Quality Assurances Visit 1
Accreditation Report

Community Support Systems (CSS)

618 W. Main St., Teutopolis, IL 62467

Andrew Kistler/Executive Director

CQL Team: Kristen Heichel (Virtual)
                                    Amy Price (Onsite)

Review Dates: February 28th to March 3rd, 2023

Organizational Contact Name: Sandy Vansaghi

Quality Assurances Accreditation

CQL Accreditation promotes excellence in person-centered services and supports that leads to increased quality of life. It's about continuous improvement. CQL Accreditation facilitates organizational development in person-centered services and supports and personal quality of life outcomes.

CQL's Quality Assurances Accreditation is grounded in over 50 years of CQL leadership and peer-reviewed research. We focus on the critical elements that lead to increased quality of life for people.

This first accreditation visit focused on:

- **Health, Safety, and Human Security, as evidenced by your organization's alignment with, and monitoring of, the *Basic Assurances*® (BA)**
  Alignment with, and monitoring of, the *Basic Assurances*® ensures accountabilities for the fundamental and non-negotiable requirements for all human service providers. The visit focused on systems and practices and their effectiveness from the perspective of those supported by the organization.

- **Supporting personal quality of life as measured by the *Personal Outcome Measures*® (POM)**
  Personal Outcome Measures® interviews demonstrate the linkage between personally defined quality of life and excellence in person-centered services, highlighting the importance of gathering and utilizing this data in planning and making change at both the individual and organizational levels.

For additional information, please refer to the following information and manuals:

- *Basic Assurances*® Manual
- *Basic Assurances*® assessment results in PORTAL
- *Personal Outcome Measures*® Manual
- *Personal Outcome Measures*® summary report
- *Basic Assurances*® Plan
- *Personal Outcome Measures*® Plan (if applicable)

Organizational Profile

Prior to accreditation, CSS, provided CQL with the following information regarding its mission and vision and a brief organizational profile of its services and supports.

Mission Statement

Community Support Systems is committed to enhancing opportunities to live, learn, work, and play.

Philosophy Statement

Community Support Systems is committed to the philosophy that:

- There is dignity and worth in every human being.
- All persons are entitled to both opportunities and risks in the realization of their fullest potential.
- Training programs are maintained around the principles of normalization and the least restrictive alternatives.
- Treatment and training are built around positive approaches.
- Legal and civil rights are affirmed and advocated; and
- Proven systems of management, education, research, and training are followed.

Core Values

People First: CSS believes all people with developmental disabilities have strengths, abilities, and inherent value; are equal before the law; and must be treated with dignity and respect. We represent, support, and act on behalf of individuals and their families regardless of the level of disability. We believe in self-determination by empowering people with the supports needed to make informed decisions and choices.

Visionary Leadership: We lead with integrity, accountability, and by open, honest, and timely communications. We work with individuals, organizations and coalitions in a collaborative fashion. There is valued partnership with families and staff leadership at all levels of the organization that provides mutual support for their respective goals.

Community Participation: CSS works toward and believes in the community imperative; that all people have the fundamental moral, civil and constitutional rights to live, learn, work, play, and worship in safe and healthy communities of their choosing.

Diversity: CSS values and insists upon diversity (including, but not limited to race, ethnicity, religion, age, geographic location, sexual orientation, gender, and level of disability) in its consumers, employees and leadership. We actively pursue and welcome diverse groups.

Integrity and Excellence: CSS conducts its business with integrity. We strive to reflect quality and excellence in all our work.

History

The Effingham County Association of Retarded Citizens began in 1962 by a group of individuals concerning the needs and lack of services for children with disabilities. It became incorporated and opened a day school for 12 students ages 6-21. From 1965 to 1970 the school for children

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with disabilities grew by leaps and bounds. As enrollment rose and the original students were becoming too old for the established programs, the need for additional facilities and programs became apparent. New buildings were rented or purchased, including the Activity Center and the Opportunity Center (renovated from an old bowling alley). Additional grants were required for the increased services.

Changes in Illinois law were brewing, and children with disabilities under the age of 16 were now being taken into public schools. Many of the older children with disabilities who had received services from the Nanon Wood Achievement School found themselves well prepared for this inclusion process.

In 1970, 40 consumers with disabilities attended programs. However, in 1974 the organization again saw tremendous growth. Many consumers were aging out, but an even a larger number of younger consumers were enrolling in programs. Consumers who had been with the organization for many years were leaving. By December of 1974, total enrollment had grown to 54.

Programs now included: the Nanon Wood Achievement School, Home Intervention, Developmental Work Activities, and the Industrial Sheltered Workshop which provided vocational evaluation, work adjustment training, vocational counseling, personal adjustment training, job-seeking skill development, community job placement, and sheltered employment. A decision was made in January 1975 to find a new, larger location. In 1976, the agency purchased and moved into the former Steven's Industries building at 618 West Main in Teutopolis. This building remains the Administrative Offices to this day.

