

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

Organization

Living Alternatives for the Developmentally Disabled, Inc.
300 Whitney
Dowagiac, MI 49047

Organizational Leadership

Theresa A. Shave, B.S.W.
Executive Director

Gloria S. Mitzelfeld, M.B.A.
Chief Executive Officer

Ted D. Coffeen
Director of Business

Survey Dates

September 7-9, 2016

Survey Team

Nancy E. Hoffman, M.A.Ed., LSW, Administrative Surveyor

Andrzej Nowak, M.Ed., Program Surveyor

Stacy L. Engelsman, Program Surveyor

Programs/Services Surveyed

Community Housing
Community Integration
Respite Services
Supported Living

Previous Survey

September 25-27, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: August 31, 2019



Three-Year Accreditation

SURVEY SUMMARY

Living Alternatives for the Developmentally Disabled, Inc. (LADD) has strengths in many areas.

- The leadership of LADD is highly knowledgeable and professional. The forward-thinking members of the leadership work hard to remain on the cutting edge of new legislation, technology, service provision, and growth.
- The long employment tenure of many personnel is a testament to their commitment to helping people served who might not otherwise have the opportunity to lead engaged and rewarding lives.
- Although the staff members have distinct areas of expertise, they work as a cohesive and collaborative team to meet everyday challenges and to ensure that LADD's programs and services facilitate the success of the people served. The dedication and enthusiasm of employees at all levels across the organization reflect their commitment to enhancing the quality of life of the people served. The staff members value teamwork, communication, and information sharing in their mutual efforts on behalf of the people served.
- LADD is determined to provide highly individualized services focused on the intellectual, physical, and emotional wholeness of each person. The organization works to identify, build, and highly support the strengths of the person served to facilitate the achievement of his or her desired outcomes. Across the organization services are provided in a culture of gentleness, kindness, and compassion.
- The executive director has developed a unique team of personnel to fulfill LADD's mission, vision, and values. She has the wisdom and perceptiveness to look at strategic planning with forethought to future needs of the people served in each of the organization's geographic service areas as well as anticipated economic restraints and legislative changes. Through the executive director, the organization partners with statewide associations and committees to remain on top of legislative and other changes.
- LADD is highly regarded in the communities in which it provides services and among other organizations in the field of disabilities. Funders, case management companies, and county mental health agencies speak very positively about the services and supports it provides, and they go so far as to say that LADD is a "provider of choice." The organization has earned a reputation for innovative service design and delivery, and it is recognized for the can-do attitude exhibited across all departments and services. It is clear that the administration, leadership, and staff members are never content with the status quo.
- The organization is complimented for its love and support of the people served and staff members.
- Stakeholders describe LADD as "a family." A culture of acceptance, dignity, and respect begins at the top of the management structure and filters across the entire organization.
- The leadership is dedicated to staff development and the continuous improvement of organizational processes. Although an organization employing as many personnel as LADD might find it challenging to remain on top of quality staff development, LADD seems to implement both classroom training and web-based training with ease.

- LADD’s deep commitment to its mission, vision, and core values is evident in the high caliber of services delivered.
- The dedicated and professional members of management have developed a strong team effort and dedication to service delivery, to meeting the needs of the people served, and to personalized services. The longevity of the management team is a testament to its commitment to LADD’s mission: “We Make the Difference!!”
- LADD has made many advances in its internet presence. For example, the organization continually increases the resources available on its website to personnel, people served, and the community. An app it recently created is anticipated to further improve the way information is made available to stakeholders.
- The organization’s residential programs operate from beautiful, clean, and spacious homes. The homes’ pleasant and professional appearances create welcoming environments that enhance the dignity and respect of the people served.
- It is evident that LADD’s services are truly driven by the people served. The staff members’ belief in the organization’s mission is reflected in their determination, empathy, advocacy, respect, teamwork, and professionalism as well as the way they extend themselves beyond scheduled hours in supporting the people served to reach their goals.
- Stakeholders value and appreciate LADD’s services. Asked to provide one word to describe the organization, stakeholders’ responses included “caring,” “responsive,” “fantastic,” and “appreciated.”
- Interactions among the people served and personnel evidence the meaningful relationships the staff members develop with the people served. During site visits, the people served welcomed the staff members with smiles and excitement. It is evident that LADD employs a person-first service delivery approach that is greatly appreciated by the persons served.
- Members of management understand the need to continually explore and adapt to the state’s ever-changing mental health services environment. They are knowledgeable of the changes taking place and work to position LADD to ensure the organization’s ability to provide quality services long into the future.
- LADD is commended for creating a positive organizational culture that embraces and promotes teamwork, mutual respect and support, good communication, and gentleness. This culture enhances feelings of self-value, appreciation, and inclusion among the people served.
- The organization is recognized for providing community services and supports to people served with complex medical needs.
- The leadership, management, and personnel demonstrate commitment to and are guided by LADD’s mission, vision, and core values. They work as a team to provide the best services possible: services that help “make the difference” in the lives of the people served.
- LADD’s residential and community integration programs provide opportunities for the people served to be involved in, feel valued by, and included in local communities.
- Family members and other stakeholders expressed a high level of satisfaction with the organization’s services and supports. They praised the staff members, management, and leadership for their demonstrated commitment, dedication, caring attitudes, and teamwork, which promote the provision of high caliber and individualized services that result in so many positive outcomes for and enhance the quality of life of the people served.

