

# **CARF Accreditation Report for WACOSA**

## **Three-Year Accreditation**



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## About CARF

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during a site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit [www.carf.org/contact-us](http://www.carf.org/contact-us).

## **Organization**

WACOSA  
310 Sundial Drive  
Waite Park, MN 56387

## **Organizational Leadership**

Jon Archer, Chair, Board of Directors  
Nancy Betts, Vice President of QA and Programs

## **Survey Number**

159110

## **Survey Date(s)**

July 25, 2022–July 26, 2022

## **Surveyor(s)**

Jean M. Rommes, PhD, Administrative  
Tiara Slack, Program  
Lisa R. Jackson, Program

## **Program(s)/Service(s) Surveyed**

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Community Integration (Autism Spectrum Disorder-Adults)  
Community Integration (Older Adults)  
Employment Planning Services  
Organizational Employment Services  
*Governance Standards Applied*

## **Previous Survey**

July 22, 2019–July 24, 2019  
Three-Year Accreditation

## **Accreditation Decision**

**Three-Year Accreditation**  
**Expiration: August 31, 2025**

# Executive Summary

This report contains the findings of CARF's site survey of WACOSA conducted July 25, 2022–July 26, 2022. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

## Accreditation Decision

On balance, WACOSA demonstrated substantial conformance to the standards. WACOSA is a highly respected, well-known organization that serves a rather large area in central Minnesota. Its programs and services are person centered and individualized, focusing on vocational and day supports needed, and it also provides specialized supports to several distinct populations, including older adults and people with autism. The board, executive director, and leadership team work collaboratively together to achieve well-established goals and objectives outlined in the strategic plan. Although there are some areas for improvement, these are scattered throughout the standards manual, and generally represent areas in need of more attention to detail. Specific areas for improvement include policy and procedure development regarding services provided using technology; a few areas in medication monitoring and management and health and safety; and isolated, one-off instances in several of the ASPIRE to Excellence areas of the standards. Throughout the survey process, the WACOSA staff members were open, transparent, cooperative, and communicative. They appreciated the consultation and understood the areas for improvement at the conclusion of discussion regarding the issue. There is no question that the organization both understands and embraces not only the CARF standards but also its aspiration for continuous quality improvement.

WACOSA appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. WACOSA is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

**WACOSA has earned a Three-Year Accreditation.** The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

# Survey Details

## Survey Participants

The survey of WACOSA was conducted by the following CARF surveyor(s):

- Jean M. Rommes, PhD, Administrative
- Tiara Slack, Program
- Lisa R. Jackson, Program

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

## Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of WACOSA and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

## Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Community Integration
- Community Integration (Autism Spectrum Disorder-Adults)
- Community Integration (Older Adults)
- Employment Planning Services
- Organizational Employment Services
- *Governance Standards Applied*

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

## Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

## Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

## Areas of Strength

CARF found that WACOSA demonstrated the following strengths:

- WACOSA enjoys the services of an enthusiastic, knowledgeable, experienced, engaged, and committed board of directors who make themselves available through board meetings, serving on committees, and attending organizational events. They have identified their role as a policy and direction board while leaving the day-to-day operations to the executive director and his team. They recently changed the bylaws to include a number of standing committees and require membership on a committee in an effort to increase engagement among all board members through increased awareness of the activities, programs, and services of all aspects of the organization.
- WACOSA's current executive director is a well-known and highly respected individual who has been very active in the field for many years and is retiring within the next two months. The incoming executive director is a current staff member who has been with WACOSA for over 30 years, knows the organization very well, and has been the current executive director's vice president for a number of years. They are currently working together to achieve a seamless transition in a deliberate and intentional manner. The board, staff, and other stakeholders appear to be happy with the choice and are anxious to help her succeed in her new role.
- The leadership team developed by the executive director is composed of some people who have been with the organization for many years and a few who are newer to the organization. This combination of staff tenure helps to ensure stability and continuity of programs and services while also allowing for and encouraging exploration of new ideas, techniques, and strategies. The team members are knowledgeable, experienced in their areas, appear to work well together, are able to disagree respectfully, and negotiate solutions that are acceptable to everyone.
- Despite the financial upheaval caused by COVID-19 and the impact on various income streams and expense categories, WACOSA appears to be financially stable with reserves it could tap, if necessary, and access to loans through the financial institutions it works with. WACOSA was able to take advantage of the various federal government programs for equipment, supplies, and staff. Although there is a deficit budget, there is also a plan in place to reduce that as it continues to increase its contracts for businesses in the area and bring more clients back to the various programs and services.
- The workforce development staff has worked hard to incorporate an integrated approach to orientation of new staff by including sessions on strategic planning, risk management, and performance measurement and management in the general orientation with specifics on how staff members contribute to those processes in orientation and training at the program or service level. This approach is extremely important in developing a clear understanding of how the various elements of the organization both inform and influence each other.
- Performance analysis and data collection are a major strength of the organization. Data are maintained for each accredited program, and service and business practice data are maintained for the organization as a whole. Both elements are analyzed in a comprehensive report independently and then various decisions regarding future directions are included. These data and the analysis also inform and influence the action plan developed to achieve goals and objectives in the strategic plan.
- WACOSA's buildings and vehicles are well designed for the organization's use. The building housing the administrative office and thrift store appeared clean, neat, and very well maintained. Furnishings were attractive and functional and offices were well furnished with desks and necessary furniture and also contained a number of personal touches, such as wall hangings, pictures, and other decorations. Equipment throughout the building appeared to be in good repair and either being used or stored appropriately. The vehicles appeared neat inside with no trash visible and appeared to be recently washed. The buildings where programs are offered also appeared to be well maintained; clean; and inviting to the clients, employees, and guests. There appeared to be safety, security, and accessibility features throughout. Whitney Senior Center is located in shared space with community senior services, which promotes increased integration opportunities. The autism

spectrum disorder services are provided in a building that was thoughtfully remodeled and pays specific attention to the use of colors, lighting, and sound and installation of proper support beams to support swing therapy.

