

CENTRAL FAIRFAX SERVICES, INC.

ANNUAL AFFILIATION REPORT TO THE FAIRFAX-FALLS CHURCH LOCAL HUMAN RIGHTS COMMITTEE For the period of January 2008 to February 2009

March 11, 2009

Overview

Central Fairfax Services, Inc. (CFS) is licensed by the Virginia Department of Mental Health, Mental Retardation and Substance Abuse Services to provide day support programs (License #060-02-006, expiration date 3/31/09) to adults with intellectual disability. CFS has submitted a request for the renewal of this License. CFS is currently providing developmental day support, sheltered employment and supported employment to 220 individuals.

CFS has a current Affiliation Agreement with the Fairfax-Falls Church Local Human Rights Committee (FX-FC LHRC) in accordance with the State Rules and Regulations to Assure the Rights of Individuals Receiving Services from providers of Mental Health, Mental Retardation and Substance Abuse Services as contained in 12 VAC 35-115 and the policies and procedures of CFS.

Affiliation Agreement

During the period of 01/01/08-02/28/09, CFS adhered to the following conditions as specified in the Affiliation Agreement:

- 1.) CFS designated the name of the FX-FC LHRC in all human rights policies, procedures, notices, posters, etc.
- 2.) CFS provided information on its affiliation with the FX-FC LHRC during the admission process, at annual Interdisciplinary Team meetings, consumer council meetings and upon request.
- 3.) CFS continues to provide training to its staff, consultants and volunteers regarding its human rights plan and procedure upon hire and on a regular basis thereafter.
- 4.) The CFS Program Handbook contains the Rules of Conduct that were redesigned with input from CFS Consumer Council members.
- 5.) CFS is planning to develop a video on Consumer Rights. CFS Consumer Council members will be involved in the project.
- 6.) A CFS program administrator will be present at the FX-FC LHRC meeting on 03/11/09 as assigned to present a summary of the human rights activity for the period mentioned above.
- 7.) CFS remains willing to facilitate attendance of individuals receiving services and applicants for next friend status to attend reviews and hearings of the FX-FC LHRC, upon request.

CENTRAL FAIRFAX SERVICES, INC.

- 8.) CFS remains willing to assist in filling out vacancies on the LHRC with potential candidates, upon request.
- 9.) CFS paid the affiliation agreement fee of \$375.00 to the FX-FC LHRC, on 04/25/08.
- 10.) The affiliation agreement was renewed on 05/15/08 for the fiscal year 2009.

Variations: None requested.

Significant Program Changes: None.

Formal Complaints: There were no formal complaints of human rights violations during the reporting period.

Informal Complaints: Although there were no informal complaints, CFS expanded the definition of informal complaints to include feedback from interdisciplinary team meetings, satisfaction surveys from different stake holders including individuals receiving services, and other informal sources.

Annual Individual Service Plans were developed and revised, as necessary, according to changes in consumer needs and preferences and with input from the consumer and his/her representatives.

In FY'08, the percentage of positive satisfaction responses for Persons Served was 96%. The highest satisfaction rating (100%) was received on five out of ten questions and those were "I feel involved with decision making regarding my plan and my services", "my supervisor treats me with respect", "the service that I am receiving is helpful", "I would recommend this employment service to a friend", and "my supervisor listens to my work concerns and ideas".

The CFS Consumer Council monthly meetings continued throughout the year. The Council discussed several issues including self-advocacy, human rights, health care and fitness, choice of activities in planning personal plans, funding, and transportation.

Family, Residential Partners and Funding Agency surveys are conducted in alternate years. The percentages of "Very Good to Excellent Satisfaction" ratings for these surveys were 90%, 93%, and 100% respectively.

Adult Protective Service Reports: Six reports involving allegations of abuse or neglect were made by CFS involving residential caregivers. Three of these incidents involved the same consumer, one of which was not investigated by APS. One other report involving a transportation provider was made by CFS; this was not investigated by APS. Two reports were made against CFS, one of which is pending investigation and the other was not investigated. These incidents were also reported to the Local Human Rights Advocate.

CENTRAL FAIRFAX SERVICES, INC.

Restraints: Please see attached report.

Submitted By,

Sutapa Ghosh
Quality Assurance Manager
Central Fairfax Services, Inc.