



Three-Year Accreditation

**CARF**  
**Survey Report**  
**for**  
**Learning**  
**Opportunities/Quality**  
**Works, Inc.**

**Organization**

Learning Opportunities/Quality Works, Inc. (LOQW)  
201 North Locust Street  
Monroe City, MO 63456

**Organizational Leadership**

Wendy D. Hays, Executive Director

**Survey Dates**

February 25-27, 2015

**Survey Team**

Stan A. Gramke, Administrative Surveyor  
Cathurn C. Obana, M.Ed., NHA, Program Surveyor  
Karen L. Morgret, M.G.A., Program Surveyor

**Programs/Services Surveyed**

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Comprehensive Benefits Planning  
Employment Planning Services  
Services Coordination  
Transition Services

**Previous Survey**

February 22-24, 2012  
Three-Year Accreditation

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**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: March 2018**

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**Three-Year Accreditation**

# SURVEY SUMMARY

**Learning Opportunities/Quality Works, Inc. (LOQW), has strengths in many areas.**

- LOQW uses a revised consumer handbook that provides an overview of many important aspects of its programs. Of particular note are the efforts to make this document user friendly, in that the language, examples, and guidance provided are not laden with language more suited for regulatory agencies.
- Stakeholders make positive references to the strong programs offered by LOQW. The support staff members and the leadership team contribute to the reputation that the organization has in its community. Appreciation is given to the creation of programs that strive to meet the consumers' interests and desires in community-based settings.
- The board of directors is commended for employing a highly qualified administrative staff and an executive director that is passionate about helping consumers succeed to their highest potential. All staff members interviewed demonstrated a genuine care and concern for all consumers and go beyond the usual and customary on many occasions.
- The organization has an active health and safety committee that reviews staff safety training, accident reports, and building inspection reports to ensure a safe work and training environment.
- Community services staff members go beyond their service mandate to address consumers' needs, which greatly contributes to the consumers' quality of life. Likewise, the organization is commended for its extended commitment to consumers and going the extra mile to address issues that may impede the consumers' success by providing services outside the usual and customary hours of operations on many occasions.
- Funding sources and parents agreed that staff members are dedicated to enhancing the consumers' quality of life. Staff members have developed personal and trusting relationships with consumers and their families. Staff members at all levels of the organization exhibit an awareness of each consumer's needs and expectations.
- The organization has a strong and dedicated board of directors that maintains a strong commitment to LOQW's mission and quality programs. The board is composed of community leaders and volunteers who, through their skills and abilities, augment the organization.
- The organization's safety program is very well organized and well run. Inspections are done monthly in all areas and self-inspections are regularly conducted. Emergency plans are fully tested. Results are shared with staff members, and when deficiencies are found, they are addressed immediately by facility staff members. Safety committee meeting minutes document the committee's activities very well.
- The organization is commended for working with consumers and families by putting choices and options into consumers' rehabilitation plans, thus promoting and strongly adhering to the principles of self-determination. LOQW has expanded and improved its records management by moving to an electronic records management system, called SET-Works<sup>sm</sup>. When complete, this will allow many improvements in maintaining required documentation.