- The family members are extremely satisfied with the services provided by WACOSA. There were several reports given during the survey that commented on excellent communication, caring and compassionate staff, and a unified mission of helping the clients find jobs they love. It is evident that the WACOSA staff members live the mission and truly do work for the clients.
- Community employers reported a high level of satisfaction with WACOSA. More than one stated, "they do a great job." The theme heard throughout the survey was the organization's commitment to the clients and making sure they felt supported with their jobs. The employers reported that WACOSA is easy to work with and provides excellent communication when necessary. It is evident that WACOSA is well liked in its communities by the employers and is also sought out to provide employees for hiring employers.
- The staff members working in community employment supports are dedicated to making sure that the clients are placed in jobs based on their interests and preferences. It is evident that the staff members' top priority is making sure that the clients are happy and satisfied with their jobs. These staff members are extremely caring, strategic, and goal oriented in their approach. More than one client reported being completely satisfied with the client's job and the client's job coach.
- The organization is extremely dedicated to making sure that the clients' needs are met by completing an annual individual abuse prevention plan. The organization is commended for developing this preventative approach used to mitigate risk and ensure the health and safety of the client at all times.
- The organization exhibits a culture of health and safety as evidenced by its facilities. The buildings appear to be extremely clean, well organized, and maintained. Safety equipment is abundant as well as evacuation routes throughout the buildings. It is apparent WACOSA is dedicated to providing a safe environment for the clients along with reducing the risk of workplace accidents.
- WACOSA is commended for having the Connect Academy Virtual Classes online for the clients and their families. These interactive courses are available weekly via Zoom. These include a multitude of courses, including morning social, healthy relationships, self-advocacy, and theatre classes. This is an excellent way to keep the clients abreast of current events and well connected to their peers.
- It is evident that the organization provides many opportunities for the clients, families, and employees through a variety of methods and that actions are taken based on the input received in order to continuously improve and be responsive to its various stakeholders.
- The employees, family members, and referral sources report that an extraordinary strength of the organization is its ability to adjust and adapt. Whether that be managing services through a pandemic, addressing emergent and severe needs for the persons served, or adjusting services to meet the changing needs of the participants, the leadership team goes above and beyond to meet the challenges with solutions. The clients and family members report that the staff is well trained, caring, and responsive. Referral sources report that the organization enjoys a good reputation in the community and that, without its services, the community would be devastated.
- The community integration programs offer a variety of educational, recreational, and social activities to the clients. The persons served in this program report being very happy with the activities offered and value the time spent with their peers. Services are organized around the goals and choices of the persons served in the program and include a wide variety of community involvement opportunities. Services in these programs are tailored to meet the unique needs of the clients related to autism, aging, and the need for physical and occupational therapies. An area of special note is the development of information and communication technologies to offer service options to those who otherwise may experience limited access or to those who prefer this method of service delivery.



- Whitney Senior Center offers a variety of activities and curriculum related to environment, academics, health, and volunteerism. It is a Kiwanis Aktion Club member and assists with food, book, hat and mitten, and other drives throughout the year. The staff has received specialized training related to aging and disabilities, Alzheimer's, and dementia. The program is recognized for accommodating some intensive health needs such as oxygen use, tube feedings, and physical therapy. The leadership in this program participates as a member of the council on aging.
- Autism spectrum disorder services are provided in spaces that have been carefully designed to be friendly to persons with autism, including the acoustics, lighting, spatial configuration, and materials proven to provide an appropriate physical environment for people with autism. There is minimal decoration to reduce distraction, yet the spaces are warm, comfortable, and inviting. The organization has received grants to partner with a local artist who combines the artful insights of the persons served into a single painting, creating beautiful, expressive pieces. The staff working in this program has received extensive specialized training, and there is an autism resource specialist on staff. The program utilizes a variety of therapies, including occupational therapy, vestibular swinging, fidgets, weighted vests and blankets, art therapy first/then schedules, pictorial labels, clear task boxes, and Wilbarger Protocol brushing therapy. The staff members are fully trained on alternative techniques prior to use. The program utilizes the James Emmett social coaching theories to help the persons served develop skills to interact with the people around them. The autism resource specialist is a member of the Autism Society of Minnesota and is also involved in community groups and educational institutions providing expertise and teaching.

## Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of “aspiring to excellence.” This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate nonconformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather and assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self-assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

# Section 1. ASPIRE to Excellence®

## 1.A. Leadership

### Description

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

### Key Areas Addressed

- Leadership structure and responsibilities
- Person-centered philosophy
- Organizational guidance
- Leadership accessibility
- Cultural competency and diversity
- Corporate responsibility
- Organizational fundraising, if applicable

### Recommendations

There are no recommendations in this area.

### Consultation

- In the discussion regarding accessibility, it was revealed that some staff members serving persons who are from Somalia were learning Somali in order to communicate with their clients better. This is something that could be included in the diversity plan and reported. It is a great example of staff initiative and interest in being person centered, welcoming, inclusive, and culturally aware.

## 1.B. Governance (Optional)

### Description

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

### Key Areas Addressed

- Ethical, active, and accountable governance
- Board selection, orientation, development, leadership, structure, and performance
- Linkage between governance and executive leadership
- Board meetings and committee work
- Executive leadership development, evaluation, and compensation

## **Recommendations**

There are no recommendations in this area.

## **1.C. Strategic Planning**

### **Description**

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

### **Key Areas Addressed**

- Environmental considerations
- Strategic plan development, implementation, and periodic review

### **Recommendations**

There are no recommendations in this area.

## **1.D. Input from Persons Served and Other Stakeholders**

### **Description**

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

### **Key Areas Addressed**

- Collection of input from persons served, personnel, and other stakeholders
- Integration of input into business practices and planning

### **Recommendations**

There are no recommendations in this area.

## **1.E. Legal Requirements**

### **Description**

CARF-accredited organizations comply with all legal and regulatory requirements.

### **Key Areas Addressed**

- Compliance with obligations
- Response to legal action
- Confidentiality and security of records

### **Recommendations**

There are no recommendations in this area.

## Consultation

- Although the employee handbook gives direction regarding subpoenas and investigations, which could include search warrants, WACOSA is encouraged to consider adding more specific guidance regarding search warrants to the staff. It could also consider what the staff members are to do if they are presented with subpoenas or other documents while not at work.
- The security of confidential administrative records is clearly described in policy and procedure, and the security and confidentiality of client records are discussed as policy and written procedure in the client handbook. WACOSA is encouraged to add security and confidentiality of client records to the policies and written procedures regarding the records maintained by the organization.
- There is a comprehensive document regarding record retention that includes an informational chart; however, it is suggested that the source of the timeframe be noted in the chart.

## 1.F. Financial Planning and Management

### Description

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

### Key Areas Addressed

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Review/audit of financial statements
- Safeguarding funds of persons served, if applicable

### Recommendations

There are no recommendations in this area.

## 1.G. Risk Management

### Description

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

### Key Areas Addressed

- Risk management plan implementation and periodic review
- Adequate insurance coverage
- Media relations and social media procedures
- Reviews of contract services

### Recommendations

There are no recommendations in this area.

## 1.H. Health and Safety

### Description

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

### Key Areas Addressed

- Healthy and safe environment
- Competency-based training on health and safety procedures and practices
- Emergency and evacuation procedures
- Access to first aid and emergency information
- Critical incidents
- Infections and communicable diseases
- Health and safety inspections

### Recommendations

#### 1.H.8.a.(1)

#### 1.H.8.a.(2)

#### 1.H.8.b.(1)

#### 1.H.8.b.(2)

#### 1.H.8.b.(3)

#### 1.H.8.b.(4)

#### 1.H.8.b.(5)

WACOSA provides services in locations that it does not own/lease or control/operate and should implement written procedures that address safety at the service delivery site for the persons served and personnel, including consideration of any emergency procedures that may already be in place at the service delivery site; the physical environment, including accessibility, of the service delivery site; basic needs in the event of an emergency; actions to be taken in the event of an emergency; and provisions for communication by personnel while providing services regarding decisions to continue or discontinue services.

#### 1.H.10.a.(18)

WACOSA's critical incident procedures should be expanded to also specify overdose as an event requiring filing a critical incident report.

#### 1.H.15.a.(1)

#### 1.H.15.a.(2)

#### 1.H.15.b.(1)

#### 1.H.15.b.(2)

#### 1.H.15.b.(3)

Although some comprehensive health and safety inspections have been conducted annually by a qualified external authority, not all locations have been inspected each year. Comprehensive health and safety inspections should be consistently conducted at least annually by a qualified authority in all locations owned/leased or controlled/operated by the organization. These inspections should result in a written report that identifies the areas inspected, recommendations for areas needing improvement, and actions taken to respond to the recommendations.

## Consultation

- It is suggested that WACOSA consider asking emergency management or law enforcement to visit each of its buildings and discuss with the staff members what sorts of things they may need to consider in determining when to shelter in place and when to evacuate in the event of an intruder or active shooter incident.
- WACOSA is encouraged to consider revising its emergency drill reports to indicate the location of the drill on the form for ease of identification.
- Although there is a large first aid kit in the 310 Sundial Drive building, WACOSA might consider having smaller kits available at various places around the building to avoid having to make a long trip for supplies.
- WACOSA could work with the clients to help them identify, document, and then carry their own emergency information to avoid having the staff members carry this information for all clients.
- Although seclusion is not permitted at WACOSA, it is suggested that WACOSA more clearly indicate in its critical incident procedures that if seclusion were used, this event would require filing a critical incident report.
- WACOSA could consider entering the important bullet points of what to do in case of an accident on index cards and post these on the visors of the vehicles. This might help the staff members remember what they need to do in the heat of the moment.

