



Three-Year Accreditation

**CARF**  
**Survey Report**  
**for**  
**Living Arrangements**  
**for the**  
**Developmentally**  
**Disabled, Inc.**

---

**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**  
10665 Jasper Avenue, Suite 760  
Edmonton, AB T5J 3S9 CANADA  
Toll-free 877 434 5444  
Tel 780 429 2538  
Fax 780 426 7274



**Three-Year Accreditation**

**Organization**

Living Arrangements for the Developmentally Disabled, Inc. (LADD)  
3603 Victory Parkway  
Cincinnati, OH 45229

**Organizational Leadership**

Cindy S. Gartenman, B.S., Director, Program Operations/HR

David L. Robinson, M.S., Executive Director

Fred B. Luurtsema Jr., M.B.A., CPA, Director, Business Operations

Susan Brownknight, B.A., Director, Fund Development/PR

**Survey Dates**

March 12-14, 2014

**Survey Team**

Darlene J. Kratt, Administrative Surveyor

Colleen A. Jewell, B.A., Program Surveyor

Diane L. McCall, M.S., RN, Program Surveyor

**Programs/Services Surveyed**

Community Employment Services: Employment Supports

Community Employment Services: Job Development

Community Housing

Community Integration

Host Family/Shared Living Services

Respite Services

Services Coordination

Supported Living

*Governance Standards Applied*

**Previous Survey**

March 9-11, 2011

Three-Year Accreditation

---

## Survey Outcome

Three-Year Accreditation

Expiration: April 2017

---

## SURVEY SUMMARY

**Living Arrangements for the Developmentally Disabled, Inc.'s (LADD's), board, staff members, and management team have put considerable effort into developing services. This has resulted in the following being recognized as strengths of the organization.**

- The commitment of the board of directors along with the leadership of the executive director, who is a true visionary of service provision to the persons served, is a great strength to LADD.
- The dedication and skills of the leadership team, together with the wide variety of talents of its members, provide a firm foundation for service provision.
- There is an obvious level of professionalism, commitment, and passion found throughout the organization from upper management to direct care staff members. The direct care staff members take great pride in advocating for the persons served.
- An excellent annual report is presented that includes personal stories of the persons served, outcomes results, budget and fundraising information, and donor acknowledgements.
- The organization's risk management questionnaire is sent to the leadership personnel to provide input into the questions. There is a guide to the interpretation of the questions that allows for a much broader look at possible risks to the organization and a thorough ongoing assessment of those risks.
- LADD demonstrates a strong commitment to staff development through its use of the Professional Advancement through Training and Education in Human Services (PATHS) curriculum. The organization offers the training to the staff members without costs and ties the competency in these courses into performance evaluations. In addition, the training director developed a separate training course for the staff members to provide tools for them to use to teach activities of daily living skills to the persons served.
- The organization has procedures on recruitment of foster care providers that allows providers to choose the best possible candidates. The candidates start with a personality assessment that provides an idea about the person's personality and if it will be well suited to the position or not. Then an informational session is provided that explains what actually is involved in the process and a film is shown that explains the expectations in assisting a person with disabilities gain independence. In the event the person still is interested in pursuing this opportunity, LADD pays for the training for the interested party.

- The information technology newsletter serves as an informative guide to safe internet use and provides an avenue to help ensure that less opportunities for phishing and viruses occur.
- The dedication, compassion, and enthusiasm of the independent contractors who provide services in their own homes are evident throughout the organization's foster care program.
- LADD is highly respected in the communities in which it is located.
- LADD is noted to be highly responsive to the persons served and its community partners.
- The staff members are dedicated and committed to the well-being of the persons served and strive to enhance their quality of life and inclusion in the immediate and surrounding communities.
- Community resources and services are utilized in a manner that helps to develop social networks, greater self-sufficiency, independence, and social integration for the persons served.
- The organization demonstrates a strong commitment to competency-based training for community housing staff members, which enhances their commitment and confidence in the provision of support for the persons served.
- The organization's residential homes are attractive and well maintained. The personal preferences of the persons served are clearly reflected in the decorating of personal space and common areas.
- The persons served are assisted in the identification of their personal interests and talents to participate in a wide variety of community activities and associations. Many have established lasting relationships and natural supports that are mutually beneficial.
- LADD excels at encouraging independence by providing educational opportunities and community connections that enrich the lives of each person served. The organization supports the persons served in creating home environments that reflect each person's interests, choices, and passions.
- The Services for the Ownership and Acquisition of Residences (SOAR) program has supported the persons served in achieving their dreams of home ownership. The program couples education with creative financing options to allow some persons served to obtain and maintain their own homes.
- The supported employment program provides the persons served with realistic job options that match their interests and talents. The satisfaction of the employer is maintained by the development of relationships that support the persons served in their success on the job. The persons served are educated to take a lead role in their job search and placement options.
- LADD is commended for its unified vision of supporting the persons served to be active participants in the community in which they live.
- The cornerstone of service delivery is based upon education for the staff members, the persons served, and the community at large.
- The organization has developed well-run fundraising activities that have added a large sum of money to the organization's operating budget. Some of these include a car raffle; its Run, Walk, and Roll event; and ReelAbilities Film Festival (RAFF) that has allowed LADD the ability to expand programs and enhance staff training. In addition, RAFF, which is the largest film festival dedicated to the sharing of stories, lives, and art of persons with disabilities, goes above and beyond creative service provision. The persons served participate in the event along with dozens