- Consumers expressed that they are very happy with services and they are very happy that they are able to do things they would not otherwise be able to do. They indicated that the organization provided them with pool passes, camp tuition, and autism training scholarships.
- LOQW facilitates people-first meetings in some of the communities. This is a valuable tool and is a good opportunity for consumers to get together and learn self-advocacy skills from one another.
- LOQW provides a varied number of community integration opportunities, which include volunteer and recreational/leisure activities. The volunteer activities are designed to teach prevocational skills and give consumers a sense of self-worth and knowledge that persons are depending on their help. Consumers are encouraged to give input on the places that they would like to go.
- LOQW has very well-trained benefits planning specialists who are certified. This department recognizes the need to stay current on trends and changes in laws that might impact consumers.
- The staff members in this program have formed relationships with valuable resources and consistently utilize reliable online resources. One such resource is Disability Benefits 101. LOQW actively worked toward having Missouri added to the website's list.
- LOQW's employees work exceptionally well as a team, despite being spread among several counties. Many employees wear multiple hats and they wear them well. The organization provides services in some very small communities, but rather than focusing on what communities do not have, the staff members focus on what they do have and work hard to build positive relationships.
- LOQW has a fairly diverse employer contact base. Employers also expressed high satisfaction with the services that LOQW provides and the consumers that work with them.
- LOQW offers two summer programs for youth, the Youth Exploration for Success (YES) program at all locations and the Leadership Academy at Truman University in Kirksville, Missouri. These summer programs allow youth to develop skills in the area of workplace behavior skills, job readiness, and soft skills.
- The YES program, which lasts four weeks, focuses on recreational activities, volunteering, and going on informational business tours with the assistance of staff members. Consumers in the program who are sixteen to 21 years old focus on job development skills. This group volunteers is paid minimum wage for two hours of work per day and learns about asset development through activities such as touring a bank and learning about checking accounts and handling money and getting photo ID's for working. The group develops informational interview questions and then goes on business tours to learn about the world of work. This is done by "theme weeks," such as sports week where the employer business visited might be at hospitals and an outpatient sports therapy rehabilitation center. The consumers pool money together for group outings and at the end of the sessions, a work experience review is completed.
- A youth leadership academy was held in Macon on July 29 and 30, 2014. This was a joint partnership between LOWQ and County Connections. This academy was attended by consumers, their support staff members, service coordinators, and family members. The "Good Life" video was created by youth at the 2014 youth leadership academy.

- LOQW is involved in a Show-Me-Careers federal grant project. This project is in multiple locations, including Kirksville and Macon. One of the initiatives in this program was the industrial training program. The Show-Me-Careers program has served 66 consumers who are sixteen to 21 years old. As a result, 25 consumers obtained jobs last summer and 35 consumers are now involved in the employment program.
- LOQW is involved in partnerships with local organizations; schools; and local, county, state, and federal governments. Partners expressed that they enjoyed working with LOQW and that they look forward to future partnership opportunities. In all cases, partners stated that LOQW is responsive to their needs.
- LOQW is involved in the local schools by providing job club activities in the school for consumers between grades nine through twelve. The job club is a guide to future success and runs during the school year and each job club meeting has a lesson plan. The schools in Kirksville and Macon expressed the importance of this partnership, especially for consumers that will graduate from high school and not be going on to a post-secondary school. LOQW provides school staff members and persons interested in transitioning with a transition planning toolkit that provides information on the organization's services, local services, and other providers that provide similar services; all areas to be looked at as consumers transition from school.
- Local businesses expressed how responsive LOQW's staff members are to any questions or concerns. Employers expressed that they have mobile phone numbers for staff members and can call anytime there is a need. If there is a problem after normal work hours, staff members are responsive and will come to the worksite, if needed.
- LOQW's staff members take the time to observe consumers, ask probing questions, and really work to learn about the consumers in order to provide high quality and individualized services.
- Staff members expressed that LOQW is a forward-moving company and that, when suggestions are made by staff members, management listens and often implements the suggestions.

**LOQW 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, LOQW is a quality organization meeting the unique and diversified needs of consumers in numerous rural counties located in Eastern Missouri. Moving recently from a facility-based service model to an inclusive, community, and self-directed model of service is commendable. Staff members at all locations exhibited an awareness of the consumers and their individualized needs. Due to the rural nature of its locations and lack of community resources found in more populated areas, the organization has learned to rely on the natural supports available in each community served. Staff members are dedicated, passionate, and motivated to improve the consumers' lives. The principles of choice and self-determination were evident throughout the organization. Although there are areas for improvement noted in this report, they do not appear to pose any significant risk to consumers or staff members. It is clear that strides have been made to improve processes and develop solid policies and procedures to guide business practices and consumers' records since the previous CARF survey. The organization should continue its efforts toward fully implementing its conformance to the CARF standards.

Learning Opportunities/Quality Works, Inc., has earned a Three-Year Accreditation. The board, leadership, and staff members are congratulated on their fine efforts to maintain international accreditation and encouraged to continue using the CARF standards as a guide to providing quality services.

