



CARF
Survey Report
for
United Cerebral Palsy
Land of Lincoln

CARF INTERNATIONAL

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Organization

United Cerebral Palsy Land of Lincoln (UCP)
101 North 16th Street
Springfield, IL 62703

Organizational Leadership

Brenda L. Yarnell, Ph.D., President/CEO

Survey Dates

November 1-2, 2007

Survey Team

Ronald E. Kruse, Ed.D., Administrative Surveyor

Paula L. McElwee, Program Surveyor

James M. Alarid, Ph.D., Program Surveyor

Programs/Services Surveyed

Assistive Technology Services: Community Assistive Technology

Community Services: Community Housing

Community Services: Community Integration

Community Services: Community Services Coordination

Community Services: Respite Services

Community Services: Supported Living

Employment Services: Community Employment Services: Job Development

Employment Services: Community Employment Services: Job Supports

Employment Services: Community Employment Services: Job-Site Training

Employment Services: Employee Development Services

Employment Services: Employment Planning Services

Employment Services: Organizational Employment Services

Previous Survey

November 15-17, 2004

Three-Year Accreditation



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Survey Outcome

Three-Year Accreditation
Expiration: December 2010

SURVEY SUMMARY

United Cerebral Palsy Land of Lincoln (UCP) has strengths in many areas.

- The board of directors is dedicated to UCP and knowledgeable about the needs of the persons it serves. It has established a committee system to carry out detailed reviews of issues and reports to the full board. The committees include nonboard members, which increases input from knowledgeable individuals. The relationship with the administration is positive and works for the overall benefit of UCP.
- UCP uses a variety of input from the persons it serves and other stakeholders. It makes particularly good use of focus groups. The input is incorporated into its planning process.
- There is a core of experienced staff members who guide the day-to-day operations. Personnel receive appropriate training at the beginning of their service and as needed thereafter.
- UCP is strong financially and has effective systems in place to ensure that funds are used appropriately.
- The safety committee effectively oversees safety and health issues. There is a strong commitment to ensuring that all operations are conducted safely.
- UCP has an excellent reputation in the communities it serves. Funding and referral sources hold it in high regard not only for its high quality services, but also for its willingness to think outside the box to find solutions.
- In response to concerns that individuals did not know about disability services, UCP began its *Life Without Limits* television show. A variety of individuals are interviewed about disability services. The show is on a community access channel and has resulted in inquiries about services.
- This organization provides a high level of services to support families. UCP informs families about benefits for which they and their family members are eligible and often assists them in securing these benefits. Some of these benefits include access to medical services; transportation; equipment; and vouchers for food, clothing, and household items.
- Potential risks to each person's health in the community is consistently assessed and included in the individual service plan. The overall plan is communicated in a clear, understandable manner to both the persons served and the individuals in their life helping to implement that plan.

- Records of persons served are complete, indexed, and well organized and provide an easy-to-use reference for members of the team as they work with each individual.
- The medication management training provided has both generalized and specific information. The specific persons served and medications that they receive are reviewed with each new staff member in the classroom before on-the-job training and observation on those medications. This provides a more specific understanding of the value of the specific medications and their potential side effects and reinforces that information when the employee is working hands-on in the individual's home.
- The organization has a dedicated, person-centered staff. The passion emanating from all workers is evident. Their sense of commitment and professionalism is reassuring. There is a level of caring and commitment to one another between persons served and staff that is evidence of the strong relationships, clear communication, and person-centered approach of the employees of UCP.
- Individuals served in their homes are involved in interviewing and choosing the candidates for positions in that home. Managers report that this has the dual impact of providing an opportunity for candidates to better understand the nature of their job and of ensuring that persons served are comfortable with the employees in their home. It appears that this practice may reduce staff turnover.
- The homes and apartments where persons served are living are clean, safe, individually decorated, and accessible. Individuals and their families report a high level of satisfaction with the services they receive. Opportunities are provided for the individuals in these settings to be involved in the community and in activities of their choice. In the settings built to the organization's specifications, accessibility requirements are exceeded to ensure that the facilities meet the accessibility needs of the individuals living there.
- Supporting families is of great importance to this organization, and the respite services provided are one essential part of that support. Families report a very high level of satisfaction with these services.
- Overall, families report that they are supported, that UCP really cares, and that UCP comes to the family with the support needed.
- Services are also provided that were not included in the accreditation survey but offer support to families, including camps, the Saddle Up horseback riding program, and play groups. With consent, UCP has provided the information needed so that families can link together and support one another.
- The organization is applauded for its career ladder concept where some individuals began their UCP experience in vocational skills training and were later employed by UCP. This same career ladder concept has been applied to staff in the homes, and the new model with house managers appears to be serving everyone well.
- The organization is commended for its efforts in supporting the tenets of community integration.
- Advocacy is a key support provided with and to families. These families learn to advocate for themselves and their family member with a disability and to become increasingly effective in ensuring that services are provided to that family member.

