

MILESTONES

2nd Edition
2023

FRIENDSHIP
RECEIVES
FOUR-YEAR CQL
ACCREDITATION



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Nurturing abilities, achieving dreams.

Personal Outcome Measures



Friendship is accredited by The Council on Quality and Leadership (CQL). This shows that we've taken unique steps to ensure we are working with the people we support to identify what is of personal importance and putting it into practice. Personal Outcome Measures, developed by CQL, are 21 indicators that establish a snapshot of a person's quality of life.

The following Personal Outcome Measures are assessed for each person on an annual basis. They reinforce our organization's focus on assisting people to live fulfilling and self-directed lives, along with providing us with a guide to person-centered planning each year. As a faith-based organization, Friendship is committed to following Jesus Christ as our example in treating each person with kindness, dignity, and as a valuable human being, made in the image of God. This spiritual focus permeates each of the following Personal Outcomes, along with our emphasis to assist each person to express their own spirituality as defined by them.

We accept and incorporate Personal Outcome Measures in all we do for each person we support.



My Human Security

People Are Safe

Being safe and feeling safe are essential to a person's quality of life. Dangers are present every day, but people achieve a sense of safety when they take precautions to minimize danger. Overprotection does not accomplish this. Rather, learning through life experience with small risks allows a person to understand how to make more significant decisions in light of these risks. This includes practicing emergency drills, having emergency contacts, and knowing ways to minimize unnecessary risks throughout all environments.

People Are Free From Abuse and Neglect

Safeguards must be in place to protect people from being subjected to physical or emotional harm in all environments. People are trained to understand what abuse and neglect means so issues can be identified if someone feels he or she is being mistreated. Employees are also trained to prevent these situations and to intervene and report any situation they become aware of so future occurrences can be prevented.

People Have the Best Possible Health

Being healthy is not just the absence of illness. Being healthy is a holistic vision, encompassing physical, emotional, nutritional, occupational, social, and spiritual health. And every one of these aspects of health can affect the others. A person's best possible health is individually defined.

People Experience Continuity and Security

Change happens to everyone. Sometimes we can expect it, and sometimes we can't. But when change happens to people, do they have people and services on which they can still rely? Do people feel that they can weather the storms of life because certain people in their life are still there and essential resources are still available?

People Exercise Rights

All people have certain rights bestowed upon them. Knowing our rights as people is important, including, but not limited to: having the freedom of speech, religion, association, and equal protection. Knowing which rights a person has is an essential first step in exercising them. People must be aware of their rights and when those rights are being restricted.

People Are Treated Fairly

Every effort should be made to treat others the way we would like to be treated. Rights restrictions may be put in place in situations when extra supports are necessary, or when extra protection from harm is necessary. When these circumstances arise, we should pursue ways to ensure restrictions are necessary and, whenever possible, temporary.

People Are Respected

Respect is how we show that we value someone else as a person. Respect is shown in how we assist people to live self-directed lives, caring about what each person has to say about the way his/her life will be lived. Respect means we allow people to make decisions, whether or not we agree, as this will enhance a person's self-esteem and status. Respect requires that we truly listen to the thoughts and feelings of each person without expecting anything in return.

My Community

People Use Their Environments

People are assisted to use their environments to the maximum extent possible. This includes home, work, and the community, along with the transportation needs to and from these environments. Often adaptive equipment is needed, or at the very least, training on how to use the equipment, technology, and environmental modifications present in each environment. The goal of this is for people to increase their ability to independently access and use all of their environments.

People Live in Integrated Environments

Our industry has come a long way from having separate environments for people with disabilities to ensuring that people become a part of their communities. This integration must include exposure to, and acceptance of, a wide range of people. Even now, we must ask ourselves, "Do people have the same access to the environments as everyone else? Are there opportunities to connect with new people in these environments?"

People Interact with Other Members of the Community

Simply being "in the community" doesn't necessarily fulfill the need inside every person to truly connect with other people. Each person must seize opportunities to connect with people who don't receive services, and with people who aren't paid to be with them. The amount of time spent interacting with the community must be satisfactory to the person.

People Participate in the Life of the Community

Not everyone wants to participate in a different event with different people every night of the week. However, making community connections and deepening current connections is what life is all about. Sometimes it's not about what we do, but with whom we share it. The amount of time spent in the community must be satisfactory to the person.

My Relationships

People Are Connected to Natural Support Networks

Natural supports typically include our friends, family, neighbors, and coworkers. The supports that these people provide normally don't change even when life's circumstances change. The amount of connection a person experiences must be individually decided.

