



SURVEY OUTCOME
Three-Year Accreditation

CARF
Survey Report
for
Abilities of Northwest
Jersey, Inc.

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Organization

Abilities of Northwest Jersey, Inc.
264 Route 31 North
Washington, NJ 07882

Organizational Leadership

Richard D. Lowe, Executive Director

Survey Dates

September 17-19, 2007

Survey Team

Michael H. Powers, Administrative Surveyor
Karen S. Fisher, Program Surveyor

Programs/Services Surveyed

Employment Services: Community Employment Services: Job Development
Employment Services: Community Employment Services: Job Supports
Employment Services: Community Employment Services: Job-Site Training
Employment Services: Comprehensive Vocational Evaluation Services
Employment Services: Employee Development Services
Employment Services: Employment Transition Services
Employment Services: Organizational Employment Services

Previous Survey

September 27-29, 2004
Three-Year Accreditation



Survey Outcome

Three-Year Accreditation
Expiration: November 2010

SURVEY SUMMARY

Abilities of Northwest Jersey, Inc., has strengths in many areas.

- The organization has strong leadership that embraces the values and mission of the organization. The board of directors and executive director represent many years of service to the organization. Together, they provide vision, leadership, direction, and structure to the organization. Their leadership is respected and visible in the day-to-day operations to persons served and personnel throughout the organization.
- Abilities of Northwest Jersey is a thriving and growing organization. The leadership has recently updated its strategic plan to provide goals and outcomes for the future growth of the organization.
- Since the last CARF survey, the organization has initiated a number of new programs and services, including a school-to-work transition program that provides employment services to students from ten different school districts. Another new program is the Real Life Choices initiative through the New Jersey Division of Developmental Disabilities. This self-directed service initiative has tremendous growth potential in the future. The organization is also planning to expand its screen printing and embroidery business to further diversify its revenue streams and provide additional employment options for persons served.
- The organization is financially sound, having one of its best financial years in the last fiscal time period. This success, along with refinancing some of its long-term debt, has allowed the organization to greatly improve its cash position. This has resulted in the ability to provide salary upgrades to staff and position the organization for future growth and expansion.
- The organization has a well-written accessibility plan that ensures that all programs and services are accessible to persons served.
- There is an active safety committee that ensures that programs and services are provided in healthy and safe environments. Emergency procedures are in place, and plans are regularly tested to make improvements or affirm current practices.
- Abilities of Northwest Jersey has an effective outcomes measurement system that gathers data from a variety of means. Performance goals are in place for measures of effectiveness, efficiency, and satisfaction of persons served and other stakeholders. This information is also interfaced with the strategic plan, providing vision and goals for future business function improvement.
- Persons served, families, and funding and referral agency representatives who were interviewed were uniformly satisfied with services and complimentary of the organization's integrity. There appears to be a good understanding and commitment to the mission of the organization.
- It is evident that persons served have a great deal of input in the decision-making process in regard to their programs and services. They are able to make informed choices and provide feedback to the staff throughout service delivery.
- The organization has an excellent training program for its direct support personnel. Training modules cover a wide range of topics and equip each employee with the skills necessary to support persons served in a respectful manner.

- The organization has hard working staff that is responsive to the needs of persons served. These personnel are dedicated professionals who display genuine care and support for persons served. There is a noticeable commitment to improving the quality of lives of persons served and assisting them in becoming active participants in their communities.
- The longevity of staff members and their commitment to the mission clearly show that Abilities of Northwest Jersey has a positive influence on the lives of its staff members, which ultimately leads to successful service delivery and outcomes for all stakeholders.
- Abilities of Northwest Jersey has developed a partnership with Centenary College to assist with marketing its services. The organization has recently updated its brochure and other marketing materials.
- Abilities of Northwest Jersey is commended for the efforts put forth by the organization and staff to develop a strong community presence. It is evident that programs are developed to meet the needs of the community as well as the persons served.
- The opportunity for change in programs and services is made available, and the staff members are very involved in determining if persons served could benefit from alternative programming or services. Recommendations are made in order to allow individual choice and community inclusion.
- All stakeholders are complimentary of service provision and express their satisfaction with the outcomes achieved. The willingness of the organization to develop needed services and collaborate with other community agencies has clearly aided in the process of community integration for all involved.
- Services and activities are designed around what persons choose and enjoy doing in the community. Staff members and persons served display pride and satisfaction with services.
- The organizational employment, community employment, and employment transition programs are very strong in the areas of staff commitment and community inclusion. This is evident by the feedback from the individuals served, employers, and funding sources. The pride displayed by persons served when discussing their jobs shows that they are happy in these settings.
- Community work sites allow for natural supports and commitment from the employers to acknowledge the abilities of the disabled population and refine skills to develop positive work environments and attitudes for all involved.

