

Audrain Developmental Disability Services

FY 2026



Cultural Competency Report

EXECUTIVE SUMMARY

Founded in 1978, Audrain Developmental Disability Services (ADDS) has been dedicated to supporting individuals with developmental disabilities in Audrain County. Guided by the belief that every person has the right to self-determination, a fulfilling life, and full inclusion in their community, ADDS offers a range of personalized services and resources.

Our programs are thoughtfully designed to meet the unique needs of each individual, promoting personal growth, meaningful social connections, and active participation in the Audrain County community and beyond.

ADDS supports individuals with developmental disabilities as defined by the Missouri Department of Mental Health (DMH) – Division of Developmental Disabilities. To qualify for services:

1. The disability must have occurred before the age of 22.
2. It must be expected to last throughout the individual's life.
3. The individual must experience significant limitations in at least two of the following areas of daily living:
 - Self-Care
 - Communication
 - Learning
 - Mobility
 - Self-Direction
 - Independent Living/ Self-Sufficiency

Services offered to those who meet DMH eligibility requirements may be eligible for the following ADDS services:

1. Residential Services- Group Homes and Apartment Living Programs
2. Independent Supported Living
3. Natural Home and Individual Skills Development
4. Day Habilitation Services/ Medical Day Habilitation Services
5. Transportation Services
6. Target Case Management

ADDS is committed to enhancing the quality of life for the individuals we serve, our community, and our employees by embracing and integrating diverse cultural values and beliefs. We actively promote cultural competency across the agency through ongoing education, awareness initiatives, and advocacy efforts.

Our approach includes fostering cultural awareness, building knowledge, encouraging sensitivity, and developing skills that support inclusive practices. These efforts are reflected in training programs and support services designed to reach individuals served, staff, and the broader community.

We recognize and celebrate diversity in all its forms- including age, race, ethnicity, gender, abilities, sexual identity, socioeconomic background, and religion—as essential to creating a respectful and inclusive environment for everyone.

This report evaluates the organization’s current cultural competency practices, identifies gaps, and provides recommendations to enhance inclusivity and equitable service delivery.

PURPOSE

The purpose of this report is to:

1. Assess cultural awareness within the organization.
2. Ensure services meet the needs of diverse populations.
3. Recommend strategies for improvement.

METHODOLOGY

1. Data Sources: Community and personnel demographic analysis
2. Tools Used: Policy review, training material review

TRAINING

ADDS offers a variety of training opportunities focused on cultural diversity awareness, knowledge, sensitivity, and competency for both staff and individuals served. All ADDS employees are required to complete state-mandated Cultural Diversity training upon hire, with annual refreshers thereafter.

Cultural Diversity principles are also embedded in Crisis Prevention Intervention (CPI) training, equipping staff with tools to de-escalate situations while being mindful of diverse backgrounds and experiences.

To further support a culturally competent environment, ADDS encourages staff to pursue additional training or attend conferences that include sessions on diversity and inclusion. The agency is committed to ensuring that all cultural diversity training remains current, relevant, and reflective of the diverse populations we serve.

RESOURCES

ADDS provides a wide range of resources to support both employees and individuals served in accessing training and information on cultural diversity. As a CARF-accredited organization, ADDS benefits from access to specialized curriculum, including the Cultural Competency Series: A Cornerstone of High-Quality Healthcare and Human Services (2014). This series covers key topics such as:

- Cultural Competency, Diversity, and Inclusion: Foundational Concepts
- The Neuroscience of Bias: Your Family, My Family
- Sexual and Gender Minority Health: A Diverse and Evolving Population
- Workforce Diversity: Raising the Bar in Your Organization

In addition, ADDS offers training through Relias, including the course, *Diversity and Disability*, and utilizes educational materials provided by the Missouri Department of Mental Health (DMH). These include the Mental Health Equity and Inclusion Alliance learning series and Philosophy and Values: Cultural Diversity, which is reviewed with all employees upon hire and annually thereafter.

