

arc
**THE WILLIAM M. BEDELL
ACHIEVEMENT AND RESOURCE CENTER
NEWSLETTER**

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Wood River IL 62095
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March 2016
618-251-2175
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Mission Statement

To provide the highest quality of services and programs to children and adults who have a developmental disability, who reside in Madison County, Illinois.

**From Mark Vaughn, President of the Board and
Gary Osborne, Executive Director ...**

As President of the Board of Directors along with Gary Osborne our Executive Director, we wish to congratulate our staff and volunteers for another successful year with the ARC.

Our success is determined in many ways, but we believe it speaks volumes that our staff, with their years of service, are so committed to the expertise they provide in our programs. This year we have 57 employees with 10 years or more experience with our agency, nearly 50% of our full-time roster.

This statistic is not lost with our funding agencies; it is notable that during our years of agency accreditation and surveying by our funding sources, that staff longevity has been highlighted in their final reports.

Once again, congratulations to staff for their many successes, their dedication to the families and the individuals we serve. We are extremely proud and thank you very much for being part of the ARC.

DEVELOPMENTAL TRAINING PROGRAM, BILL LAWSON, PROGRAM DIRECTOR

The William M. BeDell Achievement and Resource Center Developmental Training Program (DT) served a total of 151 individuals during Fiscal Year 2015. At the end of the fiscal year, 137 Individuals were being served. There were 21 new individuals enrolled and 15 cases were closed during the year. Individuals served were spread between two counties: Madison and Macoupin County. The age of the individuals served ranged from 22 to 83 years old. They were served 242 days during the year, 243 days scheduled - 1 day was canceled due to power outage. The Program Coordinators worked closely with all residential facilities and guardians as one-team, to ensure that an individual-centered plan was developed on the specific needs and desires of each individual served.

During the 2015 Fiscal Year:

- Four individuals deceased,
- Seven individuals choose to move to another program,
- Four individuals moved to skilled nursing facilities due to the need for medical care.

Seventy-five percent (75%) of the individuals served worked on sub-contract jobs for Eaton (Cooper/B-Line). The sub-contract work consisted of assembly and packaging of small construction materials.

The DT Program continues to provide opportunities for individuals to participate in community activities. The individuals were offered the opportunity to demonstrate volunteerism by recycling aluminum cans, newspapers, magazines and cardboard. They also shredded paper for the local Humane Society for animal use. Individuals are also given opportunities for community integration. Several individuals participated in the Madison County Fair. There were numerous trips to community parks, as well as shopping trips and visits to local museums. There was a variety of in-house activities, including holiday parties, Karaoke parties, dances, bowling parties, and talent contests. Several individuals also participated in the Dental Screening and in the Metro-East Network for DD Services Consumer Day.

Programmatically, all individuals that are served participate in a variety of training programs tailored to their specific needs. Training may include functional communication skills, independence/self-sufficiency skills, personal self-care skills, job performance skills, and work-related behavior and socialization skills. Structured routine, appropriate activities, sensory stimulation and environmental situational changes are all part of the learning experience that is provided at the DT Program. All individuals also participate in Health, Rights, Safety Training, and many individuals participate in the Consumer Advisory Committee.

Staff training continues to be a priority. All staff must be certified as a Direct Service Person (DSP) and must complete 40 hours of classroom training and 80 hours of OJT (On Job Training) activities, as required by the Department of Human Services. Training in CPR/AED and First Aid, as well as Rule 50 Identification and Reporting of

Abuse/Neglect is provided annually. The six (6) QIDP (Qualified Intellectual Disability Professionals) have each completed more than the 12 hours of continuing education credits per year through a variety of educational venues. The program has two (2) certified CPR/FA Instructors on staff.

The Developmental Training Program currently employs 43 full-time employees and three (3) part-time Registered Nurses. The program is accredited and holds certificates from the Department of Human Services and the Department of Labor, Special Minimum Wage Rates. The facility is also inspected by the Alton Fire Department, Fire Safety, Inc., Office of State Fire Marshal, National Fire Suppression, GRP Mechanical, Illinois Department of Transportation, Simplex-Grinnell, as well as the Agency Health and Safety Committee.

