



Florida Network of Youth and Family Services Quality Improvement Program Report

Review of Nehemiah Educational and Economic Development, Inc.

May 24, 2016

Compliance Monitoring Services Provided by





Quality Improvement Review

Nehemiah Educational and Economic Development – 05/24/2016

Lead Reviewer: Keith Carr

CINS/FINS Rating Profile

Standard 1: Management Accountability

1.01 Background Screening	Satisfactory
1.02 Provision of an Abuse Free Environment	Satisfactory
1.03 Incident Reporting	Not Applicable
1.04 Training Requirements	Satisfactory
1.05 Analyzing and Reporting Information	Satisfactory
1.06 Client Transportation	No rating
1.07 Outreach Services	No rating

Percent of indicators rated Satisfactory: 100.00%

Percent of indicators rated Limited: 0.00%

Percent of indicators rated Failed: 0.00%

Standard 2: Intervention and Case Management

2.01 Screening and Intake	Satisfactory
2.02 Needs Assessment	Satisfactory
2.03 Case/Service Plan	Satisfactory
2.04 Case Management & Service Delivery	Satisfactory
2.05 Counseling Services	Satisfactory
2.06 Adjudication/Petition Process	Not Applicable
2.07 Youth Records	Satisfactory

Percent of indicators rated Satisfactory: 100.00%

Percent of indicators rated Limited: 0.00%

Percent of indicators rated Failed: 0.00%

Overall Rating Summary

Percent of indicators rated Satisfactory: **100%**

Percent of indicators rated Limited: 0.00%

Percent of indicators rated Failed: 0.00%

Rating Definitions

Ratings were assigned to each indicator by the review team using the following definitions:

Satisfactory Compliance	No exceptions to the requirements of the indicator; limited, unintentional, and/or non-systemic exceptions that do not result in reduced or substandard service delivery; or exceptions with corrective action already applied and demonstrated.
Limited Compliance	Exceptions to the requirements of the indicator that result in the interruption of service delivery, and typically require oversight by management to address the issues systemically.



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Failed Compliance	The absence of a component(s) essential to the requirements of the indicator that typically requires immediate follow-up and response to remediate the issue and ensure service delivery.
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Reviewer

Members

Keith Carr, Lead Reviewer, Consultant-Forefront LLC/Florida Network of Youth and Family Services



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Methodology

This review was conducted in accordance with FDJJ-1720 (Quality Assurance Policy and Procedures), and focused on the areas of (1) Management Accountability and (2) Intervention and Case Management—which are included in the Children/Families in Need of Services (CINS/FINS) Standards (July 2015).

Persons Interviewed

<input checked="" type="checkbox"/> Program Director	2 # Case Managers	_____ # Maintenance Personnel
<input type="checkbox"/> DJJ Monitor	_____ # Clinical Staff	_____ # Program Supervisors
<input type="checkbox"/> DHA or designee	_____ # Food Service Personnel	<u>1</u> # Other (listed by title): _____
<input type="checkbox"/> DMHA or designee	_____ # Healthcare Staff	

Documents Reviewed

<input type="checkbox"/> Accreditation Reports	<input checked="" type="checkbox"/> Fire Prevention Plan	<input type="checkbox"/> Vehicle Inspection Reports
<input checked="" type="checkbox"/> Affidavit of Good Moral Character	<input checked="" type="checkbox"/> Grievance Process/Records	<input type="checkbox"/> Visitation Logs
<input type="checkbox"/> CCC Reports	<input type="checkbox"/> Key Control Log	<input checked="" type="checkbox"/> Youth Handbook
<input type="checkbox"/> Confinement Reports	<input type="checkbox"/> Logbooks	<u>0</u> # Health Records
<input checked="" type="checkbox"/> Continuity of Operation Plan	<input type="checkbox"/> Medical and Mental Health Alerts	<u>0</u> # MH/SA Records
<input type="checkbox"/> Contract Monitoring Reports	<input type="checkbox"/> PAR Reports	<u>6</u> # Personnel /Volunteer Records
<input type="checkbox"/> Contract Scope of Services	<input type="checkbox"/> Precautionary Observation Logs	<u>4</u> # Training Records/CORE
<input checked="" type="checkbox"/> Egress Plans	<input type="checkbox"/> Program Schedules	<u>7</u> # Youth Records (Closed)
<input type="checkbox"/> Escape Notification/Logs	<input type="checkbox"/> Sick Call Logs	<u>2</u> # Youth Records (Open)
<input type="checkbox"/> Exposure Control Plan	<input checked="" type="checkbox"/> Supplemental Contracts	_____ # Other: _____
<input checked="" type="checkbox"/> Fire Drill Log	<input checked="" type="checkbox"/> Table of Organization	
<input checked="" type="checkbox"/> Fire Inspection Report	<input type="checkbox"/> Telephone Logs	

