



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Richard Klarberg
President & Chief Executive Officer

Sister Ann P. Conrad
Chair, Board of Trustees

Sponsoring Organizations

Alliance for Children and Families
Association of Jewish Family and
Children's Agencies
Catholic Charities USA
Children's Home Society of America
Child Welfare League of America
Foster Family-Based
Treatment Association
Joint Council on International
Children's Services
Lutheran Services in America
National Council For Adoption
National Foundation for
Credit Counseling
National Network for Youth
National Organization of State
Associations for Children
Prevent Child Abuse America
Volunteers of America

Council on Accreditation

120 Wall Street
11th Floor
New York, NY 10005
212.797.3000
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www.coanet.org

May 6, 2010

O. Albert Hodges
President/CEO
Room At the Inn of the Carolinas, Inc.
P.O. Box 484
Colfax, NC 27235

Dear Mr. Hodges:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Room At the Inn of the Carolinas, Inc.** through **4/30/2014**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board. Please extend my congratulations to them.

In that regard, enclosed is the recognition of **Room At the Inn of the Carolinas, Inc.** as a provider of services of high quality. It includes the following programs:

- **Early Child Care and Development Services**
- **Group Living Services**
- **Supported Community Living Services**

This formal notification also includes your Final Accreditation Report (FAR) and a sample news release. A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your Self-Study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. It contains your organizational strengths; areas for opportunities; a summary of Fundamental Practice Standards, and a copy of the full accreditation ratings for all Purpose, Core, and Practice standards.

O. Albert Hodges
President/CEO
Room At the Inn of the Carolinas, Inc.

May 6, 2010
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How you use the report and with whom you share it is, of course, entirely up to you. At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your CQI process. Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Stephanie Pacinella, Director of Standards Development & Accreditation Commission, either by email at spacinella@coanet.org or by telephone at 518.631.9181, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,



Richard Klarberg
President and Chief Executive Officer

RK: EP

Attachment

P.S. Attached is a copy of a draft memo you might consider using for your staff and board. If you require any additional assistance or information, please contact me.

MEMORANDUM

TO: Our Board of Trustees, Directors, and Staff Members

FROM: O. Albert Hodges
President/CEO
Room At the Inn of the Carolinas, Inc.

RE: Achievement of COA Accreditation

DATE: May 6, 2010

Room At the Inn of the Carolinas, Inc. has just received notification that we have been accredited by the Council on Accreditation (COA).

This is a significant achievement for our organization and one that we should feel extremely proud of having accomplished. COA accreditation attests that an organization meets the highest national standards of best practice and establishes credibility that the organization is effective and professionally sound. In addition, it provides assurance to all of our stakeholders that **Room At the Inn of the Carolinas, Inc.** is delivering needed services in our community, conducting its operations successfully, and managing its funds effectively.

Although the formal part of the accreditation process has been completed, our work is far from over. COA accreditation is not an end in and of itself. Rather, it is a process by which our organization can consistently strive for and achieve new levels of excellence.

In that regard, we have received our Final Accreditation Report (FAR). This is an important and valuable document that details the observations and recommendations of our site review team formed through their evaluation of our Self-Study and during our site visit. The FAR provides a unique view of our organization as seen through the eyes of highly experienced professionals.

The FAR is intended to be *constructive* and its goal is to provide specific, tangible examples of how we can further strengthen our organization throughout our 4-year accreditation cycle. In addition, those ratings for which we were rated out of compliance must be addressed through our performance quality improvement process as they will be a component of our reaccreditation process.

Finally, I would like to take this opportunity to congratulate you for all of your hard work and continuing support and commitment, which has been instrumental in **Room At the Inn of the Carolinas, Inc.** successfully achieving COA accreditation.



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April 15, 2010

C O N G R A T U L A T I O N S !

ROOM AT THE INN OF THE CAROLINAS, INC. HAS BEEN ACCREDITED BY THE COUNCIL ON ACCREDITATION

The Council on Accreditation (COA) is delighted to inform you that Room At the Inn of the Carolinas, Inc. has been accredited. COA's commitment to maintaining the highest level of standards and quality improvement is designed to identify providers that have set high performance standards for themselves and have made a commitment to their constituents to deliver the highest quality services. COA is proud to recognize Room At the Inn of the Carolinas, Inc. as one of these outstanding providers.

COA accreditation is an objective and reliable verification that provides confidence and support to an organization's service recipients, board members, staff and community partners. The COA accreditation process involves a detailed review and analysis of both an organization's administrative operations and its service delivery practices. All are "measured" against national standards of best practice. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence based, and outcomes-oriented. In addition, they confirm that the services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect.

Because COA reviews and accredits the *entire* organization, not just specific programs, you can have confidence in the credibility, integrity and achievement of your *entire* organization.