Over the summer of 1980 the school, now named the "Nanon Wood Center for Children', moved to its new location on Veterans Drive in Effingham. By 1981, the enrollment for the school was at 202 children with disabilities. In the spring of 1984, the agency built its first group home on North Merchant Street in Effingham, known as a Community Residential Alternative (CRA) residence. In 1985, the Board of Directors continued its vision for the future by adding the Supported Employment program. The agency opened the Developmental Training Center in Teutopolis in 1987 and moved the individuals in need of basic developmental training to this new site. Between January 1989 and June 30, 1992, many changes were made. The new Family Matters program was added, another eight-bed group home, the KC House, was opened, parent support groups were started and the "Kids on the Block" educational puppet program was introduced.

In 1991, the agency was renamed ARC Community Support Systems. It was felt that this new name better reflected the diverse population and the wide variety of programs that the organization now offered for all people with disabilities. In 1993, the first annual Golf Tournament was held at the Effingham Country Club and the agency was awarded the Excel Award by the Greater Effingham Chamber of Commerce and Industry. In 1994, Illinois TASH presented ARC Community Support Systems for two awards for its community inclusion work and public awareness efforts. By 1998, ARC Community Support Systems had grown to serve 1,043 infants, children, and adults with disabilities.

In 1995, the ARC Community Support Systems Foundation, Inc. was created to provide a more stable, long-term financial position to serve the clients of ARC-CSS. In addition to providing this financial base, the Foundation took over the financial aspects, including ownership, of the seven buildings in the ARC-CSS organization.

On September 1, 2000, the Opportunity Center of Southeastern Illinois merged with ARC Community Support Systems. This added 27 full-time employees as well as a site for work programs and Early Intervention programs to four Illinois counties. In 2004, ARC-CSS built a new 16-bed group home called Oakview. In 2007, they opened the ARC Community Support Systems Counseling Center offering individual, family, couple and group counseling sessions as well as specialty services to include, court mediation, anger management and Children First services. Also in 2007, ARC Community Support Systems sold the Opportunity Center in Olney and moved the Children's Programs and Community Employment Services to the newly leased Magura building.

In January 2016, ARC Community Support Systems Board of Directors voted to change the name of its not-for-profit corporation to Community Support Systems. In a unanimous decision, the Board of Directors agreed that it is time to drop the negative connotation that comes with the acronym "ARC" and move forward with its mission to fully embrace opportunities for individuals with disabilities to choose and realize their goals. Gone is the abbreviation that the Board of Directors, staff, and consumers feel is no longer appropriate or sensitive when referencing individuals who are served.

On December 6, 2018 and then again on March 3, 2019, CSS opened a four-bed home as the transition from a 16-bed residential home was phased out of its service delivery. The transition allowed for greater independence and fostered individuality among residents as each individual residing in a CSS home now enjoy private bedrooms.

For over fifty years, the agency has operated under four Executive Directors: Mike Fortner, Dick Reimers, Mike Poe and currently, Andy Kistler. Today, the more than 130 member staff, under the guidance of a twelve-member Board of Directors, annually serves more than 3,100 infants, children and adults with disabilities and their families through advocacy, education, housing, employment and family support programs. Agency staff and management continue to be dedicated to the same ideals that brought the organization together six decades ago: all people with disabilities deserve the same rights, privileges, and opportunities afforded to everyone else.

For well over 30 years, CSS has received accreditation services from CARF. In the Fall of 2019, the decision to switch accreditation to CQL resulted from the perception that CQL is more participant focused. As state and national trends appear to reflect the wants and needs of those receiving services from CSS (and their families), CSS feels that the philosophy and expectations of CQL aligns better with local expectations. After experiencing our first accreditation survey with CQL, our expectations were confirmed – CQL is most definitely more participant focused and consequently, the accrediting entity of choice for Community Support Systems.

During the start of the accreditation week, the organization presented an in-depth look at the supports and services provided. This also covered success stories, challenges of the pandemic, and celebrations of what was accomplished by the organization during the past three years.

Some of the expectations for the accreditation week were as follows:

- To relax, boast about what we have accomplish and listen with an open mind.
- To creatively find ways to streamline the many processes that we have.
- To learn more about how to enhance employment services with the current restricitons that are in place by the state.
- To learn and grown in our quality journey

Throughout the accreditation week, CQL reviewers were continually impressed with the transparency and open-mindedness of the organization. CSS has made amazing strides since the last CQL visit, during a pandemic, in enhancing person-centered services and quality of life for the people they support. The administration is committed to the quality journey and CQL is so excited to partner with them and so how they grow in the future.

Organizational Certification

To be eligible for accreditation, CQL requires compliance with all local, state, and federal regulations. Additionally, evidence of ongoing data collection and analysis of assurances of health, safety, and human security is required.