- UCP is outstanding in its collaboration with other community partners. This collaboration enhances all of the services provided.

In the following areas United Cerebral Palsy Land of Lincoln demonstrates exemplary conformance to the standards.

- The business improvement plan has been continued and expanded since being noted as exemplary in the previous plan. UCP uses Baldrige standards as a guide for reviewing its practices. Persons served, funding and referral sources, and employees all participate in meetings to review the functioning of the organization. The result is an ongoing improvement in services and the organization as a whole.
- The risk management plan has continued to be implemented in an exemplary manner. UCP uses “table top” training scenarios to work through complex potential disasters. It has an agreement with another United Cerebral Palsy organization to assist in maintaining its financial records. Plans for continuing services after a disaster are very realistic.
- The assistive technology services are provided from birth through adulthood, a broader scope than is typical in such programs.
- The organization is commended for its relationship with Division of Rehabilitation Services, School District 126, the state of Illinois Department of Transportation, and United Cerebral Palsy. This successful relationship is being replicated at four other sites around the state. In addition, individuals are being placed in meaningful jobs with competitive salaries and benefits. This provides for a career ladder environment.

United Cerebral Palsy Land of Lincoln has received no recommendation in this report. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, UCP is committed to providing services of the highest quality. There are no recommendations among the standards, and it has many strengths as well as areas in which it is exemplary. It is held in high regard by the persons it serves as well as funding and referral sources. UCP is proactive in addressing problems and provides innovative solutions. The persons served obviously benefit from the organization’s services and supports.

United Cerebral Palsy Land of Lincoln has earned a Three-Year Accreditation. The board of directors, administration, and staff members are congratulated for this achievement. They are encouraged to continue to use the CARF standards for continuous quality improvement.

SECTION 1. BUSINESS PRACTICES

Criterion A. Input from Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in Criterion A 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.

Criterion B. 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

There are no recommendations in this area.

Consultation

- Although UCP assessed and addressed many accessibility issues, additional assessment might be appropriate in the ramps and paving around the outside of its buildings. Perhaps because of the extremes of heat and cold, it appears that the asphalt at the base of the ramp at the parking area of the administrative building has shrunk to exceed the threshold requirements for accessibility. A couple areas of sidewalk have become uneven, and the sidewalk just outside the entry also appears to exceed this requirement. It is suggested that UCP explore ways to ensure that the exterior sidewalks continue to be accessible between assessments and action related to the accessibility plan.
-

Criterion C. Information Management and Performance Improvement

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. 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

- Information collected, analyzed, and used to address critical customer needs
 - 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.

Exemplary Conformance

C.3.c.(1) through C.3.c.(5)

C.3.c.(7) through C.3.c.(10)

The business improvement plan has been continued and expanded since being noted as exemplary in the previous plan. UCP uses Baldrige standards as a guide for reviewing its practices. Persons served, funding and referral sources, and employees all participate in meetings to review the functioning of the organization. The result is an ongoing improvement in services and the organization as a whole.

