



**INFORMATION MANAGEMENT AND MEASUREMENT REPORT
FISCAL YEAR 08/09**

Mission Statement

D & M Consultants, Inc. is committed to the provision of quality service for persons with mental illness and/or developmental disabilities by offering choices that include housing, recreational, vocational and therapeutic opportunities.

Vision Statement

In facilitation of this mission, it is the vision of D & M Consultants, Inc. that individuals we serve will recognize their self worth, find fulfillment through achievement and overcome defeat by perseverance. In attainment of this vision, individuals we serve will become integral contributors to the community in which they live

Value Statement

D & M Consultants, Inc. values:

- Opportunities that provide employment for the individuals they serve
- A commitment to a recovery model of rehabilitation
- Opportunities to educate the consumers they serve on areas that are of interest to them
- The rewards achieved through learning the process of interdependence

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At the time of this report D & M Consultants, Inc. operated two Supported Living Apartment programs, one Shared Housing program, two Fairweather Lodge programs, one Michigan Prisoner Re-entry program, and one Specialized Residential program for adults with psychiatric disabilities in Oakland and Macomb Counties. Funding sources for these programs are Easter Seals of Michigan, Training and Treatment Innovations, Community Network Services, and Macomb Oakland Regional Center.

For the report period Fiscal Year 08/09 each program was evaluated on fifteen objectives addressing **Program Satisfaction, Efficiency, Effectiveness, and Access**. In all service areas we exceeded the goal expectancies of 95% in the area of **Satisfaction** except for one area. We fell short of our goal expectancy for Professional stakeholder of 90% with an 83% satisfaction rate. In the area of **Access** to necessary resources for persons served working for the consumer run business, Ever-Glo Janitorial, we exceeded the goal expectancy of 90%. Another area of access to public transportation for persons served in the Michigan Re-entry program fell short of our goal expectancy of 98%. Internal and external Quality Assurance Reviews were completed to maximize program **Effectiveness**. Internal reviews resulted in an overall score of 97% just short of our goal expectancy of 98%. We exceeded our goal of 95% for the external review. Our goal expectancy in areas which measured staff's training requirements at 100% and Ever-Glo contract evaluations at 80% were not met. In the area of **Efficiency**, reducing the number of vacant beds was measured. We had a 97% occupancy rate which was just short of the goal expectancy of 98%. We also measured **Efficiency** by reducing the number of psychiatric hospitalizations. We maintained an overall **Efficiency** rate of 94% which fell short of our goal of 98%. In the area of attendance for the consumer run business we exceeded our goal of 95%.

D & M Consultants continuously offers opportunities for persons served, parents/relatives and professionals to give feedback on the services received.

ALLIED HUMAN SERVICES PROVIDES CONSULTATION

Allied Human Services has a reputation for providing detailed and thorough consultation to upstart programs, existing programs, non-profits and for-profit businesses. D & M Consultants, Inc. has utilized the expertise and support of Allied Human Services for many years providing quality improvement guidelines and training, financial and service delivery audits, human resource training and support as well as an array of other support services. For further information please call 248-641-7200.

INCIDENT REPORT ANALYSIS FISCAL YEAR 08/09

To comply with contracting agency and accreditation sources D & M Consultants, Inc. will review all incident reports on an annual basis. As part of this review D & M looks at trends and patterns from the incidents that may demonstrate what changes can be made to reduce or eliminate them. For Fiscal year 08/09 the total number of reported incidents showed a decrease of 17% from the previous year. This report period indicates a reduction in incidents of **Medication Errors** and **ER/Serious Injury** from previous year. Incidents of **Aggression** increased from previous year with the majority coming from one individual in the Specialized Residential program. That number is likely to remain high due to more programs with persons served that have challenging needs.

D & M staff and persons served will continue to monitor incident reports for trends that would indicate additional training or monitoring may be needed.

SELF ASSESSMENT OF BARRIERS TO SERVICES ANNUAL SUMMARY FISCAL YEAR 08/09

D & M Consultants, Inc. targeted two areas of emphasis in regards to Attitudinal Barriers. They were:

- 1) Increase community awareness that sheds a more positive outlook for persons with psychiatric disabilities by continuing participation in ongoing community service projects. (8) Community service projects were completed including, Prisoner Gift Wrap program, OLHSA Walk for Warmth, Adopt A Park, NAMI Walks and Power Day rally in Lansing.
- 2) Strengthen the Consumer Action Group (CAG) by keeping current on issues, legislation and to advocate through phone calls and letter writing.

Goals addressing other Barriers to Service Delivery were:

Financial: Assistance was provided which resulted in assistance being acquired to help offset an increase in costs of perishable and non perishable items. Another area of concern was increased auto insurance for persons served who own their vehicles. Research was conducted to identify alternatives to their current insurance carriers.

Transportation: For persons without vehicles, assistance with obtaining bus passes and schedules was provided. Staff rode with persons served on the bus to familiarize them with the desired routes.

Communication: Workshops were conducted in the area of Small Group Problem Solving which resulted in increased participation in house meetings in both lodges.

