



CARF Accreditation Report for Motivation, Power and Achievement Society (MPA Society)

Three-Year Accreditation



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About CARF

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

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

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

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

Organization

Motivation, Power and Achievement Society (MPA Society)
122 Powell Street
Vancouver BC V6A 1G1
CANADA

Organizational Leadership

David MacIntyre, M.S.W., Executive Director

Survey Date(s)

September 19, 2018–September 21, 2018

Surveyor(s)

Ronald L. Van Rooyen, B.A., M.A., Administrative
John R. Cocciolone, Program
Richard L. Davis, Program

Program(s)/Service(s) Surveyed

Community Housing
Personal Supports Services
Supported Living
Governance Standards Applied

Previous Survey

Three-Year Accreditation
November 4, 2015–November 6, 2015

Accreditation Decision

Three-Year Accreditation
Expiration: November 30, 2021

Executive Summary

This report contains the findings of CARF's on-site survey of Motivation, Power and Achievement Society (MPA Society) conducted September 19, 2018–September 21, 2018. 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, Motivation, Power and Achievement Society (MPA Society) demonstrated substantial conformance to the standards. Motivation, Power and Achievement Society (MPA Society) provides excellent community housing, supported living, and personal supports services that are tailored to members' needs and preferences. The mission-driven, team-oriented organization benefits from an impressively engaged and supportive board, skilled and professional leadership, and personnel who deliver services with creativity, flexibility, and enthusiasm. It has earned a positive reputation in the community. MPA Society provides services in safe, well-maintained, and comfortable environments, and it appears to enjoy fiscal solidity. The organization actively listens to and is guided by members' input. It demonstrates strong organizational and individual planning processes, and it engages in partnerships that are anticipated to accrue to the benefit of the members. It is apparent that the CARF standards and previous survey report have been used to improve the efficiency and effectiveness of the organization's services and operations. MPA Society incorporates the CARF standards in its day-to-day business functions and service delivery practices, and its practices reflect that it embraces continuous quality improvement.

Motivation, Power and Achievement Society (MPA Society) appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement.

Motivation, Power and Achievement Society (MPA Society) 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 Motivation, Power and Achievement Society (MPA Society) was conducted by the following CARF surveyor(s):

- Ronald L. Van Rooyen, B.A., M.A., Administrative
- John R. Cocciolone, Program
- Richard L. Davis, 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 Motivation, Power and Achievement Society (MPA Society) 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 Housing
- Personal Supports Services
- Supported Living
- *Governance Standards Applied*

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

Representations and Constraints

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

Survey Findings

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

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

Areas of Strength

CARF found that Motivation, Power and Achievement Society (MPA Society) demonstrated the following strengths:

- MPA Society, a private not-for-profit organization, demonstrates an exceptionally deep and enthusiastic commitment to its vision, mission, philosophy, core values, and beliefs; to providing quality services; and to continuous quality improvement.
- The organization has an extremely positive image and reputation in its service delivery area. As evidenced by stakeholders' feedback, it is a valued member of the community.

