

CARF Accreditation Report
for
The Life Enrichment Center, Inc.
Three-Year Accreditation



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About CARF

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during an on-site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

The Life Enrichment Center, Inc.
1111 North Jefferson Street
Milledgeville, GA 31061

Organizational Leadership

Barbara A. Coleman, MEd, Center Director

Survey Number

117000

Survey Date(s)

April 25, 2019–April 26, 2019

Surveyor(s)

Karen Stokes, Administrative
James R. Willis, MSW, Program

Program(s)/Service(s) Surveyed

Community Integration

Previous Survey

March 14, 2016–March 15, 2016
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: May 31, 2022

Executive Summary

This report contains the findings of CARF's on-site survey of The Life Enrichment Center, Inc. conducted April 25, 2019–April 26, 2019. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

Accreditation Decision

On balance, The Life Enrichment Center, Inc. demonstrated substantial conformance to the standards. It is clear that CARF standards are implemented in the organization's policies, procedures, and practices. The leadership is dedicated to the provision of quality services for the individuals served and their families and in the support and encouragement of the staff members. Although there are areas for improvement, the organization appears to have the capacity and willingness to address these recommendations in a timely manner. The organization is encouraged to strive to continue to improve upon its record of providing quality outcomes for the individuals served. The administration and staff members have demonstrated that they build on their strengths and are constantly striving to upgrade all aspects of The Life Enrichment Center.

The Life Enrichment Center, Inc. appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. The Life Enrichment Center, Inc. is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

The Life Enrichment Center, Inc. has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

The survey of The Life Enrichment Center, Inc. was conducted by the following CARF surveyor(s):

- Karen Stokes, Administrative
- James R. Willis, MSW, Program

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of The Life Enrichment Center, Inc. and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.
- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Community Integration

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the on-site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

Areas of Strength

CARF found that The Life Enrichment Center, Inc. demonstrated the following strengths:

- The organization has developed a rights policy for the individuals served that is written in understandable language and rich in descriptive pictures and illustrations.
- The Life Enrichment Center has developed a mentoring program with Georgia College called Best Buddies®. This program matches the individuals served with college students who serve as mentors while providing opportunities for college students to gain a deeper appreciation for inclusion and the rewards of public service.
- The leadership encourages staff members, board members, mentors, interns, and the individuals served to think big and bold as it relates to developing new community activities that are driven by the hopes and desires of the individuals served.
- The organization continues to engage Georgia College students and faculty in developing new and innovative community activities driven by the interests and requests of individuals served. The Life Enrichment Center has grown this partnership from music and art to include fitness, photography, outdoor educational experiences, and one-on-one therapeutic experiences.

- The organization has stretched its budget to include a comprehensive menu of community activities that are individualized and person centered by hosting several students providing support services in a college internship capacity.
- The organization's facility is bright, warm, and inviting due to the ongoing efforts of leadership to identify creative funding opportunities to provide building improvement materials and volunteered labor.
- Staff members at every level are committed to providing services to the individuals served in a manner that is person centered and genuine. This commitment to improving the individuals' lives can be viewed by the long tenure of most staff members currently employed by The Life Enrichment Center.
- The organization provides staff members with a wealth of training on an ongoing basis that covers grievances, universal precautions, critical incidents, corporate compliance, ethics, CPR, first aid, service plan execution, seizures, Crisis Prevention Institute, suicide prevention, person-centered and holistic approaches, diversity, recognizing abuse and neglect, and health and safety.
- The organization is commended for developing a plan of service that is bright, cheery, and almost completely pictorial based to accent the funding source required plan of service format.
- The organization's involved board members serve as ambassadors for The Life Enrichment Center in the community and are well informed and knowledgeable about the organization's programs, but they are also cognizant of the role of the board versus the role of the executive director.
- The comprehensive strategic plan includes strategic board development. The board of directors is commended for recognizing the need to embrace diversity, the knowledge base, and skill set of the board as it strategically seeks to expand membership.
- The Life Enrichment Center has established a deep and comprehensive partnership with a local college that guides the organization's participation in multiple inclusive activities in the community. In addition, the partnership has led to multiple hires of the college's graduates, a fresh approach to service delivery, and innovation and creativity in program development.
- The Life Enrichment Center recognizes and supports the individuals' needs beyond the required services by meeting additional needs and improving the quality of life through the addition of nursing services and the special attention paid to each individual served.
- The organization's personnel policies and staff member handbooks are well written, concise, easy to understand, and composed in such a way to encourage staff members to always keep in mind their role in supporting and facilitating independence, not in fostering dependence.
- The Life Enrichment Center has a broad and comprehensive quality assurance program that ensures that all information regarding services and supports is consistently updated and that billing is accurate and timely. The information gathered on each individual's activities, desires, and needs is impressive and will assist in program planning and service growth.

Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of “aspiring to excellence.” This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate nonconformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather and assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self-assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

Section 1. ASPIRE to Excellence®

1.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 and responsibilities
- Person-centered philosophy
- Organizational guidance
- Leadership accessibility
- Cultural competency and diversity
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

There are no recommendations in this area.

1.C. Strategic Planning

Description

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

- Environmental considerations
- Strategic plan development, implementation, and periodic review

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that The Life Enrichment Center utilize information from the "Client Book" such as the resource page; community partners; external factors; status; governmental influence; societal influence; and a strengths, weaknesses, opportunities, and threats analysis in order to merge the documents and facilitate a more cohesive plan.

1.D. Input from Persons Served and Other Stakeholders

Description

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

- Collection of input
- Integration of input into business practices and planning

Recommendations

There are no recommendations in this area.

1.E. Legal Requirements

Description

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

Key Areas Addressed

- Compliance with obligations
- Response to legal action
- Confidentiality and security of records

Recommendations

There are no recommendations in this area.

1.F. Financial Planning and Management

Description

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and 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

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Safeguarding funds of persons served, if applicable
- Review/audit of financial statements

Recommendations

There are no recommendations in this area.

1.G. Risk Management

Description

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

- Risk management plan implementation and periodic review
- Adequate insurance coverage
- Media relations and social media procedures
- Reviews of contract services

Recommendations

There are no recommendations in this area.

1.H. Health and Safety

Description

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

- Competency-based training on safety procedures and practices
- Emergency procedures
- Access to first aid and emergency information
- Critical incidents
- Infection control
- Health and safety inspections

Recommendations

1.H.7.c.(1)

1.H.7.c.(2)

Although a document is completed that outlines the date, time, and length of unannounced tests, no analysis of performance is documented as it relates to the expected outcomes outlined in policy. It is recommended that all unannounced tests of emergency procedures be analyzed for performance that addresses areas needing improvement and actions to be taken. It is suggested that the results of unannounced tests of all emergency procedures be recorded separately to determine if there are changes that could be made at a particular location.

1.H.10.b.(3)

Although critical incidents trends are documented annually, The Life Enrichment Center is not currently documenting actions for improvement. It is recommended that a written analysis of all critical incidents be provided to or conducted by the leadership that addresses actions for improvement.

Consultation

- Although health and safety self-inspections are completed at least semiannually, The Life Enrichment Center may want to consider adding additional variables to its inspection form that include electric power safety, sidewalk and walkway obstructions, furniture, and heating/cooling systems.

1.I. Workforce Development and Management

Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization. Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioral expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that center on enhancing the lives of persons served.

Key Areas Addressed

- Composition of workforce
- Ongoing workforce planning
- Verification of background/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

1.I.2.d.

It is recommended that workforce development and management practices reflect the organization's performance measurement and management system.

1.I.4.c.(2)

Although The Life Enrichment Center implements written procedures that address timeframes for verification of backgrounds and credentials, it is recommended that written procedures also include timeframes for verification of backgrounds, credentials, and fitness for duty throughout employment.

1.I.5.a.(4)

It is recommended that onboarding and engagement activities include orientation that addresses the organization's performance measurement and management system.

1.J. Technology

Description

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

Key Areas Addressed

- Technology and system plan implementation and periodic review
- Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
- ICT instruction and training, if applicable
- Access to ICT information and assistance, if applicable
- Maintenance of ICT equipment, if applicable
- Emergency procedures that address unique aspects of service delivery via ICT, if applicable

Recommendations

1.J.1.a.(7)

It is recommended that The Life Enrichment Center implement a technology and system plan that includes disaster recovery preparedness.

