



Three-Year Accreditation

# CARF Survey Report for Siffrin, Inc.

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**Three-Year Accreditation**

**Organization**

Siffrin, Inc.  
2912 Whipple Avenue NW  
Canton, OH 44708

**Organizational Leadership**

Bradley L. Vincent, Executive Director

**Survey Dates**

February 19-21, 2014

**Survey Team**

Anthony S. LoDuca, M.S., Administrative Surveyor  
Nathaniel Rogers Jr., Program Surveyor  
Renée B. East, M.S., Program Surveyor

**Programs/Services Surveyed**

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Community Housing  
Community Integration  
Employee Development Services  
Supported Living

**Previous Survey**

February 14-16, 2011  
Three-Year Accreditation

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**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: March 2017**

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# SURVEY SUMMARY

## **Siffrin, Inc., has strengths in many areas.**

- The day services staff members and management display great creativity in identifying resources and providing opportunities for enhancing independence and community integration for the persons served. This is especially noteworthy in an economic environment where such resources are scarce.
- Employers respect and appreciate Siffrin's support staff members. These strong relationships create positive employment opportunities for the persons served. This is evidenced by the Project SEARCH program with Aultman health system.
- Community stakeholders and the parents of the persons served view Siffrin as a premier program, resulting in the organization having high visibility and a very positive reputation and impact on the communities it serves. The organization is complimented for being recognized by the Arc of Stark County as the 2012 Provider of the Year.
- Siffrin is acknowledged for the individual-first attitude that it displays throughout the organization. The persons served and their parents express that they truly appreciate the respect and thoughtfulness that the Siffrin staff members give them.
- Family members report a high level of satisfaction with program services, community activities, and socialization opportunities provided to the individuals. These efforts are clearly effective in developing greater independence for the persons served.
- Siffrin has dedicated and compassionate staff members who are focused on providing high quality services to the persons served. The staff members extend themselves beyond their assigned responsibilities to get the job done. Many of the staff members have been employed with Siffrin for significant periods of time, and the organization is consistent about promoting from within.
- Siffrin is recognized for locating and providing residential sites services in beautiful and spacious homes that meet the unique needs of the individuals served.
- Siffrin is dedicated to providing services to individuals who would not otherwise have funding for basic needs to be met. The Hope Fund is a wonderful program making it possible for the individuals served to receive financial supports and donations for services not otherwise available to the individual or funded by the county boards.
- The members of the executive and management teams are clearly committed to recognizing strengths and capabilities of the staff members through the Our Own Award. This annual recognition of a plaque presentation at the annual luncheon for the direct care staff members is a strong motivator for the staff members to continuously provide the best services to the individuals served.
- The organization is acknowledged for its strong financial planning, management, and accounting systems evidenced by its operating reports and financial certified audits.

**Siffrin 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, Siffrin demonstrates a commitment to the CARF standards and to continuous improvement as evidenced by its decision to pursue CARF accreditation. The organization's staff members are capable, well trained, and committed to positive outcomes for the persons served, and they are held in high regard by the stakeholders. The organization recognizes a need to sustain its growth and improve the quality of its service delivery system. Siffrin is urged to address the recommendations in this report in the spirit of its commitment to continuous quality improvement, including strengthening its performance management and improvement system.

Siffrin, Inc., has earned a Three-Year Accreditation. The board, staff members, and individuals served are congratulated for this accomplishment. Throughout the tenure of this accreditation, the organization is encouraged to continue to use the CARF standards as means of ongoing program quality improvement.

## **SECTION 1. ASPIRE TO EXCELLENCE<sup>®</sup>**

### **A. Leadership**

#### **Principle Statement**

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
- Leadership guidance
- Commitment to diversity
- Corporate responsibility
- Corporate compliance

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## **Recommendations**

### **A.6.a.(4)(f)**

Siffrin is urged to expand its written codes of ethical conduct policies to include the witnessing of documents. Examples of documents that personnel might be asked to witness include powers of attorney, guardianship, and advance directives.

