

**CARF Accreditation Report
for
Ohio Valley Goodwill Industries,
Inc.**

Three-Year Accreditation



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About CARF

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during an on-site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

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

Organizational Leadership

Charles Wright, Chairman, Board of Directors
Joseph S. Byrum, President/CEO
Steve Koons, Vice President, Rehabilitation

Survey Number

117114

Survey Date(s)

April 24, 2019–April 26, 2019

Surveyor(s)

Curtis A. Bass, Jr., MS, Administrative
Meaghan E. Johnson, MS, CRC, Program

Program(s)/Service(s) Surveyed

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

Previous Survey

March 2, 2016–March 4, 2016
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: May 31, 2022

Executive Summary

This report contains the findings of CARF's on-site survey of Ohio Valley Goodwill Industries, Inc. conducted April 24, 2019–April 26, 2019. 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. It is clear that Ohio Valley Goodwill Industries, Inc. (OVGI) is highly regarded by the professional and public communities throughout its service area of Ohio. The organization demonstrates full conformance to CARF standards. The funders, supporters, families, and consumers agree on the dedication of the staff members and management team to providing high-quality services. It is evident that the consumers benefit from the programs and services provided. As evidenced by its commitment to implementing CARF standards in everyday service delivery, OVGI embraces the CARF accreditation process. Its many strengths include enthusiastic and capable leadership, dedicated board members, a wide array of services and knowledgeable and dedicated staff members who carry out their responsibilities with professionalism. The organization strongly supports its mission. The staff members are very proficient in obtaining the resources needed to continue to carry out its longstanding mission and to wisely utilize its resources. OVGI continually obtains and uses input to enhance its services. Person-centered services are of high quality, and consumers report that they are treated with dignity and respect. OVGI has earned a strong reputation in the service provider community as it works collaboratively on behalf of the consumers. Management indicated it is currently developing a more robust succession plan and adding active shooter to the emergency procedures. The organization is encouraged to continue with these developments. The organization is complimented for its positive efforts in the pursuit of international accreditation. OVGI is encouraged to continue to implement CARF standards and the annual updates to the standards as guidelines for quality service provision.

Ohio Valley Goodwill Industries, Inc. appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement.

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):

- Curtis A. Bass, Jr., MS, Administrative
- Meaghan E. Johnson, MS, CRC, 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 on-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:

- OVGI is fortunate to have the infrastructure of Goodwill Industries International, Inc. to help support its service structure.
- OVGI has been an important part of the service community of the Cincinnati area for over 100 years. In that time, the organization has developed a reputation as the provider of choice. OVGI has been the recipient of many outstanding service awards, which it proudly displays in its hallway.
- OVGI is fortunate to have many management members with a long tenure with the organization. The depth of institutional knowledge provides continuity of services and wisdom in development of mission, vision, and forward movement of the organization.

- The performance appraisals are very impressive. All reviewed files have measurable goals for the staff members' development.
- OVGI has an impressive reputation for quality services in the area. One regulator said she felt “comforted” when a consumer chose OVGI as his service provider. She said it was one of the best providers she had worked with.
- OVGI is commended on how it implemented CARF standards. Several management personnel commented that they “live the standards,” and it shows. The staff members are open to consultation and eager to learn and participate. It was also noted during the survey that many of the consultation from the previous survey have been implemented as practices.
- The staff members possess expertise in many areas and are eager to share their enthusiasm for the work being done. Staff members at all levels are familiar with the consumers and often know the consumers' names, interests, or unique aspects about them. The staff members are well trained, proactive, involved in legislative efforts, energetic, and eager to support the consumers in their vocational endeavors. The staff members welcomed any and all feedback that could benefit services being provided and provide positive outcomes for the consumers.
- The family members and consumers interviewed during the survey consistently and quickly vocalized their sincere appreciation for the familylike atmosphere that provides the right type of support for the consumers. Staff members were complimented on their reliable and professional communication and support of the consumers' interests.
- OVGI is applauded for the variety of options available for consumers to explore opportunities for employment at their own pace. Consumers have the opportunity to attempt community-based employment in a variety of ways. Consumers' interest areas and aptitudes are evaluated through formal assessments and informal observations and structured activities.
- OVGI is congratulated for its attentiveness to ensuring that the consumers understand their rights and have choices in all types of services and interactions. Consumer rights are posted throughout the facilities in a variety of formats and readily available for review at all times.
- The Center for Advocacy, Recreation & Education program is extremely organized and provides daily opportunities for career exploration, community involvement, peer support, and skill acquisition in a number of areas. Consumers play a very active role in determining the selection of activities being offered and are the driving force behind the program design and delivery. Staff members are incredibly well-versed and knowledgeable about low- or no-cost activities in accessible environments and work tirelessly to ensure that consumer choice is always at the forefront and great care is taken to focus on the development of meaningful relationships with others in the community.
- The community employment services program provides creative and innovative supports to consumers expressing interest in working in the community. The structure of the department and systems in place ensure a seamless transition between the employment specialist and the job development phase and the job coach and employment supports phase. Considerable effort is taken to ensure that the consumer and the employer understand the process from the beginning and are comfortable with all phases, which in turn maximizes the opportunity for long-term employment success.
- OVGI is applauded for its efforts as an organization and staff members individually to stay abreast of legislative efforts and agendas on the state and federal level that could affect the services being provided. The organization is extremely active and vocal in sharing its concerns and ensuring that the consumers' voices are heard loud and clear. OVGI consistently demonstrates its willingness and ability to adapt to changes implemented by funding sources while maintaining a standard of excellence for service delivery.