



**CARF**  
**Survey Report**  
**for**  
**Siffrin, Inc.**

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**Organization**

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

**Organizational Leadership**

Bradley L. Vincent, Executive Director

**Survey Dates**

February 14-16, 2011

**Survey Team**

Carm Herman, Administrative Surveyor  
Jay Bruns, Program Surveyor  
James D. Landrum, M.S.W., Program Surveyor

**Programs/Services Surveyed**

Community Services: Community Housing  
Community Services: Supported Living  
Employment Services: Community Employment Services: Job Development  
Employment Services: Community Employment Services: Job Supports  
Employment Services: Community Employment Services: Job-Site Training

*Governance Standards Applied*

**Previous Survey**

March 19-21, 2008  
Three-Year Accreditation



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**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: March 2014**

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# SURVEY SUMMARY

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

- Siffrin has a positive presence in the community and a long and respected history of service. The commitment of the board of directors and the dedication, enthusiasm, and skills of the staff members are strengths. This level of professional commitment is found throughout the organization, from upper management to direct care staff members.
- Board members are dedicated and involved at many levels of organizational and strategic planning, which was demonstrated through interviews and board minutes.
- The mission of Siffrin clearly reflects a person-first environment and an effort to enhance the lives of the persons served through community inclusion.
- Marketing materials are well done. A recent newsletter addressed a barrier such as attitudinal, communication, or employment and showed how together a community can remove barriers, noting examples such as flexible work schedules, enlarged text, or voice recognition technology to remove employment barriers for individuals with disabilities. It was very impressive.
- The organization appears to be cooperative with funding and licensing entities. Personnel are open to feedback and use it constructively. They are also responsive to accommodating individuals who are challenging to serve.
- Job development efforts demonstrate a commitment to community employment for persons served. The organization has developed an outstanding cadre of businesses in the community that provide worksite assessments and opportunities for employment for persons served.
- Persons served and other stakeholders indicate high satisfaction with and appreciation for the services provided by Siffrin's employment services.
- In approximately its third year since development, Project Search has expanded the types of internship opportunities for persons served at Aultman Hospital. The program has provided many individuals with valuable experiences and employment opportunities, including employment at the hospital itself. The organization is complimented on the positive outcomes for not only the persons served, but also the positive impact reported by the hospital for its employees.
- The organization employs staff members who are passionate about the services they provide to the persons served. Many of the employees not only have good longevity with the organization, but also with the persons served.
- There appear to be excellent rapport and mutual respect among management, staff members, and persons served. Those interviewed were extremely satisfied with the services and extremely complimentary of staff performance, staff dedication, and the organization's professionalism. The high level of professionalism among staff members and a collaborative, respectful working condition are evident. The longevity of most of the management staff is a strength that ensures sound knowledge of program principles and organizational values.

- Siffrin demonstrates a strong commitment to the persons it serves. This is clearly visible in the staff's conscientious and rapid response to problem solving, which ensures that issues and problems are promptly addressed as they arise. It is apparent that staffing patterns are adjusted to accommodate the desires and needs of persons served.
- The culture of Siffrin is one in which the warmth and sincerity of staff members is highly recognized. The employees are engaged in the lives of the persons served and their families and promote successful outcomes.
- Siffrin provides meaningful opportunities for residents to access their community, to maximize their independence, to experience new social/recreational activities, to develop new interests, and to develop friendships. The organization is commended for facilitating the inclusion of family members in such activities whenever feasible.
- Siffrin's owned and leased facilities provide clean, pleasant, and friendly environments for its services. Facilities are maintained and remodeling efforts, with input from persons served and staff, have resulted in an environment that is accessible and conducive to interaction among the persons served, staff members, and other stakeholders. Individual rooms are decorated with pictures and objects that are meaningful to the individuals who live there.
- Siffrin is commended for its commitment to serving persons with severe forms of autism. To carry out this commitment, Siffrin has partnered with parents of one individual to address a wide variety of behavioral, safety, fiscal, and environmental barriers to serving this individual in both employment and community living settings. Creatively adapting the environment to meet this person's needs is one of the key mechanisms used to eliminate the barriers and accommodate individual needs for a high level of community involvement by this person, which has resulted in a full-time job with benefits.

**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 has made a commitment to conform to the standards. The positive attitude with which the management and staff prepared for and participated in the survey and their receptivity to the consultation and recommendations that were offered instill confidence that the organization will use the results of this survey to further improve organizational and service quality. The organization has areas for improvement, including comprehensive health and safety inspections in all homes and conducting evacuation drills on each shift. Siffrin appears to have the ability and willingness to make the improvements in the areas identified in this report.