Cultural diversity is also embedded in resources for individuals served. These include:

- Program handbooks
- Agency guided advocacy group
- Educational activities highlighting holidays, historical events, and diverse cultural beliefs and values
- ADDS remains committed to expanding and updating its resources to reflect current best practices in cultural diversity and inclusion. Additional materials are added as needed or upon request to ensure relevance and responsiveness to the needs of all stakeholders.

CULTURAL DEMOGRAPHICS

The ADDS administration team reviews the demographic data for Audrain County annually and more often as needed by accessing the data from *County Health Rankings: Robert Wood Johnson Foundation* and *All Things Missouri (University of Missouri Extension)*. County data is updated annually based on county-level measures from various national and state sources and surveys. *County Health Rankings* and *All Things Missouri* continue to be a vital resource in evaluating and

responding to the disparities and needs in Audrain County. As ADDS supports and employs a diverse population, ADDS maintains awareness of county demographics and modifies resources according to annual demographic changes as needed. Audrain County records only 1.67% of the population in 2025 was not proficient in English.

County Health Rankings 2025 data for population demographics was:

Race (see Appendix for Chart 1)

Black (non-Hispanic): 4.80%
White (non-Hispanic): 90.06%
Hispanic: 3.11%
Other: 2.03%

Gender (see Appendix for Chart 2)

Female: 52.45%
Male: 47.55%

As an employer, ADDS respects the privacy of its employees and does not require disclosure of personal demographic information such as gender, gender identity, race, or pronouns. These factors do not influence hiring decisions or employment opportunities within the organization.

However, based on available voluntary reporting throughout fiscal year 2025, ADDS employed 87 individuals representing the following demographic categories:

Race (see Appendix for Chart 3)

Black (non-Hispanic): 10 (11.5%)
White (non-Hispanic): 72 (82.8%)
Other (non-Hispanic): 5 (5.7%)

Gender (see Appendix for Chart 4)

Reported as Female: 64 (73.56%)
Reported as Male: 23 (26.43%)

The demographics of individuals served by ADDS closely reflect those of both the ADDS workforce and the broader Audrain County community. This alignment helps foster a sense of familiarity and connection between individuals served and their support teams.

ADDS remains committed to creating an environment where every individual feels safe, respected, and supported. The agency continually strives to ensure that all members of its team reflect the values of inclusivity and cultural sensitivity, helping individuals feel comfortable and confident in the care they receive.

GENDER

WORKFORCE AND BOARD OF DIRECTORS

The gender demographics of ADDS employees differ from those of the broader Audrain County population. In 2025, Audrain County reported that 52.45% of its population identified as female and 47.55% of its population identified as male. In contrast, approximately 73.56% of ADDS employees identified as female and 26.43% identified as male during the same period.

This trend is consistent with ADDS's historical data:

- 2024: 71% female; 29% male
- 2023: 78% female; 22% male
- 2022: 75% female; 25% male
- 2021: 85% female; 15% male

While ADDS's workforce gender distribution does not mirror the county's population, it aligns with broader state and national trends. According to the PHI National Direct Workforce Resource Center, 84% of Missouri's Direct Care Workers in 2024 identified as female, compared to 16% male.

ADDS' Administration team gender demographics:

- In 2023, there were 4 male and 6 female administrative staff.
- In 2024, the team included 4 male and 7 female administrative staff.
- In 2025, the team included 4 male and 7 female administrative staff.

ADDS' Board of Directors gender demographics:

- In 2023, there were 3 male and 6 female Board of Directors.
- In 2024, there were 4 male and 5 female Board of Directors.
- In 2025, there were 4 male and 5 female Board of Directors.

ADDS continues to monitor workforce demographics to ensure inclusive hiring practices while recognizing the broader trends that influence workforce composition in the human services field.

INDIVIDUALS SERVED (see Appendix for Chart 6)

Location	Male	Female
<i>Residential</i>	14	12
<i>Day Habilitation</i>	18	13
<i>Independent Supported Living</i>	4	3
<i>Natural Home</i>	4	0
<i>TCM</i>	91	56
TOTAL	131	84

AGE

WORKFORCE AND BOARD OF DIRECTORS

ADDS serves a diverse age range across its programs, with distinct trends emerging between service types. Individuals in group and residential facilities tend to represent an aging population, while those receiving only support coordination services are more often under the age of 18. To better meet the needs of younger individuals, ADDS continues to strengthen partnerships with schools and the broader education system, ensuring age-appropriate services and support.

