

**Organization**

Youth and Family Services, Inc.  
7565 East Highway 66  
El Reno, OK 73036

**Organizational Leadership**

Dee A. Blose, M.Ed., Executive Director  
Mary E. Jones, LPC, Operations Director  
Cindy Bacon, Quality Assurance Coordinator  
Wynell Lloyd, LPC, Clinical Director

**Survey Dates**

April 20-22, 2016

**Surveyor**

Hattie M. Johnson, CMSW, LMSW, LCDC

**Programs/Services Surveyed**

Outpatient Treatment: Integrated: AOD/MH (Adults)  
Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)

**Previous Survey**

September 23-24, 2013  
Three-Year Accreditation

**Survey Outcome**

**Three-Year Accreditation**  
Expiration: June 30, 2019



**Three-Year Accreditation**

## SURVEY SUMMARY

### Youth and Family Services, Inc. (YFS) has strengths in many areas.

- The organization is managed by a highly experienced, dedicated, and supportive executive director with over 21 years in that position. She provides visionary leadership in the organization. She is assisted by a management team that has long experience in the field and staff members who demonstrate a commitment to maintaining high-quality services.
- YFS has a long history of working collaboratively with community partners and other stakeholders, promoting enhanced service delivery to the persons served. For example, in May 2014, an EF5 tornado swept through El Reno, causing millions of dollars in damage to the community. As a result of the tornado, YFS received massive roof and structural damage. To ensure that the organization could continue providing services, the community raised funds and donated volunteer time to rebuild a beautiful playground for the children in the shelter.
- The leadership of the organization is focused on maintaining fiscal solvency and competently addresses issues as they arise.
- The organization demonstrates its support of its clinical staff members through its extensive training and clinical supervision activities. The positive and supportive work environment is the foundation for the long tenure of service by the majority of staff members employed.
- Funding and referral sources are satisfied with the quality of programming, access to services, and outcomes of the persons served. They express that YFS is always willing to meet the needs of the community.
- Management staff members are very open to suggestions on ways in which programs and services might be improved. They are knowledgeable and bring a wealth of experience to the organization.
- YFS clearly reflects a dedication to an environment for persons served. Persons served are treated with dignity and respect, involved as active participants, and given opportunities to experience success in their program and lives. In interviewing one of the persons served, he stated, "I extended my probation so I can continue to come to YFS for services. I love coming to meet with my counselor. This program has helped me so much."
- Employees exhibit compassion and enthusiasm for the mission of the organization and the services that are provided. The organization employs dedicated and professionally oriented staff members who communicate a love and commitment for the work they do. Attention to person-centered services and rapid responsiveness to individual needs are readily apparent when talking with the persons served and the staff members. The staff does a great job in utilizing community resources for persons' preferences.
- YFS provide services at locations where the persons served reside or where they attend daily activities (i.e., school). By providing services in these locations, the organization overcomes numerous possible barriers to treatment and increases conformance to individual service plans.
- The staff members are well trained in therapies and practices that address a variety of types of trauma.
- The building is beautifully decorated and provides a warm, safe, and welcoming environment that is conducive to quality treatment for the staff and persons served and their families.

**YFS 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, YFS provides quality programs and services in a manner in which dignity and respect are shown to the persons served and in accordance with the organization's mission. Staff members throughout the organization are committed to continuous quality improvement in all aspects of operations. The persons served and other stakeholders are very satisfied with the services. Dedicated staff members are employed, and the solid leadership team in place provides oversight and guidance to the staff. YFS has made a commitment to conform to CARF standards. The positive attitude with which the management and staff members participated in the survey and their receptivity to the consultation and recommendations that were offered instill confidence that the organization will use the results of this survey to further improve organizational operations and service quality.

Youth and Family Services, Inc. has earned a Three-Year Accreditation. The organization and staff members are congratulated for this achievement and complimented for the positive efforts they have made in the pursuit of international accreditation. They are encouraged to continue to use their resources to address the opportunities for improvement noted in the recommendations in this report and to continue to use the CARF standards as a guide for optimal business practices and service delivery.

## **SECTION 1. ASPIRE TO EXCELLENCE<sup>®</sup>**

### **A. Leadership**

#### **Description**

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