



**SURVEY OUTCOME**  
**Three-Year Accreditation**

**CARF**  
**Survey Report**  
**for**  
**Ark Regional Services**

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**Organization**

Ark Regional Services  
1150 North Third Street  
Laramie, WY 82072

**Organizational Leadership**

J. Darryl Cooper, President/CEO  
Shirley Pratt, Chief Financial Officer

**Survey Dates**

April 6-8, 2009

**Survey Team**

Gail M. Neal, B.S., M.S., Administrative Surveyor  
Janet Cunningham, Program Surveyor

**Programs/Services Surveyed**

Community Services: Community Housing  
Community Services: Community Integration  
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

**Previous Survey**

April 19-21, 2006  
Three-Year Accreditation

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**Survey Outcome**

**Three-Year Accreditation**  
**Expiration: May 2012**

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# SURVEY SUMMARY

## **Ark Regional Services has strengths in many areas.**

- Ark Regional Services continues to be one of the more outstanding programs throughout the United States. It provides holistic and therapeutic services to over 100 individuals annually.
- The organization is creative in obtaining grants and donations and has an excellent resource of funds to build the Creative Arts Center, build a 22-apartment housing complex, acquire and tastefully decorate 12 community housing homes, and assist persons served in getting up to 20 private apartments where it provides supported living.
- The organization has a fleet of vehicles to provide transportation for the persons served from the community homes to jobs, to the Ark Regional Services programs, to medical appointments, and to community outings. An auto detail area where persons served are trained and employed is used to clean the vehicles of the transportation program.
- A number of semitrailers and tractors are used to transport the recycled materials that are collected in Laramie and the surrounding areas. The organization has an agreement with the city of Laramie to do the recycling.
- The organization is complimented for developing a position for the vice president of program integrity. The person in this position helps with the preparation for reviews by the state of Wyoming and CARF and reviews billing processes to help ensure accuracy of billing and to monitor funding issues.
- The outcomes system is complete and has improved reliability and accuracy of data gathered in satisfaction measuring as well as in performance of objectives developed for each of the service areas.
- Ark Regional Services has maintained a financially sound position through good financial management throughout its history. Resources are used to improve the quality of life for persons served and to provide good working conditions for staff members. There was a recent staff survey conducted, and reports indicate that people are very happy working for Ark Regional Services.
- Preparation for the survey was very well organized, and documentation was appropriate to the intention of the standards. This made it possible for the survey to be completed under some adverse conditions of weather and illness and the absence of one surveyor.
- Management staff members have records of long tenure with the organization. The work atmosphere is relaxed and friendly but professional. Persons served were very friendly to the surveyors, and they were aware that they were from CARF and were there to benefit them.
- The organization is complimented for the remodeling of the building that houses the administrative, production, and training areas. Staff members and persons served show ownership in their offices and the facility with personal items in the offices, the persons served have access to office areas, and there are friendly interactions with staff.

- Employers interviewed during the survey expressed great satisfaction with the persons they have employed via Ark Regional Services. They express satisfaction with services provided by the Ark Regional Services staff members in the event that there are any issues that need to be addressed. At one location, the supervisor stated that the five persons served who work in her area know what to do without supervision and train the college students who work in the same area.
- Persons served appear to be very happy in the positions they hold. Many of them have long employment histories. One person had been in the same location for sixteen years. Others have been in positions between five and ten years. Ark Regional Services staff members continue to do monthly follow-ups and are always ready to help out in the event there is a need for additional services.
- The commitment of Ark Regional Services to the process of continued improvement is evident throughout the organization, and the services reflect the individualized needs and wishes of the persons served and/or their families.
- Direct service personnel are consistently well trained. Their training is provided internally, thereby ensuring that the training is relevant and timely. The organization's competency-based training includes an overview of the Levels System, CPR and first aid, Mandt, and Ark Regional Services annual computer-based training. The organization's partnership with the Department of Labor's apprenticeship program for a specialist role in residential services has improved services through the provision of a regular presence for persons served.
- Staff is commended on its dedication and passion toward the success of the persons served. The direct service staff members, program managers, and leadership show commitment and creativity in an organizational culture of respect and dignity for all.
- The organization's community housing residences are well maintained and complement the community. The organization provides the persons served and the staff with a safe and attractive environment that promotes both organizational and individual pride. The décor in the individuals' private rooms truly reflects the interests and supports required of the persons served.
- The organization's supported living apartments are attractive and well maintained. They provide excellent opportunities for persons served to develop friendships and peer supports. The persons served receive training from the organization in practical life skills, self-sufficiency, and self-advocacy. It is apparent that the persons served exercise informed choices in their everyday lives.
- Persons served appear to be happy and content and in a number of situations expressed enthusiastic satisfaction with the services provided by the organization.
- Families expressed a high degree of satisfaction with services provided to persons served. A sampling of the comments shared by families were best "bar none" and "they get it, and we know our concerns are being looked after."
- The organization's Red House community integrated program provides services to individuals based on each person's functional needs, preferences, and characteristics.
- In addition, there is a hippotherapy program where up to 50 persons per week enjoy the therapy and relationship with the 8 horses the organization provides.