- The board, which is dedicated to the mission of MPA Society, supports its operations and has been a driving force in maintaining the organization's impressive growth and apparent fiscal stability. The governance policies and systems are impressive, and the board appears to fulfill its monitoring, due diligence, and policy responsibilities in order to maintain excellent service delivery and operations. Board members' participation in the strategic planning process was key to the development of the organization's excellent strategic plan.
- The executive director evidences a very high level of commitment to the organization and members. The dedicated and professional leadership demonstrates a strong team effort and a commitment to excellent service delivery, to fulfillment of the members' needs, and to the provision of services that are member driven. They have impressive experience and appear to complement one another and to work well together. The management team promotes flexible and creative service delivery practices.
- A high level of dedication and professionalism is apparent among the mission-focused and well-trained personnel who benefit from a collaborative and respectful work environment. The exceptionally enthusiastic staff members continually endeavor to provide meaningful services of the highest quality that emphasize community inclusion and are guided by each member's interests, skills, and choices. Their noteworthy efforts to integrate fun, supportive activities in the educational service delivery environment are underscored by shared cultural values with respect to the facilitation of optimal outcomes for the members.
- Staff members do not hesitate to meet the members and their families whenever and wherever are most convenient for them. They are respected by stakeholders for quickly responding to telephone messages and emails. Members stated that staff members not only return their calls, but also go the extra mile to respond to their questions and concerns.
- Excellent rapport and mutual respect are noticeable among board members, the leadership, staff members, and members.
- The excellent and friendly facilities in which MPA Society provides services are well located, clean, and secure. The environments are conducive to interactions among the members and personnel. The organization is commended for adding new units for the provision of community housing services.
- The organization demonstrates that it values the provision of services in safe environments through the implementation of an excellent safety program that is designed to protect the members, personnel, and visitors.
- MPA Society is commended for undertaking numerous excellent partnerships and collaborative efforts with other organizations and agencies throughout the communities and the large geographic area it serves.
- MPA Society maintains a strong partnership with a culinary school that helps prepare food and snacks for the members and even holds cooking classes that they may attend if they choose to. The types of partnerships in which the organization engages are strong components of the way it fulfills its mission, vision, and core values.
- The organization's policies, procedures, and systems appear to be based upon the CARF standards, and they appear to support its business functions and service delivery practices. The well-written policies and procedures are clear and complete.
- MPA Society developed and systematically uses a new personnel onboarding orientation and training process that provides the information and training necessary to learn the organization's policies, procedures, and systems in addition to its notable and impressive history and culture.
- The organization respects the members and provides a high level of quality supports and services to them through which they are empowered to maximize their independent functioning.
- MPA Society's organizationwide commitment to the provision of excellent services to the members through a person-centred philosophy is readily evident in its many daily activities.
- The residential facilities that are owned or operated by MPA Society are clean, well maintained, and located in nice community settings.

- MPA Society clearly demonstrates that it supports the members to develop new skills, to improve their ability to make decisions about their lives, and to function more independently.
- The MPA Society Resource Centre is a sterling example of services and supports that are delivered based on members' input and guidance. Strong personnel showcase, support, and encourage the expression of members' individual skills through the provision of guided activities that involve their meaningful engagement in visual arts, music, crafts, and many other activities. The beautiful conference table and grandfather clock built by a member are impressive examples of outcomes facilitated at MPA Society Resource Centre. This member now helps other members learn the trade and encourages them to help him with ongoing projects.
- Across the programs of MPA Society, members and their advocates expressed an exceptional level of satisfaction with their living spaces and quality of care, the overall calibre of life they experience, and the staff members' immediate responsiveness to them.

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. Motivation, Power and Achievement Society (MPA Society) received no recommendations from this survey. This accomplishment is achieved on approximately 3 percent of CARF surveys.

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 non-conformance 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 an 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-centred philosophy
- Organizational guidance
- Leadership accessibility
- Cultural competency and diversity
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

There are no recommendations in this area.

Consultation

- MPA Society's many written ethical codes of conduct are scattered throughout its policies and procedures. It is suggested that the codes be consolidated in a master document for greater ease of reference.
- The organization is encouraged to develop and complete an all-inclusive CARF annual report that could be used to ensure that all accreditation-required responsibilities are systematically accomplished and reported.
- MPA Society might consider developing and disseminating an organizational culture statement.

1.B. Governance (Optional)

Description

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 selection, orientation, development, leadership, structure, and performance
- Linkage between governance and executive leadership
- Board meetings and committee work
- Executive leadership development, evaluation, and compensation

Recommendations

There are no recommendations in this area.

Consultation

- The board's responsibilities are impressively organized and systematized. It is suggested that the total compensation mix for the executive director be further defined.
- MPA Society defines the qualifications for directors. It is encouraged to expand its governance policies to further define independent, unrelated board representation.

1.C. Strategic Planning

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- MPA Society has developed an appropriate strategic plan for 2017 through 2022. Ensuring that the prioritized goals in the next strategic plan are measurable could make it easier to systematically ascertain and report on the status of plan implementation.
- The organization is encouraged to streamline and simplify future strategic plans.

1.D. Input from Persons Served and Other Stakeholders

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that MPA Society continue to simplify/streamline its satisfaction surveys and survey process in order to maintain and improve stakeholder response rates and further validate the data gathered.

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.