In the following areas Abilities of Northwest Jersey demonstrates exemplary conformance to the standards.

- The organization is a recognized resource in Warren County and the surrounding area for promoting accessible transportation for persons served. Although many persons served reside in rural communities, Abilities of Northwest Jersey has been successful in assisting persons served in overcoming this barrier to employment. The organization has a well-maintained fleet of vehicles and contracts with the county to ensure that persons served have accessible transportation to and from work. The executive director serves on the local transit advisory board, and the organization's main facility is the hub for several shuttle runs throughout the county.

- Abilities of Northwest Jersey is commended for the efforts put forth in the development of the employment transition program. Collaborative efforts with the education system, employment sites, and the New Jersey Division of Vocational Rehabilitation and Division of Developmental Disabilities have established an effective and opportunity-driven system that will clearly lead to success for all stakeholders involved and a more positive outlook for today's youths and families in various aspects of life. Comments by stakeholders, such as "They are awesome and the best," clearly ensure that staff is genuinely involved in real life choice and community inclusion. The program has been noted as being accommodating and cooperative in developing needed services and community awareness through such activities as information and job fairs. These are very appreciated by many stakeholders, and the willingness of staff members to be involved and maintain constant communication aids in the success of this service.

Abilities of Northwest Jersey should seek improvement in the areas identified by the recommendations in the report. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, Abilities of Northwest Jersey demonstrates substantial conformance to the CARF standards. The recommendations are scattered throughout the organization's operations, and it has the resources, expertise, and desire to address these recommendations on a timely basis. Areas for improvement should be accomplished as soon as possible in order to improve service delivery and operations. Abilities of Northwest Jersey is encouraged to monitor its operations and ongoing conformance to the CARF standards and policies and continue to use the standards as tools to improve its service delivery operations. Care should be taken to see that future revisions of the CARF standards are used in developing the organization's policies and procedures and new services.

Abilities of Northwest Jersey, Inc., has earned a Three-Year Accreditation. The board, administration, and staff members are commended for this accomplishment. They are encouraged to continue their efforts, in cooperation with other community services, to provide quality services to persons with disabilities in the community.

SECTION 1. BUSINESS PRACTICES

Criterion A. Input from Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in Criterion A 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.

Criterion B. 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

- During the tour of the organization's main facility, it was observed that the front doors are heavy and have a tension that could make it difficult for a person in a wheelchair to easily open. This barrier is addressed in the organization's accessibility plan. It is suggested that the organization make this corrective action a priority and follow through with its plans to install external electric doors to allow greater independence for persons utilizing wheelchairs.
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Criterion C. Information Management and Performance Improvement

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. 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

- Information collected, analyzed, and used to address critical customer needs
 - Accurate and consistent information collection
 - Proactive performance improvement
 - Performance information shared with all stakeholders
 - Written technology and system plan
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization has an excellent program evaluation system that includes an annual management report that analyzes performance indicators in relation to performance goals. This report is well written and identifies areas for improvement and recommended changes for improved performance. This information is shared with management, staff members, persons served, and funding agencies. It is suggested that this report also be placed on the organization's website to further share performance information with the community.
-

Criterion D. Rights of Persons Served

Principle Statement

CARF-accredited organizations protect and promote the rights of the persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

- Meaningful communication of rights
- Commitment to diversity
- Policies promote rights of persons served
- Complaint, grievance, and appeals policy
- Annual review of complaints

Recommendations

D.1.a.(1)

D.1.a.(2)

Although the organization has developed a notice of rights, it is recommended that the rights be developed in an alternative format that is understandable and meaningful to persons served with lower cognitive abilities. Alternative formats could include a picture book or audio or video format. As reported in the last survey report, rights provided at orientation vary from one program to the next and are not consistent with the applicable standards. The organization is urged to consistently communicate the full rights of the persons served at orientation. The organization could develop a standard notice of rights that is applicable to all persons and is universal and understandable in various formats. Conformance could be demonstrated by utilizing the current rights notices in the “Consumer Caregiver Handbook” for all persons served and programs.