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## **C. Strategic Planning**

### **Principle Statement**

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**

- Strategic planning considers stakeholder expectations and environmental impacts
  - Written strategic plan sets goals
  - Plan is implemented, shared, and kept relevant
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## **Recommendations**

There are no recommendations in this area.

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## **D. Input from Persons Served and Other Stakeholders**

### **Principle Statement**

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**

- Ongoing collection of information from a variety of sources
- Analysis and integration into business practices
- Leadership response to information collected

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## Recommendations

There are no recommendations in this area.

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## E. Legal Requirements

### Principle Statement

CARF-accredited organizations comply with all legal and regulatory requirements.

### Key Areas Addressed

- Compliance with all legal/regulatory requirements
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## Recommendations

### E.2.a. through E.2.d.

As recommended in the previous survey report, Siffrin should implement written procedures to guide personnel in responding to search warrants, subpoenas, investigations, and other legal actions.

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## F. Financial Planning and Management

### Principle Statement

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual 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

- Budget(s) prepared, shared, and reflective of strategic planning
- Financial results reported/compared to budgeted performance
- Organization review
- Fiscal policies and procedures
- Review of service billing records and fee structure
- Financial review/audit
- Safeguarding funds of persons served

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## Recommendations

There are no recommendations in this area.

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## G. Risk Management

### Principle Statement

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

- Identification of loss exposures
  - Development of risk management plan
  - Adequate insurance coverage
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## Recommendations

### G.1.b.(1)

### G.1.b.(2)

Siffrin should review its risk management plan on at least an annual basis for relevance and update the plan as needed.

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## H. Health and Safety

### Principle Statement

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

- Inspections
- Emergency procedures
- Access to emergency first aid
- Competency of personnel in safety procedures
- Reporting/reviewing critical incidents
- Infection control

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## **Recommendations**

### **H.6.a.(1) through H.6.d.**

Siffrin is urged to perform unannounced tests of all its emergency procedures on at least annual basis at the Whipple Avenue NW administrative services site. Tests should include actual or simulated physical evacuations drills. Tests should be evidenced in writing and analyzed for performance that addresses areas needing improvement, actions to be taken, results of performance improvement plans, and necessary education and training of personnel.

### **H.8.a.**

### **H.8.f.(18)**

The organization should include protocols for prevention and sentinel events in its written procedures regarding critical incidents.

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## **I. Human Resources**

### **Principle Statement**

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

### **Key Areas Addressed**

- Adequate staffing
  - Verification of background/credentials
  - Recruitment/retention efforts
  - Personnel skills/characteristics
  - Annual review of job descriptions/performance
  - Policies regarding students/volunteers, if applicable
- 

## **Recommendations**

### **I.6.a.(1)**

### **I.6.a.(2)**

Job descriptions should be reviewed annually and updated as needed. It is suggested that written job descriptions include physical demands to address the strength factors needed in a given position. The physical demand strength factors could be obtained from definitions established by the United States Department of Labor.



## Consultation

- Siffrin is encouraged to continue its efforts in exploring additional employee benefits, such as contracting for employee assistance program services.
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## J. Technology

### Principle Statement

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

### Key Areas Addressed

- Written technology and system plan
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### Recommendations

There are no recommendations in this area.

### Consultation

- It is suggested that Siffrin include in its technology plan an initiative to develop an organizationwide digital electronic computer system allowing for computer links to be in place at each site where program and administrative services are provided. This could enhance the effectiveness and efficiency of the organization's management and program service communication systems. Possible contributing sources to an initiative of this sort could be SharePoint® or Therap®.
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## K. Rights of Persons Served

### Principle Statement

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

- Communication of rights
- Policies that promote rights
- Complaint, grievance, and appeals policy
- Annual review of complaints

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## **Recommendations**

### **K.1.a.(1)**

Although the organization has several written versions of individual rights available, it does not appear that the appropriate versions are presented to the individuals in the most understandable format. It is recommended that the rights of the persons served be communicated to the persons served in a way that is understandable. Siffrin could review each of the versions to ensure completeness and present the appropriate version to individuals based on their level of understanding, such as pictorial formats.