The Director of Health Services plays a key role in identifying and addressing the evolving needs of the aging population, including concerns such as dementia, fall prevention, choking risks, and increased physical care requirements.

In terms of workforce demographics, the majority of ADDS staff in 2025 were between the ages of 22 and 59. However, the agency also employed individuals in both the 18–21 and 60+ age groups. Notably:

- In 2023, 25% of ADDS employees were aged 50 or older.
- In 2024, this figure slightly decreased to 20%.
- In 2025, this figure increased to 29.9%

ADDS remains committed to maintaining a multigenerational workforce that reflects the diverse age groups of the individuals it serves. (see Appendix for Chart 5)

Group	18-21	22-29	30-39	40-49	50-59	60+
<i>Staff Count</i>	4	25	16	16	15	11
<i>Percentage</i>	4.6%	28.7%	18.4%	18.4%	17.2%	12.7%

INDIVIDUALS SERVED (see Appendix for Chart 7)

Location	0-17	18-21	22-29	30-39	40-49	50-59	60+
<i>Residential</i>	0	0	1	5	4	5	11
<i>Day Hab</i>	0	3	3	7	5	4	9
<i>ISL</i>	0	0	0	2	2	0	3
<i>Natural Home</i>	0	1	0	1	2	0	0
<i>TCM</i>	78	10	21	14	13	5	6
TOTAL	78	14	25	29	26	14	29

SEXUAL ORIENTATION

ADDS does not collect sexual orientation or gender identification of individuals served and agency employees, contractors, and/or board members. ADDS hires employees based on career skills, education, and/or employment criteria that best aligns with each job description. ADDS does not determine employment status based on sexual orientation or gender identification.

SPIRITUAL BELIEFS

The area served by ADDS is predominantly Christian with only a few individuals/families in Audrain County who share other basic beliefs. There are small Amish and Mennonite populations. There are some variations in some holidays, and the needs of those individuals (whether employees or individuals served) are respected. Accurate demographic data is difficult to assess in this area.

SOCIOECONOMIC STATUS

ADDS provides services to individuals who qualify under the Missouri Department of Mental Health's criteria for developmental disabilities. While there is no definitive data linking developmental disabilities to socioeconomic status, many families receiving support from ADDS experience financial hardship. These challenges may stem from employment barriers or interpersonal difficulties related to the disability.

Additionally, ADDS has observed that many Direct Support Professionals seeking employment in 24/7 care roles also face socioeconomic challenges. These circumstances often lead them to pursue evening, overnight, or weekend shifts to accommodate their needs.

To better understand and address these issues, the ADDS administration team actively participates in community stakeholder meetings and advocacy groups focused on evaluating and improving socioeconomic conditions in Audrain County. These groups often conduct workforce assessments, identify employment barriers, and promote resources aimed at supporting individuals from lower-income backgrounds.

ADDS remains committed to supporting both the individuals it serves and its employees by offering access to community resources, employment networks, and assistance for those facing financial difficulties.

LANGUAGE

ADDS is committed to delivering services in the most effective language or communication method for each individual served. To support individuals who use American Sign Language (ASL), ADDS maintains an ongoing contract with a professional ASL interpreter. In addition to live interpretation, staff utilize a variety of tools including ASL translation apps, letter boards, communication devices, and flashcards to enhance communication and ensure accessibility.

While ADDS currently does not serve any individuals who are non-English speaking, the agency does support at least three individuals who rely on ASL or ASL-assisted devices as their primary means of communication. When needed or requested, ADDS will coordinate with additional interpreters to accommodate other non-English languages.

To further support communication access, ADDS partners with specialized agencies such as Access Interpreters, L.L.C. for ASL services and provides access to communication tools like iPads and communication boards. The agency also contracts for interpretation services in languages beyond English and ASL as needed.