D.3.b.(2)(a)

The organization has an extensive human rights committee and whistle-blower policy; however, the procedure in the individual/employee handbook does not reflect the fact that actions will not result in retaliation or barriers to services. It is recommended that the procedure specify that the action will not result in retaliation or barriers to services. The organization is encouraged to include a statement in the handbook that informs persons reporting that they will be afforded the right to voice their concerns without negative consequences or impact.

Criterion E. Health and Safety

Principle Statement

CARF-accredited organizations maintain accessible, healthy, safe, and clean environments through both external and internal safety reviews and personnel commitment to this philosophy.

Key Areas Addressed

- One annual external inspection
- Self-inspections twice a year
- Emergency procedures, including evacuation, tested/analyzed annually
- Access to emergency first-aid resources
- Competency of personnel in safety procedures
- Defined system for reporting/reviewing critical incidents
- Infection control plan
- Transportation requirements, if applicable

Recommendations

E.5.c.(1)

E.5.c.(2)

Although the organization collects emergency information on the person served and personnel, there is no immediate access to this information for persons in community employment settings. It is recommended that the organization establish a system to provide immediate access to relevant emergency information on the person served in community employment settings. This could include housing this information and having it accompany the individual during community service provision. Likewise, the staff members providing transportation could be incapacitated and theirs as well as the persons' emergency contact information should be accessible to emergency medical services. In-house programs utilize an extensive emergency medical information and contact form. Employment Pathways could utilize the same format and ensure that the information accompanies the person served and staff member during the provision of any community services.

E.7.a. through E.7.b.(7)

The organization has written procedures regarding the reporting of critical incidents. However, an annual written analysis of critical incidents has not been completed. It is recommended that a written analysis of all critical incidents be provided to or conducted by the leadership annually. The written analysis should address causes, trends, actions for improvement, results of performance improvement plans, necessary education and training of personnel, prevention of recurrence, and internal and external reporting requirements. The safety committee or other assigned entity could complete the annual written analysis of all critical incidents.

E.9.i.

The organization has a very thorough transportation program; however, personal vehicles are utilized to transport persons to community work sites on an as-needed basis. Written emergency procedures should be provided for any automobile that provides transportation. The organization could develop a packet of information on the emergency procedures to be carried in all automobiles when transporting persons served.

Exemplary Conformance

E.9.g.

The organization is a recognized resource in Warren County and the surrounding area for promoting accessible transportation for persons served. Although many persons served reside in rural communities, Abilities of Northwest Jersey has been successful in assisting persons served in overcoming this barrier to employment. The organization has a well-maintained fleet of vehicles and contracts with the county to ensure that persons served have accessible transportation to and from work. The executive director serves on the local transit advisory board, and the organization's main facility is the hub for several shuttle runs throughout the county.

Consultation

- Abilities of Northwest Jersey has developed plans to expand its screen printing and embroidery business to include additional floor space and a customer service entrance at the back of the main location. It is suggested that during this expansion, the organization also determine what legal requirements are required for ventilation for screen printing and ensure that the organization is in compliance.

- The organization has two different forms for testing its emergency procedures. One form is for evacuation drills and the other is for non-evacuation drills. In reviewing completed drill forms, it appears that this is confusing to staff members in determining which form to complete when testing emergency procedures. It is suggested that the safety committee review its current forms and consider developing one form that could be used for all of its safety drills.
-

Criterion F. 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 description/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

There are no recommendations in this area.

Consultation

- During the review of personnel files, it was observed that several of the files mentioned the names of other employees in the organization. It is suggested that these names be blacked out or removed to maintain employee confidentiality.
 - It is suggested that the organization consider the utilization of computerized online training such as the College of Direct Support to further enhance its employee training.
 - It is suggested that the human resource department complete a competitive wage and benefit analysis to ensure that current pay practices are competitive with other similar businesses.
-

Criterion G. 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
-

Recommendations

G.4.b.

G.4.d.(2)

The organization has a written code of ethical conduct that is reviewed and signed by all staff members and members of the board of directors. However, there are no procedures that address how violations of the ethical codes will be handled. It is recommended that Abilities of Northwest Jersey develop written procedures that establish how allegations of ethical code violations will be investigated and handled. The organization has a policy and written procedures on waste, fraud, abuse, and other wrongdoing that include a no reprisal approach for reporting. However, the policy does not include procedures for violations of the policy or a time frame to initiate an investigation. It is recommended that the current policy and written procedures be updated to include a time frame to initiate an investigation.

