



CARF
Survey Report
for
Ann Storck
Center, Inc.

CARF INTERNATIONAL

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Organization

Ann Storck Center, Inc.
1790 Southwest 43rd Way
Fort Lauderdale, FL 33317

Organizational Leadership

James J. McGuire, Executive Director

Survey Dates

May 12-14, 2008

Survey Team

James S. White, Administrative Surveyor

Leah D. Smith, B.S., Program Surveyor

Programs/Services Surveyed

Community Services: Child and Youth Services

Community Services: Community Housing

Community Services: Community Housing (Children and Adolescents)

Community Services: Community Integration

Governance Standards Applied

Previous Survey

May 2-4, 2005

Three-Year Accreditation

Survey Outcome

Three-Year Accreditation

Expiration: June 2011



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SURVEY SUMMARY

Ann Storck Center, Inc. (ASC), has strengths in many areas.

- The organization is highly complimented on the development of the board of directors manual that includes the mission and agency overview, the 2008 strategic marketing plan, the most recent semiannual report and the program evaluations. The board receives an updated manual each year.
- ASC is commended for its diverse board of directors including attorneys, bankers, and a professional fundraiser who are dedicated to the organization's mission. Minutes taken at the quarterly board meetings demonstrate active membership.
- A large majority of leadership staff members have many years of service at ASC. They bring stability, continuity, and history to service delivery; and they demonstrate noteworthy loyalty and commitment to the organization.
- The executive director is commended for his longstanding commitment to ASC and the persons it serves. He is also complimented for the development of a cohesive management team. The organization has an experienced management team that demonstrates a strong commitment to the mission of effective services and strong, continuous improvement efforts. The organization's staff members are dedicated, enthusiastic, and committed to living the mission and values of ASC. Staff members demonstrate a deep and genuine caring for persons served.
- ASC staff members exhibit strong person-centered philosophies, which are the basis for many service activities. Interactions between staff members and persons served are positive. The basic principles of dignity and respect are consistently demonstrated.
- The organization is complimented for redesigning and upgrading its website, which contains the annual report, quarterly newsletters and the latest CARF Survey Report. It also includes a multimedia page and newspaper articles that have been printed in local publications.
- The organization is complimented on its positive relationships with funding and referral sources. One representative indicated that ASC ranks among top performers in the area.
- The organization is highly complimented for its program evaluation system and the sharing of results with stakeholders.
- Individuals served by ASC have challenges that require multiple disciplines to work with the persons served. The service plans are individualized and clearly identify the needs and desires of individuals, including therapeutic support in all life areas.
- The behavioral supports offered through ASC are developed in conjunction with other therapeutic aspects of service. These support plans and goals give clear direction for implementation. In addition to the behavioral supports, ASC has a comprehensive human rights review of behavioral support plans, incidents, service delivery, and restrictions, when necessary. Tying these portions of service together seems to be very effective for the organization.
- The preschool and early childhood environments have beautiful surroundings that focus on education and provide a pleasant place for learning. All classrooms are structured, productive, and fun.

- ASC has implemented a staff advocacy program that allows staff members to become the internal advocates for persons receiving services. The advocate assists the individual with service development, shopping, decorating, and celebrations.
- All service environments are clean, sanitary, and seem very safe. All of the community housing sites are in safe-appearing neighborhoods and are in proximity to neighboring houses, making these sites appear as regular parts of their neighborhoods.
- The Gizmo Group Home provides a unique living situation. This home allows residents to have increased access through different doors entering and exiting the home and inside all of the rooms in the house. The residents can select television shows to watch and snacks through a touch-screen; they also have privacy at the push of a button and are safe every day.
- The organization is to be commended for the abundant availability of nurses who support the intense medical needs of persons served. The nurses are of absolute importance to persons served with various medical conditions and seem very knowledgeable about the conditions.
- Although space is limited, ASC seems to have maximized the use of their buildings, promoting teamwork and camaraderie. Many employees refer to their co-workers as family and have been with the organization for many years.
- The *IMAGINE* program is an innovative way to promote interaction and enjoyment with individuals served who have advanced disabilities. The touch-screen, the activities offered, and the music combination are great tools that promote independence and sensory stimulation.

In the following areas Ann Storck Center demonstrates exemplary conformance to the standards.