### **K.4.a.(1)**

Siffrin's grievance policy does not indicate that the individuals may formally complain to the organization without resulting in retaliation or barriers to services. It is recommended that the language in the policy and a written procedure be expanded to include this verbiage.

### **K.5.a. through K.5.b.(3)**

A written analysis of all formal complaints should be conducted annually to determine trends, areas needing performance improvement, and actions to be taken.

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## **L. Accessibility**

### **Principle Statement**

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

### **Key Areas Addressed**

- Written accessibility plan(s)
  - Status report regarding removal of identified barriers
  - Requests for reasonable accommodations
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### **Recommendations**

There are no recommendations in this area.

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## **M. Performance Measurement and Management**

### **Principle Statement**

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

## Key Areas Addressed

- Information collection, use, and management
  - Setting and measuring performance indicators
- 

## Recommendations

### M.1.b. through M.1.d.

It is recommended that Siffrin have a written description of its performance measurement and management system that includes the services seeking accreditation, the objectives of the services seeking accreditation, and personnel responsibilities related to performance measurement and management.

### M.3.d.(1)(b)

### M.3.d.(1)(c)

### M.3.d.(2)(b)

### M.3.d.(2)(c)

The data collected by the organization in its outcomes measurement system should be used to set business function and service delivery performance indicators and performance targets.

### M.6.a. through M.6.b.(4)

Siffrin should measure business function and service delivery performance indicators for each service seeking accreditation for the effectiveness and efficiency of services, service access, and satisfaction and other feedback from the persons served and other stakeholders.

### M.7.a. through M.7.d.

For each service delivery indicator, the data collection system should determine to whom the indicator will be applied; the person(s) responsible for collecting the data; the source from which data will be collected; and a performance target based on an industry benchmark, the organization's performance history, or a target established by the organization or other stakeholder.

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## N. Performance Improvement

### Principle Statement

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

- Proactive performance improvement
- Performance information shared with all stakeholders

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## **Recommendations**

### **N.1.a. through N.1.c.(3)**

At least annually, Siffrin should complete a written performance analysis that analyzes performance indicators in relation to performance targets for business functions and service delivery for each service seeking accreditation, including the effectiveness of services, the efficiency of services, service access, satisfaction and other feedback from the persons served and other stakeholders; and extenuating/influencing factors. The annual performance analysis should identify areas needing performance improvement, result in an action plan to address the improvements needed to reach established or revised performance targets, and outline actions taken or changes made to improve performance.

### **N.2.a.(1) through N.2.c.**

Performance analysis should be used to review the implementation of the mission and core values of the organization, improve the quality of programs and services, facilitate organizational decision making, and review or update the organization's strategic plan.

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## **SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS**

### **A. Program/Service Structure**

#### **Principle Statement**

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 centered 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

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## **Recommendations**

### **A.10.**

Although overall the records for persons served are complete, there are some files that do not contain the signoff sheet and/or the rights of the persons served. It is recommended that a complete record be maintained for each person served.

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## **B. Individual-Centered Service Planning, Design, and Delivery**

### **Principle Statement**

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 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. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

### **Key Areas Addressed**

- Services are person-centered 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.

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## 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
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### Recommendations

There are no recommendations in this area.

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## D. Employment Services Principle Standards

### Principle Statement

An organization seeking CARF accreditation in the area of employment services provides individualized services and supports to achieve identified employment outcomes. The array of services and supports may include:

- Identification of employment opportunities and resources in the local job market.
- Development of viable work skills that match workforce needs within the geographic area.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources and supports to achieve and maintain employment.
- Coordination of and referral to employment-related services and supports.

The organization maintains its strategic positioning in the employment sector of the community by designing and continually improving its services based on input from the persons served and from employers in the local job market, and managing results of the organization's outcomes management system. The provision of quality employment services requires a continuous focus on the persons served and the personnel needs of employers in the organization's local job market.

### **Key Areas Addressed**

- Goals of the persons served
  - Personnel needs of local employers
  - Community resources available
  - Economic trends in the local employment sector
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### **Recommendations**

There are no recommendations in this area.

