

CARF Accreditation Report
for
United Cerebral Palsy Seguin of
Greater Chicago

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

United Cerebral Palsy Seguin of Greater Chicago
3100 South Central Avenue
Cicero, IL 60804

Organizational Leadership

Andrea K. Palm, MSW, VP of Quality and Risk Management
Joseph Mengoni, President/CEO

Survey Number

187011

Survey Date(s)

April 23, 2025–April 25, 2025

Surveyor(s)

Roger M. Bailey, Administrative
John R. Coccilone, Program
Jeff Lambert, Program

Program(s)/Service(s) Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Employment Planning Services
Adoption (Children and Adolescents)
Behavioral Consultation (Children and Adolescents)
Counseling/Outpatient (Children and Adolescents)
Foster Family and Kinship Care (Children and Adolescents)
Group Home (Children and Adolescents)
Specialized or Treatment Foster Care (Children and Adolescents)

Previous Survey

November 8, 2021–November 10, 2021

Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation

Expiration: June 30, 2028

Executive Summary

This report contains the findings of CARF's site survey of United Cerebral Palsy Seguin of Greater Chicago conducted April 23, 2025–April 25, 2025. 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, United Cerebral Palsy Seguin of Greater Chicago demonstrated substantial conformance to the standards. United Cerebral Palsy Seguin of Greater Chicago (UCP Seguin) traces its roots to 1949 as part of a parent-run organization. For over 75 years, it has held to its goal of providing services that promote participants' connection to the community in which they live. UCP Seguin is focused on growth based on need and on quality of services rather than quantity of participants. The organization continues to maintain a strong reputation among participants, funders, and other stakeholders. Opportunities for improvement include financial planning and management, health and safety, workforce development and management, technology, performance measurement and management, and performance improvement.

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

United Cerebral Palsy Seguin of Greater Chicago 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 United Cerebral Palsy Seguin of Greater Chicago was conducted by the following CARF surveyor(s):

- Roger M. Bailey, Administrative
- John R. Coccilone, Program
- Jeff Lambert, 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 United Cerebral Palsy Seguin of Greater Chicago 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
- Employment Planning Services
- Adoption (Children and Adolescents)
- Behavioral Consultation (Children and Adolescents)
- Counseling/Outpatient (Children and Adolescents)
- Foster Family and Kinship Care (Children and Adolescents)
- Group Home (Children and Adolescents)
- Specialized or Treatment Foster Care (Children and Adolescents)

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 United Cerebral Palsy Seguin of Greater Chicago demonstrated the following strengths:

- In a field where job turnover has become almost epidemic, the long tenure of the organization's foster parents, direct support staff, and senior leadership is especially remarkable. UCP Seguin is recognized for retaining multiple staff members with seniority of 20 to 40 years. This includes several in leadership positions. Longevity of service appears to contribute to the camaraderie and team approach notable across the organization.
- UCP Seguin has core staff members of dedicated professionals who not only are well trained and passionate about their work, but also are constantly seeking to learn how to provide the best quality care for the child and adult participants they serve. Employment program staff members shared that the program director is very supportive and that open communication practices in the department lead to high staff satisfaction.
- UCP Seguin is serious in its stance to promote from within. Current leaders are tasked with identifying people in the organization who might fill their position in the future, and then training and mentoring opportunities are provided. The organization has also launched more generalized training programs to develop the skills of current leadership and programs to develop the skills of staff members with the potential to become future leaders.
- UCP Seguin is applauded for developing and participating in initiatives to raise the wage scale of direct support staff members. As a result of collaboration with other organizations and political advocacy, the organization raised its pay scale for these positions by over 70 percent.
- UCP Seguin is commended on the emphasis it places on corporate citizenship. Examples include the organization's support of self-advocate fairs, community health fairs, caregiver training, online education for school staff and others, and its function as a college intern training site. Its stated goal is to create a stronger community and to develop its future workforce.
- The commitment of UCP Seguin to provide excellent services to participants through a person-centered philosophy is readily evident in many things it does on a daily basis. Each family or participant is treated individually and has a plan of service built upon their strengths, supports, and wishes.
- UCP Seguin is complimented for the employment training it offers on Zoom. This training option allows participants to receive employment training when they are unable to do so on site.
- Funding/referral sources consistently expressed a high degree of satisfaction with the employment services of UCP Seguin. It was noted that the organization obtained more referrals due to bilingual employment staff. The funding/referral sources commented that UCP Seguin can be relied on for timely communications, accurate reporting, and willingness to work with more challenging referrals.
- Family members expressed satisfaction with the organization's employment services, noting that the securing of employment by their loved ones has been life changing. They commented that the employment team is fully engaged in developing strategies to provide employment opportunities tailored to the needs of each participant.
- Participants expressed high satisfaction with the services provided by UCP Seguin. They noted that the organization is responsive to their needs and provides excellent customer service.
- Participants and foster families were extremely positive about the services provided by UCP Seguin. They made many comments about the organization's stability, emphasizing that their family members do not adjust well to change and that it was a blessing to have the same staff members and little turnover for many years. In all programs reviewed, participants and their advocates expressed that they are exceptionally pleased with the organization's living spaces, quality of care, immediate responsiveness of staff members, and the overall quality of life they experience.

