

Survey Report

Organization

Futures Explored, Inc. (FE)
3547 Wilkinson Lane
Lafayette, CA 94549

Organizational Leadership

Dean Evans, Quality Improvement Coordinator
Will Sanford, Executive Director

Survey Dates

March 3–5, 2004

Survey Team

Bruce Milburn, Administrative Surveyor
Larry G. Jones, Program Surveyor

Programs/Services Surveyed

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

Previous Survey

February 8–9, 2001
Three-Year Accreditation

Survey Outcome

***Three-Year Accreditation
Expiration: April 2007***

Survey Summary

Futures Explored, Inc. (FE), has strengths in many areas.

- FE lives by its many core values, including teamwork, respect for persons served, and provision of high quality services. Services provided are of excellent quality and appear to meet the needs of persons served.



- Input is obtained in a variety of ways and includes information from satisfaction surveys, job club meetings, and individual service planning annual review meetings. The monthly meetings of the Dynamics Council, which consists of persons served who are elected by popular vote, also provides input into the organization.
- Persons served, vendors, parents, and employers voice a high level of satisfaction with the services offered by the organization, and they indicate mutual respect and open communication at all levels.
- FE annually develops and revises its accessibility plan. The plan designates solutions, priorities, time frames for completion for correction of any identified barriers, and the individuals responsible for corrective action. It is obvious that the organization is attentive to accessibility issues, as demonstrated by the remodeling of the kitchen area.
- The annual outcomes management report is shared with community stakeholders in the organization's annual report. This report is also included on the organization's web site. The use of colored charts makes for a reader-friendly report.
- Outcomes management reports are detailed. When an established goal is not achieved, a review of the reason, along with the action to be taken for improvement needed to reach the goal, is documented.
- Staff members appear to have a strong commitment to the persons served. They are qualified, enthusiastic, and dedicated to improving the persons' quality of life. The can-do attitude of staff members appears to promote teamwork and dedication to service delivery. There appears to be excellent rapport among management personnel, staff members, and persons served.
- Last year the organization's executive director received the 2003 Public Information Award from the Contra Costa Association for Retarded Citizens.
- An active safety committee meets on a regular basis to review the safety program of the organization. Many staff members have received training on a variety of safety topics, including basic first aid and CPR.
- The board of directors is an active group with functioning committees. The board is committed to providing effective leadership to the organization. Minutes that are maintained are used for reference on actions taken or to be taken.
- The organization has developed a large array of employment opportunities in the community. The dedicated community employment staff members have earned an excellent reputation in the community. Referral sources praise the organization for its high retention rate in job placement activities.

In the following area Futures Explored demonstrates exemplary conformance to the standards.

- FE actively advocates for persons with disabilities. This is evidenced by its participation in a rally last year at the state capital that supported the continued funding of services to persons with disabilities. FE produced a video of professional quality that truly promotes the organization's role as an advocate. In addition, a person served by the organization serves as a council member for the California State Council on Developmental Disabilities.

The areas in which Futures Explored should seek improvement are detailed in the recommendations in the sections following in the body of this report. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, FE continues to fulfill its mission to provide life skills and work related training to adults with developmental disabilities. The organization supports persons served in reaching their optimum level of individual potential by developing a broad range of resources and ongoing guidance. Services are person centered, and persons served are benefiting from the services offered by the organization. The organization is respected by referral sources and the communities that it serves.

Policies and procedures help guide the various operations and functions of the organization. The services, personnel, documentation, and practices of FE clearly indicate that conditions will be maintained or improved. The organization of records in preparation for the CARF survey made the review process efficient and reflected the overall organizational climate. As evidenced by this report, FE is in substantial conformance to the CARF standards. The commitment of the staff members and the administration to accreditation is evident.

A Three-Year Accreditation is awarded to Futures Explored, Inc. The board of directors, administration, and staff members are recognized for their efforts to maintain standards that conform to the CARF standards. During the tenure of this accreditation, the organization is encouraged to address the opportunities for improvement noted in this report, to stay abreast of any changes that might take place in the CARF standards, and to continue to provide quality services to persons served.