**In the following area Ark Regional Services demonstrates exemplary conformance to the standards.**

- Ark Regional Services is commended for taking its dream of an arts center into reality. The Creative Arts Center program provides the persons served with an exceptionally beautiful community-based facility in which they have the opportunity to explore their artistic, dance, musical, and theatrical interests.

**Ark Regional Services 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, Ark Regional Services continues to be an outstanding organization that walks the walk. It continues to grow and develop innovative activities that greatly add to the quality of life of the persons served. There is extensive conformance to the standards, and with the addition of the vice president of program integrity, it is expected that this trend will be continued. The organization is financially sound and has used the resources to fund innovative activities that may cause financial loss. The commitment is to the person served, so the organization chooses to cover the losses as long as the overall budget is met. The staff members and administration have provided a holistic, therapeutic, and accepting environment that provides a platform for the persons served to explore who they are and to develop pride and self-worth as a result. The leadership continues to be on the leading edge in development of training and methods to improve the lives of persons served.

Ark Regional Services has earned a Three-Year Accreditation. The administration, management, board members, and all staff members are complimented for the sustained quality services and accreditation level they have maintained throughout the life of the organization. The organization is urged to continue its commitment to the standards and the quality of life provided to the persons served.

## **SECTION 1. ASPIRE TO EXCELLENCE®**

### **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
- 

## **Recommendations**

### **A.3.a.**

It is recommended that the organization respond to the diversity of its stakeholders with respect to culture. Although there are some individuals served with a Hispanic culture, by enhancing its focus on cultural diversity, the efforts might even be educational. This can be expanded by including other cultures as part of the offerings in the integration activities.

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

### **A.4.a.(2)**

The Ark Regional Services code of ethics does not include business and marketing ethical codes. It is recommended that the code of ethics include ethics in the business and marketing areas. This might include how the organization will conduct business and marketing activities and not underbidding contracts due to funding subsidies.

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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 expectation and environmental impacts
  - Written strategic plan sets goals
  - Plan is implemented, shared, and kept relevant
- 

### **Recommendations**

There are no recommendations in this area.

## Consultation

- It is suggested that the strategic plan include more information about the current and projected financial position that will result from some of the activities outlined in the plan.
  - The organization is very open in its communication with the persons served. It is suggested that the appropriate information from the strategic plan that will directly impact the persons served be shared in an understandable manner. It is preferable that this be a documented activity.
- 

## 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
- 

### Recommendations

There are no recommendations in this area.

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## E. Legal Requirements

### Principle Statement

CARF-accredited organizations comply with all the legal and regulatory requirements of federal, state, provincial, county, and city entities.

### Key Areas Addressed

- Compliance with all legal/regulatory requirements
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### Recommendations

There are no recommendations in this area.

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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.

### **Consultation**

- It is suggested that the accounting procedures be more specific as to how interest is credited to the accounts of persons served.
- 

## **G. Risk Management**

### **Principle Statement**

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to its people, property, income, goodwill, and ability to accomplish goals.