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, diversity, and inclusion
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

There are no recommendations in this area.

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.

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

- 1.F.7.b.(2)
- 1.F.7.b.(3)
- 1.F.7.b.(4)

As an organization that bills for services provided, UCP Seguin conducts a documented review of a representative sample of bills of the participants and corrects any identified billing issues. It is recommended that the documented review of a representative sample of bills of the participants address trends, areas needing improvement, and actions to be taken. This might be accomplished by adding results of the documentation review, as a topic, to the finance committee agenda. Including trends, areas needing improvement, and actions to be taken in a table format in committee minutes might make it easy to access this information in the future.

- 1.F.10.c.
- 1.F.10.f.
- 1.F.10.g.
- 1.F.10.h.

The organization takes responsibility for the funds of participants in its residential programs, and it has a procedure that includes safeguards to protect those assets. It is recommended that its written procedures be expanded to address how the participants can access their funds; when interest-bearing accounts are used, how interest will be credited to the accounts of the participants; how account reconciliation is provided to the participants at least monthly; and how funds will be returned to the participants upon transition/exit from the program.

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.

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.4.b.(3)

1.H.4.b.(5)

1.H.4.b.(6)

Personnel receive annual documented training on emergency procedures, but it is not competency based. Training related to the identification and reporting of critical incidents is provided only as part of new hire orientation. It is recommended that personnel receive documented competency-based training at least annually on emergency procedures, identification of critical incidents, and reporting of critical incidents.

1.H.7.c.(3)

1.H.7.c.(4)

1.H.7.c.(5)

1.H.7.d.

It is recommended that an unannounced test of each emergency procedure be analyzed for performance that addresses implementation of the actions, necessary education and training of personnel, and whether the actions taken accomplished the intended results. Each test should be evidenced in writing, including the analysis. This information could be incorporated on the test form so that the drill and complete analysis are contained in a single document.

Consultation

- UCP Seguin provides ready access to first aid supplies; however, the supplies differ from site to site and between vehicles. It is suggested that the organization develop a master supply list for first aid kits, including disposable gloves inside the kit and a system to ensure that the proper supplies are maintained at each site and in each vehicle.

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.6.a.(4)

1.I.6.a.(5)

1.I.6.a.(6)

1.I.6.a.(7)

UCP Seguin is inconsistent in providing certain information to new hires during orientation. It is recommended that onboarding and engagement activities consistently include orientation that addresses the organization's performance measurement and management system, risk management plan, strategic plan, and other organizational planning efforts. This might be addressed by adding these topics to the orientation material provided by the organization's human resources staff, rather than relying upon direct supervisors to provide it.

