

## CQL ACCREDITATION: RED RIVER HUMAN SERVICES FOUNDATION

### *Executive Summary*

The Council on Quality and Leadership (CQL) conducted an on-site and electronic accreditation review with Red River Human Services Foundation October 22-26, 2007. The review team from CQL reviewed the organization using the *Quality Measures 2005*<sup>®</sup> in the areas of *Shared Values*, *Basic Assurances*<sup>®</sup> and *Personal Outcome Measures*<sup>®</sup>.

Red River Human Services Foundation served approximately 134 people at the time of the review. The organization offers a wide range of services and supports. These services and supports include Vocational Training, competitive work at a variety of locations and businesses within the community, Residential Homes, In Home Supports, Supported Employment, Case Management, Day Habilitation, and Retirement.

Red River Human Services Foundation staff conducted three personal outcomes interviews and CQL team conducted two, for a total of five interviews for this review. CQL facilitated a group decision-making session to determine number of outcomes and supports present in this sample. CQL did a comparative analysis of the aggregate from these five interviews from the most recent 30 interviews from the organization's outcomes data base for validation. The organization achieved an aggregate of 15 outcomes and 16 supports, exceeding minimum criteria.

During this review visit, the CQL team spent time with people receiving services, family members, organizational staff and other organizational and community members. Information gathering activities included meeting with focus groups, targeted interviews, abbreviated interviews, validation of personal outcome data, conversations with people in their homes and at work, and organizational presentations. CQL also conducted data, individual record and policy reviews.

Throughout the course of the review Red River Human Services Foundation staff demonstrated a high degree of dedication, openness and willingness to share information and ideas as has always been the case with the organization. There was a clear commitment to being a learning organization and this was evident in all interactions. Staff was knowledgeable about the people they support and was fully aware of the areas where strong supports were in place and where people had a significant number of outcomes in their lives. Likewise, staff was very knowledgeable about those areas where outcomes were not present and recognized the need to enhance correlating supports. The organization has worked diligently to integrate *Personal Outcome Measures*<sup>®</sup> into all organizational systems and practices.

During the course of this review, CQL team had considerable discussion with Red River Human Services Foundation regarding the use of physical restraint and seclusion. Use of physical restraint and seclusion is not pervasive across the organization and is currently used very infrequently for not more than five people. The organization was receptive to making recommended changes and adjustment in policy and practice in their partnership with CQL over the next four years. This will be revisited and joint analysis will occur with the organization to study decrease and elimination of this practice. Both the organization and CQL team agreed that this shift is in alignment with organization values.

Red River Human Services Foundation is commended for strong efforts to impact positive change in the lives of people supported as well as the communities where services are provided. The organization has worked to integrate the values and practices of person-directed, outcome-based service delivery into all systems and practice. The provision of flexible and ever-changing supports and services based on people's priorities while maintaining assurances for protecting their health, safety, and human security is an organizational strength. The organization is encouraged to continue on this journey and make new discoveries regarding additional ways that may impact its communities in positive ways strengthening and enhancing social capital for all and impacting neighborhoods and communities, building increased capacity outside the walls of the organization.

Accreditation by The Council on Quality and Leadership (CQL) is only achieved by organizations that have successfully implemented person-centered, outcome-based services. Red River Human Services Foundation. has demonstrated a commitment to providing the highest quality services and supports resulting in enhanced quality of life for people impacted by these services and have successfully integrated these values into all functions of the organizational structure.

Based on the results of CQL’s visit applying protocols for *Shared Values*, *Basic Assurances*<sup>®</sup>, and *Personal Outcome Measures*<sup>®</sup>, Red River Human Services Foundation is awarded this four (4) year accreditation partnership agreement with the *Quality Measures 2005*<sup>®</sup>.

The following table summarizes the results of the Red River Human Services Foundation review in comparison to the CQL Accreditation criteria:

<b>CQL ACCREDITATION CRITERIA</b>	<b>CQL DETERMINATIONS FOR: RED RIVER HUMAN SERVICES FOUNDATION</b>
Ongoing evaluation, learning and growth supporting <i>Shared Values</i> , including specific plans for any area where action is required	<i>Shared Values</i> are in alignment with CQL and with organizational practice. Only five (5) indicators fell into the action required area.
Presence of all person-centered <i>Basic Assurances</i> <sup>®</sup> Systems and Practices	<i>Basic Assurances</i> <sup>®</sup> Systems and Practices are present at 100%
<i>Personal Outcome Measures</i> <sup>®</sup> data that meets or exceeds the threshold of an average of 11 outcomes and 11 individualized supports across the sample (out of a total of 21 measures)	Outcome and Support aggregate numbers achieved by Red River Human services Foundation for this review were 15 and 16 respectively, exceeding CQL minimum criteria for accreditation.

Based on these results, CQL awards Red River Human Services Foundation a four-year accreditation.

Maintaining accreditation throughout the four years requires:

- Continued presences of all person-centered *Basic Assurances*<sup>®</sup> Systems and Practices;
- Meeting threshold criteria for *Responsive Services*<sup>®</sup>, which includes no indicators in the Accountability Focus Factor that require action; In the remaining three *Responsive Services*<sup>®</sup> Factors (Person Focus, Community Focus, and Strategic Focus), there should be no more than three indicators (in total) requiring action;
- Demonstrated commitment to integrate *Community Life*<sup>®</sup> measures into operations and strategic thinking, beginning with an operational system for data collection about *Community Life*<sup>®</sup> issues;
- Demonstrated progress in the development of an Integrated Quality Management System

CQL commends Red River Human Services Foundation for its strong efforts to bring about positive change in the lives of people supported by the organization, as well as the communities where these services are provided. Red River Human Services Foundation is encouraged to continue on this journey and make new discoveries regarding additional ways to positively impact its diverse communities.