The Council on Quality and Leadership

Quality Assurances Visit 1
Accreditation Report

Skills Development Services, Inc.

704 S. Washington St.

Tullahoma, t, 37388
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Review Dates: August 6-9, 2024

Organizational Contact Name: Mrs. Jane Edwards, Executive Director

Quality Assurances Accreditation

CQL Accreditation promotes excellence in person-centered services and supports that leads to increased quality of life. It's about continuous improvement. CQL Accreditation facilitates organizational development in person-centered services and supports and personal quality of life outcomes.

CQL's Quality Assurances Accreditation is grounded in over 50 years of CQL leadership and peer-reviewed research. We focus on the critical elements that lead to increased quality of life for people.

This first accreditation visit focused on:

- **Health, Safety, and Human Security, as evidenced by your organization's alignment with, and monitoring of, the *Basic Assurances*® (BA)**
  Alignment with, and monitoring of, the *Basic Assurances*® ensures accountabilities for the fundamental and non-negotiable requirements for all human service providers. The visit focused on systems and practices and their effectiveness from the perspective of those supported by the organization.

- **Supporting personal quality of life as measured by the *Personal Outcome Measures*® (POM)**
  Personal Outcome Measures® interviews demonstrate the linkage between personally defined quality of life and excellence in person-centered services, highlighting the importance of gathering and utilizing this data in planning and making change at both the individual and organizational levels.

For additional information, please refer to the following information and manuals:

- *Basic Assurances*® Manual
- *Basic Assurances*® assessment results in PORTAL
- *Personal Outcome Measures*® Manual
- *Personal Outcome Measures*® summary report
- *Basic Assurances*® Plan
- *Personal Outcome Measures*® Plan (if applicable)

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Organizational Profile

Prior to accreditation, Skills Development Services, Inc. provided CQL with the following information regarding its mission and vision and a brief organizational profile of its services and support.

Two office locations are owned, one office location is rented.
17 Residential homes are owned by the agency.
Eight Supported Living homes are rented by the agency.

Supporting Individuals with
Knowledgeable Staff by
Innovation
Listening
Learning
Supporting
The Vision of the Agency
Successfully
Developing
Self-reliance through Innovation
SDS provides services of support for individuals with intellectual, mental, and physical disabilities. These services provide assistance to People Supported in the development, retention and growth of skills that allow the enhancement of their quality of life.
Support services included are Day Services which include Supported Employment, Community Based, Facility Based; Personal Assistance; Supported Living;
Residential Habilitation; Semi-Independent Living, and Medical Case Management.

SDS began in 1978 as the result of a merger between Coffee County Skills Living Center and Coffee County Skills. These programs chartered in 1962 and 1972 respectively were developed to provide residential and day training services to persons with intellectual disabilities. Since these beginnings, Skills has expanded from a day training program serving twelve adults and a group home serving six children toa large community-based program encompassing over 100 individuals.

SDS strives to be Person-Centered organization, a champion of self-advocacy for those supported, and catalyst for enhancing the quality of life for every life we touch.
It is the expectation of the agency for CQL to call us to improve all of the goals, ideas, and to tirelessly pursue to be an agency of distinction.

Organizational Certification

To be eligible for accreditation, CQL requires compliance with all local, state, and federal regulations. Additionally, evidence of ongoing data collection and analysis of assurances of health, safety, and human security is required.

Prior to the accreditation activities, Skills Development Services, Inc. certified that it complies with all required local, state, and federal regulations relevant to the supports and services it provides, including:

- Licensing and certification requirements
- Sanitation/fire and safety codes
- Reporting compliance for incidents, abuse, and/or neglect
- Any other that may apply

Skills Development Services, Inc. affirmed that there are no current open or unresolved issues related to:

- Outstanding fiscal or legal sanctions
- Non-compliance with regulations
- Licensing exceptions
- Unfavorable third-party reviews
- Significant abuse, neglect, mistreatment, exploitation, or other circumstances being investigated by external entities
- Local, state, or federal entities investigating abuse, neglect, or other circumstances
- Any related circumstances that require a plan of correction to remain licensed, certified, or funded
- Outstanding negative publicity

Skills Development Services, Inc. confirmed that the organization has:

- Current external monitoring reports and responses for all services and supports provided
- Current external monitoring reports and responses for all licensed buildings while also meeting all required safety and compliance standards
- Clear policies that state the procedures for meeting local, state, funding, and federal requirements
- Current plans of correction showing all outstanding issues have been (or are being) addressed.

