



SURVEY OUTCOME
Three-Year Accreditation

CARF
Survey Report
for
Developmental
Disabilities Resource
Board of Saint Charles
County

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Organization

Developmental Disabilities Resource Board
of Saint Charles County (DDRB)
156 Saint Peters Centre Boulevard
Saint Peters, MO 63376

Organizational Leadership

Amy Vazquez, Quality Enhancement Specialist

Survey Dates

May 13-15, 2009

Survey Team

Ian McLaughlin, Administrative Surveyor
William S. Noone, Ph.D., Program Surveyor

Programs/Services Surveyed

Community Services: Community Services Coordination



Survey Outcome

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Expiration: May 2012

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SURVEY SUMMARY

Developmental Disabilities Resource Board of Saint Charles County (DDRDB) has strengths in many areas.

- Board members express a high level of satisfaction with the organization. Board members are actively involved with the budgeting process and with collecting input from stakeholders. Community organizations are welcomed at board meetings and often make presentations to the board. The executive director ensures that the board is provided with adequate information to make informed decisions in a timely manner.
- Case management services are both person centered and personalized. Persons served are treated with dignity and respect. The organization has a fundamental belief that persons are persons not numbers.
- The organization works closely with the organizations it funds in a spirit of cooperation and mutual respect. DDRB has built healthy, trusting, and productive relationships with service providers.
- DDRB is commended for creating a very positive work environment in which employees can learn, grow, and excel. Initiatives such as wellness at work and the green team are just two examples of practices in place to improve working conditions and create a positive work environment.
- DDRB is a member of a coalition of providers. This is a formal group of local service providers that meets once a month. The coalition provides a forum for information sharing, receiving feedback, and mutual support. The coalition has been instrumental in maintaining a culture of cooperation and communication among service providers.
- In 2008, the organization commissioned an information technology feasibility study to assist with the development of an information technology strategy. The study is comprehensive and contains needs assessments and recommendations meant to provide DDRB with strategies to successfully implement an effective and efficient information system.
- DDRB has developed a comprehensive case management program individual risk management assessment. The assessment includes environmental, personal, community, medical, financial, interpersonal skills, behavioral, daily living, and survival skills safety. The person served and/or the parent/guardian signs off on the assessment.
- Funding partners express a very high level of satisfaction with DDRB's services. There are good communication among organizations and lots of personal contact. Reports are complete and on time.
- DDRB manages the complexity of the partnership among itself, the regional office, and service providers while also providing unbiased advocacy for persons served.
- DDRB demonstrates very sound fiscal management practices.
- DDRB maintains a healthy environment through its innovative wellness initiatives.

- Rights of persons served are communicated in an accessible and meaningful way customized to each person's communication needs.
- The organization consistently provides valuable resource information to support the efforts of persons served to live and work in the community independently.
- DDRB provides innovative grant resources to facilitate the participation of persons served in their respective communities.

In the following areas Developmental Disabilities Resource Board of Saint Charles County demonstrates exemplary conformance to the standards.

- DDRB is commended for effectively linking an array of community services and resources to persons served based on their preferences, abilities, and needs. A sample of some of these community linkages to resources includes assistive technology, clothing, housing, volunteer, entrepreneurial, artistic, and recreational opportunities.
- DDRB is commended for providing comprehensive information on the array of services coordinated by the organization. Information is accessible and customized to the needs of the persons served. Information is provided on a range of innovative services, including youth social clubs, recreational activities, work, self-employment, community living, and volunteer opportunities for persons served.

Developmental Disabilities Resource Board of Saint Charles County 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, DDRB demonstrates a total commitment to quality improvement and service enhancement. A committed board of directors with several areas of expertise, effective leadership, financial stability, personalized services, and very strong community linkages are just a few of the many positive attributes of the organization. Particularly noteworthy are the time and effort spent by DDRB to build healthy, successful relationships with service providers, funding partners, persons served, and families. Although there are some areas for improvement noted in the report, the organization overwhelmingly demonstrates high standards throughout services and administration.