FAMILY SUPPORT UNIT, CARLA CRAWFORD, PROGRAM DIRECTOR

The Family Support Unit provides a variety of services to individuals and their families including service facilitation for the Adult and Children's Home-Based Support Programs, Respite Care, and Case Management. Staff of the Family Support Unit during Fiscal Year 2015 included seven full-time employees and three contracted Direct Support Persons. The FSU also supervised one practicum student from SIUE and utilized consultant psychologist services from Dr. Golden.

During Fiscal Year 2015 a total of 221 individuals were enrolled in FSU programs. This is the highest number on record for the Family Support Unit. The Home-Based Support Services Program served 156 individuals and/or their families. Forty-six families received Respite Care services, and the Case Management program served 24 individuals. FSU staff made 3008 face to face visits, had 6034 telephone contacts and traveled a total of 42,944.6 miles to provide services. The FSU received 29 referrals, some requesting our services and others requesting general information about disability and community resources, entitlement benefits, etc.

Clients of all ages were served by the Family Support Unit. Twenty-four percent were 18 years old or younger, 59 were 19-50, and 17% were over the age of fifty. Slightly over 58% were male, while the remaining 42% were female. Nearly 83% of the individuals served by the FSU lived with family, while 16% lived independently. A handful of others had alternate living arrangements.

Accomplishments for the year included participation by clients and staff at the "Speak Up and Speak Out Summit" in Springfield. Twenty individuals served by the FSU attended and four staff facilitated the two-night trip. Participants attended general and breakout sessions designed to teach about self-advocacy and speaking up for what they need in order to live full, self-determined lives. FSU staff facilitated attendance at the "Going Home" rally in Springfield, seven trips to the Muny Opera, a day at the Madison County Fair, a Cardinals baseball game, trip to the St. Louis Zoo, dances, and trips to the movies. Two individuals were assisted with planning a trip to the Illinois State Fair, which they attended on their own. Several had help purchasing health club memberships, pool passes, movie and restaurant gift cards and computer lessons at the local library. Three community presentations were completed: the Alton High School Transition Fair, CIT Officer Training, and Get It Done Day sponsored by the Madison County Transition Planning Committee.

Consumer Advisory Group meetings were held once each quarter. These meetings give the individuals an opportunity to socialize with their peers while learning ways to live safer, happier, healthier and more productive lives. Guest speakers are invited to share information. This year's topics included Mental Health Supports and Services, Routine Healthcare, Conflict Resolution, and opportunities to learn about and plan for recreational community activities. Each year clients are given the opportunity to share what they liked and did not like, and also give input in planning presentations/topics for upcoming meetings. The social and recreational components of the Family Support Unit are favorites for those we serve, and it is our hope that we will be able to continue to provide such opportunities for those who look forward to them each year.

RECREATION, DAVE LOGAN, PROGRAM DIRECTOR

The Recreation program provided recreation activities for approximately 28 individuals per week. These individuals live at home, ARC CILAs, Burt's Shelter Care and the Olin Building. Approximately 21 of the individuals live at the ARC's seven CILAs. Assistance was also provided for appointments with the individual's physicians in St. Louis. Every effort is made to participate in activities in the immediate area that are inexpensive, but are fun and give the residents an opportunity to interact with other adults in a social atmosphere. These activities include but are not limited to: Cardinal Baseball Games, Six Flags, fishing, movies, golf, bowling, library, fairs/homecomings, Camp New Hope, zoo, dances and a variety of other activities.

Residential Options provides eight dances; Thelma Terrace holds a Valentine's Day Dance. An increased number of residents at the Olin Building receive HomeBase services and the Recreational Program assists these individuals in participating activities.

The Special Olympics continues to be a major focus of the Recreation program.

RESIDENTIAL PROGRAM, ROSJEAN CUSTER, PROGRAM DIRECTOR

The William BeDell ARC Residential Program (CILA) operated four CILA group homes in Alton, Illinois and three in Wood River. During fiscal year 2015, the CILA program served a total of 22 individuals. The residential program has a registered nurse, lead supervisor, and pharmacy that are on-call every day of the year. Dr. Frederic Golden, Clinical Psychologist, consults with the residential program as needed.

