

CARF Accreditation Report
for
The Arc of Bristol County, 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 a 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 Arc of Bristol County, Inc.
16 Hillside Avenue
Attleboro, MA 02703

Organizational Leadership

Diane Stoves, Director of Human Resources
Katie M. Baril, Director of Quality Assurance
Michael M. Andrade, MS, President/CEO
Paul Donnelly, Chief Financial Operator

Survey Number

191907

Survey Date(s)

September 22, 2025–September 23, 2025

Surveyor(s)

Kia Walsh, Administrative
Kara Kimes, Program

Program(s)/Service(s) Surveyed

Community Integration
Host Family/Shared Living Services

Previous Survey

February 7, 2022–February 8, 2022
Three-Year Accreditation

Accreditation Decision**Three-Year Accreditation**

Expiration: October 31, 2028

Executive Summary

This report contains the findings of CARF's site survey of The Arc of Bristol County, Inc. conducted September 22, 2025–September 23, 2025. 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 Arc of Bristol County, Inc. demonstrated substantial conformance to the standards. The Arc of Bristol County is deeply committed to person-centered values, with the persons served and families consistently expressing high satisfaction with the services they receive. The organization's dedicated staff, strong community connections, and transparent practices highlight its commitment to quality and ethical stewardship. Strengths include proactive leadership in program oversight; the use of Relias training to support evidence-based practices; and the development of welcoming, thoughtfully designed program spaces that enhance the experiences of persons served. Families particularly value the adult foster care/shared living programs and the consistent, caring support provided by the staff. There are opportunities for improvement in the areas of leadership; strategic planning; health and safety; workforce development and management; technology; and individual-centered service planning, design, and delivery.

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

The Arc of Bristol County, 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 Arc of Bristol County, Inc. was conducted by the following CARF surveyor(s):

- Kia Walsh, Administrative
- Kara Kimes, 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 Arc of Bristol County, 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
- Host Family/Shared Living Services

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 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 Arc of Bristol County, Inc. demonstrated the following strengths:

- The Arc of Bristol County demonstrates strength by utilizing Relias training across all programs, ensuring that personnel have access to consistent, high-quality education and resources. This commitment supports leadership in promoting evidence-based practices, current research, and professional consensus, enabling staff members to apply the most effective strategies and interventions in service delivery.
- Leadership demonstrates strength in its proactive and strategic approach to program oversight by thoughtfully identifying opportunities for both consolidation and elimination. This forward-looking practice reflects strong stewardship of resources, alignment with organizational priorities, and a commitment to ensuring that programs remain sustainable and responsive to the needs of the persons served and other stakeholders.

- The organization demonstrates strength in accountability by maintaining transparent fundraising practices that include clear documentation, tracking, and reporting of donations and expenditures. These efforts foster trust with donors and other stakeholders while reinforcing the organization's commitment to the ethical stewardship of its resources.
- The Arc of Bristol County recently combined two day programs into one in Taunton, Massachusetts. With the exception of one, all of the persons served transferred to the new day program. It is in a beautiful, well-designed space with large open rooms that are adaptable to the needs of the persons served. There are multiple large windows in each room that allow natural light to permeate the space. In the day program, there are dedicated spaces for a sensory room, a computer room, an exercise room, a dining area, and a private room for hygiene needs.
- The organization's adult foster care/shared living programs are highly valued by the families and support the needs of the persons served. The families reported that they are highly satisfied with the supports and especially enjoy the visits from the staff. It is evident that the staff members know the persons served well through the consistent and frequent visits. Persons served reported that they are now in environments that suit their needs and wants.
- The staff, from direct support staff members to directors, is dedicated to the persons served. Persons served are excited to see and give updates to those visiting their programs. They expressed a high level of satisfaction with the services received.
- The person-centered values of the organization are evident in everything from its interactions with the persons served to the plans that highlight their needs and wants. The Arc of Bristol County has incorporated additional person-centered ideas into its plans, which gives a more comprehensive view of the person served.

