



CARF
Survey Report
for
Dawn Enterprises, Inc.

CARF INTERNATIONAL

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Organization

Dawn Enterprises, Inc. (DEI)
280 Cedar Street
Blackfoot, ID 83221

Organizational Leadership

Donna M. Butler, Executive Director

Survey Dates

February 1-3, 2010

Survey Team

Ronald L. Van Rooyen, B.S., M.S., Administrative Surveyor
Marge E. Watson, M.S., Program Surveyor

Programs/Services Surveyed

Community Services: Child and Youth Services
Community Services: Community Housing
Community Services: Community Integration

Employment Services: Community Employment Services: Job Development
Employment Services: Community Employment Services: Job Supports
Employment Services: Community Employment Services: Job-Site Training
Employment Services: Organizational Employment Services

Previous Survey

January 22-24, 2007
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: March 2013



SURVEY SUMMARY

Dawn Enterprises, Inc. (DEI), has strengths in many areas.

- DEI, a nonprofit organization, has a commitment to its mission, to providing quality services, and to quality improvement. It is evident that this organization believes in accreditation and will use the CARF standards and this survey report to further improve the efficiency and effectiveness of its services and operations.
- The dedicated and professional two-person management team has developed a strong teamwork effort and a dedication to service delivery, meeting the needs of persons served, and providing consumer-driven services. The longevity of the management team is impressive.
- The board of directors is truly dedicated to the mission of the organization, supporting its operations, and being a driving force to improve and maintain the organization. It appears that the board of directors fulfills its monitoring and policy responsibilities in order to maintain service delivery, operations, and fiscal stability.
- There appears to be excellent rapport and mutual respect among the board, management personnel, staff members, and persons served. The professionalism among staff members, as well as collaborative and respectful working conditions, is evident.
- The organization provides safe, clean, and well-maintained physical plants from which to provide services. The buildings provide environments that are conducive to interaction among persons served, staff members, and others.
- Noteworthy is the excellent safety program that has been developed and used in order to maintain a safe environment for persons served, personnel, and visitors. It is apparent that the organization values providing a safe place to provide services.
- The organization is commended for the numerous and excellent partnerships and collaborative efforts that have been developed with agencies and organizations throughout the community and service area. Noteworthy is that the organization has an extremely positive image and reputation in its service delivery area and is a respected and valued member of the community.
- Community integration activities are provided in both small groups and individually. Persons served enjoy both center-based and one-to-one activities during their day. Careful attention is taken to assist the persons served to reach their individual goals and objectives.
- Persons served are able to enjoy a variety of activities in their program plan, including work, community activities, recreation, and residential services.
- Satisfaction of persons served with their programming is high and positive. Excellent rapport is evident between the provider and persons served.
- DEI is commended for creative job carving and development during hard times in a small community with high unemployment. There is evidence of outstanding job development, job coaching, and support, which is appreciated by the persons served, their families and guardians, referral sources, and employers alike.

- Community employers are pleased with the workers they have hired. Several of the workers observed had been working successfully for over ten years. A good follow-along system has been established so staff members are aware of any difficulties before they jeopardize the placement.
- DEI provides excellent center-based work services through a NISH sewing contract for anti-flash hoods. The organization's manufacturing program provides an excellent array of work for all skill levels of workers and is commended for earning International Organization for Standardization and Underwriters Laboratory, Inc., certifications.

Dawn Enterprises should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.

On balance, DEI provides excellent services and demonstrates a true commitment to quality and a willingness to improve its services and operations. The organization has a few areas of improvement to address. A major concern is that DEI should ensure that it continues to stabilize its fiscal stability as planned. DEI provides excellent services and is extremely dedicated to its mission and community.

The survey report identifies the other specific issues that should be addressed in order to improve service delivery and business operations. It appears that the organization presently has the expertise and desire to correct the identified issues and will continue to use the standards and this survey report to further improve the efficiency and effectiveness of its services and operations.