COA congratulates Room At the Inn of the Carolinas, Inc. for their hard work and wonderful achievement and is proud to have it as part of COA's Community of Excellence.

Founded in 1977, COA is an independent not-for-profit international accreditor of the full continuum of community-based behavioral health care and human service organizations. Today, over 1800 organizations—public and private—are either COA accredited or are in the process of seeking accreditation. These organizations serve over 7 million of our most vulnerable individuals each year!



Organizational Strengths

Org/Agency ID #: 4824

Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV)/(for *Public State Systems*) Administration & Management (AM), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- ETH . Excellent documentation of ethical practice.
- FIN . This organization has contracted excellent expertise to handle many of the financial functions and prepare reports for Board and management. Financial reporting is transparent and timely. There have been no "Management Letters" for a number of years which reflect attention to excellent stewardship.
- GOV . The Board is Committed and passionate. Members are well informed, want to be informed and want to be involved. The Board and leadership have demonstrated excellent stewardship and thorough planning for new ventures.
- HR . Policy and procedure clearly in place and reflected in file documentation.
- RPM . Processes are in place that routinely monitor many different aspect of the operations of this organization which assists in preventing problems and/or putting the organization at risk. There are routine reviews of insurance types and coverage's to protect the organization.
- PQI . The organization clearly understands the concept of the PQI standard, as well as the importance. Intense efforts are made to collect information from many sources and address identified issues.



Organizational Strengths

Org/Agency ID #: 4824

Service Delivery Administration Standards

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

- ASE . The service environment is very pleasant and homelike for clients both adult and children. Routine maintenance is made to ensure the safety of clients and staff. A thorough process of monitoring is in place as well as well executed safety drills.
- CR . Excellent documentation of client rocs and grievance examples.
- TS . Training and supervision well documented. Multiple trainings available on all required areas, as well as opportunities for professional development

Service Standards/ Program

- ECCD . Nice facility obviously developed with children's needs and safety as paramount. Very positive interaction between children and staff. All required documentation filed and displayed.
- GLS . The service that this organization provides is exceptional. It is respectful, supportive, continuous and enduring. The outcomes have been very impressive.
- SCL . Clients very pleased with services. All around good work with connecting clients to resources and providing individualized support to transition to independence.

AREAS FOR OPPORTUNITIES

The following ratings have been found out of implementation and we ask that you address them through your PQI process. Even though these standards did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. We request that you begin demonstrating implementation on all of the below standards before your next accreditation cycle.

PQI 4.02

The organization aggregates and reviews several sources of information to identify patterns and trends, including:

- a. quarterly case record review reports;
- b. quarterly review of incidents, accidents, and grievances;
- c. customer satisfaction data, usually annually;
- d. customer outcomes data, usually annually; and
- e. management and operations data and reports.

Peer Review Comments:

Case record review information is not aggregated and included in the PQI process to identify systemic issues.

SCL 4.05

The worker and individual regularly review progress toward achievement of service goals and sign revisions to service goals and plans.

Peer Team Report:

Service plans not always signed by client.