Process

CQL, in collaboration with Skills Development Services, Inc., facilitated a variety of activities as part of this accreditation process, which includes:

- **Organization Self-Assessment**

  The organization completed and submitted an in-depth self-assessment of organizational systems and practices related to *Basic Assurances*® prior to the accreditation visit.

- **Off-Site Meetings**

  The organization's leadership team participated in two planning calls before the accreditation.

- ***Basic Assurances*® Validation**

  CQL facilitated a rigorous assessment of the organization's systems and practices related to *Basic Assurances*® through a variety of activities including, but not limited to, document and policy reviews, targeted interviews, site visits, focus groups, and *Personal Outcome Measures*® interviews.

- ***Personal Outcome Measures*® Focus**

  CQL focused on the organizational implementation of *Personal Outcome Measures*® on an individual and systemic level. During the accreditation visit, interviews, focus groups, and data reviews were completed.

- **Plan Development**

  CQL presented findings outlining current *Basic Assurances*® *and Personal Outcome Measures*® alignment. The organization subsequently developed a plan to enhance these areas based on results. Accreditation is awarded based on the development of this plan, acceptance of the plan by the lead reviewer, and maintained based on the implementation of said plan.

- **Next Steps Discussion**

CQL facilitated discussion of the integration of these plans into the organization's strategic plan, and other organizational initiatives and any additional resources needed, as well as ongoing reporting and collaboration activities required for continued accreditation.

Results and Findings

Basic Assurances®

Basic Assurances® address the provision of safeguards put into action from the person's perspective. *Basic Assurances*® requires policies and procedures or systems; one determines the effectiveness of the system in practice or the implementation of the policy, person by person. These assurances are not statements of intent; instead, they are the essential, fundamental, and non-negotiable requirements.

CQL determined that 38⁄46 indicators for *Basic Assurances*® are currently present for Skills Development Services, Inc.

Please refer to your validated *Basic Assurances*® self-assessment in PORTAL, which includes complete details.

Factor 1 Rights Protection and Promotion
Strengths:
- Advocacy Services
- No Title VI compliance issues
- Fading Plan policy
- Rights week trainings

Opportunities:
- Review restriction tracking grid
- Develop and implement self-administration med assessment.
- Update policy 313 H3b Behavior Analyst to reflect current practice. (F1a3)(F1a4)(F1a5)
- Continue to find avenues for people to self-advocate.
- Continue to educate staff in process of rights restrictions and Human Rights responsibilities

Action Plan
1a3,4,5: (System**)** Update policy to reflect current practice
1d6: (System and Practice) Identify representative payee as a restriction of the right to access personal possessions

Factor 2 Dignity and Respect
Strengths:
- Training contributes to an overall culture of respect.
- People supported have their own bedrooms and shared that their privacy is respected.

Opportunities:

- Develop systems to more formally assess people's satisfaction with services through focus groups and/or surveys. (2b)
- Create accessible plans in formats that are understandable for each person. (2d)
- Implement a simple system to track concerns that don't rise to the level of a formal complaint. This will be useful to assess if there are any patterns and needed follow-up. It also demonstrates the responsiveness of the organization to the people who receive services.
- Consider ways to provide more opportunity for control/choice when administrative staff complete visits.

Action Plan
- 2b: (System and Practice) The organization respects people's concerns and responds accordingly
- 2d: (System and Practice) Supports and services enhance dignity and respect

Factor 3 Natural Support Networks
Strengths:
- The organization acknowledges the value of natural supports for each and every person.
- Relationships of all kinds are supported to the person's satisfaction
- The organization assists in finding and supporting lost relationships
- Volunteerism and community connections and relationships are used
- Families and friends are involved as the person decides.

Opportunities:
- Continue to recognize emerging relationships without creating barriers to friendships.

Action Plan
No action plan required.

