CARF
Survey Report
for

Futures Explored, Inc.

Organization

Futures Explored, Inc.
2380 Salvio Street, Suite 302
Concord, CA 94520

Organizational Leadership

Robert L. Bass, Board President

Will A. Sanford, II, Executive Director

Dean Evans, IT Director

Survey Dates

May 4-6, 2016

Survey Team

Bruce Christensen, Administrative Surveyor

Ann Marie Boyd, Program Surveyor

Programs/Services Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Supported Education
Governance Standards Applied

Previous Survey

March 13-15, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: April 30, 2019

Three-Year Accreditation

SURVEY SUMMARY

Futures Explored, Inc. continues to provide services that are exceptionally valuable to the persons served, serve as a resource to the local business community, and enhance community knowledge and appreciation of the abilities and contributions of people with disabilities. The organization demonstrates strengths in many areas.

- The organization's leadership is very accessible to the persons served. The staff members at all levels demonstrate an awareness of the strengths and needs of the persons served and have developed genuine friendships with many of the participants receiving services.
- Futures Explored has developed an effective and efficient organizational structure that is staffed by exceptionally knowledgeable and skilled individuals.
- The staff members at all levels of the organization are committed to a person-centered approach and consistently demonstrate knowledge of the goals and needs of the participants in services.
- The organization's leadership is very well respected and effectively advocates for the persons served at the state level.
- The use of SurveyMonkey® online service to assess a variety of functions, including the recently added board review of the executive director, provides the organization with important feedback on individual and organizational performance.
- The board of directors benefits from skilled representation of both the persons served and other members whose backgrounds include a variety of areas of professional expertise. This combination of representation results in highly competent governance along with an expanded awareness of the unique abilities and diversity of the service population.
- All aspects of the organization's human resources' practices are conducted in a highly effective and professional manner. The commitment of Futures Explored to ensuring that employees are valued and the effort that the organization is willing to devote to ensuring good job matches are particularly noteworthy.
- The organization has established very effective safety practices that appear to protect the persons served and staff members from a variety of risks. Particularly noteworthy are the meetings of the safety committee and the quality of the comprehensive self-inspections that are conducted on a regular basis.
- Futures Explored has an excellent reputation with referral sources, who consider the staff members to be responsive and accountable to both the funders and the clients. The regional personnel expressed satisfaction with the quality of the organization's services, which reflect its commitment to the clients along with its flexibility, innovation, and customization to meet the needs of each client.
- The Futures Explored teams consist of dedicated and capable staff members who are very committed to serving people with long-standing challenges and barriers to employment. The staff members bring an array of experiences to their jobs and appear to be working constantly to improve the services and outcomes for the persons served.
- The Futures Explored direct service teams consist of enthusiastic and passionate staff members who are person centered and advocate for the rights, dignity, and independence of the persons served.

- The staff promotes self-advocacy and assists the persons served in breaking down attitudinal and physical barriers to achieve their potential at the highest level possible.
- The organization's offices and program areas are well maintained and attractive, and the leadership and staff members ensure that security precautions are implemented that support the safety of both the clients and personnel.
- The Futures Explored employment services (also known as Vocational Training and Employment, or VTE) effectively meet the varied requests of the employers to support changing tasks and assignments at both the court house and the scanning program.
- Futures Explored is commended for its Community College Transition Program (CCTP) in its support to not only ensure the academic success of its students, but also to support greater opportunities to increase social contacts and personal relationships. This was clearly demonstrated in the positive feedback from the students and include one who, when asked what they liked best. stated, "I did not want to come to the campus because I was very afraid. Thanks to CCTP, I got over my fears and I really love it here at the school," and with a big smile also said, "I am not afraid anymore."

Futures Explored 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, Futures Explored continues to demonstrate substantial conformance to the CARF standards while providing a diverse array of services that are clearly valued by the persons served, employers, referral sources, and the community at large. There is evidence that the organization conscientiously responded to the recommendations of its previous accreditation survey, and it continues to exhibit a commitment to the accreditation process.

Futures Explored, Inc. has earned a Three-Year Accreditation. The organization's leadership and staff members are congratulated for again receiving this recognition. They are encouraged to continue their efforts that clearly provide significant benefit to the persons served and other stakeholders. They are also encouraged to continue to remain current with the CARF standards as they address the areas for improvement noted.

