Three-Year Accreditation

CARF
Survey Report
for

WorkSource
Enterprises, Inc.

carf INTERNATIONAL

Organization

WorkSource Enterprises, Inc.
1311 Carlton Avenue
Charlottesville, VA   22902

Organizational Leadership

Charles J. McElroy, President

Survey Dates

August 13-15, 2012

Survey Team

Jean M. Rommes, Ph.D., Administrative Surveyor

Matthew J. Horvath, M.S.Ed., Program Surveyor

Programs/Services Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Integration
Employee Development Services
Employment Planning Services
Organizational Employment Services

Previous Survey

October 26-28, 2009
Three-Year Accreditation

Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: October 2015

SURVEY SUMMARY

WorkSource Enterprises, Inc., has strengths in many areas.

■ WorkSource Enterprises has a dedicated and interested board of directors that takes its responsibilities seriously and is concerned about having enough information and staying in touch with the organization sufficiently to make good policy decisions without getting involved in the day-to-day operations.

■ WorkSource Enterprises enjoys the services of a group of managers, many of whom have significant experience with the organization. This long experience with the organization is balanced by some newer employees in upper-level management positions who bring slightly different experiences and perspectives to the organization.

■ The organization's president is very active in the Virginia state providers association, having served on the board for twelve years and serving a term as president. In addition, he is active with Virginia Department for Aging and Rehabilitative Services' advisory groups and is well respected by his colleagues. This level of involvement helps to ensure that the organization remains well informed regarding issues and has input on decisions that affect it.

■ The president and management staff are active in local service clubs and organizations. Their regular presence at local functions helps to keep the organization informed regarding community issues and activities. In addition, management staff has established good relationships with Medicaid waiver funders and has participated in several training sessions.

■ The organization enjoys an excellent reputation among funders and referral sources. It was rated in the top tier of organizations in terms of outcomes for the clients and timeliness of submitting bills, reports, and other paperwork. The organization's staff members were complimented on their ability to work quickly with the clients and for finding jobs that are good fits for the client and the employer.

■ The organization is complimented for using some of its limited reserve funds to grow the organization and to ensure that the building remains a safe and comfortable place for staff and the clients to work.

■ Investing in a new roof and in staff growth and competence is both noteworthy and a sign that the board has confidence in the ability of the staff.

■ The organization has developed an excellent name in the local community. That good name enhances employment opportunities and helps to support the organization's overall mission.

■ WorkSource Enterprises has established numerous long-term job matches with high quality employers that speak highly of the efforts of the placement, job coach, and follow-along services.

■ Files are organized in a well-thought-out, logical, and easy-to-use system. Each file contains relevant information that is easy to access and identify.

■ The production area offers work for a wide range of abilities and skills. The contracts provide income as well as the opportunity to improve work skills. This is especially noteworthy in difficult economic times.

- WorkSource Enterprises staff members have developed relationships with a long list of community employers. These employers genuinely accept the clients into their employment settings. A few of those quality employers include ARAMARK, Crutchfield Corporation, and Kmart®.

- The organization's day support program offers numerous opportunities for the clients to enhance their quality of life by becoming active members of their communities. The creativity of the staff is very apparent, with the paper-mâché dinosaur being one rather large example.

- BreadWorks Bakery and Deli, which is owned by the organization, offers an excellent opportunity for employment, training, and job experience. In addition, the good name, the mission, and in reality the whole organization are much more visible to the community through this enterprise. The quality of the menu items offered is also top of the line.

WorkSource Enterprises 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, WorkSource Enterprises provides individualized, quality supports and programs to the clients. The organization takes great pride in working to help the clients find work that they enjoy and will retain over time. The organization demonstrates substantial conformance to CARF standards, and the clients appear to benefit from the programs and services provided. BreadWorks Bakery and Deli is a unique and quite successful bakery that provides integrated employment for a number of clients. The staff members understand that the clients need variety in their work and see requests to change jobs as part of normal growth. WorkSource Enterprises is seen as a good resource by the community and continues to work on making the organization a recognized source of both work and employees. The board provides leadership and guidance to the president and his staff, but is very aware of its policy and governance responsibilities and the role of the president and his staff. The organization has taken advantage of some recent resignations to restructure upper management and position itself favorably in a changing economy where public monies are becoming scarcer.

WorkSource Enterprises, Inc., has earned a Three-Year Accreditation. It is congratulated for its accomplishments to date and encouraged to continue to use the CARF standards as the organization grows and changes.