ADDS encourages staff to participate in training opportunities focused on communication accessibility, including events like the Missouri Assistive Technology Conference and Expo: Power Up, to stay informed on best practices and emerging tools.

FINDINGS

The demographics of Audrain County residents and Audrain Developmental Disability Services (ADDS) staff have remained largely consistent, with only minimal changes over time. However, ADDS continues to show a notable gender gap among staff, with the majority being female. Between 2024 and 2025, the proportion of male staff decreased slightly from 29% to 26.43%. Despite this decline, the current percentage remains higher than in previous years and aligns with

national trends reported by the PHI National Direct Workforce Resource Center. Most ADDS staff fall within the age range of 22 to 59. In FY 2025, there was a significant increase in employees aged 50 and older, rising from 20% to 29.9%.

Data for individuals served by ADDS through Residential Services, Independent Supported Living Services (ISL), Day Habilitation Services, Natural Home Services, and Target Case Management has been included in this fiscal year's report. The data shows that the majority of individuals served are male. Currently, these programs support 131 males and 84 females. Residential, ISL, and Day Habilitation services are provided exclusively to individuals over the age of 18, while Target Case Management serves individuals from birth onward. The largest age group served is 0–17 years, with 78 individuals in this category.

**There is an overlap in the count of individuals who receive Residential, ISL, or Natural Home services and also participate in Day Habilitation services.

GOALS FOR 2025

ADDS remains committed to fostering cultural awareness and inclusivity through ongoing training, thoughtful staffing, and responsive service delivery. Key initiatives include:

- **Continued Cultural Diversity Training:** All new employees receive cultural diversity training during orientation, and all staff participate in annual refresher training. These sessions promote self-awareness, understanding of others, and professional growth. ADDS ensures all employees remain current on required training.
- **Ongoing Review and Dialogue:** Annual reviews and open discussions around cultural diversity concerns will continue. Management is encouraged to address these topics regularly during staff meetings to enhance awareness and understanding.
- **Responsive Staffing Practices:** Management will continue to assess and make special staffing arrangements as needed—particularly when matching staff to individuals with unique cultural or communication needs. This includes efforts to hire staff with experience in the Deaf community for residential homes where appropriate.
- **Inclusive Activities and Services:** ADDS will continue to offer culturally diverse activities tailored to the interests and backgrounds of individuals served, ensuring inclusive and meaningful engagement.
- **Utilization of State Resources:** ADDS will maintain use of the Missouri Department of Mental Health’s cultural competency curriculum through Relias to support staff education and service quality.

