



SURVEY OUTCOME
Three-Year Accreditation

CARF
Survey Report
for
WyoSTEP, Inc.

CARF INTERNATIONAL

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Organization

WyoSTEP, Inc.
5237 Danielle Court
Cheyenne, WY 82009-5477

Organizational Leadership

Shane A. Moore, Chief Executive Officer

Survey Dates

February 25-26, 2008

Surveyor

James K. Shaver

Programs/Services Surveyed

Community Services: Supported Living

Previous Survey

March 8-9, 2007
One-Year Accreditation



Survey Outcome

Three-Year Accreditation
Expiration: March 2011

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SURVEY SUMMARY

WyoSTEP, Inc., has strengths in many areas.

- Knowledgeable and professional staff members are responsive to the needs of the persons served. Staff members are dedicated professionals who display genuine care and support, and they demonstrate a commitment to improving the quality of services to persons served.
- The organization's comprehensive service planning process is based on strengths, abilities, needs, preferences, and desired outcomes of the persons served. Substantial emphasis is placed on individualization and person-centered planning in the development of individual service plans.
- WyoSTEP ensures the preservation of rights of persons served throughout all aspects of service delivery. Understanding and implementation of rights are demonstrated by the individual's right to make informed choices about services.
- Records of persons served are well maintained and organized.
- The supported living apartments are nicely decorated, safe, and well kept. The apartments are seamlessly integrated into the Cheyenne community. Personal touches such as photographs, decorations, and treasures specific to the individual are evident in the different apartments.
- The organization serves individuals who have acquired brain injury and related conditions. With sufficient and trained staff members, it provides the necessary supports based on the needs of the persons served as identified in their individual service plans.
- WyoSTEP consistently includes persons served as equal partners in the planning and administration of services. Feedback from persons served indicates strong evidence of choice, satisfaction, and gratitude for the methods of services delivered by staff members.
- Choice and self-sufficiency are afforded in a relaxed and individualized manner, resulting in high person served and employee morale, increased participation in the community, and attainment of goals directed toward personal development.
- The organization's program-oriented record-keeping system provides easy access to important information regarding persons served that facilitates coordinated and timely service delivery.
- Through a participatory approach to management, the president/CEO has established an open line of communication for all stakeholders within the service delivery area.

WyoSTEP should seek improvement in the areas identified by the recommendations in the report. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, WyoSTEP is in substantial conformance to the CARF standards; it is apparent that the CARF standards are used to improve service delivery. The recommendations in this report are scattered throughout the organization's operations and do not appear to represent significant concerns regarding service quality. WyoSTEP appears to have the resources, expertise, and desires to address the recommendations on a timely basis.

WyoSTEP, Inc., has earned a Three-Year Accreditation. The board, management, and staff members are commended for this accomplishment and are encouraged to continue their efforts, in cooperation with other community services, to provide services to persons with disabilities in the Cheyenne area. The organization is encouraged to monitor its operation and ongoing conformance to the CARF standards and policies and to continue to use the standards as tools to improve its service delivery.

SECTION 1. BUSINESS PRACTICES

Criterion A. Input from Stakeholders

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Criterion B. Accessibility

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization is encouraged to continue its review of the ADA to ensure that all areas remain in compliance.
-

Criterion C. Information Management and Performance Improvement

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and information is used to manage and improve service delivery. The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

Key Areas Addressed

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

Recommendations

C.4.d.(3)(a) through C.4.d.(3)(c)

Although WyoSTEP has a viable outcomes management system, it is recommended that performance goals be established for measures of effectiveness, efficiency, and satisfaction of persons served and other stakeholders. These goals could be based on an industry benchmark, the organization's history, or a target established by the organization or other stakeholders.

C.7.a.

Although the outcomes management system has generated data and an analysis and report have been completed, it is recommended that this information be shared in an understandable format with persons served.

Criterion D. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

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

Recommendations

D.3.b.(2)(a)

WyoSTEP is urged to revise its grievance policy to include that the action taken will not result in retaliation or barriers to services.

Consultation

- Although the organization has a policy and procedure on how persons served can access their own records, it is suggested that this information be included in the *Information for Participant Handbook*.
-

Criterion E. Health and Safety

Principle Statement

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

Key Areas Addressed

- One annual external inspection
 - Self-inspections twice a year
 - Emergency procedures, including evacuation, tested/analyzed annually
 - Access to emergency first-aid resources
 - Competency of personnel in safety procedures
 - Defined system for reporting/reviewing critical incidents
 - Infection control plan
 - Transportation requirements, if applicable
-

Recommendations

There are no recommendations in this area.

Criterion F. Human Resources

Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

Key Areas Addressed

- Adequate staffing
 - Verification of background/credentials
 - Recruitment/retention efforts
 - Personnel skills/characteristics
 - Annual review of job description/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

F.2.a.(1)

It is recommended that the organization obtain required credentials of staff members.

F.5.d.(4)(b)

Although the organization conducts annual performance evaluations for all staff members, measurable goals are not always established through these evaluations. Performance evaluations should be used to establish measurable performance objectives for the next year.

Consultation

- It is suggested that WyoSTEP list the physical demands of each position on the individual job description. In addition, the organization may want to consider dating each job description.
-

Criterion G. Leadership

Principle Statement

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

Key Areas Addressed

- Leadership structure
 - Leadership guidance
 - Commitment to diversity
 - Corporate responsibility
 - Corporate compliance
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the secretary of the board of directors sign the minutes of the board meetings.
-

Criterion H. Legal Requirements

Principle Statement

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

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

Criterion I. Financial Planning and Management

Principle Statement

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

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning
 - Financial results reported/compared to budgeted performance
 - Organization review
 - Fiscal policies and procedures
 - Annual review of service billing records, if applicable
 - Review of fee structure, if applicable
 - Annual outside review/audit, if applicable
 - Written risk management plan
 - Adequate insurance coverage
 - Policies regarding safeguarding funds of persons served, if applicable
-

Recommendations

I.9.

Although the organization has assistance in financial planning and management, there is no evidence that an annual review or audit of its financial statements has been conducted. The organization should have evidence of an annual review or audit of its financial statement conducted by an independent CPA.

Consultation

- It is suggested that WyoSTEP continue exploring different areas to generate additional revenue to ensure its long-term financial stability. Developing a foundation or endowment and increased emphasis on fundraising activities, including planned giving, are measures that might help in this endeavor.
-

SECTION 2. QUALITY INDIVIDUALIZED SERVICES

A. Individual-Centered Service Planning, Design, and Delivery

Principle Statement

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

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

B. Records of the Persons Served

Principle Statement

The organization maintains complete records and treats all information related to persons served as confidential.

Key Areas Addressed

- Complete, confidential records are maintained
-

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services
-

Recommendations

There are no recommendations in this area.

I. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

SECTION 4. COMMUNITY SERVICES

Principle Statement

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

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

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

Expected results from these services may include:

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

K. Supported Living

Principle Statement

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

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

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

WyoSTEP, Inc.

5237 Danielle Court
Cheyenne, WY 82009-5477

Administrative Location Only

WyoSTEP, Inc. Apartments

420 West 24th Street
Cheyenne, WY 82001

Community Services: Supported Living