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
A.6.c.(1) through A.6.d.
Although it is implied, there is no direct mention in the ethical codes regarding training on the ethical codes for personnel and other stakeholders or the organization's responsibility to engage in advocacy efforts for persons served. It is recommended that the organization's written ethical codes of conduct include education on ethical codes of conduct for personnel and other stakeholders as well as advocacy efforts for the clients.

Consultation

■ WorkSource Enterprises is encouraged to consider succession planning at all levels of the organization. This could help ensure that each person at a management level has a backup person and a plan regarding how to fill gaps when they arise.

■ Although the cultural diversity plan includes the development of cultural diversity training for staff and clients, it is suggested that, as these educational events are developed, they include consideration of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language.

■ It is suggested that WorkSource Enterprises take advantage of local resources in planning its diversity training program.

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.

Consultation

■ When the current strategic plan is completed this year, the organization plans to engage a number of focus groups to obtain input from many different stakeholder groups. The organization is encouraged to complete this process.

■ Although the strategic plan is shared with the clients, personnel, and other stakeholders, the organization is encouraged to find additional ways to share it. Use of the website and the whiteboard are possibilities.

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 the organization obtains input from a variety of sources, it is suggested that the board members consider ways to make themselves more accessible to the clients, parents, guardians, staff, funders, and other stakeholders. The current plan to use focus groups in regard to strategic planning is one way to accomplish this.

E. Legal Requirements

Principle Statement

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

Key Areas Addressed

■ Compliance with all legal/regulatory requirements

Recommendations
E.3.f.

The organization's policies and written procedures should address time frames for documentation in the records of the clients.

Consultation

■ Although the organization engages in many activities designed to ensure that it complies with all legal and regulatory requirements, it is suggested that a list of activities completed by each staff member for this purpose be created. This could ensure that activities continue although personnel may have changed.

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

- Although there are policies and procedures in place for financial tasks for the organization as a whole, there is no written procedure for tasks relating to money and how it is handled at BreadWorks Bakery and Deli. It is suggested that a set of procedures outlining current practices at BreadWorks Bakery and Deli be developed.

- It is also suggested that, as the fiscal procedures are reviewed regularly, thought be given to checks and balances that can be put in place to ensure that current staff is protected.

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
G.1.a.(5) through G.1.a.(7)

Although actions are taken to reduce identified risks, the organization should implement a risk management plan that includes monitoring of actions to reduce risk, reporting results of actions taken to reduce risks, and inclusion of risk reduction in performance improvement activities.

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.4.a.(1) through H.4.c.

Although staff members receive training in a variety of areas, a review of files revealed that there is no comprehensive way of determining whether all required training was completed annually. It is recommended that WorkSource Enterprises personnel receive competency-based training upon hire and annually that addresses health and safety practices, identification of unsafe environmental factors, emergency procedures, evacuation procedures if appropriate, identification of critical incidents, reporting of critical incidents, medication management if appropriate, and reducing physical risks. The training should be documented. One way to do this is through the College of Direct Support.

H.5.c.(5) through H.5.c.(7)
H.5.c.(10)(a) through H.5.c.(10)(b)(iii)

The organization's written emergency procedures should identify temporary shelter when applicable, identification of essential services, and continuation of essential services. Signage regarding exit routes was not posted in all locations. It is recommended that evacuation route signage be accessible and understandable to the clients, personnel, and other stakeholders. It is suggested that all signs contain "You Are Here" symbols with directional arrows to indicate possible evacuation routes.

H.6.a.(1) through H.6.e.

Although some emergency procedures are conducted, they have not been conducted at every location. It is recommended that unannounced tests of all emergency procedures be conducted at least annually, on each shift, and at each location. The tests should include complete actual or simulated physical evacuation drills, be analyzed for performance improvement, result in improvement of or affirm satisfactory current practice, and be evidenced in writing.

H.8.a. through H.8.e.(18)

WorkSource Enterprises should have written procedures regarding critical incidents that include prevention; reporting; remedial action; timely debriefings conducted following critical incidents; and the following incidents if appropriate: medication errors, use of seclusion, use of restraint, incidents involving injury, communicable disease, infection control, aggression or violence, use and unauthorized possession of weapons, wandering, elopement, vehicular accidents, biohazardous accidents, unauthorized use and possession of legal or illegal substances, abuse, neglect, suicide or attempted suicide, sexual assault, and other sentinel events.