Prior to the accreditation activities, CSS certified that it complies with all required local, state, and federal regulations relevant to the supports and services it provides, including:

- Licensing and certification requirements
- Sanitation/fire and safety codes
- Reporting compliance for incidents, abuse, and/or neglect
- Any other that may apply

CSS affirmed that there are no current open or unresolved issues related to:

- Outstanding fiscal or legal sanctions
- Non-compliance with regulations
- Licensing exceptions
- Unfavorable third-party reviews
- Significant abuse, neglect, mistreatment, exploitation, or other circumstances being investigated by external entities
- Local, state, or federal entities investigating abuse, neglect, or other circumstances
- Any related circumstances that require a plan of correction to remain licensed, certified, or funded
- Outstanding negative publicity

CSS confirmed that the organization has:

- Current external monitoring reports and responses for all services and supports provided
- Current external monitoring reports and responses for all licensed buildings while also meeting all required safety and compliance standards
- Clear policies that state the procedures for meeting local, state, funding, and federal requirements
- Current plans of correction showing all outstanding issues have been (or are being) addressed.

Process

CQL, in collaboration with CSS, facilitated a variety of activities as part of this accreditation process, which includes:

- **Organization Self-Assessment**
  The organization completed and submitted an in-depth self-assessment of organizational systems and practices related to *Basic Assurances*® prior to the accreditation visit.

- **Off-Site Meetings**
  The organization's leadership team participated in two planning calls before the accreditation.

- ***Basic Assurances*® Validation**
  CQL facilitated a rigorous assessment of the organization's systems and practices related to *Basic Assurances*® through a variety of activities including, but not limited to, document and policy reviews, targeted interviews, site visits, focus groups, and *Personal Outcome Measures*® interviews.

- ***Personal Outcome Measures*® Focus**
  CQL focused on the organizational implementation of *Personal Outcome Measures*® on an individual and systemic level. During the accreditation visit, interviews, focus groups, and data reviews were completed.

- **Plan Development**
  CQL presented findings outlining current *Basic Assurances*® and Personal Outcome Measures® alignment. The organization subsequently developed a plan to enhance these areas based on results. Accreditation is awarded based on the development of this plan, acceptance of the plan by the lead reviewer, and maintained based on the implementation of said plan.

- **Next Steps Discussion**
  CQL facilitated discussion of the integration of these plans into the organization's strategic plan, and other organizational initiatives and any additional resources needed, as well as ongoing reporting and collaboration activities required for continued accreditation.

Results and Findings

Basic Assurances®

Basic Assurances® address the provision of safeguards put into action from the person's perspective. *Basic Assurances*® requires policies and procedures or systems; one determines the effectiveness of the system in practice or the implementation of the policy, person by person. These assurances are not statements of intent; instead, they are the essential, fundamental, and non-negotiable requirements.

CQL determined that *33/46* indicators for *Basic Assurances*® are currently present for Community Support Systems

Please refer to your validated *Basic Assurances*® self-assessment in PORTAL, which includes complete details.

Factor 1: Rights Protection and Promotion

The organization has a strong commitment to upholding peoples' rights. They are commended for having a diverse HRC that looks at all rights restrictions, including but not limited to: supervision, psychotropic medications, wheelchairs, guardianship, two party signage needed for checking, and rep payee. The HRC keeps wonderful minutes, and are clearly committed to looking at the least restricted lives for people supported. Some opportunities lie in better rights training for all people (due process, rights restrictions), as well as inviting the person supported to their HRC review meeting. Consider if it would be beneficial for the BCBA writing the plans to attend the meeting to provide background around fading techniques, least restrictive interventions and what has been tried in the past. Also look at expanding rights training to include educational rights, employment rights, parental rights and rights around housing. The organization is also encouraged to look at ways to change the culture around guardianship, particularly in the local school system, and move towards a shared decision-making model.

Factor Areas Not completely in alignment in systems and/nor practice:

1B: The organization Supports People to Exercise Their Rights and Responsibilities (s/p)

Factor 2: Dignity and Respect

Community Support Systems has strong values around supporting people with dignity and respect. There were many examples shared and seen that demonstrated their commitment. All communication portrayed people with positive images. The agency has a strong commitment to ensuring people's privacy. There are opportunities to train around language to ensure that the language used is consistent with the ways that you would talk to and about people without disabilities. The agency does a great job soliciting the feedback of people supported through surveys. Surveys collect complaint information. There's an opportunity to have ongoing opportunities and systems for people to share complaints, concerns, and ideas. Using different modalities will support more people sharing. There are also opportunities for people to do things in integrated settings. Many people expressed wanting to find jobs and engage in different

activities. There's an opportunity to use the 3Es: education, experience, and exposure to support people.

Factor Areas Not completely in alignment in systems and/nor practice:

2B: The Organization Respects Peoples' Concerns and Responds Accordingly (s/p)

2D: Supports and Services Enhance Dignity and Respect (s)

2E: People have meaningful work and activity choices (s/p)

Factor 3: Natural Support Networks

The organization is committed to people having strong relationships and being part of the social thread of the community. They have an effective natural support policy and open-door visiting policy within their homes. The organization works with different community organizations to provide the possibility of natural support networks. The organization is strongly encouraged to look at emerging natural support systems and having as many unpaid people as possible in the lives of people supported. Look for generic, integrated opportunities that are already happening in the community that people can be a real part of. Increase training opportunities for staff, and people supported, around building relationships with people outside of the disability community.

