



# CREATIVE CONNECTIONS

Volume 3 Issue 1 JANUARY 2023

## WE WANT TO HEAR FROM YOU

Creative Empowerment Opportunities recognizes the importance of gathering feedback from stakeholders, employees and persons served.

Feedback provides CEO the opportunity to continue growing and learning as a service provider and as Direct Supports Professionals.

Creative Empowerment Opportunities conducts persons served feedback surveys twice a year and annually conducts Employee Feedback Surveys, Funding Agency Feedback Surveys as well as a Home Placement & Family Surveys. Information obtained from the surveys is utilized by CEO's Quality Improvement Team to identify targets for improvement and develop goals to increase the quality of services provided to persons served. Once collected, feedback survey results are made available in an understandable format. Results are also communicated to our Board of Directors, employees, persons served and stakeholders. Results and plans for quality improvement are also included in Creative Empowerment Opportunities Annual Report which is posted on our company website.



A feedback survey which corresponds with your CEO affiliation has been included with this edition of our Creative Connections newsletter in hopes that you will take a few moments to share your thoughts with us. Once complete you may return the survey via one of the following methods:

✔ Fax: (248) 920-361

✔ Email: [cara.flockhart@creativeemployment.net](mailto:cara.flockhart@creativeemployment.net)

✔ Mail: 345 Edison St., Pontiac, MI 48342



# Lead strongly! Lead boldly! Lead masterfully!

Creative Empowerment Opportunities would like to take a moment to congratulate Jennie Whitmer on her promotion from Program Manager to Program Supervisor of CEO's Anchorville location. Jennie joined CEO and the CEO Anchorville team in September 2007. Jennie is an amazing leader with strong commitment to providing quality services for persons served. Along with her promotion we are pleased to announce that Jennie will be taking over the supervision, planning, and lesson development of the Empowerment Academy effective February 1, 2023. The Empowerment Academy will continue to provide persons served with a wide variety of new, structured and meaningful opportunities in their greater community while gaining skills and knowledge in an array of areas.



## *Coming together. sharing together. working together. succeeding together.*



Creative Opportunities recently participated in an accreditation survey conducted by The Commission on Accreditation of Rehabilitation Facilities (CARF) International. CARF is an independent accrediting body of health and human services. Accreditation demonstrates a provider's commitment to continuously improve service quality and to focus on the satisfaction of the persons served.

CEO's survey was held from December 14, 2022-December 16, 2022. CARF surveyors measured CEO's policies, procedures and service delivery against 927 standards. We are proud to announce that Creative Empowerment Opportunities met 99% or 926 out of 927 of the standards.




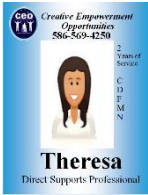

























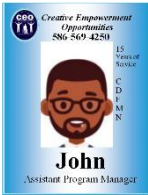


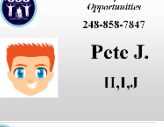





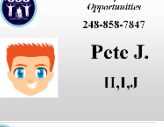

















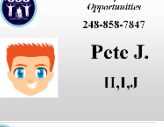



Creative Empowerment Opportunities is grateful for the opportunities and new ideas that CARF has made possible and for their support in our endeavor to "Empower People for Success".

# EMPOWERING COMMUNITY EXPERIENCES INSPIRING INDEPENDENCE

Persons Served are empowered to exercise their autonomy and strive for maximum independence by making decisions in their daily activities. Creative Empowerment Opportunities monthly community integration calendars are posted alongside a daily visual calendar (example below) which displays daily activities to assist persons served in identifying and selecting activity opportunities available for the day. Each person served has the opportunity to choose an activity (#1-Group letter) by placing their picture (#4-Person Served picture) under their desired community location (#2-Activity chosen) and also select the Direct Support Professional of their choice (#3-Preferred DSP).



Monthly community integration calendars are also displayed on our website at [www.creativeempowerment.org](http://www.creativeempowerment.org). Persons Served and stakeholders have the ability and are encouraged to view, in advance, what outings are being held and if the person has the opportunity to make purchases at the outing using their personal funds per their Person Served Plan of Service.

<p>1. <span style="border: 1px solid black; padding: 5px;">A</span></p> <p>2. </p>	<p>1. <span style="border: 1px solid black; padding: 5px;">B</span></p> <p>2. </p>	<p>1. <span style="border: 1px solid black; padding: 5px;">C</span></p> <p>2. </p>																		
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Creative Empowerment Opportunities is pleased to announce we are still offering virtual learning services through our Telehealth Series. CEO offers classes on-line via telehealth on a variety of topics from the four skill development areas: Activities of Daily Living, Physical Health, Functional Academics and Social Skills. Classes are available Monday-Friday from 10:30AM-3:00PM!

If you are interested in learning more about courses offered or to enroll please contact Creative Empowerment Opportunities at (586) 569-4250 for further information.

## **Creative Empowerment Opportunities COVID-19 Response Plan**

The team at Creative Empowerment Opportunities has been working diligently to ensure that the persons served receive face to face services in a safe/healthy environment. Our COVID-19 Response Plan, highlights the positive changes we have made as an agency, to ensure service delivery at the community center and in the greater community are conducted in accordance with the recommended safety guidelines from the Center for Disease Control and governing authorities. Please visit our website to see our COVID-19 Response Plan.

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Creative Empowerment Opportunities provides a Person First learning environment for persons served. Our agency fully embraces the culture of "Gentle Teaching". We provide care and support to people with intellectual disabilities and those in recovery from mental illness. Each Person Served is encouraged to select individualized and meaningful goals to increase their skill set and independence. CEO fully embraces and comply with all Home and Community Based Federal Rules.

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Don't forget to visit our website at [www.creativeempowerment.org](http://www.creativeempowerment.org) or our Creative Empowerment Opportunities Facebook page to keep up to date on all our news and events!