



Three-Year Accreditation

CARF
Survey Report
for
Abilities of Northwest
Jersey, Inc.

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Organization

Abilities of Northwest Jersey, Inc.
264 Route 31 North
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Organizational Leadership

Cynthia B. Wildermuth, Chief Executive Officer

Survey Dates

September 23-25, 2013

Survey Team

Larry G. Knight, B.S., M.A., M.S., Administrative Surveyor
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Programs/Services Surveyed

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

Previous Survey

October 20-22, 2010
Three-Year Accreditation



Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: November 2016

SURVEY SUMMARY

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

- The board is complimented for employing a competent and visionary CEO. Her leadership skills facilitate decision making by encouraging the members of the executive and corporate leadership teams to seek new avenues of services and to address issues needed to strengthen existing services. The CEO appears to have the knowledge and skills to make her integration as the new leader as seamless as possible.
- An excellent technology plan has been prepared that addresses hardware, software, security, confidentiality, backup, assistive technology, disaster recovery, and virus protection and supports information management and performance improvement activities.
- Techniques and procedures used for hiring, checking backgrounds, orienting, and training the personnel appear to effectively prepare new employees for their jobs.
- Abilities of Northwest Jersey's community input is enhanced through its board, whose members represent a cross section of the catchment area and possess a diversity of skills and expertise. Although small in number, the board appears to be dedicated to the mission of the organization. It is complimented for its desire to provide quality services that are internationally accredited. The members of the board and administration accept their roles and demonstrate their commitment to the community.
- The organization is complimented for its efforts to gather feedback from the consumers and other stakeholders, which is then used by management to create positive change for the consumers.
- Abilities of Northwest Jersey uses a personnel evaluation system that appropriately measures the employee's performance and prepares employee development plans that set standards for the year-to-year improvement of performance and the expansion of skill sets.
- The organization's well-designed and complete information management system has been used to produce results that guide the decision-making process. It allows for the collection of information, which is utilized in a manner that allows the managers to focus on defining primary objectives, setting goals for the objectives, and determining the degree of attainment. The thorough reporting system is a useful tool in making decisions necessary to effect change in services.
- Referral sources express a high degree of satisfaction with the organization's services and characterize the staff members as having excellent communication skills and the willingness to embrace new and innovative service approaches.
- Abilities of Northwest Jersey demonstrates a strong dedication to professional development and training opportunities for the staff members, which strengthens it and contributes to its growth, progress, and stability.
- The organization is complimented for the attractive buildings on its clean and well-maintained property, which are located in an area of the community appropriate for the provision of services to the consumers.

- Abilities of Northwest Jersey is recognized for operating an excellent transportation system that takes the consumers to and from the organization and activities in community locations. The vehicles are clean, well maintained, and equipped with all required health and safety components.
- The staff members are dedicated to the consumers, enthusiastic in carrying out their duties, and motivated to help the consumers succeed in their employment aspirations. They are recognized as caring professionals by the consumers and the members of the community with whom they interact.
- Abilities of Northwest Jersey has authored an excellent risk analysis form used to assess potential community risks to the health and safety of the consumers. The analysis of risk is conducted with input from team members, as appropriate, and includes a discussion regarding whether the risks are acceptable and ways to minimize them.
- The organizational employment program maintains a wide variety of job options for the consumers receiving extended employment services.
- Abilities of Northwest Jersey enjoys strong support from area businesses with whom it partners to provide a wide variety of community employment opportunities. Business leaders view it as a community partner and are optimistic regarding the durable relationships they have with it.
- The organization's creative print shop operation meets the print and embroidery needs of Washington, New Jersey, and the surrounding areas. The shop is well appointed with adequate print and embroidery equipment consistent with that typically used in the printing, silk screening, and embroidery industry. It is effectively used to serve a variety of consumer training needs from a variety of organizational programs.
- Abilities of Northwest Jersey does an exceptional job of capitalizing on its employer relationships to offer community-based evaluation and situational assessment opportunities. The referral sources are pleased with the creativity it uses to leverage the employer relationships and comment that the services they purchase are enhanced by the functional information they receive.
- The consumers are complimentary regarding the services they receive and express confidence in using many of their newly learned skills to secure viable employment in and around their respective geographical areas.