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, diversity, and inclusion
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

1.A.3.m.

1.A.3.o.

It is recommended that the identified leadership guide succession planning and technology planning.

1.A.6.a.(6)(b)

1.A.6.a.(6)(c)

Corporate responsibility efforts should include written ethical codes of conduct in the area of service delivery, consistently including personal fundraising and personal property.

Consultation

- While policies are reviewed on an as-needed basis, the absence of a standardized method could limit consistency, accountability, and timely alignment with regulatory, accreditation, and best-practice requirements. The organization may benefit from developing and implementing a formalized review cycle (e.g., annual or biennial), with clearly assigned responsibilities and documentation procedures, to ensure that policies remain current and effective.

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

- 1.C.2.a.(1)
- 1.C.2.a.(2)
- 1.C.2.a.(3)
- 1.C.2.b.(1)
- 1.C.2.b.(2)
- 1.C.2.b.(3)(a)
- 1.C.2.b.(3)(b)
- 1.C.2.c.(1)
- 1.C.2.c.(2)
- 1.C.2.d.
- 1.C.2.e.

Although The Arc of Bristol County has an established strategic plan, it is recommended that the organization implement a strategic plan that is developed with input from persons served, personnel, and other stakeholders; reflects the organization's financial position at the time the plan is written, at projected point(s) in the future, and with respect to allocating resources necessary to support accomplishment of the plan in the financial and workforce areas; sets goals and priorities; is reviewed at least annually for relevance; and is updated as needed.

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 from persons served, personnel, and other stakeholders
- 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
- Review/audit of financial statements
- Safeguarding funds of persons served, if applicable

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

- Healthy and safe environment
- Competency-based training on health and safety procedures and practices
- Emergency and evacuation procedures
- Access to first aid and emergency information
- Critical incidents
- Infections and communicable diseases
- Health and safety inspections

Recommendations

1.H.7.a.(1)

1.H.7.a.(2)

1.H.7.a.(3)

1.H.7.b.

1.H.7.c.(1)

1.H.7.c.(2)

1.H.7.c.(3)

1.H.7.c.(4)

1.H.7.c.(5)

1.H.7.d.

It is recommended that an unannounced test of each emergency procedure be conducted at least annually on each shift at each location; include, as relevant to the emergency procedure, a complete actual or simulated physical evacuation drill; be analyzed for performance that addresses areas needing improvement, actions to address the improvements needed, implementation of the actions, necessary education and training of personnel, and whether the actions taken accomplished the intended results; and be evidenced in writing, including the analysis.

1.H.8.a.(1)

1.H.8.a.(2)

1.H.8.b.(1)

1.H.8.b.(2)

1.H.8.b.(3)

1.H.8.b.(4)

1.H.8.b.(5)

Since The Arc of Bristol County provides services in locations that it does not own/lease or control/operate, it should implement written procedures that address safety at the service delivery site for persons served and personnel, including consideration of any emergency procedures that may already be in place at the service delivery site, the physical environment (including accessibility) of the service delivery site, basic needs in the event of an emergency, actions to be taken in the event of an emergency, and provisions for communication by personnel while providing services regarding decisions to continue or discontinue services.

1.H.10.a.(13)

1.H.10.a.(17)

1.H.10.a.(18)

The organization should implement written procedures regarding critical incidents that specify unauthorized use and possession of legal or illegal substances, sexual assault, and overdose.

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 backgrounds/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

1.I.1.

Although the organization is planning to transition to a new HR platform that will allow for a dashboard creation, it does not and has not historically had a method of tracking. It is recommended that the organization document the composition of its workforce, including all human resources involved in the delivery, oversight, and support of the programs/services seeking accreditation. The organization might consider establishing comprehensive documentation in order to enhance workforce planning.

1.I.2.