Surveys

<u>0</u> # Youth	<u>0</u> # Direct Care Staff	<u>0</u> # Other: _____
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Observations During Review

<input checked="" type="checkbox"/> Admissions	<input checked="" type="checkbox"/> Posting of Abuse Hotline	<input type="checkbox"/> Staff Supervision of Youth
<input type="checkbox"/> Confinement	<input checked="" type="checkbox"/> Program Activities	<input type="checkbox"/> Tool Inventory and Storage
<input checked="" type="checkbox"/> Facility and Grounds	<input type="checkbox"/> Recreation	<input type="checkbox"/> Toxic Item Inventory and Storage
<input checked="" type="checkbox"/> First Aid Kit(s)	<input type="checkbox"/> Searches	<input type="checkbox"/> Transition/Exit Conferences
<input type="checkbox"/> Group	<input type="checkbox"/> Security Video Tapes	<input type="checkbox"/> Treatment Team Meetings
<input type="checkbox"/> Meals	<input type="checkbox"/> Sick Call	<input type="checkbox"/> Use of Mechanical Restraints
<input type="checkbox"/> Medical Clinic	<input type="checkbox"/> Social Skill Modeling by Staff	<input type="checkbox"/> Youth Movement and Counts
<input type="checkbox"/> Medication Administration	<input type="checkbox"/> Staff Interactions with Youth	

Comments

Items not marked were either not applicable or not available for review



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Strengths and Innovative Approaches

Rating Narrative

Nehemiah Educational & Economic Development, Inc. (N.E.E.D.) is a 501 (c) (3) organization and was incorporated in February 2000. N.E.E.D. provides an array of services to the community, including Youth Services. N.E.E.D.'s Youth Services Division is experienced in providing prevention and intervention services to youth and families. The management staff has over 26 years' experience working directly with youth. The Florida Department of Juvenile Justice awarded N.E.E.D. several prevention grants to operate mentoring and afterschool programs. N.E.E.D. has also operated employability skills programs.

N.E.E.D.'s CINS/FINS program targets children, ages 6-17, which meet the following criteria for admissions: Runaway, Ungovernability/Beyond Control, Truancy/School Issues and Homelessness.

N.E.E.D. seeks partners (judiciary, law enforcement, schools, churches, community based organizations, parents and concerned citizens) to work with, as their focus is on helping youth and their families be successful and enjoy healthy relationships. The program has collaborative partnerships with Macedonia Missionary Baptist Church of Eatonville FL, Inc., the Walt Disney Boys and Girls Club and a well-respected psychologist. Through collaborations, they are able to offer youth and their parents a vast array of programs and services such as counseling, mentoring, life skills groups, character development, gender specific groups, annual college tours to eligible students, scholarship opportunities and opportunities for youth to voluntarily participate in creative arts (drama, choir, dance, mime groups). For parents, through collaboration, services offered are: soup kitchen, clothes closet, health services, RESTORE group meetings, Addictive Behavior Recovery Ministry, prison ministry and referrals through the Social Services Ministry for financial assistance (public assistance and housing).

