



Three-Year Accreditation

CARF
Survey Report
for
Terrebonne ARC

CARF INTERNATIONAL
6951 East Southpoint Road
Tucson, AZ 85756 USA
Toll-free 888 281 6531
Tel/TTY 520 325 1044
Fax 520 318 1129

CARF-CCAC
1730 Rhode Island Avenue, NW, Suite 410
Washington, DC 20036 USA
Toll-free 866 888 1122
Tel 202 587 5001
Fax 202 587 5009

CARF CANADA
1400 - 10020 101A Avenue NW
Edmonton, AB T5J 3G2 CANADA
Toll-free 877 434 5444
Tel 780 429 2538
Fax 780 426 7274

Organization

Terrebonne ARC (TARC)
One McCord Road
Houma, LA 70363

Organizational Leadership

Mary Lynn Bisland, M.Ed., Executive Director

Survey Dates

June 20-22, 2012

Survey Team

Ronald L. Van Rooyen, B.S., M.S., Administrative Surveyor
Alan J. Marken, Program Surveyor
Sue B. Linn, LPC, Program Surveyor

Programs/Services Surveyed

Community Housing
Community Integration
Respite Services
Supported Living

Community Employment Services: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training
Employment Planning Services
Organizational Employment Services

Governance Standards Applied

Previous Survey

June 17-19, 2009
Three-Year Accreditation



Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: June 2015

SURVEY SUMMARY

Terrebonne ARC (TARC) has strengths in many areas.

- The organization has recently changed its name from Terrebonne Association for the Retarded, Inc., to Terrebonne ARC. This name change will enhance the promotion of its mission and values.
- TARC, a nonprofit organization and quasi-governmental entity, has an extremely passionate and deep commitment to its mission, vision, and values; to providing quality services; and to promoting quality improvement. It is evident that TARC has used the CARF standards and previous survey reports to improve the efficiency and effectiveness of its services and operations.
- The board of directors is dedicated to the TARC mission, supports TARC's operations, and has been a driving force in maintaining TARC's fiscal stability, especially maintaining a healthy reserve account. It is evident that the board of directors fulfills its monitoring and policy responsibilities in order to maintain service delivery, operations, and fiscal stability. The board of directors is commended for its dedication to the CARF governance standards.
- The dedicated and professional management team has developed a strong team effort and a commitment to service delivery, client-driven services, and meeting client needs. The management team appears to work well together and complements each other.
- There appears to be excellent rapport and mutual respect among the board, management personnel, staff members, and clients. It is evident that there is a high level of professionalism among staff members and also collaborative and respectful working conditions.
- The organization provides a safe, secure, friendly, and well-located main campus from which to provide services. The buildings provide appropriate environments that are conducive to training and interaction among clients and staff members.
- TARC has developed and uses an excellent safety program in order to maintain safe environments for clients, personnel, and visitors. It is apparent that the organization values providing safe places to provide services.
- TARC has excellent policies, procedures, and systems to support its business operations and services. The policies and procedures are well written, clear, complete, and comprehensive. In addition, the excellent outcomes measurement system that measures business and service performance is impressive.
- The organization is commended for the numerous and excellent partnerships and collaborative efforts that have been developed with agencies and organizations throughout its community and service area. It is evident that TARC is a leader and respected member of the local, state, and national nonprofit community.
- TARC has a particularly positive image and reputation in its service delivery area and is a respected and valued member of the community as evidenced from all stakeholders interviewed.

- TARC has caring, dedicated, and resourceful staff members who are responsive to needs of clients. Clients and families expressed satisfaction with the services provided. With great enthusiasm, parents expressed their support and appreciation for TARC and how it has helped their son or daughter. Families stated that they would recommend TARC to other family members and friends.
- Clients are treated with dignity and respect. Smiles and positive comments were observed and heard throughout the homes and program sites.
- TARC is commended and recognized for retaining excellent, qualified personnel, and this is evident in the services delivered. Most staff members have ten-plus years of service and contribute to the organization's continuity and strength.
- TARC has made a genuine commitment to the CARF accreditation process. It has developed a team approach to the survey, which has enhanced its ability and effectiveness in quality services.
- TARC is a vital component in the community it serves and has the backing of many agencies and citizens who support its business endeavors. Leadership works well by soundly functioning as stewards of resources to address service needs of clients and families.
- Residential homes appear comfortable for the clients residing there. These homes are located in a pleasant residential neighborhood, similar to other homes nearby. Clients expressed their personal taste through their room décor. Throughout the homes, there is a warm family feeling between clients and staff.
- The availability of medical and counseling staff has enhanced the services and overall client well-being.
- TARC has various businesses that not only increase its revenue diversity and financial stability but also provide clients with many work options.
- Several contracts are performed and/or businesses operated away from the main campus, which facilitates greater community integration.
- Clients are thoroughly trained when going into a supported employment job. The job coach remains with the individual as long as necessary to help with acclimation to the new job.
- TARC provides client follow-along services in community jobs with little or no reimbursement. It has followed one individual along for more than sixteen years.