Based on the composition of its workforce, the organization should demonstrate a systematic approach to workforce development and management activities and practices. The organization might consider establishing clear strategies, measurable goals, and ongoing evaluation to ensure that personnel are supported, skills are advanced, and organizational needs are effectively met.

1.I.4.g.

It is recommended that ongoing workforce planning include succession planning. The organization might consider enhancing its practices by developing a formal succession planning process that identifies key positions, outlines potential successors, and incorporates professional development opportunities to support them.

1.I.6.a.(4)

1.I.6.a.(5)

1.I.6.a.(6)

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

1.I.9.f.

1.I.9.h.

It is recommended that the organization implement written procedures for performance appraisal that also address measurable goals and opportunities for development.

- 1.I.12.a.
- 1.I.12.b.
- 1.I.12.c.
- 1.I.12.d.
- 1.I.12.e.
- 1.I.12.f.
- 1.I.12.g.

It is recommended that the organization's succession planning address its future workforce needs, identification of key positions, identification of the competencies required by key positions, review of talent in the current workforce, identification of workforce readiness, gap analysis, and strategic development.

Consultation

- The organization may benefit from developing a structured approach to merit increases that is tied to clearly defined performance expectations, measurable outcomes, and organizational priorities. Establishing transparent criteria and timelines for evaluating and awarding merit increases could promote fairness, enhance employee engagement, and support retention. Additionally, integrating this process into the organization's overall compensation strategy could strengthen alignment with best practices and demonstrate the value placed on workforce contributions.
- At this time, The Arc of Bristol County conducts an annual performance appraisal for all staff members; however, there is no formalized check-in point for evaluating the performance of new staff members. It is suggested that the organization develop a formalized check-in point at 30, 60, and/or 90 days for new staff members so that each staff member can be made aware of areas that need improvement, continue their development for the year, and recognize their performance in their new role.

1.J. Technology

Description

Guided by leadership and a shared vision, CARF-accredited organizations are committed to exploring and, within their resources, acquiring and implementing technology systems and solutions that will support and enhance:

- Business processes and practices.
- Privacy and security of protected information.
- Service delivery.
- Performance management and improvement.
- Satisfaction of persons served, personnel, and other stakeholders.

Key Areas Addressed

- Ongoing assessment of technology and data use, including input from stakeholders
- Technology and system plan implementation and periodic review
- Technology policies and procedures

Recommendations

1.J.1.a.(1)

1.J.1.a.(2)

1.J.1.a.(3)

1.J.1.a.(4)

1.J.1.a.(5)

1.J.1.a.(6)

1.J.1.b.(1)

1.J.1.b.(2)

1.J.1.b.(3)

To identify gaps and opportunities in the use of technology, leadership should support ongoing assessment of the organization's current use of technology and data (including hardware, software, communication technologies, sensitive data, services purchased or contracted, and assistive technology) and input on the organization's use of technology from persons served, personnel, and other stakeholders. Establishing this process could support informed decision making and enhance organizational efficiency.

1.J.2.a.(1)

1.J.2.a.(2)

1.J.2.b.(1)

1.J.2.b.(2)

1.J.2.b.(3)

1.J.2.b.(4)

1.J.2.b.(5)

1.J.2.b.(6)

1.J.2.b.(7)

1.J.2.c.(1)

1.J.2.c.(2)

1.J.2.c.(3)

1.J.2.c.(4)

1.J.2.c.(5)

1.J.2.c.(6)

1.J.2.d.

1.J.2.e.

1.J.2.f.

It is recommended that the organization implement a technology and system plan that is based on its current use of technology and data and identification of gaps and opportunities in the use of technology; includes goals, priorities, technology acquisition, technology maintenance, technology replacement, resources needed to accomplish the goals, and timeframes; supports the business processes of the organization, protection of sensitive data, efficient operations, effective service delivery, access to services, and performance improvement; aligns with the organization's strategic plan; is reviewed at least annually for relevance; and is updated as needed.

