



CARF
Survey Report
for
HomeLife, Inc.

Organization

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

Organizational Leadership

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

Survey Dates

March 21-23, 2011

Survey Team

Joseph S. Paliwoda, M.B.A., CAC-M, CCS-M, Administrative Surveyor
Kristen K. Dunn, M.R.C., PCC-S, LICDC, Program Surveyor

Programs/Services Surveyed

Residential Treatment: Psychosocial Rehabilitation (Adults)

Previous Survey

February 20-22, 2008
Three-Year Accreditation



Survey Outcome

Three-Year Accreditation
Expiration: April 2014

SURVEY SUMMARY

HomeLife, Inc., has strengths in many areas.

- Persons served and other stakeholders report high levels of satisfaction with the services provided by HomeLife.
- The organization has purchased and maintained attractive and functional homes that allow persons served to reside in comfort within the community. The homes offer more than adequate space for privacy and personalization of the living environment.
- HomeLife is commended for its comprehensive on-the-job training program for staff at all levels of the organization. The on-the-job training system created by HomeLife, along with its guidelines for home managers on employee supervision, is very well developed and serves to promote competently trained employees. The training also serves as an effective staff recruitment, retention, and succession planning tool.
- HomeLife has recruited and retained highly motivated and qualified staff members who are committed to improving the lives of persons served.
- The organization utilizes a comprehensive data management system to track behavioral trends of persons served to assist outside entities in providing the most effective medical, psychiatric, and mental health care.
- HomeLife is recognized for its willingness to accept and place persons served who have not been successful in other residential treatment programs. More importantly, the organization has also been able to retain these individuals in their homes and prevent further displacement of the persons served to hospitals and/or other more restrictive settings.
- The direct care staff members have created structured and supportive living environments that promote feelings of safety, security, and stability in the persons served.
- Staff members at all levels within HomeLife report high levels of satisfaction with the responsiveness of the management team to their input into the daily operations, strategic plans, and mission of the organization.
- The management of HomeLife benchmarks the “best” practices in various processes from a variety of businesses. This helps create unique and effective processes for the organization.
- The organization’s commitment to quality improvement is displayed throughout its policies and procedures. The fact-based decision-making model promotes informed, quality decisions.

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

- The management is commended on creating an exemplary operational dashboard system that promotes accountability and transparency of operations.

HomeLife should seek improvement in the areas identified by the recommendations in the report. Consultation given does not indicate nonconformance to standards but is offered as a suggestion for further quality improvement.

On balance, HomeLife has demonstrated commitment to quality improvement and significant conformance to the CARF standards. Leadership has created a culture of focusing on accountability and quality improvement. Although there are areas for improvement in human resources, leadership, and health and safety, it is clear that the organization has the resources and commitment to address the areas for improvement in this report.

HomeLife, Inc., has earned a Three-Year Accreditation. Leadership is commended on its success and is encouraged to continue to integrate the CARF standards into the operational planning and evaluation systems.