

The information compiled will be used in the following ways:

- Identify action plans and address any needed changes and/or improvements in the various programs and their designs
- Address staffing needs, training, responsibilities and performance
- Financial and resource planning
- Annual Report data
- Inform stakeholders, interested individuals and groups of various program data and achievements
- Used as a measurement tool along with the Strategic Plan
- Review the implementation of the mission and core values
- Organizational decision making
- Program service development

A. Overview of Services:

ESCA has been serving the needs of people with disabilities in South Central Alabama since 1961. The following is a breakdown of each program.

From October 1, 2016, to September 30, 2017, ESCA served a total of 2092 individuals, in all of the services combined. This is 308 more people served than last program year. We provided services in 39 Alabama counties, 1 from the state of Georgia, and 4 that were unknown. This is 5 more counties than last year.

B. Consumer Demographics:

ESCA does not discriminate based on culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status or language. The purpose of tracking this demographic data is for our state and national funding sources.

C. Stakeholder Satisfaction Information:

Throughout the year, ESCA strives to collect feedback from persons served and other stakeholders to help improve the quality of services. We promote an understanding and appreciation of those served, of culture and language through community partnership and education. Person served input and feedback is solicited through input forum and advocacy meetings, discussions, monitoring, E-Mails, phone and written surveys, suggestion boxes, etc. Information collected is used to create, improve and/or modify services that meet or exceed the expectations of the persons served, the community at large and other stakeholders.

Input is very important to us, and all of the comments and suggestions will be reviewed by leadership and appropriate changes will be made to continually strive for performance improvement.

Efforts continue to obtain feedback from persons served and other stakeholders. Feedback, both positive and negative, is shared with staff members to improve program quality. Negative comments from individuals served are investigated to make program changes as needed.

The ESCA Human Rights Committee is responsible for reviewing OMS consumer satisfaction survey reports and to address any concerns or complaints brought to the attention of the committee. An increased rate of return for surveys is still a priority of our staff. We strive for a higher rate of return each and every year. Continued efforts to collect surveys after a variety of services are completed will be conducted by the appropriate staff. We plan to brainstorm as staff to come up with ways to improve our rate of return.

D. Specific Program Measures:

Different programs create goals for specific program measures. These are based on historical Center performance, local funding expectations, national averages, etc.

For the purpose of this report, CARF accredited programs are included. Other non-accredited programs are encouraged to expand goals for specific program measures. This is one area that has been identified that can be improved for all of the programs that we offer. This will help leadership stay on top of performance, and implement any necessary improvement techniques.

Program measures currently utilized will assess Efficiency which is defined as services provided in a timely fashion; Effectiveness which is defined as outcomes that are consistent with program plan; Service Access which is defined as persons getting into services; and Satisfaction which is defined as input from various stakeholders receiving services. ESCA staff will review outcomes and discuss any recommendations to make improvements in quality of program services and staff responsibilities, which will ultimately improve outcomes for individuals served. This information is reviewed regularly to ensure continued appropriateness as measures of quality improvement.

At the beginning of every program year, the program staff and leadership meet to review the outcomes for the past program year and to set goals for the new program year. This is done together with input from various stakeholders. ESCA utilizes past performance outcomes, industry standards and benchmarks to set appropriate and measurable goals. This year, our goals were influenced by the Alabama Department of Rehabilitation Services (ADRS) as our major funder. They allocated a specific amount of money for each of our programs, and gave us monthly goals in order to draw down this allotted money by the end of the program year.

E. Highlights:

Highlights from each program will be outlined. We do a lot community-wide that perhaps has not been tracked in reports past. This will allow each program to spotlight what they have done well during this reporting period.

AT A GLANCE OVERVIEW OF PERSONS SERVED

This is a summary of demographics for all of the programs housed at ESCA combined for this annual reporting period. Further down in the report, you will find this specific information for each individual program.