1.I.9.e.

The written procedures of UCP Seguin specify that performance appraisal is to occur each year. However, performance appraisals were conducted in only two of the last three years. The organization should consistently implement written procedures for performance appraisal that address timeframes/frequencies related to the performance appraisal process.

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

1.J.2.b.(2)

1.J.2.b.(7)

1.J.2.f.

The technology and system plan includes actions related to timeframes that are years in the past and other actions that have no identified timeframe. Furthermore, the plans reviewed did not include priorities. Certain elements of the plan were not consistently updated. It is recommended that the technology and system plan implemented by UCP Seguin be expanded to include priorities and timeframes. The plan should consistently be updated as needed. It is suggested that once a target date for an action is set, it promptly be amended/extended, if necessary. Also, the organization might consider removing action items from the plan once they have been attained, particularly those attained several years in the past.

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.

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.

Consultation

- UCP Seguin uses a good system to identify barriers, including use of an ADA checklist. Still, several situations at its Carr Center site might be addressed in the future. For instance, it was noted that several doors, including those on exit paths, have doorknobs rather than latch handles. These might be switched out, or an adapter that converts a knob to a latch could be attached. While most restroom stall latches slide, some require a pincer grasp-and-turn to operate. Again, an inexpensive adapter could be added to the hardware that complies with ADA accessibility guidelines. Some office door locks that require a pincer grasp-and-turn

to operate might be replaced in the future. Furthermore, barrier-free parking was located across the street from the facility. As an immediate accommodation, large signage could be posted on the front door so that it is readable by someone in their vehicle from the drop-off drive. The signage might provide the number to call if curbside assistance is required due to the organization's parking arrangement.

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

- 1.M.3.a.(2)(a)
- 1.M.3.a.(2)(b)
- 1.M.3.a.(2)(c)
- 1.M.3.a.(2)(d)
- 1.M.3.a.(2)(e)

During the period of current accreditation, UCP Seguin, with the intent of simplifying its performance management system, grouped accredited programs together for data collection and analysis. The organization should implement a performance measurement and management plan that addresses for each program/service seeking accreditation identification of measures for service delivery objectives, including results achieved for the participants (effectiveness), experience of services received and other feedback from the participants, experience of services and other feedback from other stakeholders, resources used to achieve results for the participants (efficiency), and service access.

1.M.4.a.

- 1.M.4.b.(1)**
- 1.M.4.b.(2)**
- 1.M.4.b.(3)**
- 1.M.4.b.(4)**
- 1.M.4.b.(5)**

To measure its results achieved for the participants (effectiveness), each program/service seeking accreditation should consistently document an objective(s) and a performance indicator(s), including to whom the indicator(s) will be applied, the person(s)/position(s) responsible for collecting the data, the source(s) from which data will be collected, identification of relevant timeframes for collection of data, and a performance target that is based on the organization's performance history or established by the organization or a stakeholder or is based on an industry benchmark.

1.M.5.a.

- 1.M.5.b.(1)**
- 1.M.5.b.(2)**
- 1.M.5.b.(3)**
- 1.M.5.b.(4)**
- 1.M.5.b.(5)**

To measure experience of services received and other feedback from the participants, each program/service seeking accreditation should consistently document an objective(s) and a performance indicator(s), including to whom the indicator(s) will be applied, the person(s)/position(s) responsible for collecting the data, the source(s) from which data will be collected, identification of relevant timeframes for collection of data, and a performance target that is based on the organization's performance history or established by the organization or a stakeholder or is based on an industry benchmark.

1.M.6.a.

- 1.M.6.b.(1)**
- 1.M.6.b.(2)**
- 1.M.6.b.(3)**
- 1.M.6.b.(4)**
- 1.M.6.b.(5)**

To measure experience of services and other feedback from other stakeholders, it is recommended that each program/service seeking accreditation consistently document an objective(s) and a performance indicator(s), including to whom the indicator(s) will be applied, the person(s)/position(s) responsible for collecting the data, the source(s) from which data will be collected, identification of relevant timeframes for collection of data, and a performance target that is based on the organization's performance history or established by the organization or a stakeholder or is based on an industry benchmark.