## 1.I. Workforce Development and Management

### Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization. Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioral expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that center on enhancing the lives of persons served.

### Key Areas Addressed

- Composition of workforce
- Ongoing workforce planning
- Verification of backgrounds/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

### Recommendations

#### 1.I.8.g.

The written procedures for performance appraisal should be expanded to address sources of input.

### Consultation

- Although data regarding turnover and retention is collected and tracked, it is suggested that this data be kept with other business practice data and included in the performance measurement and management data that is maintained and analyzed.

- It appears that the employees are involved in their performance appraisals at varying levels. WACOSA is encouraged to elaborate on their involvement in its policy and procedure to ensure that both parties understand that this is to be a collaborative process rather than a one-sided review. Self-appraisals could be one way to increase collaboration.

## 1.J. Technology

### Description

Guided by leadership and a shared vision, CARF-accredited organizations are committed to exploring and, within their resources, acquiring and implementing technology systems and solutions that will support and enhance:

- Business processes and practices.
- Privacy and security of protected information.
- Service delivery.
- Performance management and improvement.
- Satisfaction of persons served, personnel, and other stakeholders.

### Key Areas Addressed

- Ongoing assessment of technology and data use, including input from stakeholders
- Technology and system plan implementation and periodic review
- Technology policies and procedures

### Recommendations

- 1.J.3.d.(1)
- 1.J.3.d.(2)
- 1.J.3.d.(3)
- 1.J.3.d.(4)
- 1.J.3.d.(5)
- 1.J.3.d.(6)
- 1.J.3.d.(7)

Although WACOSA has implemented policies and procedures in the areas of acceptable use, backup/recovery, and business continuity/disaster recovery, it appears to address security at the level of guidelines rather than policy and procedure. WACOSA should expand its policies and procedures to address security, including access management; audit capabilities; data export and transfer capabilities; decommissioning of physical hardware and data destruction; protection from malicious activity; remote access and support; and updates, configuration management, and change control.

## 1.K. Rights of Persons Served

### Description

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

### Key Areas Addressed

- Policies that promote rights of persons served
- Communication of rights to persons served
- Formal complaints by persons served

## Recommendations

There are no recommendations in this area.

## Consultation

- Even though the rights of the persons served are communicated in a simplified language, the organization may want to further expand on this by creating additional resources. For example, a video of the clients presenting the client rights could be beneficial.

## 1.L. Accessibility

### Description

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

### Key Areas Addressed

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

### Recommendations

There are no recommendations in this area.

## 1.M. Performance Measurement and Management

### Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.
- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

### Key Areas Addressed

- Leadership accountability for performance measurement and management
- Identification of gaps and opportunities related to performance measurement and management
- Input from stakeholders
- Performance measurement and management plan
- Identification of objectives and performance indicators for service delivery
- Identification of objectives and performance indicators for priority business functions
- Personnel training on performance measurement and management



## Recommendations

There are no recommendations in this area.

## 1.N. Performance Improvement

### Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

### Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

## Recommendations

There are no recommendations in this area.

# Section 2. Quality Individualized Services and Supports

### Description

For an organization to achieve quality services, the persons served are active participants in the planning, implementation, and ongoing review and revision of the services offered. The organization's commitment to quality and the involvement of the persons served spans the entire time that the persons served are involved with services. The service planning process is individualized, establishing goals and measurable objectives that incorporate the unique strengths, abilities, needs, and preferences of the persons served. Services are responsive to the expectations of persons served and their desired outcomes from services, and are relevant to their maximum participation in the environments of their choice.

## 2.A. Program/Service Structure

### Description

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

## **Key Areas Addressed**

- Services are person centered and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes
- Documented scope of services shared with stakeholders
- Service delivery based on accepted field practices
- Communication for effective service delivery
- Entrance/exit/transition criteria

## **Recommendations**

### **2.A.19.a.**

### **2.A.19.b.**

The organization has medication policies and procedures that identify its general role related to medication management and monitoring; however, the policy should identify whether or not it has any role related to medications that are used by the persons served in the programs seeking accreditation, including whether or not it directly provides medication monitoring and medication management.

## **2.B. Individual-Centered Service Planning, Design, and Delivery**

### **Description**

Improvement of the quality of an individual's services/supports requires a focus on the person and/or family served and their identified strengths, abilities, needs, and preferences. The organization's services are designed around the identified needs and desires of the persons served, are responsive to their expectations and desired outcomes from services, and are relevant to their maximum participation in the environments of their choice.

The person served participates in decision making, directing, and planning that affects the person's life. Efforts to include the person served in the direction or delivery of those services/supports are evident.

### **Key Areas Addressed**

- Services are person centered and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes

### **Recommendations**

There are no recommendations in this area.

## **2.C. Medication Monitoring and Management**

### **Key Areas Addressed**

- Current, complete records of medications used by persons served
- Written procedures for storage and safe handling of medications
- Educational resources and advocacy for persons served in decision making
- Physician review of medication use
- Training and education for persons served regarding medications

## Recommendations

### 2.C.4.

Although the organization does not typically accompany the clients to medical appointments, it should still ensure that there is documentation that the use of all medications by the clients is reviewed at least annually by a single physician or qualified professional licensed to prescribe or dispense medications.

