

Organization

Ohio Valley Goodwill Industries, Inc.
10600 Springfield Pike
Cincinnati, OH 45215

Organizational Leadership

Bill Courtney, Chairman, Board of Directors
Joseph S. Byrum, President/CEO
Mark Hiemstra, Chief Operating Officer
Steve Koons, Vice President, Mission Services

Survey Number

156036

Survey Date(s)

June 14, 2022–June 15, 2022

Surveyor(s)

Kenneth Brailsford, MA, CRC, DESS Administrative
Alice B. Tapley, MRC, DESS Program

Program(s)/Service(s) Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Community Integration
Comprehensive Vocational Evaluation Services

Previous Survey

April 24, 2019–April 26, 2019
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation

Expiration: May 31, 2025

Executive Summary

This report contains the findings of CARF’s site survey of Ohio Valley Goodwill Industries, Inc. conducted June 14, 2022–June 15, 2022. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF’s consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization’s strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

Accreditation Decision

On balance, Ohio Valley Goodwill Industries, Inc. demonstrated substantial conformance to the standards. Ohio Valley Goodwill Industries, Inc. (OVGI) is a 100-year-old organization that works with hundreds of people with disabilities, providing both paid work and other opportunities for the consumers to improve their quality of life. The organization has many strengths, including benefiting from excellent and seasoned leadership and senior staff members whose average tenure is over 20 years. Many staff members have moved through the ranks and now work at a level where they are able to positively influence less-experienced employees, helping them to embrace the consumers as they have. The staff is warm and welcoming, and the services are clearly person centered. The OVGI board is very involved at the appropriate level, with new members bringing new ideas. The funding and referral sources appreciate the organization, which is described as innovative and active in consumer advocacy. The organization collaborates with other organizations and participates in legislative committees to improve funding as well as to streamline services and improve opportunities. The organization's main building and its many satellite locations for both donations and retail appear to be in excellent shape and well maintained by a dedicated facilities team. The organization is commended for its active and longstanding relationship with CARF. The organization continues to strive to maintain its services to CARF standards in all applicable areas and recognizes and improves any areas that do not or only partially conform.

Ohio Valley Goodwill Industries, Inc. has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

The survey of Ohio Valley Goodwill Industries, Inc. was conducted by the following CARF surveyor(s):

- Kenneth Brailsford, MA, CRC, Administrative
- Alice B. Tapley, MRC, Program

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Ohio Valley Goodwill Industries, Inc. and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.

- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Community Employment Services: Employment Supports
- Community Employment Services: Job Development
- Community Integration
- Comprehensive Vocational Evaluation Services

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

Areas of Strength

CARF found that Ohio Valley Goodwill Industries, Inc. demonstrated the following strengths:

- Family members are extremely satisfied with the services provided in all the programs. They are confident that the staff members have their family member's best interests in mind when they work with the consumers to accomplish their goal in the community integration or employment programs. The family members expressed their high regard for the staff in each program. One family member stated that she is actually recruiting other families to come to this organization because "they make dreams come true for our adult children."
- The discharge summaries completed when consumers leave the programs are very detailed and really capture what services the consumers received and the outcomes of those services.
- The staff members' warmth and sincerity is highly recognizable when discussing the services they provide to the consumers, families, and employers. The staff members are engaged in the lives of the consumers and their families, and they also promote successful outcomes.
- OVGI is commended for the partnerships and collaborative efforts it has developed with various programs throughout the community and service area. The organization has a positive image and reputation in its service delivery area, and it is a respected and valued member of the community.
- The employers interviewed were highly complimentary of the responsiveness of the organization's community employment program personnel in helping them deal with workplace situations. A couple of employers indicated their preference for using OVGI to help meet their hiring needs.
- The funders and referral sources are clearly pleased with the services provided. OVGI was described as a leader in the state of Ohio in innovative practices and was also commended for being active in advocacy. The staff was noted as being committed, caring, flexible, and thinking outside the box. Communication is seen by family members as effective and regular.
- OVGI is commended for the services it provides for the consumers in a large geographical area of the state of Ohio and parts of Kentucky and Indiana.
- OVGI does an excellent job of not only objectively assessing its own services by division but also its place within the broad range of available resources for the consumers in the counties it serves. This frank evaluation helps the leadership laser focus the organization's resources to maximize benefits.
- OVGI is the title sponsor of the PigAbilities event, which is part of the Cincinnati Flying Pig Marathon. PigAbilities was held in person in 2022 for the first time since 2019. The event included 466 athletes who did a one-mile walk. The event generated excellent social media coverage for the organization and was considered a rousing success.
- The organization did an excellent job in responding to the pandemic. It was able to maintain most services after only a short time off and has come back strong by using all the pandemic controls, doing some virtual services where needed and appropriate, and continual outreach.
- OVGI's facilities that were toured appeared to be very modern and in excellent condition. The facilities department does an excellent job taking care of almost 800,000 square feet of office, warehouse, and retail space. As with most of the OVGI senior staff members, the facilities director has many years of experience and has a staff that includes well-trained individuals who can handle any problems that arise.
- The CEO of OVGI has been at the helm for 40 years of his 45-year tenure. He and his staff have grown the organization twentyfold in this time, an achievement by any standard. The CEO has a positive and upbeat outlook, and his influence is evident throughout, both in the positive attitudes of the staff and in the willingness of everyone to chip in.

- Senior staff members and, anecdotally, many of its direct support personnel, have significant tenure with the organization. The tenure of senior staff members averages over 20 years. Most of these individuals have been not only in a Goodwill Industries International Inc. organization but at this particular organization the entire time. This is a tribute to the leadership and to a culture that rewards hard work. OVGI looks like an organization where people come to work not because it is a job, but because it is where they want to be.
- The vice president of rehabilitation received kudos from other staff as performing "yeoman's work" by being a member of numerous associations and committees at both the county and state levels. He is actively involved with trying to ensure that there is adequate funding for all the consumers and is working to promote changes that could increase consumer choice by allowing, for instance, those receiving day habilitation services to also participate in work as a way to broaden their choices. This active involvement with other providers as well as at the legislative level is crucial to maintaining OVGI's profile and reputation as a quality provider and partner.