1.M.7.a.

- 1.M.7.b.(1)**
- 1.M.7.b.(2)**
- 1.M.7.b.(3)**
- 1.M.7.b.(4)**
- 1.M.7.b.(5)**

To measure the resources used to achieve results for the participants (efficiency), each program/service seeking accreditation should consistently document an objective(s) and a performance indicator(s), including to whom or what the indicator(s) will be applied, the person(s)/position(s) responsible for collecting the data, the source(s) from which data will be collected, identification of relevant timeframes for collection of data, and a performance target that is based on the organization's performance history or established by the organization or a stakeholder or is based on an industry benchmark.

1.M.8.a.

1.M.8.b.(1)

1.M.8.b.(2)

1.M.8.b.(3)

1.M.8.b.(4)

1.M.8.b.(5)

To measure service access, each program/service seeking accreditation should consistently document an objective(s) and a performance indicator(s), including to whom or what the indicator(s) will be applied, the person(s)/position(s) responsible for collecting the data, the source(s) from which data will be collected, identification of relevant timeframes for collection of data, and a performance target that is based on the organization's performance history or established by the organization or a stakeholder or is based on an industry benchmark.

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

- 1.N.1.a.**
- 1.N.1.b.**
- 1.N.1.c.(1)**
- 1.N.1.c.(2)**
- 1.N.1.c.(3)**
- 1.N.1.c.(4)**
- 1.N.1.c.(5)**
- 1.N.1.d.(1)**
- 1.N.1.d.(2)**
- 1.N.1.e.(1)**
- 1.N.1.e.(2)**
- 1.N.1.e.(3)**
- 1.N.1.f.(1)**
- 1.N.1.f.(2)**
- 1.N.1.f.(3)**
- 1.N.1.f.(4)**

The analysis of service delivery performance should consistently be documented and be completed at least annually and in accordance with the timeframes outlined in the performance measurement and management plan. The analysis should also address service delivery indicators for each program/service seeking accreditation, including results achieved for the participants (efficiency), experience of services received and other feedback from the participants, experience of services and other feedback from other stakeholders, resources used to achieve results for the participants (efficiency), and service access. Additionally, the analysis of service delivery should incorporate the characteristics of the participants and impact of extenuating or influencing factors; include comparative analysis and identification of trends and causes; and be used to identify areas needing performance improvement, develop an action plan(s) to address the improvements needed, implement the action plan(s), and determine whether the actions taken accomplished the intended results.

- 1.N.3.a.**
- 1.N.3.b.(1)**
- 1.N.3.b.(2)**
- 1.N.3.c.**

The results of performance analysis should consistently be used to improve the quality of programs and services, facilitate organizational decision making regarding service delivery and business functions, and guide changes to the performance measurement and management plan.

- 1.N.4.a.(1)**
- 1.N.4.a.(2)**
- 1.N.4.a.(3)**
- 1.N.4.b.(1)**
- 1.N.4.b.(2)**
- 1.N.4.b.(3)**

In accordance with the performance measurement and management plan, UCP Seguin should consistently communicate accurate performance information to participants, personnel, and other stakeholders according to the needs of the specific group, including content, format, and timing.

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

There are no recommendations in this area.

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

There are no recommendations in this area.

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.

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.

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.A. Employment Planning Services (EPS)

Description

Employment planning services are designed to assist a person seeking employment to learn about employment opportunities within the community and to make informed decisions. Employment planning services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on the person's preferences, strengths, abilities, and needs. Services begin from a presumption of employability for all persons and seek to provide meaningful information related to planning effective programs for persons with intervention strategies needed to achieve the goal of employment.