Consultation

■ Although written instructions regarding what to do in case of an accident are included on the back of the vehicle insurance card, it is suggested that a form be developed for drivers to use in case of an accident. This helps to ensure that staff members have something to write on and reminds them of the necessary information to complete.

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
I.5.a.(2) through I.5.b.(12)

Although the organization provides a variety of training opportunities to staff persons upon hire, it should provide training at regular intervals that addresses the identified competencies needed by personnel, confidentiality requirements, customer service, diversity, ethical codes of conduct, promoting wellness of the client, person-centered practice, personal privacy, reporting of abuse and neglect, rights of the clients and staff, and the unique needs of the clients. One way to do this could be through the College of Direct Support.

I.6.d.(5)

Although the organization completed some performance evaluations, performance evaluations for all personnel directly employed by the organization should be completed annually.

Consultation

■ Although the current system of performance evaluation is based on the job functions and identified competencies, it is cumbersome and difficult to follow. It is suggested that the organization consider reviewing job descriptions and developing performance evaluation tools using the job description as a base.

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

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

There are no recommendations in this area.

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

There are no recommendations in this area.

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

Recommendations

M.6.a.(1)

M.6.a.(2)

Although WorkSource Enterprises maintains a great deal of data related to business function performance, the organization should use data collected to set business function performance goals and indicators.

M.7.a.

Once the indicators and goals are established, the organization should measure business function performance indicators.

Consultation

■ Although the current report describes the process that was used, it is suggested that a separate document outlining the outcomes measurement process be developed. This document could be used to train staff regarding the process.

■ Although the organization has an elaborate array of data that is maintained and reported, it is suggested that it seek a simpler method of recording, maintaining, and reporting data.

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

■ Although the organization has a written analysis, the data could be presented in a simpler, more understandable fashion. The organization is encouraged to review the process by which data are collected and analyzed to better meet the programmatic and business function needs of WorkSource Enterprises.

■ WorkSource Enterprises is encouraged to continue to share information regarding performance improvement with the clients, staff, and other stakeholders in ways that are appropriate to the audience. One way to share such information with the clients is to review with them how their achievements contributed to the organization's goals in aggregate at their annual planning meetings.

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

Recommendations

There are no recommendations in this area.

Consultation

■ It is suggested that the organization consider whether or not it will release information generated by a third party contained in the client files. Some documents may or may not be appropriate for the organization to release.

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

■ For clients returning from medical illness or injury, it is suggested that the organization consider adding space to the form for the physician to comment on limitations or restrictions related to a return-to-work decision.

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

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Key Areas Addressed

■ Access to community resources and services

■ Enhanced quality of life

■ Community inclusion

■ Community participation

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.

A. Employment Planning Services

Principle Statement

Employment planning services are designed to assist a person seeking employment to learn about employment opportunities within the community and to make informed decisions. Employment planning services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on his or her preferences, strengths, abilities, and needs. Services begin from a presumption of employability for all persons and seek to provide meaningful information related to planning effective programs for persons with intervention strategies needed to achieve the goal of employment.

Employment planning uses some type of employment exploration model. This may involve one or more of the following:

■ Situational assessments.

■ Paid work trials.

■ Job tryouts (may be individual, crew, enclave, cluster, etc.).

■ Job shadowing.

■ Community-based assessments.

■ Simulated job sites.

■ Staffing agencies/temporary employment agencies.

■ Volunteer opportunities.

■ Transitional employment.

Key Areas Addressed

■ Employment opportunities within the community

■ Informed decision-making by participants

■ Referrals to services to implement employment plan

Recommendations

There are no recommendations in this area.

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 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.

E. Employee Development Services

Principle Statement

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

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

Key Areas Addressed

■ Skills development/reestablishment

■ Attitude development/reestablishment

■ Work behaviors development/reestablishment

■ Employment outcomes

Recommendations

There are no recommendations in this area.

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

Recommendations

There are no recommendations in this area.

P. 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 and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. 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.

- Pre-vocational experiences.

- Vocational pursuits.

- Development of work attitudes.

- Employment activities.

- Volunteerism in the community.

- 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.

PROGRAMS/SERVICES BY LOCATION

WorkSource Enterprises, Inc.

1311 Carlton Avenue
Charlottesville, VA   22902

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Integration
Employee Development Services
Employment Planning Services
Organizational Employment Services

BreadWorks Bakery and Deli

923-A Preston Avenue
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