Dawn Enterprises, Inc., has earned a Three-Year Accreditation. The board and staff members are commended for this accomplishment and are encouraged to continue their efforts, in cooperation with other community services organizations, to provide quality services to persons served. The organization is further encouraged to continue to use the standards as a tool to improve its service delivery and operations; to ensure that the CARF standards and revisions to the standards are used when developing policies, procedures, and new services; and to monitor the annual changes to the standards to ensure continued conformance.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Principle Statement

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
 - Leadership guidance
 - Commitment to diversity
 - Corporate responsibility
 - Corporate compliance
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Recommendations

A.5.a.

A.5.b.

DEI receives federal funds through the state and directly from the federal government. It is recommended that the organization demonstrate corporate compliance through the adoption of a policy on corporate compliance that has been adopted by its leadership, including a formal resolution or other document that authorizes establishment of the compliance program. In addition, there should be written designation of a staff member to serve as the organization's primary point of contact for monitoring and reporting on matters pertaining to corporate compliance.

Consultation

- It is suggested that a corporate “tickler calendar” be developed and used to ensure that all required responsibilities are systematically accomplished and the workload is distributed throughout the year. This could be especially important because of the few administrative staff members who are available to accomplish many responsibilities.
 - DEI is encouraged to develop and systematically review and update a succession plan for its management personnel. It is also suggested that additional board members be considered that have expertise in the areas of technology, legal, finance, manufacturing, and safety.
 - The organization is encouraged to consider using the CARF governance standards for the operations of the board of directors.
-

C. Strategic Integrated Planning

Principle Statement

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

- Strategic planning considers stakeholder expectation and environmental impacts
 - Written strategic plan sets goals
 - Plan is implemented, shared, and kept relevant
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization has developed an appropriate strategic plan that includes many pertinent goals for the future improvement of operations and service delivery. It is suggested that the status of the strategic plan goals be systematically reported in an annual report.
-

D. Input from Persons Served and Other Stakeholders

Principle Statement

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

- Ongoing collection of information from a variety of sources
 - Analysis and integration into business practices
 - Leadership response to information collected
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization streamline and simplify its satisfaction survey questionnaires and process in order to maintain response rates.
-

E. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all the legal and regulatory requirements of federal, state, provincial, county, and city entities.

Key Areas Addressed

- Compliance with all legal/regulatory requirements
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Recommendations

There are no recommendations in this area.

Consultation

- The organization has recently updated its written policy for personnel to respond to legal actions. It is suggested that the policy and procedures be distributed to personnel so that they are aware of the policy and procedures to deal with legal actions.
-

F. Financial Planning and Management

Principle Statement

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual 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

- Budget(s) prepared, shared, and reflective of strategic planning
- Financial results reported/compared to budgeted performance
- Organization review
- Fiscal policies and procedures
- Review of service billing records and fee structure
- Financial review/audit
- Safeguarding funds of persons served

Recommendations

F.7.a. through F.7.b.(3)

The organization presently bills for its services, but has not developed an independent internal audit process in order to ensure that billings are accurate. It is recommended that the organization conduct a quarterly review of a representative sampling of case records in relation to the billing for services to document that the dates of services provided coincide with billed episodes of care, determine that bills accurately reflect the services provided, and identify necessary corrective action. It is suggested that the organization develop and implement policies and procedures to guide this process.

Consultation

- DEI has been negatively affected by the economic downturn, the loss of NISH orders for anti-flash hoods during 2009, and a recent increase in debt. It appears that the recent tremendous increase in orders for anti-flash hoods from the government will allow the organization to significantly improve its fiscal stability. However, it is suggested that the organization continue to closely monitor the fiscal issues that may further impact services, to expand its income sources, to reduce debt, and to continue to expand fiscal reserves in order to reduce fiscal risks.
-

G. Risk Management

Principle Statement

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

Key Areas Addressed

- Written risk management plan
 - Adequate insurance coverage
-

Recommendations

There are no recommendations in this area.