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

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

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

- Work interests are explored and identified.
- Recommendations for employment options are appropriate.
- Employment planning reports lead to job goals.
- Transferable work skills and employment barriers are identified.
- Benefits planning is included.
- Services are timely in their delivery.
- Services are cost-effective.
- Individuals served understand recommendations that are made.
- Individuals served identify desired employment outcomes.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

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.

2024 Child and Youth Services standards were also applied during this survey. The following sections of this report reflect the application of those standards.

Section 2. General Program Standards

Description

For an organization to achieve quality services, the philosophical foundation of child- and family-centered care practices must be demonstrated. Children/youth and families are involved in the design, implementation, delivery, and ongoing evaluation of applicable services offered by the organization. A commitment to quality and the involvement of the persons served span the entire time that they are involved with the organization. The service planning process is individualized, establishing goals and objectives that incorporate the unique strengths, needs, abilities, and preferences of the person served. The persons served have the opportunity to transition easily through a system of care.

The guiding principles include:

- Services that are child/youth and family driven.
- Promotion of resiliency.
- Cultural and linguistic competence.
- Strengths-based approach.
- Focus on whole person in context of family and community.
- Trauma-informed.

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.

The organization, where appropriate, provides information to the child/youth served and in collaboration with the parent(s) and/or legal representative.

Child- and family-centered care includes the following:

- Recognition that, when possible, the family is the constant in the child's/youth's life, while the service systems and personnel within those systems fluctuate.
- Facilitation of family-professional collaboration at all levels of care.
- Sharing of unbiased and complete information about a child's/youth's care on an ongoing basis, in an appropriate and supportive manner.
- Implementation of appropriate policies and programs that are comprehensive and provide necessary support to meet the needs of children/youth and families.
- Recognition of child/youth and family strengths and individuality and respect for different methods of coping.
- Understanding and incorporating the developmental needs of children/youth and families into service systems.
- Assurance that the design of health and social service delivery systems is flexible, accessible, and responsive to the needs of children/youth and families.

Key Areas Addressed

- Written plan that guides service delivery
- Team composition
- Team member responsibilities
- Developmentally appropriate surroundings and equipment
- Crisis intervention provided
- Medical consultation
- Services relevant to diversity
- Qualifications and competency of direct service staff
- Family participation
- Relevant education
- Collaborative partnerships
- Child/youth/family role in decision making
- Supervision
- Assistance with advocacy and support groups
- Effective information sharing
- Arrangement or provision of appropriate services
- Gathering customer satisfaction information
- Residential/overnight program requirements
- Peer Support

Recommendations

There are no recommendations in this area.

2.B. Screening and Access to Services

Description

The process of screening and assessment is designed to determine a person's eligibility for services and the organization's ability to provide those services. A person-centered assessment process helps to maximize opportunities for the persons served to gain access to the organization's programs and services. Each person served is actively involved in, and has a significant role in, the assessment process. Assessments are conducted in a manner that identifies the historical and current information of the person served as well as the person's strengths, needs, abilities, and preferences. Assessment data may be gathered through various means, including face-to-face contact, telehealth, or written material, and from various sources, including the person served, the person's family or significant others, and external sources.

Key Areas Addressed

- Policies and procedures defining access
- Assessment(s)
- Waiting list criteria
- Interpretive summary
- Orientation to services
- Access and screening
- Admission criteria and process
- Ineligibility/exclusionary criteria

Recommendations

There are no recommendations in this area.

2.C. Individualized Planning

Description

Each person served is actively involved in and has a significant role in the individual planning process and determining the direction of the individualized plan. The individualized planning process includes goals and objectives that incorporate the unique strengths, needs, abilities, and preferences of the persons served, as well as identified challenges and potential solutions. Individualized planning considers the significance of traumatic events.

The individualized planning process can result in a document that may also be referred to as a person-centered plan, service plan, treatment plan, case plan, or plan of care. In programs that serve young children, or families as a unit, the plan is often family focused rather than focused on a specific child.