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Administration and Management Standards			
ETH			
Ethical Practice	-	ETH .	1
Open, Transparent Operations	-	ETH 1.	1
Open, Transparent Operations	-	ETH 1.01	1
Open, Transparent Operations	-	ETH 1.02	1
Open, Transparent Operations	-	ETH 1.03	1
Open, Transparent Operations	-	ETH 1.04	1
Conflict of Interest	-	ETH 2.	1
Conflict of Interest	-	ETH 2.01	1
Conflict of Interest	-	ETH 2.02	1
Conflict of Interest	-	ETH 2.03	1
Fundraising	-	ETH 3.	1
Fundraising	-	ETH 3.01	1
Fundraising	-	ETH 3.02	1
Fundraising	-	ETH 3.03	1
Fundraising	-	ETH 3.04	1
Fundraising	-	ETH 3.05	1
Protection of Reporters of Suspected Misconduct	-	ETH 4.	1
Professional Conduct	-	ETH 5.	1
Professional Conduct	-	ETH 5.01	1
Professional Conduct	-	ETH 5.02	1
Professional Conduct	-	ETH 5.03	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Professional Conduct	-	ETH 5.04	5
Research Protections	-	ETH 6.	5
Research Protections	-	ETH 6.01	5
Research Protections	-	ETH 6.02	5
Research Protections	HW	ETH 6.03	5
FIN			
Financial Management	-	FIN .	1
Governing Body Financial Responsibilities	-	FIN 1.	1
Internal Control Environment	-	FIN 2.	1
Internal Control Environment	-	FIN 2.01	1
Internal Control Environment	-	FIN 2.02	1
Internal Control Environment	-	FIN 2.03	1
Financial Risk Assessment	-	FIN 3.	1
Stable Predictable Revenue	-	FIN 4.	1
Financial Planning	-	FIN 5.	1
Financial Planning	-	FIN 5.01	1
Financial Planning	-	FIN 5.02	1
Financial Planning	-	FIN 5.03	1
Financial Planning	-	FIN 5.04	1
Financial Planning	-	FIN 5.05	1
Financial Planning	-	FIN 5.06	1
Financial Accountability	-	FIN 6.	1
Financial Accountability	-	FIN 6.01	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Financial Accountability	-	FIN 6.02	1
Financial Accountability	-	FIN 6.03	5
Financial Accountability	-	FIN 6.04	1
Financial Management System	-	FIN 7.	1
Financial Management System	-	FIN 7.01	1
Financial Management System	-	FIN 7.02	1
Financial Management System	-	FIN 7.03	1
Financial Management System	-	FIN 7.04	1
Financial Management System	-	FIN 7.05	1
Financial Management System	-	FIN 7.06	1
Financial Management System	-	FIN 7.07	1
Financial Management System	-	FIN 7.08	1
Financial Management System	-	FIN 7.09	5
Financial Management System	-	FIN 7.10	1
Financial Management System	-	FIN 7.11	1
Payroll	-	FIN 8.	1
Payroll	-	FIN 8.01	1
Payroll	-	FIN 8.02	1
GOV			
Governance	-	GOV .	1
Legal Authorization to Operate	-	GOV 1.	1
Governing Body and Community Representation	-	GOV 2.	1
Governing Body and Community Representation	-	GOV 2.01	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Governing Body and Community Representation	-	GOV 2.02	1
Governing Body and Community Representation	-	GOV 2.03	1
Mission	-	GOV 3.	1
Community Involvement and Advocacy	-	GOV 4.	1
Community Involvement and Advocacy	-	GOV 4.01	1
Community Involvement and Advocacy	-	GOV 4.02	1
Community Involvement and Advocacy	-	GOV 4.03	1
Organization of the Governing Body	-	GOV 5.	1
Organization of the Governing Body	-	GOV 5.01	1
Organization of the Governing Body	-	GOV 5.02	1
Organization of the Governing Body	-	GOV 5.03	1
Organization of the Governing Body	-	GOV 5.04	1
Governance Responsibilities	-	GOV 6.	1
Governance Responsibilities	-	GOV 6.01	1
Governance Responsibilities	-	GOV 6.02	1
Governance Responsibilities	-	GOV 6.03	1
Governance Responsibilities	-	GOV 6.04	1
Governance Responsibilities	-	GOV 6.05	1
Governance Responsibilities	-	GOV 6.06	1
Governance Responsibilities	-	GOV 6.07	1
Governance Responsibilities	-	GOV 6.08	2
Oversight of Investments	-	GOV 7.	5
Executive Director	-	GOV 8.	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Executive Director	-	GOV 8.01	1
Executive Director	-	GOV 8.02	1
Executive Director	-	GOV 8.03	2
HR			
Human Resources Management	-	HR .	1
Work Environment	-	HR 1.	1
Work Environment	-	HR 1.01	1
Work Environment	HW	HR 1.02	1
Work Environment	-	HR 1.03	1
Human Resources Planning	-	HR 2.	2
Recruitment, Selection, and Deployment	-	HR 3.	1
Recruitment, Selection, and Deployment	-	HR 3.01	1
Recruitment, Selection, and Deployment	-	HR 3.02	1
Recruitment, Selection, and Deployment	HW	HR 3.03	1
Recruitment, Selection, and Deployment	-	HR 3.04	1
Recruitment, Selection, and Deployment	-	HR 3.05	1
Satisfaction and Retention	-	HR 4.	1
Satisfaction and Retention	-	HR 4.01	1
Satisfaction and Retention	-	HR 4.02	1
Satisfaction and Retention	-	HR 4.03	1
Satisfaction and Retention	-	HR 4.04	1
Satisfaction and Retention	-	HR 4.05	1
Human Resource Practices	-	HR 5.	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Human Resource Practices	-	HR 5.01	1
Human Resource Practices	-	HR 5.02	1
Human Resource Practices	-	HR 5.03	1
Human Resource Practices	-	HR 5.04	2
Human Resource Practices	-	HR 5.05	1
Performance Evaluation	-	HR 6.	1
Performance Evaluation	-	HR 6.01	1
Performance Evaluation	-	HR 6.02	1
Performance Evaluation	-	HR 6.03	2
Performance Evaluation	-	HR 6.04	5
Personnel Records	-	HR 7.	1
Personnel Records	-	HR 7.01	1
Personnel Records	-	HR 7.02	1
Personnel Records	-	HR 7.03	1
Personnel Records	-	HR 7.04	1
Personnel Records	-	HR 7.05	1
PQI			
Performance and Quality Improvement	-	PQI .	1
Leadership Endorsement of Quality and Performance Values	-	PQI 1.	1
Leadership Endorsement of Quality and Performance Values	-	PQI 1.01	1
Leadership Endorsement of Quality and Performance Values	-	PQI 1.02	1
Leadership Endorsement of Quality and Performance Values	-	PQI 1.03	1
Leadership Endorsement of Quality and Performance Values	-	PQI 1.04	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
The Foundation for Broad Use of PQI	-	PQI 2.	1
The Foundation for Broad Use of PQI	-	PQI 2.01	1
The Foundation for Broad Use of PQI	-	PQI 2.02	2
The Foundation for Broad Use of PQI	-	PQI 2.03	1
The Foundation for Broad Use of PQI	-	PQI 2.04	1
The Foundation for Broad Use of PQI	-	PQI 2.05	2
Support for Performance and Outcomes Measurement	-	PQI 3.	1
Support for Performance and Outcomes Measurement	-	PQI 3.01	1
Support for Performance and Outcomes Measurement	-	PQI 3.02	1
Support for Performance and Outcomes Measurement	-	PQI 3.03	2
Analyzing and Reporting Information	-	PQI 4.	2
Analyzing and Reporting Information	-	PQI 4.01	1
Analyzing and Reporting Information	-	PQI 4.02	3
Analyzing and Reporting Information	-	PQI 4.03	1
Analyzing and Reporting Information	-	PQI 4.04	1
Use and Communication of Quality Information to Make Improvements	-	PQI 5.	1
Use and Communication of Quality Information to Make Improvements	-	PQI 5.01	1
Use and Communication of Quality Information to Make Improvements	-	PQI 5.02	1
Use and Communication of Quality Information to Make Improvements	-	PQI 5.03	1
Use and Communication of Quality Information to Make Improvements	-	PQI 5.04	1
Staff and Stakeholder Support	-	PQI 6.	2
Staff and Stakeholder Support	-	PQI 6.01	2
Staff and Stakeholder Support	-	PQI 6.02	2