G.5.a.

G.5.b.

Abilities of Northwest Jersey has developed a detailed spreadsheet that contains a list of compliance areas and how the organization will ensure that legal requirement regulations are followed. However, the organization does not have a policy on corporate compliance or a resolution that has been adopted by the leadership. It is recommended that Abilities of Northwest Jersey demonstrate its corporate compliance by adopting a policy by its board of directors that includes a formal resolution or other document that authorizes the establishment of a compliance program. There should be written designation of a corporate compliance officer to serve as the primary point of contact for monitoring and reporting matters pertaining to corporate compliance. The organization is encouraged to inform staff members, persons served, and other stakeholders by including corporate compliance information and the name of the assigned compliance officer in the employee and individual handbooks.

Criterion H. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all the legal and regulatory requirements of federal, state, provincial, county, and city entities.

Key Areas Addressed

- Compliance with all legal/regulatory requirements
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Recommendations

There are no recommendations in this area.

Criterion I. 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
- Annual review of service billing records, if applicable
- Review of fee structure, if applicable
- Annual outside review/audit, if applicable

- Written risk management plan
 - Adequate insurance coverage
 - Policies regarding safeguarding funds of persons served, if applicable
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Recommendations

There are no recommendations in this area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES

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

Principle Statement

Improvement of the quality of an individual's services 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 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
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization has recently adopted new policies for obtaining and retaining informed consent. It is suggested that persons served have a current consent form signed and housed in their permanent file, including those whom it is believed information is only released to the referral agent and persons served prior to the adoption of these policies. Likewise, it could be beneficial to all to update the employee/individual handbook for persons served by Employment Pathways on a regular basis to ensure consistency in documentation and information given to persons served.

- Although an exit summary is completed for each person who leaves a service, the organization is encouraged to establish a clear distinction in all case files as to when one program ends and another begins or when a complete end to services occurs. A good example could be the discharge summary report currently utilized by the vocational evaluation department being designed to fit the same need for the files of persons served.
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B. Records of the Persons Served

Principle Statement

The organization maintains complete records and treats all information related to persons served as confidential.

Key Areas Addressed

- Complete, confidential records are maintained
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Recommendations

There are no recommendations in this area.

D. Employment Services Principle Standards

Principle Statement

The design of workforce development services is results oriented and focused on the employment and career development goals of the person served with consideration for sustaining the resources needed to maintain the family unit. Services provide persons with information they can use to make informed choices and career decisions. The services aim to break the cycle of underemployment, unemployment, and public assistance and to provide opportunities for skill, educational, and career development of persons to become productive members of the workforce.

Quality workforce development services have an individualized, customer focus. Services consider the individual's needs and follow the referral plan of the One-Stop Career Center (OSCC). At present in the U.S., workforce development contracts usually emanate from the local OSCC. However, the field is evolving and at this time CARF recognizes that these standards are also applicable to contracts with related service initiatives, such as Welfare to Work programs, Department of Rehabilitation, and the Veterans Administration.

The services are provided in a customer-friendly environment using good business principles. The person served is treated with respect as a valued customer. These services must also consider the personnel needs of the employers in the local job market, the community resources available, and the trends and economic considerations in the labor market.

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

- Employment in the local labor market with or without ongoing support.
- Employment that meets the individual's desires and goals.
- Wages, hours per week, employment schedules, and benefits at the level required to maintain the family unit.
- Employment services that result in job retention and advancement in position, earnings, and/or benefits.
- Career development, including education and training, as desired.

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 has an impressive outcomes system and report; however, it is suggested that the information be shared with persons served during initial contact. This could be accomplished by attaching a one-page addition to the individual handbook or by providing the most recent newsletter with the latest outcomes report included during intake.
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I. Medication Monitoring and Management

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.

SECTION 3. EMPLOYMENT SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment services provides individualized services to achieve identified employment outcomes. The array of services in this section may include:

- Identification of employment opportunities and resources in the local job market.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources to achieve and maintain employment.
- Coordination of and referral to employment-related services.

The organization maintains its leadership role 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.

C. Employment Transition Services

Principle Statement

Employment transition services are a coordinated set of activities provided to a student for a time-limited period as defined by the local school districts and funding sources. Employment transition services are integrated, systematic services for the student and his/her family provided through a jointly planned approach, involving broad-based community collaboration, linkages, advocacy, and natural supports.