TARC 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, TARC provides excellent services and demonstrates a true commitment to quality and a willingness to improve its services and operations. The organization is dedicated to conforming to CARF standards. It has worked very hard to prepare for this survey and, as a result, it has minimal areas for improvement. Its services are impressive, and it is dedicated to quality improvement. The survey report identifies the few specific issues to be addressed in order to improve service delivery and business operations. It is apparent that the organization presently has the expertise and desire to address the identified issues and will continue to use the CARF standards and this survey report to further improve the efficiency and effectiveness of its services and operations.

Terrebonne ARC has earned a Three-Year Accreditation. The board, administration, and staff members are complimented for this accomplishment and are encouraged to continue their efforts, in cooperation with other community services organizations, to provide quality services to its clients. The organization is further encouraged to continue to use the CARF standards as a tool to improve its service delivery and operations; to ensure that the CARF standards and any revisions are used when developing policies, procedures, and new services; and to monitor the annual changes to the standards to ensure continued conformance.

SECTION 1. ASPIRE TO EXCELLENCE[®]

A. Leadership

Principle Statement

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

Recommendations

A.5.a.(4)(c)

A.5.a.(4)(d)

A.5.a.(4)(f)

A.5.a.(7)(a) through A.5.a.(7)(d)

Although the organization has comprehensive policies and procedures, it is recommended that the ethical codes of conduct be expanded to address service delivery with regard to personal fundraising, personal property, and witnessing of documents. In addition, the ethical codes of conduct should also address the prohibition of waste, fraud, abuse, and other wrongdoing. It is suggested that personnel systematically receive training on the organization's ethical codes of conduct.

Consultation

- It is suggested that a CARF tickler calendar and an all-inclusive CARF annual report be developed and used to ensure that all required responsibilities are systematically accomplished and reported and that the workload is distributed throughout the year.
-

B. Governance

Principle Statement

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

Key Areas Addressed

- Ethical, active, and accountable governance
 - Board composition, selection, orientation, development, assessment, and succession
 - Board leadership, organizational structure, meeting planning, and management
 - Linkage between governance and executive leadership
 - Corporate and executive leadership performance review and development
 - Executive compensation
-

Recommendations

B.2.g.(1)(b)

B.2.g.(1)(c)

B.2.g.(1)(e)

It is recommended that the board of directors expand its Self Governing Policies to include additional financial matters between the organization and board members, including loans, expense reimbursement, and other matters of financial interest.

B.5.b.

It is recommended that the board of directors systematically conduct an annual review of the written executive leadership succession plan.

B.6.a. through B.6.e.(7)

It is recommended that governance policies address executive compensation, including a written statement of total executive compensation philosophy that defines the total compensation mix up to and including, as warranted, base pay, incentive plans, benefit plans, and perquisites. The executive compensation policies should also address review by an authorized board committee composed of independent, unrelated board members; total compensation references to market comparator data and functionally comparable positions; and a documented process that outlines terms of compensation arrangements, approval date, names of board members on the committee who approved the compensation decision, data used in the compensation decision, disclosures of any conflict of interest, annual review of executive compensation records, and authority of board members to exercise executive compensation actions. It is suggested that the organization clearly define an independent, unrelated board representative.

C. Strategic Integrated Planning

Principle Statement

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

Key Areas Addressed

- Strategic planning considers stakeholder expectations and environmental impacts
 - Written strategic plan sets goals
 - Plan is implemented, shared, and kept relevant
-

Recommendations

C.2.c.(2)

The organization has developed and implemented an appropriate strategic plan. It is recommended that the strategic plan consistently include prioritized measurable goals in order that goal performance can be systematically measured and reported.

D. Input from Persons Served and Other Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

Key Areas Addressed

- Ongoing collection of information from a variety of sources
 - Analysis and integration into business practices
 - Leadership response to information collected
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization streamline and simplify its satisfaction survey questionnaires and process in order to maintain and improve response rates.
-

E. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all legal and regulatory requirements.