As a new program, N.E.E.D has accomplished the following:

- Programmatically, 90% of staff are experienced in CINS/FINS programs.
- Exceeded training hours for direct care staff.
- In July, N.E.E.D offers youth the opportunity to participate in week-long youth conference at Macedonia.
- For Christmas, they partnered with Macedonia's Angel Tree program to submit children's names to receive donated gifts that included gift cards, games and other items.



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- Case Managers made numerous referrals for service such as counseling, substance abuse assessments, psychological assessments, mentoring, tutoring, community programs, etc.
- Case Managers mentored and coached youth on decision making, peer relations, drug education, educational and vocational activities.
- Conducted life skills and character development through the program's drama classes at Walt Disney Boys & Girls Club.
- The life skills and character development lessons have been incorporated into the drama class for an end of the year presentation, a movie. The movie was developed by the students which will be shown in August 2016.
- Case Managers engaged parents beyond the initial intake visit by calling them with regular updates on their child's progress with Service Plan. This encouraged parents to become more involved with their child's success.
- Program achieved 100% on Annual Agency Report Card from the Florida Network.
- Achieved 112% of deliverables, YTD Performance by conducting 136 assessments in 2015-2016 contract year (contracted to conduct 132).



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Standard 1: Management Accountability

Overview

Narrative

The Nehemiah Educational and Economic Development program is staffed by Venus Highsmith, Director; Barbara Seay, Administrative Assistant/Data Coordinator; Dr. John Robertson, Clinical Psychologist; Natacha Daverman, Case Manager; Jarvis Mays, Case Manager and Jami Thomas, Drama Instructor/Group Facilitator.

Level 2 background screening is mandatory for employees and volunteers, working with direct access to youth, to guarantee they meet statutory requirements of good moral character as required in s.435.05, F.S. All staff are new this year because it is a new program. However, there were two staff members that transferred from another CINS/FINS agency and four first year staff members. Of the two transferred members, there were no applicable 5-year re-screenings for the review period.

The primary goal of the CINS/FINS program is to provide services to pre-delinquent youth and their families in an effort to prevent entry into the Juvenile Justice System. Staff training ensures that staff assigned to the program has the proper credentials to perform their job responsibilities. Program orientation and training is an essential component of this effort. Staff are trained to conduct screenings and assessment services to youth and families that meet the CINS/FINS criteria. Individual training records are maintained in a binder for each staff that includes: training plan, individual certificates, and training hours. The provider has numerous partnership agreements throughout the local service area and conducts outreach to educate the community and market the program's services. The agency also attends DJJ Advisory Board Meetings.



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1.01 Background Screening

Satisfactory

Limited

Failed

Rating Narrative

The program has a detailed policy on Background Screening that list the measures and process taken by the agency to meet the requirements of the Background Screening indicator. The provider has a policy which includes a check for the current driver's license status for all new hires. Level 2 background screening is mandatory for employees and volunteers working with direct access to client information and youth. The agency's policy also includes 5-year re-screenings for staff every 5 years from the original hire date.

At the time of this on-site QI program review, the CINS/FINS program is currently staffed by six (6) staff including one Executive Director, Administrative Assistant, Clinical Psychologist, Group Facilitator and two Case Managers. All staff are new this year because it is a new program. However, there were two staff members that transferred from another CINS/FINS agency and four staff members that were hired during the past year. All first year staff members were hired after the background screening was completed. There were no applicable 5-year re-screenings for the review period.

The provider submitted the Annual Affidavit of Good Moral Character to the DJJ Background Screening Unit prior to the January 31, 2016 due date.

Exceptions

No exceptions noted in the indicator.

1.02 Provision of an Abuse Free Environment

Satisfactory

Limited

Failed

Rating Narrative

The program has a detailed policy that lists the measures and process taken by the agency to meet the requirements of the Provision of An Abuse Free Environment Indicator. The provider has a policy that includes the employee handbook; Code of Conduct; Abuse Reporting; Grievances and Incident Reporting.