Factor 4 Protection from Abuse, Neglect, Mistreatment and Exploitation
Strengths:
- The organization is commended for attending to the person supported, making sure that they are safe and protected from any additional risks associated with the incident as the first step when ANME is suspected.
- Procedures are clearly outlined for investigations.
- The organization's Provider Reportable Event Review Team (PRERT) meets every other week to review incidents, identify patterns, and implement action necessary at the individual or organization level as needed.
- A variety of training that exceeds state requirements is provided and tests for competency are administered.

Opportunities:
- Clearly outline in policy that abuse, neglect, mistreatment, and exploitation are prohibited.
- Provide people with understandable education and information about ANME on a regular basis. (4b)

- Develop and implement a policy for addressing the effects of abuse if the perpetrator is another person who receives support from the organization.

- Formalize the process for informing people supported of the results of the investigation.

Action Plan
- 4b: (System and Practice) People are free from abuse, neglect, mistreatment and exploitation

Factor 5 Best Possible Health
Strengths:
- CQL commends the organization for its commitment to providing quality health supports to the people supported by having case managers that assist with many areas of best possible health. This promotes continuity of care.
- All staff are trained in CPR and first aid.
- Changes in a person's health or behavior are immediately reported and appropriate action is taken.

Opportunities:
- Continue to support people for more independence in healthcare (choosing doctors, managing appointments, etc.) and medication management. (5a)
- Document the person's preferences in managing their own medications and assistive technology opportunities to promote independence. (5a)

Action Plan
- 5a: (System and Practice) People have supports to manage their own health care

Factor 6 Safe Environments
Strengths:
- The organization is commended for it's ongoing efforts to increase accessibility in spaces.
- An effective and knowledgeable maintenance team is in place.
- Homes appear to fit into the neighborhoods in which they are located.

Opportunities:
- Develop a risk assessment that is completed with all people annually and as needed. Consider including internet safety and living safely with others as part of this assessment. (6a)
- Continue to provide ways for people supported to train in emergency plans and inspections to expand learning beyond drills.
- Recruit interested people supported to serve on the safety committee.

Action Plan
- 6a: (System and Practice) The organization provides individualized safety supports

Factor 7 Staff Resources and Supports
Strengths:
- Efforts have been made to cross-train staff and an on-call policy and procedure was implemented to ensure the needs of people are met when staff are absent unexpectedly.
- People supported have the opportunity to meet potential new staff and provide input to the hiring manager.
- A Realistic Job Preview video was created and implemented.
- Referral bonuses for current staff have been effective.
- Team leader positions have low turnover.

Opportunities:
- Involve people supported in the recruiting and training process.

- Collect data about the on-call process to identify trends.
- Seek out feedback about training area gaps from DSPs, people supported, and other stakeholders. (7b)
- Implement a procedure for ongoing personal development planning and feedback for staff such as monthly or quarterly "check ins" with their supervisor. (7b)
- Improve consistency of communication to DSPs.

Action Plan

- 7b: (System and Practice) The organization implements an ongoing staff development program

Factor 8 Positive Services and Supports

Strengths:

- The organization incorporates results of assessments, evaluations and screenings in person plans.
- Plans include goals. Advocacy efforts are in place if the final plan is incorrect.
- Behavior support plans are concise and easily understood.

Opportunities:

- Continue to advocate and provide education to people supported to use their voice to include the choice of venue, date, time and goals.
- Consider some sort of communication plans for people who may not need a behavior plan but staff could use some additional support in responses.

Action Plan

No plan is required at this time.

Factor 9 Continuity and Personal Security

Strengths:

- The organization has a solid mission, vision and value system
- The organization promotes attainment of personal outcomes
- Budgeting system implantation.
- Independent Audit
- Payback: $1.20
- Representative Payee: no chargers

Opportunities:

- Continue to build relationships with Independent Service Coordinators
- Review budgeting system implementation at Visit 2

Action Plan

No action plan required at this time.

Factor 10 Basic Assurances®

Strengths:

- Monitoring plan is in place
- Beginning data system

Opportunities:

- Review key indicators to ensure data is contributing to the enhancement of personal and organizational goals.

- Adjust as necessary
- Use resources provided by CQL to identify best practices for data collection and analysis.

Action Plan

No action plan is required at this time.

