



Quality Assurances

ACCREDITATION REPORT

Friends of L'Arche Atlanta, Inc.

305 Mead Rd.

Decatur, GA 30030

Tim Moore, Chief Executive Officer

Accreditation Team: Amy Price

Accreditation Visit Dates: July 24-26, 2019

OVERVIEW OF CQL QUALITY ASSURANCES ACCREDITATION

CQL Accreditation promotes excellence in person-centered services and supports that lead to increased quality of life. It's about continuous improvement. CQL Accreditation facilitates organizational improvement in person-centered services and supports and personal quality of life outcomes.

CQL's Quality Assurances Accreditation is grounded in over 40 years of CQL leadership and peer-reviewed research. We focus on the critical elements that lead to increased quality of life for people.

CQL Accreditation promotes and facilitates excellence in person-centered supports and services that lead to increased quality of life.

This first onsite accreditation visit focused on:

- Ongoing implementation and commitment to *Shared Values*®
- Maintaining and monitoring *Basic Assurances*®
- Supporting personal quality of life as measured by the *Personal Outcome Measures*®

For additional information please refer to the following attachments and manuals:

- Basic Assurances® Manual
- Basic Assurances® assessment results
- Shared Values® Manual
- Shared Values® assessment results
- Personal Outcome Measures® Manual
- Personal Outcome Measures® Summary Report
- Basic Assurances® Plan
- Personal Outcome Measures® Plan

ORGANIZATIONAL PROFILE

Vision L'Arche Atlanta envisions a world where everyone has a secure place of belonging in community, where people with and without disabilities can live in mutually transformative relationship, and where all people's gifts are valued and given a place from which to contribute to the wider society.

Mission The mission of L'Arche is to make known the gifts of people with intellectual and developmental disabilities, revealed through mutually transforming relationships; to respond the changing needs of our members, while being faithful to the core values of our founding story; and to engage in our diverse cultures, working together towards a more human society.

L'Arche is an International Federation dedicated to the creation and growth of homes, programs, and support networks with people who have intellectual disabilities. It was founded in 1964 when Jean Vanier, the son of Canadian Governor General Georges Vanier and Pauline Vanier, welcomed two men with disabilities into his home in the town of Trosly-Breuil, France. Today, it is an international organization operating 147 communities in 37 countries, and on five continents. Worldwide, L'Arche is organized into regional and national groupings of independent, locally operated agencies which it calls "communities." Each L'Arche community normally comprises a number of homes and, in many cases, apartments and day programs as well.

Globally, L'Arche has been seen by individuals, not-for-profit organizations, and government as a living example that compassionate care and loving community can be brought together in service of those who are on the outside of society. In 2014, L'Arche International and Jean Vanier won the Notre Dame Award for International Human Development and Solidarity. The Center for Faith and Service and FAITH3 honored L'Arche USA in 2014 as a "Service Program that Changes the World."

L'Arche Atlanta launched its first house in 2012 to become the 140th organization in the International Federation of L'Arche. That home began with three Core Members and three assistants sharing life together. It is located in the Oakhurst neighborhood of Decatur, which is a walkable, vibrant, and inclusive neighborhood, with nearby shops and restaurants, a train stop, and bus lines. Additionally, the home was/is permitted as a Community Residential Alternative (CRA) through Georgia's Department of Behavioral Health and Developmental Disability (GDBHDD). Additionally, upon its founding L'Arche Atlanta immediately became a member of the Service Providers Association for Developmental Disabilities. In 2013 L'Arche Atlanta self-initiated a survey through GDBHDD, which it passed. In the Fall of 2016, L'Arche Atlanta experienced two other significant developments. It brought aboard its fourth Core Member and it was randomly selected for a Quality Enhancement Provider Review (QEPR) by the Delmarva Foundation for Medical Care, which was commissioned to operate as an extension of the Georgia Collaborative Administrative Services Organization. That QEPR assessed L'Arche Atlanta's health, safety, person centered practices, community, choice, and rights. L'Arche Atlanta passed that

random Delmarva survey with an overall score of 95.3. Since its founding, L'Arche Atlanta has experienced tremendous community support. Various stakeholders, from Support Coordinators to the families of Core Members to volunteers, consistently report high satisfaction with L'Arche Atlanta. That robust community support has facilitated tremendous growth, which will soon be evidenced by the launching of L'Arche Atlanta's second CRA house, which is scheduled to open in 2020.

ORGANIZATIONAL CERTIFICATION

In order to be eligible for accreditation, CQL requires certification of all local, state and federal regulations. Additionally, evidence of ongoing data collection and analysis of assurances of health, safety and human security is required. Prior the onsite accreditation activities, Arc of Onondaga certified that is in compliance with all required local, state, and federal regulations relevant to the supports and services it provides and confirms that it is in full compliance with:

- Licensing and certification requirements
- Sanitation/fire and safety codes
- Reporting compliance for incidents, abuse and/or neglect

Friends of L'Arche Atlanta, Inc. affirmed that there are no current open or unresolved issues related to:

- Outstanding fiscal or legal sanctions
- Non-compliance with regulations
- Licensing exceptions
- Unfavorable third party reviews
- Abuse, neglect, or other circumstances being investigated by local, state or federal entities
- Any related circumstances that require a plan of correction in order to remain licensed, certified, or funded.