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Staff and Stakeholder Support	-	PQI 6.03	1
RPM			
Risk Prevention and Management	-	RPM .	1
Legal and Regulatory Compliance	-	RPM 1.	1
Quality Monitoring of Purchased Services	-	RPM 10.	5
Quality Monitoring of Purchased Services	-	RPM 10.01	5
Quality Monitoring of Purchased Services	-	RPM 10.02	5
Quality Monitoring of Purchased Services	-	RPM 10.03	5
Quality Monitoring of Purchased Services	-	RPM 10.04	5
Risk Prevention	-	RPM 2.	1
Risk Prevention	HW	RPM 2.01	1
Risk Prevention	ELS	RPM 2.02	1
Risk Prevention	-	RPM 2.03	1
Risk Prevention	-	RPM 2.04	1
Risk Prevention	HW	RPM 2.05	5
Risk Prevention	-	RPM 2.06	1
Medication Control and Administration	-	RPM 3.	2
Medication Control and Administration	HW	RPM 3.01	2
Medication Control and Administration	HW	RPM 3.02	5
Medication Control and Administration	HW	RPM 3.03	1
Medication Control and Administration	ELS	RPM 3.04	2
Medication Control and Administration	HW	RPM 3.05	1
Insurance Protection	-	RPM 4.	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Insurance Protection	HW	RPM 4.01	1
Insurance Protection	-	RPM 4.02	1
Information Management and Use	-	RPM 5.	1
Information Management and Use	-	RPM 5.01	1
Information Management and Use	-	RPM 5.02	1
Information Management and Use	-	RPM 5.03	1
Security of Information	-	RPM 6.	1
Security of Information	-	RPM 6.01	1
Security of Information	-	RPM 6.02	2
Security of Information	-	RPM 6.03	1
Security of Information	-	RPM 6.04	1
Case Records	-	RPM 7.	1
Case Records	-	RPM 7.01	1
Case Records	HW	RPM 7.02	2
Case Records	HW	RPM 7.03	1
Case Records	-	RPM 7.04	2
Case Records	-	RPM 7.05	1
Case Records	-	RPM 7.06	1
Case Records	-	RPM 7.07	1
Access to Case Records	-	RPM 8.	1
Access to Case Records	CR	RPM 8.01	1
Access to Case Records	-	RPM 8.02	1
Access to Case Records	HW	RPM 8.03	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Contracts and Service Agreements	-	RPM 9.	1
Contracts and Service Agreements	-	RPM 9.01	1
Contracts and Service Agreements	-	RPM 9.02	1
Contracts and Service Agreements	-	RPM 9.03	1
Contracts and Service Agreements	-	RPM 9.04	1
Contracts and Service Agreements	-	RPM 9.05	5
Service Delivery Administration Standards			
ASE			
Administrative and Service Environment	-	ASE .	1
Promotion of Health and Safety	-	ASE 1.	1
Promotion of Health and Safety	HW	ASE 1.01	1
Promotion of Health and Safety	HW	ASE 1.02	1
Promotion of Health and Safety	-	ASE 1.03	1
Promotion of Health and Safety	-	ASE 1.04	2
Accessibility	-	ASE 2.	1
Accessibility	-	ASE 2.01	1
Accessibility	-	ASE 2.02	2
Accessibility	-	ASE 2.03	1
Legal and Regulatory Compliance	-	ASE 3.	1
Legal and Regulatory Compliance	-	ASE 3.01	1
Legal and Regulatory Compliance	ELS	ASE 3.02	1
Facility Maintenance	HW	ASE 4.	1
Tools and Equipment	-	ASE 5.	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Tools and Equipment	ELS	ASE 5.01	1
Tools and Equipment	-	ASE 5.02	1
Safety and Security	-	ASE 6.	1
Safety and Security	ELS	ASE 6.01	2
Safety and Security	ELS	ASE 6.02	1
Safety and Security	HW	ASE 6.03	1
Safety and Security	HW	ASE 6.04	5
Safety and Security	HW	ASE 6.05	1
Emergency Response Preparedness	-	ASE 7.	1
Emergency Response Preparedness	ELS	ASE 7.01	2
Emergency Response Preparedness	ELS	ASE 7.02	1
Emergency Response Preparedness	-	ASE 7.03	2
Emergency Response Preparedness	ELS	ASE 7.04	1
Special Health Precautions	-	ASE 8.	1
Special Health Precautions	ELS	ASE 8.01	1
Special Health Precautions	HW	ASE 8.02	1
Promotion of Health and Safety	-	ASE 1.05	2
BSM			
Behavior Support and Management	-	BSM .	1
Philosophy and Organization Policy	-	BSM 1.	1
Philosophy and Organization Policy	-	BSM 1.01	1
Philosophy and Organization Policy	-	BSM 1.02	1
Philosophy and Organization Policy	-	BSM 1.03	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Philosophy and Organization Policy	-	BSM 1.04	5
Behavior Support and Management Practices	-	BSM 2.	1
Behavior Support and Management Practices	CR	BSM 2.01	1
Behavior Support and Management Practices	-	BSM 2.02	1
Behavior Support and Management Practices	ELS	BSM 2.03	1
Behavior Support and Management Practices	ELS	BSM 2.04	1
Behavior Support and Management Practices	ELS	BSM 2.05	5
Behavior Support and Management Practices	-	BSM 2.06	5
Safety Training	-	BSM 3.	1
Safety Training	ELS	BSM 3.01	1
Safety Training	HW	BSM 3.02	1
Safety Training	ELS	BSM 3.03	1
Restrictive Behavior Management Intervention Training	-	BSM 4.	5
Restrictive Behavior Management Intervention Training	ELS	BSM 4.01	5
Restrictive Behavior Management Intervention Training	ELS	BSM 4.02	5
Restrictive Behavior Management Intervention Training	HW	BSM 4.03	5
Restrictive Behavior Management Interventions	-	BSM 5.	5
Restrictive Behavior Management Interventions	-	BSM 5.01	5
Restrictive Behavior Management Interventions	ELS	BSM 5.02	5
Restrictive Behavior Management Interventions	ELS	BSM 5.03	5
Restrictive Behavior Management Interventions	HW	BSM 5.04	5
Restrictive Behavior Management Interventions	HW	BSM 5.05	5
Restrictive Behavior Management Interventions	ELS	BSM 5.06	5