Siffrin, Inc., has earned a Three-Year Accreditation. The organization is commended for its efforts to provide quality services. It is encouraged to use its resources to address the improvements noted in this report and to use CARF standards as guidelines for continuous 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

There are no recommendations in this area.

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## B. Governance

### Principle Statement

The governing board should provide effective and ethical governance leadership on behalf of its owners'/stakeholders' interest to ensure that the organization focuses on its purpose and outcomes for persons served, resulting in the organization's long-term success and stability. The board is responsible for ensuring that the organization is managed effectively, efficiently, and ethically by the organization's executive leadership through defined governance accountability mechanisms. These mechanisms include, but are not limited to, an adopted governance framework defined by written governance policies and demonstrated practices; active and timely review of organizational performance and that of the executive leadership; and the demarcation of duties between the board and executive leadership to ensure that organizational strategies, plans, decisions, and actions are delegated to the resource that would best advance the interests and performance of the organization over the long term and manage the organization's inherent risks. The board has additional responsibilities under the domain of public trust, and as such, it understands its corporate responsibility to the organization's employees, providers, suppliers, and the communities it serves.

## **Key Areas Addressed**

- Ethical, active, and accountable governance
  - Board composition, selection, orientation, development, assessment, and succession
  - Board leadership, organizational structure, meeting planning, and management
  - Linkage between governance and executive leadership
  - Corporate and executive leadership performance review and development
  - Executive compensation
- 

## **Recommendations**

There are no recommendations in this area.

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## **C. Strategic Integrated 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
- 

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- Siffrin has a strategic plan in place. It is suggested that it share information from the plan in a manner in which various stakeholders could easily understand the direction and accomplishments of the organization, which can strengthen community support.
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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.

Although there is a policy statement that refers legal matters to the executive director, it is recommended that Siffrin develop and implement written procedures that clearly guide staff members in responding to subpoenas, search warrants, investigations, and other legal actions. It might be helpful to arrange for the organization's legal counsel to also provide specific training in these procedures.

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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
- 

### **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
- 

## Recommendations

There are no recommendations in this area.

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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
- 

## Recommendations

### H.5.a.(5)

It is recommended that Siffrin include written medical emergencies in its emergency contingency plan. This could include possible resources that might be needed such as hospital plans, extensive individualized documentation of medical needs and histories, guardian information, and the on-call medical response team.

### H.11.a.(2)

Comprehensive health and safety inspections should be conducted at least annually by a qualified external authority. The organization is urged to have all sites inspected. The inspection should result in a written report that identifies the areas inspected, recommendations for areas for improvement, and actions taken in response to the recommendations.

### **H.13.a. through H.13.e.**

Although tests of the emergency procedures for fires and tornadoes are routinely conducted, it is recommended that unannounced tests of the emergency procedures for bomb threats, natural disasters, utility failures, medical emergencies, and safety during violent or other threatening situations be conducted at least annually on each shift and include actual or simulated physical evacuation drills. In addition, these tests should be analyzed for performance improvement, result in improvement of or affirm satisfactory current practice, and be evidenced in writing.

#### **Consultation**

- It is suggested that the organization locate all policies and procedures in one binder or area for consistency, especially when working with different responsibilities, locations, and supervisors. This could enable all staff members to know where to look and find necessary procedures, such as evacuation procedures, when needed.
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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**

There are no recommendations in this area.

### **Consultation**

- It is suggested that the organization locate all policies and procedures in one binder or area for consistency, especially when working with different responsibilities, locations, and supervisors. This could enable all staff members to know where to look and find necessary policies, when needed.
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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.

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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
- 

### **Recommendations**

There are no recommendations in this area.

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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
- 

## **Recommendations**

There are no recommendations in this area.

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## **M. Information 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.4.c.(3)**

For service delivery improvement, there should be measures for indicators of service access. It could add a separate line item to specifically address service access in all services seeking accreditation, such as waiting time for routine or emergency services.

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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
- 

## **Recommendations**

### **N.1.b.(2)(c)**

Once measures for indicators of service access and data have been collected for all services seeking accreditation, it is recommended that this be included in the annual performance analysis. Once included in the performance analysis, the organization is reminded to address any service access areas for improvement that would result in an action plan to address the improvements needed to reach established or revised performance goals and outlines changes made to improve performance on service access issues.

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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
- 

## **Recommendations**

### **A.9.a.(4)**

Siffrin provides information about its services to interested individuals. These stakeholders have a vested interest in knowing about services in order to become informed and make choices. The organization is urged to provide information about the options for persons served to direct the design and delivery of their services. Such information could be provided by expanding the content of the “Know Your Rights and Responsibilities” packet or other organizational brochures.

