

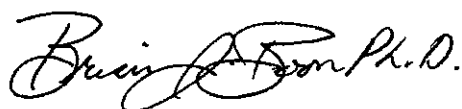
December 24, 2023

CAPE

CAPE standards as part of its ongoing commitment to accreditation. CAPE

commends your organization's commitment and consistent efforts to improve the quality of its program(s)/service(s) and looks forward to working with your organization in its ongoing pursuit of excellence.

Sincerely,



Brian J. Boon, Ph.D.

Executive Director

**CARF Accreditation Report
for
Res-Care Premier Inc.
Three-Year Accreditation**



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About CARF

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

The accreditation process applies CARF's internationally recognized standards during a site survey conducted by

Organization

Res-Care Premier Inc.
6185 Tittabawassee, Suite 1A
Saginaw, MI 48603

Organizational Leadership

Lyne Smith, Executive Director

Survey Number

178349

Survey Date(s)

November 15, 2023–November 17, 2023

Surveyor(s)

Monica L. Davis, MBA, Administrative
Lynn Walker, Program
Kara Kimes, Program
Trina L. Cookson, Program

Program(s)/Service(s) Surveyed

Community Housing

Accreditation Decision

Three-Year Accreditation
Expiration: November 30, 2026

Executive Summary

This report contains the findings of the Commission's investigation into the activities of the [REDACTED] in [REDACTED] from [REDACTED] to [REDACTED].

[REDACTED]

November 17, 2022. This report includes the following information:

Res-Care Premier Inc. 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:

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.

- 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

- The leadership at Res-Care Premier is extremely open and active in the operations of the homes. Clients know the executive director by name and are welcomed to give feedback on the quality of services they are receiving. The executive director is available to meet with clients and their families at any time.

located, including holding open houses for every location to which local first responders, neighbors, local businesses, and county contact staff are invited.

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.

TABLE 1.1.1 CARF STANDARDS APPLIED TO THE SURVEY

Consultation

- Res-Care Premier utilizes many policies from its parent company, BrightSpring, such as its fraud policy. It is suggested that, if Res-Care Premier is going to use the BrightSpring fraud policy, the organization include

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

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

Recommendations

There are no recommendations in this area.

Consultation

- Res-Care Premier has a procedure that outlines steps for clients to take to request an expenditure of their funds controlled or partially controlled by the organization. The procedure states that the expenditure must be approved, but it does not say by whom. The organization is urged to modify this procedure to include who must give these approvals so that all personnel are clear on the process.

1.G. Risk Management

Key Areas Addressed

- Healthy and safe environment
- Competency-based training on health and safety procedures and practices

- Access to first aid and emergency information
- Critical incidents
- Infections and communicable diseases
- Health and safety inspections

Recommendations

1.H.7.a.(1)

1.H.7.a.(2)

1.H.7.b.

1.H.7.c.(1)

1.H.7.c.(2)

1.H.7.c.(3)

1.H.7.c.(4)

1.H.7.c.(5)

1.H.7.d.

While Res-Care Premier does conduct emergency drills on its emergency procedures these are not consistently

done on all shifts or at all sites. It is recommended that an unannounced test of each emergency procedure be conducted at least annually on each shift and at each location; include, as relevant to the emergency procedure, a complete actual or simulated physical evacuation drill: be analyzed for performance that addresses areas needing

Key Areas Addressed

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

Personnel

1.J. Technology

Description

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1.J.4.a.

1.J.4.b.(1)

1.J.4.b.(2)

1.J.4.b.(3)

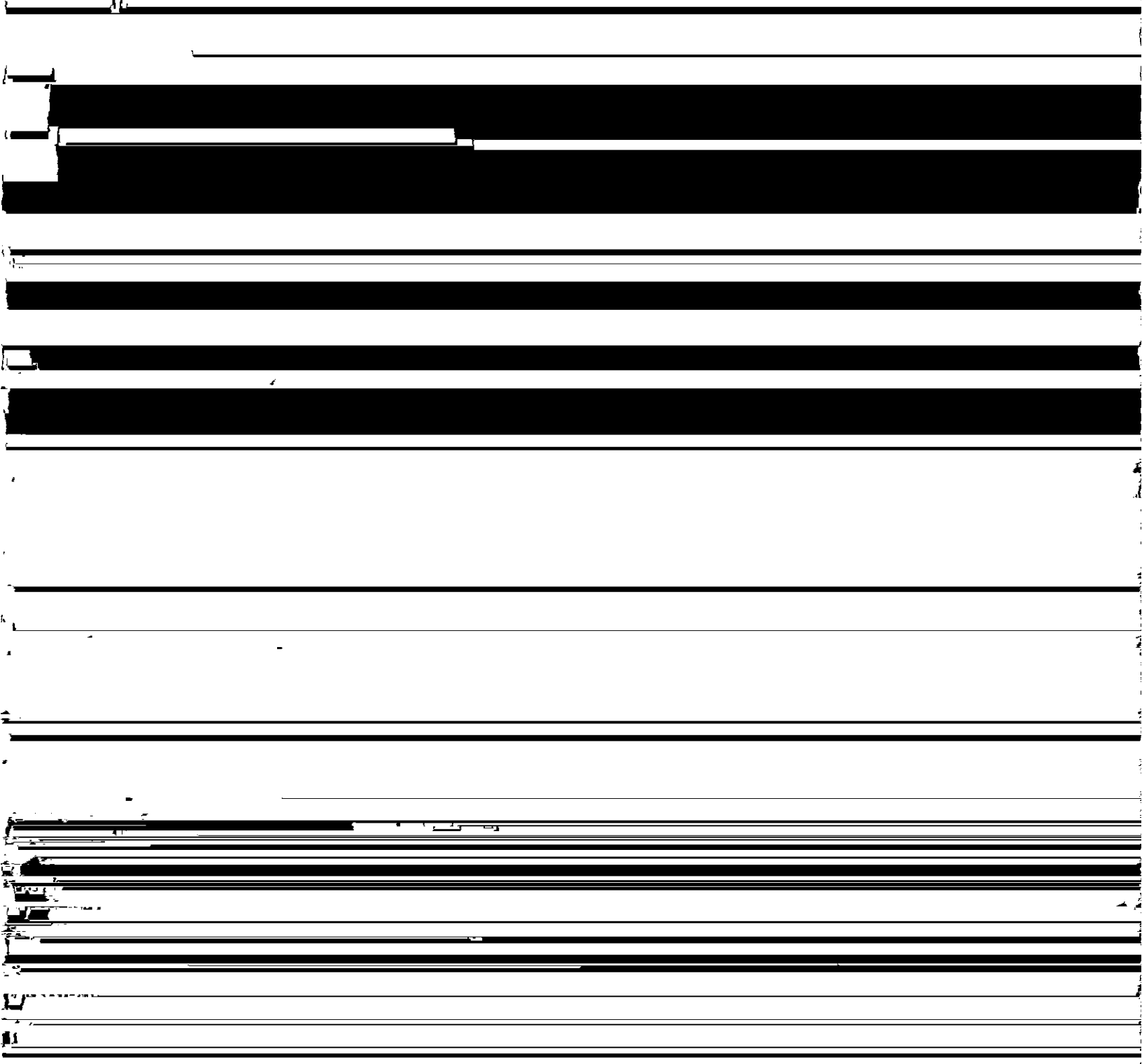
1.J.4.b.(4)