## SECTION 1. ASPIRE TO EXCELLENCE®

### A. Leadership

#### Principle Statement

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

#### Key Areas Addressed

- Leadership structure
  - Leadership guidance
  - Commitment to diversity
  - Corporate responsibility
  - Corporate compliance
- 

#### Recommendations

There are no recommendations in this area.

#### Consultation

- Although LOQW has developed an excellent corporate compliance policy and plan that have been reviewed and approved by the board, the role of the compliance office is only documented in an organizational chart. LOQW is strongly encouraged to document the name/role of the compliance officer in other locations or documents so it is more visible to staff and board members.
  - Due to the many policies, plans, and procedures that LOQW has and is required to review on an annual basis, it is suggested that a more organized approach be developed to ensure that all policies are reviewed at least annually. Because many of the organization's policies and procedures are already stored on computers, a complete and comprehensive index could be easily achieved.
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## C. Strategic Planning

### Principle Statement

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

### Key Areas Addressed

- Strategic planning considers stakeholder expectations and environmental impacts
  - Written strategic plan sets goals
  - Plan is implemented, shared, and kept relevant
- 

### Recommendations

#### C.2.a.(3)

#### C.2.e.

#### C.2.f.

The organization has developed and adopted a five-year strategic plan. Although the organization seeks input from consumers, staff members, and community stakeholders, board members do not appear to be given many opportunities to provide input, and board members are not part of the plan development committee. A written strategic plan should be developed with input from other stakeholders, reviewed at least annually for relevance, and updated as needed. It is suggested that at least one board member participate on the committee to provide perspective and input on strategic direction. Given that the current strategic plan lacks time frames for goal completion and most goals are noted as being ongoing, LOQW is encouraged to establish clear time lines for objectives, and completed objectives could be noted or eliminated in the revised plan.

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## D. Input from Persons Served and Other Stakeholders

### Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

### Key Areas Addressed

- Ongoing collection of information from a variety of sources
- Analysis and integration into business practices
- Leadership response to information collected

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## **Recommendations**

There are no recommendations in this area.

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## **E. Legal Requirements**

### **Principle Statement**

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

### **Key Areas Addressed**

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

There are no recommendations in this area.

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## **F. Financial Planning and Management**

### **Principle Statement**

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

### **Key Areas Addressed**

- Budget(s) prepared, shared, and reflective of strategic planning
- Financial results reported/compared to budgeted performance
- Organization review
- Fiscal policies and procedures
- Review of service billing records and fee structure
- Financial review/audit
- Safeguarding funds of persons served

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## Recommendations

There are no recommendations in this area.

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## G. Risk Management

### Principle Statement

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

### Key Areas Addressed

- Identification of loss exposures
  - Development of risk management plan
  - Adequate insurance coverage
- 

## Recommendations

There are no recommendations in this area.

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## H. Health and Safety

### Principle Statement

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

### Key Areas Addressed

- Inspections
- Emergency procedures
- Access to emergency first aid
- Competency of personnel in safety procedures
- Reporting/reviewing critical incidents
- Infection control

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## Recommendations

There are no recommendations in this area.

## Consultation

- In addition to having inspections completed by fire authorities, it is suggested that the organization consider having its buildings and facilities inspected by an external, qualified safety authority that might be able to provide an inspection report with more details and recommendations for areas needing improvement, as some current inspection forms lacked this information.
  - Although the organization has emergency information readily available, it is suggested that it also include allergies and all pertinent medical diagnoses to ensure that there is adequate information for responding emergency personnel.
  - LOQW currently completes and documents vehicle safety checks on a monthly basis. The organization might consider completing vehicle safety checks every day prior to driving the company vehicle. Items to be checked and documented as being in satisfactory operating condition may include brakes, horns, lights, mirrors, windshield wipers, and tires.
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## I. Human Resources

### Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

### Key Areas Addressed

- Adequate staffing
  - Verification of background/credentials
  - Recruitment/retention efforts
  - Personnel skills/characteristics
  - Annual review of job descriptions/performance
  - Policies regarding students/volunteers, if applicable
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## Recommendations

There are no recommendations in this area.

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## J. Technology

### Principle Statement

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

### Key Areas Addressed

- Written technology and system plan
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### Recommendations

There are no recommendations in this area.