Section 1

Business Practices

Criterion One: Input from Persons Served

Principle Statement

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

Key Areas Addressed:

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

Recommendations

There are no recommendations in this area.

Consultation

- Agendas are prepared for the Dynamics Council meetings. It is suggested that minutes of these meetings also be maintained. The minutes could be used for reference and follow-up on actions taken or actions that might be taken as a result of issues discussed at these meetings.

Criterion Two: Accessibility

Principle Statement

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served. Standards in Criterion Two focus on identifying the key components of accessibility to address.

Key Areas Addressed:

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

Recommendations

There are no recommendations in this area.

Criterion Three: Information Management and Performance Improvement

Principle Statement

CARF-accredited organizations provide the persons served and other interested stakeholders with ongoing information about their actual performance as business entities and their ability to achieve optimal outcomes for the persons served through their programs and services.

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. Information is collected and used to manage and improve service delivery.

Key Areas Addressed:

- Information collected, analyzed, and used to address critical needs of persons served
- Accurate and consistent information collection
- Proactive performance improvement
- Performance information shared with all stakeholders
- Written technology and system plan

Recommendations

There are no recommendations in this area.

Criterion Four: 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. Organizations identify and address the unique and specific cultural and diversity issues of the persons served to ensure and support engagement in their individualized service plans.

Key Areas Addressed:

- Meaningful communication of rights
- Commitment to diversity
- Policies promote rights of persons served
- Complaint, grievance, and appeal policy
- Annual review of complaints
- Policies regarding funds of persons served, if applicable

Recommendations

There are no recommendations in this area.

Criterion Five: Health and Safety

Principle Statement

CARF-accredited organizations maintain accessible, safe, and clean environments through both external and internal safety reviews and personnel commitment to this philosophy.

Key Areas Addressed:

- One annual external inspection
- Self-inspections twice a year
- Written emergency plans, including evacuation, tested/analyzed annually
- Annual demonstration of personnel competency
- Access to emergency first aid resources
- Competency of personnel safety procedures
- Defined system for reporting and reviewing critical incidents
- Transportation requirements, if applicable

Recommendations

24.a.

24.b.

Although external inspections have been conducted, it does not appear that proper documentation has been maintained or that these inspections have occurred on an annual basis. FE should ensure that one external inspection is conducted annually that provides evidence that all of the organization's locations have been inspected by a designated compliance/safety officer. A report should be available that identifies the areas inspected.

30.a.

The organization has a policy that states that it does not administer oral medications; however, oral medications are available at the first aid stations and in the first aid kits. FE should ensure that staff members consistently demonstrate safety practices.

Consultation

- *The organization posts the layout and location of safety equipment. It is suggested that diagrams include the location of the individual viewing the diagram and the proper path of egress in the event of an emergency.*
- *It is suggested that the fire extinguisher at the Sacramento office be properly mounted on the wall.*

Criterion Six: 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 and characteristics
- Annual review of job description and performance
- Policies regarding students/volunteers, if applicable

Recommendations

39.d.(2)

Annual performance evaluations for all employees should be consistently evident in personnel files.

Consultation

- *Medical information and I-9 forms are in the employees' files. It is suggested that this information be removed from those files and maintained in a separate location.*
- *It is suggested that job descriptions be expanded to include the essential functions for each position.*
- *The organization maintains copies of staff members' diplomas. It is encouraged to obtain a certified copy of an employment candidate's transcript from his or her college or university.*
- *Although personnel policies include a grievance procedure, it is suggested that it be expanded to include time frames for a decision at each level.*

Criterion Seven: 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
- Corporate responsibility
- Corporate compliance

Recommendations

There are no recommendations in this area.

Criterion Eight: Legal Requirements

Principle Statement

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

Key Areas Addressed:

- Review of legal reports
- Synopsis reports of litigation, allegations, malpractice, or violations of ethical codes
- Compliance with all legal and regulatory requirements

Recommendations

There are no recommendations in this area.