GENDER	This Year	Last Year
Male	982	845
Female	1080	908
Unknown	30	31
TOTAL	2092	1784

RACE	This Year	Last Year
African American	1390	1203
Caucasian	591	449
Asian American	12	6
Hispanic	28	23
Native American	0	1
Other Pacific Islander	1	0
Multiple Ethnicity	0	0
Middle Eastern	1	0
Unknown	69	102

AGE	This Year	Last Year
0-2	98	64
3-5	253	258
6-17	206	196
18-24	259	1060
25-40	274	0
41-64	665	0
65-74	165	107
75-85	130	29
Unknown	42	70
TOTAL	2092	1784

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COUNTY	This Year	Last Year
Autauga	146	118
Baldwin	1	
Barbour	1	1
Bullock	15	1
Butler	46	19
Calhoun	1	0
Chambers	25	13
Chilton	2	7
Clay	6	5
Coffee	0	1
Conecuh	2	0
Coosa	10	10
Covington	3	3
Crenshaw	11	5
Cullman	5	1
Dale	1	2
Dallas	28	18
Elmore	186	103
Etowah	0	2
Fayette	1	0
Houston	1	1
Henry	0	0
Jefferson	13	11
Lauderdale	0	0
Lee	60	35
Lowndes	24	23
Macon	33	29
Madison	2	3
Marengo	1	3
Marion	1	1
Mobile	1	2
Monroe	3	0
Montgomery	1354	1243
Perry	1	2
Pike	40	27
Randolph	5	6
Russell	20	15
Shelby	4	2
Sumter	0	0
Talladega	15	14
Tallapoosa	15	28
Tuscaloosa	1	0
Walker	1	1
Washington	0	1
Wilcox	2	0
Georgia	1	2
Unknown	4	26
TOTAL	2092	1784

Disability - Primary & Secondary (Can Count More Than One for Each Person as Needed)	This Year	Last Year
Infections and Inflammatory Diseases (i.e. Post-Polio Syndrome)	4	4
Neoplasms (i.e. Cancers)	18	23
Endocrine, Nutritional and Metabolic Diseases & Immunity Disorders	79	72
Mental Disorders		
Dementia	14	12
Other Psychological Disorders	233	188
Autism	80	54
Alcohol Abuse, Drug Abuse	87	85
Attention Deficit Disorder	70	76
Developmental Delays: Learning, Speech, Reading, Language	147	214
Other Mental Disorders	160	103
Mental Retardation	160	52
Neurological Disorders: Diseases of the Nervous System and Sense Organs		
Other Nervous System	76	14
Alzheimer's	2	51
Parkinson's	5	
Multiple Sclerosis	8	4
Cerebral Palsy	12	10
Epilepsy and Seizure Disorders	13	16
Muscular Dystrophy	3	2
Blind and Visually Impaired	6	22
Deaf / Hearing Impaired	151	178
Diseases of the Circulatory System		
Other Diseases of the Circulatory System	84	53
Heart Disease	79	69
Stroke	42	30
Diseases of the Respiratory System		
Other Diseases of the Respiratory System	27	12
Emphysema	0	0
Asthma	27	28

Chronic Obstructive Pulmonary Disease	20	21
Diseases of the Digestive System	10	17
Diseases of the Genitourinary System	23	30
Diseases of the Skin and Subcutaneous	7	9
Diseases of the Musculoskeletal System and Connective Tissue		
Lupus	5	7
Arthritis	73	58
Other Diseases of the Musculoskeletal System and Connective Tissue	14	27
Osteoporosis	24	0
Scoliosis	17	21
Congenital Anomalies		
Other Congenital Anomalies	17	10
Spina Bifida	2	0
Cleft Palate	0	0
Down Syndrome and other Chromosome Anomalies	4	2
Conditions of the Perinatal Condition (i.e. Premies)	0	0
Symptoms, Signs, and Ill-Defined Conditions		
Other Symptoms, Signs, and Ill- Defined Conditions	28	0
Speech-Language & Voice Dysfunction (i.e. Aphasia, Speech Impairments)	399	486
Disease or Injury to Bone / Joint		
Other Disease or Injury to Bone / Joint (Other Orthopedic)	141	188
Head Injury	13	23
Spinal Cord Injury (Quadriplegia, Paraplegia)	2	15
Obesity	26	28
Well Elderly	6	15
Frail Elderly	31	16
Other Disabilities	77	174
Disadvantaged	0	0
Nondisabled	41	41
Unknown	1	0
TOTAL	2568	2560

Individuals Served by Program
Blue (left column) = This Year
Red (right column) = Last Year