Services are designed within an outcome-oriented process that promotes movement from school to post-school activities, including post-secondary education, vocational training, employment (including supported employment), continuing and adult education, adult services, or community participation. Services are planned and coordinated for multiple outcomes. Transition services are based on the individual student's needs, taking into account the student's preferences and interests.

Transition services may include providing instruction, coordinating related services, facilitating community experiences, and developing employment and other post-school adult living objectives. Transition services for the student include, when appropriate, coordinating the interagency responsibilities or any needed linkages.

Accreditation in this service category is available for schools and community-based organizations.

Key Areas Addressed

- Integrated, employment-oriented services for students and their families
- Jointly planned approach with community collaboration and linkages
- Outcomes such as postsecondary education, vocational training, and integrated employment

Recommendations

There are no recommendations in this area.

Exemplary Conformance

C.1.

Abilities of Northwest Jersey is commended for the efforts put forth in the development of the employment transition program. Collaborative efforts with the education system, employment sites, and the New Jersey Division of Vocational Rehabilitation and Division of Developmental Disabilities have established an effective and opportunity-driven system that will clearly lead to success for all stakeholders involved and a more positive outlook for today's youths and families in various aspects of life. Comments by stakeholders, such as "They are awesome and the best," clearly ensure that staff is genuinely involved in real life choice and community inclusion. The program has been noted as being accommodating and cooperative in developing needed services and community awareness through such activities as information and job fairs. These are very appreciated by many stakeholders, and the willingness of staff members to be involved and maintain constant communication aids in the success of this service.

E. Comprehensive Vocational Evaluation Services

Principle Statement

Comprehensive vocational evaluation services provide an individualized, timely, and systematic process by which a person seeking employment, in partnership with an evaluator, learns to identify viable vocational options and develop employment goals and objectives. A vocational evaluator or vocational specialist provides or supervises the services.

An accredited comprehensive vocational evaluation service is capable of examining a wide range of employment alternatives. The following techniques may be used to provide comprehensive vocational evaluation services:

- Assessment of functional/occupational performance in real or simulated environments.
- Work samples.
- Employment exploration model.
- Psychometric testing.
- Preference and interest inventories.
- Personality testing.
- Extensive personal interviews.
- Other appropriate evaluation tests, depending on the individual.
- Analysis of prior work experience and transferable skills.

Key Areas Addressed

- Vocational options
 - Employment goals
-

Recommendations

There are no recommendations in this area.

F. Employee Development Services

Principle Statement

Employee development services are individualized services that assist persons seeking employment to develop or reestablish skills, attitudes, personal characteristics, interpersonal skills, work behaviors, functional capacities, etc., to achieve positive employment outcomes.

Such services are time limited and can be provided directly to persons seeking employment or indirectly through corporate employer/employee support programs. These services can be provided at the job sites, within formal and organized training and educational settings, through counseling sessions, by tutorial services, or within the organization.

Key Areas Addressed

- Skills development/reestablishment
 - Attitude development/reestablishment
 - Work behaviors development/reestablishment
 - Employment outcomes
-

Recommendations

There are no recommendations in this area.

H. Organizational Employment Services

Principle Statement

Organizational employment services are designed to provide paid work to the persons served in locations owned, leased, rented, or managed by the service provider. A critical component and value of organizational employment services is to use the capacity of its employment and training service design to create opportunities for persons to achieve desired employment outcomes in their community of choice.

Business designs are flexible and may include a variety of enterprises and business designs, including employment centers, affirmative enterprises, and organization-owned businesses such as retail stores, restaurants, shops, franchises, etc.

Key Areas Addressed

- Paid work provided by organization
 - Employment goals of persons served
 - Legal guidelines adherence
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Recommendations

There are no recommendations in this area.

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-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 and 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 Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment and retention. These services are based on the individual needs of the new employee.

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Integrated employment retention
-

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

Abilities of Northwest Jersey, Inc.

264 Route 31 North
Washington, NJ 07882

Employment Services: Comprehensive Vocational Evaluation Services

Employment Services: Employee Development Services

Employment Services: Organizational Employment Services

Employment Pathways

150 Boulevard, Suite 2
Washington, NJ 07882

Employment Services: Community Employment Services: Job Development

Employment Services: Community Employment Services: Job Supports

Employment Services: Community Employment Services: Job-Site Training

Employment Services: Employment Transition Services