of volunteers in the community offering a unique opportunity for community integration. The films are personal biographies of persons with a variety of disabilities, such as mental health, disabled veterans, aging disabilities, developmental disabilities, and autism. By launching RAFF in the Cincinnati area, the organization is bringing together the community to explore, discuss, embrace, and celebrate the diversity of shared human experience.

**LADD 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, it is evident that LADD provides excellent employment and community services to the persons served and is dedicated to ongoing quality improvement. The organization is respected in the community. Funders, the persons served, family members, and case management entities express satisfaction with the services provided. It is evident through record reviews, interviews, and overall observations of the programs that LADD exemplifies the essence of a person-first and person-centered philosophy. The commitment and utilization of the CARF standards are clearly evident. The organization readily attends CARF trainings and continually uses the CARF standards to guide service provision. The organization has areas for improvement, including completing performance evaluations with personnel on an annual basis and ensuring that its rights policy includes freedom from financial exploitation. LADD appears to have the ability and willingness to make improvements in the areas identified in this report.

Living Arrangements for the Developmentally Disabled, Inc., has earned a Three-Year Accreditation. The organization is recognized for its efforts to provide quality rehabilitation services. It is encouraged to continue to remain current with the CARF standards as it addresses the areas for improvement noted in this report.

## **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**

There are no recommendations in this area.

## **Consultation**

- Although LADD has a longstanding and respected presence in the community and its name is well known, it is suggested that the organization consider developing a name for the organization that is more current and matches its person-first vision.
- 

## **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**

There are no recommendations in this area.

---

## **C. Strategic 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**

There are no recommendations in this area.

---

## **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.

---

## **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.

---

## **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.

---

## 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.

---

## 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

There are no recommendations in this area.

---

## 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.b.(5)

### I.6.c.(4)

Although it is recognized that there has been some transition occurring in the human resources department, it is recommended that performance evaluations for all personnel directly employed by the organization be performed annually and that a review of contract personnel utilized by the organization be performed annually.

### Consultation

- Although the organization's leadership reviews the job descriptions on an annual basis, it is suggested that job descriptions be reviewed with each employee on an annual basis. This could be done at the same time as the annual performance review. This could provide the opportunity for the staff members to clarify any tasks that might not be completely clear to them and provide an opportunity for supervisors to ensure that the staff members understand the expectations of their jobs.
-

## 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.

---

## 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.2.c.(2)

Although the organization implements policies promoting the rights of the persons served, it is recommended that the policies include freedom from financial exploitation.

### Consultation

- When information is provided to the persons served relative to protected health information, it is suggested that the organization remind the persons served that they have access to their records.
-

## 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.

---

## M. Performance 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.

---

## 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.

---

## **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.

---

## **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**

### **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**

There are no recommendations in this area.

---

## D. Employment Services Principle Standards

### Principle Statement

An organization seeking CARF accreditation in the area of employment services provides individualized services and supports to achieve identified employment outcomes. The array of services and supports may include:

- Identification of employment opportunities and resources in the local job market.
- Development of viable work skills that match workforce needs within the geographic area.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources and supports to achieve and maintain employment.
- Coordination of and referral to employment-related services and supports.

The organization maintains its strategic positioning in the employment sector of the community by designing and continually improving its services based on input from the persons served and from employers in the local job market, and managing results of the organization's outcomes management system. The provision of quality employment services requires a continuous focus on the persons served and the personnel needs of employers in the organization's local job market.

### 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

### 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 3. EMPLOYMENT AND COMMUNITY SERVICES

### Principle Statement

An organization seeking CARF accreditation in the area of employment and 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, self-reliance, and self-esteem.
- Increased independence.
- Increased employment options.

- Employment obtained and maintained.
- Competitive employment.
- Economic self-sufficiency.

## **C. Community Employment Services**

### **Principle Statement**

Community employment services assist persons to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach the program provides person-directed services/supports to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Work is a fundamental part of adult life. Individually tailored job development, training, and support recognize each person's employability and potential contribution to the labor market. Persons are supported as needed through an individualized person-centered model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.