Abilities of Northwest Jersey should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.

On balance, Abilities of Northwest Jersey demonstrates a commitment to quality services and substantial conformance to the CARF standards. The organization has many highly qualified staff members who demonstrate passion for the values, vision, and mission of the organization. The staff members include individuals with many years of experience in the field, in addition to individuals with private sector business leadership experience who possess a wealth of knowledge, experience, and creativity that make the organization progressive and dynamic. Its innovative services are valued by the consumers and other stakeholders. Although there are areas for improvement, they are scattered throughout the CARF standards sections and minimal in comparison to its strengths. The receptivity of the leadership and staff members to consultation regarding proven practices and the strong desire they express to continue ongoing process improvement instill confidence that the organization possesses the resources to bring it into full conformance to the CARF standards.

Abilities of Northwest Jersey, Inc., has earned a Three-Year Accreditation. The board, administration, and staff members are complimented for the dedication and desire they exhibit in their collective efforts to influence the provision of quality services to the consumers and for their efforts in pursuit of international accreditation. They are encouraged to use their resources to address the opportunities for improvement noted in this report and to continue to utilize the CARF standards on an ongoing basis as guidelines for continuous quality improvement.

SECTION 1. ASPIRE TO EXCELLENCE[®]

A. Leadership

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

C. Strategic Planning

Principle Statement

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
-

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Principle Statement

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
-

Recommendations

There are no recommendations in this area.

Consultation

- Although Abilities of Northwest Jersey collects input from a variety of sources, the percentage of respondents from some stakeholder categories is not as high as the organization would like to see. It is suggested that an incentive program be considered to optimize the return of completed questionnaires. This might be accomplished by including a fresh new dollar bill with the questionnaire to encourage buy-in by the stakeholder.
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E. Legal Requirements

Principle Statement

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.

F. Financial Planning and Management

Principle Statement

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

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning
 - Financial results reported/compared to budgeted performance
 - Organization review
 - Fiscal policies and procedures
 - Review of service billing records and fee structure
 - Financial review/audit
 - Safeguarding funds of persons served
-

Recommendations

There are no recommendations in this area.

Consultation

- Abilities of Northwest Jersey follows a practice of completing a review of a representative sampling of bills it submits for services provided. Although the review is documented in a collective report, the individual records reviewed are not identified. It is suggested that, as records are reviewed to compare dates of services with billed episodes of care, specific documentation be maintained to back up the general summary that is completed.
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G. Risk Management

Principle Statement

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
-

Recommendations

There are no recommendations in this area.

H. Health and Safety

Principle Statement

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

Recommendations

H.1.

Abilities of Northwest Jersey should consistently maintain a healthy and safe environment. During this survey, it was noted that access to fire extinguishers in three locations was blocked by items placed in close proximity to the fire extinguishers and that access to electrical panels was limited, in some instances, by items placed on the floor underneath the panels. The organization is encouraged to ensure that there is clear access to all fire extinguisher locations and electrical panels. This could be achieved by marking a buffer zone on the floor to keep items from encroaching on the area needed to access the fire extinguishers and electrical panels.

Consultation

- Abilities of Northwest Jersey has evacuation route posters in several places throughout the building. Although the posters are marked with the viewer's location and lines directing the viewer to the best route of egress, they are sometimes confusing because the viewer's orientation does not match his or her visual image of the escape route. The organization is encouraged to consider the orientation of each poster when it is placed on the wall.
- Although the organization maintains fire extinguishers in all of its vehicles, some are not securely attached to the vehicles and could become deadly projectiles inside the vehicle in the event of an accident. It is suggested that all safety equipment, including fire extinguishers and reflective triangles, be securely anchored in the vehicle.