- LADD provides residential services in well-maintained homes that are fully integrated in local communities. Most importantly, the services are provided by dedicated, passionate, and well-trained staff members who are committed to the well-being of the people served. Many staff members have been with the organization for multiple years and they have a great understanding of the individual strengths and needs of the persons served.

LADD should seek improvement in the area(s) identified by the recommendation(s) in the report. Any consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.

On balance, LADD provides quality, individualized services to people across its programs. The well-respected and dedicated leadership team is committed to the organization's mission, vision, and values. Personnel provide high-quality services on a daily basis in a manner that reflects their commitment, determination, empathy, passion, respect, and teamwork. Multiple doors to community-inclusive opportunities have been opened for the people served as a result of the impressive degree to which LADD is known and respected in the communities it serves. The organization's strategic planning processes consider and encompass anticipated challenges presented by legislative changes, and the leadership is involved in advocacy efforts for people served who could be affected by these changes. LADD demonstrates substantial conformance to the CARF standards. Although there are a few areas for improvement, they are scattered throughout the ASPIRE to Excellence® standards sections and minimal in comparison to the organization's strengths. The receptivity of the leadership and staff members to the consultation and other feedback provided during this survey instills confidence that LADD possesses the knowledge and willingness to bring it into full conformance to the CARF standards.

Living Alternatives for the Developmentally Disabled, Inc. has earned a Three-Year Accreditation. The leadership and staff members are recognized for their efforts in pursuit of international accreditation. They are encouraged to use their resources to address the opportunities for improvement noted in this report and to continue to utilize the CARF standards on an ongoing basis as guidelines for continuous quality improvement.

SECTION 1. ASPIRE TO EXCELLENCE®

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
 - Leadership guidance
 - Commitment to diversity
 - Corporate responsibility
 - Corporate compliance
-

Recommendations

A.5.a.(1) through A.5.d.

LADD has researched census data for the various counties in which it provides services and begun to develop a very basic cultural competency and diversity policy. However, the organization is urged to implement a cultural competency and diversity plan that addresses the people served, personnel, and other stakeholders. The plan should consider the areas of culture, age, gender, sexual orientation, spiritual beliefs, socioeconomic status, and language. It should be reviewed at least annually for relevance and be updated as needed. The organization is encouraged to further develop its policy in conformance to the CARF standards and then develop a plan to address how it will respond to identified areas of diversity to better enable personnel to effectively work in a cross-cultural manner. LADD might begin this endeavor by accessing and researching the many websites listed in the CARF *Employment and Community Services Standards Manual* that address cultural competency and diversity.

Consultation

- In October 2013, a specific staff member was appointed, by board resolution, to serve as the organization's compliance officer. It is suggested that the board revisit this appointment annually by board resolution to ensure that there is no question regarding the designation and responsibilities of the compliance officer.
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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

- 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**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

- 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**Description**

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

Description

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

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

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

Recommendations

There are no recommendations in this area.

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

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

Recommendations

H.7.a.(1) through H.7.d.

As recommended in the previous CARF survey report, unannounced tests of all emergency procedures should consistently be conducted at least annually on each shift at each location. The tests should consistently include complete actual or simulated physical evacuation drills; be analyzed for performance that addresses areas needing improvement, actions to be taken, results of performance improvement plans, and necessary education and training of personnel; and be evidenced in writing, including the analysis. LADD recently developed and implemented an emergency drill log worksheet for each type of emergency procedure, including fires, bomb threats, natural disasters, utility failures, medical emergencies, and violent or other threatening situations. Although the worksheets are intended to capture information needed to analyze areas needing improvement and actions to be taken, all sections of the worksheets reviewed had not been completed. It is suggested that emergency drill log worksheets be thoroughly completed, including the written analysis of areas needing improvement and actions to be taken. The organization might also consider adding a field to the worksheets for documenting whether the drill conducted was announced or unannounced.

Consultation

- LADD is encouraged to consolidate all guidance and information pertaining to its transportation services in a single policy instead of maintaining separate policies. This approach could make the information easier for personnel to access and reference.
-

I. Human Resources

Description

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.5.a.(1)

I.5.a.(2)

I.5.b.(3)

Although LADD appears to have a fairly comprehensive training agenda for its staff members, the organization is urged to provide documented personnel training at orientation and regular intervals that addresses customer service.

Consultation

- LADD states that it reviews all job descriptions annually; however, the reviews are not documented. The organization is encouraged to document the annual review of job descriptions. Each job description could be annotated with the dates of adoption, review, and revision for reference and tracking purposes. It is also suggested that the employee and supervisor jointly review the job description at the time of the annual performance evaluation.
-

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

- Written technology and system plan
 - Written procedures for the use of information and communication technologies (ICT) in service delivery, if applicable
 - Training for personnel, persons served, and others on ICT equipment, if applicable
 - Provision of information relevant to the ICT session, if applicable
 - Maintenance of ICT equipment in accordance with manufacturer recommendations, if applicable
 - Emergency procedures that address unique aspects of service delivery via ICT, if applicable
-

Recommendations

There are no recommendations in this area.