Key Areas Addressed

- Participation of child/youth in preparation of individual plan
- Components of individual plan
- Safety planning
- Co-occurring disabilities/disorders
- Content of program notes

Recommendations

There are no recommendations in this area.

2.D. Transition/Discharge

Description

Transition, continuing care, or discharge planning assists the persons served to move from one level of care to another within the organization or to obtain services that are needed but are not available within the organization after they are discharged. The transition process is planned with the active participation of each person served. Transition may include planned or unplanned discharge, movement to a different level or intensity of services or movement to community-based services.

The transition plan is a document that is developed in collaboration with and for the person served, family, and other interested persons who have participated with the individual in services. It is meant to be a plan that the person served uses when leaving the program to identify important supports and actions to prevent the need to return to the program or other higher level of care.

A discharge summary is a document written by the program when the person leaves the program (planned or unplanned) and includes information about the person's progress while in the program, including the completion of goals. It is a document that is intended for the record of the person served and released, with appropriate authorization, to describe the course of services that the organization provided and the response by the person served.

Just as the assessment is critical to the success of treatment, transition services are critical for the safety and support of the individual's ongoing well-being. The program takes a proactive approach to follow-up with persons served after discharge to gather information related to their post-discharge status and to assist in determining the effectiveness of services and whether additional services were or are currently needed.

Key Areas Addressed

- Transition/discharge planning
- Components of transition plan
- Follow-up after program participation
- Discharge summary

Recommendations

There are no recommendations in this area.

2.E. Medication Use

Description

Medication use is the practice of controlling, administering, and/or prescribing medications to persons served in response to specific symptoms, behaviors, or conditions for which the use of medications is indicated and deemed efficacious. The use of medication is one component of treatment directed toward maximizing the functioning of the persons served while reducing their specific symptoms. Prior to the use of medications, other therapeutic interventions should be considered, except in circumstances that call for a more urgent intervention.

Medication use includes all prescribed medications, whether or not the program is involved in prescribing, and may include over-the-counter or alternative medications. Alternative medications can include herbal or mineral supplements, vitamins, homeopathic remedies, hormone therapy, or culturally specific treatments.

Medication control is identified as the process of physically controlling, storing, transporting, and disposing of medications, including those self-administered by the person served.

Medication administration is the preparing and giving of prescription and nonprescription medications by authorized and trained personnel to the person served. Self-administration is the application of a medication (whether by oral ingestion, injection, inhalation, or other means) by the person served to the individual's own body. This may include the program storing the medication for the person served, personnel handing the bottle or prepackaged medication dose to the person served, instructing or verbally prompting the person served to take the medication, coaching the person served through the steps to ensure proper adherence, and/or closely observing the person served self-administering the medication.

Prescribing is the result of an evaluation that determines if there is a need for medication and what medication is to be used in the treatment of the person served. Prior to providing a prescription for medication, the prescriber obtains the informed consent of the individual authorized to consent to treatment and, if applicable, the assent of the person served. Prescription orders may be verbal or written and detail what medication should be given to whom, in what formulation and dose, by what route, when, how frequently, and for what length of time.

Key Areas Addressed

- Scope of medication services provided by the program(s) seeking accreditation
- Education and training provided to direct service personnel at orientation and at least annually
- Education and training provided to persons served, family members, and others identified by the persons served, in accordance with identified needs
- Written procedures that address medication control, administration, and/or prescribing, as applicable to the program
- Use of treatment guidelines and protocols to promote prescribing consistent with standards of care, if applicable to the program
- Peer review of prescribing practices, if applicable to the program

Recommendations

There are no recommendations in this area.

2.G. Records of the Person Served

Description

A complete and accurate record is developed to ensure that all appropriate individuals have access to relevant clinical and other information regarding each person served.

Key Areas Addressed

- Authorization for release of information
- Timeframes for entries to records
- Individual record requirements
- Duplicate records

Recommendations

There are no recommendations in this area.