Developmental Disabilities Resource Board of Saint Charles County has earned a Three-Year Accreditation. The board and staff members are congratulated for their positive efforts and this accomplishment. They are encouraged to use their resources and the CARF standards to assist them in continuous improvement and in addressing the recommendations noted in this report.

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
-

Recommendations

A.4.d.(1)

A.4.d.(2)

The organization should ensure that the policy on abuse, neglect, and/or misuse of funds/property includes a no reprisal approach for personnel reporting and a time frame to initiate an investigation.

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.

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.

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
-

Recommendations

There are no recommendations in this area.

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

There are no recommendations in this area.

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.

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

There are no recommendations in this area.

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

There are no recommendations in this area.

Consultation

- It is suggested that the organization continue to actively pursue expanding eligibility criteria for persons served by lowering the age of eligibility to sixteen. This could result in less disruption in the lives of persons served by providing a seamless transition from school to work or other services in a timely manner so that persons served do not have a gap in services when they reach adulthood.
-

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.

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

There are no recommendations in this area.

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 the organization develop an annual accessibility status report about the removal of barriers in writing that includes progress made in the removal of identified barriers and areas for improvement. This could be accomplished by adding a section to the beginning of the accessibility plan that covers these areas.

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.

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

There are no recommendations in this area.

Consultation

- DDRB could consider issuing a copy of the year-end report to the People First advisor so that it could be disseminated in plain language to persons served.
-

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.9.a.

A.9.b.

Although some of the coordinated individualized plans clearly identify the strengths and abilities of persons served, because of a different plan format, some of the plans do not clearly identify this information. It is recommended that the coordinated individualized service plan consistently be based upon the person's strengths and abilities. This could be accomplished by using a consistent plan format.

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

There are no recommendations in this area.

Consultation

- It is suggested that DDRB seek a consultation to determine the feasibility of moving toward a paperless or electronic folder system to improve record-keeping efficiencies.
-

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

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

There are no recommendations in this area.

Exemplary Conformance

F.1.a.(1)

DDRB is commended for providing comprehensive information on the array of services coordinated by the organization. Information is accessible and customized to the needs of the persons served. Information is provided on a range of innovative services, including youth social clubs, recreational activities, work, self-employment, community living, and volunteer opportunities for persons served.

Consultation

- It is suggested that the organization seek a consultation on transportation resources to meet the community transportation needs of persons served. Some resources to consider might be Easter Seals, Community Transportation Association of America, Good News Garage™, and *masscommute.com*.
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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.

B. Community Services Coordination

Principle Statement

Community services coordination programs provide goal-oriented and individualized supports focusing on improved self-sufficiency for the persons served through assessment, planning, linkage, advocacy, coordination, and monitoring activities. Successful services coordination results in community opportunities and increased independence for the persons served. Programs may provide occasional supportive counseling and crisis intervention services, when allowed by regulatory or funding authorities.

Community services coordination may be provided by an organization as part of its individual service planning and delivery, by a department or division within the organization that works with individuals who are internal and/or external to the organization, or by an organization with the sole purpose of providing community services coordination. Such programs are typically provided by qualified services coordinators or by case management teams.

Organizations performing services coordination as a routine function of other services or programs are not required to apply these standards unless they are specifically seeking accreditation for this program.

Key Areas Addressed

- Community opportunities provided
- Goal-oriented and systematic process of advocacy
- Coordination of services
- Formation of linkage with community resources and services

Recommendations

There are no recommendations in this area.

Exemplary Conformance

B.1.

DDRB is commended for effectively linking an array of community services and resources to persons served based on their preferences, abilities, and needs. A sample of some of these community linkages to resources includes assistive technology, clothing, housing, volunteer, entrepreneurial, artistic, and recreational opportunities.

Consultation

- It is suggested that the organization consider creating community linkages with Easter Seals Project ACTION and Good News Garage initiatives that promote cooperation between the transportation industry and the community of persons with disabilities to increase mobility for persons with disabilities.
-