



Three-Year Accreditation

**CARF**  
**Survey Report**  
**for**  
**Rehabilitation**  
**Enterprises of North**  
**Eastern Wyoming**

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**Three-Year Accreditation**

**Organization**

Rehabilitation Enterprises of North Eastern Wyoming (RENEW)  
1969 South Sheridan Avenue  
Sheridan, WY 82801

**Organizational Leadership**

Larry W. Samson, President/CEO  
Sandra Thiel, Vice President  
Dawna J. Romeo, Executive Assistant

**Survey Dates**

May 16-18, 2012

**Survey Team**

Anne M. Combs, PCC, Administrative Surveyor  
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**Programs/Services Surveyed**

Community Housing  
Community Integration  
Community Services Coordination  
Community Employment Services: Job Development  
Community Employment Services: Job Supports  
Community Employment Services: Job-Site Training

**Previous Survey**

April 29-May 1, 2009  
Three-Year Accreditation

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**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: June 2015**

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# SURVEY SUMMARY

**Rehabilitation Enterprises of North Eastern Wyoming (RENEW) has strengths in many areas.**

- The board of directors, in collaboration with the president/CEO, went through an eighteen-month process that resulted in a succession plan for the CEO position.
- The organization has a strong commitment to training and education and has employed a full-time trainer/educator who provides training in many modes; e.g., static training, interactive training, and video through the Learning Management System that includes doing in-person interactive training on different shifts. Staff members report their satisfaction with the comprehensive and ongoing training provided by the organization. Staff cross training enables it to perform a variety of tasks. Input and participation of the persons served enhance the training process. The weekly sessions of distance learning provide opportunities for the individuals and staff members across the entire organization to learn together, exchange views, network, share ideas, and exchange experiences.
- The organization has come through some very difficult years in which 23 percent of the workforce had to be laid off due to a tremendous funding cut from the state of Wyoming. It has persevered, and its financial status has stabilized. In the past year, it has again been able to provide raises for its staff. Given the economic climate, leadership is complimented on sustaining its services and continuing to operate and address the gaps in its service areas.
- RENEW has a strong health and safety program that is highly organized and monitors all areas of safety for persons served and personnel. The program regularly provides ten-minute safety talks with the persons served using friendly language and materials.
- The organization is complimented for its community employment efforts and building solid relationships with employers. This service develops and sustains jobs that meet the needs of the persons served. To ensure continued job placement success, provisions are in place for additional community support and training for persons served and families beyond specific job needs.
- Staff members in all programs appear genuinely committed to providing quality services and supports. They present themselves as a team of caring professionals who are open to new ideas and innovative, creating a positive atmosphere conducive to learning and growth for everyone involved. The culture of respect for the persons served is promised and promoted within the organization.
- The employment services programs not only demonstrate quality but also include a variety of community work sites. These excellent work environments provide persons served with jobs of varying levels of complexity and work demands. Staff members have excellent awareness of the employers' expectations and the vocational abilities and desires of persons served. Persons served report receiving proper training and necessary supports. They express a high level of satisfaction with their jobs within the mainstream workforce.

- The attractive and functional corporate headquarters provides an exceptional work environment and unquestionably portrays RENEW as a major community partner. The building is inviting as a workplace and a meeting destination and is also a matter of pride to everyone involved.
- RENEW's leadership makes extensive use of information technology in its business functions and to assist service delivery in ensuring that accurate information sharing, training opportunities, and recordkeeping are provided.
- The organization is recognized for supporting persons served to not only use the community resources but to also contribute to the local communities; persons served work and volunteer in the community. The programs offer services needed and valued by the community, such as recycling, car detailing, and community gardening.
- The organization is complimented for utilizing web-based resources to promote its services and creating opportunities for the persons served to communicate and share their stories and their successes with peers within RENEW and with the general public.