Factor Areas Not completely in alignment in systems and/nor practice:

3B: The organization recognizes emerging natural supports networks (s/p)

Factor 4: People are free from AMNE

CSS has very strong systems and policies in place to keep people free from AMNE. Staff are trained in all areas of AMNE annually and upon hire. The training is provided by the OIG, People are given information regarding AMNE and how to report it. The grievance process is easy to understand and well received by people supported and families. Investigations are completed by the Illinois State OIG. Data is aggregated and reviewed by the HRC and trends are examined. The organization is encouraged to look at new and innovative ways to talk to people supported about being safe from AMNE. They are also encouraged to continue learning about trauma informed care and supported services.

All areas in place in this factor

Factor 5: Best Possible Health

The organization is fortunate to have a robust nursing staff who provide high quality health care to people with diverse health care needs. Staff are trained in First Aid and CPR and the organization has an reciprocal partnership with a local school who provides CNA interns. Documentation of health changes is done in Therap, and staff are very well trained in individualized health plans. The organization has supported some people in self-administration of medication, however, would like to increase those numbers so that people can be more independent. They are encouraged to look at technology, which has been used in some

organizational programs, and carry that over to the residential programs. The organization also has the opportunity to have people actively engaged in making and keeping medical appointments and actively knowing about, as well as contributing to, their medical record.

Factor Area Not In Alignment:

5a – People have supports to manage their own health care (s/p)

Factor 6: Safety

Community Support Systems does a great job ensuring people's safety. There are safety plans and monthly drills. The organization is strongly commended for their use of technology to aid in peoples' safety. There's currently a form that's used for assessments, but it's used more like a checklist than actually assessing people. There's an opportunity to develop a form that's used that looks at a spectrum of options instead of yes or no. There's also an opportunity to developed individualized plans for those that have higher support needs.

Factor areas not completely in alignment in systems and/nor practice:

6A: The Organization Provides Individualized Safety Supports (s)

Factor 7: Staff Supports and Services

Community Support Systems works hard to hire quality staff including screening all staff before they start. They look to the local high school for staffing. This has led to quality candidates. They continue to have a need for new staff and are thinking of innovative ways to find staff. The agency does staff surveys and reviews that have been helpful. There's an opportunity to involve people supported in hiring of staff and training. There are many ways the people supported could be more involved in the agency. Community Support Systems does a great job in valuing its employees. Staff are compensated well and have many benefits including health insurance, celebrations, bonuses and more. Staff focus groups said that they have a high satisfaction with their jobs.

Factor areas not completely in alignment in systems and/nor practice:

7B: The Organization Implements and Ongoing Staff Development Plan (s/p)

7C: The Support Needs of Individuals Shape the Hiring, Training and Assignment of All Staff (s/p)

Factor 8: Positive Behavioral Supports

People are working on real life goals, as referenced in some of the success stories of people being married, having children, getting their dream jobs, and travelling. Work to have more of these goals for people. Continue to look for ways for people to be in charge of their meetings and invite as many unpaid supports as chosen. The organization is fortunate to have a BCBA who writes plans and trains staff on behavioral support plans. The organization utilizes the Safetycare curriculum of proactive crisis-intervention training. The BCBA works with people in their homes, in groups, in the community to ensure that supports are current and effective. It

has an ABA approach, and all staff are trained in it. Continue to look at token economies and rewards-based approaches to ensure that they aren't viewed as punishments or rights restrictions. The organization is encouraged to remove "mechanical restraints" from their HRC minutes template, as they are not using them. All behavioral support plans with a rights restriction need to have clear and specific fading criteria to lift the restriction. All restrictions must be time limited with clear data provided to show why they are still needed. This should be reviewed by the BMC as well as the HRC and indicated within the policy. Look at collecting data around rights restorations, psychotropic medication reductions and comparing them with national and state data.

Factor areas not completely in alignment in systems and/nor practice:

8E: People are Free from Unnecessary Intrusive Interventions (s/p)

Factor 9: Continuity and Security:
The organization has very strong fiscal systems and budgeting is done with a great deal of transparency and checks and balances in place. The organization has excellent communication and on-call procedures. The organization as a home maintenance system which keep peoples home continuously in good repair. Peoples' information is stored safety and securely and the organization works diligently to keep it private. The organization has an opportunity to build more practices around their finances; and put these into policy. Continue to have ongoing conversations with people around how to keep their information safe within the digital age.

9B: The organization implements sound fiscal practices (for people supported.) (s/p)

Factor 10: Basic Assurances ® Monitoring

The organization at the beginning of developing a policy and plan for an integrated quality management system which monitors the Basic Assurances.® They have the opportunity to identify the goals, data collected and people responsible for that area. Once the data is collected there an opportunity to analyze the data and use it to influence services. CQL will provide the organization with resources and assist them with discovering meaningful and measurable data points that are relevant for the organization.

Factors Area's Not in Place:

10a: The organization monitors Basic Assurances ™

10b: A comprehensive plan describes the methods and procedures for monitoring Basic Assurances. ™

Visits

CQL visited an eight person CILA which provides 24 hour supports. The home is a duplex, divided into two areas where four people live on each side, with two bathrooms on each side as well. Both sides have a dining room, however only one kitchen is used to make dinner. People choose which side they would like to eat on. Many residents were St. Louis Cardinals' fans and talked about baseball.