SECTION 1. ASPIRE TO EXCELLENCE®

A. Leadership

Description

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.b.(1) through A.6.b.(2)(b)

Futures Explored has identified a number of processes to ensure that any allegation of a violation of its code of ethics is promptly investigated, and it has a statement regarding whistleblower protection within its employee handbook. However, it is recommended that these be summarized within written procedures that specifically include a no-reprisal approach for personnel reporting and timeframes that are adequate for prompt consideration and that result in timely decisions.

B. Governance

Description

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Key Areas Addressed

■ Ethical, active, and accountable governance

■ Board composition, selection, orientation, development, assessment, and succession

■ Board leadership, organizational structure, meeting planning, and management

- Linkage between governance and executive leadership

- Corporate and executive leadership performance review and development

- Executive compensation

Recommendations

There are no recommendations in this area.

Consultation

- The expectations and related procedures regarding governance are described within a number of documents, including the board's bylaws and the board member code of ethics. It is suggested that a consolidated listing of the organization's governance policies be developed in order to more concisely define its governance processes and expectations within a single document.

C. Strategic Planning

Description

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
C.2.c.(1)
C.2.c.(2)
The organization is currently in the final year of its 2011–2016 strategic plan. The organization should ensure that the new plan includes goals and priorities for each area within the plan. The inclusion of measureable goals for each area could make it easier to measure progress toward their accomplishment during subsequent plan reviews. As mentioned, the organization currently utilizes a five-year period for its strategic plan. Given the dynamic nature and potential for rapid change within the funding and service delivery environment, Futures Explored might wish to consider a shorter timeframe, possibly a three-year cycle, for the duration of its strategic plan.

D. Input from Persons Served and Other Stakeholders

Description

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.

E. Legal Requirements

Description

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

Key Areas Addressed

■ Compliance with all legal/regulatory requirements

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Description

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 the organization has been able to maintain fiscal solvency, its financial standing appears to becoming more tenuous. Net losses in its operations have occurred during several recent years which, combined with cash flow issues, pose a challenge to the organization that could impact its ability to respond to unexpected costs or limit its ability to promptly take advantage of emerging opportunities. The executive director's competence with regard to financial matters is noteworthy and continues to contribute to the organization's ability to meet its financial obligations with minimal disruption. However, the management and its board of directors are strongly encouraged to continue to closely monitor the organization's financial position and work to develop a plan to create adequate cash reserves in order to ensure its long-term viability and ongoing access to the valuable services that are provided.

G. Risk Management

Description

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.(1) through G.1.b.(2)

Futures Explored demonstrates an awareness of the various risks that may challenge it and can describe the potential impact of these. There is also documentation that the leadership and the board of directors regularly review the organization's insurance policies and coverage. Currently, the planning process for other areas of risk is largely anecdotal in nature and involves assessment of current status by a variety of means and varying levels of the organization's leadership. It is recommended that the organization develop and implement a consolidated written risk management plan that includes the identification of loss exposures, analysis of loss exposures, identification of how to rectify identified exposures, implementation of action to reduce risk, monitoring of actions to reduce risk, reporting results of actions taken to reduce risks, and inclusion of risk reduction in performance improvement activities. The risk management plan should be reviewed at least annually for relevance and updated as needed.

H. Health and Safety

Description

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.

Although there is evidence that the organization is diligent with regard to its safety program and works to maintain a safe environment for the persons served and its staff, a few areas of concern were identified during the survey. At one location, several large propane tanks were located within a kitchen area and a quantity of unknown medications was not secured. Additionally, access to fire extinguishers was blocked in two locations and one of these did not show evidence of a recent inspection. Futures Explored is urged to address these concerns in order to maintain a healthy and safe environment. It could expand its self-inspection processes to ensure that conditions such as those noted above are prevented to the fullest extent possible.

H.8.b.

Futures Explored is urged to ensure that there is consistent immediate access to first aid equipment and supplies. It could regularly inspect its first aid supplies and equipment to ensure that no supplies or as-needed (PRN) medications have expired.

H.13.a.(1)

The organization receives regular fire inspections for each facility as well as periodic comprehensive inspections by licensing and other external entities. The organization also conducts comprehensive self-inspections internally and documents its findings and corrective action. However, comprehensive health and safety inspections conducted by external authorities have not occurred on an annual basis. It is recommended that Futures Explored ensure that comprehensive health and safety inspections are consistently conducted by a qualified external authority at least annually at all locations.