### 2.C.6.a.

The organization's medication procedures appear to provide for compliance with all applicable laws and regulations pertaining to medications; however, in managing medications for the persons served, its written procedures should also address compliance with all applicable laws and regulations pertaining to controlled substances.

## 2.D. Employment Services Principle Standards

### Description

An organization seeking CARF accreditation in the area of employment services provides individualized services and supports to achieve identified employment outcomes. The array of services and supports may include:

- Identification of employment opportunities and resources in the local job market.
- Development of viable work skills that match workforce needs within the geographic area.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources and supports to achieve and maintain employment.
- Coordination of and referral to employment-related services and supports.

The organization maintains its strategic positioning in the employment sector of the community by designing and continually improving its services based on input from the persons served and from employers in the local job market, and managing results of the organization's outcomes management system. The provision of quality employment services requires a continuous focus on the persons served and the personnel needs of employers in the organization's local job market.

Some examples of the quality results desired by the different stakeholders of these services and supports include:

- Individualized, appropriate accommodations.
- A flexible, interactive process that involves the person.
- Increased independence.
- Increased employment options.
- Timely services and reports.
- Persons served obtain and maintain employment consistent with their preferences, strengths, and needs.
- Person served obtains a job at minimum wage or higher and maintains appropriate benefits.
- Person served maintains the job.

### Key Areas Addressed

- Goals of the persons served
- Community resources available
- Personnel needs of local employers
- Economic trends in the local employment sector

## Recommendations

There are no recommendations in this area.

## 2.E. Community Services Principle Standards

### Description

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources and services of their choice. The persons and/or families served are included in their communities to the degree they desire. This may be accomplished by direct service provision or linkages to existing opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services they want or require that will meet their identified needs, and offers an array of services it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

Expected results from these services may include:

- Increased or maintained inclusion in meaningful community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, and self-reliance.
- Increased self-esteem.

### Key Areas Addressed

- Access to community resources and services
- Enhanced quality of life
- Community inclusion
- Community participation

## Recommendations

There are no recommendations in this area.

## 2.F. Service Delivery Using Information and Communication Technologies

### Description

Depending on the type of program, a variety of terminology may be used to describe the use of information and communication technologies to deliver services; e.g., telepractice, telehealth, telemental health, telerehabilitation, telespeech, etc. Based on the individual plan for the person served, the use of information and communication technologies allows providers to see, hear, and/or interact with persons served, family/support system members, and other providers in remote settings.

The provision of services via information and communication technologies may:

- Include services such as assessment, individual planning, monitoring, prevention, intervention, follow-up, supervision, education, consultation, and counseling.
- Involve a variety of professionals such as case managers/service coordinators, social workers, psychologists, speech-language pathologists, occupational therapists, physical therapists, physicians, nurses, rehabilitation engineers, assistive technologists, and teachers.
- Encompass settings such as:
  - Hospitals, clinics, professional offices, and other organization-based settings.
  - Schools, work sites, libraries, community centers, and other community settings.
  - Congregate living, individual homes, and other residential settings.

The use of technology for strictly informational purposes, such as having a website that provides information about the programs and services available, is not considered providing services via the use of information and communication technologies.

### **Key Areas Addressed**

- Written procedures for the use of information and communication technologies (ICT) in service delivery
- Personnel training on how to deliver services via ICT and the equipment used
- Instruction and training for persons served, family/support system members, and others
- Provision of information related to ICT
- Maintenance of ICT equipment
- Emergency procedures that address unique aspects of service delivery via ICT

### **Recommendations**

- 2.F.1.a.(1)
- 2.F.1.a.(2)
- 2.F.1.a.(3)(a)
- 2.F.1.a.(3)(b)
- 2.F.1.b.(1)
- 2.F.1.b.(2)
- 2.F.1.b.(3)(a)
- 2.F.1.b.(3)(b)

As WACOSA uses information and communication technologies (ICT) in service delivery, its relevant programs should implement written procedures that address consent of the person served; audio recording, video recording, and photographing the person served; and decision making about the use of ICT versus face-to-face services at the beginning of services and throughout the course of services. There should also be written procedures implemented to confirm that all necessary technology and/or equipment is available and functions prior to the start of service delivery, as needed throughout services, and at the originating site and at the remote site.

- 2.F.2.a.
- 2.F.2.b.(1)
- 2.F.2.b.(2)
- 2.F.2.b.(3)
- 2.F.2.b.(4)
- 2.F.2.b.(5)
- 2.F.2.b.(6)
- 2.F.2.b.(7)

The personnel delivering services via ICT appear to be highly educated and experienced in the field of technology, video recording, and production. The organization should ensure that, as appropriate, personnel who deliver services via ICT consistently receive documented competency-based training on how to deliver services effectively via ICT and on the equipment features, setup, use, maintenance, safety considerations, infection control, and troubleshooting.

**2.F.7.b.**

It is recommended that the emergency procedures addressing the unique aspects of service delivery via ICT include identification of local emergency resources, including phone numbers.

