



**CARF Accreditation Report**  
**for**  
**The Arc of the South Shore**  
**Three-Year Accreditation**



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# Executive Summary

This report contains the findings of CARF's site survey of The Arc of the South Shore conducted November 1, 2021–November 2, 2021. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF's consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization's strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

## Accreditation Decision

On balance, The Arc of the South Shore demonstrated substantial conformance to the standards. The Arc of the South Shore is committed to the persons served by providing high-quality, comprehensive care in an environment that fosters respect, communication, and compassion. The staff members at all levels understand and are committed to implementing CARF standards in the provision of quality services. Areas for improvement detailed in the report include recommendations in the areas of health and safety, technology, performance measurement and management, performance improvement, and host family/shared living services. Although there are some recommendations in this report, the organization is clearly aware of these areas and appears to have the commitment and ability to address them in a timely manner. The leadership and workforce members are encouraged to continue implementing CARF standards for continuous quality improvement of the organization's business practices and the services provided. The Arc of the South Shore is commended for its efforts in achieving international accreditation.

The Arc of the South Shore appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. The Arc of the South Shore is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

**The Arc of the South Shore has earned a Three-Year Accreditation.** The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

## Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Community Integration
- Host Family/Shared Living Services

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

## Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

## Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

## Areas of Strength

CARF found that The Arc of the South Shore demonstrated the following strengths:

- The Arc of the South Shore has served the Massachusetts community for 70 years. In that time, it has established an enviable reputation for excellence.
- All staff members at The Arc of the South Shore are knowledgeable, flexible, and dedicated to optimal outcomes for the persons served. The staff members embrace a team approach that promotes collaboration, consistency, and continuity of care and demonstrate a professional demeanor, commitment, and energy to their positions. The organization's success is evidenced through its staff members, who diligently continue to prepare, empower, and support the persons served with challenges to participate in the community to their fullest physical, social, and emotional potentials.

- The organization is commended for establishing a Diversity, Equity and Inclusion Committee; Human Rights Committee; and Positive Behavioral Supports Committee that are composed of multidisciplinary personnel, self-advocates (persons served), and other stakeholders to promote competency initiatives that foster respect with the programs/services and the organization overall.
- The leadership values and promotes a culture for constant learning, transparency in communication, and collaboration and uses a variety of methods, such as newsletters, social media platforms, an interactive website, and town halls, to communicate organizational initiatives and updates.
- The Arc of the South Shore is recognized for establishing and maintaining effective partnerships with stakeholders to work effectively in the community to best meet the needs of persons served. Stakeholders describe the staff members' willingness to go above and beyond the call of the duty to coordinate and provide quality care. In addition, the organization is recognized for its legislative advocacy efforts on local and state platforms to receive optimal and necessary resources for the community members.
- There is a high degree of satisfaction with services and the staff providing the services, as observed and reported by family members and other stakeholders. Family members report that "staff are engaging, very loving, and supportive [of their needs]" just as they are with persons served. One family member stated, "I would give them a five star." Staff members are knowledgeable, have longevity, and demonstrate a strong commitment to providing quality services to each person served and do so with creativity and enthusiasm. The staff diversity presents a strong commitment toward meeting the cultural needs of each person served.
- The genuine level of concern and respect that is present among the leadership and staff for each other and the persons served is evident throughout the organization and the services provided. This has resulted in a strong, person-centered approach to services that is consistently exemplified by the leadership.
- The Arc of the South Shore is commended for organizing and coordinating services for the persons served during the COVID-19 pandemic. The organization continued service delivery and breached the digital divide through the use of Zoom, FaceTime®, drive-by visits to the homes of persons served for delivery of personal protective equipment and meals, and holding team planning meetings outside in yards and/or on decks. Staff creatively used protective plastic wrap at times to hand off phones or tablets to family members for signatures to ensure that the service plans of persons served were up to date.
- The Arc of the South Shore is commended for its efforts during the COVID-19 pandemic and was able to increase its host family/shared living program by 15-plus families to provide services to persons served.