I. Human Resources

Description

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.6.b.(5)

There is evidence that Futures Explored has established and utilized effective mechanisms to evaluate staff member performance and has also used the findings as a means to encourage professional growth. The program and direct care staff members appear to consistently receive these performance reviews annually; however, it does not appear that all management staff members have consistently received performance evaluations on an annual basis. The organization is urged to revise its practices in order to ensure that all staff members receive a performance evaluation at least annually.

J. Technology

Description

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

■ Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable

■ Training for personnel, persons served, and others on ICT equipment, if applicable

■ Provision of information relevant to the ICT session, if applicable

■ Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable

■ Emergency procedures that address unique aspects of service delivery via ICT, if applicable

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Description

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

Description

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

■ Written accessibility plan(s)

■ Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

M. Performance Measurement and Management

Description

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and analyzed, 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.3.d.(1)(c)
M.3.d.(2)(c)

The organization has used the data collected to set written business function objectives and performance indicators and written service delivery objectives and performance indicators. Additionally, it has also set service delivery performance targets for the effectiveness of its services. However, it is urged to take the next step and set written business function performance targets and written service delivery performance targets.

M.7.d.

When setting each service delivery performance target, the organization should base these on an industry benchmark, on the organization's performance history, or on a target established by the organization or other stakeholder.

Consultation

■ Futures Explored currently reports data regarding the average age of the persons served, the persons' genders, and their ethnicities. The organization might find value in expanding this demographic data to include information related to disabling condition and functioning level, as this information could be helpful in determining trends within the population served that could require service expansion or modification in order to ensure that the organization's scope of services continues to meet the changing needs of the population.

N. Performance Improvement

Description

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.b.(1)
N.1.b.(2)(b) through N.1.b.(2)(d)(ii)
The organization collects data related to its business function indicators and indicators for service efficiency, service access, and satisfaction and other feedback from the persons served and other stakeholders. Once the organization establishes targets for these, it should report and analyze the results compared to targets set for its business functions, service efficiency, service access, and satisfaction and other feedback from the persons served and other stakeholders.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Program/Service Structure

Description

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.13.b.

A.13.c.

Although the organization appears to use an appropriate release-of-information form, many of the forms in the records did not include the documented date on which the release was executed. This practice could be construed as authorizing a blanket release. Additionally, without an implementation date, some release forms lacked a specific expiration date. It is recommended that the organization ensure that release-of-information forms are consistently limited to the specific information identified and consistently include a specific time limitation. The organization could review its policy and training on releases of information to promote consistency with the procedure and the intent of these standards.

A.20.a.

A.20.b.

The Futures Explored employment program staff and clients have been provided training to ensure that they do not have a role in medication monitoring or management; however, it is recommended that Futures Explored implement a policy that clearly identifies whether or not it has any role related to medications that are used by the persons served in the programs seeking accreditation, including

whether or not it directly provides medication monitoring and medication management. Futures Explored might consider updating its consolidated handbook to more clearly define the policy for the staff and the persons served to define the role, if any, to include medication reminders.

B. Individual-Centered Service Planning, Design, and Delivery

Description

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 desired outcomes from services, 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.

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
B.5.b.(1) through B.5.b.(5)

It is recommended that Futures Explored implement individualized service plans that consistently identify the person's overall goals, specific measureable objectives, methods/techniques to be used to achieve the objectives, those responsible for implementation, and how and when progress on the objectives will be regularly reviewed. Futures Explored does provide annual and semiannual plan reviews to support the changing needs of the persons served. It is suggested that it provide ongoing training to job coaches to ensure that changes to these plans outside of the annual and semiannual reviews are documented and supported.

D. Employment Services Principle Standards

Description

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 section.

F. Community Services Principle Standards

Description

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources and services 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 opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services they want or require that will meet their identified needs, and offers an array of services 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.

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.

Consultation

■ The employment and education programs currently serve a younger population; however, as time progresses, there is the potential that supports to participants with aging-related issues, including the early signs of dementia, may be necessary. Futures Explored might want to identify training opportunities for its staff that could help support an older population.

SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

Description

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, and self-reliance.

- Self-esteem.

- Housing opportunities.

- Community citizenship.

- Increased independence.

- Meaningful activities.

- Increased employment options.

- Employment obtained and maintained.

- Competitive employment.

