

**CARF Accreditation Report
for
Ability Beyond
Three-Year Accreditation**



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About CARF

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

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

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

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

Ability Beyond
Four Berkshire Boulevard
Bethel, CT 06801

Organizational Leadership

Patrick Queenan, PhD, Director of Clinical Services/Quality
Stacey L. Didato, Manager, Organizational Quality Improvement

Survey Number

178585

Survey Date(s)

February 26, 2024–February 28, 2024

Surveyor(s)

Darlene J. Kratt, Administrative
Nathaniel Rogers, Jr., Program
Leslie M. Williams, MEd, Program
Kristy Dominy, Program
Tamara Trujillo, Program
Anddy S. Perdomo, MPA, Program
Kara Pokras, MA, CPRP, Program

Program(s)/Service(s) Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Housing
Community Integration
Employee Development Services
Supported Living
Transition Services
Governance Standards Applied

Previous Survey

June 14, 2021–June 16, 2021
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: February 28, 2027

Executive Summary

This report contains the findings of CARF’s site survey of Ability Beyond conducted February 26, 2024–February 28, 2024. This report includes the following information:

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

Accreditation Decision

On balance, Ability Beyond demonstrated substantial conformance to the standards. Ability Beyond provides excellent community employment, community housing, community integration, supported living, and transition services to approximately 2,500 persons served. There is a great deal of longevity throughout the organization, from leadership to direct support staff members, with many having tenures of 20 to 30 years. The leadership is mission focused and demonstrates strong integrity in its everyday operations. The leadership team possesses powerful team-building, employee motivation, and creativity skills. The governance is active and provides firm support and belief in the organization’s purpose and mission. Ability Beyond displays a plethora of strengths in all services being accredited, and without a doubt, staff members are providing person-centered services. The persons served are living well into their older years and are able to age in place. Transition services are creative, and there is a 90 percent placement rate for students obtaining employment. The community integration program provides generous opportunities for community inclusion activities for the persons served. Through the community employment program, the organization developed the Purple Pig, an internal snack bar where persons served can develop their customer service and cash register skills. The list is exhaustive of innovative opportunities that are afforded persons served in each service provided to them. Areas for improvement include health and safety; workforce development and management; program/service structure; and individual-centered service, planning, design, and delivery. However, leadership appears to have the resources and willingness to address the recommendations, and it is clearly evident that the persons served are benefiting from the programs and services that are provided.

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

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

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.

- Maintain ongoing conformance to CARF’s standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

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

- Darlene J. Kratt, Administrative
- Nathaniel Rogers, Jr., Program
- Leslie M. Williams, MEd, Program
- Kristy Dominy, Program
- Tamara Trujillo, Program
- Anddy S. Perdomo, MPA, Program
- Kara Pokras, MA, CPRP, Program

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

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

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

Survey Activities

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

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization’s operations and service delivery practices.
- Observation of the organization’s location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.

- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

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

- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Community Housing
- Community Integration
- Employee Development Services
- Supported Living
- Transition Services
- *Governance Standards Applied*

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

Representations and Constraints

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

Survey Findings

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

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

Areas of Strength

CARF found that Ability Beyond demonstrated the following strengths:

- The president of Ability Beyond is someone who can motivate and enable others to contribute to the organization's success. Her energy, devotion, and passion are apparent and contagious.
- The leadership team provides opportunities to change someone's life each and every day. Whether it be advocating the needs of the persons served or helping staff members become the very best version of themselves, Ability Beyond remains diligent in these efforts.
- Ability Beyond illuminates its mission to discover, build, and celebrate the ability in all persons served throughout the whole organization and services provision.
- The governance board is very active and supportive to Ability Beyond. It is committed to the mission and deliberate in its roles.
- The money club is recognized for its contributions from staff members that volunteer funds out of their paychecks. Resources are used for a variety of purposes such as activities or technology for persons served.
- The organization is commended for the many creative actions that serve to benefit staff and Ability Beyond as a whole. The shift application allows staff to be able to view available shifts and indicate interest. There are qualifications and training tied to these shifts so that staff members can see if they qualify for any particular program area the shift is available in. There are a variety of recognition efforts in place to recognize years of service, staff accomplishments, staff incentives, and career pathing, to name a few. Proactive measures are taken in recruitment, including a human resources recruiting video to give applicants a true glimpse of what is involved in the position so they can make an informed choice if it is a good fit for themselves.
- The Ability Beyond team is dedicated to the work it does. From the frontline teams to the executive management, there are people who have spent their careers at this organization. The organization has put in significant work around retention of the staff members, from the onboarding "Welcome Wagon" to the staff appreciation day.
- Ability Beyond has figured out creative ways to use technology to make jobs easier and more efficient. By connecting the AbilityOne® application and by using Microsoft Teams®, people can pick up shifts and be added to a team communication log for a specific amount of time while covering in a specific home. With no extra work from supervisors, people are automatically included in important communication about the persons served and the homes they will be working in.
- Ability Beyond has a program where it prides itself in taking some of the more difficult behavioral health and substance use cases. One team member said she was most proud of the "unconditional positive regard they have for the people they serve." Regardless of where the persons served are in their recovery process, they get the support and guidance needed to be successful in their journey. The team is aware that recovery is not a straight line, and when someone needs to circle back, they are welcomed with open arms, and new strategies are implemented to help them succeed.
- Due to the exceptional services provided by Ability Beyond, many of the persons served in the residences are living well into old age. Persons served with multiple comorbid health issues are able to age in place and continue to get the care they need to stay in their homes with the staff members who have cared for them over the years. Staying in one's home and aging with dignity and respect is something most people want, and at Ability Beyond the persons served are achieving this.
- Ability Beyond employs warm, competent, and respectful staff members to provide services to the persons served. During the survey, staff members were observed displaying compassion, patience, enthusiasm, and pride in the support they provide. It did not matter what activity that the person served and staff members were involved in, there appeared to be excellent rapport between the staff members and persons served.

- Ability Beyond is acknowledged for the person-first attitude that it displays throughout the organization. The persons served expressed that they felt safe and respected. The staff provides a variety of needed services and opportunities that assist the persons served in their efforts to move toward independence. It provides a variety of work experience opportunities.
- The organization is commended for the caring of persons who are difficult to serve. It is known that the leadership believes that everyone deserves an opportunity to pursue the housing, employment, and career opportunities they desire. There is no fear of the persons served or their history, and the organization enthusiastically embraces each new person served. The Starr transition program is a perfect example of this. The program houses and assists persons served that have issues with mental health, substance use, and living skills and/or had involvement in the criminal justice system to learn to live independently.
- Stakeholders provided complimentary responses and praised Ability Beyond’s staff for being sensitive to the needs of the persons served, stating that the staff members are responsive and professional. When stakeholders were asked to give a one-word description of Ability Beyond, they used the terms “dedicated,” “family,” “concerned,” and “compassionate.”
- Staff members demonstrate dedication, respect, and professionalism. They are also described as being diverse, collaborative, supportive, and effective. Staff members extend themselves beyond assigned responsibilities and are always available to persons served and partners. The staff members believe in the organization’s mission, and Ability Beyond is truly driven by the persons being served.
- The community housing programs offer safe homes in great neighborhoods that are personalized for the persons served. All rooms clearly demonstrate the personal preferences of persons served and are staffed by employees that greatly care for the persons served.
- The transition services are creative, innovative, and are geared toward helping school-age students transition from a school-based setting to adult services. Ability Beyond offers various opportunities for transition that include the Project SEARCH® initiative as well as private contracts with local school districts. Through some of the transition programs, the organization has a placement rate of 90 percent for students obtaining employment. The organization is commended for its hard work in providing successful transition services.
- The organization offers various types of community integration that provide a nice continuum of services. From the site-based day program, serving persons served who are more medically fragile, to the WOW program, which operates fully in the community, anyone looking for day services can be served. The organization is creative in creating activities that are engaging and fun for all.
- The organization is commended for evaluating the needs of persons served and creating opportunities based on those needs. An example of this is when the organization created the Purple Pig. During the COVID-19 pandemic, persons served were halted in learning skills to help them advance in their employment goals. The organization decided to create an internal snack bar that gives persons served the opportunity to practice their customer service skills, while learning how to run a cash register and providing a service to all staff and persons served located in the Chappaqua facility.
- The organization is a leader with its diversity, equity, inclusion, and belonging (DEIB) initiative and has a DEIB director and manager that create internal activities to promote DEIB. Through this initiative, there are two different employee resource groups. Breathe Equity and Ability Pride have more 250 employees participating, collaborating to spread awareness and education and enhance internal partnerships. The organization should be proud of the work it does to make the work environment inclusive for all employees, while also tracking key performance indicators that reflect retention related to this effort.
- The community employment program offers various services for persons served to explore employment operations. The organization created the Ability Works program, which offers pretraining for various positions. Through Ability Works, persons served can experience running a cash register and learning basic soft skills before being placed in a community setting.