## Section 3. Employment Services

### Description

An organization seeking CARF accreditation in the area of employment services assists the persons served through an individualized person-centered process to obtain access to the services, supports, and resources of their choice to achieve their desired outcomes. This may be accomplished by direct service provision, linkages to existing generic opportunities and natural supports in the community, or any combination of these. The persons served are included in their communities to the degree they desire.

The organization provides the persons served with information so that they may make informed choices and decisions. Although we use the phrase person served, this may also include family served, as appropriate to the service and the individual.

The services and supports are arranged and changed as necessary to meet the identified desires of the persons served. Service designs address identified individual, family, socioeconomic, and cultural preferences.

Depending on the program’s scope of services, expected results from these services/supports may include:

- Increased inclusion in community activities.
- Increased self-direction, self-determination, and self-reliance.
- Self-esteem.
- Community citizenship.
- Increased independence.
- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Employment at or above minimum wage.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

## 3.A. Employment Planning Services (EPS)

### Description

Employment planning services are designed to assist a person seeking employment to learn about employment opportunities within the community and to make informed decisions. Employment planning services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on the person's preferences, strengths, abilities, and needs. Services begin from a presumption of employability for all persons and seek to provide meaningful information related to planning effective programs for persons with intervention strategies needed to achieve the goal of employment.

Employment planning uses some type of employment exploration model. This may involve one or more of the following:

- Situational assessments.
- Paid work trials.
- Job tryouts (may be individual, crew, enclave, cluster, etc.).
- Job shadowing.
- Community-based assessments.
- Simulated job sites.
- Staffing agencies/temporary employment agencies.
- Volunteer opportunities.
- Transitional employment.

Some examples of quality outcomes desired by the different stakeholders of these services include:

- Work interests are explored and identified.
- Recommendations for employment options are appropriate.
- Employment planning reports lead to job goals.
- Transferable work skills and employment barriers are identified.
- Benefits planning is included.
- Services are timely in their delivery.
- Services are cost-effective.
- Individuals served understand recommendations that are made.
- Individuals served identify desired employment outcomes.

### Key Areas Addressed

- Employment opportunities within the community
- Informed decision making by participants
- Referrals to services to implement employment plan

### Recommendations

There are no recommendations in this area.

### **3.F. Organizational Employment Services (OES)**

#### **Description**

Organizational employment services are designed to provide paid work to the persons served in locations owned, leased, rented, or managed by the service provider. A critical component and value of organizational employment services is to use the capacity of the organization's employment and training service design to create opportunities for persons to achieve desired employment outcomes in their community of choice, including individualized competitive employment.

Service models are flexible and may include a variety of enterprises and business designs, including organization-owned businesses such as retail stores, restaurants, shops, franchises, etc.

Some examples of the quality outcomes desired by the different stakeholders of these services include:

- Movement to individualized competitive employment.
- Movement to an integrated environment.
- Increased wages.
- Pay at or above minimum wage.
- Increased skills.
- Increased work hours.
- Minimized downtime with meaningful activities available.
- Exposure to and availability of a variety of jobs.
- Increased ability to interact with others as part of a professional team and to resolve interpersonal issues appropriately.

#### **Key Areas Addressed**

- Paid work provided by organization
- Legal guidelines adherence
- Employment goals of persons served
- Increased wages and skills

#### **Recommendations**

There are no recommendations in this area.

### **3.G. Community Employment Services (CES)**

#### **Description**

Community employment services assist persons to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach the program provides person-directed services/supports to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Work is a fundamental part of adult life. Individually tailored job development, training, and support recognize each person's employability and potential contribution to the labor market. Persons are supported as needed through an individualized person-centered model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.



Such services may be described as individualized competitive employment, individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups in the community, community-based SourceAmerica® contracts, and other business-based work groups in community-integrated designs. In Canada, employment in the form of bona fide volunteer placements is possible.

Individuals may be paid by community employers or by the organization. Employment is in the community.

The following service categories are available under Community Employment Services (please refer to the program descriptions and applicable standards):

- Job Development (CES:JD)
- Employment Supports (CES:ES)

If an organization provides only Job Development or Employment Supports, then it may be accredited for only that service. If it is providing both Job Development and Employment Supports, then it must seek accreditation for both. If any clarification is needed, please contact your CARF resource specialist. There is no charge for consultation.

Note: In making the determination of what an organization is actually providing in comparison to these service descriptions, these factors are considered: the mission of the services, the program descriptions, brochures and marketing image for these services, and the outcomes of the services.

Depending on the scope of the services provided, some examples of the quality outcomes desired by the different stakeholders of these services include:

- Persons obtain community employment.
- Persons obtain individualized competitive employment.
- Employment matches interests and desires of persons.
- Wages, benefits, and hours of employment achieved as desired.
- Average number of hours worked per week increases.
- Average number of hours worked per week meets the desires of the person served.
- Full-time employment with benefits.
- Transition-age youth move directly from their educational environment into community employment.
- Potential for upward mobility.
- Self-sufficiency.
- Integration.
- Responsive services.
- Safe working conditions.
- Cost-effective for placement achieved.
- Performance level achieved meets requirements of job or position.
- Increase in skills.
- Increase in productivity.
- Increase in hours worked.
- Increase in pay.
- Employment retention.
- Increase in natural supports from coworkers.
- Persons served treated with respect.
- Minimize length of time for supports.
- Type and amount of staff interaction meets needs.
- Employer satisfaction.
- Responsiveness to customers.