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

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

Recommendations

There are no recommendations in this area.

Consultation

- LADD is encouraged to create additional resources through which the people served could gain a better understanding of the formal complaint process. For example, a video on this topic might be made available to stakeholders and the general public on the organization's website.
-

L. Accessibility

Description

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

Key Areas Addressed

- Written accessibility plan(s)
 - Requests for reasonable accommodations
-

Recommendations

L.1.b.(7)

The ongoing process for identification of accessibility barriers should be expanded to include the area of technology.

Consultation

- It is suggested that questions regarding accessibility barriers be added to the satisfaction surveys LADD distributes to the people served and/or their family members, guardians, and advocates.
 - LADD is encouraged to conduct annual surveys of personnel to obtain input for consideration in reviewing and updating the accessibility plan. It is also suggested that each type of barrier identified in the related CARF standards be listed and defined on the survey form to ensure that the staff members have a clear understanding of the information being solicited from them. It is anticipated that personnel providing direct services could provide a wealth of information regarding barriers regularly experienced by the people served in LADD's facilities and, especially, in the community.
-

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

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

Recommendations

There are no recommendations in this area.

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

- 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

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.

Consultation

- LADD might consider developing a handbook or other resource that could be provided to the persons served upon service entry. Contents might include the rights of the people served, formal complaint/grievance procedures, roommate agreements, and scope of services information. It is also suggested that input be solicited from the people served, direct service staff members, and other stakeholders regarding any additional types of content they think is important to make available in the handbook or other informational resource for reference.
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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.

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.

Consultation

- LADD documents the use and benefits, or lack thereof, of as-needed (PRN) medication doses. The organization is encouraged to adopt a uniform method for documenting PRN medications across all of the organization's locations.
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F. 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 3. EMPLOYMENT AND COMMUNITY SERVICES

Description

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, and self-reliance.

- Self-esteem.
- Housing opportunities.
- Community citizenship.
- Increased independence.
- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Employment at or above minimum wage.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

K. Community Housing

Description

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.

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

- Safe housing.
- Persons choosing where they live.
- Persons choosing with whom they will live.
- Persons having privacy in their homes.
- Persons increasing independent living skills.
- Persons having access to the benefits of community living.
- Persons having the opportunity to receive services in the most integrated setting.
- Persons' rights to privacy, dignity, respect, and freedom from coercion and restraint are ensured.
- Persons having the freedom to furnish and decorate their sleeping or living units as they choose.
- Persons having freedom and support to control their schedules and activities.
- Settings that are physically accessible to the individuals.

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

Description

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. 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 cosign 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.

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

- Persons served achieving choice of housing, either rent or ownership.
- Persons served choosing whom they will live with, if anyone.
- Minimizing individual risks.
- Persons served have access to the benefits of community living.
- Persons served have autonomy and independence in making life choices.

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

Description

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.

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

- Services/supports are responsive to the family's needs.
- Services/supports are safe for persons.
- Services/supports accommodate medical needs.

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.

P. Community Integration

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.

PROGRAMS/SERVICES BY LOCATION

Living Alternatives for the Developmentally Disabled, Inc.

300 Whitney
Dowagiac, MI 49047

Community Integration
Respite Services
Supported Living

Oak Grove

8514 M-62
Berrien Center, MI 49102
US

Community Housing

Sunningdale Home

6488 Sunningdale Drive
Bloomfield Hills, MI 48301
US

Community Housing

Cassopolis Home

224 Avenue J
Cassopolis, MI 49031
US

Community Housing

Country Manor

23250 Hospital Street
Cassopolis, MI 49031
US

Community Housing

East Office

8054 Ortonville Road
Clarkston, MI 48348
US

Administrative Location Only

Oakhill Home

7010 Oakhill Road
Clarkston, MI 48348
US

Community Housing

Coloma CLS

134 Church Street
Coloma, MI 49038
US

Community Integration

Davisburg Home

11914 Davisburg Road
Davisburg, MI 48350
US

Community Housing

Groveland Home

9921 Walnut Hill Drive
Davisburg, MI 48350
US

Community Housing

Fairview

703 Fairview Drive
Dowagiac, MI 49047
US

Community Housing

Seven Lakes Home

2332 Grange Hall Road
Fenton, MI 48430
US

Community Housing

Lake Braemar

1255 East Davisburg Road
Holly, MI 48442
US

Community Housing

Leidich

1087 Leidich Street
Lake Orion, MI 48362
US

Community Housing

Niles CLS

2410 North Fifth Street, Lower Level
Niles, MI 49120
US

Community Integration

Holcomb

265 Crescent Hill Drive
Ortonville, MI 48462
US

Community Housing

Victoria Court

3940 Victoria Court
Saint Joseph, MI 49085
US

Community Housing

Adams Home

4609 Butler Road
Troy, MI 48098
US

Community Housing

Summit Home

444 Summit Drive
Watervliet, MI 49098
US

Community Housing