

**CARF
Survey Report
for
Easter Seals New
Jersey**

Organization

Easter Seals New Jersey
25 Kennedy Boulevard, Suite 600
East Brunswick, NJ 08816

Organizational Leadership

Brian Fitzgerald, President/CEO
Charles Parry, Vice President of Services
Wendy Mirsky, Assistant VP Quality Improvement
Helen Drobnis, Chief Advancement Officer
Cheryl Young, Chief Financial Officer
Ed Chavis, Vice President, IT
Aleisha Hart, AVP Treasury and Accounting
Michael Owen, Chief Human Resources Officer
Shelley Samuels, Chief Program Officer
Christine Dante, AVP Employment Services

Survey Dates

June 20-22, 2016

Survey Team

John T. Collins, II, M.P.H., Administrative Surveyor
Paul M. Herrera, M.R.C., Program Surveyor

Programs/Services Surveyed

Community Employment Services: Employment Supports
Community Employment Services: Job Development
Comprehensive Vocational Evaluation Services
Employee Development Services
Organizational Employment Services

Previous Survey

June 19-21, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: June 30, 2019



Three-Year Accreditation

SURVEY SUMMARY

Easter Seals New Jersey (ESNJ) has strengths in many areas.

- ESNJ has an extremely passionate and deep commitment to its mission, vision, and core values; to providing quality services; and to quality improvement. It is evident that the organization believes in accreditation and that it utilizes the CARF standards to further improve its services and operations.
- The dedicated and professional management team is committed to delivering individualized services of high quality that meet the needs of the persons served.
- Funding agencies noted that they are very satisfied with the services provided by ESNJ.
- ESNJ benefits from a committed board that represents the diversity of the state of New Jersey. Board members have strong professional backgrounds and historical knowledge of the organization. They are highly dedicated to the mission. The board appears to fulfill its monitoring and policy-related responsibilities and to be a driving force in maintaining the organization's service delivery, operations, and overall stability.
- The organization is led by an energetic, receptive, and hardworking leadership team that sets the tone for future service delivery system quality improvements. The leadership continually strives to improve services and the life quality of persons served and to expand funding options and business practices.
- ESNJ has excellent policies, procedures, and systems to support its business operations and services. It is noteworthy that the organization has a very complete and comprehensive policies and procedures manual available online to all staff members. Its personnel orientation and training process and employment services outcomes measurement system are impressive and of excellent quality.
- It is notable that, as the only state-approved organization acting as a fiduciary for persons with disabilities, ESNJ provides fiscal intermediary services for 4,800 consumers in New Jersey.
- The organization is dedicated to encouraging staff members' professional growth and development and opportunities for continuous learning.
- Technology upgrades are in place to improve the overall effectiveness of ESNJ's business functions and service delivery. Organizational documentation is well tracked and available for easy access, and all written/printed documentation is well maintained.
- The organization is commended for its ongoing performance improvement philosophy and for maintaining outcomes measurement systems that guide its strategic growth and development.
- ESNJ is complimented for using a collaborative team process to conduct monthly organizational budget variance reviews. This successful process helps ensure that the organization operates successfully or, in the case of deficit spending, informs senior management of the organization's fiscal condition. The finance department's ability to close the fiscal month end by the fifth of the next month and to do soft closes on a weekly basis are also noteworthy. This enables the organization to quickly become informed of its cash flow and fiscal conditions.
- The organization is commended for the quality and comprehensiveness of its vocational evaluation and work adjustment services. These services provide persons served and referral sources with well-prepared, thorough reports that are relevant and functional.

- ESNJ is complimented for assisting job applicants in its community employment program to find jobs for persons served with employers who are well matched to their employment goals. An example of this is the recent placement at Walmart of a person served who had received services in a facility-based program for the previous 28 years.
- Organizational employment services are complimented for holding Monday morning meetings with persons served as a means of sharing information and seeking their input.
- ESNJ is recognized for utilizing a workshop model that involves the joint effort and cooperation of floor personnel and includes a production team lead, service specialist, and skills coach. These personnel work together to ensure successful employment outcomes for persons served.
- Employers, families, and persons served express a high level of satisfaction with the organization.
- ESNJ's business development and production teams are commended for providing quality work for persons served and for making timely deliveries to contract customers.
- The community employment program is recognized for its efforts to begin to serve alternative populations, including persons with hearing impairments and behavior health challenges.
- Employment specialists and service specialists are well trained and knowledgeable in the provision of on-site training. They often go above and beyond the call of duty to ensure that they secure successful placements for persons served.
- ESNJ's Health and Wellness program encourages persons served to review and focus on their eating and physical fitness habits.
- Overall, the organization provides valuable resources to persons served. It is committed to preparing persons served for community employment and for providing services and supports to those persons served who do not work in the community.

ESNJ 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, ESNJ provides excellent services. The organization demonstrates a true commitment to quality and a willingness to continuously improve its services and operations. It has earned a reputation for providing individualized services and it enjoys a high level of satisfaction among persons served, families, and employers. The leadership and staff members are dedicated to conforming to the CARF standards, and it is apparent that they worked very hard to prepare for this survey. The organization demonstrates substantial conformance to the CARF standards. Although there are a few areas for improvement, they are scattered throughout the standards sections and are minimal in comparison to the organization's strengths. ESNJ appears to have the expertise and willingness to bring it into full conformance to the CARF standards.

Easter Seals New Jersey has earned a Three-Year Accreditation. The board, leadership, and staff members are recognized for their efforts in pursuit of international accreditation. They are encouraged to use their resources to address the opportunities for improvement noted in this report and to continue to utilize the CARF standards on an ongoing basis as guidelines for continuous quality improvement.