



CARF
Survey Report
for
HomeLife, Inc.

CARF INTERNATIONAL

4891 East Grant Road
Tucson, AZ 85712 USA
Toll-free/TTY 888 281 6531 ■ Fax 520 318 1129
www.carf.org

CARF-CCAC

1730 Rhode Island Avenue, NW, Suite 209
Washington, DC 20036 USA
Toll-free 866 888 1122 ■ Fax 202 587 5009
www.carf.org/aging

CARF CANADA

10665 Jasper Avenue, Suite 1400A
Edmonton, Alberta T5J 3S9 Canada
Tel 780 429 2538 ■ Fax 780 426 7274
www.carfcanada.ca

Organization

HomeLife, Inc.
Three Heritage Oak Lane
Battle Creek, MI 49015

Organizational Leadership

Scott M. Christ, B.A., Vice President/Co-Owner

Survey Dates

February 20-22, 2008

Survey Team

Sheryl L. Stoddard, Administrative Surveyor

Marcia W. Jackson, M.S.W., M.P.H., CAP, Program Surveyor

Programs/Services Surveyed

Residential Treatment: Psychosocial Rehabilitation (Adults)

Previous Survey

February 17-18, 2005
Three-Year Accreditation



Survey Outcome

Three-Year Accreditation
Expiration: April 2011

SURVEY SUMMARY

HomeLife, Inc., has strengths in many areas.

- HomeLife has outstanding leadership and is proactive, visionary, and responsive to the needs of persons served and the community.
- The organization's financial operations appear sound and well managed.
- Teamwork, mutual respect, and cooperation are demonstrated throughout the organization.
- Staff members are pleasant, motivated, and cooperative.
- HomeLife continues to expand, use, and share information from its outcomes management system. Program processes or strategies are changed to positively affect outcomes. Different methods of sharing outcomes information have been explored.
- HomeLife makes good use of data that are routinely collected throughout program participation. Program staff members are well aware of program requirements and expectations, and the data collection process is well suited to help them understand their successes.
- Management and leadership personnel are caring and clearly committed to the provision of services designed to meet the needs of the persons served. Administrative staff members are accessible to the persons served.
- Staff members demonstrate exceptional care and respect for the persons served. Each person served is greeted by name by program staff members and leadership in a manner that clearly communicates their interest in the person's well-being and success. The attitude and approach of the staff members contribute much to the delivery of high quality services, for which the persons served are truly appreciative.
- The organization's system of autonomy for each home results in multiple activities that are specialized for the persons served of each particular home and fit the individuals' strengths, needs, abilities, and preferences. Input from the resident advisory committee of each home is consistently utilized. Persons served participate in Special Olympics, swimming, bowling, Frisbee golf, and cultural events of interest to them.
- Although the organization provides psychosocial rehabilitation through a person-centered and behavioral modification approach, the staff members document and analyze many aspects of the persons' physical health issues. This overall holistic approach often results in improved overall functioning and well-being of the persons served.

In the following areas HomeLife demonstrates exemplary conformance to the standards.

- HomeLife is commended for its outstanding commitment to its employee training as evidenced by the employee level system and the employee on-the-job training program.

- All seven residential homes are exceptionally homelike and comfortable settings that include attractive home decorations, spacious common living areas, porches, displays of artwork created by persons served, and more than adequate personal space for privacy.

HomeLife should seek improvement in the areas identified by the recommendations in the report. Suggestions given do not indicate nonconformance to standards but are offered as consultation for further quality improvement.

On balance, HomeLife has made a strong commitment to utilize the CARF standards and has accomplished a great deal in its pursuit of international accreditation. The organization provides excellent services in a manner that promotes the health, safety, and welfare of the persons served. HomeLife is encouraged to address the opportunities for improvement noted in this report, focusing efforts on enhancing rights policies, expanding policies and procedures regarding illicit and licit substances, strengthening personnel performance evaluations, and ensuring appropriate transition planning. The organization has the human resources, motivation, and support to address the areas of nonconformance and partial conformance detailed in this report. It also has the ability to grow and to change to meet the various challenges that affect the persons served.

HomeLife, Inc., has earned a Three-Year Accreditation. The organization is complimented on this achievement, and it is encouraged to continue to use the CARF standards for quality improvement.