Consultation

- The organization could benefit from developing a policy that includes a comprehensive list of all required timeframes for documentation in the members' case records.

1.F. Financial Planning and Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

1.G. Risk Management

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- MPA Society has developed an excellent risk management plan that is consistently and systematically monitored by the board. It is suggested that additional loss exposures be added to the plan as they are identified through the normal course of business and operations.

1.H. Health and Safety

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- MPA Society appears to have an excellent safety program. The safety committee might consider adding the safe storage of phone/computer/electrical cords to its inspection form for internal safety walkthroughs. It is also encouraged to ensure that the back of tags on fire extinguishers are consistently annotated following inspection.

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 behavioural 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 centre on enhancing the lives of persons served.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- MPA Society is encouraged to expand its onboarding orientation process to involve board members who convey their unique perspectives about the organization to newly hired personnel.
- A very small number of the performance appraisals reviewed during this survey did not include measurable goals. The organization is encouraged to continue to work to ensure that all supervisors receive thorough training in this area.
- It is suggested that the performance appraisal format be simplified and streamlined.
- MPA Society is encouraged to ensure that information regarding the decisions forthcoming from its succession planning discussions are incorporated in its succession plan.

1.J. Technology

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- Historically, MPA Society has developed and implemented technology plans. In conjunction with its strategic plan, the organization has engaged KPMG, its auditor and a provider of advisory services, to assess its current IT needs and to develop a plan that is responsive to those needs as well as specific recommendations for meeting the organization's anticipated future needs in all IT areas, including projected costs and estimated timeframes.

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.

Consultation

- To promote accessibility, members could be encouraged at intake to describe any barriers they experienced in accessing the organization's services, and new personnel hires might be asked if they require any reasonable accommodations.
- It is suggested that MPA Society make a concerted effort to promote members' community integration.
- The organization might find it helpful to formalize the process that personnel use to request reasonable accommodations by developing a dedicated form for this purpose.

1.M. Performance Measurement and Management

Description

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

Key Areas Addressed

- Data collection
- Establishment and measurement of performance indicators

Recommendations

There are no recommendations in this area.

Consultation

- MPA Society might consider updating, simplifying, and streamlining its performance measurement and management system to ensure that it consistently aligns with stakeholders' desired outcomes.

1.N. Performance Improvement

Description

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

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

Consultation

- The organization is encouraged to simplify and streamline its annual outcomes measurement and management report. The incorporation of additional charts and graphs to communicate performance information to stakeholders could be helpful.
- It is suggested that the annual outcomes measurement and management report more succinctly identify any established performance targets that were not met as well as related action plans that have been developed to address the improvements needed to reach established or revised performance targets.

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-centred and individualized
- Persons are given information about the organization's purposes and ability to address desired outcomes
- Documented scope of services shared with stakeholders
- Service delivery based on accepted field practices
- Communication for effective service delivery
- Entrance/exit/transition criteria

Recommendations

There are no recommendations in this area.

2.B. Individual-Centred 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-centred 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.

Consultation

- MPA Society is encouraged to take a more active role in ensuring that individualized recovery plans are revised as appropriate based on the changing needs of each member.

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.

Consultation

- Training the personnel and members to record the time of medication administration or the provision of support on the medication administration record (MAR) might further ensure that each member's medications are taken as prescribed.
- It is suggested that the person who administers medication place his/her initials in the appropriate box on the MAR to provide for greater accountability.

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-centred 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.H. Community Housing (CH)

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 neighbourhoods 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 survey application. These sites will be visited during the survey process and identified in the survey report and accreditation decision as a site at which the organization provides a Community Housing program.

Key Areas Addressed

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

Recommendations

There are no recommendations in this area.

4.I. Supported Living (SL)

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. A sample 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 survey application or identified as a site on the accreditation outcome.

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
- Supports available based on needs and desires
- In-home safety needs
- Living as desired in the community
- Support personnel available based on needs
- Persons have opportunities to access community activities

Recommendations

There are no recommendations in this area.

4.P. Personal Supports Services (PSS)

Description

Personal supports services are designed to provide instrumental assistance to persons and/or families served. They may also support or facilitate the provision of services or the participation of the person in other services/programs, such as employment or community integration services. The services are non-skilled types of supports and primarily delivered in the home or community and typically do not require individualized or in-depth service planning.