Consultation

- *Although the organization obtained a private letter ruling from the IRS in 1995, it is suggested that it review its practice of not issuing W-2 or 1099 forms to persons served working in the enclaves and receiving compensation from FE.*

Criterion Nine: 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
- Actual financial results reported and compared to budgeted performance
- Organizational review
- Fiscal policies and procedures
- Quarterly review of service billing records, if applicable
- Review of fee structure, if applicable
- Annual outside review or audit, if applicable
- Written risk management plan
- Adequate insurance coverage

Recommendations

There are no recommendations in this area.

Section 2

Records of the Persons Served

The standards in this section address the maintenance of records and the organization's efforts to ensure the confidentiality of any information that is maintained or released and to ensure an individual's access to his or her own record.

Key Areas Addressed:

- Complete and confidential records
- Persons may access their own records

Recommendations

There are no recommendations in this area.

Consultation

- *It is suggested that each entry into a case record be properly signed off with signatures and a date.*

Section 3 **Individual-Centered Service Planning, Design, and Delivery**

The standards in this section review the organization's focus on the persons served, including its efforts to provide services that are centered on the individual and involve the persons served in decision making and planning that affect their lives. The standards review the organization's ability to maintain complete, confidential records and to protect and advocate for the rights of the persons served. The standards assess whether the service environments reflect identified cultural needs, practices, and diversity and whether the organization provides information to the persons served about the purposes of the organization and its ability to meet and address their identified strengths, abilities, needs, and preferences.

The standards in this section review the organization's efforts to plan, design, and deliver services based on the identified strengths, abilities, needs, preferences, and desired outcomes of the persons served. The standards address the organization's policies and procedures regarding acceptance of persons for services, the development of individualized service plans and supporting documentation, referral to other providers, training and support for advocacy, and preparation of exit summary reports.

The standards in this section review the organization's policies and procedures regarding restrictions placed on rights and the organization's efforts to encourage positive interventions.

Key Areas Addressed:

- Persons accepted for services are given information about the organization and its services.
- The organization is able to address their desired outcomes.
- Services are person centered.
- There are exit summary reports.

Recommendations

1.a.

Although the organization has an admission policy that addresses a waiting list, it does not address the order of selection for vocational rehabilitation (VR). It is recommended that the organization's policies and procedures for acceptance clearly identify the criteria for the order of acceptance of any person awaiting services. The organization could contact the state VR agency to request its policy on the order of selection and include it in its admission policy.

Section 6 **Standards for Employment Services**

A. Principle Standards

The standards in this section review basic principles of employment services, including the organization's use of, maintenance of, and communication of information about local employment opportunities, compliance with applicable laws and regulations, and modification of service design. The standards address service planning with regard to input from persons served and the use of relevant information about the individual in the planning process. The standards also assess the organization's provision of supports and assistance to employers and the persons served.

Key Areas Addressed:

- Employment services consider:
 - The goals of the persons served.
 - Personnel needs of local employers.
 - Community resources available.
 - Economic trends in the local employment sector.

Recommendations

A.14.a.

Although the organization has an employer-employee relationship with some of the persons served, the I-9 immigration forms do not appear to be properly completed with all required data and a witness signature to verify compliance with all immigration and naturalization forms. When the organization has an employment relationship with persons served, it should comply with all applicable IRS rules and regulations.

I. Community Employment Services

The standards in this section address the organization's efforts to provide individualized services to assist persons seeking employment to choose, obtain, and retain integrated employment in the community or in their own businesses. The standards address job development and job placement, the information provided to the persons served, the use of community resources, and the resources provided to employers and persons served.

Key Areas Addressed:

- Services help participants to choose, obtain, and retain integrated employment in the community.

The Community Employment Services provided include:

- Job Development
- Job Supports
- Job-Site Training

Recommendations

There are no recommendations in this area.

Services by Location

Futures Explored, Inc.

3547 Wilkinson Lane
Lafayette, CA 94549

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

Vocational Training and Employment

8801 Folsom Boulevard
Sacramento, CA 95826

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