

**CARF  
Survey Report  
for  
Abilities of  
Northwest Jersey,  
Inc.**

**Organization**

Abilities of Northwest Jersey, Inc.  
264 Route 31 North  
Washington, NJ 07882

**Organizational Leadership**

Cynthia B. Wildermuth, Chief Executive Officer

**Survey Dates**

September 26-28, 2016

**Survey Team**

Shirley M. McBride, B.Sc., OT, CCRC, RRP, Administrative Surveyor

Timothy W. Landis, M.S.A., Program Surveyor

**Programs/Services Surveyed**

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Comprehensive Vocational Evaluation Services  
Employee Development Services  
Organizational Employment Services  
Transition Services

**Previous Survey**

September 23-25, 2013  
Three-Year Accreditation

**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: November 30, 2019**



**Three-Year Accreditation**

# SURVEY SUMMARY

## **Abilities of Northwest Jersey, Inc. has strengths in many areas.**

- Abilities is a very consumer-oriented organization that conscientiously hires staff members who have a high regard for the consumers and a desire to improve their quality of life.
- It is evident that there is a cadre of employers that are supportive of Abilities in maintaining employment for graduates of its services, and ongoing guidance is available to the employers should any issues arise on the job. The expanded marketing initiative is focused on expanding employer connections, increasing fundraising events, and generally making Abilities more visible in the community.
- The organization is commended for recognizing limited community services and initiating discussions with funders to include such services in the future, thus demonstrating its desire to be comprehensive in meeting the consumers' needs whenever possible.
- The organization's board members and upper management team have recognized the need for risk management in expanding its funding base to include more grants and contributions in an attempt to ensure more financial stability for Abilities. To this end, the organization has responsibly hired a grant writer to assertively explore alternate funding sources for Abilities. Overall, the organization appears to be financially viable to the point that it was able to arrange for purchase of a new regional facility. Abilities demonstrates careful tracking systems that allow for analysis of areas of current utilization and future planning.
- The CEO is a dynamic, forward-thinking individual who relates well with staff members at all levels within the organization. She is well respected by the board and ensures that she is involved in all areas relating to program services, quality control, adherence to contract requirements, and staffing concerns.
- Funders interviewed were very complimentary about the services provided by Abilities, could not think of any suggested improvements, and stated that the organization met their contractual expectations. The organization has incentive systems in place to reward staff members for their quality of service to the persons served and to the organization, which has allowed it to be an employer of choice.
- The organization has invested in new technology for the persons served, including a new van with an automatic ramp, wheelchair clamps that allowed a person served who utilized a wheelchair to receive transportation services, and tables for the persons served to use.
- Abilities was awarded the supported employer of the year award in 2014. In 2015, Abilities introduced the Sustain Abilities program that includes electronics recycling and hydroponics.
- The organization is commended for providing certifications to the persons served in the areas of food safety handling. In conjunction with Edible Garden, a local produce market, the organization also provides certification to persons served related to basic hydroponic skills.
- Abilities offers services that are administered and delivered in settings that are attractive, well maintained, welcoming, and decorated in artwork produced by the persons served. The persons served enjoy the locations where the services are provided.