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The program maintains a written protocol for reporting abuse and incidents that all staff are trained on during their initial new employee orientation. The Abuse Hotline number, rights and responsibilities, and grievance procedures are provided in writing to all employees and staff persons during their initial training.

Exceptions

No exceptions noted in the indicator.

1.03 Incident Reporting

Satisfactory Limited Failed Not Applicable

Rating Narrative

The agency has a policy on Incident Reporting that lists the measures and process taken by the agency to meet the general requirements of the Incident Reporting Indicator.

A review of the current policy was conducted on site. The agency has a policy that includes written procedures to address the steps required to officially contact the DJJ CCC with incidents that meet the reporting requirements. The policy does meet the general requirements of the indicator for DJJ CCC Incident Reporting.

Staff training on CCC incident reporting is provided during the initial new employee training. The agency does provide the DJJ CCC call number to all staff during the orientation training.

The agency did not report any occurrences of incident that met minimum reporting requirements to the DJJ CCC. This indicator is rated not applicable as there is no practice to evaluate.

Exceptions

No exceptions are noted for this indicator.

1.04 Training Requirements

Satisfactory Limited Failed

Rating Narrative



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The agency has policies and procedures in place to address the training requirements for all staff members of the CINS/FINS program. The current policy requires that all staff members complete a total of eighty (80) training hours for new hires and twenty-four (24) hours for on-going staff members. The policy requires that the agency include all of the mandatory and recommended topics for first year and on-going employees/contractors.

An individual training file is in place for all staff members. The file includes documentation of a full training log record by the staff member's training year. The training files include a general training plan, training log, and certificates of completion documentation.

The agency maintains proof of completion of mandatory training and other training topics. All applicable staff have evidence of completing training files for on-going staff members and first year staff members. All staff member training files reviewed exceeded the minimum of twenty-four hours for non-residential programs. The agency has certificates and records of completed trainings in each staff file.

Exceptions

There were no exceptions noted for this indicator.

1.05 Analyzing and Reporting Information

Satisfactory

Limited

Failed

Rating Narrative

The program has a policy on Analyzing and Reporting Information that meets the general requirements of this indicator. The current process includes measures of information collection that includes monthly reviews of the individual client cases. The agency reviews screenings, intakes, assessments, service plans and case status reports. The agency conducts monthly reviews of its FL Network monthly data extracts and monthly outcome data. The agency also reviews FL Network Report Cards. Further, the CINS/FINS Program staff completes discharge summaries and enters this information in the FL Network Management Information Systems.

The agency convenes staff on a monthly basis to review accuracy and completion of client case records and service delivery trends and major developments. The agency's director leads this process. Weekly tracking and monitoring of data is also conducted through the Director.



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There is no evidence that client satisfaction surveys are reviewed as part of the QA team meetings. Only two out of eight had satisfaction surveys on file. The others were not found. And the ninth case file survey had yet to be completed. Keeping in mind that the indicator requirement is to review customer satisfaction data annually, this component cannot be rated because this is the program's first year.

Exceptions

There are no exceptions noted for this indicator.

1.06 Client Transportation

Satisfactory Limited Failed Not Rated

Rating Narrative

Provider has a policy on Transportation. The agency has no driving responsibilities that require transportation to service clients. However, if required to transport a client precautions are put in place. The current policy has content that includes the agency does conduct a preliminary driver's license check. The procedures require approval of single transport of youth without the presence of a third party and/or approval by a supervisor if a third party is not present. In a single transport, the client's history, evaluations and recent behavior are considered.

Exceptions

No exceptions noted.

1.07 Outreach Services

Satisfactory Limited Failed Not Rated

Rating Narrative

The agency has a detailed Outreach Targeting Plan that address the requirements of this indicator. The current plan is inclusive of high crime zip code areas and local area low performing schools in Orange County. The Program Manager, assigned counselors and volunteers are responsible for providing prevention outreach services.

The program has established collaborative interagency agreements with various organizations in the community to promote CINS/FINS services. Agreements include



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organizations in mental health services, substance abuse treatment services, education services and recreation services. These agreements were provided for review on-site.