1.K. Rights of Persons Served

Description

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

- Policies that promote rights of persons served
- Communication of rights to persons served
- Formal complaints by persons served

Recommendations

1.K.4.a.

1.K.4.b.(1)

1.K.4.b.(2)

1.K.4.b.(3)

1.K.4.b.(4)

An analysis of all formal complaints should be conducted at least annually and documented, including whether formal complaints were received, trends, areas needing performance improvement, and actions to be taken to address the improvements needed.

1.L. Accessibility

Description

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

Key Areas Addressed

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

Recommendations

1.L.2.a.(1)

1.L.2.a.(2)

1.L.2.b.(1)

1.L.2.b.(2)

1.L.2.c.

Although The Life Enrichment Center assesses, identifies, and reacts to accessibility needs of the individuals served, staff members, and other stakeholders, it is recommended that it implement an accessibility plan that includes, for all identified barriers, actions to be taken and timelines. Additionally, the plan should be reviewed at least annually for relevance and include progress made in the removal of identified barriers and areas needing improvement and be updated as needed.

1.M. Performance Measurement and Management

Description

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

Key Areas Addressed

- Data collection
- Establishment and measurement of performance indicators

Recommendations

1.M.1.a.

1.M.1.b.

1.M.1.c.

1.M.1.d.

It is recommended that The Life Enrichment Center develop a written description of its performance measurement and management system that includes, at a minimum, mission, programs/services seeking accreditation, objectives of the programs/services seeking accreditation, and personnel responsibilities related to performance measurement and management.

- 1.M.2.a.**
- 1.M.2.b.**
- 1.M.2.c.**
- 1.M.2.d.**

It is recommended that The Life Enrichment Center demonstrate how its data collection system addresses reliability, validity, completeness, and accuracy.

- 1.M.3.a.(1)**
- 1.M.3.a.(2)**
- 1.M.3.a.(3)**
- 1.M.3.a.(4)**
- 1.M.3.a.(5)**
- 1.M.3.a.(6)**
- 1.M.3.a.(7)**
- 1.M.3.a.(8)**
- 1.M.3.a.(9)**
- 1.M.3.a.(10)**
- 1.M.3.a.(11)**
- 1.M.3.a.(12)**
- 1.M.3.b.(1)**
- 1.M.3.b.(2)**
- 1.M.3.b.(3)**
- 1.M.3.c.**
- 1.M.3.d.(1)(a)**
- 1.M.3.d.(1)(b)**
- 1.M.3.d.(1)(c)**
- 1.M.3.d.(2)(a)**
- 1.M.3.d.(2)(b)**
- 1.M.3.d.(2)(c)**

Although the organization collects significant data, it is recommended that it also include financial information; accessibility information; resource allocation; surveys, if applicable; risk management; governance reports, if applicable; human resource activities; technology; health and safety reports; strategic planning information; field trends, including research findings, if applicable; and service delivery. The data should address the needs of the persons served, the needs of other stakeholders, and the business needs of the organization. Data collected by The Life Enrichment Center should also allow for comparative analysis, be used to set written business function objectives, performance indicators, and performance targets, as well as written service delivery objectives, performance indicators, and performance targets for each program seeking accreditation.

- 1.M.6.a.**
- 1.M.6.b.(1)**
- 1.M.6.b.(2)**
- 1.M.6.b.(3)**
- 1.M.6.b.(4)(a)**
- 1.M.6.b.(4)(b)**

The Life Enrichment Center should measure business function performance indicators and service delivery performance indicators for each program/service seeking accreditation in each of the following areas: the effectiveness of services, the efficiency of services, service access, and satisfaction and other feedback from the individuals served and other stakeholders.

- 1.M.7.a.**
- 1.M.7.b.**
- 1.M.7.c.**
- 1.M.7.d.**

For each service delivery performance indicator, the organization should determine to whom the indicator will be applied; the person(s) responsible for collecting the data; the source from which the data will be collected; and a performance target based on an industry benchmark, based on the organization's performance history, or established by the organization or other stakeholder.