Visits

Country Drive-Fayetteville

CQL had the opportunity to visit a home in Fayetteville where three people lived. Everyone had their own bedroom, and this person would like to paint her room some tone of purple. A tour of the home was given to CQL by a person living there and CQL was shown the kitchen, living room as well as the person's bedroom. The person stated that the living room arrangement was good and usually watched TV in the bedroom where they had a chair and a desk and a flat screen TV.

The home was decorated nicely, fire extinguishers were placed in the kitchen and hallways. I was told that staff cooks and that they would like to help cook and will ask staff. Favorite dishes include tacos and lasagna. There was a desk and filing cabinet for staff in a corner and wasn't too conspicuous. The house was neat and tidy. CQL did not see any postings throughout the house. The person's housemates were in the living room watching TV and relaxing.

CQL thanks the organization and the people living in their home for sharing time with us.

Rutledge Falls

On August 8th, 2024, CQL was able to visit a home in Tullahoma that was originally built in the 1980s under the HUD guidelines as a 10 person home with a staff apartment attached. Within the last year, it was remodeled into a duplex style home. Now each side of the duplex is home to 3 people. The home has a large outdoor patio space that faces a wooded area with beautiful flowers and garden plants. One person was relaxing in this outdoor space and greeted CQL. This person's body language seemed to suggest that they were happy and enjoying their time with a staff person. The others who live in the home were either out of the home or resting at the time of the visit. Both sides of the duplex were very spacious, and each had living areas with large flat screen televisions. The ceiling lighting had recently been replaced, allowing for these areas to be very well lit if so desired. Both sides also have accessible bathrooms. One side of the duplex had a noticeably more worn appearance. Consider sprucing up walls, flooring, and doors on this side. Staff shared that when everyone is home, they enjoy hanging out on both sides regardless of which side they live in.

Blue Ribbon

CQL had the opportunity to visit another home on August 8th, 2024. This home was located in Shelbyville and was similar in appearance to other homes in the neighborhood. It is home to 4 people and one person offered to give a brief tour to CQL as the other 3 people were out getting things done. The home had a ramp leading up to the back door that opened into the dining room area. A spacious living area continued into the front of the home with large windows. The person giving CQL a tour shared that the home had been remodeled. The flooring throughout the home appeared relatively new. It was decorated beautifully, and the person shared that all of the people living and working there had decorated it together. In the kitchen, a few staff

postings were noted on the refrigerator and the person giving CQL the tour also shared that the laundry room is locked due to medications being stored in there. The tour continued to the person's bedroom that was large and had a large bathroom attached. They had it decorated with personal belongings and a comfortable chair to watch television in.

Focus Groups

Focus Group With People Receiving Supports.
A focus group was conducted August 6, 20204 with 6 people receiving a variety of services from the organization, including residential and vocational supports. 1 gentleman chose to exit the room after getting overwhelmed. The following feedback was provided:
What do you like best about Skills Development Services, Inc?
- I like the people that work here. They support us. They take us into the community, like the park and Five Below.
- Management staff are down to earth
- We enjoy having fun with everyone

How do you learn about your rights?
- You have a right to say something bothers you
- If you want to go into the community like to a restaurant or shopping. You have the right to go where you want
- You have the right to vote
- I have a right to see my family

Note: Most people agreed with all of the shared rights above.
What Rights are most important to you?
- To cook and clean at the house
- To see my family

What do you do if you have a complaint or a problem?
- The group agreed that they all go to talk to staff and that staff have helped them resolve their concerns in the past. One person shared that they sometimes keep it to themselves

What choices do you have regarding work?
- Several people said they have jobs but they are not sure how much they get paid. They stated they enjoy the work and are happy with the hours that they work.

Who chooses what you do regarding your daily routine?
- Many people shared that they themselves choose. One person said that the staff chooses.

Do you have privacy?
- Everyone agreed that they have privacy and that they have their own bedrooms.

How do you keep in touch with your family and friends?
- Everyone shared that they call them and have visits

What clubs, groups or sports team are you a part of?

- A few people shared that they are involved Special Olympics. No other groups or clubs were mentioned.

What education or support do you receive to stay safe from abuse and neglect?