The agency Director regularly attends the quarterly DJJ Advisory Board meetings at the Kissimmee Police Department. The agency provided documentation of participation in the outreach event log and board meetings. They were reviewed on-site.

Exceptions

None are documented for this indicator.



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Standard 2: Intervention and Case Management

Overview

Rating Narrative

N.E.E.D is contracted with the Florida Network of Youth and Families to provide non-residential CINS/FINS services for youth and their families in Orange County. The program provides centralized screening and intake services during regular business hours. The program accepts referrals from established referral partners and local elementary, middle and high schools. The agency also receives referrals from youth, parents/guardians, and local community-based organizations. The agency trains staff members to screen for presenting problems, current risk and CINS/FINS eligibility criteria to determine the needs of the family and youth. The agency has screening, intake and assessment components to address a various array of issues presented by youth and their families. The agency conducts follow-up status checks on each former client after their discharge.

The case managers are responsible for completing assessments, developing case plans, providing case management services, and linking youth and families to community services.

Case staffings have not yet been conducted by the agency. However, the Case Staffing Committee (a statutorily-mandated committee that develops a treatment plan for habitual truancy, lockout, ungovernable, and runaway youth when all other services have been exhausted or upon request from the parents/guardians) would be prepared when the need arises.

During the QI review, nine (9) client files were reviewed (2 open and 7 closed) to determine the agency's adherence to QI CINS/FINS Standards.

2.01 Screening and Intake

Satisfactory

Limited

Failed

Rating Narrative

The agency has a detailed policy on Screening and Intake services. A review of the policy was conducted on site and determined that the policy meets the general requirements of the indicator. The reviewer selected a total of two (2) active and seven (7) closed client case files that the provider assisted in the last six (6) months. The following findings were noted:



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- All 9 files met criteria for having eligible screening days within 7 calendar days.
- All 9 client files contained evidence that the youth and/or parents/guardian received documentation of service options, rights and responsibilities and all brochures. This was noted on all 9 CINS/FINS acknowledgment forms.
- All files reviewed had evidence that the youth and parent/guardians received notification of the agency Grievance procedures.

Exceptions

No exceptions are documented for this indicator.

2.02 Needs Assessments

Satisfactory

Limited

Failed

Rating Narrative

The agency has a detailed policy on the execution of Needs Assessments. A review of the policy was conducted on site and determined that the policy meets the general requirements of the indicator. The reviewer selected a combination of two (2) active and seven (7) closed client case files that were serviced by the provider in the last six (6) months. The following findings were noted:

- All 9 client files met the criteria for initiating a needs assessment within the required timeframe.
- Documentation of a completed Needs Assessment was confirmed and completed in less than the 2/3 day face-to-face contacts. All Needs Assessments were completed during the initial Intake session.
- Needs assessments were completed by a Bachelor's or Master's level staff.
- All signatures were located on Needs Assessment documents.
- When applicable, all youth with self-harm or suicide ideation background histories are noted on the needs assessment document. Two cases were referred for an Assessment of Suicide Risk in the last six months. After assessment the client was referred to the psychologist on staff.

Exceptions

No exceptions are documented for this indicator.



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2.03 Case/Service Plan

Satisfactory

Limited

Failed

Rating Narrative

The agency has a detailed policy on the execution of the Case Service Plan. A review of the policy was conducted on site and determined that the policy meets the general requirements of the indicator. The reviewer selected a combination of nine (9) active and closed client case files that were serviced by the provider in the last six (6) months. The following findings were noted:

- All client case/service plans were developed within the first 7 working days of the Needs Assessment.
- All 9 client case/service plans were individualized to fit the youth's needs including presenting problems, existing risks, past history and CINS/FINS eligibility criteria.
- All target dates, frequencies and locations were on all 9 case/service plans.
- Documented evidence of all required signatures were found in all 9 client case files.
- All 9 client case files had documentation that the service plan was initiated as required.
- All 9 client case files contained case notes stating they conversed with youth and/or parent regarding the case/service plan. When applicable, each case/service plan has documented 30/60/90-day plan reviews focused on the reason for referral, presenting problems and risks found during the completion of the Needs Assessment process. Documentation found in case notes explain origin, status and progress of interaction and services delivered to youth and family and corresponds with the case/service plan reviews.