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Restrictive Behavior Management Interventions	ELS	BSM 5.07	5
Documentation and Debriefing	-	BSM 6.	5
Documentation and Debriefing	-	BSM 6.01	5
Documentation and Debriefing	HW	BSM 6.02	5
Documentation and Debriefing	HW	BSM 6.03	5
Documentation and Debriefing	HW	BSM 6.04	5
CR			
Client Rights	-	CR .	1
Protection of Rights and Ethical Obligations	-	CR 1.	1
Protection of Rights and Ethical Obligations	-	CR 1.01	1
Protection of Rights and Ethical Obligations	-	CR 1.02	1
Protection of Rights and Ethical Obligations	-	CR 1.03	1
Protection of Rights and Ethical Obligations	-	CR 1.04	1
Protection of Rights and Ethical Obligations	CR	CR 1.05	1
Protection of Rights and Ethical Obligations	-	CR 1.06	1
Protection of Rights and Ethical Obligations	CR	CR 1.07	1
Protection of Rights and Ethical Obligations	-	CR 1.08	1
Confidentiality and Privacy Protections	-	CR 2.	1
Confidentiality and Privacy Protections	CR	CR 2.01	1
Confidentiality and Privacy Protections	-	CR 2.02	1
Confidentiality and Privacy Protections	-	CR 2.03	1
Confidentiality and Privacy Protections	CR	CR 2.04	1
Confidentiality and Privacy Protections	-	CR 2.05	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Grievance Procedures	-	CR 3.	1
TS			
Training and Supervision	-	TS .	1
Personnel Development and Training	-	TS 1.	1
Personnel Development and Training	-	TS 1.01	1
Personnel Development and Training	-	TS 1.02	1
Personnel Development and Training	-	TS 1.03	1
Training Content	-	TS 2.	1
Training Content	-	TS 2.01	1
Training Content	HW	TS 2.02	1
Training Content	-	TS 2.03	1
Training Content	-	TS 2.04	1
Training Content	-	TS 2.05	1
Training Content	-	TS 2.06	1
Training Content	-	TS 2.07	1
Training Content	-	TS 2.08	5
Training Content	ELS	TS 2.09	1
Supervision	-	TS 3.	1
Supervision	-	TS 3.01	1
Supervision	HW	TS 3.02	1
Supervision	-	TS 3.03	1
Supervision	-	TS 3.04	1
Supervision	-	TS 3.05	1