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## K. Rights of Persons Served

### Principle Statement

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

### Key Areas Addressed

- Communication of rights
  - Policies that promote rights
  - Complaint, grievance, and appeals policy
  - Annual review of complaints
- 

### Recommendations

There are no recommendations in this area.

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## L. Accessibility

### Principle Statement

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

## **Key Areas Addressed**

- Written accessibility plan(s)
  - Requests for reasonable accommodations
- 

## **Recommendations**

There are no recommendations in this area.

## **Consultation**

- The organization's architecture and environmental barriers plan did not identify the prevalence of knobs on doors and bath fixtures as a potential barrier for consumers in the program. It is suggested that the possible use of levers or other accessible fixtures be considered.
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# **M. Performance Measurement and Management**

## **Principle Statement**

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and 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)(b)**

### **M.3.d.(1)(c)**

Although LOQW has developed a comprehensive program evaluation system, it is recommended that data collected by the organization be used to set written business function performance indicators and performance targets.

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## **N. Performance Improvement**

### **Principle Statement**

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

### **Key Areas Addressed**

- Proactive performance improvement
  - Performance information shared with all stakeholders
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### **Recommendations**

There are no recommendations in this area.

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## **SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS**

### **A. Program/Service Structure**

#### **Principle Statement**

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

#### **Key Areas Addressed**

- Services are person centered and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes
- Documented scope of services shared with stakeholders
- Service delivery based on accepted field practices
- Communication for effective service delivery
- Entrance/exit/transition criteria

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## **Recommendations**

### **A.13.a.**

It was observed at program sites in Kirksville and Macon that some signatures and dates were missing from annual forms that were scanned into the SET-Works database. This was observed when consumers were their own legal guardian and when consumers had legal guardians. Any release of confidential information should be authorized by the consumer or his/her legal representatives. LOQW might consider encouraging staff members to write individual service plans using person-first language and to use direct quotes from the consumer when the plan is developed.

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

### **Principle Statement**

Improvement of the quality of an individual's services/supports requires a focus on the person and/or family served and their identified strengths, abilities, needs, and preferences. The organization's services are designed around the identified needs and desires of the persons served, are responsive to their expectations and 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.(2)**

It was observed that some electronic files and hard copy files were missing measurable objectives. A coordinated individualized service plan should identify specific measurable objectives. It might be helpful for LOQW to have staff members randomly check files to make sure that all goals have measurable objectives.

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## C. 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
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### Recommendations

There are no recommendations in this area.

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## D. Employment Services Principle Standards

### Principle Statement

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 area.

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## **F. Community Services Principle Standards**

### **Key Areas Addressed**

- Access to community resources and services
  - Enhanced quality of life
  - Community inclusion
  - Community participation
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### **Recommendations**

There are no recommendations in this area.

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## **SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES**

### **Principle Statement**

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.
- Increased independence.
- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

## **A. Employment Planning Services**

### **Principle Statement**

Employment planning services are designed to assist a person seeking employment to learn about employment opportunities within the community and to make informed decisions. Employment planning services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on his or her preferences, strengths, abilities, and needs. Services begin from a presumption of employability for all persons and seek to provide meaningful information related to planning effective programs for persons with intervention strategies needed to achieve the goal of employment.

Employment planning uses some type of employment exploration model. This may involve one or more of the following:

- Situational assessments.
- Paid work trials.
- Job tryouts (may be individual, crew, enclave, cluster, etc.).
- Job shadowing.
- Community-based assessments.
- Simulated job sites.
- Staffing agencies/temporary employment agencies.
- Volunteer opportunities.
- Transitional employment.

#### **Key Areas Addressed**

- Employment opportunities within the community
  - Informed decision-making by participants
  - Referrals to services to implement employment plan
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#### **Recommendations**

There are no recommendations in this area.

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## **C. Community Employment Services**

### **Principle Statement**

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**

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 self-directed job search.

### **Employment Supports**

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.

## **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.

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## **N. Services Coordination**

### **Principle Statement**

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

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

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

### **Key Areas Addressed**

- Goal-oriented and systematic process of advocacy
- Coordination of services
- Formation of linkages with community resources and services

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## Recommendations

There are no recommendations in this area.