- If that's happening to you, call 911.
- It means someone taking advantage of another person
- Abuse means beating up on you.
- Note: Generally, the group did not have an understanding of neglect.

Who chooses your doctors?

- My sister
- My case manager
- I do
- I do

Who makes your appointments?

- My sister
- Case manager- I would like to schedule my own appointments
- Staff

Do you go into the medical exam room by yourself?

- The group agreed that staff comes in but one person stated "I guess we could go in by ourselves".

What do you do to stay healthy?

- Exercise
- Walk
- Watch what you eat
- Take your medicine
- Get good sleep

How do you stay safe?

- Look both ways when you cross the street
- Stay with staff and not wander off. Someone could kidnap you
- Don't talk to strangers that you don't know. Workers are ok but don't talk to just random people.
- Go to safe area for bad weather
- Go outside if there's a fire or smoke alarm
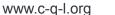
Who chooses your staff?

- The group all agreed that "the main boss" chooses staff

What makes a good staff member?

- They take you on trips and get you to work and be sure we are on time
- They are a oood influence on us- a person you can look up to and depend on
- Show respect
- Teach us how to do things

Who chooses your goals?

- Myself
- Head of vocational does
- My insurance lady

Who decides where and when your meeting will be and who will attend?
- The group agreed that "the main boss" decides this.

Who is the boss at your meeting?
- The consensus of the group was that "the boss" does

What is in your book/binder/file?
- Fire drills/tornado drills
- Medical info- I've never looked at it but I probably don't want to
- Note: Everyone agreed that the organization keeps day to day information about them but they don't know what that is.

What suggestions or advice would you give to Skills Development Services, Inc?
- I wish the staff could have better information about what's going on in the community
- Go on more long trips
- More outings and socializing with other people

Direct Support Professional focus group.
A focus group of Direct support Professionals was held on August 7, 2024. In attendance were 6 employees who met virtually with CQL from the three counties the organization supports people in, who have been working with Skill Development Services, Inc. for less than 5 years to over 20 years. The group was comprised of people who provide residential services, and day services. The following feedback was provided:

What do you like best about your job?
- My girls
- Individuals
- Personalities

How do you support people in having privacy?
- Bedrooms are pretty much the only private area
- They have their own boundaries
- Can lock bedroom doors.
- Bathroom doors can be locked

How do people choose how they want to spend their day?
- I have a planner from 9a-3p where we make choices. All or none go together.
- We build a schedule for Monday through Friday. On Friday we build the schedule for the weekend.
- Money books are in the home and people may have up to $100.00 in it so have money for activities on the weekend. We have to get preapproval for more.
- A few people have debit cards in Day Program.

- Receipts must be kept for everything

What training did you have before starting? Ongoing?
- Keep up on certifications
- Relias alerts if there is something to do. HR will tell me. It use to be easy and now we have to go through some hoops to find what we need to do.
- CPI/Relias/Med/

What does the organization do to show you that you are appreciated?
- Gift cards for filling in a vacant shift although not always. SDS shirts.
- They try.
- Team Leaders make the difference.

How is communication throughout the organization?
- Poor
- In one ear and out the other.
- When communication gets to us, it's always too late.
- I have a person who know things before we do.
- I just found out about today's meeting yesterday.
- Use to have staff meetings about once a month at the VFW. We would meet from all 3 counties and it was a good thing.
- There are Team Leader meetings. They are supposed to bring the info back to the house. Depends on the team leader.

What suggestions or advice would you give to Skills Development Services, Inc?
- Need to have a diet plan for food consistency and ways to eat

What additional training would be beneficial?
- Diabetes training and food planning
- Have a dietician
- Aging
- Dementia
- Autism
- Hoyer lift training! Especially for one staff. Should be 2 people. Same thing for a sit to stand.
- Lift belts for staff.
- Training for what to do when people become aggressive.
- Use to go to Clover bottom for training for aggressive actions but we can't use that anymore.
- Training specifically for a person cramming food in her mouth as an ABC.

What do you do after there has been an aggressive action?
- We fill out Incident Reports but no feedback and nothing is done.

What do you do? "Come back tomorrow."
- Don't feel heard.
- We are in this field without any protection or guard.