**Job Development (CES:JD):** Successful job development concurrently uses assessment information about the strengths and interests of the person seeking employment to target the types of jobs available from potential employers in the local labor market. Typical job development activities include reviewing local employment opportunities and developing potential employers/customers through direct and indirect promotional strategies. Job development may include facilitating a hiring agreement between an employer and a person seeking employment. Some persons seeking employment may want assistance at only a basic, informational level, such as support for a self-directed job search.

**Employment Supports (CES:ES):** Employment support services promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job. The level of employment support services is individualized to each employee and the complexity of the job.

Often supports are intensive for the initial orientation and training of an employee with the intent of leading to natural supports and/or reduced external job coaching. However, some persons may not require any employment supports at the job site; others may require intensive initial training with a quick decrease in supports, while some will be most successful when long-term supports are provided.

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviors expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as assistance in training a person to complete new tasks, changes in work schedule or work promotion, a decrease in productivity of the person served, adjusting to new supervisors, and managing changes in nonwork environments or other critical life activities that may affect work performance. Routine follow-up with the employer and the employee is crucial to continued job success.

### **Key Areas Addressed**

- Integrated employment choice
- Integrated employment obtainment
- Employment provided in regular business settings
- Integrated employment retention
- Provides career advancement resources

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- The organization does a good job of educating the clients regarding benefits planning. Due to the size of the employment program, WACOSA may want to consider having a designated benefits specialist on staff.
- WACOSA does an excellent job with placement; however, it is suggested that job coaches also look at nontraditional employment opportunities like self-employment, which could include businesses such as dog walking, landscaping services, or providing baked goods.

## Section 4. Community Services

### Description

An organization seeking CARF accreditation in the area of community services assists the persons served through an individualized person-centered process to obtain access to the services, supports, and resources of their choice to achieve their desired outcomes. This may be accomplished by direct service provision, linkages to existing generic opportunities and natural supports in the community, or any combination of these. The persons served are included in their communities to the degree they desire.

The organization provides the persons served with information so that they may make informed choices and decisions. Although we use the phrase person served, this may also include family served, as appropriate to the service and the individual.

The services and supports are arranged and changed as necessary to meet the identified desires of the persons served. Service designs address identified individual, family, socioeconomic, and cultural preferences.

Depending on the program's scope of services, expected results from these services/supports may include:

- Increased inclusion in community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, and self-reliance.
- Self-esteem.
- Housing opportunities.
- Community citizenship.
- Increased independence.
- Meaningful activities.
- Increased employment options.

### 4.G. Community Integration (COI)

#### Description

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities.
- Communication activities.
- Spiritual activities.
- Cultural activities.
- Pre-vocational experiences.
- Vocational pursuits.

- Volunteerism in the community.
- Educational and training activities.
- Development of living skills.
- Health and wellness promotion.
- Orientation, mobility, and destination training.
- Access and utilization of public transportation.
- Interacting with volunteers from the community in program activities.
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.).

Some examples of the quality results desired by the different stakeholders of these services include:

- Community participation.
- Increased independence.
- Increased interdependence.
- Greater quality of life.
- Skill development.
- Slowing of decline associated with aging.
- Volunteer placement.
- Movement to employment.
- Center-based socialization activities during the day that enable persons to remain in their community residence.
- Activity alternatives to avoid or reduce time spent in more restrictive environments, such as hospitalization or nursing home care.

#### **Key Areas Addressed**

- Opportunities for community participation

#### **Recommendations**

There are no recommendations in this area.

## **Section 5. Specific Population Designations/Enhancements**

### **5.B. Older Adults and Older Adults/Dementia Care Specific Population Designations**

#### **Description**

Older adults (OA) is a specific population designation that can be added at the option of the organization to a service being surveyed if specialized services are being provided to older adults with long-term disabilities, often diagnosed in childhood, who are served to allow them to remain in their own homes, day services, and communities of choice as long as possible and to promote aging in place. When appropriate to services being provided, the organization may choose to add this additional accreditation enhancement. Persons served in this program have typically been service/support recipients for most of their lifetime.

Services for older adults with disabilities and/or their families may offer an array of options to meet their social, vocational, residential/housing, psychological, recreational, cultural, legal, health, and physical needs with a specific focus on the impact of aging. Eligibility for services is defined in terms of each person's functional needs, preferences, and characteristics rather than chronological age.

Options and choices are provided for the creation of individually tailored services that support healthy aging, compensate to the extent possible for any aging-related decline, educate on end-of-life issues, and enable the persons served to function as independently as possible for as long as possible.

Older adults/dementia care (OA/DC) is a specific population designation that can be added at the option of the organization to a service being surveyed if specialized services are being provided to older adults with long-term disabilities who have the additional support requirements due to Alzheimer's disease and related dementias (ARD). With advances in medicine and assistive technology, persons with intellectual or developmental disabilities (ID/DD) are living longer and more productive lives. This extended life expectancy also means that some of these individuals experience an increased risk for Alzheimer's disease and related dementias (ARD) as they age. ARD are debilitating conditions that impair memory, thought processes, and functioning, primarily among middle-aged and older adults. The effects of these conditions can be devastating for individuals with ARD and their loved ones.