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Standard Title	Fundamentals	Standard #	Rating
Supervision	-	TS 3.06	1
Supervision	-	TS 3.07	1
Supervision	-	TS 3.08	1
Service Standards			
ECCD			
Early Child Care and Development Services	-	ECCD .	1
Screening	-	ECCD 1.	1
Screening	-	ECCD 1.01	1
Screening	-	ECCD 1.02	1
Screening	-	ECCD 1.03	5
Screening	-	ECCD 1.04	1
Family Support	-	ECCD 10.	1
Family Support	-	ECCD 10.01	1
Family Support	-	ECCD 10.02	1
Family Support	-	ECCD 10.03	1
Transition	-	ECCD 11.	1
Transition	-	ECCD 11.01	1
Transition	-	ECCD 11.02	1
Transition	-	ECCD 11.03	1
Transition	-	ECCD 11.04	1
Personnel	-	ECCD 12.	1
Personnel	-	ECCD 12.01	1
Personnel	-	ECCD 12.02	1



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Standard Title	Fundamentals	Standard #	Rating
Personnel	-	ECCD 12.03	1
Personnel	-	ECCD 12.04	1
Personnel	-	ECCD 12.05	1
Personnel	-	ECCD 12.06	1
Personnel	-	ECCD 12.07	1
Service Philosophy	-	ECCD 2.	1
Parental Involvement	-	ECCD 3.	1
Parental Involvement	-	ECCD 3.01	1
Parental Involvement	-	ECCD 3.02	1
Parental Involvement	-	ECCD 3.03	1
Parental Involvement	-	ECCD 3.04	1
Parental Involvement	-	ECCD 3.05	1
Parental Involvement	ELS	ECCD 3.06	1
Parental Involvement	-	ECCD 3.07	1
Health Promotion and Protection	-	ECCD 4.	1
Health Promotion and Protection	ELS	ECCD 4.01	1
Health Promotion and Protection	HW	ECCD 4.02	1
Health Promotion and Protection	HW	ECCD 4.03	1
Health Promotion and Protection	HW	ECCD 4.04	1
Health Promotion and Protection	-	ECCD 4.05	1
Health Promotion and Protection	-	ECCD 4.06	1
Health Promotion and Protection	ELS	ECCD 4.07	1
Health Promotion and Protection	HW	ECCD 4.08	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Quality and Safety in the Service Environment	-	ECCD 5.	1
Quality and Safety in the Service Environment	-	ECCD 5.01	1
Quality and Safety in the Service Environment	-	ECCD 5.02	1
Quality and Safety in the Service Environment	-	ECCD 5.03	1
Quality and Safety in the Service Environment	ELS	ECCD 5.04	1
Quality and Safety in the Service Environment	ELS	ECCD 5.05	1
Quality and Safety in the Service Environment	-	ECCD 5.06	5
Quality and Stability in Relationships	-	ECCD 6.	1
Quality and Stability in Relationships	-	ECCD 6.01	1
Quality and Stability in Relationships	-	ECCD 6.02	1
Quality and Stability in Relationships	-	ECCD 6.03	1
Developmental and Educational Activities	-	ECCD 7.	1
Developmental and Educational Activities	-	ECCD 7.01	1
Developmental and Educational Activities	-	ECCD 7.02	1
Developmental and Educational Activities	-	ECCD 7.03	1
Developmental and Educational Activities	-	ECCD 7.04	1
Developmental and Educational Activities	-	ECCD 7.05	1
Developmental and Educational Activities	-	ECCD 7.06	5
Services for Children with Special Needs	-	ECCD 8.	5
Services for Children with Special Needs	-	ECCD 8.01	5
Services for Children with Special Needs	-	ECCD 8.02	5
Services for Children with Special Needs	-	ECCD 8.03	5
Services for Children with Special Needs	-	ECCD 8.04	5