With all this… "Do you feel safe?" everyone said "yes".
- Team Leader is the key. Either they listen or you are talking to a brick wall.
- I think it would be beneficial for staff to have House Meetings. Suppose to have them but some Leads think it's there way only and don't want to listen to anyone else's opinion.
- 360 evaluation
- I haven't had an employee evaluation. I don't remember the last one. Not in the last year. Not in 3 years.
- Seniority does not necessarily make a good lead.
- Let the DSP's have an opinion and not talk down to.
- Teach Leads to Lead. House meeting with a mentor for every residential home for consistency.
- Listen to the individual if the Team Lead and an individual has a clash. A person has come to me with a complaint, and I have gone to the Team Lead who told me "I am the team lead, not you, and the person needs to talk to me."
- I'm still here and just working through it because I am here for the person and nothing else.
- Send a survey for annual training needs. Please don't put on it "how do you feel about your supervisor" and then you must sign your name.

Focus Group With Team Leads/Supervisory Staff
A focus group of Team Leads/Supervisors was held on August 7, 2024. In attendance were 5 employees, who have been working with Skills Development Services, Inc. 9 months to years. The group was comprised of people who provide supervisory services in Day Program, Residential Services. The following feedback was provided:
What do you like best about your career with Skills Development Services, Inc?
- Being able to learn differences. Like the public, making their lives better.
- All concur.
How is communication throughout the organization?
- 10
- It varies. Most of the time it's decent.
- For me it is in a timely manner.
- Lead meetings. Then a group text.
- DSP does not always have a team text. 2 counties do. One county does not.
How is morale?
- Majority okay.
- All doing good and feel pretty good about the house.
- Good.
What does the organization do to show you that you are appreciated?

- Thank us. And tell us we are doing a good job. Team appreciation coming up for leads and DSP. Breakfast and a fun day.
- Supervisor will do something special every now and then to show appreciation.

What do you do to show your employees they are appreciated?

- Tell them
- Bring in food/donuts.
- Gift baskets.

What education/training did you have for the job you have?

- Team training.
- Had a lot of good training, I'm doing pretty good.
- I had good examples around to teach me. Peer education.
- We all have team meetings with DSP for each home monthly.
- Send email, trickle down information, board in the home with information/chores/ expectations.

Training staff?

- Anything new about the people. When new DSP or new ISP.
- Not putting hands on them. I would train responses.
- Use to use CPI but not anymore.
- In the moment, you try to deescalate the situation, get out of the way, or be hit.
- Use to have Beh. Analysts and that would help.
- I teach with scenarios we've had how we do it. Learned from old Team Lead.

Are you provided with the opportunities for skill building to be a successful supervisor?

- Skill training in de-escalation techniques.
- People are not as extreme as when they started with us, medication, approaching someone. Organization is not taking harder clients.
- Police called if necessary.
- I think we have an EAP.

Do you have annual evaluations?

- Some yes, some no.
- We do annual evaluations for our staff and are on top of it.

What suggestions or advice would you give to Skills Development Services, Inc?

- I think it's perfect.
- We could always use more money
- Who is your boss? "I don't know"
- I would call Jane or the County Administrator

Personal Outcome Measures®

Personal Outcome Measures® focus on the choices people have in their lives and serve as a powerful tool for evaluating the quality of life for people. The *Personal Outcome Measures®* enable us to learn about people in new and different ways and can also provide a guide for

person-centered planning. In order to achieve Quality Assurances Accreditation with CQL, organizations must (1) begin utilizing the *Personal Outcome Measures®* on an individual level for planning and discovery, and (2) collect, aggregate, analyze, and act on data gathered as a result of *Personal Outcome Measures®* implementation.

CQL conducted one *Personal Outcome Measures®* interview during this visit. The number of outcomes present was 12/21 and the number of supports present was 9/21.

See the full *Personal Outcome Measures®* report for details.

Next Steps

Skills Development Services, Inc. is commended and congratulated for achieving accreditation with CQL's Quality Assurances Accreditation methodology and its ongoing commitment and efforts to exemplify how a singular focus on the lives of people supported leads to making meaningful discoveries about *What Really Matters*.