People Have Friends

We must support people to have friends, which typically excludes direct support staff and family members. When we support people to have friends, it can include accessing transportation, technology (Skype, email, phones), reminders, etc. When goals are accomplished, whom do people call? Do people want to share that joy with others? The people they seek out to share the good times (and the bad) are the friends they've chosen.

People Have Intimate Relationships

Having an intimate relationship is when a person shares with another person that which he/she doesn't share with anyone else. This includes a feeling of deep trust and acceptance by one another. People define their own requirement of intimacy and the extent of that intimacy.

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People Decide When to Share Personal Information

People value personal privacy. Various pieces of information must be protected as outlined by HIPAA. Other information is still valuable and must only be shared with the consent from that person. This requires people knowing what information is kept about them. As support staff, we should always ask ourselves, "Does this other person need to know what I'm about to tell them?"

People Perform Different Social Roles

Having a social role requires action. Being at an event doesn't achieve this personal outcome. The roles we fill in life help people define themselves. "I am a brother. I am an employee of this business. I am a member of this club." These shape our lives and goals. To see if a person has a social role, the true question must be asked; "Would this person be missed if he or she was not there?"

My Choices

People Choose Where and With Whom They Live

Home is the place where we should feel the safest and the most at peace. Each person must be the key decision-maker in the place they will call home, and if anyone will share this space with them. This requires exposing the person to options available, so he or she can make an informed decision.

People Choose Where They Work

People find value in the ways they contribute to their communities. We must assist people to pursue areas of employment that give their life enrichment, not merely a paycheck. This requires exposing the person to options available, so he or she can best decide what paid role will bring him/her fulfillment. If there are barriers, we must work to either overcome them, or find a "next best" alternative.

People Choose Services

The services provided to people are not necessarily outcomes themselves, but they facilitate the possibility for people to achieve all of the outcomes. Are we organizing proper services and supports that will bring about the achievement of personal outcomes? Are people choosing their own doctors, dentists, barbers, banks, etc.?

My Goals

People Choose Personal Goals

The goals each person has fuels his/her hope for tomorrow. "One day I will be a dog owner." "One day I will visit the Grand Canyon." "One day I will have my dream job." Goals help each person boldly answer NO to the question, "Is this all there is?" Every person has his/her own goals. We must help people change their thought of "One day I will..." into "This year I will..."

People Realize Personal Goals

Achieving goals allows people to feel a sense of success in life. Having goals is important, but they are meaningless if no steps are taken to achieve them. This goal of success should be the foundation of the decisions we make. If a person has not accomplished something of personal significance, this outcome has not been met.

As a faith-based organization, Friendship is committed to following Jesus Christ as our example in treating each person with kindness, dignity, and as a valuable human being, made in the image of God.



Friendship Receives Four Year CQL Accreditation



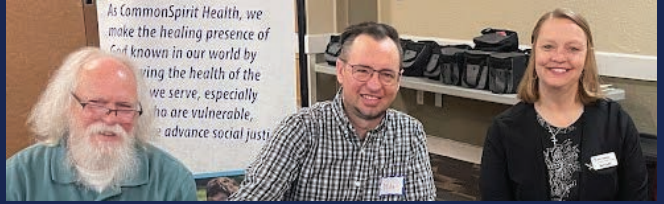
CQL ACCREDITATION WEEK APRIL 4-7, 2023

After four years our big week was finally here. It was time for our accreditation review with The Council on Quality and Leadership (CQL). This review happens for one week every four years. This is a week to share our best practices, to hear what best practices the reviewers are seeing within our industry, and to set our goals for the next four years. This entire week is a celebration for everyone across the organization and the week gives people supported and employees the opportunity to share their ideas for our future. "This week was filled with teamwork, reflection, and engagement," says Dori Leslie, President, "just an awesome week".

DAY ONE OF ACCREDITATION

The week started with a commencement event that saw 15 people supported each taking the stage to present their goals and achievements. Some discussed goals and accomplishments from the past four years, while others discussed vacations and upcoming events in their lives. Jay Sorum, Board Member, emceed the event and kept our CQL guests, Mike and Barney, on their toes. Jay said his favorite part of emceeding the event was that he enjoyed introducing people and seeing what they were going to do. "I like being at the CQL event and dressing up and looking nice," said Jay.





DAY TWO OF ACCREDITATION

The days that followed were bursting with excitement and sentiment as we showcased Friendship's person-centered services. Wednesday continued with countless sessions that dove deep into the quality of services Friendship provides to the people we support, to their families, to our staff, and to community members. Stories, feelings, and gratitude were all shared as we discovered what it truly means to be a part of the Friendship family.