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## **F. Community Services Principle Standards**

### **Key Areas Addressed**

- Access to community resources and services
  - Enhanced quality of life
  - Community inclusion
  - Community participation
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### **Recommendations**

There are no recommendations in this area.

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## **SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES**

### **Principle Statement**

An organization seeking CARF accreditation in the area of employment and community services assists the persons served through an individualized person-centered 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, self-reliance, and self-esteem.
- Increased independence.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Economic self-sufficiency.

## **C. Community Employment Services**

### **Principle Statement**

Community employment services assist persons to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach the program provides person-directed services/supports to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Work is a fundamental part of adult life. Individually tailored job development, training, and support recognize each person's employability and potential contribution to the labor market. Persons are supported as needed through an individualized person-centered model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.

Such services may be described as individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups, enclaves, community-based SourceAmerica™ (formerly NISH) contracts, and other business-based work groups in community-integrated designs. In Canada employment in the form of bona fide volunteer placements is possible.

Individuals may be paid by community employers or by the organization. Employment is in the community.

### **Job Development**

Successful job development concurrently uses assessment information about the strengths and interests of the person seeking employment to target the types of jobs available from potential employers in the local labor market. Typical job development activities include reviewing local



employment opportunities and developing potential employers/customers through direct and indirect promotional strategies. Job development may include facilitating a hiring agreement between an employer and a person seeking employment. Some persons seeking employment may want assistance at only a basic, informational level such as self-directed job search.

### **Employment Supports**

Employment support services are activities that are employment-related to promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job.

The level of employment support services is individualized to each employee and the complexity of the job.

Often supports are intensive for the initial orientation and training of an employee with the intent of leading to natural supports and/or reduced external job coaching. However, some persons may not require any employment supports at the job site; others may require intensive initial training with a quick decrease in supports, while some will be most successful when long-term supports are provided.

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviors expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as assistance in training a person to complete new tasks, changes in work schedule or work promotion, a decrease in productivity of the person served, adjusting to new supervisors, and managing changes in nonwork environments or other critical life activities that may affect work performance. Routine follow-up with the employer and the employee is crucial to continued job success.

### **Key Areas Addressed**

- Integrated employment choice
- Integrated employment obtainment
- Pays wages at or above minimum wage
- Provides a benefits package
- Employment provided in regular business settings
- Integrated employment retention
- Provides career advancement resources
- Business plan is used to design service

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## **Recommendations**

There are no recommendations in this area.

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## **E. Employee Development Services**

### **Principle Statement**

Employee development services are individualized services/supports that assist persons seeking employment to develop or reestablish skills, attitudes, personal characteristics, interpersonal skills, work behaviors, functional capacities, etc., to achieve positive employment outcomes.

Such services/supports are time limited and can be provided directly to persons seeking employment or indirectly through corporate employer/employee support programs. These services/supports can be provided at job sites, within formal and organized training and educational settings, through coaching, by tutorial services, or within the organization. These services may be offered in a free-standing unit or as a functional piece of other services.

### **Key Areas Addressed**

- Skills development/reestablishment
  - Attitude development/reestablishment
  - Work behaviors development/reestablishment
  - Employment outcomes
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## **Recommendations**

There are no recommendations in this area.

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## **K. Community Housing**

### **Principle Statement**

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 neighborhoods 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 Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

### **Key Areas Addressed**

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

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### **Recommendations**

There are no recommendations in this area.

## Consultation

- It is suggested that Siffrin, in addition to its nutritional training program, consider consulting with a dietary professional to assist in approving the meal selections planned by the direct care staff members for the individuals in the homes.
  - Siffrin is encouraged to include its pet policy, currently located in the administrative handbook, into the individual handbook, so it is more readily available to the persons served.
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## L. Supported Living

### Principle Statement

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 sampling 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 intent to survey or identified as a site on the accreditation outcome.

### Key Areas Addressed

- Safe, affordable, accessible housing chosen by the individual
- In-home safety needs
- Support personnel available based on needs
- Supports available based on needs and desires
- Living as desired in the community
- Persons have opportunities to access community activities

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## Recommendations

There are no recommendations in this area.