I. Human Resources

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultations

- Although Abilities of Northwest Jersey completes an annual performance evaluation for all personnel based on job function and identified competencies, the inclusion of job functions in the process is usually addressed through a general statement of overall accomplishment. It is suggested that the part of the evaluation regarding job functions clearly address individual responsibilities within the job description and be incorporated in the performance evaluation. This could be accomplished by using the actual job description as a part of the evaluation process.
-

J. Technology

Principle Statement

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
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Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Principle Statement

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

Recommendations

K.2.e.(3)

K.2.f.(1)

K.2.g.

Abilities of Northwest Jersey should expand the implementation of its policies promoting the rights of the consumers to include informed consent or refusal or expression of choice regarding concurrent services, access or referral to legal entities for appropriate representation, and adherence to research guidelines and ethics when the consumers are involved, if applicable.

Consultation

- Although the organization assures the consumers of their right to receive information in sufficient time to facilitate decision making, no time frame is noted. It is encouraged to specify a specific time frame within which information will be released to the consumer.
 - Although Abilities of Northwest Jersey maintains annual signed acknowledgment forms to ensure that the consumers continue to understand the grievance procedures, the consumers are encouraged to take any appeals to a “higher authority” if they wish to appeal to an external authority. It is suggested that the grievance procedures be revised to more fully specify which external authorities might be appropriate to contact and the address, contact numbers, and email addresses of each entity.
 - Although the overall tone and sentiment of each consumer’s record demonstrates that the consumer is the center of the service delivery process, the freedom of the consumer to compose his or her own service delivery team is not clearly stated. The organization might wish to state this right more overtly in order to demonstrate informed consent in this area.
 - Abilities of Northwest Jersey is encouraged to include a statement at the bottom of all forms/documents shared with the stakeholders reminding them that information is available at all times in alternative formats, upon request.
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L. Accessibility

Principle Statement

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

Key Areas Addressed

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

Recommendations

L.3.c.(1)

L.3.c.(2)

Although Abilities of Northwest Jersey completes an annual accessibility status report, the progress made since the previous report is not always specifically documented. It was noted that sometimes the improvement could only be detected by noting that the related item was missing from the updated report. The accessibility status report should consistently include progress made in the removal of identified barriers and areas needing improvement. It is suggested that the status report include a clear indication of the identified barriers that have been corrected and those to be carried forward.

M. Performance Measurement and Management

Principle Statement

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

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.

N. Performance Improvement

Principle Statement

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization develops an excellent performance improvement report that communicates performance information to the consumers, personnel, and other stakeholders. It is suggested that the format of the information communicated be revised to include information pictorially illustrated. This could be accomplished by expressing performance results in the form of a graph so that goal accomplishment is visually portrayed.
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SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Program/Service Structure

Principle Statement

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.

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

Principle Statement

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 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. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Abilities of Northwest Jersey has made progress since its previous CARF survey in constructing more measurable plan objectives. Overall, the objectives appear to be written with each consumer's needs in mind. Although some goals and objectives appear to be repeated from one consumer record to another, they appear to meet the needs of each consumer. The organization is encouraged to continue to monitor the development of goals and objectives to ensure that they are individually tailored to meet the needs and choices of the consumers.
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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

Recommendations

There are no recommendations in this area.

D. Employment Services Principle Standards

Principle Statement

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.

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

D.1.i.

Although criminal background checks are conducted for the consumers in the Employment Pathways program, it is not clear that the legal histories of the consumers participating in vocational evaluation or organizational employment are reviewed. Legal history should consistently be

considered in developing the consumer's service plan for employment. It is suggested that the current process be revised to include this critical information, which might best be addressed at the time newly admitted consumers are oriented to the organization's services.