- ASC and the persons it serves are commended for developing a video and attending a rally at the local agency for persons with disabilities. The video and news articles of the rally were sent to all legislators in Florida.
- The staff is committed to serving persons with severe disabilities. To carry out this commitment, ASC has created Microsoft® PowerPoint presentations with the persons served and individual-centered plans that include the wishes, hopes, and goals of persons served. Each individual creates his or her own PowerPoint to the level of his or her abilities. It includes what the individual has learned over the last year, employment goals, and objectives for the next year.
- The organization is commended for employing a licensed dietician, who also serves on the Florida Food and Nutrition Advisory Council. She has been appointed by the governor and oversees the nutritional health and well-being of persons served at ASC.
- ASC expressive arts program includes painting, music, and performance and is especially commendable. The talents and expressions of individuals are expressed through the arts; and the staff is very enthusiastic and supportive. It is a beautiful program that continues to enhance public awareness of ASC and the many abilities of persons served within the program.

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

On balance, the leadership and staff members of ASC are dedicated and enthusiastic in providing care and assistance to persons served. Teamwork and quality services are the consistent focuses of the organization. Persons and families served speak highly of ASC's services and mission. It is apparent that persons served are treated with respect in a caring environment. Although opportunities for improvement are identified, the organization demonstrates the ability to address these opportunities as part of its performance improvement process.

Ann Storck Center, Inc., has earned a Three-Year Accreditation. The leadership and staff are recognized for this achievement and are encouraged to continue to use the CARF standards as a guide to the provision of quality services.

SECTION 1. BUSINESS PRACTICES

Criterion A. Input from Stakeholders

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Exemplary Conformance

A.2.b.(4)

ASC and the persons it serves are commended for developing a video and attending a rally at the local agency for persons with disabilities. The video and news articles of the rally were sent to all legislators in Florida.

Criterion B. Accessibility

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Criterion C. Information Management and Performance Improvement

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Exemplary Conformance

C.1.a.(1)

The staff is committed to serving persons with severe disabilities. To carry out this commitment, ASC has created Microsoft® PowerPoint presentations with the persons served and individual-centered plans that include the wishes, hopes, and goals of persons served. Each individual creates his or her own PowerPoint to the level of his or her abilities. It includes what the individual has learned over the last year, employment goals, and objectives for the next year.

Criterion D. Rights of Persons Served

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Criterion E. Health and Safety

Principle Statement

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

Key Areas Addressed

- One annual external inspection
- Self-inspections twice a year
- Emergency procedures, including evacuation, tested/analyzed annually

- Access to emergency first-aid resources
 - Competency of personnel in safety procedures
 - Defined system for reporting/reviewing critical incidents
 - Infection control plan
 - Transportation requirements, if applicable
-

Recommendations

There are no recommendations in this area.

Exemplary Conformance

E.14.d.

The organization is commended for employing a licensed dietician, who also serves on the Florida Food and Nutrition Advisory Council. She has been appointed by the governor and oversees the nutritional health and well-being of persons served at ASC.

Consultation

- It is suggested that the comprehensive emergency plan be reviewed and updated annually to confirm contact information such as addresses and phone numbers.
 - Presently, there are no evacuation charts located in the administration offices. The organization could contact the fire department regarding the posting of emergency evacuation charts. It is suggested that charts be oriented to the understanding of the viewer by noting the person's current location and the appropriate evacuation route(s).
-

Criterion F. Human Resources

Principle Statement

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

Key Areas Addressed

- Adequate staffing
- Verification of background/credentials
- Recruitment/retention efforts

- Personnel skills/characteristics
 - Annual review of job description/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that all forms and annual performance reviews be consistently signed and dated. ASC is encouraged to include a face sheet at the beginning of each personnel file.
-

Criterion G. Leadership

Principle Statement

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Criterion H. Legal Requirements

Principle Statement

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

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

Criterion I. Financial Planning and Management

Principle Statement

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

Key Areas Addressed

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

- Written risk management plan
 - Adequate insurance coverage
 - Policies regarding safeguarding funds of persons served, if applicable
-

Recommendations

There are no recommendations in this area.

Consultation

- ASC is encouraged to begin its capital campaign plan. The physical plant is limited in space; and ASC serves individuals who require intensive services and do not receive full reimbursement for services. The organization is encouraged to take advantage of any financial opportunities that are available; i.e., the \$60,000 donation from the Fifth Women Way Annual Luncheon di Amore through the United Way of Broward County.
-

Criterion J. Governance

Principle Statement

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Key Areas Addressed

- Ethical, active, and accountable governance
- Board composition, selection, orientation, development, assessment, and succession
- Board leadership, organizational structure, meeting planning, and management

- Linkage between governance and executive leadership
 - Corporate and executive leadership performance review and development
 - Executive compensation and other financial matters
-

Recommendations

J.6.a.

J.6.b.

It is recommended that the organization develop governance policies that include written statements of its philosophy regarding total executive compensation; and these policies should be reviewed by a committee of independent, unrelated board members.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES

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

Principle Statement

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

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization is encouraged to continue offering training for persons served and their parents to increase advocacy and self-advocacy skills.
-

B. Records of the Persons Served

Principle Statement

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

Key Areas Addressed

- Complete, confidential records are maintained
-

Recommendations

There are no recommendations in this area.