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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**

- Complete, confidential records are maintained
- 

### **Recommendations**

There are no recommendations in this area.

### **Consultation**

- Siffrin is encouraged to continue to advocate for individual service plans to include more detailed information pertaining to strengths, abilities, preferences, desired outcomes, cultural background, and other issues. This could be accomplished by adding a page in the individual chart that is developed by the staff.
  - Although Siffrin has developed an exit summary report to include 30-day follow-up, the organization is encouraged to ensure that all 30-day follow-ups are completed on each exit summary report.
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## **C. Medication Monitoring and Management**

### **Principle Statement**

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

## **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
- 

## **Recommendations**

### **C.5.c.**

It is recommended that Siffrin include written procedures for off-site use of medications in its operating procedures to guide staff and provide consistency in this area beyond sending medications with family and friends. This could include the safe transportation, storage, labeling, and administration of medications when persons served are in the community with staff members.

## **Consultation**

- The organization's employees complete a medication administration training program governed by the state of Ohio, and organizational written procedures exist to guide staff in this important responsibility. It is suggested that these written procedures address storage, including the handling of medications requiring refrigeration or protection from light; packaging and labeling of medication; and safe disposal of medications. Although some of this information is contained in the Ohio Department of Developmental Disabilities training manual for medication certification, incorporating these procedures into a more usable document, such as Siffrin's procedures, could promote an easier resource for employees to access and promote consistency across the organization. Likewise, separate memorandums or documents about procedures could be prone to loss versus incorporating them into existing procedures.
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## **D. Employment Services Principle Standards**

### **Principle Statement**

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

### **Key Areas Addressed**

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

### **Recommendations**

There are no recommendations in this area.

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

### **Principle Statement**

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

### **Key Areas Addressed**

- Access to community resources and services
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### **Recommendations**

There are no recommendations in this area.

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## **SECTION 3. EMPLOYMENT SERVICES**

### **Principle Statement**

An organization is free to choose which of its services it will seek to have accredited, but when a service has been selected, all locations at which the service is provided must be included in the survey. CARF will not accredit only a portion of a program or service. CARF does not consider the funding or referral entities or the populations served as differentiating a service so as to exclude portions of it from being included in the survey.

If the geographical service area is extensive, however, CARF may choose to impose geographical limitations on the extent of a single survey in order to ensure that the most meaningful survey will be conducted.

Each organization is encouraged to submit all applicable services and supports for accreditation in order to be identified as a quality organization by potential recipients of services and to facilitate funding arrangements. All accredited programs and services and organizational contact information are identified on the CARF website ([www.carf.org](http://www.carf.org)) to assist persons in connecting to your quality services and supports.

## **I. Community Employment Services**

### **Principle Statement**

#### **Job Development**

Successful job development concurrently uses assessment information about 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.

#### **Job-Site Training**

Job-site training services vary according to the needs of the new employee and the complexity of the job. Training can include assisting the employee with performance on the new job task and helping the person to understand the job culture, industry practices, and work behaviors expected by the employer. It may also include training the employer and coworkers to understand the training methods and accommodations needed by the worker. Job-site training is intensive for the initial orientation of an employee to the job tasks. Job-site training may consist of customizing the job to meet the needs of the new employee and employer, task analysis, counseling, and supports with the intent of leading to natural supports and/or reduced external job coaching. These services are typically not long-term, ceasing after the individual has become stabilized on the job.

#### **Job Supports**

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

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

## Key Areas Addressed

- Integrated employment choice
  - Integrated employment obtainment
  - Integrated employment retention
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## Recommendations

There are no recommendations in this area.

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# SECTION 4. COMMUNITY SERVICES

## Principle Statement

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources, services, and supports of their choice. The persons and/or families served are included in their communities to the degree they desire. This may be accomplished by direct service provision or linkages to existing generic opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services/supports they want or require that will meet their identified needs, and offers an array of services/supports it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

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.

## J. 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

### J.3.a.

It is recommended that the in-home safety needs of persons served be evaluated for environmental risks. The organization uses safety audits on a regular basis as a complement to external health and safety inspections by external authorities. In particular, bedrooms in basements should be evaluated by local or state fire authorities, housing codes, and the like to ensure compliance with applicable laws.