- 1.J.4.a.
- 1.J.4.b.(1)
- 1.J.4.b.(2)
- 1.J.4.b.(3)
- 1.J.4.b.(4)
- 1.J.4.b.(5)
- 1.J.4.b.(6)
- 1.J.4.c.

A test of the organization's procedures for business continuity/disaster recovery should be conducted at least annually; be analyzed for effectiveness, areas needing improvement, actions to address the improvements needed, implementation of the actions, whether the actions taken accomplished the intended results, and necessary education and training of personnel; and be evidenced in writing, including the analysis.

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

There are no recommendations in this area.

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

There are no recommendations in this area.

1.M. Performance Measurement and Management

Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.
- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

- Leadership accountability for performance measurement and management
- Identification of gaps and opportunities related to performance measurement and management
- Input from stakeholders
- Performance measurement and management plan
- Identification of objectives and performance indicators for service delivery
- Identification of objectives and performance indicators for priority business functions
- Personnel training on performance measurement and management

Recommendations

There are no recommendations in this area.

1.N. Performance Improvement

Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

Recommendations

There are no recommendations in this area.

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

2.A.15.a.

While The Arc of Bristol County does have releases of confidential information signed in the records of the persons served, some of the releases are expired and no new ones are signed. Any release of confidential information should be authorized by the person served and/or the person's legal representative. The organization might accomplish this by ensuring that there are current releases of information for each person served.

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 affect the person's 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

2.B.5.b.(3)

2.B.5.b.(4)

2.B.5.b.(5)

While some of the organization's plans specify methods/techniques to be used to achieve the objectives, those responsible for implementation, and how and when progress on objectives will be regularly reviewed, not all of the plans included these elements. A coordinated individualized service plan should identify methods/techniques to be used to achieve the objectives, those responsible for implementation, and how and when progress on objectives will be regularly reviewed.

2.B.10.c.

The Arc of Bristol County does have exit summaries for persons served that leave programs; however, the summaries do not summarize the results of services received. An exit summary report should be prepared that summarizes results of services received.

2.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.

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.E. Host Family/Shared Living Services (HF/SLS)

Description

Host family/shared living services assist a person served to find a shared living situation in which the person 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, which are provided under a contract or written agreement with the host family/shared living provider, 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 the individual and identifies applicant host family/shared living providers who are a potential match with the person's identified criteria. The person served makes the final decision of selecting a 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 in the community. The host family/shared living 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 host family/shared living 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 host family/shared living provider encourages and supports the person served to make 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. Although the "home" is generally the host family/shared living provider's home or residence, it may also be the home of the person served.

Some examples of the quality results desired by the different stakeholders of these services and supports include:

- Quality of life, as identified by the person served, is enhanced.
- Increased independence.
- Increased community access.
- Persons served choose whom they will live with and where.
- Participation of the persons in the community.
- Community membership.
- Support for personal relationships.
- Increased natural supports.
- Strengthened personal networks.
- Supports accommodate individual needs.
- Persons feel safe.
- Persons feel that the supports they need/want are available.
- Persons decide where they live.
- Persons feel valued.
- Persons have meaningful relationships.
- Persons develop natural supports.
- Persons participate in their community.

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.

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.).

Some examples of the quality results desired by the different stakeholders of these services include:

- Community participation.
- Increased independence.
- Increased interdependence.
- Greater quality of life.
- Skill development.
- Slowing of decline associated with aging.

- Volunteer placement.
- Movement to employment.
- Center-based socialization activities during the day that enable persons to remain in their community residence.
- Activity alternatives to avoid or reduce time spent in more restrictive environments, such as hospitalization or nursing home care.

Key Areas Addressed

- Opportunities for community participation

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

The Arc of Bristol County, Inc.

16 Hillside Avenue
Attleboro, MA 02703

Host Family/Shared Living Services

Day and Community Services

101 Industrial Park Road, First Floor
Taunton, MA 02780

Community Integration
Host Family/Shared Living Services