Consultation

- Although UCP has a comprehensive outcomes management system, no extenuating/influencing factors that could affect goals related to the satisfaction of persons served have been identified. Factors are now identified in the outcomes report that could be the reasons for not achieving the goals. It is suggested that these be noted as extenuating/influencing factors in future plans.
 - UCP uses 90 percent as the criterion for all of its efficiency objectives. Actual outcomes among its programs vary from considerably more to considerably less than the 90 percent. It is suggested that the administration reconsider the criteria and establish goals based on the actual results from the last several years. This might make it easier to ascertain progress or regression.
-

Criterion D. 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

- Meaningful communication of rights
 - Commitment to diversity
 - Policies promote rights of persons served
 - Complaint, grievance, and appeals policy
 - Annual review of complaints
-

Recommendations

There are no recommendations in this area.

Consultation

- Although there is no indication of any problems in this area, it is suggested that the rights of the individual to information pertinent to the person served be expanded to clearly indicate that access will be provided in sufficient time to facilitate his or her decision making. Time is not currently discussed in this written procedure.
 - The grievance process includes an overall time frame in policy, but there are no time frames for each level in the decision-making process. It is suggested that time frames for each step be more meaningful in moving the process along should a grievance be filed.
-

Criterion E. Health and Safety

Principle Statement

CARF-accredited organizations maintain accessible, healthy, 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
 - Emergency procedures, including evacuation, tested/analyzed annually
 - Access to emergency first-aid resources
 - Competency of personnel in safety procedures
 - Defined system for reporting/reviewing critical incidents
 - Infection control plan
 - Transportation requirements, if applicable
-

Recommendations

There are no recommendations in this area.

Criterion F. 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

- Personnel job descriptions identify essential functions for each position, but they are in rather general terms. UCP might want to be more specific in identifying the functions, such as “use the telephone.” This could make it easier to adapt jobs for a person requesting an accommodation.
-

Criterion G. 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

There are no recommendations in this area.

Consultation

- UCP is a stable organization with a long history. At this stage in its development, it might benefit from implementing the governance standards. The challenge of addressing these standards could result in an even more effective leadership team.
-

Criterion H. 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.

Criterion I. 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
- Annual review of service billing records, if applicable
- Review of fee structure, if applicable
- Annual outside review/audit, if applicable

- Written risk management plan
 - Adequate insurance coverage
 - Policies regarding safeguarding funds of persons served, if applicable
-

Recommendations

There are no recommendations in this area.

Exemplary Conformance

I.11.a. through I.11.g.

The risk management plan has continued to be implemented in an exemplary manner. UCP uses “table top” training scenarios to work through complex potential disasters. It has an agreement with another United Cerebral Palsy organization to assist in maintaining its financial records. Plans for continuing services after a disaster are very realistic.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES

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

There are no recommendations in this area.

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.

C. Assistive Technology Principle Standards

Principle Statement

By providing an array of assistive technology services, which may be specialized to a specific population, an organization assists the persons served in making informed decisions and choices to increase access to or participation in employment options, education, independent living, interdependence, and/or inclusion in the community.

Services may include assisting persons served in the assessment, evaluation, selection, acquisition, use, support, design and fabrication, follow along or follow up, modification, or maintenance of an assistive technology device; providing or arranging for training; providing information about referrals for and observations and trials of assistive technology devices; and/ or exploring alternative strategies. Training is an important component of services because assistive technology is often abandoned if persons have not been properly trained on the use of the device.

Strategies for accommodation may include the use of assistive technology applications in:

- Communication.
- Environmental control.
- Mobility, orientation, or destination training.
- Education and training.
- Activities of daily living/independent living.
- Employment.
- Recreation.
- Transportation.
- Meeting other needs as defined by the persons served.

Assistive technology services may be provided by an organization as part of its service delivery program, by a department within an organization, or by an organization with the sole purpose of providing assistive technology services. Services are provided by personnel who practice only in their area(s) of competency.