Exceptions

No exceptions were noticed for this indicator.



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2.04 Case Management and Service Delivery

Satisfactory

Limited

Failed

Rating Narrative

The agency has a detailed policy on the execution of its Case Management and Service Delivery component. A review of the policy was conducted on site and determined that the policy meets the general requirements of the Case Management/Service Delivery indicator. The reviewer selected a random sample of nine (9) active and closed client case files that were serviced by the provider in the last six (6) months. The following findings were noted:

- All 9 client case files had a specifically assigned Counselor/Therapist.
- No client case files required referrals to outside sources. A total of two (2) client case files contained flags that addressed the risks identified during the screening and assessment process. Documentation of this was found in both files with necessary follow up with the on-staff psychologist.
- The agency does make referrals for additional services as needed. A review of each referral plan was conducted. Follow up and tracking were found in the two cases that had outside referrals to local community-based services. The tasks for the youth were checked off as completed.
- There were no case staffings documented in the last six months. Therefore, there were no case monitorings or case terminations. The agency is prepared to address issues by the case staffing committee on an as needed basis.
- All 9 client files contained evidence that the service plan was reviewed as required. The agency discharges cases as required.

Exceptions

No exceptions are documented for this indicator.

2.05 Counseling Services

Satisfactory

Limited

Failed

Rating Narrative



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The agency has a detailed policy on Counseling Services. A review of the policy was conducted on site and determined that the policy meets the general requirements of the Counseling Services indicator. The reviewer selected a random sample of eight (9) active and closed client case files that were serviced by the provider in the last six (6) months. The following findings were noted:

- A total of 9 clients had documentation that they received the required counseling based on information documented in presenting problems, CINS/FINS eligibility criteria, needs assessment, executed service plan, service plan reviews, case management and necessary follow ups.
- All 9 client files follow strict confidentiality guidelines and laws.
- Many of the client files had key case file documents that were initiated in a timely manner. All 9 client files contain progress notes that are maintained in chronological order. These notes track progress and meeting status of each youth.
- All 9 files had documentation that youth's presenting problems were addressed and noted in the following: Psychosocial Assessment, Initial Service Plan and Case Plan reviews.
- All 9 files contain case file information at each phase including detailed progress notes. The review of these notes indicates current status of youth, goal progress tracking and parent/guardian progress.
- The agency has a file review process that is conducted on a bi-weekly to monthly basis. All 9 cases have evidence that each is reviewed by a supervisor to determine accuracy, timeliness and completeness of each client file.

Exceptions

No exceptions are documented for this indicator.

2.06 Adjudication / Petition Process

Satisfactory

Limited

Failed

Not Applicable

Rating Narrative

The agency has a detailed policy on the Adjudication and Petition Process. A review of the policy was conducted on site and determined that the policy meets the general



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requirements of the Adjudication/Petition Process. The agency has Case Staffing procedures and teams with the local full-service provider as needed to meet all standards with the following: Committee Chair/Agency Program Manager, CINS/FINS Case Manager/Counselors, DJJ Attorney and School Board Representative Truancy Officer or Social Worker involved with the youth. Due to lack of practice or no evidence of case staffings this indicator is rated not applicable.

2.07 Youth Records

Satisfactory

Limited

Failed

Rating Narrative

- All 9 files had evidence of a “CONFIDENTIAL” stamp marked on the front of the client file.
- All records were maintained in a neat and orderly fashion and it was very easy to find needed information.
- All files are organized in a uniform manner. This is reflective of an exceptional work practice and organization in this area.

Exception

While servicing client in the school, home and community, the agency does not have containers that are locked or marked “CONFIDENTIAL”.