- The persons served are the true center of the organization's practices. Abilities is person centered, and the staff members serve a supportive role to assist the consumers' growth toward independence and to meet the individual outcomes to move into less restrictive environments with a circle of friends and supports.
- The organization's mission and its values are evident in the day-to-day delivery of services. The planning process is person centered and enables individuals to develop their own personal visions and receive supports necessary to be able to succeed in reaching individual goals.
- The organization is commended for its long-tenured leadership and management staff members. The organization's staff members have a great sense of pride in their work, possess a high degree of dedication and motivation to provide excellent services to the persons served, and are committed to fulfilling its mission. The staff members are professional, competent, and passionate about providing quality services.
- Staff members have a diversity of expertise and experience and are dedicated to the enhancement of the quality of life for the persons served. Abilities has developed strong relationships with the persons served, funders, referral sources, and community members. In addition, staff members are recognized for being caring, compassionate, dedicated, and knowledgeable, as evidenced in their day-to-day delivery of services and from the feedback from other stakeholders. The staff members are eager to embrace ways to improve the quality of services provided to the persons served, have made a close connection to the persons served, and have made a commitment to enhancing the consumers' quality of life.
- Referral sources, family members, and the persons served expressed strong and positive comments when asked to discuss satisfaction surrounding quality of services received and expressed that Abilities is the provider of choice. Referral sources expressed that Abilities is the first choice for services, and a family member stated that the family member chose to move into the area based on the quality of services provided by Abilities.
- Interviews with parents/family members revealed their satisfaction with the services provided by the organization and they praised Abilities for excellent delivery of programs and services, which have allowed parents/family members to live worry free knowing that their loved ones are safe and receive the best supports possible.
- The persons served expressed sincere appreciation and praise for the support received from staff members. It is clear that the organization puts the persons served first in the daily fulfillment of its mission.
- Abilities is complimented on its efforts to create successful community employment outcomes that often result from the use of natural supports and creative accommodations for the persons served. The persons served express high satisfaction with their jobs. The strength of the site development has been demonstrated by many examples of placements exceeding multiple years, and the positive relationships between the employers and the organization's staff members are clearly recognized.
- Abilities is commended for the transition program that was developed after identifying a true need for the persons served transferring from school to work. The initiative program introduces persons served to numerous creative employment opportunities and helps prepare them for the workforce. The program evaluates consumers' wants and needs and develops a program that meets their individual needs.

- Employment services offered by the organization are well designed and linked to the consumer's wishes and abilities. The range, depth, and comprehensiveness of the services relate to a wide variety of community employment options, which has also opened up many opportunities for other employers.

**Abilities should seek improvement in the area(s) identified by the recommendation(s) in the report. Any consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.**

On balance, Abilities demonstrates substantial conformance to the CARF International standards, and it is clear that consumers greatly benefit from the programs and services that are provided. Although there are some areas for improvement identified in this report, the organization appears to have the resources and willingness to address the areas in a timely manner. It is also evident that Abilities demonstrates flexibility and commitment to enhancing its programs and services.

Abilities of Northwest Jersey, Inc. has earned a Three-Year Accreditation. The organization is congratulated for its efforts at achieving international accreditation. The organization is encouraged to continue using the CARF standards as a means of ensuring that continuous quality improvement continues to occur.

## **SECTION 1. ASPIRE TO EXCELLENCE®**

### **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
- Leadership guidance
- Commitment to diversity
- Corporate responsibility
- Corporate compliance

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## **Recommendations**

### **A.6.a.(4)(d)**

### **A.6.a.(4)(f)**

The organization should have written ethical codes of conduct that address personal property and witnessing of legal documents.

## **Consultation**

- It is suggested that Abilities increase its signage, where possible, on the public road, on the access drive, and on the building. This could better alert the public to the existence of the organization.
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## **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**

- Strategic planning considers stakeholder expectations and environmental impacts
  - Written strategic plan sets goals
  - Plan is implemented, shared, and kept relevant
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## **Recommendations**

There are no recommendations in this area.

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## **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**

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

There are no recommendations in this area.

### **Consultation**

- The organization is encouraged to explore development of a support group that could allow caregivers to share best practices and discuss handling of issues.
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## **E. Legal Requirements**

### **Description**

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

### **Key Areas Addressed**

- Compliance with all legal/regulatory requirements
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### **Recommendations**

There are no recommendations in this area.

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## **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 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
  - Review of service billing records and fee structure
  - Financial review/audit
  - Safeguarding funds of persons served
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### **Recommendations**

There are no recommendations in this area.

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## **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**

- Identification of loss exposures
  - Development of risk management plan
  - Adequate insurance coverage
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### **Recommendations**

There are no recommendations in this area.