An organization is free to choose which of its services it will seek to have accredited; but when a service has been selected, all locations at which the service is provided must be included in the survey. CARF will not accredit only a portion of a program or service. CARF does not consider the funding or referral entities or populations served as differentiating a service so as to exclude portions of it from being included in the survey. However, if the geographical service area is extensive, CARF may choose to impose geographical limitations on the extent of a single survey to ensure that the most meaningful survey will be conducted.

Key Areas Addressed

- Informed decisions and choices about assistive technology devices
 - Increased options and independence
-

Recommendations

There are no recommendations in this area.

Exemplary Conformance

C.1.a.(2)

The assistive technology services are provided from infancy through adulthood, a broader scope than is typical in such programs. The extensive toy library and Lekotek adopted play, computers, adaptive equipment, touch screens, special keyboards and pointing devices, and software titles are often loaned to families. These loans are especially effective when children quickly outgrow the things they are using and also are useful in determining if a certain piece of software is what is needed before the individual or his or her school or family invests in it. A collaborative donation from Fisher-Price® and IBM® has provided an impact-resistant shell for computer use so that very young children can pound, play, and use computers. Assistive technology support and collaboration with other assistive technology is provided to adults as well, but this access to children is exemplary.

D. Employment Services Principle Standards

Principle Statement

The design of workforce development services is results oriented and focused on the employment and career development goals of the person served with consideration for sustaining the resources needed to maintain the family unit. Services provide persons with information they can use to make informed choices and career decisions. The services aim to break the cycle of underemployment, unemployment, and public assistance and to provide opportunities for skill, educational, and career development of persons to become productive members of the workforce.

Quality workforce development services have an individualized, customer focus. Services consider the individual's needs and follow the referral plan of the One-Stop Career Center (OSCC). At present in the U.S., workforce development contracts usually emanate from the local OSCC. However, the field is evolving and at this time CARF recognizes that these standards are also applicable to contracts with related service initiatives, such as Welfare to Work programs, Department of Rehabilitation, and the Veterans Administration.

The services are provided in a customer-friendly environment using good business principles. The person served is treated with respect as a valued customer. These services must also consider the personnel needs of the employers in the local job market, the community resources available, and the trends and economic considerations in the labor market.

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

- Employment in the local labor market with or without ongoing support.
- Employment that meets the individual's desires and goals.
- Wages, hours per week, employment schedules, and benefits at the level required to maintain the family unit.
- Employment services that result in job retention and advancement in position, earnings, and/or benefits.
- Career development, including education and training, as desired.

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

Key Areas Addressed

- Access to community resources and services
-

Recommendations

There are no recommendations in this area.

I. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Although procedures state that all specific safeguards on a prescription are to be adhered to, it is suggested that these procedures be expanded to specifically address the protection of medication from light. Because medication is stored in locked containers inside locked cabinets, this is not a great concern, but a clear statement of how medication is protected from light might help employees better understand the need for this.
-

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.

D. Employment Planning Services

Principle Statement

Employment planning services are designed to assist a person seeking employment to learn about employment opportunities within the community and to make informed decisions. Employment planning services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on his or her preferences, strengths, abilities, and needs.

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

F. Employee Development Services

Principle Statement

Employee development services are individualized services that assist persons seeking employment to develop or reestablish skills, attitudes, personal characteristics, interpersonal skills, work behaviors, functional capacities, etc., to achieve positive employment outcomes.

Such services are time limited and can be provided directly to persons seeking employment or indirectly through corporate employer/employee support programs. These services can be provided at the job sites, within formal and organized training and educational settings, through counseling sessions, by tutorial services, or within the organization.

Key Areas Addressed

- Skills development/reestablishment
 - Attitude development/reestablishment
 - Work behaviors development/reestablishment
 - Employment outcomes
-

Recommendations

There are no recommendations in this area.

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 its employment and training service design to create opportunities for persons to achieve desired employment outcomes in their community of choice.

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization might consider seeking advice from an environmental specialist to determine if there are harmful effects of paper dust in the shredding room that might necessitate that persons served wear masks or that some venting mechanism be put in place to circulate the particulate matter.
-

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-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 and 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 Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment and retention. These services are based on the individual needs of the new employee.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Exemplary Conformance

I.4.a.