Each person had a large bedroom with large bed, televisions, and were decorated based on their tastes. One person was receiving percussion therapy. People were using electronics and had big screen televisions in their room. People had code locks on their doors which they unlocked.

Apartment Visits

CQL met virtually with a young woman who lives in an apartment where she receives intermittent staff supports several times a week. She has lived in her apartment for 13 years, and kept saying how much she loves it. The apartment has two bedrooms, one of which she uses as a guest room when she has visitors. The apartment had two double beds, a fluffy recliner, and big screen TV. It was beautiful decorated, and the kitchen has a vintage Coca-Cola collection that was fun to look at. The guest bedroom has a Native American theme. She currently receives intermittent supports and said that the staff help her with cooking, grocery shopping, medical, and hair appointments. When asked what she likes best about her apartment, she said that it has been recently re-modeled and now has ceiling fans, large windows, countertops, and cupboards. She said that she likes the layout of the space and feels fortunate to have two bedrooms. She works at Petro company as a porter, and has been in that position for three years. For fun she enjoys beadwork, painting on canvas, and Bingo with her friends.

CQL met virtually with a gentleman from the Intermittent CILA program, who lives in his own apartment within the same apartment building as several other participants from the organization. He was extremely gracious to show off his space, which was a beautiful open floor plan. He had a large TV, large bed, and comfortable looking recliner and couch. His apartment was decorated with a vintage Charlie Brown theme, which was really unique and special to him. He had lived within his home for five years. When asked his favorite part of living at his apartment, he responded the safety and security. He enjoys cooking and showed the no-bake peanut butter cookies that he had just made. If he were to change anything in his living situation it would be for an elevator, however he said he has no problem with how it is now. Some of the things he enjoys doing are swimming, working, watching TV, and sleeping. He talked a lot about an upcoming trip to visit his family in Tennessee and said that he was really happy with his staff members and what they were helping him with.

Site Visits

CQL visited two locations where people supported spend the day. One is located at the administration building and has a large workshop where people complete different job tasks. The other is a few blocks down the road. When I arrived at both locations, I was greeted by

people supported and given a tour. I was shown a variety of different activities. There are lots of work options as well as diverse activities. I did see some people participating in more childlike activities. The art program was fantastic and is a highlight for many people supported. I wonder what other types of programs could be supported in the ways that the art program is? When I spoke with people, they expressed a high level of satisfaction with the services and supports. Many expressed wanting to find jobs at places other than the center. There's a strong opportunity to find ways to have more individualized supports.

In the first house that I visited, the people living there used to live in a house with 24-hour staff. The men that live there now have much less support. Technology is used to support them. This is a model that the agency hopes to continue for the future. I walked into the house and was greeted by one of the people that live there. The staff were sitting in the other room. The person gave me a tour. The house had a good balance of feeling lived in and clean, which gave it a homey feel. During the tour, I noticed that one of the rooms didn't have pictures on the walls. I asked the person if he'd like something on his wall and he shared with me what he'd like. I had the opportunity to sit down with 3 of the people that live in the house. One of the people kept looking to staff for help. I was glad to see that staff took the initiative to leave the house. He then shared more with me. It was nice to learn that each person has their role in the house, and they support each other to be successful. They all expressed high satisfaction with living there and the supports they get through Community Support Systems.

As I walked up the stairs to the second house, one of the people that live in the house greeted me an asked me if I was a Cubs or Cardinals fan. I learned that there's strong allegiances when it comes to baseball! I entered the house and was greeted by someone else that lives there. He gave me a tour of the house. The house looked very nice and homey. Each room was decorated with things that were important to the person. There were 4 people living in the house, but it was also built in a way that it could be 2 separate apartments. That night for dinner they were having tacos. One of the people living there told me that he doesn't like tacos. The staff let me know that she makes him a sloppy joe on taco night, and he said that he enjoys that. I noticed that staff was doing most of the cooking and setting of the table. I wonder if there are ways to involve the people living there in the process. I noticed that not all doors can be locked by the person. I talked for a bit with 2 of the people living there. They said that they like living there and that all the staff are nice. They shared that they have challenges with one of their roommates.

Focus Groups

CQL held a focus group with People Supported through CSS. Five people were attendance. The following is a synopsis of the conversation.

What do you like about Community Support Systems?

- Get money
- Good friends
- I get to help people out
- I like to go out on CIS for Bingo
- Like going out to eat
- Like going out to different things like laser tag and playing games
- We like staff. They are good.
- Like the arts program

What are opportunities for growth?

- Everyone expressed liking being here, but everyone would like a community job
- Would like to go out to eat more
- I'd like to play sports more
- Would like to have more opportunities for cooking
- I think it would be nice to have a music program
- I want a different job so I can make some friends

Who makes the decisions in your life?

- Doctor told my staff that I needed to go on a diet
- Doctor told me that I can't eat chips and pop tarts. Staff told me I can eat it anymore. I was told that I have to eat fruit.
- My doctor told me that I can't eat junk food.
- Staff tell me how I need to eat.
- Staff talk with us about our rights about once a month
- Staff leads my meetings and come up with my goals but I usually like them
- Staff decide what I do each day
- I'm not involved in the hiring of my staff

How are you supported to manage your own money?