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## O. Transition Services

### Principle Statement

Transition services are integrated, community-oriented, systematic services for students and their families provided through a jointly planned approach, involving broad-based community collaboration, linkages, advocacy, and natural supports.

Transition services/supports are planned and coordinated for multiple outcomes for youths leaving school, including post-secondary education, supported education, vocational training, employment (including supported employment and volunteer placement), independent or supported living, and community participation. The organization demonstrates early active outreach to and connection and partnership with school districts to address the transition needs of students and their families. The purpose of this collaboration and early planning is focused on ensuring children are not “missed” as they move from one system to another.

### Key Areas Addressed

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

There are no recommendations in this area.

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## P. Community Integration

### Principle Statement

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

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this

option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities.
- Communication activities.
- Spiritual activities.
- Cultural activities.
- Pre-vocational experiences.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism in the community.
- Educational and training activities.
- Development of living skills.
- Health and wellness promotion.
- Orientation, mobility, and destination training.
- Access and utilization of public transportation.
- Interacting with volunteers from the community in program activities.
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.).

### **Key Areas Addressed**

- Opportunities for community participation
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### **Recommendations**

There are no recommendations in this area.

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## S. Comprehensive Benefits Planning

### Principle Statement

A comprehensive benefits planning organization creates and continuously improves its services and staff competencies to enhance the economic standing, well-being, and self-sufficiency of persons served. Through trained and professional benefits planning specialists, comprehensive individual and family benefits planning enhances lives, provides support in learning what resources are available and how to advocate for benefits, and provides support in learning how and when to access needed resources. Benefits planning demonstrates a willingness to revise planning as the consumer of services grows, changes, experiences change, and has new goals.

Benefits planning that is comprehensive assists individuals through collaboration and coordination with a wide range of potential resources and agencies. There is a network of resources that fill in the many aspects of daily living. The following is not an exhaustive list, but suggests some examples of these:

- Social Security Disability Insurance (SSDI) (SSA)
- Supplemental Security Income (SSI) (SSA)
- Vocational Rehabilitation Services
- Work Incentives Planning and Assistance (WIPA)
- Workers Compensation
- Unemployment compensation
- Veterans Benefits
- Medicare and Medicaid (CMS)
- Provincial/territorial health insurance systems
- Provincial/territorial social services disability benefits/Canada Pension Plan (CPP)—Disability Benefits
- Housing assistance
- Energy assistance
- Food stamps
- Temporary Assistance for Needy Families (TANF)
- Tax credits
- Transportation assistance
- Private insurance (short- and long-term disability policies)

## **Key Areas Addressed**

- Online information provided
  - Staff training and competency
  - Availability of information about community resources
  - Assistance with understanding budgeting and employment planning for managing benefits
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## **Recommendations**

There are no recommendations in this area.

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# PROGRAMS/SERVICES BY LOCATION

## **Learning Opportunities/Quality Works, Inc.**

201 North Locust Street  
Monroe City, MO 63456

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Comprehensive Benefits Planning  
Employment Planning Services  
Services Coordination  
Transition Services

## **Learning Opportunities/Quality Works, Inc. (LOQW-Hannibal)**

111 South 10th Street  
Hannibal, MO 63401

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Comprehensive Benefits Planning  
Employment Planning Services  
Services Coordination  
Transition Services

## **Learning Opportunities/Quality Works, Inc. (LOQW-Kirksville)**

215 East McPherson Street  
Kirksville, MO 63501

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Comprehensive Benefits Planning  
Employment Planning Services  
Services Coordination  
Transition Services

**Learning Opportunities/Quality Works, Inc. (LOQW-Macon)**

204 Crescent Drive  
Macon, MO 63552

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Comprehensive Benefits Planning  
Employment Planning Services  
Services Coordination  
Transition Services

**Learning Opportunities/Quality Works, Inc. (LOQW-Shelbina)**

316 South Second Street  
Shelbina, MO 63468

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Integration  
Comprehensive Benefits Planning  
Employment Planning Services  
Services Coordination  
Transition Services