The ARC Residential Program lost two resident this past fiscal year. They will both be missed by all of the CILA staff and residents. During the past fiscal year, there were two new individuals who were admitted into the Residential program. One individual moved into the Walnut group home and another individual moved into the Ferguson group home.

The ARC Residential Program continues to be individual-centered. Annual service plans are developed for each person based on the specific needs and desires of the individual served. Semi-annual service plans are held to ensure clients are making progress.

Each home is inspected quarterly by the ARC Safety Committee, and at least monthly by the QIDP, the Program Director, and Assistant Executive Director to ensure that each residence is clean, comfortable and safe. Safety and maintenance concerns are addressed by the ARC maintenance department or the landlord from whom the home is leased.

Each home is staffed with a full-time, live-in Residential Supervisor and a full-time Relief Supervisor. The Residential program utilizes additional Relief Supervisors (floaters) to cover vacations for the full-time supervisors. We believe that having two full-time staff provides a greater stability and consistency in the home than regular shift staff. We also believe that smaller homes with three or four residents better serve the individual needs of the population we serve.

The CILA provides numerous opportunities for individuals to participate in community activities. During fiscal year 2015, individuals in the CILA attended baseball games, went to the zoo, attended the Muny opera, participated in dances throughout the year and attended Special Olympics. They also attended Camp New Hope in Neoga Illinois. There were also a variety of in-house activities, including holiday parties, shopping, going to the movies and drives to Grafton for ice cream and fish.

Annually, satisfaction surveys are mailed to the families/guardians of the individuals served. These are mailed to obtain information from the families to ensure we are meeting the needs of the individuals in our care. During this fiscal year the families and individual surveys received indicated that the families and individuals served were happy with the services they receive from the residential program.

NCA ACCREDITED SCHOOL PROGRAM, CHERYL BLAHA, PROGRAM DIRECTOR

During Fiscal Year 2015, the School Program served 82 students from 18 school districts in Macoupin, Madison, St. Clair, and Jersey counties. Enrollment ranged from 68 to 72 students, with an average enrollment of 70.25 students for 217 days of attendance. The following ten school districts referred 14 students: Alton, Bethalto, Bunker Hill, Collinsville, Granite City, Madison, Roxana, Triad, Venice and Wood River. Of this, a total of eight evaluations for placement were completed by ARC school staff as part of the intake process.

The fiscal year began with eight classrooms staffed by a certified teacher and 2-3 teacher aides, who provided services 5 hours per day. The eight classrooms experienced a student enrollment ranging from 7 – 11 with an average of 9 students in each room. Average daily attendance (ADA) was 7.09 students per classroom, 56.7 for the school with an overall 80.75% ADA. Throughout the year, 14 terminations of student placements occurred. Two "aged out", seven moved out of the areas served, three students passed away, one student's parents decided to keep him home and one transferred to the public school. Classrooms focused on programs that enhance students' skills in the following areas: expressive and receptive language, fine, gross, oral and sensory motor, self-help, cognitive, activities of daily living, pre-vocational and socialization. Support services included PT, OT, Speech Therapy, Behavioral Enhancement, Case Management and Nursing. Assistive technology such as computers in all eight classrooms, iPads, Cheap Talk, adaptive toys, and equipment used in positioning of students, aided classrooms in the educational process.

Physical Therapy provided 55 students with 50.5 hours a week of direct service. Occupational Therapy provided 85 students with 39.5 hours a week of direct services. Nursing provided 20 hours of direct service per week for 13 students. Five students have private duty nurses that attend school with them. Four school districts and one region (3) provided direct vision services to 17 students. Orthotists and wheelchair vendors provide in-house services to adapt/repair wheelchairs and mold/repair orthotics on a weekly/monthly basis.