Friends of L'Arche Atlanta, Inc. confirmed that the organization has:

- Current external monitoring reports and responses for all services and supports provided
- Current external monitoring reports and responses for all licensed buildings showing that all required safety/compliance standards are met
- Clear policies that state the procedures for meeting local, state, funding, and federal requirements
- Current plans of correction showing all outstanding issues have been (or are being) addressed
- Current external monitoring reports and responses for all services and supports provided
- Current external monitoring reports and responses for all licensed buildings showing that all required safety/compliance standards are met

- Clear policies that state the procedures for meeting local, state, funding, and federal requirements
- Current plans of correction showing all outstanding issues have been (or are being) addressed

A variety of activities were facilitated by CQL in collaboration with Friends of L'Arche Atlanta, Inc. as part of this accreditation process, which include:

- **Organization Self-Assessment**

The organization completed and submitted an in depth self-assessment of organizational systems and practices related to Basic Assurances® and Shared Values® prior to the onsite accreditation.

- **Offsite Meetings**

The organization's leadership team participated in two planning calls prior to the onsite accreditation.

- **Basic Assurances® and Shared Values® Validation**

CQL facilitated a rigorous assessment of the organization's systems and practices related to Basic Assurances® and Shared Values® through a variety of onsite activities including but not limited to: document and policy review, targeted interviews, site visits, focus groups and Personal Outcome Measures® interviews.

- **Personal Outcome Measures® Focus**

CQL focused on organizational implementation of Personal Outcome Measures® on an individual and systemic level. Interviews, focus groups and data review were completed.

- **Plan Development**

CQL presented findings for current Basic Assurances®, Shared Values® and Personal Outcome Measures® alignment. The organization developed a plan to enhance these areas based on results. Accreditation is awarded based on the development of this plan and maintained based on implementing it.

- **Next Steps Discussion**

CQL facilitated discussion of the integration of this plan into the organization's strategic plan and other organizational initiatives, additional resources needed, and ongoing reporting and collaboration for continued accreditation.

RESULTS & FINDINGS

SHARED VALUES®

Values, beliefs and expectations about people determine the way we provide services, supports and resources. A variety of activities including targeted interviews, document review, focus groups, site visits and Personal Outcome Measures® conversations were conducted by CQL to determine the alignment of the organization's values with CQL's Shared Values standards.

BASIC ASSURANCES®

Basic Assurances® address the provision of safety measures put into action from the person's perspective. *Basic Assurances®* requires policies and procedures or systems, while the effectiveness of the system is determined in practice or the carrying out of the policy, person by person. These assurances are not statements of intent; rather, they are the essential, fundamental and non-negotiable requirements.

CQL determined that 33/46 indicators for Basic Assurances® are currently present for Friends of L'Arche Atlanta, Inc. See the full Basic Assurances® report for details.

Areas of Strength:

- Strong and dedicated staff
- Strong mission and live their values
- Focus on community connections for people
- Community events and advocacy focus

Areas of opportunity:

- Partner with support coordinators in goal creation
- Create new policies to address all of the Basic Assurances®
- Support people in achieving goals and then celebrating those
- Identify potential natural supports

PERSONAL OUTCOME MEASURES®

Personal Outcome Measures® focuses on the choices people have in their lives and serves as powerful tool for evaluating the quality of life for people. The Personal Outcome Measures® enable us to learn about people in new and different ways and can also provide a guide for person-centered planning. In order to achieve Quality Assurances Excellence accreditation with CQL, organizations must: 1. utilize the Personal Outcome Measures® on an individual level for planning and discovery, and 2. collect, aggregate, analyze and act on data collected as a result of Personal Outcome Measures® implementation.

CQL conducted four Personal Outcome Measures® interviews during this onsite visit. The average aggregate score for these interviews was 4 outcomes/ 7 supports. See the full Personal Outcome Measures® report for details.

This was the first Personal Outcome Measures® interview done at the agency. The leadership team already identified the staff that will complete the interviews. Those staff observed the interview. Many conversations were had about how the agency can incorporate the interviews into their practice

FOCUS GROUPS

CQL conducted two focus groups during the onsite accreditation. One with people who receive services from the organization and one with Direct Support Professionals. Below is a brief summary of themed discussed during each:

Self Advocate Focus Group:

Strengths of the Organization:

- I want to live here my whole life
- Love to hang out and go places
- Like the people and to say good morning to them
- Assistants are nice and help make my lunch
- Get support in the mornings
- Learn new things and people engage in my interests
- Take me places I want to go
- Fun celebrations
- When we have issues with staff, we talk about it
- We like to cook

Things that could be even better:

- I want to go more places
- More parties
- I want to cook more and answer the phone
- Sometimes staff could listen better
- I want a paid job
- Don't like when people scream
- Go to more Braves games
- Go to California
- More time with girlfriend

Things I would do if I was the 'Big Boss':

- L'Arche should own house
- I want to be involved in more meetings
- Want to go with assistants on desert day
- Take everyone out to the movies/vacation
- Raise more money, talk with donors

Self Advocate Focus Group:

Strengths of the Organization:

- Relationship and open communication
- Real investment
- Becomes the ways that you live
- Opportunities to change people's minds
- Lots of freedom for all
- Springboard for curiosity
- Lots of people working for fiscal health
- Tim sees the value in supporting us
- Fantastic nurse
- Take rights seriously
- Ability to get to know someone deeply
- Great community events and volunteers

Things that could be even better:

- Facilitate more organic relationships
- Don't need to ask permission
- Create a more welcoming/personal training and orientation
- Balance of encouragement and choice
- Frustrations with the realities of the service system
- Diversity
- Can overextend the house to hosting people
- Communicating expectations with parents

Things I would do if I was the 'Big Boss':

- Never leave us!
- Benefit to facetime at the house

- More dreaming with everyone
- What are Tim's ideas and how can we support?
- More channels for assistant ideas to take root
- Regular coffee dates
- Continue determining people's gifts and strengths

NEXT STEPS/ ONGOING ACCREDITATION

Friends of L'Arche Atlanta, Inc. is commended and congratulated for achieving accreditation with CQL's Quality Assurances Accreditation methodology and for its ongoing commitment and efforts to exemplify how a singular focus on the lives of people supported leads to making meaningful discoveries about *What Really Matters*.

In order to maintain CQL Accreditation, Friends of L'Arche Atlanta, Inc. must submit a plan within 30 days of the onsite accreditation, to bring all Basic Assurances® indicators into full alignment for both systems and practice. Any Basic Assurances® indicators assessed as NOT PRESENT in either system or practice by CQL requires a plan of enhancement. A template for this plan has been provided. Implementation of this plan will be assessed during the next accreditation checkpoint with CQL. Failure to complete, submit or carry out the plan will jeopardize accreditation.

In order to maintain CQL Accreditation, Friends of L'Arche Atlanta, Inc. must submit a plan within 30 days of the onsite accreditation, which will outline the organizations plan to: 1. utilize the Personal Outcome Measures® on an individual level for planning and discovery, and 2. collect, aggregate, analyze and act on data collected as a result of Personal Outcome Measures® implementation. A template for this plan has been provided. The plan must outline the steps the organization will take to build their capacity and ability to implement the Personal Outcome Measures® effectively. Implementation of this plan will be assessed during the next accreditation checkpoint with CQL. Failure to complete, submit or carry out the plan will jeopardize accreditation.

In order to maintain CQL Accreditation, Friends of L'Arche Atlanta, Inc. agrees to participate in one additional onsite visit with CQL over the course of the three year accreditation partnership.

The next checkpoint with CQL will occur no sooner than 12 months and no later than 18 months after the initial onsite visit and will focus on:

- Implementation of Basic Assurances® and Personal Outcome Measures® plans of enhancement
- Stories that illustrate progress and success in people's lives
- Personal Outcome Measures® data analysis and learning
- Basic Assurances® Factor Ten (integrated Quality management)
- Ongoing compliance with local and national regulations and requirements concerning the basics of health, safety and human security

- Development of a plan to enhance Community Life® and Responsive Services®

CQL reserves the right to require an additional visit if progress cannot be validated.

NEXT STEPS/ ONGOING ACCREDITATION

Accredited organizations are required to notify CQL | The Council on Quality and Leadership of changes in the following circumstances and any other circumstance that could potentially put at risk the quality of supports to people:

- Change in executive director
- Change in ownership or management
- Potential loss of certification, license(s) or funding
- Receipt of citations of Immediate Jeopardy or Conditions of Participations in ICF funded services
- Receipt of any state-specific sanctions related to state licensure regulations
- Addition or deletion of program/service components
- Addition of new buildings and changes in the compliance of any building with the requirements of the Life Safety Code or other equivalent code

When notified of such changes, CQL will request additional information that provides evidence of the impact of the change(s) on people receiving services. CQL reserves the option of visiting any accredited organization, at the expense of the organization, if CQL determines that the:

- Change(s) significantly or negatively impacts people receiving services
- Information does not sufficiently address the impact;
- Organization failed to notify CQL of significant change(s)

CQL will give notice of any such visit/review to the organization's Chief Executive Officer/Executive Director. The onsite visit will be for the purpose of determining the impact of organizational change(s) on people receiving services.

CQL reserves the right to discontinue the award of accreditation if the onsite visit results in evidence that determines:

- The impact of organizational change has had a significant and negative impact on people receiving services
- The organization is no longer able to sustain the commitment to supporting basic health, safety and human security for people over the cycle of accreditation
- The organization refuses to undergo the onsite visit