Appendix

Chart 1: 2025 Audrain County Demographics: Race

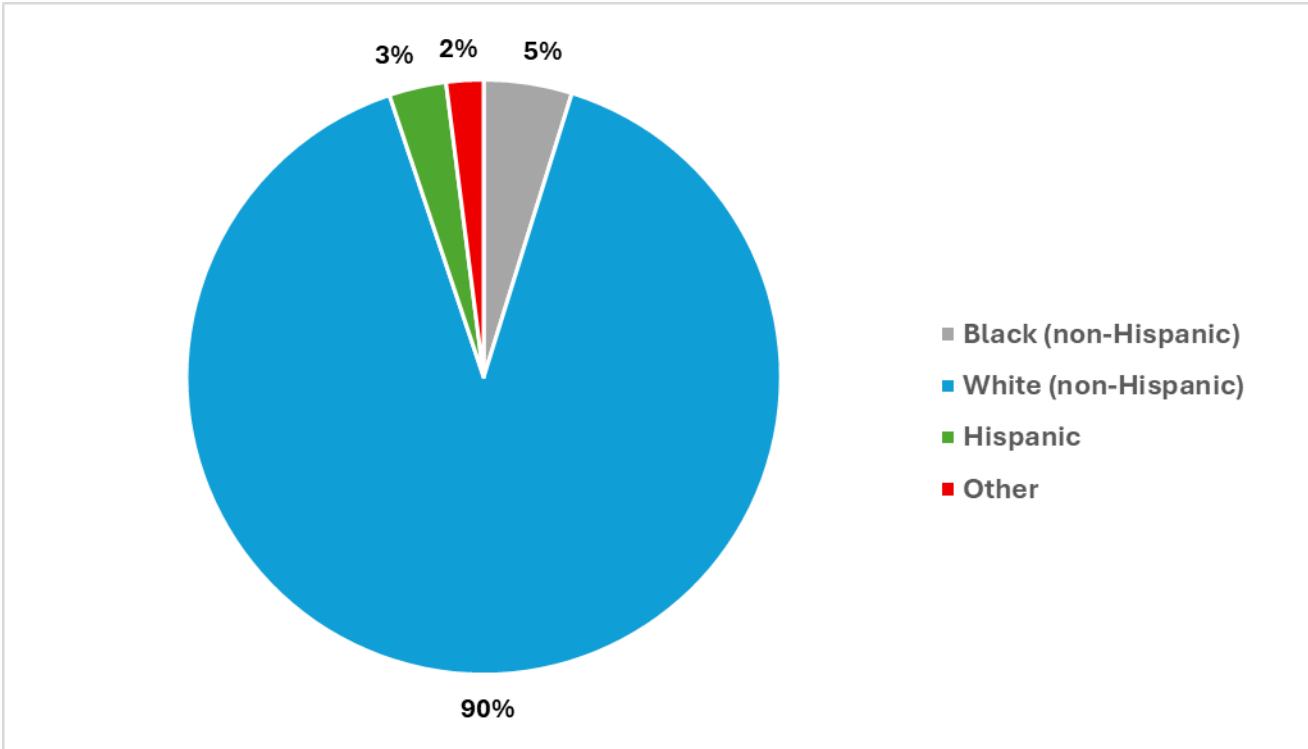


Chart 2: 2025 Audrain County Demographics: Gender