Services can include direct personal care supports such as personal care attendants and housekeeping and meal preparation services; services that do not involve direct personal care supports such as transporting persons served, information and referral services, translation services, senior centres, programs offering advocacy and assistance by professional volunteers (such as legal or financial services), training or educational activities (such as English language services), mobile meal services; or other support services, such as supervising visitation between family members and parent aides.

A variety of persons may provide these services/supports other than a program's staff, such as volunteers and subcontractors.

Key Areas Addressed

- Training for personnel
- Supervision of personnel
- Identification of supports provided by program

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

Motivation, Power and Achievement Society (MPA Society)

122 Powell Street
Vancouver BC V6A 1G1
CANADA

Supported Living
Governance Standards Applied

Banyan House

4134 Rupert Street
Vancouver BC V5R 2H4
CANADA

Community Housing

Batten Place

11674 231B Street
Maple Ridge BC V2X 0H1
CANADA

Community Housing

Beckman Apartments

12036 216th Street
Maple Ridge BC V2X 5J2
CANADA

Community Housing

Beckman Bridging Program

12027, 12029, 12033, 12035 216th Street
Maple Ridge BC V2X 5J2
CANADA

Community Housing

Beckman House

12032 216th Street
Maple Ridge BC V2X 5J2
CANADA

Community Housing

Berman House

1400 Lakewood Drive
Vancouver BC V5L 4M8
CANADA

Community Housing

Byron House

551 East 16th Avenue
Vancouver BC V5T 2V1
CANADA

Community Housing

Duke House

2756 West 10th Avenue
Vancouver BC V6K 2J9
CANADA

Community Housing

Hall Tower

7272 Kingsway Avenue, Apartment 912
Burnaby BC V5E 1G4
CANADA

Community Housing

Hampton Hotel

124 Powell Street
Vancouver BC V6A 1G1
CANADA

Community Housing

Irvine Place

1872 West 10th Avenue
Vancouver BC V6J 2A7
CANADA

Community Housing

Kidder Place

2184 Triumph Street, Apartment 102
Vancouver BC V5L 1K9
CANADA

Community Housing

Marshall Road Residences

33134 Marshall Road
Abbotsford BC V2S 1K5
CANADA

Community Housing

Meridian Village

3156 Coast Meridian Road, Apartment 222
Port Coquitlam BC V3B 5J9
CANADA

Community Housing

MPA Staff Office at the Hazelwood Hotel

104 - 344 East Hastings Street
Vancouver BC V6A 1P4
CANADA

Personal Supports Services

MPA Staff Office at the Savoy Hotel

258 East Hastings Street
Vancouver BC V6A 1P1
CANADA

Personal Supports Services

Phoenix Apartments

745 West Seventh Avenue
Vancouver BC V5Z 1B9
CANADA

Community Housing

Resource Centre

2275 Fir Street
Vancouver BC V6J 3B6
CANADA

Personal Supports Services
Supported Living

Sanford Apartments

1601 West Seventh Avenue
Vancouver BC V6J 0E2
CANADA

Community Housing

Silken Laumann House

674 East 29th Avenue
Vancouver BC V5V 2R9
CANADA

Community Housing

Sophia House

4824 Sophia Street
Vancouver BC V5V 3W6
CANADA

Community Housing

Surrey Court Services

14340 57th Avenue
Surrey BC V3X 1B2
CANADA

Personal Supports Services

Tamarack House

5225 Rupert Street
Vancouver BC V5R 2K2
CANADA

Community Housing

Tilikum House

3126 Grandview Highway
Vancouver BC V5M 2E8
CANADA

Community Housing

Vancouver Court Services

222 Main Street
Vancouver BC V6A 2S8
CANADA

Personal Supports Services

Virginia House

1754 West 11th Avenue
Vancouver BC V6J 2C3
CANADA

Community Housing

Welwyn House

4583 Welwyn Street
Vancouver BC V5N 3Z3
CANADA

Community Housing

Winston Manor

2805 West Seventh Avenue
Vancouver BC V6K 1Z5
CANADA

Community Housing