- I decided to leave my wallet at home because I'd lose it
- I keep my own money.
- Staff gives me my money from a pouch
- There's not a class for me to learn to manage my money but I would like that

How are you supported to learn about your health supports/be involved with your healthcare?

- I chose my doctor
- My family picked my doctor
- Staff decide what doctor I go to
- Staff make the appointment for me
- My family makes appointment for me
- I'd like to be more involved in decisions around my health.
- I don't know if I could make my own appointments

If you had a complaint, how would you report it?

- I would tell my parents
- I could call the on call people
- I'm not sure how I would report a complaint
- No one has ever talked with us about reporting complaints
- I'm not sure of the ways where I'm supported to share my concerns

Direct Support Staff Focus Group

CQL held a focus group with people employed by CSS in the role of Direct Support Professionals. The following is a synopsis of the conversation:

What do you like best about your job?

- Teamwork in my building
- Team and family orientated!
- If my kids are sick they're supportive
- Chill vibe in meetings
- It's never the same day twice
- There's a structure but I get to do different things each day
- I really get along with my co-workers
- I feel rewarded for my work
- Knowing that I've made a difference is big
- There's no better feeling than supporting people to get to a better place
- We get to support people to experience things for the first time
- I feel appreciated.
- The different activities help people to feel included
- I like when I'm able to help people to do new things
- Helping to improve people's quality of life
- The parties are so fun. I love dancing with people.
- There's a great community reputation
- Proud to say I work here
- Always someone to call if there's a challenge

What are opportunities for growth?

- Communication can be challenging but they're doing better
- When I have to go to a different house than I was expecting that can be hard
- Sometimes sent to homes where I don't know people as well

- More set schedule for residential.
- I feel like people do better when there's consistency with staff
- More parties

If I was CEO…

- Keep most of the things the same. Things seem to do well
- More people working in the community. More people are capable
- Andy is a really good advocate for staff and people supported
- More opportunities for people to go on vacation
- More support for people that have had previous trauma
- Hire more staff
- Struggling for staff on the weekend

How are pay and benefits?

- 5 free counseling sessions
- We're paid well compared to other agencies
- Pay starts at $17.30
- Highest paid DSP in Illinois
- Dollar raise in January
- Yearly bonuses
- 401K
- Good vacation time
- 12 holidays a year
- Dental and vision are great
- Pay part of healthcare but it's still high
- Match healthcare saving account
- Fun things for staff appreciation
- Random goody bags and treats to meetings
- It would be nice if they had a trip
- Shout out board
- My boss is good about saying thank you. It makes a big difference.

How do you learn about your rights?

- For the day program we talk about it almost everyday
- We have PowerPoints and quizzes
- Sometimes it's a jeopardy game
- Feel like most people know their rights and what's important for them
- In residential we live the rights with them
- One of the people that I support doesn't want to come to work each morning. She doesn't like to get up early

Tell me about initial training and ongoing?

- There's online training before starting the job
- I only had 2 days of training to start and I would have liked more in the start

- It was helpful to be able to shadow before starting on my own
- Would like more support around when multiple people have behaviors at once
- I had good training when I started

Front Line Supervisor Focus Group

CQL held a focus group with six front line supervisors from CSS.

How would you describe the culture of the organization?

- Growth and new ideas accepted especially from DSPs. Helps us to grow in our own ideas.
- Encouraging to us and the things that we do
- Input encouraged and welcomed
- People supported are first and directs what we do. This is the culture that drives us
- We find ways to serve everyone in the county

How would you rate communication within the organization?

- 9 sometimes a 10 I always get a quick response from managers. I work to be really responsive to DSPs as well
- 5 Mangers on top of communication but staff are not as communicative. Always room for communication improvement
- 5 We don't do enough talking with each other. More in person speaking together. Hard to tell tone in an email or text
- 7 last year a 5 but it's been better.

How do you support DSP's to help the people you support exercise their rights?

- This starts at the beginning with training. Rights are a huge thing.
- Some staff have a good idea but don't realize how it impacts rights. They're looking to what's easiest sometimes.
- There are weekly rights classes in the day program
- Some staff get it but others I have to work with more around this.

How are you supported to be a good leader?

- We go to a few workshops that are very enlightening
- IRF has good speakers
- Lead by example
- Encourage asking questions
- Other managers are supportive for this
- We learn a lot from each other
- Weekly residential managers meeting
- Pete has reflective supervision
- Meet with Beth or Geri
- People supported are also a big influence

What are the biggest challenges of being a supervisor?

- Staffing!
- Staffing is depressing.
- We try to schedule things but then can be a challenge when we don't have the staff

How often are you on call? Do you ever get a break?

- Managers on call all the time unless on vacation
- Every 12-15 weeks on call for medical and behavioral
- If a staff calls off need a replacement or I have to go in
- At least once a week have to go in unexpectedly

What are some opportunities for improvement within the organization?