Students were taken on numerous field trips throughout the year to provide community integration experiences. These included outings to the Nazarene Theatre, Variety play, St. Louis Symphony, equestrian therapy, the local grocery stores, pumpkin farm, public libraries, parks, Mills Apple Farm, community centers, swimming pool (Bethalto), and Rock Spring Park. Norm and Buttons and Jim and Sweetie provide Pet Therapy and Wood River Library reads stories to the classrooms on a monthly basis. The St. Louis Zoo gave two performances in October 2014. A Grandparent's Tea as hosted on September 16, 2014 with 38 grandparents and 26 students attending. Throughout the

year, 16 candidates were interviewed and 5 staff were hired. Two of these individuals were hired for teacher aide positions, two for teaching positions and one for a Speech Therapist position. Staff resignations/terminations totaled 10 individuals.

Staff were provided with 19 in-services on such topics as Deep Breathing, Confidentiality, Gemini, DLM, Power IEP, Nova Chat In-Service, Communication, Seizures/Universal Precautions/Blood Borne Pathogens, Brushing, Introduction to MR, feeding techniques, sensory defensiveness, swimming, oral motor treatments, DCFS (mandatory reporter), OIG (Office of Inspector General), range of motion and proper carrying/lifting techniques. Two ISBE workshops were offered to staff needing to earn CPDU's for recertification.

The school had 2 "Cold Days" this fiscal year: January 7 and February 19, 2015 and "make-up" days were March 2 and May 29, 2015.

The curriculum previously written continues to be used when writing goals and objectives for individual students.

The teacher evaluation instrument was modified to include common core standards for special education and continues to be used for teacher evaluations as well as annual evaluations.

HUMAN RIGHTS COMMITTEE, CARLA CRAWFORD, CHAIR

The purpose of the Human Rights Committee is to ensure the rights of the individuals served by the William M. BeDell Achievement and Resource Center are protected, and that the offered programs provided represent the least restrictive treatment/training model. The committee's membership includes representatives from the various agency programs and from the community. The committee meets quarterly, at a minimum, or as needed. The Human Rights Committee continues to focus on ways the agency may better ensure the rights of individuals served. We collaborate with the Executive Director, Program Directors, and other agency committees in facilitating this process.

There were no incidents of abuse/neglect allegations referred to the committee throughout this past reporting year. The following is a summary of some of the issues addressed by the committee for this reporting period: reaffirmed awareness of the Confidentiality Act directives by signing a confidentiality waiver form, behavior programs for the Residential, School, Family Support Unit and Developmental Training Programs were reviewed for potential rights restrictions and approved by the committee, the use of adaptive equipment was reviewed for potential restrictions, psychotropic medication use by clients in Medicaid Waiver Programs was reviewed and reduction plans were discussed, various survey results and recommendations were reviewed.

INFECTION CONTROL COMMITTEE, ANDREA WELSH, CHAIR

The Infection Control Committee meets annually, or as needed to establish and review policy to ensure proper management of infectious disease as it pertains to the individuals served by the ARC. The Committee also discusses other health issues as deemed pertinent to our clients and/or staff.

The Committee met once in Fiscal Year 2015. The School Program has individuals present with severe food allergies. Discussion followed how this is handled to ensure safety. The School Program is working on a system that will have student allergy and sensitivity information in a readily accessible spot for people working with them.

Discussion of upcoming flu season and vaccines available was held. Flu mist is generally advised for those who are not immune compromised and do not have asthma. Residential clients receive the pneumonia shot as they are more at risk for complications from pneumonia, such as aspiration risk and/or seizures. Southern Illinois Healthcare Foundation locations and also Walgreens offer flu shot clinics.

The Agency nurses continue to monitor individuals served by the Agency for any possible infectious disease or concerning health issues and program staff consult with healthcare professionals on an ongoing basis.

QUALITY ASSURANCE COMMITTEE, CARLA CRAWFORD, CHAIR

The purpose of the Quality Assurance Committee is to ensure the delivery of quality services among all agency programs. The committee reviews incidents and injuries involving employees and individuals served. If patterns or trends occur, the committee makes recommendations to eliminate or minimize risk. The Quality Assurance Committee also reviews survey results to determine if services need to be modified or enhanced. The committee meets at least quarterly, or more often if necessary.