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization has developed a written policy for personnel to respond to legal actions. It is suggested that the policy and procedures be expanded in order to adequately protect the organization and staff members from potential legal risks. It is also suggested that the policy and procedures be added to the orientation checklist so that all personnel are aware of the requirements.
-

F. Financial Planning and Management

Principle Statement

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning
 - Financial results reported/compared to budgeted performance
 - Organization review
 - Fiscal policies and procedures
 - Review of service billing records and fee structure
 - Financial review/audit
 - Safeguarding funds of persons served
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization continue to closely monitor fiscal issues that may impact services and develop a plan to deal with additional reductions in government funding in order to be prepared in the event that it experiences additional funding cuts.
-

G. Risk Management

Principle Statement

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

Key Areas Addressed

- Identification of loss exposures
- Development of risk management plan
- Adequate insurance coverage

Recommendations

There are no recommendations in this area.

Consultation

- The organization has developed an appropriate risk management plan. It is suggested that the plan be systematically monitored and results reported to the board, that it be reformatted into an action plan, and that additional risks be added as they are identified through the normal course of business and operations.
-

H. Health and Safety

Principle Statement

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

Key Areas Addressed

- Inspections
 - Emergency procedures
 - Access to emergency first aid
 - Competency of personnel in safety procedures
 - Reporting/reviewing critical incidents
 - Infection control
-

Recommendations

H.7.c.(2)

It is recommended that relevant emergency information on personnel be obtained and maintained for immediate access in case of an emergency.

H.9.b.(1) through H.9.b.(8)

Although TARC systematically reviews accident/incident reports at monthly safety committee meetings, it is recommended that an annual written analysis of all critical incident reports be provided to or conducted by leadership that addresses causes, trends, actions for improvement, results of performance improvement plans, necessary education and training of personnel, prevention of recurrence, and internal and external reporting requirements. It is suggested that the organization define exactly what is considered a critical incident that should be reported.

Consultation

- It is suggested that all fire extinguishers be consistently checked at least monthly and an emergency drill checklist be developed and used to ensure that drills are accomplished according to adopted time frames.
-

I. Human Resources

Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

Key Areas Addressed

- Adequate staffing
 - Verification of background/credentials
 - Recruitment/retention efforts
 - Personnel skills/characteristics
 - Annual review of job descriptions/performance
 - Policies regarding students/volunteers, if applicable
-

Recommendations

I.6.d.(4)(a)

I.6.d.(4)(b)

Although the organization has an annual performance evaluation process, the process does not presently include the consistent development of measurable goals for personnel. It is recommended that performance evaluations be consistently used to assess performance related to objectives established in the last evaluation period and to establish measurable performance objectives for the next year. It is suggested that the annual review of job descriptions be included in the annual performance evaluation process and that the organization consider the development and use of a personnel retention plan.

J. Technology

Principle Statement

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

Key Areas Addressed

- Written technology and system plan
-

Recommendations

There are no recommendations in this area.

Consultation

- Although TARC has developed a technology plan that details its present technology system, it is suggested that a more detailed technology plan be developed and used to identify future technology and information management needs.
-

K. Rights of Persons Served

Principle Statement

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

- Communication of rights
 - Policies that promote rights
 - Complaint, grievance, and appeals policy
 - Annual review of complaints
-

Recommendations

K.5.a.

K.5.b.(1)

Although a review of formal complaints is completed on a quarterly basis, the review should determine trends at least annually.

L. Accessibility

Principle Statement

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

- Written accessibility plan(s)
 - Status report regarding removal of identified barriers
 - Requests for reasonable accommodations
-

Recommendations

There are no recommendations in this area.

Consultation

- In order to promote accessibility, it is suggested that clients be asked at intake if they have experienced any barriers accessing services and that new personnel hires be asked if they need any reasonable accommodations. It is also suggested that the organization promote accessibility in the community for clients.
-

M. Information Measurement and Management

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and information is used to manage and improve service delivery.

Key Areas Addressed

- Information collection, use, and management
 - Setting and measuring performance indicators
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization has an excellent information measurement and management system. It is suggested that the system be simplified and streamlined in order to make it more efficient and user-friendly and that the system be used to measure business performance.
-

N. Performance Improvement

Principle Statement

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

Key Areas Addressed

- Proactive performance improvement
 - Performance information shared with all stakeholders
-

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization's outcomes measurement and management reports be simplified and streamlined. The use of additional charts and graphs to report performance information to stakeholders is encouraged. It is also suggested that additional outcomes measurement performance data be included in the annual report.
-

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Program/Service Structure

Principle Statement

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

Key Areas Addressed

- Services are person centered and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes
- Documented scope of services shared with stakeholders

- Service delivery based on accepted field practices
 - Communication for effective service delivery
 - Entrance/exit/transition criteria
-

Recommendations

There are no recommendations in this area.

