



Quality Assurances Accreditation Report – Visit Two



Skills Development Services

704 S. Washington St.
Tullahoma, Tennessee, 37388

Jane Edwards Executive Director

CQL Lead: Kimberly O'Neal

Review Date(s): March 10 & 11, 2026 (virtually)

Organizational Contact Name: Rhonda Steiner

Purpose

A follow-up visit is conducted for all organizations completing Quality Assurances Accreditation.

The purpose of the checkpoint is to:

- Confirm the continued progress of *Basic Assurances*[®] (BA) systems and practices.
- Collect/Discuss data and use of *Personal Outcome Measures*[®] (POM).
- Collect/Discuss data and progress made for Factor 10.
- Offer technical assistance as needed.

Skills Development Services achieved Quality Assurances (QA) accreditation with CQL on August 9, 2024. Since that time, the organization reports the following changes have occurred:

- The administrative offices moved from rented office space to an office owned by the agency. The new address is 609 Wilson Ave., Tullahoma, TN 37388.
- The Tullahoma Day Program and residential program office moved from 704 S. Washington St., Tullahoma, TN 37388 to 800 Maple Hill Dr., Tullahoma, TN 37388. The previous location was rented, and the Maple Hill address is owned by the agency.
- Filling the open position of the Person-Centered Coordinator

During this review, the following areas were discussed:

- *Basic Assurances*[®] Plan progress
- *Personal Outcome Measures*[®] Plan progress
- *Basic Assurances*[®] Monitoring Plan/Factor Ten progress

Basic Assurances[®] Systems

The organization currently has the following notable systems in place to ensure the presence of *Basic Assurances*[®]:

The organization collects the following notable data as part of its *Basic Assurances*[®] system:

- Rights assessments
- Compliant process
- Investigation results
- Completion of ANME registry
- Review of Annual Physicals
- Review of Work Orders
- Team leader training
- Training in Peoples' personal plans
- Finance audits (personal and organizational)

The organization has taken the following notable actions based on *Basic Assurances*[®] data collected, aggregated, and analyzed:



Skills Development Services has revised the Person-Centered Coordinator position following a temporary placement that provided valuable insight into the scope and complexity of the role. This experience highlighted the level of support required to effectively serve individuals, as well as the organization's commitment to aligning the position with its broader goals and standards of excellence.

Basic Assurances® summary:

1a3: (System) Does the policy describe the organization's due process procedures?

- The organization has updated their policy
- Lease agreement also has the due process procedures listed

Recommendation(s):

- Continue a routine review of all rights policies and procedures to ensure they match current practices.
- Continue a routine review of all organizational policies and procedures to specifically look at potential rights restrictions/intrusive practices that are placed on people without individualized justification.
- Ensure that people receiving services (perhaps the self-advocacy group) randomly review specific policies/procedures for restrictive practices.

1d6: (System and Practice) Does the Rights Committee review all individual rights restrictions?

- Person Supported Spending Money Form
- Implementation of Tracking through their Excel spreadsheet for rights restrictions

Recommendation(s):

- Add a question to the HRC Rights Restriction form that asks if there is anything the person would like the committee to know (and consider during its review of the person's restriction).
- Consider how implementing a self-advocacy group(s) can partner with the Human Rights Committee in the promotion of rights

2b: (System and Practice) The organization respects people's concerns and responds accordingly

- Rights Assessment
- Surveys for people supported annually

Recommendation(s):

- Ensure that all organizational staff are aware of the process of reporting a concern/complaint to the right person/place so that all information is tracked accordingly.
- Ensure that all resolutions are satisfactory to the person involved in the concern/complaint.

2d: (System and Practice) Supports and services enhance dignity and respect

- No progress yet as the position responsible for this has just been filled that will oversee this process however there is a plan or how to facilitate this process

Recommendation(s):

Continue moving forward. It may be beneficial to find out from people receiving services what "inclusion" means to each person on an individual level.



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

- No progress yet as the position has just been filled that will oversee this process however there is a plan or how to facilitate this process

Recommendation(s):

Ensure that the person who fills this position is committed to the people and organization on education of Abuse, Neglect, Mistreatment and Exploitation

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

- The medical provider completes annual assessment annually and then determines if a person is ready to self-administer in conjunction with the person's desire

Recommendation(s):

- Identify who/if people receiving services want access to any healthcare portals (ex. MyChart) for doctors/clinics/hospitals they utilize

<https://www.c-q-l.org/resources/articles/ongoing-staff-development-improves-the-health-and-safety-of-people-with-idd/>

<https://www.c-q-l.org/resources/articles/telehealth-in-hcbs-for-people-with-intellectual-and-developmental-disabilities/>

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

- The organization has implemented the Risk Issue Identification tool

Recommendation(s):

Ensure that people are part of the development and education of the tool used to support them.

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

- Risk Issues Identification Tool
- Staff training survey

Recommendation(s):

Continue to survey the staff on ways to enhance the training that supports people receiving services and educates everyone.