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## P. Community Integration

### Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities.
- Communication activities.
- Spiritual activities.
- Cultural activities.
- Pre-vocational experiences.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism in the community.
- Educational and training activities.
- Development of living skills.
- Health and wellness promotion.
- Orientation, mobility, and destination training.

- Access and utilization of public transportation.
- Interacting with volunteers from the community in program activities.
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.).

### **Key Areas Addressed**

- Opportunities for community participation
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### **Recommendations**

There are no recommendations in this area.

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# PROGRAMS/SERVICES BY LOCATION

## **Siffrin, Inc.**

2912 Whipple Avenue NW  
Canton, OH 44708

Community Employment Services: Employment Supports  
Community Employment Services: Job Development  
Employee Development Services  
Supported Living

## **Dan**

982 Dan Street  
Akron, OH 44310

Community Housing

## **Morningview**

1060 Morningview Lane  
Akron, OH 44305-4523

Community Housing

## **Southcrest**

1153 Southcrest  
Akron, OH 44319

Community Housing

## **Westwood**

1440 Westwood Avenue  
Alliance, OH 44601

Community Housing

## **Mahoning Regional Office**

136 Westchester Drive, Suite 1  
Austintown, OH 44515

Administrative Location Only

## **The Bridge, Mahoning**

132 Westchester Drive, Suite 5  
Austintown, OH 44515

Community Housing

**Noble**

1257 Noble Avenue  
Barberton, OH 44203

Community Housing

**Redwood Trail**

176 Redwood Trail  
Boardman, OH 44512

Community Housing

**Santa Fe**

265 Santa Fe Trail  
Boardman, OH 44512

Community Housing

**12th Street**

5135 12th Street NW  
Canton, OH 44708

Community Housing

**Bravado**

1224 Bravado SW  
Canton, OH 44706

Community Housing

**Chaucer**

3063 Chaucer Drive NW  
Canton, OH 44708

Community Housing

**Edgemont**

3901 Edgemont NW  
Canton, OH 44718

Community Housing

**Orchardale**

4817 Orchardale Avenue NW  
Canton, OH 44709

Community Housing



**Swiss**

2591 Swiss Avenue SW  
Canton, OH 44706

Community Housing

**The Bridge, South**

2831 Whipple Avenue NW  
Canton, OH 44708

Community Integration

**The Bridge, Stark**

2829 Whipple Avenue NW  
Canton, OH 44708

Community Integration

**Yale**

4744 Yale Avenue NW  
Canton, OH 44709

Community Housing

**Lutz**

8615 Lutz Avenue NW  
Clinton, OH 44216

Community Housing

**Dover**

2005 Dover Avenue  
Dover, OH 44622

Community Housing

**Marwell**

2062 Marwell Boulevard  
Hudson, OH 44405

Community Housing

**California**

245 California Avenue  
Louisville, OH 44641

Community Housing

**11th Street 1**

1325 11th Street NE  
Massillon, OH 44646

Community Housing

**11th Street 2**

1327 11th Street NE  
Massillon, OH 44646

Community Housing

**19th Street**

515 19th Street NE  
Massillon, OH 44647

Community Housing

**Conover**

3150 Conover Avenue NW  
Massillon, OH 44646

Community Housing

**First Street**

1630 First Street NE  
Massillon, OH 44646

Community Housing

**Persia Circle**

3273 Persia Circle  
Massillon, OH 44646

Community Housing

**Wales**

4168 Wales Road NW  
Massillon, OH 44646

Community Housing

**Laurel**

50 Laurel Boulevard  
Munroe Falls, OH 44262

Community Housing

**Market**

3230 Market Avenue  
North Canton, OH 44714

Community Housing

**Bridgewater 102**

4228 Bridgewater Parkway, Suite 102  
Stow, OH 44224-6110

Community Housing

**Nottingham**

4714 Nottingham Lane  
Stow, OH 44224-1912

Community Housing

**Raymond**

332 Raymond Avenue NW  
Warren, OH 44483

Community Housing

**Pierce**

624 Pierce Drive  
Youngstown, OH 44511

Community Housing

**Straley Lane**

3192 Straley Lane  
Youngstown, OH 44509

Community Housing