- Meetings in the house with staff that are fun and have food
- Training around some areas of concern. This can change from month to month.
- Training on computers
- Training on behavioral support
- Find other ways for staffing.

What are some strengths of the organization?

- Experienced leadership
- Teamwork
- Care
- Proactive around funding
- Well connected with the community
- Promote volunteerism
- Opportunities for exercise
- Creating community connections
- Supporting people to live a life
- Nursing department is excellent

Family Focus Group

CQL had a focus group with seven family members of people supported. The following is a synopsis of the conversation.

What do you like about Community Support Systems?

- So far likes group homes
- Staff take him out
- Staff are great
- Staff are the best thing about CSS
- It's been the best thing for my son being here
- Having activities has been great
- My son really enjoys the staff

- The staff is right there with her supporting her
- Can switch goals if needed
- Even when they don't have work, they're able to come
- The bus situation is working great
- Helpful that staff write in the book everyday
- Very supported with staff
- Great at connecting with resources
- Feel like I can call Andy if I need anything
- Art program is incredible
- Parents meetings are helpful

Opportunities for improvement

- How can ideal time be more meaningful? Exercise, activity, etc.
- Doing more things for people that use wheelchairs. Can they go out to do things?
- People don't like just sitting
- Behaviors come out when people are bored.
- More outdoor time
- Need for more housing options
- Planning around more housing options

How would you rate communication?

- Depends on who sometimes a 10 and other times a 7
- Heidi is my go to person if I have questions
- Completely satisfied with communication
- Pete, Andy, Alexis all great
- Barb is really good and on to of things
- Staff say that they can reach out at anytime
- Staff share their numbers with me
- Sometimes that I think is important can take more time than I'd like. For the most part it's good
- Notebook supports communication
- Good line of communication

Tell me About Rights:

- Many of the aides have advocated
- Really good at advocating since my son can't speak for himself
- Each day is different. People are well supported
- Took pictures to help communicate with new staff what's important

If I were Andy Kistler (CEO) I would:

- Looking for different housing options
- Buy a restaurant and have people work there
- Buy a farm and have people work there
- More option for work and still have the supports in place

People with employment supports focus group

There were 5 people present for the focus group. Everyone expressed high job satisfaction and that they like their job coach. Most people said they enjoy working at their community job better. One said that they like both but the best part of working at CSS is talking with my supervisor and case manager.

What do you like about your job?

- Like that I get to pay rent
- I like the money but I'd prefer to do something different
- Like working at Honda because they get to help people
- Like talking to customers and helping people this is the best part of working at Dairy Queen
- At Golden Corral like vacuuming and taking the chairs down. Like doing the corners

Have you thought about other jobs you' like to do?

- Would love to be a bartender so I can mix drinks
- Would like to be a manager for volleyball
- I want to work at Arby's
- I'd like to work with kids. I like helping people.
- When I can take my pills on time then I can get a job in the community
- I want to work with horses

What does the Job Coach help you with?

- Helps get me out of my comfort zone
- Help me
- Make sure I'm not looking at my phone
- Like my job coach
- There's nothing that I'd like them to do differently

Who chooses the job that you do?

- Staff have never asked us our favorite job

Do you know how much money you make?

- I don't know how much that I make but I would like to know.
- I want to save money so I can move out of my parents home
- I want to use my money to go on a road trip but I don't know how much that will cost.
- I use my money to pay rent but don't know how much it is
- I don't make as much here

Personal Outcome Measures®

Personal Outcome Measures® focus on the choices people have in their lives and serve as a powerful tool for evaluating the quality of life for people. The *Personal Outcome Measures*® enable us to learn about people in new and different ways and can also provide a guide for person-centered planning. To achieve Quality Assurances Accreditation with CQL, organizations must (1) begin utilizing the *Personal Outcome Measures*® on an individual level for planning and discovery, and (2) collect, aggregate, analyze, and act on data gathered as a result of *Personal Outcome Measures*® implementation.

CQL conducted one *Personal Outcome Measures*® interviews during this visit. The average aggregate score for these interviews was 10/21 Outcomes Present and 9/21 supports.

Some of the strengths and opportunities from the interview:

- The person interviewed has moved to a move independent living environment and utilizes technology to assist with health and safety
- CSS supports him to be successful with health, safety and being free from AMNE.
- CSS supports his continued success at McDonalds, where he has worked for nine years.
- He enjoys Special Olympics and Bingo at the Knights of Columbus

Some opportunities for the organization to explore:

- He noted that he doesn't know how much money he has in the bank and would like more financial autonomy. He doesn't hold his own debit card but knows he has one. Explore online banking apps to assist him with him.
- He would like more friends and to explore intimate relationships.
- He would like to do more with people and interest groups in his community. Provide education, experience, and exposure to him outside of the disability community.
- Though he is his own guardian, he feels that he is not able to do things without his mom and staff permission. Assist him in building confidence and learning about rights.

See the full *Personal Outcome Measures*® report for details.