**RENEW 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, RENEW is a strong, quality organization serving a very challenging population of persons with disabilities in rural Wyoming. The funding environment the past few years has taken a toll on it as it has on many disability organizations around the nation, which resulted in a funding cut and layoff of 72 staff members. It has only been in the past year that it has begun to rebound into financial stability. Although it has become a leaner organization, it has also become more efficient, much through a significant technology grant that allowed it, among many other things, to develop conference centers in each community. Although still experiencing challenges in turnover, its continuing commitment to training has helped with employee retention and satisfaction. It has been able to implement raises again. Its executive team has 108 years of experience among its members, and they use this to continually improve the quality of RENEW's services. The persons served are treated with tremendous dignity and respect as they progress toward their own future hopes and dreams. Families are satisfied. The communities they are in value them.

Rehabilitation Enterprises of North Eastern Wyoming has earned a Three-Year Accreditation. The leadership and staff members are congratulated for this accomplishment. They are encouraged to continue using the CARF standards to continuously improve the quality of the programs and services provided.

# 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
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### Recommendations

There are no recommendations in this area.

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## C. Strategic Integrated 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.

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## 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
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### Recommendations

There are no recommendations in this area.

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## E. Legal Requirements

### Principle Statement

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

### Key Areas Addressed

- Compliance with all legal/regulatory requirements
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### Recommendations

There are no recommendations in this area.

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## 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
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## **Recommendations**

There are no recommendations in this area.

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## **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**

There are no recommendations in this area.

### **Consultation**

- It is suggested that RENEW add compliance with the subminimum wage rules to its risk management plan.
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## 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.1.

RENEW's policy is that medications requiring refrigeration will be kept in a locked box in the refrigeration unit; however, the medications were not locked in the Warren Residence in Gillette, which created a safety risk. It is recommended that RENEW maintain a healthy and safe environment by following its medications policy on securing medications requiring refrigeration.

#### H.7.c.(1)

Although emergency information is available on persons served, some of the organization's vehicles used to transport persons served did not have this information. Relevant emergency information about persons served should be immediately accessible to transporting personnel. The organization might want to look at its procedures for ensuring that first aid kits are replenished on a timely basis.

#### H.11.h.

Although emergency procedures have been developed for handling emergencies that may occur during the operation of the vehicle, some organization vehicles used to transport persons served did not have this information. It is recommended that, when transportation is provided for persons served, there be evidence of written emergency procedures available in the vehicle. The organization has a monthly checklist of standard safety features and devices on each vehicle. In addition, the health and safety committee may want to implement a daily signoff checklist for those driving the organization vehicles that requires the driver to check lights, turn signals, tires, the horn, mirrors, windshield wipers, and other safety details before use, indicating that the vehicle is road safe.

## Consultation

- RENEW has developed a tracking form to document tests of emergency procedures that includes an analysis and action plan for improvement. It is suggested that it include a description of the actual test; i.e., if it is a test of the emergency procedures for fire, it could explain the circumstances under which the test was run. This might be simulating a fire in a trash can or some other larger event.
  - The organization is conducting tests of all of its emergency procedures on all shifts at all service offices, facilities, and community housing units. If permitted by other licensing entities, it is suggested that it stop doing this many tests in the homes, but if the licensing entities believe these to be valuable, it could develop a less intrusive, less frequent mode of training or testing for safety within the individual homes.
  - RENEW has comprehensive policies and procedures about health and safety that include critical incident reporting and management. Often the policies about critical incidents are in different documents, making them difficult to access. This may be problematic for staff members who are looking for the policy to determine exactly what they are to report. It is suggested that the organization develop one critical incident policy that includes all information necessary to inform and communicate about reporting incidents.
  - Comprehensive health and safety self-inspections are regularly carried out at all sites, but it is hard to determine on which shift. It is suggested that RENEW add a section to the form to document the time of day.
- 

## 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

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## **Recommendations**

### **I.6.a.(1)**

### **I.6.d.(1)(a)**

### **I.6.d.(1)(b)**

### **I.6.d.(4)(a)**

RENEW has revamped its performance evaluation process, but the process has not yet matured. Instructions and training have been developed for supervisors to be successful and to document performance effectively. Job description review has been inconsistent. It is therefore recommended that performance management include job descriptions that are reviewed annually. Performance evaluations for all personnel directly employed by the organization should be based on job functions and identified competencies and be used to assess performance related to objectives established in the last evaluation period. RENEW might consider the development of a performance appraisal that is embedded in the job description so that job functions and method for evaluation are all on one document. Because many job descriptions are unique to the job, this may be an effective method of ensuring that job functions are being evaluated at the end of the evaluation period. The organization has one very short-term contractor who has not yet been on board for a year. It is suggested that the organization develop guidelines and procedures to ensure that, when it engages contractors, it has a protocol to follow to ensure that the contractor's performance is assessed annually.