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Standard Title	Fundamentals	Standard #	Rating
Child Supervision	-	ECCD 9.	1
Child Supervision	ELS	ECCD 9.01	1
Child Supervision	ELS	ECCD 9.02	1
Child Supervision	HW	ECCD 9.03	1
Child Supervision	-	ECCD 9.04	1
Child Supervision	HW	ECCD 9.05	1
GLS			
Group Living Services	-	GLS .	1
Access to Service	-	GLS 1.	1
Access to Service	-	GLS 1.01	1
Access to Service	-	GLS 1.02	1
Access to Service	HW	GLS 1.03	1
Access to Service	-	GLS 1.04	1
Access to Service	-	GLS 1.05	1
Access to Service	HW	GLS 1.06	1
Access to Service	-	GLS 1.07	1
Services for Substance Use Conditions	-	GLS 10.	1
Services for Substance Use Conditions	-	GLS 10.01	1
Services for Substance Use Conditions	-	GLS 10.02	1
Services for Substance Use Conditions	-	GLS 10.03	1
Privacy Provisions	-	GLS 11.	1
Privacy Provisions	CR	GLS 11.01	1
Privacy Provisions	CR	GLS 11.02	1



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Standard Title	Fundamentals	Standard #	Rating
Privacy Provisions	CR	GLS 11.03	1
Privacy Provisions	CR	GLS 11.04	1
Privacy Provisions	CR	GLS 11.05	1
Group Living Environment	-	GLS 12.	1
Group Living Environment	-	GLS 12.01	1
Group Living Environment	-	GLS 12.02	1
Group Living Environment	-	GLS 12.03	1
Residential Facilities	-	GLS 13.	1
Residential Facilities	-	GLS 13.01	1
Residential Facilities	-	GLS 13.02	1
Residential Facilities	-	GLS 13.03	1
Residential Facilities	-	GLS 13.04	1
Residential Facilities	-	GLS 13.05	1
Care and Supervision	-	GLS 14.	1
Care and Supervision	-	GLS 14.01	1
Care and Supervision	-	GLS 14.02	1
Care and Supervision	ELS	GLS 14.03	1
Care and Supervision	HW	GLS 14.04	1
Care and Supervision	ELS	GLS 14.05	1
Transition from the Service System	-	GLS 15.	1
Transition from the Service System	-	GLS 15.01	1
Transition from the Service System	-	GLS 15.02	1
Transition from the Service System	-	GLS 15.03	1



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Standard Title	Fundamentals	Standard #	Rating
Transition from the Service System	-	GLS 15.04	1
Transition from the Service System	-	GLS 15.05	1
Transition from the Service System	-	GLS 15.06	1
Transition from the Service System	-	GLS 15.07	1
Case Closing	-	GLS 16.	1
Case Closing	-	GLS 16.01	1
Case Closing	-	GLS 16.02	1
Case Closing	-	GLS 16.03	1
Case Closing	-	GLS 16.04	1
Case Closing	-	GLS 16.05	1
Aftercare and Follow-Up	-	GLS 17.	1
Aftercare and Follow-Up	-	GLS 17.01	1
Aftercare and Follow-Up	-	GLS 17.02	1
Aftercare and Follow-Up	-	GLS 17.03	1
Aftercare and Follow-Up	-	GLS 17.04	1
Personnel	-	GLS 18.	1
Personnel	-	GLS 18.01	2
Personnel	-	GLS 18.02	1
Personnel	-	GLS 18.03	1
Family Connections	-	GLS 2.	1
Family Connections	-	GLS 2.01	1
Family Connections	-	GLS 2.02	1
Family Connections	-	GLS 2.03	1



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Standard Title	Fundamentals	Standard #	Rating
Family Connections	-	GLS 2.04	1
Assessment	-	GLS 3.	1
Assessment	-	GLS 3.01	1
Assessment	-	GLS 3.02	1
Assessment	-	GLS 3.03	1
Assessment	HW	GLS 3.04	1
Assessment	HW	GLS 3.05	1
Assessment	-	GLS 3.06	1
Assessment	-	GLS 3.07	1
Service Planning and Monitoring	-	GLS 4.	1
Service Planning and Monitoring	-	GLS 4.01	2
Service Planning and Monitoring	-	GLS 4.02	1
Service Planning and Monitoring	-	GLS 4.03	1
Service Planning and Monitoring	-	GLS 4.04	1
Service Planning and Monitoring	-	GLS 4.05	1
Service Planning and Monitoring	-	GLS 4.06	1
Service Planning and Monitoring	-	GLS 4.07	1
Child and Youth Permanency	-	GLS 5.	1
Child and Youth Permanency	-	GLS 5.01	1
Child and Youth Permanency	-	GLS 5.02	1
Child and Youth Permanency	-	GLS 5.03	1
Child and Youth Permanency	-	GLS 5.04	1
Child and Youth Permanency	-	GLS 5.05	1



Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Child and Youth Permanency	-	GLS 5.06	1
Service Philosophy, Modalities, and Interventions	-	GLS 6.	1
Service Philosophy, Modalities, and Interventions	-	GLS 6.01	1
Service Philosophy, Modalities, and Interventions	HW	GLS 6.02	5
Service Philosophy, Modalities, and Interventions	ELS	GLS 6.03	1
Service Philosophy, Modalities, and Interventions	ELS	GLS 6.04	1
Community Connections	-	GLS 7.	1
Community Connections	-	GLS 7.01	1
Community Connections	-	GLS 7.02	1
Community Connections	-	GLS 7.03	1
Community Connections	-	GLS 7.04	1
Community Connections	-	GLS 7.05	1
Community Connections	-	GLS 7.06	5
Health and Dental Services	-	GLS 8.	1
Health and Dental Services	ELS	GLS 8.01	2
Health and Dental Services	-	GLS 8.02	2
Health and Dental Services	-	GLS 8.03	1
Health and Dental Services	HW	GLS 8.04	5
Health and Dental Services	HW	GLS 8.05	1
Health and Dental Services	-	GLS 8.06	1
Education Services	-	GLS 9.	1
Education Services	-	GLS 9.01	1
Education Services	-	GLS 9.02	1



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Standard Title	Fundamentals	Standard #	Rating
Education Services	-	GLS 9.03	1
Education Services	-	GLS 9.04	1
SCL			
Supported Community Living Services	-	SCL .	1
Access to Services	-	SCL 1.	1
Personnel	-	SCL 10.	1
Personnel	-	SCL 10.01	1
Personnel	-	SCL 10.02	1
Personnel	-	SCL 10.03	1
Personnel	-	SCL 10.04	1
Personnel	HW	SCL 10.05	1
Personnel	-	SCL 10.06	1
Personnel	-	SCL 10.07	1
Screening and Intake	-	SCL 2.	1
Screening and Intake	-	SCL 2.01	1
Screening and Intake	-	SCL 2.02	1
Screening and Intake	CR	SCL 2.03	1
Assessment	-	SCL 3.	1
Assessment	-	SCL 3.01	1
Assessment	-	SCL 3.02	1
Assessment	-	SCL 3.03	1
Service Planning and Monitoring	-	SCL 4.	2
Service Planning and Monitoring	-	SCL 4.01	1



Knowledge • Integrity • Commitment

Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Service Planning and Monitoring	-	SCL 4.02	1
Service Planning and Monitoring	-	SCL 4.03	1
Service Planning and Monitoring	-	SCL 4.04	1
Service Planning and Monitoring	-	SCL 4.05	3
Service Planning and Monitoring	-	SCL 4.06	1
Service Philosophy	-	SCL 5.	1
Service Components	-	SCL 6.	1
Service Components	-	SCL 6.01	1
Service Components	-	SCL 6.02	1
Service Components	-	SCL 6.03	1
Service Components	-	SCL 6.04	1
Service Components	HW	SCL 6.05	1
Service Components	-	SCL 6.06	1
Service Components	-	SCL 6.07	1
Tenant Relations	-	SCL 7.	1
Tenant Relations	CR	SCL 7.01	1
Tenant Relations	CR	SCL 7.02	1
Tenant Relations	-	SCL 7.03	1
Tenant Relations	CR	SCL 7.04	1
Tenant Relations	CR	SCL 7.05	1
Tenant Relations	CR	SCL 7.06	1
Case Closing	-	SCL 8.	1
Case Closing	-	SCL 8.01	1



Competency + Integrity + Accountability

Organization Number: 4824 Room At the Inn of the Carolinas, Inc.

Standard Title	Fundamentals	Standard #	Rating
Case Closing	-	SCL 8.02	1
Case Closing	-	SCL 8.03	1
Case Closing	-	SCL 8.04	1
Case Closing	-	SCL 8.05	1
Aftercare and Follow-Up	-	SCL 9.	1
Aftercare and Follow-Up	-	SCL 9.01	1
Aftercare and Follow-Up	-	SCL 9.02	1
Aftercare and Follow-Up	-	SCL 9.03	1
Aftercare and Follow-Up	-	SCL 9.04	1