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## **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**

- Inspections
- Emergency procedures
- Access to emergency first aid

- Competency of personnel in safety procedures
  - Reporting/reviewing critical incidents
  - Infection control
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## **Recommendations**

### **H.1.**

In an effort to further maintain a healthy and safe environment, the organization is urged to store all cleaning supplies in a locked cupboard.

### **H.10.b.(3)**

### **H.10.b.(4)**

A written analysis of all critical incidents should be provided to or conducted by the leadership that addresses actions for improvements and results of performance improvement plans.

## **Consultation**

- It is suggested that Abilities expand its guidelines on the identification and handling of suicide or attempted suicide.
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## **I. Human Resources**

### **Description**

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 descriptions/performance
  - Policies regarding students/volunteers, if applicable
- 

## **Recommendations**

There are no recommendations in this area.

## **Consultation**

- Although job descriptions are reviewed, it is suggested that the latest job description be included in the employee's personnel file and there be indication, possibly by a signature, that the employee has read and agreed to that job description.
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## **J. Technology**

### **Description**

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

### **Key Areas Addressed**

- Written technology and system plan
  - Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
  - Training for personnel, persons served, and others on ICT equipment, if applicable
  - Provision of information relevant to the ICT session, if applicable
  - Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable
  - Emergency procedures that address unique aspects of service delivery via ICT, if applicable
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### **Recommendations**

There are no recommendations in this area.

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## **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**

- Communication of rights
- Policies that promote rights
- Complaint, grievance, and appeals policy
- Annual review of complaints

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## **Recommendations**

There are no recommendations in this area.

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## **L. Accessibility**

### **Description**

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

### **Key Areas Addressed**

- Written accessibility plan(s)
  - Requests for reasonable accommodations
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## **Recommendations**

There are no recommendations in this area.

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## **M. Performance Measurement and Management**

### **Description**

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and analyzed, and information is used to manage and improve service delivery.

### **Key Areas Addressed**

- Information collection, use, and management
  - Setting and measuring performance indicators
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## **Recommendations**

There are no recommendations in this area.

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## **N. Performance Improvement**

### **Description**

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**

- Proactive performance improvement
  - Performance information shared with all stakeholders
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### **Recommendations**

There are no recommendations in this area.

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## **SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS**

### **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

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## **Recommendations**

There are no recommendations in this area.

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## **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 affects his or her 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
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## **Recommendations**

There are no recommendations in this area.

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## **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

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## Recommendations

There are no recommendations in this area.

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## 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
  - Personnel needs of local employers
  - Community resources available
  - Economic trends in the local employment sector
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## **Recommendations**

There are no recommendations in this area.

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## **F. Community Services Principle Standards**

### **Description**

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

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

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

Expected results from these services may include:

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

### **Key Areas Addressed**

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

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## Recommendations

There are no recommendations in this area.

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# SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

## Description

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

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

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

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

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

- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

## **B. Evaluation Services**

### **Comprehensive Vocational Evaluation Services**

#### **Description**

Comprehensive vocational evaluation services provide an individualized, timely, and systematic process by which a person seeking employment, in partnership with an evaluator, learns to identify viable vocational options and develop employment goals and objectives. A vocational evaluator or vocational specialist provides or supervises the services.

An accredited comprehensive vocational evaluation service is capable of examining a wide range of employment alternatives. The following techniques are used, as is appropriate to the person being assessed, to provide comprehensive vocational evaluation services:

- Pre-evaluation assessment of assistive technology needs.
- Assessment of functional/occupational performance in real or simulated environments.
- Work samples.
- Employment exploration model.
- Psychometric testing.
- Preference and interest inventories.
- Personality testing.
- Extensive personal interviews.
- Other appropriate evaluation tests, depending on the individual.
- Analysis of prior work and/or volunteer experience and transferable skills.

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

- Realistic job opportunities are explored and identified for individuals.
- Employment barriers are identified and ways to overcome these are suggested.
- Assistive technology or other accommodations needed are identified.
- The evaluation is completed within the authorization period.
- The person served understands the results.
- The cost per evaluation is acceptable.