## **Consultation**

- Turnover has been a challenge that RENEW continues to struggle with. RENEW is encouraged to continue to address this with the aggressive outreach it is doing for recruitment and the extensive training it provides to support retention.
- It is suggested that RENEW work with its state agency to address concerns and issues regarding the ratio of staff to persons served in the community programs. RENEW's efforts could be more effective by pursuing these concerns from a performance improvement perspective, which fits with its vision of providing quality and excellence.
- It is suggested that RENEW review all personnel records to ensure that copies of incident reports involving the staff person do not include the names of the persons served.

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## **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

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## Recommendations

There are no recommendations in this area.

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## 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

### K.2.a.

It is RENEW's policy to ensure the confidentiality and privacy of the persons served. The records of persons served were not locked in the Warren Residence in Gillette. It is recommended that the organization follow its procedures to ensure that any records of persons served are locked when not in use to ensure that confidentiality is maintained.

### Consultation

- The organization might want to consider adding a table of contents to the handbook for persons served so that information being sought is more readily found.
- 

## 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.

## **Consultation**

- RENEW has an accessibility plan that addresses barriers it has identified. It is suggested that the plan include the areas of accessibility that do not have an identified barrier. This could ensure that the organization is annually reviewing all areas.
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# **M. Information 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.4.d.(4)**

For service delivery improvement, it is recommended that the data collection system address extenuating/influencing factors that should be considered when analyzing performance of each indicator. The organization is working on a new model of managing performance measures for each program that has not yet been completed. It is encouraged to further develop these indicators by measuring performance against them.

## **Consultation**

- There is often confusion about where to find documents and policies. It is suggested that the organization consider methods to better organize its policies, procedures, guidelines, and protocols to make them more accessible to staff.
-

## **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**

#### **N.1.a. through N.1.c.(3)**

RENEW has a president's report that is presented quarterly to the board that includes all the accomplishments for the quarter. It is a very comprehensive report that is valuable for planning, but it does not analyze performance indicators. The organization also creates an annual report for the community each year that summarizes the president's report. It is recommended that an analysis be completed at least annually that analyzes performance indicators in relation to performance goals, including business functions and service delivery of each program seeking accreditation. For services, it should include the effectiveness and efficiency of services, service access, and satisfaction and other feedback from persons served and other stakeholders. This analysis should identify areas for performance improvement, result in an action plan to address the improvements needed to reach established or revised performance goals, and outline actions taken or changes made to improve performance.

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## **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

### A.3.b.

Based on the scope of each program/service, it is recommended that the organization document its transition criteria.

## Consultation

- The organization provides information about itself using a variety of means such as its website, brochures, handbook for persons served, and intake and orientation processes; however, it is suggested that a single document addressing all the CARF standards regarding the scope of each service be developed and shared with the stakeholders and the general public.
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## 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

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## Recommendations

There are no recommendations in this area.

## Consultation

- Service plans identify goals and objectives developed in the course of the planning process. The organization is encouraged to more consistently promote the development of plans that include, as desired by the person served, personal goals based on the strengths of the person served.
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## C. Medication Monitoring and Management

### Principle Statement

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

### 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.

## Consultation

- For each person served, it is suggested that the organization consider documenting the physician's name and telephone number, pharmacist's name and telephone number, and medication side effects and maintaining this information in a centralized location in the record of each person served so that it is more readily available to all staff.
- 