Consultation

- Policies and procedures are written differently in the procedural manuals and the handbook, with those in the handbook appearing to be more accurate. It is suggested that these policies and procedures be identically written.
 - The current scope of service and policies on transition criteria might be reviewed to clarify the wording to ensure that the transition process is documented throughout the treatment process. This might be accomplished by modifying forms to include transition and/or discharge, remembering that transition moves clients internally throughout services.
-

B. Individual-Centered Service Planning, Design, and Delivery

Principle Statement

Improvement of the quality of an individual's services/supports requires a focus on the person and/or family served and their identified strengths, abilities, needs, and preferences. The organization's services are designed around the identified needs and desires of the persons served, are responsive to their expectations, and are relevant to their maximum participation in the environments of their choice.

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services/ supports are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

Key Areas Addressed

- Services are person-centered and individualized
 - Persons are given information about the organization's purposes and ability to address desired outcomes
-

Recommendations

There are no recommendations in this area.

C. Medication Monitoring and Management

Principle Statement

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

Key Areas Addressed

- Current, complete records of medications used by persons served
 - Written procedures for storage and safe handling of medications
 - Educational resources and advocacy for persons served in decision making
 - Physician review of medication use
 - Training and education for persons served regarding medications
-

Recommendations

C.2.d.

During the survey, staff demonstrated knowledge of the disposal of discontinued medication. However, when questioned about medications that may fall out of cups, bubble packs, or bottles, staff had various methods of disposal such as placing these in the return pharmacy box, placing these in an envelope, and flushing. Therefore, it is recommended that TARC's written procedures consistently define safe disposal of medications to include all incidents of disposal.

Consultation

- The medical staff is providing great services and has many efficient and effective practices with regard to medication administration and monitoring. TARC medical staff might benefit from streamlining forms and moving toward a more electronic system in order to reduce handwritten reports and data gathering.
 - TARC currently has a process to gather informed consent for psychotropic medications as well as orders for all as-needed (prn) medications, over-the-counter medications, special diets, etc. It is suggested that TARC consider expanding its informed consents to include transportation of medications by drivers as well as administration by medical staff.
-

D. Employment Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

Key Areas Addressed

- Goals of the persons served
 - Personnel needs of local employers
 - Community resources available
 - Economic trends in the local employment sector
-

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services
-

Recommendations

There are no recommendations in this area.

SECTION 3. EMPLOYMENT SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment services assists the persons served in obtaining access to the resources, services, and supports that result in opportunities for the persons served that meet their employment-related wants, desires, goals, and needs. The organization provides the persons served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons served and other stakeholders. Services are individualized to each person.

C. Employment Planning Services

Principle Statement

Employment planning services are designed to assist a person seeking employment to learn about employment opportunities within the community and to make informed decisions. Employment planning services are individualized to assist a person to choose employment outcomes and/or career development opportunities based on his or her preferences, strengths, abilities, and needs.

Employment planning uses some type of employment exploration model. This may involve one or more of the following:

- Situational assessments
- Paid work trials
- Job tryouts (may be individual, crew, enclave, cluster, etc.)
- Job shadowing
- Simulated job sites
- Staffing agencies/temporary employment agencies
- Volunteer opportunities
- Transitional employment

Key Areas Addressed

- Employment opportunities within the community
 - Informed decision making by participants
 - Referrals to services to implement employment plan
-

Recommendations

There are no recommendations in this area.

H. Organizational Employment Services

Principle Statement

Organizational employment services are designed to provide paid work to the persons served in locations owned, leased, rented, or managed by the service provider. A critical component and value of organizational employment services is to use the capacity of the organization's employment and training service design to create opportunities for persons to achieve desired employment outcomes in their community of choice.

Service models are flexible and may include a variety of enterprises and business designs, including organization-owned businesses such as retail stores, restaurants, shops, franchises, etc.

Key Areas Addressed

- Paid work provided by organization
 - Employment goals of persons served
 - Legal guidelines adherence
-

Recommendations

H.1.k.

TARC should share its employee classifications with clients. This information could be included in the individual/family handbook.

I. Community Employment Services

Principle Statement

Job Development

Successful job development concurrently uses assessment information about the person seeking employment to target the types of jobs available from potential employers in the local labor market. Typical job development activities include reviewing local employment opportunities and developing potential employers/customers through direct and indirect promotional strategies. Job development may include facilitating a hiring agreement between an employer and a person seeking employment. Some persons seeking employment may want assistance at only a basic, informational level such as self-directed job search.