Consultation

- UCP Seguin might consider switching to an electronic participant record rather than the binders in use now. This could reduce the need to hunt down certain information and the possibility of misplacing records.

2.H. Quality Records Review

Description

The program has systems and procedures that provide for the ongoing monitoring of the quality, appropriateness, and utilization of the services provided. This is largely accomplished through a systematic review of the records of the persons served. The review assists the program in improving the quality of services provided to each person served.

Key Areas Addressed

- Focus of quarterly review
- Use of information from quarterly review
- Record selection for review

Recommendations

There are no recommendations in this area.

2.I. 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, dieticians, 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. Core Program Standards

3.A. Adoption

Description

Adoption programs are inclusive of open, closed, customary, and international adoptions as well as other permanent custody or care arrangements and provide children/youth with legal and social stability. Customary adoption is a traditional Indigenous practice recognized by some native communities that gives a child/youth a permanent parent-child relationship with someone other than the child's/youth's birth parent(s). Adoption programs ideally provide continuity of life-long relationships and maintain cultural identity.

The adoption program promotes the active participation of all affected by the permanent placement, including the foster family, birth family, extended family, adoptive family, child/youth, advocate, caregivers, members of Indigenous or other communities of origin, or other individuals who are significant to the child/youth. Services are based on the best interests of the child/youth.

Programs can be delivered by public or Indigenous child/youth welfare authorities, private licensed agencies, or licensed individuals.

Signatories to the UN Convention on the Rights of the Child must meet the identified requirements. These organizations must ensure that the child's/youth's fundamental right to identity, family, and culture is addressed. When applicable, programs must also conform to the requirements of the Indian Child Welfare Act, Adoption and Safe Families Act, Multi-Ethnic Placement Act, Interethnic Adoption Provisions Act, Fostering Connections, Hague Convention, and the Act to Promote Safe and Stable Families, as well as all other applicable regulatory requirements.

Key Areas Addressed

- Promotion of the active participation of birth, foster, and adoptive families and of the children and youth served
- Assessment(s)
- Recruitment practices for adoptive families
- Policies and written procedures
- Written agreements with: adoptees, adoptive family, birth parent, foster family, program (as applicable)
- Documented education and competency-based training requirements for adoptive families
- Placement and matching for the child/youth served with adoptive family

- Post-adoption services
- Transition and discharge planning
- Documented analysis of adoption disruption and dissolutions

Recommendations

There are no recommendations in this area.

3.C. Behavioral Consultation

Description

In behavioral consultation programs emphasis is placed on the reduction or elimination of problematic behaviors. The focus of the program is to replace inappropriate behaviors with positive behaviors or increase the ability of the person served to express more effective and appropriate behaviors. Behavioral strategies are used to teach the person other means to deal with targeted behaviors and the environment to ensure that inappropriate behaviors are discouraged and positive behaviors are learned and maintained. This may include services to young children with autism spectrum disorders (ASD) or behaviors symptomatic of ASD, persons with eating disorders, or those who exhibit self-injurious behaviors.

Key Areas Addressed

- Skill/knowledge of personnel
- Family support
- Team meetings
- Behavioral assessment input from all stakeholders
- Functional assessments
- Discharge summaries
- Written behavioral strategies and formal monitoring

Recommendations

There are no recommendations in this area.

3.I. Counseling/Outpatient

Description

Counseling/outpatient programs provide culturally and linguistically appropriate services that include, but are not limited to, individual, group, and family counseling and education on wellness, recovery, and resiliency. These programs offer comprehensive, coordinated, and defined services that may vary in level of intensity.

Counseling/outpatient programs may address a variety of needs, including, but not limited to, situational stressors; family relations; interpersonal relationships; behavior management; mental health issues; life span issues; psychiatric illnesses; substance use disorders and other addictive behaviors; and the needs of victims of abuse, neglect, domestic violence, or other traumas.