Consultation

- Although the staff members maintain documentation outlining how performance measurements are conducted and how commensurate wages are paid to hourly workers making less than the minimum wage, diagramming is not conducted to facilitate replication of these measurements. Consequently, the organization might not be able to exactly replicate the studies should it be asked to do so by a U.S. Department of Labor surveyor. It is suggested that the organization generate complete diagrams of these processes to aid in accurate replication. The organization could consider videotaping all time studies and performance measurements as a more accurate means of preserving and replicating the information.
 - Discussions with the staff members indicate that job titles designated during the setting of prevailing wages are not standardized based on essential job functions/tasks performed, thereby making the demonstration of "like-work" challenging. The organization is encouraged to research generally accepted job titles and categories, and the respective duties of each, to ensure that there is continuity between titles and duties. Sources including the *Dictionary of Occupational Titles* (DOT) or the online version, referred to as O*NET, might be useful in this regard.
 - Abilities of Northwest Jersey might wish to implement a discretionary arrangement whereby the consumers earning less than the minimum wage could be paid a percentage over what is minimally expected. Such a practice could help to protect the organization against the payment of back wages in the event errors were inadvertently made during the setting of subminimum wage standards.
 - Although prevailing wage studies are completed by the staff members on an annual basis, the data are primarily obtained via phone interviews rather than written responses, which could make it difficult to properly and accurately demonstrate the source of the information. The organization might be well served to ensure that prevailing wage inquiries are completed in writing by the contributing employer with the expectation that the written responses be returned to verify from where and from whom the information was obtained.
 - Abilities of Northwest Jersey generates a bid or quote when procuring work for its organizational employment program. Given that the related document is generated and emailed between the organization and prospective business, it is suggested that each bid or quote document be signed, scanned, and returned by the business to properly document the mutual expectations of the organization and the business customer. Doing so could better protect and validate that Abilities of Northwest Jersey performed the work expected and might help to ensure payment, if necessary.
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F. Community Services Principle Standards

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.

SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

Principle Statement

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, self-reliance, and self-esteem.
- Increased independence.
- Increased employment options.

- Employment obtained and maintained.
- Competitive employment.
- Economic self-sufficiency.

B. Evaluation Services

Principle Statement

Comprehensive Vocational Evaluation Services

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.

Recommendations

There are no recommendations in this area.

Consultation

- Although a review of consumer evaluation plans indicates that the staff members consider all aspects of accommodations and technology when the plans are developed, the plan template does not include these considerations. The organization might wish to revise the template to include the considerations to help ensure that the staff remembers to consistently explore this aspect of each consumer's plan.
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C. Community Employment Services

Principle Statement

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 individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups, enclaves, community-based SourceAmerica™ (formerly NISH) 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

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 self-directed job search.

Employment Supports

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.

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Pays wages at or above minimum wage
 - Provides a benefits package
 - Employment provided in regular business settings
 - Integrated employment retention
 - Provides career advancement resources
 - Business plan is used to design service
-

Recommendations

There are no recommendations in this area.

Consultation

- Abilities of Northwest Jersey might consider printing business cards for the consumers who interview for community employment opportunities. The practice could serve to enhance the pride and professionalism of each consumer seeking employment and impress prospective business representatives.
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G. Organizational Employment Services

Principle Statement

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.

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.

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.

O. Transition Services

Principle Statement

Transition services are integrated, community-oriented, systematic services for students 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.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The staff members continue to maintain a few documents that do not use person-first language, such as the Statement of Purpose in the *Transition Services Handbook*. It is suggested that any remaining documents be revised to ensure that they use only person-first language.
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PROGRAMS/SERVICES BY LOCATION

Abilities of Northwest Jersey, Inc.

264 Route 31 North
Washington, NJ 07882

Comprehensive Vocational Evaluation Services
Organizational Employment Services

Employment Pathways

150 Boulevard, Suite 2
Washington, NJ 07882

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