Consultation

- Although the organization has recently accomplished a risk management plan that includes a few areas of risk, it is suggested that the plan be expanded, be systematically monitored, and additional risks continue to be added as they are identified.
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H. Health and Safety

Principle Statement

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

- Inspections
 - Emergency procedures
 - Access to emergency first-aid
 - Competency of personnel in safety procedures
 - Reporting/reviewing critical incidents
 - Infection control
-

Recommendations

H.5.c.(6)

H.5.c.(7)

Although the organization has identified a temporary shelter at the local state hospital, it is recommended that its written emergency procedures identify the essential services (such as food, water, heat, medications, and the like) that might be necessary during an evacuation of the facility and how it will continue providing essential services at the organization and the temporary shelter site.

H.8.a. through H.8.b.(7)

Although the organization's safety committee systematically reviews accident reports, it is recommended that a written analysis of all critical incident reports be provided to or conducted by leadership that addresses causes, trends, actions for improvement, results of performance improvement plans, necessary education and training of personnel, prevention of recurrence, and internal and external reporting requirements.

H.10.f.

H.10.i.

H.10.k.

H.10.l.

The organization allows personnel to transport persons served in personal vehicles. It is recommended that safety equipment, written emergency procedures, road warning/hazard equipment, and first aid supplies be provided when transporting persons served in personal vehicles in order to protect the persons served and personnel. It is suggested that the organization develop and use emergency "to-go bags."

Consultation

- Although specific critical incident reporting procedures are located throughout the policy and procedure manual, it is suggested that all reportable critical incidents that should be reported be included in an all-inclusive critical incident reporting policy and procedure.
 - Although the organization has an appropriate safety program, it is suggested that the organization secure additional annual external health and safety inspections in order to evaluate any potential health and safety issues in the physical plant, and that the personal vehicles used by staff members to transport persons served be determined to be road-worthy.
-

I. Human Resources

Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

Key Areas Addressed

- Adequate staffing
 - Verification of background/credentials
 - Recruitment/retention efforts
 - Personnel skills/characteristics
 - Annual review of job description/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

I.2.a.(1)

The organization does not have written procedures for verifying the credentials of degreed personnel. It is recommended that written procedures be developed and added to the organization's policy and procedures.

I.5.d.(4)(b)

Although the organization has an annual performance evaluation process, the process does not consistently include the development of measurable goals for personnel. It is recommended that performance evaluations be used to consistently establish measurable performance objectives for the next review period.

Consultation

- The organization has not experienced a great deal of personnel turnover; however, it is suggested that an analysis of personnel turnover be accomplished in order to address this important area.
-

J. Technology

Principle Statement

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

Key Areas Addressed

- Written technology and system plan
-

Recommendations

There are no recommendations in this area.

Consultation

- Although the organization has developed a technology report that details its present technology system, it is recommended that a more detailed technology plan be developed and used to identify future technology and information management needs.
-

K. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

- Communication of rights
 - Policies that promote rights
-

Recommendations

K.3.c.(2)

It is recommended that the complaint procedures be written in a way that would be understandable to persons served with limited literacy skills.

Consultation

- Although there were no formal complaints or grievances made in the past few years, it is suggested that this information be included in some report, such as the Quality Committee minutes, on an annual basis. It is also suggested that the complaint procedures be prefaced with an explanation of trying to solve problems first, on an informal basis, with the possibility of providing training to persons served in conflict resolution techniques.
-

L. Accessibility

Principle Statement

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

Key Areas Addressed

- Written accessibility plan(s)
 - Status report regarding removal of identified barriers
 - Requests for reasonable accommodations
-

Recommendations

L.3.a. through L.3.c.(2)

It is recommended that an annual accessibility status report about the removal of barriers be prepared that includes progress made in the removal of identified barriers and areas for improvement.

Consultation

- In order to promote accessibility, it is suggested that new personnel hires be asked if they need any reasonable accommodations. It is also suggested that the present accessibility plan be reformatted in order to simplify the reporting of the status of the plan.
-

M. Information Measurement and Management

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected, and information is used to manage and improve service delivery.