Job-Site Training

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture, industry practices, and work behaviors expected by the employer. It may also include training the employer and coworkers to understand the training methods and accommodations needed by the worker. Job-site training is intensive for the initial orientation of an employee to the job tasks. Job-site training may consist of customizing the job to meet the needs of the new employee and employer, task analysis, counseling, and supports with the intent of leading to natural supports and/or reduced external job coaching. These services are typically not long-term, ceasing after the individual has become stabilized on the job.

Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

Routine follow-up with the employer and the employee is crucial to continued job success. Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as a decrease in productivity of the person served, assistance in training a person to complete new tasks, changes in work schedule or work promotion, adjusting to new supervisors, and managing changes in nonwork environments or other critical life activities that may affect work performance.

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Integrated employment retention
-

Recommendations

There are no recommendations in this area.

SECTION 4. COMMUNITY SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources, services, and supports of their choice. The persons and/or families served are included in their communities to the degree they desire. This may be accomplished by direct service provision or linkages to existing generic opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services/supports they want or require that will meet their identified needs, and offers an array of services/supports it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

Expected results from these services/supports may include:

- Increased inclusion in community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, self-reliance, and self-esteem.

E. Community Integration

Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities
- Communication activities
- Spiritual activities
- Cultural activities
- Vocational pursuits
- Development of work attitudes
- Employment activities
- Volunteerism
- Educational and training activities
- Development of living skills
- Health and wellness promotion
- Orientation, mobility, and destination training
- Access and utilization of public transportation
- Interacting with volunteers from the community in program activities
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.)

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

I. Respite Services

Principle Statement

Respite services facilitate access to time-limited, temporary relief from the ongoing responsibility of service delivery for the persons served, families, and/or organizations. Respite services may be provided in the home, in the community, or at other sites, as appropriate. An organization providing respite services actively works to ensure the availability of an adequate number of direct service personnel.

Key Areas Addressed

- Time-limited, temporary relief from service delivery
 - Accommodation for family's living routine and needs of person served
-

Recommendations

There are no recommendations in this area.

J. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/ supports are provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services/supports are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services/supports are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services/supports are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighborhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which Community Housing services are provided must be identified in the Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

Key Areas Addressed

- Safe, secure, private location
- In-home safety needs
- Options to make changes in living arrangements
- Support to persons as they explore alternatives
- Access as desired to community activities
- System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

K. Supported Living

Principle Statement

Supported living addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of persons usually living in their own homes (apartments, townhouses, or other residential settings). Supported living services are generally long-term in nature but may change in scope, duration, intensity, or location as the needs and preferences of individuals change over time.

Supported living refers to the support services provided to the person served, not the residence in which these services are provided. A sampling of people receiving services/supports in these sites will be visited as part of the interview process. Although the residence will generally be owned, rented, or leased by the person who lives there, the organization may occasionally rent or lease an apartment when the person served is unable to do so. Typically, in this situation the organization would co-sign or in other ways guarantee the lease or rental agreement; however, the person served would be identified as the tenant.

Supported living programs may be referred to as supported living services, independent living, supportive living, semi-independent living, and apartment living; and services/supports may include home health aide and personal care attendant services. Typically there would not be more than two or three persons served living in a residence, no house rules or structure would be applied to the living situation by the organization, and persons served can come and go as they please. Service planning often identifies the number of hours and types of support services provided.

The home or individual apartment of the person served, even when the organization holds the lease or rental agreement on behalf of the person served, is not included in the intent to survey or identified as a site on the accreditation outcome.

Key Areas Addressed

- Safe, affordable, accessible housing chosen by the individual
- In-home safety needs
- Support personnel available based on needs
- Supports available based on needs and desires
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

Terrebonne ARC

One McCord Road
Houma, LA 70363

Community Integration
Respite Services
Supported Living

Community Employment Services: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training
Organizational Employment Services

Governance Standards Applied

Wellington Community Home

203 Wellington
Houma, LA 70360

Community Housing

Dixie Community Home

167 Dixie Street
Houma, LA 70363

Community Housing

Creative Employment Opportunities

6451 West Main Street
Houma, LA 70360

Community Employment Services: Job Development
Community Employment Services: Job Supports
Community Employment Services: Job-Site Training
Employment Planning Services

Lillian Marie Home

3182 Lillian Marie Drive
Gray, LA 70359

Community Housing