Key Areas Addressed

- Service modalities include: individual, family, and group
- Education on wellness, recovery, and resiliency
- Accessible services
- Develop and utilize natural supports

Recommendations

There are no recommendations in this area.

Section 4. Core Residential Program Standards

4.B. Foster Family and Kinship Care

Description

Foster/kinship care is provided under a contract or agreement for the placement of a child/youth in a family setting outside the birth or adoptive family home. Foster/kinship care is provided to a child/youth who has been removed from the home and placed within a family setting temporarily until the child/youth can be reunified with the family or until it has been determined that another family-type setting or living environment is in the best interest of the child/youth. The courts are often involved in establishing this relationship.

Foster/kinship care is comprehensive and establishes a system of supports and services for the child/youth, the family of origin, and the foster/kinship family. Programs assist foster and/or kinship families to recognize their strengths and abilities to effect change for the child/youth and family in order to establish stability in the life of the child/youth. Foster/kinship care may include relative care, preadoption placements, or care in parent/counselor homes. In Canada this would include programs such as out-of-home care options and general foster care homes.

Key Areas Addressed

- Written agreements with families
- Reunification/permanency planning
- Recruitment and family selection
- Training requirements
- Collaboration with families of origin, court system, and child welfare contact

Recommendations

There are no recommendations in this area.

4.C. Group Home

Description

Group home programs provide trauma-informed treatment and services in a safe, supportive, 24-hour setting to children/youth for whom there are documented reports of abuse, maltreatment, and/or behavioral health needs and who cannot safely live in a family setting within the community.

Group home programs are time limited with goals for reunification with the family of the child/youth or placement within another family setting or other community placement with an emphasis toward permanency.

Key Areas Addressed

- Community living skills to support transition to a family setting
- Maintenance of family relationships
- Reunification/permanency planning
- Personnel requirements for 24/7 operations

Recommendations

There are no recommendations in this area.

4.E. Specialized or Treatment Foster Care

Description

Specialized or treatment foster care programs use a community-based treatment approach for children/youth with emotional and/or behavioral issues. Children/youth who participate in the program may also have documented reports of maltreatment, involvement with juvenile justice, and/or co-occurring disorders. Intensive, clinically based treatment that is child/youth centered and family focused is delivered through an integrated team approach that individualizes services for each child/youth. Treatment foster parents are trained, supervised, and supported by program personnel and they fulfill a primary role in therapeutic interventions. Program personnel monitor the child's/youth's progress in treatment and provide adjunctive services in accordance with the individualized plan and program design. The program's goal is to provide clinically effective treatment to children/youth so they may return to their family or alternative community placement and avoid being removed from a community setting or placed in an inpatient or residential treatment setting.

The program may also be called intensive foster care, therapeutic family services, or therapeutic foster care.

Key Areas Addressed

- Training of specialized providers
- Matching children/youth to families able to meet their needs
- Written agreements with families
- Organization responsibilities
- Clinical supervision

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

United Cerebral Palsy Seguin of Greater Chicago

3100 South Central Avenue
Cicero, IL 60804

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Employment Planning Services
Adoption (Children and Adolescents)
Behavioral Consultation (Children and Adolescents)
Counseling/Outpatient (Children and Adolescents)
Foster Family and Kinship Care (Children and Adolescents)
Specialized or Treatment Foster Care (Children and Adolescents)

UCP Seguin Infinitec Southwest - The Rubloff Building

7550 183rd Street
Tinley Park, IL 60477

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Employment Planning Services
Adoption (Children and Adolescents)
Behavioral Consultation (Children and Adolescents)
Counseling/Outpatient (Children and Adolescents)
Foster Family and Kinship Care (Children and Adolescents)
Specialized or Treatment Foster Care (Children and Adolescents)

Youth Group Home Female

2433 South 21st Avenue
Broadview, IL 60155

Group Home (Children and Adolescents)

Youth Group Home Male

4205 South Clinton Avenue
Stickney, IL 60402

Group Home (Children and Adolescents)