Key Areas Addressed

- Information collection, use, and management
 - Setting and measuring performance indicators
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization has an appropriate information measurement and management system. It is suggested that the organization ensure that the objectives identified in the system are reflective of the outcomes desired by stakeholders, that the system be simplified and streamlined, and that the system include a service access objective for all service areas.
-

N. Performance Improvement

Principle Statement

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

Key Areas Addressed

- Proactive performance improvement
 - Performance information shared with all stakeholders
-

Recommendations

N.1.c.(2)

N.1.c.(3)

When a goal is not achieved, it is recommended that the organization's outcomes measurement management reports succinctly identify the corrective action plan to address the improvements needed to reach established or revised performance goals and that outline actions taken or changes made to achieve the goal in the future.

Consultation

- It is suggested that the organization's outcomes measurement management reports be simplified and streamlined in order to be more user-friendly. It is also suggested that outcomes measurement performance be included in the DEI annual report.
-

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Individual-Centered Service Planning, Design, and Delivery

Principle Statement

Improvement of the quality of an individual's services 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 are relevant to their maximum participation in the environments of their choice.

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

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

A.1.b.

Although persons served are referred by the Division of Rehabilitation, the organization should have policies and procedures for acceptance into services that identify the position or entity responsible for making acceptance decisions.

A.2.

When the acceptance policies and procedures are completed, they should be presented in an understandable manner to the person applying for services.

A.13.a.

The individual service plans for persons in employment services are written in the first person, are clear, and appear to be understandable to the persons served. However, this is not the case for persons served in the community and residential programs. It is recommended that the individual service plans be communicated in a manner that is understandable to the persons served in the community and residential programs. Staff members could revise the language of the plans to be written in the first person and also write them so persons with limited literacy can better understand their plan.

B. Records of the Persons Served

Principle Statement

The organization maintains complete records and treats all information related to persons served as confidential.

Key Areas Addressed

- Complete, confidential records are maintained
-

Recommendations

B.3.c.

It is recommended that the release of confidential information form be revised to include a time limitation instead of a blanket limitation, such as “until vocational services are concluded.”

C. Medication Monitoring and Management

Principle Statement

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

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

C.2.a.

C.2.d.

Although written procedures address storage of medications, it is recommended that these be expanded to include handling of medications requiring refrigeration or protection from light. In addition, the written procedures for the disposal of unused medications should be updated to reflect best practice and safety. Best practices for safe disposal of unused medications do not include flushing them down the toilet as these medications can go into the water supply and become a hazard. The pharmacy might dispose of the unused medications itself or it could give advice about how to better dispose of these.

D. Employment Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services

Recommendations

F.1.b.

It is recommended that the client handbook be provided in a more understandable format for the persons served. Having a video/DVD version, or using pictures, graphs, an easier to understand vocabulary, and a larger font size could make the information more meaningful to the persons served.

F.3.a.

F.3.b.

The individual service plans contain a great deal of excellent information about the goals and objectives for the persons served in community programming. The organization is urged to include information in the plan that describes opportunities for community activities as desired by the person served and also specify the manner individuals choose to actively participate in the community.

Consultation

- Many of the activities for persons served in the community appear to be repetitious. Staff members are encouraged to brainstorm together and obtain input from persons served to broaden the array of available community-based activities.

SECTION 3. EMPLOYMENT SERVICES

Principle Statement

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

- Identification of employment opportunities and resources in the local job market.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources to achieve and maintain employment.
- Coordination of and referral to employment-related services.

The organization maintains its leadership role 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.

H. Organizational Employment Services

Principle Statement

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.

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.

Key Areas Addressed

- Paid work provided by organization
 - Legal guidelines adherence
 - Employment goals of persons served
-

Recommendations

There are no recommendations in this area.

Consultation

- DEI is encouraged to continue to expand its customer base beyond the NISH contract for anti-flash hoods in order to accomplish additional work and income sources.
-

I. Community Employment Services

Principle Statement

Job Development

Successful job development concurrently uses assessment information about 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 self-directed job search.

Job-Site Training

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture, industry practices, and work behaviors expected by the employer. It may also include training the employer and coworkers to understand the training

methods and accommodations needed by the worker. Job-site training is intensive for the initial orientation of an employee to the job tasks. Job-site training may consist of customizing the job to meet the needs of the new employee and employer, task analysis, counseling, and supports with the intent of leading to natural supports and/or reduced external job coaching. These services are typically not long-term, ceasing after the individual has become stabilized on the job.

Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

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

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Integrated employment retention
-

Recommendations

I.9.c.

It is recommended that trainers providing supervision at the community employment site follow industry and workplace practices. A trainer supervising a person served working in a laundry setting did not wear gloves, even when putting soiled laundry in a washing machine. When it was pointed out that he should protect himself, he replied it was not necessary. This did not provide a good role model for the person served and did not follow industry and workplace practices. Retraining in proper safety practices for laundry work for trainers and persons served could be beneficial.

SECTION 4. COMMUNITY SERVICES

Principle Statement

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

C. Child and Youth Services

Principle Statement

Child and youth services provide one or more services, such as prenatal counseling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services may be provided in any of a variety of settings, such as a family's private home, the organization's facility, and community settings such as parks, recreation areas, preschools, or child day care programs not operated by the organization.

In all cases, the physical settings, equipment, and environments meet the identified needs of the children and youth served and their families. Families are the primary decision makers in the process of identifying needs and services.

Key Areas Addressed

- Individualized services based on identified needs and desired outcomes
 - Healthcare, safety, emotional, and developmental needs of child/youth
-

Recommendations

There are no recommendations in this area.

Consultation

- Currently, only one ten-year old child is being served. DEI is encouraged to continue to try to enroll additional children who might benefit from this excellent program. Although the family expresses high praise for the services, they wish there were more children served so their child could participate in community activities with her peers.
-

E. Community Integration

Principle Statement

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 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.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism.
- 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.)

Key Areas Addressed

- Opportunities for community participation
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Recommendations

There are no recommendations in this area.

J. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/supports are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services/supports are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services/supports are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighborhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which community housing services are provided must be identified in the Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a community housing program.

Key Areas Addressed

- Safe, secure, private location
 - In-home safety needs
 - Options to make changes in living arrangements
 - Support to persons as they explore alternatives
 - Access as desired to community activities
 - System for on-call availability of personnel
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Recommendations

J.2.a.

J.2.h.(2)

Although regular meetings between the residents and staff were held in the past, it has been over six months since they were last held. Although there are plans to get back on track this month, it is recommended that regular meetings between persons served and staff be reinstated. Staff members are encouraged to meet regularly and follow an agenda to hold meaningful meetings. Keeping minutes as a record of what was discussed is also encouraged. Although DEI has written a statement that it has a pet bird in Cedar Living Center, it is recommended that this statement be expanded to guidelines related to pets. For example, the organization could expand the statement to explain what would happen to the pet if a resident was allergic to the bird, or if a resident had substantial reasons why the bird would be detrimental to his or her well-being. In addition, staff members are encouraged to expand the guidelines in the event a resident might want to acquire another pet, or if a person with a therapy animal might seek services.

Consultation

- Lunch and dinner are prepared in advance by staff on the graveyard shift. Meals are then heated up the next day as needed by the day staff. During the time of the survey, a lunch of a hot dog, baked beans, and macaroni salad was sitting on the tables, ready for the residents to return for lunch. The meal did not appear to be a well-balanced, hot meal, according to policies. Staff members are encouraged to review the way meals are served, perhaps waiting until the residents are actually seated at the table before serving their meals.
- There is a five-week cycle of meals in rotation. This cycle was developed in 2006 by a nutritionist and on occasion is adjusted slightly. It is strongly suggested that a greater variety of food choices be included. Input from the residents could be sought when resident-staff meetings are instituted again. In addition, nutritional guidelines may have changed in the past four years, and the menus could benefit from a review and update.

- Although the Cedar Living Center was innovative when it was built, the twelve-room residence is now a more institutional model. DEI is encouraged to continue to make it more home-like and explore smaller living arrangements as options for residents, when appropriate.
 - Although the Cedar Living Center has demonstrated that it has kept a room available for a resident who was absent due to health reasons for several months, there is no written description of the guidelines for holding a room open. It is suggested that this be available for residents, parents, and staff so all involved know the guidelines.
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PROGRAMS/SERVICES BY LOCATION

Dawn Enterprises, Inc.