Employment: A pattern of missed work for the consumer run business was identified and improvement was shown in overall attendance following an attendance workshop which was conducted with all of the workers. Emphasis was placed on proper procedures for missing a scheduled work day and how missing work affects other crew members.

Architectural: Premier Lodge foyer flooring was repaired.

Environmental: New programs were opened to accommodate an increase in referrals which caused a waiting list for persons served requiring services.

Additional barriers that were identified were Media Services. D & M provides Program Handbooks, Ever-Glo Janitorial Handbook, and Safety Manuals in paper form as well as audio for persons that are unable to read or write and they have been used by members. Community Re-Integration for Persons served who have been incarcerated are being addressed through the development and implementation of a syllabus outlining areas that directly affect their ability to adapt to community living.

CONCORD RESIDENTIAL OPENS ITS DOORS

D & M Consultants newest Specialized Residential home opened up December 31, 2009. There were even more reasons to celebrate this New Years Eve as Glenn M. and Greg G. rang in the New Year in their new home. The guys helped with the name and agreed on Concord Residential. The word "Concord" has real meaning to the residents and staff of D & M. Concord, as defined, means: An agreement between persons. This follows all of D & M's principles and is the foundation of all of our homes. Allowing the persons served to have a stake in their home and the decisions that are made within is very important to all of us

The staff has been working with the guys in the community also. Everyone chips in with the cleaning and grocery shopping. The guys are asked for their input in the day to day operations of the home and enjoy going out into the community. In the short time the house has been open they have attended dances, found jobs, have gone bowling and participated in the OLSHA Walk for Warmth at the Palace of Auburn Hills.

If you are ever in the area stop on by. The guys welcome everyone with open arms and love visitors.



SPOTLITE SOLO

Since moving into Serene Residential in July of 2009, Glenn M. has been keeping his staff on their toes. Not one to stay still long, Glenn likes to take long walks. The country atmosphere and dirt roads that surround Serene have provided Glenn and his staff countless hours of walking and feeding the neighbors goats.

Glenn came to us from the now closed Mount Pleasant Center where he lived for most of his life. He has made the most of his new surroundings and can always be found in the kitchen. He loves to keep this area of the house spotless and doesn't let anybody in to help. He takes pride in his work and soon after moving in took a job cleaning houses three days a week.

On New Years Eve, Glenn moved into his permanent home. He has one roommate and is awaiting one more. Unable to communicate through words, Glenn has taught the staff sign language and continues to expand on his signing skills. Welcome home Glenn!!



Always the Jokester

WALK FOR WARMTH

Members and staff of Serene and Concord Residential participated in Olsha Walk for Warmth at the Palace of Auburn Hills on February 7, 2010. This was the 20th anniversary of the event that helps people keep their heat on during the winter months. Last year the event raised \$160,000 and the goal for this year was \$200,000.

Food, refreshments, live bands and dance clubs, free massages, blood pressure checks and a silent auction were among the festivities. The family-friendly walk also featured a kiddie court with games, prizes, face painting, balloon animals and clowns; a green court, with information about cost and environment-saving measures; and a Pistons court where you could shoot hoops and take photos.

Everyone enjoyed themselves while raising money for a good cause. You can visit their website at olsha.org/walk4warmth.org. You can find information there on how to apply for heating assistance and other things Olsha has to offer.

D & M Consultants, Inc.
25071 W. 10 Mile Road
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Service Sites

Premier Lodge
25071 W. Ten Mile Rd.
Southfield, MI 48033
(248) 352-4995

Kinsel Lodge
24803 Kinsel Rd
Southfield, MI 48033
(248) 357-6426

D & M North
2780 Patrick Henry Drive
Auburn Hills, MI 48326

D & M Shared Housing
816 Maplegrove
Royal Oak, MI 48067
(248) 336-2694

Transition House
3225 Tyler
Berkley, MI 48072

Ballard Residential
13921 Northfield Ave.
Oak Park, MI 48237

Concord Residential
57815 Vandyke Ave.
Washington Twp., MI 48094

Serene Residential
60790 Kittle Rd.
Washington Twp., MI 48094

Valerie Windham - Director of Operations
Jim Hielscher - Editor



Accredited
Since August 2001

D & M Consultants, Inc. is a 501c3 Not-For-Profit Corporation holding contracts with Community Network Services, Easter Seals Adult Mental Health Services and Training and Treatment Innovations

WHATS HAPPENING

Oakland County Community Mental Health Authority presents its Seventh Annual Recover Conference: Keys to Total Health 2010. It is Monday, April 19th at the Marriott in Troy, Michigan. There is no cost for this conference but the registration deadline in April 12, 2010.

The staff and persons served at D & M Consultants, Inc. would like to welcome Dawn H. as the new Program Manager for Ballard Residential. Dawn comes to D & M with years of managerial experience along with extensive knowledge of property management. She has opened up our third Specialized Residential program just before Christmas this past year. We look forward to a long productive relationship with Dawn. Welcome!

IN THE SPIRIT OF GIVING

We want to thank all our supporters for their gifts over the years. Charitable donations including cash, stocks and professional services assist in our continuing efforts to promote personal growth and enrich the lives of the people we serve. If you would like to discuss a donation with a member of our staff, please contact our office:

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All Donations are Tax-Deductible