



To: Judie Foster-Lupkin, Executive Director
Winona O.R.C. Industries, Inc.

From: CARF International

Date: March 15, 2012

Re: Annual Conformance to Quality Report

To reinforce the value of accreditation throughout its term and to enhance the quality of services and the lives of persons served, each organization with CARF International-accredited programs is to submit an Annual Conformance to Quality Report (ACQR) to CARF. This report is due on each anniversary date of the organization's current accreditation term and reaffirms the organization's conformance to the applicable standards. Under Accreditation Condition #4, submission of the ACQR is required to maintain accredited status. Enclosed is the ACQR that must be reviewed, signed, and returned to CARF by 5/31/2012.

The ACQR recognizes each organization's commitment to ongoing conformance to the CARF International standards throughout the accreditation term and is consistent with the CARF standards manuals, which state, "In order to retain accreditation, organizations and their accredited programs must at all times conform to CARF's standards, satisfy the CARF Accreditation Conditions, and comply with CARF's policies and procedures, as changes are published and made effective from time to time." For more information, please refer to a current standards manual.

The ACQR helps each organization manage risk by prompting it to review its practices to confirm that it is still in step with quality- and consumer-focused outcomes. The ACQR document itself can help serve as a checklist for an organization's leadership and staff to monitor progress in its quality improvement.

The ACQR is consistent with typical business practices for accountability and the trend to extend public trust and it delivers a strong statement when signed by the organization's leadership. It is a public reaffirmation that the organization continues to conform to the CARF International standards even after the survey. An organization that regularly reviews and implements changes in the standards is better prepared for its next survey. The communication also helps CARF plan the next survey to match each organization's unique situation.

For the ACQR to be deemed complete, the following must be included with the completed report:

- ◆ Signature of the appropriate organizational leadership.
- ◆ Pertinent documentation, e.g., reporting of significant changes or events for the previous year as identified on the Attachment to ACQR, if applicable.

CARF International encourages you to approach the completion of the ACQR as an additional opportunity to enhance the quality, value, and outcomes of your services. If you need further assistance or have questions, please contact Pete Hathaway, Resource Specialist, at phathaway@carf.org or 888-281-6531, extension 7113.

CARF INTERNATIONAL

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Toll-free/TTY 888 281 6531 ■ Fax 520 318 1129

CARF-CCAC

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Toll-free 866 888 1122 ■ Fax 202 587 5009

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**Annual Conformance to Quality Report (ACQR)
Winona O.R.C. Industries, Inc.**

In accordance with Accreditation Condition #4, the following report must
be submitted annually on each anniversary of the accreditation term.

Forward the completed ACQR to:

**CARF International
6951 East Southpoint Road
Tucson, AZ 85756**

Annual Conformance to Quality Report

Organization: Winona O.R.C. Industries, Inc.

Accreditation Anniversary Date: 5/31/2012

I attest that practices in the following areas are in place and being used in the daily operations of Winona O.R.C. Industries, Inc. as part of our commitment to ongoing performance excellence. Conformance to the standards in the following areas has been verified and is being practiced.

Assess the Environment

Winona O.R.C. Industries, Inc. is committed to vigilance of the context in which it conducts its business affairs. It collects and analyzes information to guide organizational planning and action toward excellence. The leadership embraces the values of accountability and responsibility, the governing board (if applicable) ensures focus on organizational purpose and outcomes for the persons served, and the organization demonstrates corporate responsibility.

Set Strategy

Winona O.R.C. Industries, Inc. continues to develop strategic integrated planning that is supported by financial planning, identification of strengths and weaknesses of the environment, and engagement in the opportunities that present themselves to the organization. Planning validates, supports, and enhances the missions of organizations.

Persons Served and Other Stakeholders - Obtain Input

Winona O.R.C. Industries, Inc. continues to gather and analyze input from the persons served to create services that meet or exceed their expectations. It is able to demonstrate the use of information gathered and its impact on persons served, the community at large, and other stakeholders.

Implement the Plan

Winona O.R.C. Industries, Inc. translates strategic goals into tangible action. While doing so, it complies with legal and regulatory requirements, maintains policies and systems to operate a fiscally prudent organization, manages its risk, maintains safe and clean environments, maintains competent and well-trained staff, follows its technology plan, promotes and protects the rights of the persons served, and remains committed to the implementation of its accessibility plan and the removal of barriers.

Review Results

Winona O.R.C. Industries, Inc. continues to collect, analyze, and use information to improve service delivery and business practices and to increase the satisfaction of persons served and other stakeholders. It has outlined or taken action to improve performance and shares this information with stakeholders.



Effect Change

Winona O.R.C. Industries, Inc. has systems in place that will initiate performance improvement whenever an area for improvement is identified in either business or clinical practice. It recognizes that this is a dynamic, proactive process.

SIGNATURE:

I, the undersigned, as a designated or authorized leader or corporate officer of Winona O.R.C. Industries, Inc., hereby acknowledge and affirm that Winona O.R.C. Industries, Inc. is and has at all times within the last year been in substantial conformance to all of the applicable CARF International standards.

Signature: Judie Foster-Lupkin
 Printed Name: JUDIE FOSTER-LUPKIN
 Job Title: Executive Director
 Date: 3/19/12

Attachment to ACQR

Winona O.R.C. Industries, Inc.

NOTE: All items must be addressed. Incomplete information will delay the review process and may result in loss of accreditation.

Ongoing Communication - Administrative Items

Pursuant to CARF policy, as published in the standards manuals, each organization is required to inform CARF of situations that may affect the continuation of its accreditation status, as some situations may require further actions to be taken. During the previous year, has your organization had a change in any of the following areas? If so, please check all that apply and attach explanatory material.

- | | | | |
|------------------------------|---|--|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 1. A change in the leadership |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 2. A change in the ownership |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 3. Relocation of an accredited program, service, or the organization itself |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 4. A change in mail and/or e-mail addresses |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 5. Significant reorganization of the personnel associated with the accredited program or service |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 6. Expansion, reduction, or elimination of an accredited program, service, or site |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 7. Severe financial distress |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 8. Merger or consolidation affecting an accredited program or service |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 9. Joint venture or acquisition affecting an accredited program or service |

Ongoing Communication - Significant Events

During the term of accreditation, each organization must also provide CARF with information on significant events that occur within its accredited programs or services. Some situations, such as alleged incidents that relate to the standards, may require further actions to be taken by CARF. Within the last year, have your accredited programs or services experienced any of the following events? If so, please check all that apply and attach explanatory material. If your organization was required to report any of these items to a state, provincial, or regulatory agency, you may either attach a copy of the information reported or a summary prepared for this report.

- | | | | |
|------------------------------|---|--|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 1. Investigations |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 2. Material litigation |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 3. Catastrophes |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 4. Sentinel Events |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 5. CMS sanctions, bans on admissions, fines, penalties, or loss of programs (U.S. organizations only) |

Please log on to Customer Connect at customerconnect.carf.org to obtain additional information about reportable events and a form for attaching additional information to this ACQR. Once logged on, go to the Resources page and click the "Ongoing communication form" link.