1.J.4.b.(5)

1.J.4.b.(6)

1.J.4.c.

Res-Care Premier relies on its parent company's IT department for its IT support, including backup and business continuity/disaster recovery. While tests of its recovery systems may have been done at the corporate level, there is no evidence of a test of the local organization's procedures, nor is there any documented analysis of the results of



Key Areas Addressed

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

1.L.1.b.(5)

1.L.1.b.(6)

1.L.1.b.(7)

1.L.1.b.(8)

1.M.4.a.

1.M.4.b.(1)

1.M.4.b.(2)

1.M.4.b.(3)

1.M.4.b.(4)

1.M.4.b.(5)

While Res-Care Premier obtains service planning and client goal information from the respective counties responsible for the placements, it does not outline in the performance measurement plan a way that it measures the effectiveness of its services. It is recommended that, to measure its results achieved for the clients served (effectiveness), each program/service seeking accreditation document an objective(s) and a performance indicator(s), including to whom the indicator(s) will be applied, the person(s)/position(s) responsible for collecting the data, the source(s) from which data will be collected, identification of relevant timeframes for collection of data, and a performance target that is based on the organization's performance history or established by the organization or a stakeholder or is based on an industry benchmark.

1.M.9.b.(3)

1.M.9.b.(4)

1.M.9.b.(5)

Res-Care Premier has quite a few processes in place to measure its business function and set key performance

indicators; however, the organization has not documented all these processes. It

1. M.9.b. (5)

Consultation

- Res-Care Premier has a number of different tracking sheets and reports on business functions. The organization might consider adding the various sets of data it analyzes to the existing quality improvement plan. This may assist the organization in taking a broader, big picture view of how all the functions

Consultation

- Res-Care Premier's release of information is good for one year, as it is standard practice to have this document signed annually.

writing. Res-Care Premier might consider changing this to state that the release of information is good for one year, as it is standard practice to have this document signed annually.

- The organization has policies and procedures that comply with funding guidelines and governmental regulations in the event restrictions are placed on the rights of a client. Approval for restrictive techniques is given by other entities. Res-Care Premier might consider obtaining copies of the documentation of approvals for its records so that it is clear that guidelines have been followed in each case.

actions to be taken to minimize risks that have been identified and identifying individuals responsible for those

[REDACTED]

[REDACTED]

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

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.

Consultation

- Clients served have opportunities to participate in typical home activities, but many chores are completed by staff members. The consultation recommended that the staff members be trained to provide more opportunities for clients to participate in typical home activities.

Program(s)/Service(s) by Location

Res-Care Premier Inc.

6185 Tittabawassee, Suite 1A
Saginaw, MI 48603

Administrative Location Only

Parkside Home

8358 Neff Road
Mount Morris, MI 48458

Community Housing

4781 North Branch Road
North Branch, MI 48461

Community Housing

ResCare Premier Briggs

4324 Briggs Road

Community Housing

ResCare Premier Burnside

4895 Burnside Road
North Branch, MI 48461

Community Housing

ResCare Premier Farnsworth

1670 Woodbine Drive
Lapeer, MI 48446

Community Housing

ResCare Premier Frances

5183 Genesee Road
Lapeer, MI 48446

Community Housing

ResCare Premier Holly

4242 West Baldwin Road
Grand Blanc, MI 48439

Community Housing

ResCare Premier Kings Lane

209 Kings Lane
Battle Creek, MI 49014

Community Housing

ResCare Premier Lake

1220 West Lake Road
Clio, MI 48420

Community Housing

ResCare Premier ...

3946 Lawndale Road
Saginaw, MI 48603

Community Housing

ResCare Premier ...


3475 McCarty

ResCare Premier Riverview

1467 Flushing Road
Flushing , MI 48433

Community Housing

ResCare Premier Vienna



828 Broad Street
Chesaning, MI 48616

Community Housing

ResCare Premier Winfield

3595 Winfield Drive, Suite 1A
Saginaw, MI 48603

Community Housing