## D. Employment Services Principle Standards

### Principle Statement

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

## **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.

## **Consultation**

- The organization might want to explore opportunities to obtain AbilityOne (formerly JWOD) service contracts to provide work for the persons served and an additional income stream for RENEW.
  - RENEW might want to consider the possibility of obtaining a national franchise. The franchise could serve as both a training and job placement site and could also potentially generate additional income for the organization.
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## **F. Community Services Principle Standards**

### **Principle Statement**

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

### **Key Areas Addressed**

- Access to community resources and services
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### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- The organization might want to look at making persons served and their support families aware of organizations such as The Hole in the Wall Gang Camp founded by Paul Newman or the Victory Junction Gang Camp located in North Carolina. These organizations enrich the lives of children with a chronic medical condition and/or serious illness by providing life-changing camping experiences that are exciting, fun, and empowering in a safe and medically sound environment.
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## SECTION 3. EMPLOYMENT SERVICES

### Principle Statement

An organization seeking CARF accreditation in the area of employment services assists the persons served in obtaining access to the resources, services, and supports that result in opportunities for the persons served that meet their employment-related wants, desires, goals, and needs. The organization provides the persons served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons served and other stakeholders. Services are individualized to each person.

### I. Community Employment Services

#### Principle Statement

#### Job Development

Successful job development concurrently uses assessment information about 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.

#### Job-Site Training

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture, industry practices, and work behaviors expected by the employer. It may also include training the employer and coworkers to understand the training methods and accommodations needed by the worker. Job-site training is intensive for the initial orientation of an employee to the job tasks. Job-site training may consist of customizing the job to meet the needs of the new employee and employer, task analysis, counseling, and supports with the intent of leading to natural supports and/or reduced external job coaching. These services are typically not long-term, ceasing after the individual has become stabilized on the job.

#### Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

Routine follow-up with the employer and the employee is crucial to continued job success. Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as a decrease in productivity of the person served, assistance in training a person to complete new tasks, changes in work schedule or work promotion, adjusting to new supervisors, and managing changes in nonwork environments or other critical life activities that may affect work performance.

## Key Areas Addressed

- Integrated employment choice
  - Integrated employment obtainment
  - Integrated employment retention
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## Recommendations

There are no recommendations in this area.

## Consultation

- RENEW might want to explore establishing mobile work crew sites within the hotel/motel industry to maintain the grounds and clean the rooms of departing guests.
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# SECTION 4. COMMUNITY SERVICES

## Principle Statement

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

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

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

Expected results from these services/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.

## **B. Community Services Coordination**

### **Principle Statement**

Community services coordination programs provide goal-oriented and individualized supports focusing on improved self-sufficiency for the persons served through assessment, planning, linkage, advocacy, coordination, and monitoring activities. Successful services coordination results in community opportunities and increased independence for the persons served. Programs may provide occasional supportive counseling and crisis intervention services, when allowed by regulatory or funding authorities.

Community services coordination may be provided by an organization as part of its individual service planning and delivery, by a department or division within the organization that works with individuals who are internal and/or external to the organization, or by an organization with the sole purpose of providing community services coordination. Such programs are typically provided by qualified services coordinators or by case management teams.

Organizations performing services coordination as a routine function of other services or programs are not required to apply these standards unless they are specifically seeking accreditation for this program.

### **Key Areas Addressed**

- Community opportunities provided
  - Goal-oriented and systematic process of advocacy
  - Coordination of services
  - Formation of linkage with community resources and services
- 

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- The organization has impressive information technology resources. iPad® devices are used to stream real-time activities onto the RENEW website. Persons served use the iPad devices for recreation and learning activities. The iPad program for signing has been very beneficial in improving the communication between staff and a person served. The organization might want to consider sending Apple® videos of how persons served use its product to explore the possibility of receiving a donation of this instrument from Apple.
-

## **E. Community Integration**

### **Principle Statement**

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

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services 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
- Vocational pursuits
- Development of work attitudes
- Employment activities
- Volunteerism
- Educational and training activities
- Development of living skills
- Health and wellness promotion
- Orientation, mobility, and destination training
- Access and utilization of public transportation
- Interacting with volunteers from the community in program activities
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.)