### **Key Areas Addressed**

- Written risk management plan
- Adequate insurance coverage

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## Recommendations

### G.1.e.

### G.1.f.

Ark Regional Services has written procedures for how it will monitor actions to reduce risks and report results of actions taken to reduce risks. It is recommended that this part of the risk management plan be implemented.

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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.9.a.

It is recommended that the organization develop a comprehensive training program for prevention and control of infections and communicable diseases. Handwashing training and reminders in the bathrooms and before eating, etc., may be a few of the areas to start with. Recent bouts of the flu might have been lessened with more attention to ways illnesses can be spread.

### H.10.i.

### H.10.k.

### H.10.l.

Although Ark Regional Services procedures define that a first aid kit, a spill kit, written emergency procedures, and road hazard equipment be in every vehicle, they were not always evident. It is recommended that written emergency procedures, road warning and hazard equipment, and first aid supplies be in evidence in all the organization's vehicles. The organization could accomplish this by setting up a system, such as a pre-trip safety checklist, to ensure that the correct supplies are available consistently.

## Consultation

- The organization has identified and made provision for continuation of essential services. Ark Regional Services safety members are encouraged to document the procedures and include them in the safety manual.
  - There are procedures for handling communicable diseases and infection control. It is suggested that incidents involving these two areas be included in the critical incident reporting process.
- 

## 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 description/performance
  - Policies regarding students/volunteers, if applicable
- 

### Recommendations

#### I.5.a.

It is the policy of the organization to review job descriptions at the time of performance evaluations. However, there are times when evaluations are not being performed annually. It is recommended that job descriptions be reviewed and updated annually with evidence showing that there was a review and or update.

#### I.5.b.

Staff members may apply for any position that opens within the organization. It is recommended that promotion guidelines be developed and included in the personnel handbook.

**I.5.d.(4)(a)****I.5.d.(4)(b)****I.5.d.(5)**

Measurable performance objectives are not always developed annually; hence, there is not always an annual review of the performance. It is recommended that measurable performance objectives be developed and assessed at least annually. Tying the objectives to the strategic plan and the outcomes management system objectives helps to move the quality of the corporation toward more success in accomplishing strategic objectives.

**Consultation**

- There is longtime tenure among administration and midmanagement. However, there is high turnover in part-time direct care positions. The organization is encouraged to continue its efforts to remedy this issue.
- 

**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 the 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
- 

## **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.

### **Consultation**

- Community integration is one of the strengths of the organization. However, there are no accessibility issues identified for this area. It is suggested that the objectives for community outings in the outcomes measurement system be included in the accessibility plan and data kept on the success or problems in achieving the objectives.
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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**

There are no recommendations in this area.

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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**

There are no recommendations in this area.

### **Consultation**

- It is suggested that the performance improvement information be presented in an understandable manner to the persons served. This might be done by including the information in the newsletter or an informal annual report to the persons served.
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## SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

### A. Individual-Centered Service Planning, Design, and Delivery

#### Principle Statement

Improvement of the quality of an individual's services 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 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

##### A.9.f.

To enhance person-focused outcomes, it is recommended that the individual service plans be based on the cultural background of persons served.

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### B. Records of the Persons Served

#### Principle Statement

The organization maintains complete records and treats all information related to persons served as confidential.

#### Key Areas Addressed

- Complete, confidential records are maintained
- 

#### Recommendations

There are no recommendations in this area.

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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.4.

Although the organization has a medications manual, it does not include procedures that address regular review of medications taken by the persons served. It is recommended that written procedures be developed to address review of medications on at least an annual basis by a physician or qualified professional licensed to prescribe medications.

#### C.5.d.(3)

Although the organization implements documentation for medication monitoring, it does not currently document the benefits or lack of benefits of as-needed (prn) doses. It is recommended that the organization develop and implement procedures regarding the benefits or lack thereof of prn medications.

#### C.6.d.(3)

Although Ark Regional Services has an extensive medications manual, there is not currently a procedure regarding notification of medication reactions, problems, or errors to the prescribing professional. It is recommended that the organization develop and implement procedures for notification of reactions, problems, and errors to the prescribing professional.

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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**

### **D.2.h.**

Cultural and language background information is missing in the plans. It is recommended that this information become part of the plan.