DAY THREE OF ACCREDITATION

Thursday was the Person-Centered Excellence (PCE) day. Friendship invited a wide variety of stakeholders – people supported, family members, staff, friends, board members, community members, community direct-hire supervisors, etc. The work that is done on this day helps set the direction for the organization including identifying organizational goals, strategies, and Friendship's PCE plans for the upcoming four years. A quick turnaround had staff and people supported working through the night in preparation for the final day's presentation of Friendship's future goals. When asked what he did in preparation for Friday, Kris Waslaski, Assistant Manager at All Seasons Laundry, stated, "I stayed up until 11:00pm on Thursday night," working on the skit.



"The entire week of our CQL review was magical. To hear the stories that were told touched my heart."

- Dori Leslie, President



“My favorite part of the day was singing!” - Muggins Hauff



DAY FOUR OF ACCREDITATION

The final day, Friday, shined light on Friendship's creativity and innovation as the five PCE Plan skits that were created the night before were revealed. After the skits, Muggins Hauff took the stage to sing "Jesus Loves Me," while simultaneously signing the words in American Sign Language. "My favorite part of the day was singing," she explained. As Friendship's accreditation week came to a close, employees, people supported, and guests congratulated Friendship on another successful accreditation. More importantly, it was affirmed that Friendship continued to be a trailblazer in the field by putting the people above all else. With the direction we received during CQL week, we will pave the way into the future.



Giving Hearts Day 2023

Thank you to everyone who supported Friendship on Giving Hearts Day 2023! Friendship received over \$75,000, which will go directly to people supported for non-covered expenses and improved quality of life. We are excited to share stories with you throughout the year about how your contribution has directly touched someone's life.



As many of you know, Giving Hearts Day is a one-day online giving event in our region, and is Friendship's most important fundraising day of the year. We saw record turnout at our events and we had a record number of individual donors. We are happy to report that we ran out of Mexican food in Grafton and nearly ran out of chili in Fargo! All of these are good indicators that we continue to gain friends and community support, which is vital to our mission at Friendship. If you missed Giving Hearts Day this year, you can still contribute to Friendship at <https://app.givingheartsday.org/#/charity/759>

Scan here! →





 **Giving Hearts Day** 
Nurturing abilities, achieving dreams.

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Thank you! 

Because of our generous donors, we raised over \$75,000!



On the Minds of People We Support

We asked the people we support their thoughts and they answered!

Who Is Your Favorite Person In The World?

"Ryan Orcutt. He likes to email me." - Grant

"Me!" - Chester

"Me." - Alex

"Myself." - Tammie

"My Staff." - Jim

"Laura and Kim." - Greg

"Ryan and Theresa." - Dusty

"I don't know, maybe you!" - Lynn

"Mom." - Dan

"Jason and Kealy." - Curt

"My mom." - Erin

"Debbie and Laura." - Jay O.

"My sister, Jessica." - Michael

"Sam and Craig." - Devon

"Aaron, Erin, Barb, Autumn, Rhonda, Gina, Tricia, Greg, and my brother. They are all nice to me!" - Ashley

"Mom and dad!" - Jamie

"Myself." - Tylor



Julie's Journal

By Julie Gustafson



My name is Julie Gustafson, and I'm a Hillsboro – Central Valley Burros fan. I also have cousins that are Oak Grove Grover fans. I like the Fargo South Bruins where Greta (my niece) goes to school. The Vikings may win their pre-season games in August this coming year when it starts. I think Aaron Rodgers is going to retire from the National Football League. I'm happy that the Chiefs won this year at the end of the season. I moved to West Fargo on the southeastern side of West Fargo, but the zip code may have changed.





June 16, 2023
Friendship Formal

July 20, 2023
Grafton Family Picnic

July 25, 2023
Fargo Family Picnic



Our Mission

As CommonSpirit Health, we make the healing presence of God known in our world by improving the health of the people we serve, especially those who are vulnerable, while we advance social justice for all.

Our Vision

A healthier future for all – inspired by faith, driven by innovation, and powered by our humanity.

Our Values

Compassion
Excellence
Inclusion
Collaboration
Integrity

Make a Difference



Friendship is looking for applicants committed to delivering quality direct supports. Openings for Direct Support Professionals include full-time, part-time, and PRN positions. These positions provide direct supports to people with intellectual and developmental disabilities to enhance their lives. No experience is necessary and training is provided.

TO APPLY, VISIT CHIFRIENDSHIP.COM

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