- The staff members of Ability Beyond are compassionate and devoted and truly love working with the persons served. Many staff members have been with Ability Beyond more than 20 years. When asked what keeps them at the organization, the answer was always the same: “the people we serve.” Staff members also commented, “It is rare that someone wakes up and loves to come to work every day; I do,” and “This is not a job; it is a family, and we support each other in every way.”
- Day treatment is offered in several different locations in both Connecticut and New York, but the day treatment program in Danbury is amazing. It serves 80-plus persons served daily, and every day is different. The schedules alone keep not only the persons served busy but the staff as well. Just doing the schedule for the week is a daunting undertaking. Ability Beyond does an excellent job of getting persons served into the community daily, from Zumba® classes at a local recreational facility to trips to the library, mall, and park.
- The career development team at Ability Beyond is highly praised for the great job it does in finding employment for the persons served and for being able to find employment in areas that the persons served really want to work. A person served related his excitement at being employed at a store he really wanted to work at. An employer could not have been happier with the performance of persons served from Ability Beyond, indicating that “they work hard and do a good job.”
- The staff members at Ability Beyond are highly motivated professionals with commitment to the persons served. A teamwork approach and an environment where staff and program leadership value and respect each other were observed.
- It is evident that program managers are invested in ensuring that their team is well prepared for the next steps in their careers through training and mentorship. They also nominate team members for external awards to recognize their commitment and dedication. One of the direct support staff members at the Carmel location will receive an award for going above and beyond. The organization is commended for having a work environment that promotes increasing skills and career advancement, creates opportunities for staff members to be promoted multiple times, and has increased staff retention.
- A welcoming and homelike atmosphere is demonstrated. The leadership team and staff members exemplify the mission, vision, and goals of the organization. Each home and room were personalized based on the persons served. One of the homes decorated its entrance for every occasion, based on preferences of persons served. A staff person described it perfectly, “This is their home not our job.”
- The staff is commended for creating activities that foster community interaction to encourage socialization and build independent skills. Some of the events spearheaded by the staff are the annual holiday celebration; the end-of-summer barbecue; game night; art activities; and the harvest event, where the persons served have the opportunity to plant produce that later can be used for meals.
- Parents and guardians expressed high satisfaction with the services their family members receive at Ability Beyond and appreciation for the positive impact that the staff has had on their lives. One of the guardians stated they could sleep at night because they knew their loved one was well cared for. Another parent commended the staff members for their patience and stated, “It takes a very special type of person to do this work, and Ability Beyond staff are very responsible and caring and put the safety of the person served they serve at the forefront.”
- One of the persons served reported feeling happy at their home, and another expressed that the home feels welcoming because the staff makes it feel like home. Others were excited to show their rooms and speak about their accomplishments, like working, having independent time, being able to do their medication management, and participating in the Special Olympics.
- Ability Beyond is commended for being a leader in the state in regard to supported employment services. The organization stays involved and on the cutting edge of the services through holding leadership roles in other advocacy organizations.