Currently the organization is not actively using the Personal Outcome Measure ® internally, but the state case-managers use an iteration of the POM process to help drive goals for people. CQL would like to the organization to utilize the tool to help increase quality of supports for people supported and gather important data around outcomes. The organization will want to:

- Learn more about the POM process and receive training as makes sense. Many virtual options are available on the CQL website.
- Train all staff in the 21 Outcomes
- Complete interviews with a demographic sample of people and decide the best way to use that information.
- Look at integrating the POM for Children and Youth as well as the POM for Families with Young Children (EI) iterations for the Family Support Program.

CSS will be required to complete a POM plan and submit it by 4/3/23, using the attached Personal Outcomes Measures ® Plan template.

Next Steps

CSS is commended and congratulated for achieving accreditation with CQL's Quality Assurances Accreditation methodology and its ongoing commitment and efforts to exemplify how a singular focus on the lives of people supported leads to making meaningful discoveries about *What Really Matters*.

Basic Assurances® Plan

In order to maintain CQL Accreditation, CSS must submit a plan within 30 days of the accreditation (4/3/23) to bring all *Basic Assurances*® Indicators into alignment for both system and practice. Any *Basic Assurances*® Indicators assessed as NOT PRESENT in either system or practice by CQL require a plan of alignment. Provided to the organization is a template for this plan.

An assessment of the implementation of this plan will occur during the next accreditation checkpoint with CQL, which will consist of a visit in 12–18 months. Failure to complete, submit or make substantial progress on the approved plan will jeopardize accreditation.

Personal Outcome Measures® Plan

In order to maintain CQL Accreditation, CSS must submit a plan within 30 days of the accreditation (4/3/23), which will outline the organization's plan to (1) utilize the *Personal Outcome Measures*® on an individual level for planning and discovery, and (2) collect, aggregate, analyze, and act on data gathered as a result of *Personal Outcome Measures*® implementation. Provided to the organization is a template for this plan.

The plan must outline the steps the organization will take to build its capacity and ability to implement the *Personal Outcome Measures*® effectively. An assessment of the implementation of this plan will occur during the next accreditation checkpoint with CQL with a visit in 12–18 months. Failure to complete, submit or make substantial progress on the approved plan will jeopardize accreditation.

In order to maintain CQL Accreditation, CSS agrees to participate in one additional visit with CQL over the course of the three-year accreditation partnership.

The next checkpoint with CQL will occur no sooner than 12 months and no later than 18 months after the initial visit and will focus on:

- Implementation of *Basic Assurances*® and *Personal Outcome Measures*® plans of alignment
- Stories that illustrate progress and success in people's lives
- *Personal Outcome Measures*® data analysis and learning
- *Basic Assurances*® Factor Ten (Integrated Quality Management)

- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety, and human security

CQL reserves the right to require an additional visit if progress cannot be validated.

Ongoing Accreditation

Accredited organizations are required to notify CQL | The Council on Quality and Leadership (within 14 calendar days) of changes in the following circumstances and any other event that could potentially put at risk the quality of supports provided to people:

- Change in the executive director/chief executive officer
- Change in ownership or management
- The potential loss of certification, license(s), or funding
- Receipt of citations of Immediate Jeopardy or Conditions of Participations in ICF funded services
- Receipt of any state-specific sanctions related to state licensure regulations
- Addition or deletion of program/service components
- Any changes in the compliance of any building with the requirements of the Life Safety Code or other equivalent code
- Relocation of people receiving services due to fire, flood, or other natural or humanmade disaster, or significant maintenance issues requiring people to re-locate in excess of 14 calendar days
- Merger or acquisition of another organization in whole or in part
- Criminal charges or conviction of executive leadership including, but not limited to the executive director, chief executive officer, chief financial officer, or their equivalents, and/or board of directors' officers
- Negative publicity regarding the agency or its leadership (board of directors or executive leadership)

Upon notification of such changes, CQL will request additional information that provides evidence of the impact of the change(s) on people receiving services. CQL reserves the option to make a visit to any accredited organization, at the expense of the organization, if CQL determines that the:

- Change(s) significantly or negatively impacts people receiving services.
- The information does not sufficiently address the impact.
- The organization failed to notify CQL of significant change(s).

CQL will give notice of any such visit/review to the organization's chief executive officer/executive director. The visit will determine the impact of organizational change(s) on people receiving services.

CQL reserves the right to discontinue the award of accreditation if the visit results in evidence that determines:
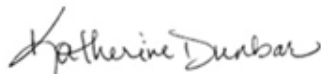
- The impact of organizational change has had a significant and negative effect on people receiving services.
- The organization can no longer sustain the commitment to supporting basic health, safety, and human security for people over the cycle of accreditation.
- The organization refuses to undergo a visit.

Statements and Signatures

We, the undersigned, have read the above Executive Summary/Accreditation Report and Accreditation Policies. Community Support Systems and CQL | The Council on Quality and Leadership, understand and agree to its contents and Community Support Systems and CQL | The Council on Quality and Leadership hereby agree to the expectations and accountabilities outlined and detailed herein.

For: CQL | The Council on Quality and Leadership

Katherine Dunbar

_____   06/02/23
                                                 _____

Katherine Dunbar, Vice President of Services and Systems   **Date**
Excellence