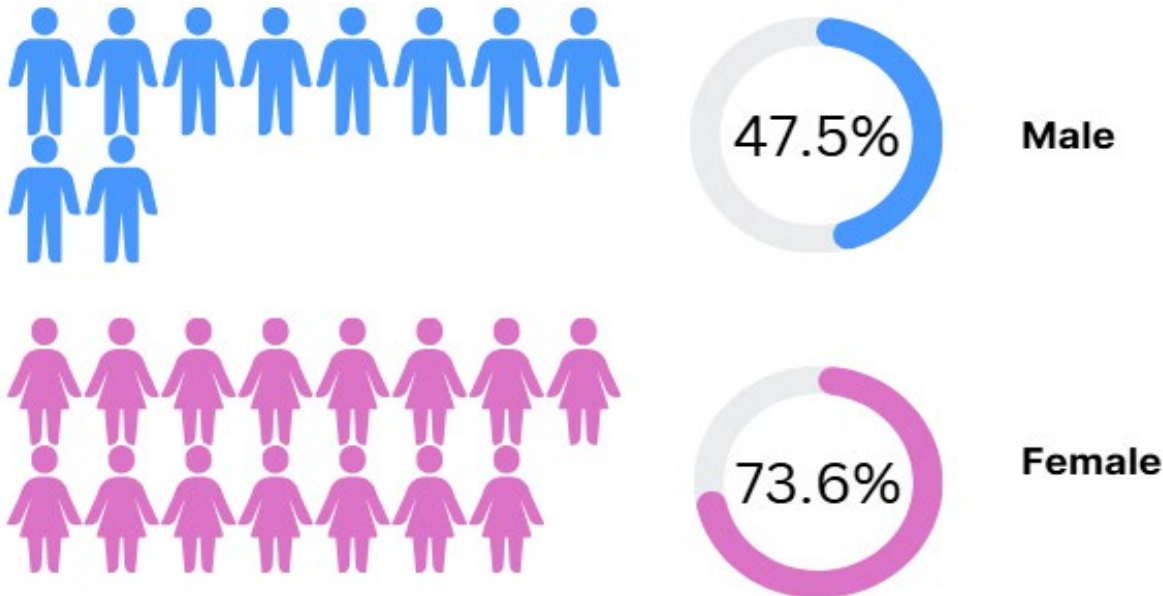


Chart 3: 2025 ADDS Staff Demographics: Race

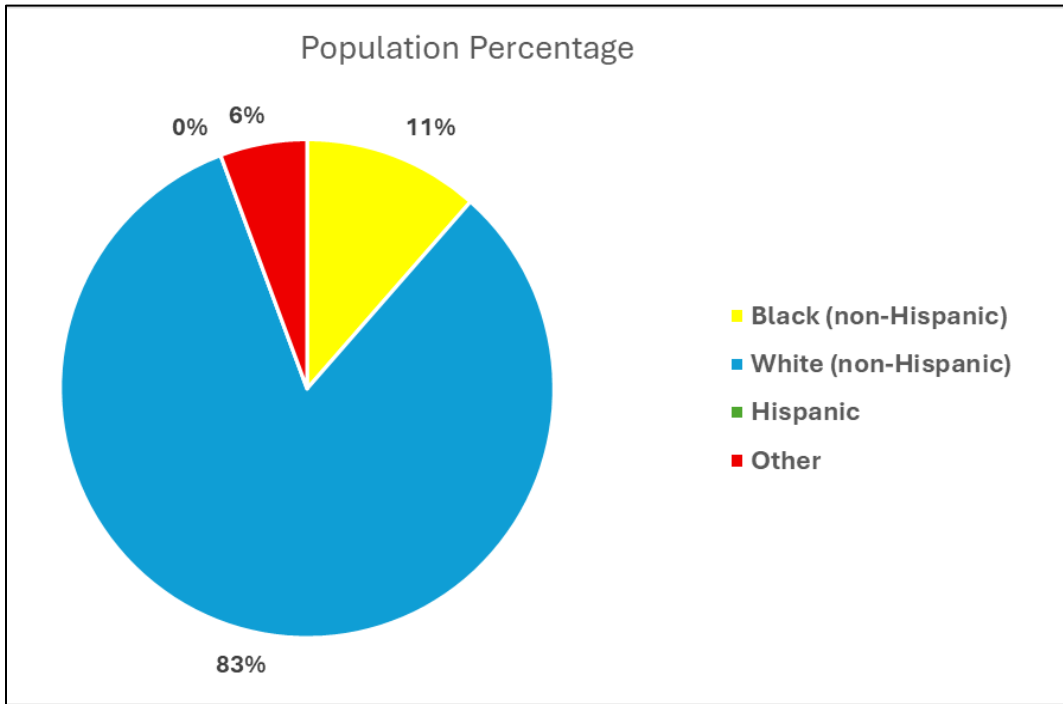


Chart 4: 2025 ADDS Staff Demographics: Gender

