

Know someone who would like to receive our free Promising Practices e-newsletter?

Friends and colleagues can [subscribe here](#)

PROMISING PRACTICES

Innovation in

Human Services

Have transportation plan, will travel

A rural community employment program develops a system to transport employees

Considered one of the most rural areas of New Jersey, Sussex County is in the northwest part of the state with a population of about 150,000. It has a small county transit system that runs at limited times and in limited areas. As many providers know, transportation is often the linchpin to employment. If a person can get a job, but can't get to a job, everybody is back at square one. To better provide for transportation requirements of individuals with developmental disabilities in Sussex County, SCARC, Inc., designed a flexible transportation system.

SCARC started with contracted transportation services that could transport approximately 200 adults with disabilities to and from day program services. This door-to-door transportation network is funded by the state government through an annual program grant. Although this helps a number of persons, many who are not at a congregate work site are unable to benefit from the service.

After an extensive review by SCARC administration, staff, families, and

Brought to you by the ECS
Customer Service Unit at

carf

Volume 2, Issue 2
February 2007

News From CARF

Registration for CARF's ECS International Conference now online!

If you enjoy learning about innovation and promising practices, you'll enjoy CARF's Employment and Community Services International Conference—Managing For Change with Innovation. North American

individuals with disabilities, SCARC decided to add vehicles that could transport four to six persons to individual work sites. It hired drivers and obtained additional vehicles to transport persons from their homes to multiple work sites. It also established transportation routes and monitored them to ensure that the system would efficiently bring individuals to work on a regular basis.

Coordinating transportation schedules included some complicated issues: very long distances between work and home, many persons working at multiple sites in different towns, persons beginning and ending work at various times, and the challenge of handling emergencies at the work site when the worker needs to return home during the day. The team model proved an effective solution to these problems: A variety of individuals meet to develop and monitor a person-centered life plan. Often accommodations can be made to alter starting and ending work times, change employment location, and move work assignments closer to workers' residences.

Developing person-centered transportation arrangements often results in more stable employment for persons with disabilities. Flexible transportation arrangements create a more secure employment history and often guarantee more stability to the employer. In addition, many rural areas such as Sussex County are subject to inclement weather and subsequent challenges of snow removal and road clearance. Staff members experience a buy-in to the individual's work plan and essentially make sure each person is consistently brought to work on time.

Future plans to expand this system and make it even more practical for individuals' needs include advocating for a more flexible county transit system. In addition, SCARC advocates with state government for increased funds to add more vehicles and drivers to meet the needs of more individuals seeking employment in the community.

To learn more about SCARC, Inc. and their transportation program,

communities have a richness of diversity and culture. Meeting the needs of persons throughout these communities in the 21st century requires service providers to continuously learn and change to meet the expectations of persons and their families. The 2007 Employment and Community Services Winter Conference March 10–13 will be an ideal time to share innovative ideas, network to solve issues of mutual interest, examine the latest service delivery and management practices, and discuss visions for superior service provision. [Register online now.](#)

Putting Out the Good Word: Some Information about the Promising Practices Series

We are offering a series of short articles on a variety of promising practices that CARF surveyors have observed during surveys from 2004 to the present. There is no particular order that we will follow in presenting this series of short reports. The purpose is not to rate one organization over another, but to encourage U.S. and Canadian community providers to dialogue

please contact Dr. Lecher, Ph.D., CEO, by phone at 973.383.7442 or by mail at 11 U.S. Route 206, Suite 100, Augusta, NJ 07822.

For more information please contact Reneé Bibby at rbibby@carf.org or (888) 281-6531.

with one another and to encourage creative solutions to individual service designs and organizational business practices and thereby achieve effective and positive results in each organization's community.

Although there are indeed a number of ways to approach conformance to a standard, what makes organizations given an exemplary rating stand out is their professional and strategic response to an observed service or business need, always designed with input from their stakeholders and based on those individuals' quality expectations.

We hope you enjoy the series. We encourage you to contact the identified representative in the article to get more information about their services.

©CARF International 4891 E. Grant Rd. Tucson, AZ 85712 Toll Free (888) 281-6531 www.carf.org

If you no longer wish to receive our newsletter, [unsubscribe](#) here.