Basic Assurances® Plan

In order to maintain CQL Accreditation, Skills Development Services, Inc. must submit a plan within 30 days of the accreditation September 10, 2024, to bring all *Basic Assurances®* Indicators into alignment for both system and practice. Any *Basic Assurances®* Indicators assessed as NOT PRESENT in either system or practice by CQL require a plan of alignment. Provided to the organization is a template for this plan.

An assessment of the implementation of this plan will occur during the next accreditation checkpoint with CQL, which will consist of a visit in 12–18 months. Failure to complete, submit or make substantial progress on the approved plan will jeopardize accreditation.

Personal Outcome Measures® Plan

In order to maintain CQL Accreditation, Skills Development Services, Inc. must submit a plan within 30 days of the accreditation September 10, 2024, which will outline the organization's plan to (1) utilize the *Personal Outcome Measures®* on an individual level for planning and discovery, and (2) collect, aggregate, analyze, and act on data gathered as a result of *Personal Outcome Measures®* implementation. Provided to the organization is a template for this plan.

The plan must outline the steps the organization will take to build its capacity and ability to implement the *Personal Outcome Measures®* effectively. An assessment of the implementation of this plan will occur during the next accreditation checkpoint with CQL with a visit in 12–18 months. Failure to complete, submit or make substantial progress on the approved plan will jeopardize accreditation.

In order to maintain CQL Accreditation, Skills Development Services, Inc. agrees to participate in one additional visit with CQL over the course of the three-year accreditation partnership.

The next checkpoint with CQL will occur no sooner than 12 months and no later than 18 months after the initial visit and will focus on:

- Implementation of *Basic Assurances®* and *Personal Outcome Measures®* plans of alignment
- Stories that illustrate progress and success in people's lives
- *Personal Outcome Measures®* data analysis and learning
- *Basic Assurances®* Factor Ten (Integrated Quality Management)
- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety, and human security

CQL reserves the right to require an additional visit if progress cannot be validated.

The Director of Training has completed a POM Workshop through the State of Tennessee Department of Intellectual and Developmental Disabilities. He is not certified.

Ongoing Accreditation

Accredited organizations are required to notify CQL | The Council on Quality and Leadership (within 14 calendar days) of changes in the following circumstances and any other event that could potentially put at risk the quality of supports provided to people:

- Change in the executive director/chief executive officer
- Change in ownership or management
- The potential loss of certification, license(s), or funding
- Receipt of citations of Immediate Jeopardy or Conditions of Participations in ICF funded services
- Receipt of any state-specific sanctions related to state licensure regulations
- Addition or deletion of program/service components
- Any changes in the compliance of any building with the requirements of the Life Safety Code or other equivalent code
- Relocation of people receiving services due to fire, flood, or other natural or humanmade disaster, or significant maintenance issues requiring people to re-locate in excess of 14 calendar days
- Merger or acquisition of another organization in whole or in part

- Criminal charges or conviction of executive leadership including, but not limited to the executive director, chief executive officer, chief financial officer, or their equivalents, and/or board of directors' officers
- Negative publicity regarding the agency or its leadership (board of directors or executive leadership)

Upon notification of such changes, CQL will request additional information that provides evidence of the impact of the change(s) on people receiving services. CQL reserves the option to make a visit to any accredited organization, at the expense of the organization, if CQL determines that the:

- Change(s) significantly or negatively impacts people receiving services.
- The information does not sufficiently address the impact.
- The organization failed to notify CQL of significant change(s).

CQL will give notice of any such visit/review to the organization's chief executive officer/executive director. The visit will determine the impact of organizational change(s) on people receiving services.

CQL reserves the right to discontinue the award of accreditation if the visit results in evidence that determines:

- The impact of organizational change has had a significant and negative effect on people receiving services.
- The organization can no longer sustain the commitment to supporting basic health, safety, and human security for people over the cycle of accreditation.
- The organization refuses to undergo a visit.

Statements and Signatures

We, the undersigned, have read the above Executive Summary/Accreditation Report and Accreditation Policies. Skills Development Services, Inc. and CQL | The Council on Quality and Leadership, understand and agree to its contents and Skills Development Services, Inc. and CQL | The Council on Quality and Leadership hereby agree to the expectations and accountabilities outlined and detailed herein.

Katherine Dunbar, Vice President of Services and Systems Excellence

Date

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