280 Cedar Street
Blackfoot, ID 83221

Community Services: Child and Youth Services
Community Services: Community Integration

Employment Services: Community Employment Services: Job Development
Employment Services: Community Employment Services: Job Supports
Employment Services: Community Employment Services: Job-Site Training
Employment Services: Organizational Employment Services

Cedar Living Center

270 Cedar Street
Blackfoot, ID 83221

Community Services: Community Housing

IDHW DDA CARF ECS SURVEY ADDENDUM

Developmental Disabilities Agencies (DDA) seeking CARF Employment and Community Services (ECS) accreditation in lieu of certification must achieve accreditation in Community Integration (COI) (Section 4.E. in the 2009 ECS Standards Manual). DDA agencies serving children must additionally seek accreditation in Child and Youth Services (CYS) (Section 4.C. in the 2009 ECS Standards Manual). Although the standards applicable to COI and/or CYS address most of Idaho Department of Health and Welfare’s (IDHW) expectations under the Idaho Administrative Rules for Developmental Disabilities Agencies (IDAPA 16.04.11.), IDHW has requested that the CARF survey process address additional elements included in this addendum.

Idaho IDAPA Rule reference	Developmental Disabilities Agency Requirements	Is agency in compliance? YES NO N/A			COMMENTS If marked “No,” state reason why agency is not in compliance.
<u>Requirement: Developmental Disabilities Agency Certificate</u>					
IDAPA 16.04.11.201.01	Does the agency have a current certificate to operate as a Developmental Disabilities Agency (DDA) in the state of Idaho?	X			
<u>Requirement: Criminal History</u>					
IDAPA 16.04.11.009	Can the agency verify that all employees, subcontractors, agents of the agency, and volunteers delivering DDA services to participants with developmental disabilities have received criminal history background checks?	X			
<p><u>Requirement: Staffing</u></p> <p>The agency’s personnel records should contain résumés and/or diplomas, transcripts showing coursework, and/or appropriate certificates for specialty training as noted with positions listed below. If the agency does not serve participants corresponding to the particular professionals listed below, mark N/A.</p>					
IDAPA 16.04.11.420	Administrator (<i>This is a required position. There must be an individual responsible for the administration of the agency. This person must be employed by the agency. This can be determined by a copy of the organizational chart and job description.</i>)	X			
	<p>Developmental Specialist for Adults (<i>Required when providing services to adults.</i>)</p> <p>Determined by copy of résumé and diploma.</p> <p>Must have a minimum of two-hundred-forty (240) hours of professionally supervised experience with individuals who have developmental disabilities and either:</p> <ol style="list-style-type: none"> 1. Possess a bachelor’s or master’s degree in special education, early childhood special education, speech-language pathology, applied behavioral analysis, psychology, physical therapy, occupational therapy, social work, or therapeutic recreation; or 2. Possess a bachelor’s or master’s degree in an area not listed above and have: Completed a competency course jointly approved by the Department and the Idaho Association of Developmental Disabilities Agencies that relates to the job requirements of a Developmental Specialist; and passed a competency examination approved by the Department. 	X			