- Ability Beyond is commended for its ongoing post-pandemic initiatives to keep family members and other stakeholders involved in services and educating them on the services that are available. The organization has done this through its “everyone meetings” and celebrations like Mingle & Jingle and open house events.
- Ability Beyond is commended for holistic care and for its ability to look beyond what services the person served is approved to receive to identify if there are other unmet needs of the person. For example, there were several noted persons served that only received vocational rehabilitation or supported employment (SE) services that had an additional need identified that may have resulted in the person becoming homeless. The SE caseworkers worked diligently to get these needs met through outside resources in the community, regardless of what service the person served was approved to receive.
- The assistive technology department is recognized for its commendable efforts at developing and acquiring state-of-the-art technology for persons served. It has more than 900 devices and a lending library and has presented at several conferences.
- Ability Beyond is distinguished in its efforts of advocacy for persons served and service provision at the legislative level.

Opportunities for Quality Improvement

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

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

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

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

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

Section 1. ASPIRE to Excellence®

1.A. Leadership

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Although Ability Beyond presents ethical codes of conduct in a variety of documents, it might want to consider combining these into one complete, written code-of-ethics document for easier accessibility and user-friendliness for all stakeholders.

1.B. Governance (Optional)

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Although the organization’s bylaws state that vacancies may be filled at the discretion of the board of directors, it is suggested that leadership more clearly define the membership criteria and selection process of board members in the bylaws.
- As indicated in the board and individual assessments, it is suggested that Ability Beyond enhance board development and board education for its board members. Courses on board development can be found online. More information about the individual services provided and about successes of persons served could be presented on a more regular basis.

1.C. Strategic Planning

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Ability Beyond is encouraged to further utilize the plethora of valuable data it collects to augment its strategic plan and add to the three existing goals it currently has. The organization might also want to consider including results from the strategic plan and the performance measurement plan on its website in the “News and Events” section.

1.D. Input from Persons Served and Other Stakeholders

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.E. Legal Requirements

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.F. Financial Planning and Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.G. Risk Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization include more information when reporting implementation of actions to reduce risks that summarizes actual versus ongoing indicators.

1.H. Health and Safety

Description

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

Key Areas Addressed

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

Recommendations

1.H.6.a.

1.H.6.b.(1)

1.H.6.b.(2)

1.H.6.b.(3)

The organization had evacuation routes that were accessible and understandable at some locations, but this was inconsistent. For example, some routes were not accessible to the visitors, and some routes were accessible but were not clearly labeled so that the route would be understandable to the persons served, personnel, and other stakeholders. It is recommended that the organization have evacuation routes that are accessible and understandable to persons served, personnel, and other stakeholders (including visitors).

1.H.7.a.(1)

Although unannounced tests of each emergency procedure are conducted at least annually on each shift in some of the homes, this was not the case in all homes. An unannounced test of each emergency procedure should be conducted at least annually on each shift.

1.H.13.d.

When transportation is provided to persons served, there should be evidence of safety features in the vehicle(s).

1.H.16.a.

1.H.16.b.

1.H.16.c.

Although the organization has written procedures concerning hazardous materials that provide for safe handling, storage, and disposal of hazardous materials, cleaning supplies and chemicals were not locked up in some of the homes. It is recommended that the organization implement written procedures concerning hazardous materials that provide for safe handling, storage, and disposal.

1.I. Workforce Development and Management

Description

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

Key Areas Addressed

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

Recommendations

1.I.4.c.(2)

Although the organization reviews driver's licenses and backgrounds of personnel in the New York programs, it should implement written procedures that address timeframes for verification of backgrounds, credentials, and fitness for duty, including throughout employment. It is suggested that it do this specifically in the Connecticut programs.

1.J. Technology

Description

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.K. Rights of Persons Served

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization implement a rights and responsibilities week/month to obtain all documentation related to rights, confidentiality, grievance, etc. Implementing this process could ensure that all sites across the organization have these forms up to date and on file.

1.L. Accessibility

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.M. Performance Measurement and Management

Description

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

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.

- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.N. Performance Improvement

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Section 2. Quality Individualized Services and Supports

Description

For an organization to achieve quality services, the persons served are active participants in the planning, implementation, and ongoing review and revision of the services offered. The organization's commitment to quality and the involvement of the persons served spans the entire time that the persons served are involved with services. The service planning process is individualized, establishing goals and measurable objectives that incorporate the

unique strengths, abilities, needs, and preferences of the persons served. Services are responsive to the expectations of persons served and their desired outcomes from services, and are relevant to their maximum participation in the environments of their choice.

2.A. Program/Service Structure

Description

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

Key Areas Addressed

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

Recommendations

2.A.12.c.

Although some of the sites visited had releases of confidential information on file with time limitations, others did not have time limitations. Any release of confidential information should have a time limitation.

Consultation

- Although Ability Beyond put in place a great electronic system to capture service safety and make the programs partially electronic, the organization could benefit from one electronic records platform that captures all information.

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

Description

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

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

Key Areas Addressed

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

Recommendations

2.B.5.b.(2)

2.B.5.d.

Many of the goals of the persons served do not identify how an objective will be met, and only some programs review plans annually. A coordinated individualized service plan should identify specific measurable objectives and be reviewed on a regular basis with respect to expected outcomes.

2.C. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization begin utilizing an electronic medication administration record (MAR) so that documentation of medication administration can be easily accessed by outside entities and internal controls and possibly interface with pharmacies so that MAR forms are updated instantly when medications are filled.

2.D. Employment Services Principle Standards

Description

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

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

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

2.E. Community Services Principle Standards

Description

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

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

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

Expected results from these services may include:

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

2.F. Service Delivery Using Information and Communication Technologies

Description

Depending on the type of program, a variety of terminology may be used to describe the use of information and communication technologies to deliver services; e.g., telepractice, telehealth, telemental health, telerehabilitation, telespeech, etc. Based on the individual plan for the person served, the use of information and communication technologies allows providers to see, hear, and/or interact with persons served, family/support system members, and other providers in or from remote settings (i.e., the person served and provider are not in the same physical location).

The provision of services via information and communication technologies may:

- Include services such as assessment, individual planning, monitoring, prevention, intervention, team and family conferencing, transition planning, follow-up, supervision, education, consultation, and counseling.
- Involve a variety of providers such as case managers/service coordinators, social workers, psychologists, speech-language pathologists, occupational therapists, physical therapists, physicians, nurses, dietitians, employment specialists, direct support professionals, peer support specialists, rehabilitation engineers, assistive technologists, teachers, and other personnel providing services and/or supports to persons served.
- Encompass settings such as:
 - Hospitals, clinics, professional offices, and other organization-based settings.
 - Schools, work sites, libraries, community centers, and other community settings.
 - Congregate living, individual homes, and other residential settings.
- Be provided via fully virtual platforms.

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Section 3. Employment Services

Description

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

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

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

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

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

3.D. Employee Development Services (EDS)

Description

Employee development services are individualized services/supports 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/supports are time limited and can be provided directly to persons seeking employment or indirectly through corporate employer/employee support programs. These services/supports can be provided at community job sites, within formal and organized training and educational settings, through coaching, by tutorial services, or within the organization. These services may be offered in a free-standing unit or as a functional piece of other services.

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

- Person served obtains employment.
- Person served moves to a training program or better employment.
- Person served retains employment.
- Person served obtains improved benefits.
- Increased wages.
- Increased skills.
- Increased work hours.
- Movement to individualized competitive employment.
- Employment in an integrated environment.
- Job advancement potential increases.
- Job-seeking skills are developed.
- Job-keeping skills are developed.
- Career growth and development.
- Level of support needed is reduced.
- Exposure to and availability of a variety of jobs.

- Program is kept at capacity.
- Services are cost-effective for the results achieved.
- Responsiveness (days from referral to starting services).

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

3.G. Community Employment Services (CES)

Description

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

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

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

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

The following service categories are available under Community Employment Services:

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

If an organization provides only Job Development or Employment Supports, then it may be accredited for only that service. If it is providing both Job Development and Employment Supports, then it must seek accreditation for both.