### **Key Areas Addressed**

- Opportunities for community participation

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## Recommendations

There are no recommendations in this area.

## Consultation

- The organization might want to consider establishing a Best Buddies program to promote positive relationships between persons served and students from a local college. Best Buddies is a nonprofit organization dedicated to enhancing the lives of people with intellectual disabilities by providing opportunities for one-to-one friendships and integrated employment. This program promotes helping these individuals become part of mainstream society. Best Buddies has enhanced the lives of both clients and student volunteers from the participating college. Founded in 1989 by Anthony Kennedy Shriver, Best Buddies is a vibrant international organization at more than 1,200 campuses across the country and internationally.
  - The organization is encouraged to continue its consideration of how to increase fund development activities. With its excellent reputation, the many lives it has impacted, and its long history of service to the community, the privilege of supporting RENEW through annual campaigns, special projects, and capital and planned giving could be further developed and advocated.
  - The organization might want to call on the local Kiwanis Club to learn about its Aktion Club. Aktion Club is a service club for adults with disabilities that has more than 9,000 members worldwide. A Kiwanis Club, composed of like-minded, service-oriented people from the community, serves as the club's sponsor and provides programs, literature, and opportunities to relate to individuals with disabilities.
  - The organization provides valuable forms of community integration. It is suggested, however, that more individualized activities in the community be offered to address the unique interests and preferences of the persons served.
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## J. Community Housing

### Principle Statement

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

Community housing is provided in partnership with individuals. These services/supports are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services/supports are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol

and other drug programs, these services/supports are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

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

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which Community Housing services are provided must be identified in the Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

### **Key Areas Addressed**

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

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### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- The organization is encouraged to continue exploring offering all persons served living in its homes their own rooms. It is further suggested that it conduct another assessment of the safety of persons with limited mobility who occupy bedrooms in basements of the houses; these rooms

utilize egress windows requiring a certain level of physical fitness and might become a barrier in the event of an emergency. The organization is encouraged to contact the local fire department for guidance in this matter.

- After a review of the files and forms used at Sheridan Avenue, the organization is encouraged to use these as an example across all housing programs.
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# PROGRAMS/SERVICES BY LOCATION

## **Rehabilitation Enterprises of North Eastern Wyoming**

1969 South Sheridan Avenue  
Sheridan, WY 82801

Community Integration  
Community Services Coordination

Community Employment Services: Job Development  
Community Employment Services: Job Supports  
Community Employment Services: Job-Site Training

## **Gillette Services Center**

623 North Commercial Drive  
Gillette, WY 82716

Community Integration  
Community Services Coordination

Community Employment Services: Job Development  
Community Employment Services: Job Supports  
Community Employment Services: Job-Site Training

## **Warren Residence**

403 Warren Avenue  
Gillette, WY 82716

Community Housing

## **Delphi Residence**

1034 Delphi  
Sheridan, WY 82801

Community Housing

## **Works Residence**

846 East Works  
Sheridan, WY 82801

Community Housing

## **Edwards Home**

1644 Edwards Street  
Sheridan, WY 82801

Community Housing

**Sheridan Avenue Residence**

140 South Sheridan Avenue  
Sheridan, WY 82801

Community Housing

**Emerson Residence**

623 Emerson  
Sheridan, WY 82801

Community Housing

**Burkitt Residence**

833 East Burkitt  
Sheridan, WY 82801

Community Housing

**RENEW - Newcastle Services Center**

35 Fairgrounds Road  
Newcastle, WY 82701

Community Integration  
Community Services Coordination

Community Employment Services: Job Development  
Community Employment Services: Job Supports  
Community Employment Services: Job-Site Training

**Butte Residence**

121 Butte Drive  
Newcastle, WY 82701

Community Housing

**Almon Residence**

704 Almon Drive  
Gillette, WY 82716

Community Housing

**Warren Residence**

403 1/2 Warren Avenue  
Gillette, WY 82716

Community Housing

**Martin Residence**

1410 Martin Avenue  
Sheridan, WY 82801

Community Housing

**North Heights Residence**

1639 North Heights Way  
Sheridan, WY 82801

Community Housing