Such services may be described as individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups, enclaves, community-based SourceAmerica™ (formerly NISH) contracts, and other business-based work groups in community-integrated designs. In Canada employment in the form of bona fide volunteer placements is possible.

Individuals may be paid by community employers or by the organization. Employment is in the community.

### **Job Development**

Successful job development concurrently uses assessment information about the strengths and interests of 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.

### **Employment Supports**

Employment support services are activities that are employment-related to promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job.

The level of employment support services is individualized to each employee and the complexity of the job.

Often supports are intensive for the initial orientation and training of an employee with the intent of leading to natural supports and/or reduced external job coaching. However, some persons may not require any employment supports at the job site; others may require intensive initial training with a quick decrease in supports, while some will be most successful when long-term supports are provided.

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviors expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

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

### **Key Areas Addressed**

- Integrated employment choice
- Integrated employment obtainment
- Pays wages at or above minimum wage
- Provides a benefits package
- Employment provided in regular business settings
- Integrated employment retention
- Provides career advancement resources
- Business plan is used to design service

---

### **Recommendations**

There are no recommendations in this area.

---

## J. Family-Based/Shared Living Supports

### Principle Statement

#### Host Family/Shared Living Services

Host family/shared living services assist a person served to find a shared living situation in which he/she is a valued person in the home and has supports as desired to be a participating member of the community. An organization may call these services a variety of names, such as host family services, shared living services or supports, alternative family living, structured family care giving, family care, or home share.

Getting the person in the right match is a critical component to successful host family/shared living services. The organization begins by exploring with the person served what constitutes quality of life for him/her and identifies applicant providers who are a potential match with the person's identified criteria. The person served makes the final decision of selecting his or her host family/shared living provider.

Safety, responsibility, and respect between or amongst all people in the home are guiding principles in these services. Persons are supported to have meaningful reciprocal relationships both within the home, where they contribute to decision making, and the community. The service provider helps the person served to develop natural supports and strengthen existing networks. Relationships with the family of origin or extended family are maintained as desired by the person served. The provider supports the emotional, physical, and personal well-being of the person.

Persons develop their personal lifestyle and modify the level of support over time, if they so choose. The provider encourages and supports the person served to make his or her own decisions and choices.

The host family/shared living provider does not necessarily have to be a family, as it could be an individual supporting the person. In this program description and these standards, *provider* refers to the individual(s) supporting the person served. Although the "home" is generally the provider's home or residence, it may also be the home of the person served.

### Key Areas Addressed

- Appropriate matches of non-family participants with homes
- Contracts that identify roles, responsibilities, needs, and monitoring
- Needed supports
- Community living services in a long-term family-based setting
- Sense of permanency

---

### Recommendations

There are no recommendations in this area.

---

## **K. 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.

---

## **L. 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
  - Living as desired in the community
  - Persons have opportunities to access community activities
- 

### **Recommendations**

There are no recommendations in this area.

---

## **M. 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.

---

## **N. Services Coordination**

### **Principle Statement**

Services coordination programs provide goal-oriented and individualized supports focusing on improved self-sufficiency for the persons served through assessment, planning, linkage, advocacy, coordination, and monitoring activities. Successful services coordination results in community opportunities and increased independence for the persons served. Programs may provide occasional supportive counseling and crisis intervention services, when allowed by regulatory or funding authorities.

Services coordination may be provided by an organization as part of its individual service planning and delivery, by a department or division within the organization that works with individuals who are internal and/or external to the organization, or by an organization with the sole purpose of providing community services coordination. Such programs are typically provided by qualified services coordinators or by case management teams.

Organizations performing services coordination as a routine function of other services or programs are not required to apply these standards unless they are specifically seeking accreditation for this program.

### **Key Areas Addressed**

- Goal-oriented and systematic process of advocacy
  - Coordination of services
  - Formation of linkages with community resources and services
- 

### **Recommendations**

There are no recommendations in this area.

---

## **P. 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.
- Pre-vocational experiences.

- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- 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.

---

# PROGRAMS/SERVICES BY LOCATION

## **Living Arrangements for the Developmentally Disabled, Inc.**

3603 Victory Parkway  
Cincinnati, OH 45229

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Housing  
Community Integration  
Host Family/Shared Living Services  
Respite Services  
Services Coordination  
Supported Living

*Governance Standards Applied*

## **Find A Way Apartments**

3027 Minot Avenue  
Cincinnati, OH 45209

Services Coordination  
Supported Living

## **Geier Apartments**

6621 Montgomery Road  
Cincinnati, OH 45213

Services Coordination  
Supported Living