- Interests of the persons served are thoroughly explored.
- Evaluation reports lead to job goals.
- Transferable skills are identified.

### **Key Areas Addressed**

- Vocational options identified
  - Various exploratory techniques used by qualified evaluators
  - Screenings are based on and answer referral questions
  - Information obtained is shared
  - Employment goals
  - Personnel meet applicable qualifications for the work
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### **Recommendations**

There are no recommendations in this area.

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## **C. Community Employment Services**

### **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<sup>®</sup> 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.

## Job Development

### Description

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.

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.
- Job retention/length of employment.
- Potential for upward mobility.
- Self-sufficiency.
- Integration.
- Responsive services.
- Safe working conditions.
- Cost-effective for placement achieved.
- Reasonable length of time from referral to placement.
- Employers satisfied with the services.

## Employment Supports

### Description

Employment support services are activities that are employment-related to 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.

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

- Performance level achieved meets requirements of job or position.
- Increase in skills.
- Increase in hours worked independently.
- Increase in productivity.
- Increase in hours worked.
- Increase in pay.
- Employment retention.
- Full-time employment.
- Employment with benefits.
- Increase in natural supports from coworkers.
- Persons served treated with respect.
- Increase in participation in the community.

- Minimize length of time for supports.
- Type and amount of staff interaction meets needs.
- Job/career advancement.
- Employer satisfaction.
- Satisfaction outcomes that reflect needs and expectations of the employee are met.
- Responsiveness to customers.
- Job club to provide a forum for sharing experiences.

### **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.

## **E. Employee Development Services**

### **Description**

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

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

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

- Person served obtains employment.
- Person served moves to a training program or better employment.
- Person served retains his or her job.

- Person served obtains improved benefits.
- Increased wages.
- Increased skills.
- Increased work hours.
- Movement to individualized competitive employment.
- Employment in an integrated environment.
- Job advancement potential increases.
- Job-seeking skills are developed.
- Job-keeping skills are developed.
- Career growth and development.
- Level of support needed is reduced.
- Exposure to and availability of a variety of jobs.
- Program is kept at capacity.
- Services are cost-effective for the results achieved.
- Responsiveness (days from referral to starting services).

#### **Key Areas Addressed**

- Skills development/reestablishment
  - Attitude development/reestablishment
  - Work behaviors development/reestablishment
  - Employment outcomes
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#### **Recommendations**

There are no recommendations in this area.

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## **G. Organizational Employment Services**

### **Description**

Organizational employment services are designed to provide paid work to the persons served in locations owned, leased, rented, or managed by the service provider. A critical component and value of organizational employment services is to use the capacity of the organization's employment and training service design to create opportunities for persons to achieve desired employment outcomes in their community of choice, including individualized competitive employment.

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

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

- Movement to individualized competitive employment.
- Movement to an integrated environment.
- Increased wages.
- Pay at or above minimum wage.
- Increased skills.
- Increased work hours.
- Minimized downtime with meaningful activities available.
- Exposure to and availability of a variety of jobs.
- Increased ability to interact with others as part of a professional team and to resolve interpersonal issues appropriately.

### **Key Areas Addressed**

- Paid work provided by organization
- Employment goals of persons served
- Legal guidelines adherence
- Increased wages and skills

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### **Recommendations**

There are no recommendations in this area.

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## O. Transition Services

### Description

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

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

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

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

### Key Areas Addressed

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

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### Recommendations

There are no recommendations in this area.

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# PROGRAMS/SERVICES BY LOCATION

## **Abilities of Northwest Jersey, Inc.**

264 Route 31 North  
Washington, NJ 07882  
US

Comprehensive Vocational Evaluation Services  
Employee Development Services  
Organizational Employment Services

## **Employment Pathways**

14A Brass Castle Road  
Washington, NJ 07882  
US

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