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

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

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

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

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

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Providing employment opportunities for persons served can sometimes be a challenge. It is suggested that the organization consider utilizing its relationship with the local chamber of commerce. This could give the organization an opportunity to reach out on a mass scale and increase the opportunity for the persons served to find employment.

Section 4. Community Services

Description

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

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

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

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

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

4.B. Transition Services (TS)

Description

Transition services are integrated, community-oriented, systematic services for students/transition-age youth and their families provided through a jointly planned approach, involving broad-based community collaboration, linkages, advocacy, and natural supports.

Transition services/supports are planned and coordinated for multiple outcomes for youth leaving school, including post-secondary education, supported education, vocational assessments and targeted training, community employment (including supported employment and volunteer placement), independent or supported living, and community participation. The organization demonstrates early active outreach to and connection and partnership with school districts to address the transition needs of students and their families. The purpose of this collaboration and early planning is focused on ensuring that transition-age youth are not “missed” as they move from one system to another.

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

- Community-oriented services.
- Post-secondary education.
- Transition-age youth move directly from their educational environment into community employment.
- Transition-age youth explore alternative community employment situations.
- Access to targeted vocational training or apprenticeships.
- Independent or supported living.
- Community participation.
- Employment.
- Volunteer placement.
- Connections to community resources.
- Appropriate benefits/supports as persons leave school.

Key Areas Addressed

- Integrated services for students and their families
- Jointly planned approach with community collaboration and linkages
- Outcomes such as postsecondary education, vocational training, and integrated employment

Recommendations

There are no recommendations in this area.

4.G. Community Integration (COI)

Description

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

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in

more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

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

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

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

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

4.H. Community Housing (CH)

Description

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/supports 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 twenty-four 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.

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

- Safe housing.
- Persons choosing where they live.
- Persons choosing with whom they will live.
- Persons having privacy in their homes.
- Persons increasing independent living skills.
- Persons having access to the benefits of community living.
- Persons having the opportunity to receive services in the most integrated setting.
- Persons' rights to privacy, dignity, respect, and freedom from coercion and restraint are ensured.
- Persons having the freedom to furnish and decorate their sleeping or living units as they choose.
- Persons having freedom and support to control their schedules and activities.
- Settings that are physically accessible to the individuals.

Key Areas Addressed

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

Recommendations

4.H.3.a.

4.H.3.d.

While the safety needs of the persons served are addressed with respect to medication management of scheduled medications, there were some inconsistencies, such as having expired PRN medications and expired PRN treatments in some locations, and in some instances, cleaning supplies were unlocked and accessible to persons served. It is recommended that in-home safety needs of persons served be addressed with respect to environmental risks and medication management.

4.I. Supported Living (SL)

Description

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 sample of people receiving services/supports 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/supports 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.

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

- Persons served achieving choice of housing, either rent or ownership.
- Persons served choosing whom they will live with, if anyone.
- Minimizing individual risks.
- Persons served have access to the benefits of community living.
- Persons served have autonomy and independence in making life choices.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Ability Beyond

Four Berkshire Boulevard
Bethel, CT 06801

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Integration
Employee Development Services
Supported Living
Transition Services
Governance Standards Applied

Ability Beyond East Avenue

61 East Avenue
Norwalk, CT 06851

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

Beckerle

Three Beckerle Street
Danbury, CT 06811

Community Housing

Beecher

18 Beecher Road
Wolcott, CT 06716

Community Housing

Blackman

Three Blackman Avenue
Bethel, CT 06801

Community Housing

Bristol

225 North Main Street
Bristol, CT 06010

Community Integration

Burke Court

113 Burke Court
Buchanan, NY 10511

Community Housing

Carmel

3444 Route 301
Carmel, NY 10512

Community Housing

Carpenter

38 Carpenter Avenue, Apartments 1-4
Mount Kisco, NY 10549

Community Housing

Chappaqua

480 Bedford Road
Chappaqua, NY 10514

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Integration
Transition Services