There were no formal complaints/grievances addressed by the committee this year. The following is a summary of some of the issues addressed by the committee for this reporting period: quarterly injury reports, analysis of critical incidents of employees, workers' compensation claims, employee safety training, policy reviews and revisions, survey results and recommendations, emergency procedures/drills and committee reviews.

The Quality Assurance Committee continues to focus on ways the agency can improve services to the individuals served by all programs. We collaborate with the agency's Executive Director, Assistant Executive Director, Program Directors, and other committees in facilitating this process.

HEALTH AND SAFETY COMMITTEE, BILL LAWSON, CHAIR

The Health and Safety Committee for Fiscal Year 2015 consists of the following members: Bill Lawson, Chair and DT Program Director, Chad Rollins, Assistant Executive Director, Kathy Crockett, PT Supervisor and Dave Harris, Maintenance for DT. The committee continues to ensure that the individuals served live and learn in environmentally friendly facilities. Its primary purpose is to monitor the health, safety and environmental atmosphere of the facilities that are utilized by the agency. Included are the Administrative and School services buildings located in Wood River, the Developmental Training facility located in Alton and 7 CILA homes located throughout Alton and Wood River. The Safety Committee completed the following duties during Fiscal Year 2015: four quarterly surveys were conducted for all facilities, injury/incident reports for the Residential Program and DT program were reviewed monthly, fire and disaster drills are monitor for compliance and timeliness, the physical therapist continues to monitor and review lifting techniques and equipment during each survey.

The Committee will continue to assist the agency by ensuring that all health and safety standards are adhered to as required by the Department of Human Services, the Department of Public Health and local Fire Departments.

BEHAVIOR MANAGEMENT COMMITTEE, CHAD ROLLINS, CHAIR

The Behavior Management Committee continues to meet on a quarterly basis. The Committee met on July 15 and October 28, 2014, January 27 and April 29, 2015 this fiscal year. The focus of the Behavior Committee is behavior support plan and medication from all programs within the agency. In the Fiscal Year 2015, the committee reviewed over 68 individuals' behavior support plans and medications.

**SUMMARY OF
OUTCOME MANAGEMENT REPORT
FISCAL YEAR 2015**

(July 1, 2014 through June 30, 2015)

	DT	FSU	RES	EI	School
Days Served	242	247	365		217
Units Delivered	175,987	9,620	NA	139	15,190
Cost Per Unit	11.71	55.17	Purchase of care	Fee for Service	124.14
Persons Served	151	221	23	9	82
Male	57	124	16	7	54
Female	94	89	7	2	29
Race					
Caucasian	131	183	20	6	58
African-American	21	27	3	3	11
Hispanic	0	2	0	0	7
Other	0	1	0	0	7
Ages					
0-3	0	2	0	9	7
4-10	0	10	0	0	26
11-18	0	39	0	0	33
19-30	23	77	3	0	17
31-50	54	49	7	0	0
51-65	50	29	9	0	0
>65	24	7	4	0	0
Based on surveys and data collected, percentage of outcomes achieved are:					
Ind. Served	100%	100%	100%	Not Avail	98%
Satisfaction Outcomes					
Stakeholder	100%	100%	92%	Not Avail	100%
Satisfaction Outcomes					
Efficiency Outcomes	100%	80%	96%	Not Avail	84%
Effectiveness Outcomes	75%	90%	97%	Not Avail	43%
Service Access	100%	90%	100%	Not Avail	Not Avail

During 2015, these generous individuals have made gifts and/or memorials to the ARC:

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The William M. BeDell Achievement and Resource Center

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The ARC is a not-for-profit organization under 501(c)(3) of the Internal Revenue Service Code. The William M. BeDell ARC admits students and consumers of any age, race, color, national origin, sex, religion, ancestry or disability to all the rights, privileges, programs and activities generally accorded and made available to our students and consumers. It does not discriminate on the basis of age, race, color, national origin, sex, religion, ancestry or disability in the administration of its educational policies, admissions policies, scholarship and loan programs and athletic and other Agency administered programs.

Serving Individuals with a Developmental Disability since 1957