Focus Groups

CQL conducted focus groups to discuss current practices and determine *Basic Assurances*[®] themes/implications.

Focus Group with People Receiving Supports

A focus group was conducted on March 10, 2026, with 9 people receiving a variety of services from the organization, including residential and day supports.

How do you learn about your rights?

- No knowledge

What Rights are most important to you?

- Freedom



What choices do you have regarding work?

- McDonald's
- Krystal's
- DHS
- Bank

Who chooses what you do regarding your daily routine?

- Staff
- Myself

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

- No knowledge

What do you do to stay healthy?

- Eat salad
- Walk and play basketball

How do you stay safe?

- No knowledge

What makes a good staff member?

- They know how to cook
- They treat me nice

Who chooses your goals?

- Not sure

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

- More things to hang out with my friends
- More places to go

DSP Focus Group

A focus group was conducted March 10, 2026, with DSP's and Team Leaders with tenure from 8 months-33 years from the organization, including residential and day supports.

How would you describe the culture of the organization?

- Family oriented

How do you support people receiving services to learn about their rights and how to exercise them?

- Face to face discussions
- Choices



How do you support people to develop, maintain and enhance relationships with family, friends, and others?

- Take them to visit
- Calls
- In-home visits

How would you rate communication within the organization? (can use a 1-10 scale with “10” being highest/excellent)

- 10

How do you support people to manage their own healthcare?

- Medical coordinator
- Accompany them to appointments

Discuss training – orientation and ongoing (is it valuable and what would you change?)

- Training has improved
- Need more training on TIMAS

What changes have you seen in the last year at the organization?

- Off ice moves
- Assistant Case manager hired

What are some strengths of the organization?

- Putting people supported 1st
- Event planning
- Activities

Visits With People

CQL had the opportunity to visit with people where they receive services. Below is a summary of those visits.

This residence is a group home serving individuals with intellectual and developmental disabilities. Three individuals currently reside in the home. CQL conducted a visit after one resident consented to participate in a virtual Personal Outcome Measures (POM) interview with CQL staff. The home is spacious and reflects a natural, comfortable living environment. It includes multiple exit points for emergency situations, as well as a well-designed back porch that offers residents both protection from the elements and a pleasant outdoor space.

Observations:

- There are notable safety concerns at the front entrance. The handrails on the upper portion of the steps are loose, and the second set of steps lacks handrails entirely. Additionally, the steps are steep, which presents a potential fall risk and does not provide a secure or safe means of entry or exit.



Personal Outcome Measures[®]

The organization currently has the following notable systems in place to learn about personal outcomes for the people to whom it provides support:

The organization employs staff who have successfully completed training through CQL workshop, demonstrating a commitment to person-centered practices and quality outcomes. Skills Development Services also strives to interview all individuals receiving services at least once every three years to ensure their voices are heard and their needs, preferences, and outcomes are consistently evaluated and supported.

The organization currently collects the following notable data related to personal outcomes:

- ✓ The organization reports it has completed 12 POM interviews.
- ✓ Average supports present was 9.
- ✓ Average outcomes present were 11.
- ✓ Outcomes most often present were Treated Fairly/People are Safe
- ✓ Supports most often present are Intimate Relationships

The organization has taken the following notable actions based on the *Personal Outcome Measures*[®] data collected, aggregated, and analyzed:

Notable individual action:

Several of those who participated in the POM interviews had expressed the desire to have a key to their homes and their bedrooms. The agency was able to immediately ensure that keys were received.

Notable organizational action:

When a person supported communicates things that are not listed in his or her Person-Centered Support Plan (PCSP), the information was given to the medical Case Managers or County Administrators. The person is encouraged to communicate his or her wishes to their Independent Support Coordinator/Care Coordinator (ISC/CC). The ISC and CC are responsible for writing the PCSP.

***Personal Outcome Measures*[®] summary:**

As it relates to Personal Outcome Measures[®], the organization has the following goals:

- Expand the number of POM interviewers within the organization

Considerations:

- Break out data as it relates to different demographics (age, decision-making status, living situation, gender, diagnosis, etc.) for comparison of potential differences in outcomes/supports present
- Determine the number of interviews to be completed annually
- Break down the POM when looking at the data to preference which Indicator for outcomes and supports are most present and opportunity
- Using the CQL portal to compare data with national averages

Next Steps

Skills Development Services is commended for the work it has done toward addressing the items in the *Basic Assurances*[®] Plan and *Personal Outcome Measures*[®] Plan (if applicable) and for using data to make continuous improvements in the service delivery system.

Accreditation continues for the remainder of the three-year cycle following the completion of this successful review. CQL recommends applying for re-accreditation nine (9) months in advance of your accreditation expiration date **August 9, 2027**. Please contact gblock@thecouncil.org for assistance with re-accreditation.

Respectfully Submitted,

Kimberly O'Neal | **Lead Quality Enhancement Specialist**