Cheryl Lane

18 Cheryl Lane
Prospect, CT 06712

Community Housing

Christopher Columbus

20 Christopher Columbus
Danbury, CT 06810

Community Housing

Clapboard

22 Clapboard Ridge
Danbury, CT 06810

Community Housing

Cleveland Street (Recovery)

19-1 Cleveland Street
Danbury, CT 06810

Community Housing

Corbin

1240 Corbin Avenue
New Britain, CT 06053

Community Housing

Deer Hill

Two Deer Hill Drive
Danbury, CT 06810

Community Housing

Dodgingtown

89 Dodgingtown Road
Bethel, CT 06801

Community Housing

Dorset

26 Dorset Lane
Brookfield, CT 06804

Community Housing

Foley

124 Foley Drive
Southington, CT 06489

Community Housing

Grand St CLA

25 A and B Grand Street
Danbury, CT 06810

Community Housing

Grand Street (Condo's)

27, 29, 31 Grand Street
Danbury, CT 06810

Community Housing

Greenview

14 Greenview Road
New Milford, CT 06776

Community Housing

Howland

110 Howland Avenue
Beacon, NY 12508

Community Housing

Hubbard

145 Hubbard Road
Middlefield, CT 06455

Community Housing

Lanesville

41 Lanesville Road
New Milford, CT 06776

Community Housing

Lewisboro

250 Smith Ridge Road
South Salem, NY 10590

Community Housing

Long Meadow

156 Long Meadow Hill Road
Brookfield, CT 06804

Community Housing

Maple

27 Maple Avenue
Bethel, CT 06801

Community Housing

Meadowbrook

42 Meadowbrook Road
Danbury, CT 06810

Community Housing

Millington

269 Millington Road
Cortlandt Manor, NY 10567

Community Housing

Mountainville

Six Mountainville Road
Danbury, CT 06810

Community Housing

Nicholas

45, 47, and 49 Nicholas Drive
Bristol, CT 06010

Community Housing

North Pleasant Rise

22 North Pleasant Rise
Brookfield, CT 06804

Community Housing

Olcott Way

30 Olcott Way
Ridgefield, CT 06877

Community Housing

Old Hawleyville

Two Old Hawleyville Road
Newtown, CT 06470

Community Housing

Pleasant Rise Circle

19 Pleasant Rise Circle
Brookfield, CT 06804

Community Housing

Poundsweet

Eight Poundsweet Hill
Bethel, CT 06801

Community Housing

Ridge Road

27 Ridge Road
Newtown, CT 06470

Community Housing

Ritch Drive

45 Ritch Drive
Ridgefield, CT 06877

Community Housing

Saw Mill

12 Saw Mill Road
New Fairfield, CT 06812

Community Housing

Sheffield

138, 140-142, 152, 154, 156 Sheffield Lane
Bristol, CT 06010

Community Housing

Shepherd Hill

166 Old Brookfield Road, Apartments 9-2, 25-3, 25-6
Danbury, CT 06810

Community Housing

Squire Court

Five Squire Court
Brookfield, CT 06804

Community Housing

Starr Avenue

18-20 Starr Avenue
Danbury, CT 06810

Community Housing

Sunrise Cottage

Six Sunset Lane
Ridgefield, CT 06877

Community Housing

Sweetcake

36 Sweetcake Mountain Road
New Fairfield, CT 06812

Community Housing

Tamanny Trail

12 Tamanny Trail
Danbury, CT 06811

Community Housing

Unionville

40 Unionville Avenue
Plainville, CT 06062

Community Housing

Valley View

Seven Valley View Road
Brookfield, CT 06804

Community Housing

Waterbury

378 Chase Avenue
Waterbury, CT 06704

Community Employment Services: Employment Supports
Community Employment Services: Job Development

West Street - CT

41 West Street
Newtown, CT 06470

Community Housing

West Street - NY

227 West Street
Mount Kisco, NY 10549

Community Housing

Whippoorwill

Eight Whippoorwill Road
Bethel, CT 06801

Community Housing

Woodland

376 Woodland Street
Bristol, CT 06010

Community Housing

Yorktown

2319 Brookside Avenue
Yorktown Heights, NY 10598

Community Housing