### Consultation

- Persons served have access to a variety of community housing options. Some homes have space designated for staff-related postings and office equipment. In some homes, many items of this nature invade the common areas of the homes. Siffrin is encouraged to develop other means to ensure compliance with its applicable laws and essential communication with staff to minimize the intrusion on the otherwise homelike environments for the persons served.
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## K. 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
  - Persons have opportunities to access community activities
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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 Services: Supported Living

Employment Services: Community Employment Services: Job Development  
Employment Services: Community Employment Services: Job Supports  
Employment Services: Community Employment Services: Job-Site Training

*Governance Standards Applied*

## **Southcrest**

1153 Southcrest  
Akron, OH 44319

Community Services: Community Housing

## **California**

245 California Avenue  
Louisville, OH 44641

Community Services: Community Housing

## **Conover**

3150 Conover Avenue NW  
Massillon, OH 44646

Community Services: Community Housing

## **12th Street**

5135 12th Street NW  
Canton, OH 44708

Community Services: Community Housing

## **19th Street**

515 19th Street NE  
Massillon, OH 44647

Community Services: Community Housing

## **Swiss**

2591 Swiss Avenue SW  
Canton, OH 44706

Community Services: Community Housing

**Lutz**

8615 Lutz Avenue NW  
Clinton, OH 44216

Community Services: Community Housing

**Market**

3230 Market Avenue  
North Canton, OH 44714

Community Services: Community Housing

**Edgemont**

3901 Edgemont NW  
Canton, OH 44718

Community Services: Community Housing

**Orchardale**

4817 Orchardale Avenue NW  
Canton, OH 44709

Community Services: Community Housing

**First Street**

1630 First Street NE  
Massillon, OH 44646

Community Services: Community Housing

**11th Street 1**

1325 11th Street NE  
Massillon, OH 44646

Community Services: Community Housing

**Wales**

4168 Wales Road NW  
Massillon, OH 44646

Community Services: Community Housing

**Persia Circle**

3273 Persia Circle  
Massillon, OH 44646

Community Services: Community Housing

**Raymond**

332 Raymond Avenue NW  
Warren, OH 44483

Community Services: Community Housing

**Southview**

1145 Southview NW  
Massillon, OH 44646

Community Services: Community Housing

**Northview**

3775 Northview Avenue  
Stow, OH 44224

Community Services: Community Housing

**Winchester**

158 Winchester Avenue  
Youngstown, OH 44509

Community Services: Community Housing

**Western**

1890 Western Avenue  
Alliance, OH 44601

Community Services: Community Housing

**Laurel**

50 Laurel Boulevard  
Munroe Falls, OH 44262

Community Services: Community Housing

**Mahoning 1**

11318 Mahoning Avenue  
North Jackson, OH 44451

Community Services: Community Housing

**Glencarlyn**

702 Glencarlyn Avenue  
Louisville, OH 44641

Community Services: Community Housing

**Westwood**

1440 Westwood Avenue  
Alliance, OH 44601

Community Services: Community Housing

**Coitsville**

747 Coitsville  
Campbell, OH 44405

Community Services: Community Housing

**Dan**

982 Dan Street  
Akron, OH 44310

Community Services: Community Housing

**Bravado**

1224 Bravado SW  
Canton, OH 44706

Community Services: Community Housing

**Mahoning Regional Office**

25 North Canfield Niles Road  
Austintown, OH 44515

Administrative Location Only

**Pierce**

624 Pierce Drive  
Youngstown, OH 44511

Community Services: Community Housing

**Four Seasons**

1606 Fountain Square Drive  
Austintown, OH 44515

Community Services: Community Housing

**Milmont**

8760 Milmont Avenue  
Massillon, OH 44646

Community Services: Community Housing

**Dover Avenue**

2005 Dover Avenue  
Dover, OH 44622

Community Services: Community Housing

**Montrose**

258 Montrose NW  
Canton, OH 44708

Community Services: Community Housing

**Noble**

1257 Noble Avenue  
Barberton, OH 44203

Community Services: Community Housing

**Morningview**

1060 Morningview Lane  
Akron, OH 44305-4523

Community Services: Community Housing

**Bridgewater**

4182 Bridgewater Parkway, Apartment 302  
Stow, OH 44224-6110

Community Services: Community Housing

**Nottingham**

4714 Nottingham Lane  
Stow, OH 44224-1912

Community Services: Community Housing

**11th Street 2**

1327 11th Street NE  
Massillon, OH 44646

Community Services: Community Housing

**Marwell Boulevard**

2062 Marwell Boulevard  
Hudson, OH 44236

Community Services: Community Housing

**Fountain Square**

1455 Fountain Square Drive, Apartment A7  
Austintown, OH 44515

Community Services: Community Housing