Idaho IDAPA Rule reference	Developmental Disabilities Agency Requirements	Is agency in compliance? YES NO N/A			COMMENTS If marked "No," state reason why agency is not in compliance.
	<p>Developmental Specialist for Children Three (3) through Seventeen (17) (<i>Required when provide services to children ages three [3] through seventeen [17]</i>)</p> <p>Determined by copy of résumé and diploma and letter or competency course completion.</p> <p>Must meet the requirements for a Developmental Specialist for adults and must also meet the following requirements: a. Successfully complete a competency course approved by the Department that relates to developmental assessment and therapy for children; and b. Pass a competency examination approved by the Department.</p>	X			
	<p>Does the agency ensure that when paraprofessionals are used to provide developmental therapy to children age three (3) and older, they are at least seventeen (17) years of age?</p> <p>Determined through documentation (drivers license/ID/passport)</p>	X			
	<p>Developmental Specialist for Children Birth to Three (3)</p> <p>Determined by copy of résumé and diploma/transcript.</p> <p>To provide developmental assessments and therapy to children birth to three (3) years of age, a person must have a minimum of two-hundred-forty (240) hours of professionally supervised experience with young children who have developmental disabilities and one (1) of the following:</p> <ul style="list-style-type: none"> i. An Elementary Education certificate or Special Education certificate with an endorsement in Early Childhood Special Education; or ii. A blended Early Childhood/Early Childhood Special Education (EC/ECSE) certificate; or iii. A bachelor's or master's degree in special education, elementary education, speech-language pathology, early childhood education, physical therapy, occupational therapy, psychology, social work, or nursing, plus a minimum of twenty-four (24) semester credits in EC/ECSE from an accredited college or university. Courses taken must appear on college or university transcripts and must cover the following standards in their content: <ul style="list-style-type: none"> (1) Promotion of development and learning for children from birth to three (3) years; (2) Assessment and observation methods for developmentally appropriate assessment of young children; (3) Building family and community relationships to support early interventions; (4) Development of appropriate curriculum for young children, including IFSP and IEP development; (5) Implementation of instructional and developmentally effective approaches for early learning, including strategies for children who are medically fragile and their families; and (6) Demonstration of knowledge of policies and procedures in special education and early intervention and demonstration of knowledge of exceptionalities in child development. a. Electives closely related to the content listed above may be approved by the Department with a recommendation from an institution of higher education. b. Developmental Specialists who possess a bachelor's or master's degree listed above; have completed a minimum of twenty (20) semester credits in EC/ECSE; and with Department approval, are serving children under three (3) years of age as of July 1, 2005, will be allowed to continue providing services in accordance with their approved, conditional hiring agreement. 			X	No services provided for ages Birth to Three (3).

Idaho IDAPA Rule reference	Developmental Disabilities Agency Requirements	Is agency in compliance? YES NO N/A			COMMENTS If marked "No," state reason why agency is not in compliance.
	<p>Intensive Behavioral Intervention (IBI) Professional Delivering Services to Participants Age Three (3) to Twenty-one (21). Determined by copy of résumé and diploma, IBI certificate, and documentation of one thousand (1,000) hours supervised experience. Must meet the following requirements:</p> <ul style="list-style-type: none"> a. Degree. A qualified IBI professional must hold at least a bachelor's degree in a health, human services, educational, behavioral science, or counseling field from a nationally accredited university or college. b. Experience. An individual applying for IBI paraprofessional or professional certification must be able to provide documentation of one (1) year's supervised experience working with children with developmental disabilities. The year's experience must be gained through paid employment or university practicum experience or internship and be documented to include one thousand (1,000) hours of direct contact or care of children with developmental disabilities in a behavioral context. c. Training and Certification. Qualified IBI professionals and paraprofessionals must comply with the requirements. Twelve hours (12) general training, six (6) hours must cover behavior methodology or interventions shown to be effective. 			X	
	<p>IBI Paraprofessional Delivering Services to Participants Age Three (3) to Twenty-one (21). A certified IBI paraprofessional may be used to provide IBI under the supervision of a certified IBI professional. Determined by copy of résumé and diploma, IBI certificate, and documentation of supervised experience. An IBI paraprofessional must also:</p> <ul style="list-style-type: none"> a. Be at least eighteen (18) years of age; b. Experience. An individual applying for IBI paraprofessional or professional certification must be able to provide documentation of one (1) year's supervised experience working with children with developmental disabilities. The year's experience must be gained through paid employment or university practicum experience or internship and be documented to include one thousand (1,000) hours of direct contact or care of children with developmental disabilities in a behavioral context. c. Training and Certification. Paraprofessionals must complete and pass a Department-approved training course and examination for certification. The training must include a curriculum that addresses standards of competence for the provision of IBI and ethical standards. Specifically, the curriculum must include: a. Assessment of individuals; b. Behavioral management; c. Services or treatment of individuals; d. Supervised practical experience; and e. Successful completion of a student project that includes an observation of demonstrated competencies for all individuals applying for initial certification or recertification after July 1, 2003. 			X	