The organization is commended for its relationship with the Division of Rehabilitation Services, School District 126, the state of Illinois Department of Transportation, and United Cerebral Palsy. This successful relationship is being replicated at four other sites around the state. In addition, persons served are being placed in meaningful jobs with competitive salaries and benefits. This provides for a career ladder environment.

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 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.

A. Community Assistive Technology Services

Principle Statement

By providing an array of community assistive technology services, which may be specialized to a specific population, an organization assists the persons and/or families served in making informed decisions and choices to increase their community inclusion, independence, and interdependence.

Services may include assisting persons served in the assessment, evaluation, selection, acquisition, use, support, design and fabrication, follow-along or follow-up, modification, or maintenance of an assistive technology device; providing or arranging for training; providing information about referrals for and observations and trials of assistive technology devices; and/or exploring alternative strategies. Training is an important component of services, because assistive technology is often abandoned if persons have not been properly trained in its use.

Strategies for accommodation may include the use of assistive technology applications in:

- Communication.
- Environmental control.
- Mobility, orientation, or destination training.
- Education and training.
- Activities of daily living/independent living.
- Employment.
- Recreation.
- Transportation.
- Meeting other needs as defined by the persons served.

Assistive technology services may be provided by an organization as part of its service delivery program, by a department within an organization, or by an organization with the sole purpose of providing assistive technology services. Services are provided by personnel who practice only in their area(s) of competency.

Key Areas Addressed

- Informed decisions and choices about assistive technology devices
 - Increased independence and community inclusion
-

Recommendations

There are no recommendations in this area.

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.

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. 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
-

Recommendations

There are no recommendations in this area.

I. Respite Services

Principle Statement

Respite services facilitate access to time-limited, temporary relief from the ongoing responsibility of service delivery for the persons served, families, and/or organizations. Respite services may be provided in the home, in the community, or at other sites, as appropriate.

Key Areas Addressed

- Time-limited, temporary relief from service delivery
 - Accommodation for family's living routine and needs of person served
-

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 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 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 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

Recommendations

There are no recommendations in this area.

K. Supported Living

Principle Statement

Supported living addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of persons usually living in their own homes (apartments, townhouses, or other residential settings). Supported living services are generally long-term in nature but may change in scope, duration, intensity, or location as the needs and preferences of individuals change over time.

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A sampling of people receiving services in these sites will be visited as part of the interview process. Although the residence will generally be owned, rented, or leased by the person who lives there, the organization may occasionally rent or lease an apartment when the person served is unable to do so. Typically, in this situation the organization would co-sign or in other ways guarantee the lease or rental agreement; however, the person served would be identified as the tenant.

Supported living programs may be referred to as supported living services, independent living, supportive living, semi-independent living, and apartment living; and services may include home health aide and personal care attendant services. Typically there would not be more than two or three persons served living in a residence, no house rules or structure would be applied to the living situation by the organization, and persons served can come and go as they please. Service planning often identifies the number of hours and types of support services provided.

The home or individual apartment of the person served, even when the organization holds the lease or rental agreement on behalf of the person served, is not included in the intent to survey or identified as a site on the accreditation outcome.

Key Areas Addressed

- Safe, affordable, accessible housing chosen
- by the individual
- In-home safety needs
- Support personnel available based on needs Supports available based on needs and desires
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

United Cerebral Palsy Land of Lincoln

101 North 16th Street
Springfield, IL 62703

Assistive Technology Services: Community Assistive Technology

Community Services: Respite Services

Community Services: Supported Living

UCP Land of Lincoln

130 North 16th Street
Springfield, IL 62703

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: Employee Development Services

Employment Services: Employment Planning Services

Employment Services: Organizational Employment Services

UCP Group Home

2917 Taylor Avenue
Springfield, IL 62703

Community Services: Community Housing

UCP Land of Lincoln

436 East Prairie, Suite 100
Decatur, IL 62523

Community Services: Community Services Coordination

Community Services: Respite Services