plex that houses members who receive hourly supported community living services.*

**95%**  
Of our members report overall satisfaction with the services they receive from CBS

## Quality Service Improvements

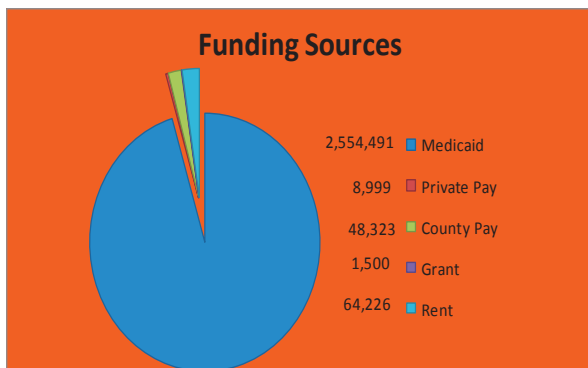
CBS is always trying to make improvements to better meet the needs of our members. This year, there were four main changes that will help our agency function better. The first change was an update in our database system, SPIRE-WEB, which now allows staff to document information from remote locations.

Another change occurred this year regarding how we train our staff upon hire and upon annual review. This new system allows staff to complete the training videos, readings and take exams to show their understanding of the material. This on-line system allows for more flexibility with training times and ensures that each new staff is getting the exact same training materials.

The third change consisted of construction changes to one of the houses where our members live. Donations from community sup-

porters allowed for a fresh coat of paint on the outside of our Crestwood home. In September of 2012, the Crestwood bathroom was refinished in order for the bathroom to be more accessible to the individuals living at Crestwood home. Replacing the flooring eliminated the threshold for easier maneuverability of shower chairs and wheelchairs.

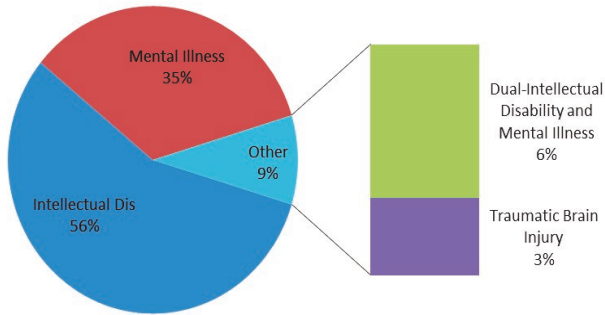
The final improvement CBS made this year was creating an Advisory Board made up of our members, our member's parents and/or guardians, and various community members. The purpose of the Advisory Board is to provide insight into how our agency and services are perceived by others so we can continue to make necessary improvements.



### A huge Thank You to the following supporters...

- INROCG provided \$10,000 for roof and siding renovations at Jill Apartments
- Bremer County Community Foundation granted \$1,500 for bathroom renovations at Crestwood
- CBS members and staff raised \$721 from a local garage sale
- Diamond Vogel donated \$650 worth of paint and supplies and the Waverly Lions Club donated their time and labor to paint the exterior of the Crestwood house.
- Local 4-H groups donated their time to help pull weeds and complete other yard work

## Number of People with Diagnosis



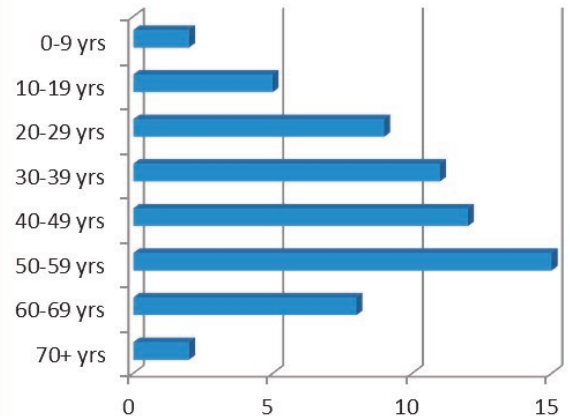
## THE PEOPLE WE SERVE

## Administrative Improvements

Early in the fiscal year, 2011-2012, the Bremer County Board of Supervisors named a three person CBS Directorship. As CBS adjusted to the shift in leadership, HCBS of Medicaid notified our agency of an upcoming evaluation. In October, CBS spent two days sharing information with the HCBS Specialist to complete the review. The HCBS review provided information to CBS on ways to improve our documentation and ways to improve our supported community living services. Later in the fiscal year more administrative changes took place. The respite program and one Program Director position were eliminated in March due to a decision made by the Bremer County Board of Supervi-

sors. In the remaining months of the fiscal year, 2011-2012, the CBS management team focused its efforts to meet state and federal regulations by fine tuning the services provided. Whenever the management team determines an area of concern or an area of weakness, the team develops a corrective action plan. The corrective action plan tracks supporting documentation and steps we are taking to improve that area of deficiency. That data is then analyzed on a monthly and quarterly basis. This ensures the changes are meeting state and federal regulations, as well as improving the quality of services we are providing.

## Demographics by Age of Members



### Member Survey Results:

- ◇ 95% of our members say staff listen to them
- ◇ 95% of our members feel safe in their homes
- ◇ 90% of our members feel they are allowed to make their own choices
- ◇ 85% of our members like where they are living
- ◇ 65% of our members enjoy the activities provided in the community

## Gender Ratio

■ Male ■ Female



## Stakeholder Survey Results

CBS believes that the members we serve and their family members have an important voice in the services we provide. CBS created three different surveys and invited our members, our member's families, and our staff to complete a survey sharing their view of CBS. The results from our surveys are shared above and below, but the results are also being used by CBS administrators to make additional improvements to our services.

Family members were asked to rate each question as excellent, very good, below average, or very poor. Overall, most responses were rated as very good on the scale. The highest rated question was the level of respect and dignity that CBS employees show members. The lowest rated question was how well CBS is known in the community.

**For more information, or for ways to get involved with Community Based Services, please contact our office.**

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