1.N. Performance Improvement

Description

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

- Analysis of performance indicators in relation to performance targets
- Use of performance analysis for quality improvement and organizational decision making
- Communication of performance information

Recommendations

- 1.N.1.a.**
- 1.N.1.b.(1)**
- 1.N.1.b.(2)(a)**
- 1.N.1.b.(2)(b)**
- 1.N.1.b.(2)(c)**
- 1.N.1.b.(2)(d)(i)**
- 1.N.1.b.(2)(d)(ii)**
- 1.N.1.b.(3)**
- 1.N.1.c.(1)**
- 1.N.1.c.(2)**
- 1.N.1.c.(3)**

It is recommended that The Life Enrichment Center complete a written analysis at least annually that analyzes performance indicators in relation to performance targets, including business functions and service delivery of each program seeking accreditation, including the effectiveness of services, the efficiency of services, service access, and satisfaction and other feedback from the individuals and other stakeholders, and extenuating or influencing factors. In addition, the written analysis should identify areas needing performance improvement, result in an action plan to address the improvements needed to reach established or revised performance targets, and outline actions taken or changes made to improve performance.

1.N.2.a.(1)

1.N.2.a.(2)

1.N.2.b.

1.N.2.c.

1.N.2.d.

The analysis of performance indicators should be used to review the implementation of the mission and core values of the organization, improve the quality of programs and services, facilitate organizational decision making, and review or update the organization's strategic plan.

1.N.3.a.(1)

1.N.3.a.(2)

1.N.3.a.(3)

1.N.3.b.(1)

1.N.3.b.(2)

1.N.3.b.(3)

1.N.3.c.

It is recommended that The Life Enrichment Center communicate accurate performance information to the individuals, personnel, and other stakeholders according to the needs of the specific group, including the format of the information communicated, the content of the information communicated, and the timeliness of the information communicated.

Section 2. Quality Individualized Services and Supports

Description

For an organization to achieve quality services, the persons served are active participants in the planning, implementation, and ongoing review and revision of the services offered. The organization's commitment to quality and the involvement of the persons served spans the entire time that the persons served are involved with services. The service planning process is individualized, establishing goals and measurable objectives that incorporate the unique strengths, abilities, needs, and preferences of the persons served. Services are responsive to the expectations of persons served and their desired outcomes from services, and are relevant to their maximum participation in the environments of their choice.

2.A. Program/Service Structure

Description

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.

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

Description

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 desired outcomes from services, 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.

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.

2.E. Community Services Principle Standards

Description

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources and services 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 opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services they want or require that will meet their identified needs, and offers an array of services 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 may include:

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

Key Areas Addressed

- Access to community resources and services
- Enhanced quality of life
- Community inclusion
- Community participation

Recommendations

There are no recommendations in this area.

Section 4. Community Services

Description

An organization seeking CARF accreditation in the area of community services assists the persons served through an individualized person-centered process to obtain access to the services, supports, and resources of their choice to achieve their desired outcomes. This may be accomplished by direct service provision, linkages to existing generic opportunities and natural supports in the community, or any combination of these. The persons served are included in their communities to the degree they desire.

The organization provides the persons served with information so that they may make informed choices and decisions. Although we use the phrase person served, this may also include family served, as appropriate to the service and the individual.

The services and supports are arranged and changed as necessary to meet the identified desires of the persons served. Service designs address identified individual, family, socioeconomic, and cultural preferences.

Depending on the program's scope of services, 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, and self-reliance
- Self-esteem.
- Housing opportunities.
- Community citizenship.
- Increased independence.
- Meaningful activities.
- Increased employment options.

4.G. Community Integration (COI)

Description

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.
- Pre-vocational experiences.
- Vocational pursuits.
- Volunteerism in the community.
- 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.

Consultation

- Although the organization offers a comprehensive menu of community integration activities that is diverse and inclusive with the local college and community, it may want to consider developing pictures or short videos illustrating these opportunities to use as a tool to engage the individuals served in deciding what activities they could participate in.

Program(s)/Service(s) by Location

The Life Enrichment Center, Inc.

1111 North Jefferson Street
Milledgeville, GA 31061

Community Integration