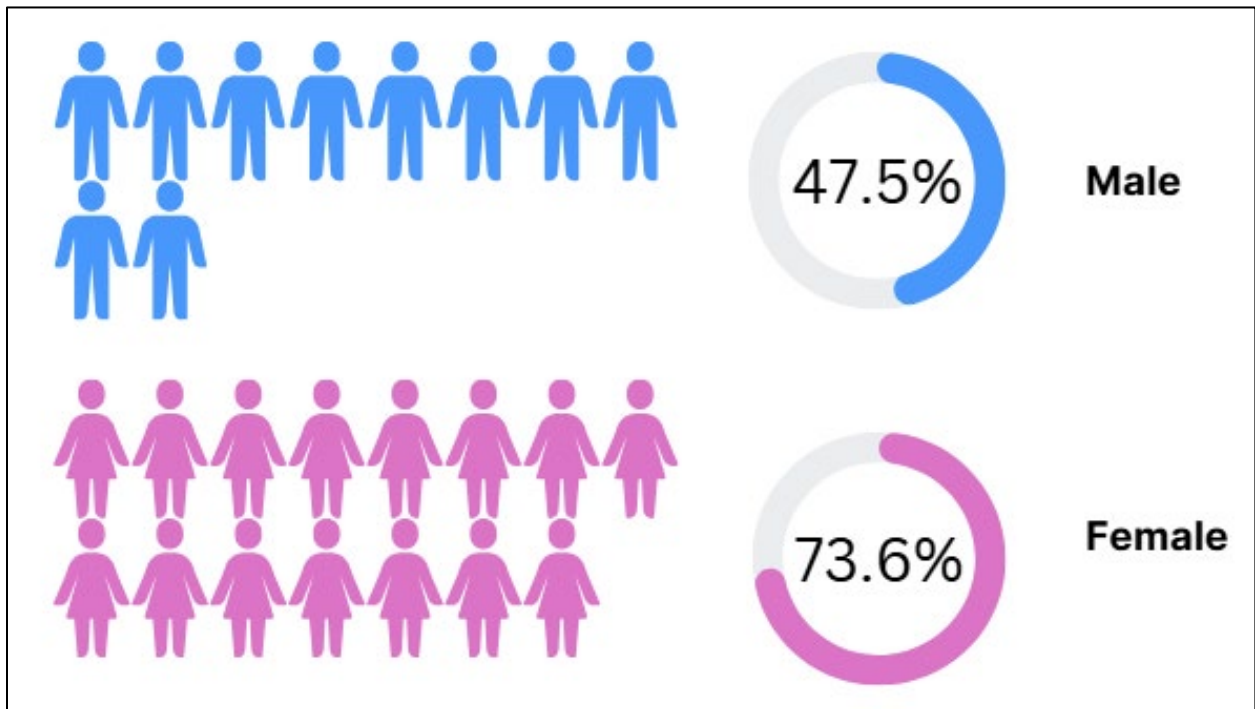


Chart 5: 2025 ADDS Staff Demographics: Age

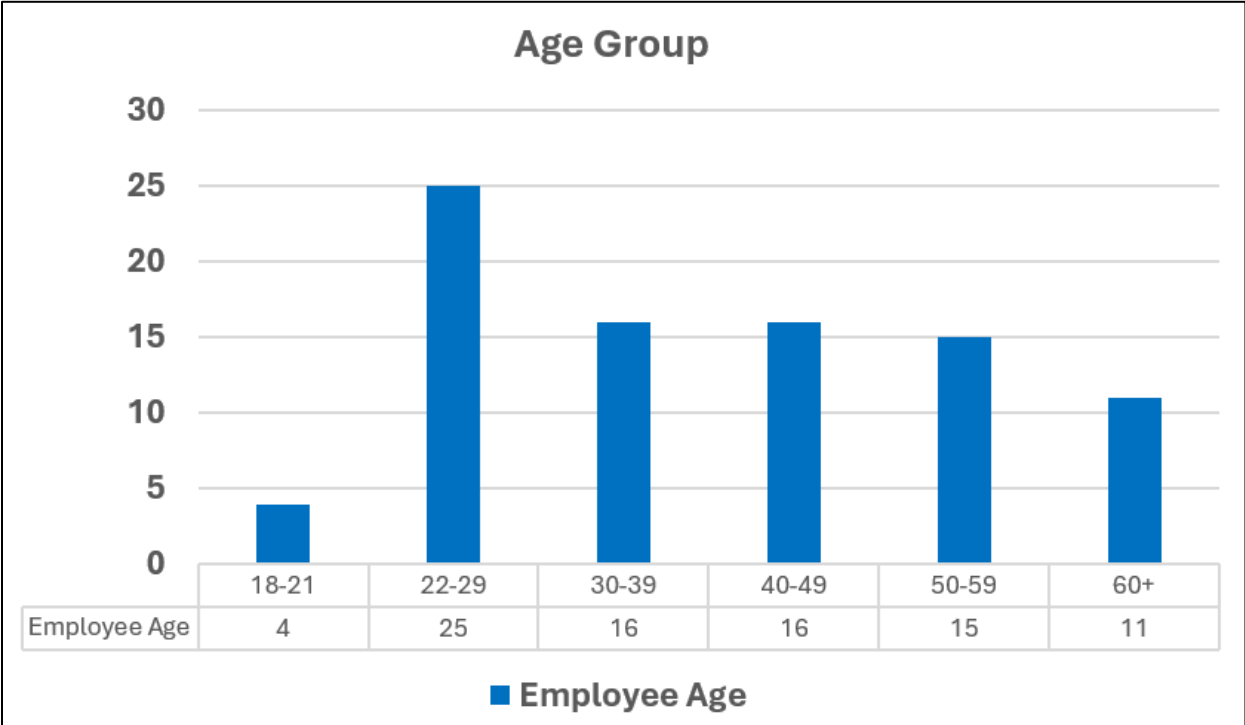