## **Consultation**

- The organization has an outstanding training program for staff members. It is suggested that information on the training be included in the handbook for persons served.
- 

## **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
- 

## **Recommendations**

### **F.1.a.(3)**

It is recommended that the organization's handbook for persons served be expanded to include information about the availability of the organization's services and expected wait time.

### **F.1.a.(8)**

Ark Regional Services has included its mission statement in its information about the organization. However, this information does not include its values statement. It is recommended that the organization include its values statement as part of the public information activity.

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## SECTION 3. EMPLOYMENT SERVICES

### Principle Statement

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

- Identification of employment opportunities and resources in the local job market.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources to achieve and maintain employment.
- Coordination of and referral to employment-related services.

The organization maintains its leadership role 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.

## H. 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-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 and 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 Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment and retention. These services are based on the individual needs of the new employee.

## Key Areas Addressed

- Integrated employment choice
  - Integrated employment obtainment
  - Integrated employment retention
- 

## 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 and services 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 they want or require that will meet their identified needs, and offers an array of services 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 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.

## E. 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 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.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism.
- 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
- 

### **Recommendations**

There are no recommendations in this area.

## Exemplary Conformance

### E.1.c.

Ark Regional Services is commended for taking the dream of an arts center into reality. The Creative Arts Center program provides the persons served with an exceptionally beautiful community-based facility in which they have the opportunity to explore their artistic, dance, musical, and theatrical interests. The program has a strong reverse inclusion component that enables the community to participate and contribute. The organization has produced and presented a number of productions that have been well received both internally and within the community.

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## 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 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.2.g.(2)**

It is recommended that the organization expand its current choices in services and supports for persons served to include opportunities for cultural activities.

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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 persons served 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 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**

#### **K.9.b.**

It is recommended that the organization offer and include opportunities for cultural activities, according to the choices of persons served in the supports and services.

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# PROGRAMS/SERVICES BY LOCATION

## **Ark Regional Services**

1150 North Third Street  
Laramie, WY 82072

Community Services: Community Integration  
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

## **Ark Regional Services - Red House**

970 North Fifth Street  
Laramie, WY 82070

Community Services: Community Integration

## **Ark Regional Services - Parkside**

712 Canby Street  
Laramie, WY 82072

Community Services: Community Integration

## **Ark Regional Services - Nighthawk**

2209 Nighthawk Drive  
Laramie, WY 82072

Community Services: Community Housing

## **Ark Regional Services - Sixth Street**

1658 North Sixth Street  
Laramie, WY 82070

Community Services: Community Housing

## **Ark Regional Services - Hancock**

2145 Hancock Street  
Laramie, WY 82070

Community Services: Community Housing

## **Ark Regional Services - Fifth Street**

1359 North Fifth Street  
Laramie, WY 82070

Community Services: Community Housing

**Ark Regional Services - 23rd Street**

1754 North 23rd Street  
Laramie, WY 82070

Community Services: Community Housing

**Ark Regional Services - 1715**

1715 Reynolds Street  
Laramie, WY 82072

Community Services: Community Housing

**Ark Regional Services - 19th Street**

1158 North 19th Street  
Laramie, WY 82072

Community Services: Community Housing

**Ark Regional Services - Eighth Street**

870 North Eighth Street  
Laramie, WY 82070

Community Services: Community Housing

**Ark Regional Services - Third Street**

1382 North Third Street  
Laramie, WY 82072

Community Services: Community Housing

**Ark Regional Services - Hippotherapy Arena**

1375 Pine Street  
Laramie, WY 82070

Community Services: Community Integration

**Ark Regional Services - 1260**

1260 North Fifth Street  
Laramie, WY 82070

Community Services: Community Housing

**Ark Regional Services - Center for Professional Development**

1160 North Third Street  
Laramie, WY 82072

Community Services: Community Integration

**Ark Regional Services - Creative Arts Center**

1174 North Fourth Street

Laramie, WY 82072

Community Services: Community Integration

**Ark Regional Services - Coughlin**

1657 Coughlin Street

Laramie, WY 82072

Community Services: Community Housing