

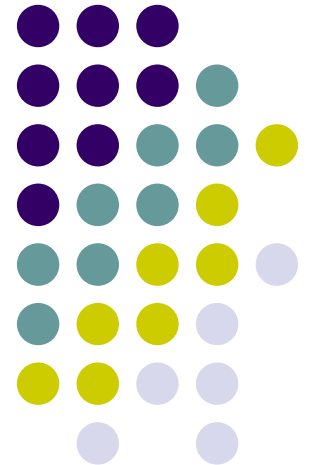
# **Working within the Annual Report Template: First Steps**

**ADD UCEDD Director's Technical Assistance Meeting on Performance Measures**

**June 13-14, 2005**

**Daniel Crimmins, Ph.D.**

**Westchester Institute for Human Development**





# Overview

- In July 2004, WIHD followed the initial proposed outline in completing our Annual Report to ADD
- This presentation shows our reporting on two goals and the “area of emphasis” selected to be highlighted



# Goal report: Example 1

**GOAL 1.0: Increase the quantity and quality of professionals in the workforce through pre-service training and continuing education.**

***Area of Emphasis:*** Quality Assurance-Workforce

***Core Function:*** Training

***Type of Activity:*** Capacity Building

***Extent to which goal was achieved:*** Annual targets for this goal were substantially achieved.



***Results and Outcomes:*** WIHD provided fellowship training through the LEND Program to 18 advanced-level trainees, including two family specialists. The Institute continued its emphasis on other workforce development activities through the Program in Disability and Human Development at the New York Medical College School of Public Health (SPH) (12 students enrolled in certificate programs and six completing Master's degrees), practicum experiences at WIHD and in community settings for more than 75 trainees, and community education programs for more than 2,700 participants, including individuals with disabilities (> 50), family members (>500), providers (>2100), and policymakers (>10).

Training programs are highly rated by participants in terms of quality of the presentations and relevance of the content. The majority of LEND Fellows and students from the School of Public Health go on to positions serving individuals with disabilities, unserved/underserved populations, or geographic areas with unmet needs. Continuing education participants learn about effective practices to promote choice, participation, access to services, and protection of rights for individuals with developmental disabilities.

# Goal report: Example 2



**GOAL 5.0: Enhance services, supports and other assistance to ensure the protection, safety, and well-being of children with disabilities in the child welfare system, and to assure that children with disabilities live in permanent family situations, free from abuse and neglect.**

***Area of Emphasis:*** Quality Assurance-Child Welfare

***Core Function:*** Community Service / Technical Assistance

***Type of Activity:*** Advocacy, Capacity Building, Systemic Change

***Extent to which goal was achieved:*** Annual targets for this goal were substantially achieved.



**Results and Outcomes:** The Family Program offers an array of services to children and families engaged with the foster care and child protective service system. Through this program, WIHD provided in-home assessments and initial supports to more than 100 children newly-placed in foster homes, ongoing supports to more than 340 children in foster care, training and support for more than 50 foster families, and interventions supporting reunification for more than 80 birth families. In addition, the Advocacy Center provided initial services and ongoing support for 105 children who were victims of physical or sexual abuse.

The Family Program is a long-standing collaboration between WIHD and the Westchester County Department of Social Services. Last year, WIHD convened a focus group of key administrators and staff from local child welfare agencies to provide feedback regarding consumer satisfaction; improvement in choice, participation, access, and protection of rights; and collaboration with key stakeholders. The focus group also contributed to a plan for future collaboration toward these ends. Findings indicated high levels of satisfaction with the array of child welfare services offered by WIHD; participants described the range of clinical programs and services as comprehensive, thoughtful, and thorough in addressing the needs of biological families, foster families, and the children. They also noted how WIHD activities contributed to improved outcomes for children and general enhancements to the Child Welfare system. During the past year, WIHD has acted upon a number of the recommended next steps that emerged from this process: expansion of services for underserved and at-risk children as well as post-discharge services for reunited families (children transitioning from foster care to birth family).



## Area of Emphasis: Assistive Technology

**WIHD offers a range of activities in the area of assistive technology for individuals with developmental disabilities that exemplify its role as a UCEDD. The Assistive Technology Program provides university training, technical assistance to schools and agencies, a technology demonstration center, evaluation services, information and referral services, a loan program for young children, program evaluation, and product development and dissemination.**



# Measures of Improvement

Interdisciplinary Preservice Preparation and Continuing Education	Community Services: Training and Technical Assistance	Community Services: Direct Services and Demonstration Projects	Research	Information Dissemination
27 students participated in two university courses on assistive technology	409 individuals (consumers, family members, direct care staff, and professionals participated in community training	218 individuals with disabilities received services or supports. More than 1300 information and referral requests were responded to	1 program evaluation activity conducted with a community agency	3 self-instruction modules developed; more than 450 information packets disseminated



# Consumer Satisfaction



Interdisciplinary Preservice Preparation and Continuing Education	Community Services: Training and Technical Assistance	Community Services: Direct Services and Demonstration Projects	Research	Information Dissemination
95% of students provided the highest rating on overall course satisfaction	99% of training participant rated programs at satisfaction	96% of consumers were satisfied with direct services	100% of community agencies reported high satisfaction with the program evaluation activity	95% of surveyed recipients of products were satisfied