Chart 6: 2025 ADDS Individuals Served Demographics by Locations: Gender

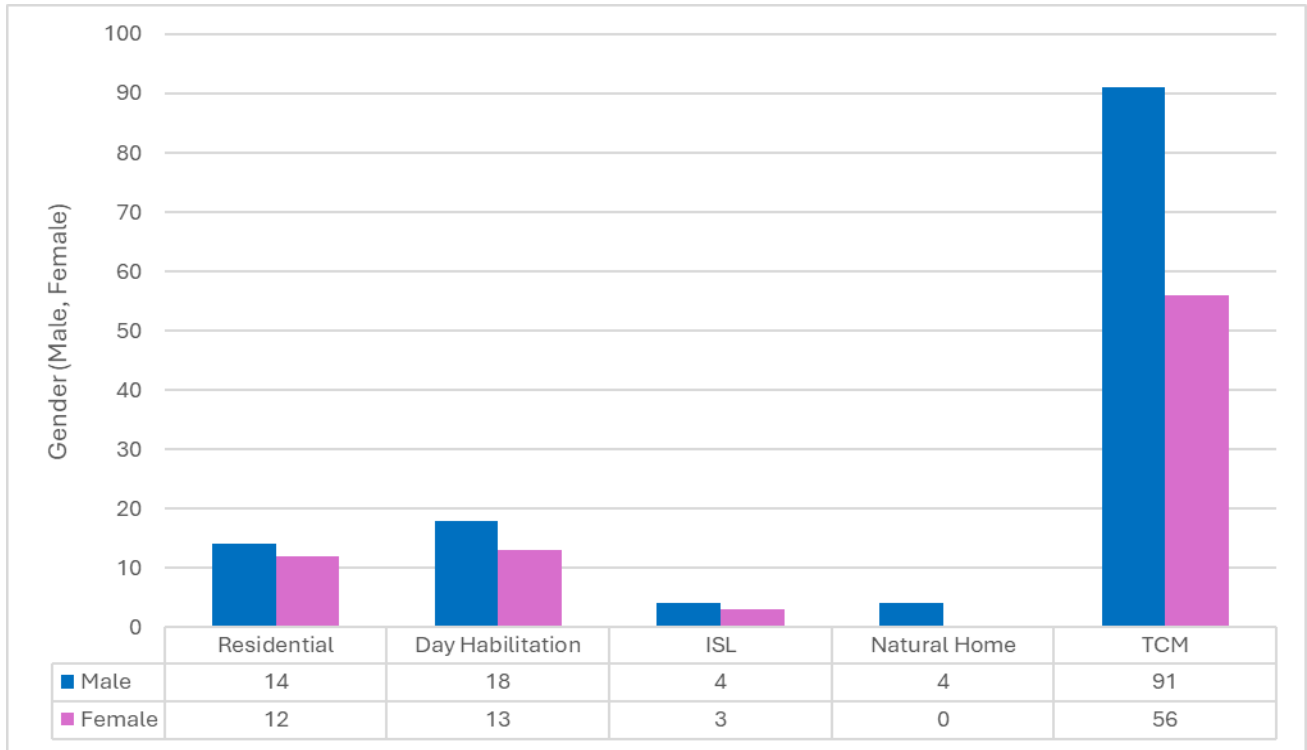


Chart 7: 2025 ADDS Individuals Served Demographics: Age