Consultation

- There is a great deal of information in the records of persons served and the files seem complete. ASC is encouraged to adapt and use the index pages in the preschool files as a more effective way of organizing documents within the files.
-

F. Community Services Principle Standards

Principle Statement

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

Key Areas Addressed

- Access to community resources and services
-

Recommendations

There are no recommendations in this area.

G. Children and Adolescents Specific Population Designation

Community Housing

Principle Statement

Children and Adolescents is a Specific Population Designation that can be added at the option of the organization to an employment or community service being surveyed if children or adolescents are served and the organization desires this additional accreditation enhancement.

Such services are tailored to the particular needs and preferences of children and adolescents and are provided in a setting that is both relevant to and comfortable for this population.

Key Areas Addressed

- Children, adolescents, and their families are provided with options
 - Social, vocational, psychological, and physical needs are met
-

Recommendations

There are no recommendations in this area.

I. Medication Monitoring and Management

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

SECTION 4. COMMUNITY SERVICES

Principle Statement

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

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

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

Expected results from these services may include:

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

C. Child and Youth Services

Principle Statement

Child and youth services provide one or more services, such as prenatal counseling, service coordination, early intervention, prevention, preschool programs, and after-school programs. These services may be provided in any of a variety of settings, such as a family's private home, the organization's facility, and community settings such as parks, recreation areas, preschools, or child day care programs not operated by the organization.

In all cases, the physical settings, equipment, and environments meet the identified needs of the children and youth served and their families. Families are the primary decision makers in the process of identifying needs and services.

Key Areas Addressed

- Individualized services based on identified needs and desired outcomes
- Healthcare, safety, emotional, and developmental needs of child/youth

Recommendations

C.1.n

C.1.o

It is recommended that ASC's preschool and early childhood program obtain information on prenatal exposure to and the history of alcohol, tobacco, or other drugs during intake or assessment processes. This could be done by modifying the intake checklist to include this information or expanding the assessment questionnaire.

C.8

It is recommended that the ASC early childhood program provide trainings specifically for the family members of children served to include the different areas of programming. This could be done by having parents observe or participate in sessions, provide evening or weekend trainings, and then verify their participation by documenting or developing a sign-in sheet for parent/family training.

E. Community Integration

Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services based on the identified needs and desires of the persons served. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities
- Communication activities
- Spiritual activities
- Cultural activities
- Vocational pursuits
- Development of work attitudes
- Employment activities
- Volunteerism

- Educational and training activities
- Development of living skills
- Health and wellness promotion
- Orientation, mobility, and destination training
- Access and utilization of public transportation
- Interacting with volunteers from the community in program activities
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.)

Key Areas Addressed

- Opportunities for community participation
-

Recommendations

There are no recommendations in this area.

Exemplary Conformance

E.2.e.(3)

ASC expressive arts program includes painting, music, and performance and is especially commendable. The talents and expressions of individuals are expressed through the arts; and the staff is very enthusiastic and supportive. It is a beautiful program that continues to enhance public awareness of ASC and the many abilities of persons served within the program.

Consultation

- Although ASC serves individuals with some challenges, it is encouraged to continue to look into and offer additional opportunities for community integration. This might include self-advocacy training and involvement outside of the organization.
-

J. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighborhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.
- The residences in which community housing services are provided must be identified in the intent to survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

Key Areas Addressed

- Safe, secure, private location
- In-home safety needs
- Options to make changes in living arrangements
- Support to persons as they explore alternatives
- Access as desired to community activities
- System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

Programs/Services By Location

Ann Storck Center, Inc.

1790 Southwest 43rd Way
Fort Lauderdale, FL 33317

Community Services: Child and Youth Services
Community Services: Community Housing
Community Services: Community Integration

Governance Standards Applied

Melrose Group Home

265 Georgia Avenue
Fort Lauderdale, FL 33312

Community Services: Community Housing

Pembroke Pines Cluster

871 Southwest Douglas Road
Pembroke Pines, FL 33025

Community Services: Community Housing

75th Terrace Group Home

1900 Southwest 75th Terrace
Plantation, FL 33317

Community Services: Community Housing
Community Services: Community Housing (Children and Adolescents)

Gizmo House

4030 Southwest Second Street
Plantation, FL 33317

Community Services: Community Housing

Oakwood Group Home

5480 Oakwood Road
Plantation, FL 33317

Community Services: Community Housing

Plantation Group Home

6702 Northwest Ninth Street
Plantation, FL 33317

Community Services: Community Housing