- Employment at or above minimum wage.

- Economic self-sufficiency.

- Employment with benefits.

- Career advancement.

C. Community Employment Services

Description

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 SourceAmerica® 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

Description

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 support for a self-directed job search.

Some examples of the quality outcomes desired by the different stakeholders of these services include:

■ Persons obtain community employment.

■ Employment matches interests and desires of persons.

■ Wages, benefits, and hours of employment achieved as desired.

■ Average number of hours worked per week increases.

■ Average number of hours worked per week meets the desires of the person served.

■ Full-time employment with benefits.

■ Job retention/length of employment.

■ Potential for upward mobility.

■ Self-sufficiency.

■ Integration.

■ Responsive services.

■ Safe working conditions.

■ Cost-effective for placement achieved.

■ Reasonable length of time from referral to placement.

■ Employers satisfied with the services.

Employment Supports

Description

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.

Some examples of the quality outcomes desired by the different stakeholders of these services include:

- Performance level achieved meets requirements of job or position.

- Increase in skills.

- Increase in hours worked independently.

- Increase in productivity.

- Increase in hours worked.

- Increase in pay.

- Employment retention.

- Full-time employment.

- Employment with benefits.

- Increase in natural supports from co-workers.

- Persons served treated with respect.

- Increase in participation in the community.

- Minimize length of time for supports.

- Type and amount of staff interaction meets needs.

- Job/career advancement.

- Employer satisfaction.

- Satisfaction outcomes that reflect needs and expectations of the employee are met.

- Responsiveness to customers.

- Job club to provide a forum for sharing experiences.

Key Areas Addressed

- Integrated employment choice

- Integrated employment obtainment

- Employment provided in regular business settings

- Integrated employment retention

- Provides career advancement resources

Recommendations

There are no recommendations in this area.

Consultation

- Although Futures Explored does network to develop and/or identify job opportunities, it is encouraged to schedule events, such as "Hire a Star" activities, and attend job fairs to educate employers on the value of hiring the persons served and encourage them to contact the organization's staff members with direct hiring opportunities as positions become available.

W. Supported Education Services

Description

Supported education reflects the assumption that education is a community resource to which all should have access. Society today has a greater emphasis on lifelong learning and development for persons to maintain employment and career development. Often there are cycles of education and career transition and development that persons pass through during their lifetime. Sometimes persons have dropped out of high school before graduating and later seek to attain their general education development or high school diploma. The supported education program provides resources that help persons to achieve their educational goals. It creates collaborations with other community partners to meet the needs of the persons served in various educational settings.

Supported education expresses the belief that individuals can attend classes, learn, and improve their options. Practices promote participation in education programs for all who express interest. Supported education occurs in the community in settings such as an academic campus, vocational/trade school, college, and other post-secondary educational settings, and may include online learning venues. It may even provide tutoring services to at-risk youth who may be likely to fall behind or drop out of school. The purpose of supported education is to provide supports to individuals who are enrolled or want to enroll in an education program to achieve their learning goals.

Supported education provides individualized services and supports. Supported education services address transitional or remedial academic needs, develop strategies for educational success, and secure resources and accommodations for students to access activities of post-secondary education as desired. Program staff work with students to create a foundation of skills and to secure supports necessary to achieve success.

Some examples of quality results desired by the different stakeholders of these services include:

■ Students served attain general education development certificate.

■ Students served attain their high school diploma.

■ Students served are able to access adult learning options in their community.

■ Students served gain access to meaningful employment, community integration, and the fulfillment of life goals.

■ Students served attain job skills needed for employment.

■ Students served obtain a degree or certificate.

■ Students served experience a decrease in symptoms and a decrease in hospitalizations.

■ Students served achieve economic self-sufficiency through employment and/or a combination of employment and benefits.

Key Areas Addressed

■ Supports enable participation in community education

■ Individualized, flexible supports

■ Person-centered planning to achieve educational goals

■ Persons integrated into community educational environment

■ Outreach promotes understanding of supported education services

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

Futures Explored, Inc.

2380 Salvio Street, Suite 302
Concord, CA 94520
US

Administrative Location Only
Governance Standards Applied

Vocational Training and Employment

5013 Roberts Avenue, Suite A
McClellan Park, CA 95652
US

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Supported Education

Futures Explored, Inc.

3547 Wilkinson Lane
Lafayette, CA 94549
US

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Supported Education