The National Task Group on Intellectual Disabilities and Dementia Practices (NTG) cites research confirming that, although dementia as experienced by adults with ID/DD "is generally similar to that as experienced by other persons, there are exceptions. Some individuals with select conditions (Down syndrome, in particular) are more at risk for dementia, experience earlier age of onset, more rapid decline, and a briefer duration between diagnosis and death."

Services for OA/DC implement practices when appropriate to the persons served to promote quality of care for individuals with ID/DD and dementia. Services are provided based on current assessments of the individual and person-centered care planning that considers the stage of the condition or cognitive decline and anticipated needs. Information is provided to families/caregivers about dementia and its progression. Direct-care personnel are educated on dementia-specific care, and a personnel support system is available to reduce worker stress and manage grief.

Program and support options may be provided in various settings, including adult day services and programs or services for persons who are living in private homes with a caregiver, alone or with a housemate, in a group residence, or a specialized dementia-capable residence. Environments support the rights of persons served and promote their safety and security.

Some examples of the quality results desired by the different stakeholders of these services include:

- Safety and security.
- Slowing or mitigating of declines associated with normal aging.
- Ongoing assessment of individual's functioning.
- Maintenance of self-care skills.
- Health and wellness promoted.
- Medical advocacy.
- Physical health promoted.
- Positive mental health status.
- "Aging in place."
- Social functioning.
- Active community involvement.
- Social inclusion.
- Interpersonal relationships.
- Happiness and maintaining quality of life.
- Retirement.
- Mediating issues between family choice and person-served choice.
- Group activities of choice.
- Grief counseling.

- Support with end-of-life issues.
- Education of persons served, families, and staff about options for end-of-life supports.
- Transition planning.
- Preparation for hospice.
- Access to palliative care.

### **Key Areas Addressed**

- Successful aging support to age in place
- Aging-related decline compensation
- Older adults function as independently as possible for as long as possible
- End-of-life supports

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- The older adult services informally provide supports for the caregivers, education about end-of-life support services, and supports to deal with grief and loss. It is suggested that the program also consider implementing a consistent, formalized approach to providing these supports and education. In addition to providing such supports to the persons served and employees, there may be opportunities for local partnerships to address what might be a broader community need.

## **5.D. Adults with Autism Spectrum Disorder (ASDA)**

### **Description**

Supports for adults with autism spectrum disorder (ASD:A) enhance accessibility and community membership opportunities for adults with ASD. Education, employment, residential, social, and recreational opportunities; identification from research of successful techniques to apply to service provision including treatment and intervention research; and lifelong planning are means to achieve full inclusion and participation.

Standards for ASD services and supports present a roadmap for successful outcomes in the lives of persons with ASD by encouraging organizational values that focus on individualized, person-centered services for persons to achieve full inclusion and participation as desired in their communities. Services involve families, networks of resources, and education and support communities for older adolescents transitioning to adulthood and adult persons with ASD.

The standards in this section focus on planning for transitions and development of supports as needed for persons with ASD, with the outcomes of employment, further education, community living, and life planning.

Some of the quality results (outcomes) desired by the different stakeholders of ASD services may include:

- Creating and supporting lifelong self-advocacy skills.
- Developing supports and community resources for persons and families.
- Enhancing quality of life by increasing social contacts and support communities.
- Encouraging service provider capacity building by networking with governmental, educational, business/employer, and other community resources.
- Recognizing and sharing reliable evidence-based knowledge, innovations, interventions, and therapies with proven, research-based, and peer-reviewed track records of getting results.

- Planning for transition from school to successful employment and community living supports.
- Individualized, comprehensive life planning that is transferred to other service providers to ensure continuity of service planning and supports.
- Persons served moving toward:
  - Optimal use of natural supports.
  - A social supports network.
  - Self-help.
  - Greater self-sufficiency.
  - Greater ability to make appropriate choices.
  - Greater control of their lives.
  - Increased participation in the community.
  - Employment and/or continued education.

### **Key Areas Addressed**

- Services reflect current ASD research
- Increased community awareness and understanding are promoted
- Personnel receive specific competency-based training
- Connections to community resources are facilitated

### **Recommendations**

There are no recommendations in this area.

# Program(s)/Service(s) by Location

## **WACOSA**

310 Sundial Drive  
Waite Park, MN 56387

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration (Autism Spectrum Disorder-Adults)  
Employment Planning Services  
Organizational Employment Services  
*Governance Standards Applied*

## **WACOSA - 1st. Avenue**

51 1st Avenue South  
Waite Park, MN 56387

Community Integration

## **WACOSA - 320 location**

320 Sundial Drive  
Waite Park, MN 56387

Community Integration  
Community Integration (Autism Spectrum Disorder-Adults)  
Organizational Employment Services

## **WACOSA - Annex**

321 Sundial Drive  
Waite Park, MN 56387

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Employment Planning Services  
Organizational Employment Services

## **WACOSA - Lincoln Loop**

712 Lincoln Loop  
Sauk Centre, MN 56378

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Employment Planning Services  
Organizational Employment Services

## **Whitney Senior Center**

1527 Northway Drive  
Saint Cloud, MN 56303

Community Integration (Older Adults)