Idaho IDAPA Rule reference	Developmental Disabilities Agency Requirements	Is agency in compliance? YES NO N/A			COMMENTS If marked "No," state reason why agency is not in compliance.
Supervision of Paraprofessionals					
IDAPA 16.04.11.405.02	When services are provided by paraprofessionals, does the agency have documentation (log or other evidence) that a professional qualified to provide the service gives instructions, reviews progress, and provides training on the program(s) and procedures to be followed for all paraprofessionals under his/her supervision on a weekly basis, or more often if necessary?	X			
Professional Observation					
IDAPA 16.04.11.405.03	When services are provided by paraprofessionals, does the agency have documentation (log or other evidence) that a professional qualified to provide the service observes and reviews the work performed by the paraprofessional under his/her supervision, on a monthly basis or more often if necessary, to ensure that the paraprofessional has been trained on the program(s) and demonstrates the necessary skills to correctly implement the program(s)?	X			
<u>Requirement: Medication Management</u>					
16.04.11.511.04	Does the agency have documentation that each staff person assisting with participant medications (<i>the participant is able to self-administer medication but requires assistance to bring to mouth, punch medications, etc.</i>) has successfully completed the Assistance with Medications course available through the Idaho Professional Technical Education Program, a course approved by the Idaho State Board of Nursing, or other Department-approved training?	X			
<u>Requirement: Comprehensive Assessments</u> The assessments for developmental therapy, physical therapy, occupational therapy, and speech-language therapy. Each agency is required to have at least a comprehensive developmental assessment.					
16.04.11.604	Is the comprehensive developmental assessment conducted by a qualified Development Specialist?	X			
	Does the comprehensive developmental assessment reflect a person's developmental status in the following areas: self-care; receptive and expressive language; learning; gross and fine motor development; self-direction; capacity for independent living; and economic self-sufficiency?	X			Although these areas are addressed, gross and fine motor development and economic self-sufficiency could be more detailed.
IDAPA 16.04.11.600.01	Does the assessment determine (identify) the necessity of the service?	X			
	Is the assessment comprehensive and include the barriers to independence that determine (identify) the participant's needs?	X			
	Does the assessment guide treatment by providing enough information about the participant to indicate the need for the current programming in the implementation plan?	X			
	Does the implementation plan link back to the assessed need in the assessment?	X			

Idaho IDAPA Rule reference	Developmental Disabilities Agency Requirements	Is agency in compliance? YES NO N/A			COMMENTS If marked "No," state reason why agency is not in compliance.
	Does the assessment identify the participant's current and relevant strengths, needs, and interests?	X			
16.04.11.705.01	Does the assessment include a narrative report?	X			
<p>Requirement: Program Implementation Plan In conjunction with the plan of service (Individual Service Plan for individuals eighteen (18) or over, Individual Program Plan for children age three (3) through seventeen (17), or Individualized Family Service Plan for birth to three [3]), a Program Implementation Plan (PIP) should be developed that details how DDA goals from the plan of service will be accomplished.</p>					
16.04.11.703	Is a PIP developed for each objective included on the participant's required plan of service, and does each PIP relate to a goal or objective on the participant's plan of service?	X			
16.04.11.703.02	Does each PIP contain a baseline addressing the participant's skill level and abilities related to the specific skill to be learned?	X			
16.04.11.703.03	Does each PIP contain measurable behaviorally stated objectives that correspond to those goals or objectives previously identified on the required plan of service?	X			
16.04.11.703.04	Does the PIP contain written individualized instructions (such as curriculum, interventions, task analyses, activity schedules, type and frequency of reinforcement, and data collection, including probe) directed at the achievement of each objective?	X			
16.04.11.703.05	Does the PIP identify the environment(s) where services will be provided; e.g., Wal-Mart, grocery store, library?		X		Information should be more specific in the PIP.
16.04.11.703.06	Does the PIP contain a target date for completion?	X			

Notes: