



Arkansas Department of Human Services Division of Developmental Disabilities

Donaghey Plaza North

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Response to legislative inquiry

The following requests for information were received at the most recent HDC legislative subcommittee:

- Summaries of the most recent CARF surveys from the five human development centers
- The number of people who have applied for services at the human development centers and the number who have been denied services due to ineligibility within past 12 months
- List of facility needs
- Turnover at the hdc's for the past three years
(to be provided by TSG)
- Cost comparison between hdc and HCB Medicaid Waiver services
(to be provided by TCG)

Information relating to the first three requests has been compiled by DDS staff. Information relating to the items five and six is being compiled by TSG.

SURVEY SUMMARY

Arkadelphia Human Development Center (AHDC) has strengths in many areas.

- AHDC has a positive presence in the community and a long and respected history that has reduced stigma.
- Staff members truly care about the persons they serve, which is evident throughout the campus and with all the staff.
- Staff members are passionate and truly committed to helping improve the quality of life for persons served. Leadership is very active and available for staff and the persons served.
- AHDC has highly successful work programs for the persons served. These programs have helped bridge and strengthen a positive relationship with the community as well as giving the persons served a sense of purpose, need, and achievement.
- AHDC does a tremendous job of keeping up its facilities to create a warm and welcoming environment that the persons served are truly happy to call it home.
- AHDC is able to achieve many new initiatives despite limited budgets and difficulties with timeliness in government decision making.
- AHDC, community, state legislature, and volunteer groups have actively sought funding to build the multipurpose building that has now become an asset to AHDC and the community.
- Volunteer groups have actively sought fundraising ventures to provide furniture, kitchen equipment, etc.
- Families of persons served expressed their trust and appreciation of AHDC and staff members to continue to provide quality, holistic, and comprehensive services to the persons served when family members are no longer able to provide support and advocate for them.
- AHDC provides comprehensive and holistic services on site to the persons served that are inclusive of medical, psychiatric, podiatric, dental, neurology, pharmacy, counseling, laboratory and nursing services, physical therapy, speech therapy, occupational therapy, vocational therapy, recreational therapy, and a wellness program.
- AHDC also has a contract with an ophthalmologist, who provides services within the community.
- AHDC, volunteer groups, community, and state have fundraised through a joint venture to develop the handicapped accessible Sunset Trail walking path that is now on the state registry of walking trails. This is a nature trail that the persons served will be able to utilize from their homes.
- The persons served by AHDC expressed that they feel safe and protected, and have an extended family by living in their home at AHDC. The campus is fully accessible and the persons served are able to freely maneuver from their home to other buildings.

AHDC 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, AHDC is respected in the community. Funding sources, persons served, and referral sources have all expressed satisfaction with the services provided. AHDC has made a commitment to use the CARF standards and has maintained substantial conformance. AHDC has areas for improvement, including risk management, personnel training, and performance improvement systems. The positive attitude with which the management and staff prepared for and participated in the survey and their receptivity to the consultation and other feedback that were offered instill confidence that AHDC will use the results of this survey to further improve organizational and service quality.

Arkadelphia Human Development Center has earned a Three-Year Accreditation. AHDC is commended for its efforts to provide quality services and is encouraged to use its resources to address the improvements noted in this report and to use the CARF standards as guidelines for continuous quality improvement.

**CARF
Survey Report
for**

**Booneville Human
Development
Center**

SURVEY SUMMARY

Booneville Human Development Center (BHDC) has strengths in many areas.

- The staff members are dedicated, motivated, and passionate in their work and enhancing the lives of the clients they serve. They provide a diversity of expertise and experience. Their skills are clearly evident in the day-to-day delivery of services.
- The commitment, quality, and passion of staff members at every level demonstrate the corporate culture of this state-run facility as a person-centered and mission-driven organization.
- The organization is commended for its efforts to seamlessly transition the clients between programs and levels of care to meet the changing needs of each client.
- BHDC provides a comprehensive community in this rural area of Arkansas. Nestled in a wooded area with lakes and 5,000 acres of land, this organization has developed a warm, familylike residential treatment program that provides wraparound services, including work, socialization, and medical supports. The facilities are on the national historic registry. Although the buildings are aged, the organization is updating and renovating them for improvement. There is a museum on the grounds, a fishing dock at one of the lakes, and other inviting components that bring the community onto the campus.
- Leadership is actively involved at the state level in efforts to reduce stigma and educate legislators.
- The support provided by the state includes technology, human resources, fiscal, and quality improvement.
- Community stakeholders praise the involvement of leadership in the community. The community embraces the clients and welcomes them into the community.
- Staff members have the opportunity to live on campus with low rent.
- Clients and parents value the staff members and the organization. There is a memorial garden outside of the campus chapel that has names of both staff members and clients who are deceased. Their names are put on brick pavers so that loved ones can visit and reflect.

BHDC 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, BHDC demonstrates substantial conformance to the CARF standards. The leadership and staff members are dedicated to the clients and to providing effective programs and services to meet their needs. The organization makes efforts to facilitate integration into the community while assisting the clients with their behavioral concerns. The organization is commended for its effort in the renovation of its buildings. There are areas for improvement identified in the recommendations in this report. The organization demonstrates the willingness and ability to use its resources to address these areas.

Booneville Human Development Center has earned a Three-Year Accreditation. The leadership and staff members are congratulated on this achievement and encouraged to continue to use the CARF standards as the framework for ongoing performance improvement of business practices and service delivery.

Organization

Booneville Human Development Center
87 Reed Road
Booneville, AR 72927

Organizational Leadership

Michael Wyrick, Ph.D., Chief Psychologist
Jeff Gonyea, Superintendent
Jerry B. Cravens, Residential Services Manager
Tina Osborne, Director of Operations
Jane Ziegler, Quality Assurance Director
Rita Edwards, Local Parent Support Group

Survey Dates

March 30-April 1, 2016

Survey Team

Alice R. Roelofs, Ph.D., LMSW, Administrative Surveyor
Mary L. Williams, M.S.N., RN, M.A.O.M., Program Surveyor

Programs/Services Surveyed

Residential Treatment: Integrated DD/Mental Health (Adults)

Previous Survey

April 8-10, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: May 31, 2019



Three-Year Accreditation

**CARF
Survey Report
for
Conway Human
Development
Center**

Organization

Conway Human Development Center
150 East Siebenmorgen Road
Conway, AR 72032-4000

Organizational Leadership

Sarah J. Murphy
Interim Superintendent/Assistant Superintendent

Survey Dates

December 2-4, 2015

Survey Team

Sharon L. Loveseth, CADC II, LAADC, HSE, Administrative Surveyor
Luanne Guiliani, Program Surveyor
Danine T. Lajiness-Polosky, M.N., CNP, Program Surveyor

Programs/Services Surveyed

Residential Treatment: Integrated DD/Mental Health (Adults)
Residential Treatment: Integrated DD/Mental Health (Children and Adolescents)
Residential Treatment: Integrated DD/Mental Health (Medically Complex)

Previous Survey

November 5-7, 2012
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: January 31, 2019



Three-Year Accreditation

On balance, it is evident that Conway Human Development Center is clearly committed to excellence in the provision of services to the persons served. The organization demonstrates this in numerous ways, including staff training; improvement in community stakeholder involvement; and recognition from city, county, and state representatives. The organization has areas for improvement identified in the recommendations in this report. These areas include up-to-date first aid supplies in vehicles, annual performance evaluations for all personnel, implementing additional written procedures and conducting debriefings following the use of seclusion or restraint, revising its quarterly reviews of services, and utilizing the information obtained from the reviews. The organization demonstrates the willingness and ability to use its resources to address these areas.

Conway Human Development Center has earned a Three-Year Accreditation. The leadership and staff members are congratulated on this achievement and encouraged to continue to remain current with the CARF standards as the areas for improvement are addressed.

**CARF
Survey Report
for**

**Jonesboro Human
Development
Center**

Organization

Jonesboro Human Development Center (JHDC)
4701 Colony Drive
Jonesboro, AR 72404

Organizational Leadership

Forrest Steele, Superintendent
Eva Middleton, Quality Assurance Coordinator

Survey Dates

March 2-4, 2016

Survey Team

Jan B. Sisk, RN, B.S.N., M.B.A., CHQ, Administrative Surveyor
Becky Razaire, LMHC, Program Surveyor
Douglas J. Newsome, Ed.D., LPC, Program Surveyor

Programs/Services Surveyed

Residential Treatment: Integrated DD/Mental Health (Adults)
Residential Treatment: Integrated DD/Mental Health (Medically Complex)

Previous Survey

April 3-5, 2013
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: April 30, 2019



Three-Year Accreditation

SURVEY SUMMARY

Jonesboro Human Development Center (JHDC) has strengths in many areas.

- It is evident from the interviews with the parents of the residents at JHDC that the staff members demonstrate commitment and care to the persons they serve.
- Many of the staff members have been with JHDC for many years. The retention of the staff strengthens the continuity of care that is given to residents.
- JHDC has developed a variety of activities and events for the residents to participate, such as the Gala, Fall Festival, State and County Fairs, and Family Day Art Show.
- Physical structures on the campus resemble and appear to be modeled after a typical community. The internet café, library, work, and employment areas ease the transition from JHDC to less-restrictive environments.
- Staff, therapists, and clinicians exhibit calm, competent professionalism and expertise. This is certainly a strength of the organization.
- Creative use of campus land (softball field, long-term leases) is a strength of the organization and enhances the ties to the larger community.
- Interviews with stakeholders resulted in comments such as, “this is just the best place,” “this is a miracle place,” and “they are just the BEST.”

JHDC 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, JHDC demonstrates substantial conformance to the CARF standards. The organization has made a dedicated effort to continue international accreditation. The residents appear to benefit greatly from the services provided. Leadership and staff members have made a strong commitment to develop and maintain quality services for residents. The organization has many strengths and high-quality practices. It is acknowledged for its commitment to person-centered service. It is evident that the organization has the processes in place to continue in its quality improvement efforts and respond to the recommendations regarding cultural competency and diversity planning, collection and analysis of input, unannounced tests of emergency procedures, HR practices, communication of rights to residents, clinical supervision, orientation and assessment processes, training and education regarding medications, nonviolent practices, and advance directives.

Jonesboro Human Development Center has earned a Three-Year Accreditation. The leadership and staff members are congratulated on this accomplishment. They are encouraged to continue to use the CARF standards to continuously improve the quality of the programs and the services provided.

**CARF
Survey Report
for
Southeast
Arkansas Human
Development
Center**

Organization

Southeast Arkansas Human
Development Center (SEAHDC)
One Center Circle
Warren, AR 71671

Organizational Leadership

Glenn Clark, Superintendent
Linda Scales, NHA, Assistant Superintendent
Jimmie Sue Wade, Quality Assurance Coordinator

Survey Dates

August 27-28, 2015

Survey Team

Mary K. Norman, LPCC, Administrative Surveyor
Margaret Shelby, RN, Program Surveyor

Programs/Services Surveyed

Residential Treatment: Integrated DD/Mental Health (Medically Complex)

Previous Survey

July 23-24, 2012
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: August 2018



Three-Year Accreditation

SURVEY SUMMARY

Southeast Arkansas Human Development Center (SEAHDC) has strengths in many areas.

- SEAHDC, located in Bradley County, Arkansas, is located on 179 acres of wooded land, providing a homelike setting for adults with developmental disabilities, intellectual disabilities, co-occurring mental illnesses, and complex medical conditions. The spacious campus is attractive; well maintained; and a testimony to the dignity, respect, and caring provided to the persons served. Ongoing maintenance of the facilities is evident and contributes to the overall atmosphere of care and concern that the facility demonstrates.
- The Memory Garden is a thoughtful and innovative way for persons served and personnel to process the deaths of those involved with the organization in various roles, such as the person served, family member, or employee. This is one of many pieces of evidence of the "family" culture prominent throughout the organization.
- The newly appointed superintendent brings a wealth of experience to the management of the 100-bed facility and is passionate about the organization's mission to provide the best training, treatment, opportunity, and care to persons served. He demonstrates focus and dedication in further developing his leadership team to assist the organization in providing quality care. During his short tenure with the organization, his leadership style has energized the staff to work more collaboratively as a team to develop innovative solutions to difficult challenges sometimes presented by the needs of persons served.
- The staff members of SEAHDC are dedicated to the work of the organization. In spite of the complex challenges presented by persons served, staff persons are enthusiastic about the opportunity to provide a safe place for the most vulnerable individuals to develop skills and become more independent. Staff persons expressed care and concern for the persons served, going out of their way to interact with them outside of prescribed rehabilitation activities and treatments. Staff persons demonstrate an eagerness to receive consultation about their clinical and work processes and expressed a willingness to implement new ideas.
- Persons served demonstrate positive attachments and expressed pleasure in working with the employees of the organization. They expressed pride in their personal accomplishments, including involvement in on-campus work activities, and personal responsibilities in their living areas. Persons served are encouraged to pursue personal interests and hobbies to improve needed life skills and attain increased life satisfaction.
- The Quick Look system, which provides immediate information about persons served to those direct care staff members who are temporarily called to work in a different residential setting, is innovative and shows a concern on the part of management for providing workable solutions to workplace challenges.
- The organization has established a comprehensive medical service team that works diligently to address the needs of the organization's medically complex population. The nursing procedures developed by the organization reflect both the need for clinically sound nursing care and the incorporation of practical methods to provide care in this unique setting. The preparation, staff training, implementation, and evaluation of the behavior support plans used for individual persons served are thoughtful, are well supervised, and provide real benefit to the persons served in learning new coping skills for their continued integration into the community.

- The volunteer Foster Grandparents Program provides a much-needed service to persons served, especially for those who lack ongoing family contact.
- The organization is widely accepted in the community, as evidenced by the inclusion of its clients into local events such as the local Tomato Festival. One of the clients was recently selected to participate as the festival queen.

SEAHDC 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, SEAHDC provides residential treatment to adults with developmental disabilities, intellectual disabilities, co-occurring mental illnesses, and complex medical disorders. The organization's mission of providing the best training, treatment, opportunity, and care is evident in the dedication of the leadership and staff and in the culture of teamwork that has been adopted. The campus and facilities are attractive, safe, well maintained, and an asset to the local community. Staff persons take pride in the work of the organization and demonstrate a sincere care and concern for the people they serve. Persons served and family members reported high levels of satisfaction with the facilities and staff. The persons served present many challenges due to the complex nature of their disabilities. However, the staff works as a team to develop innovative ways to ensure that quality, person-centered care is the focus of the organization. Although the organization demonstrates potential for showing other organizations a best-practice approach to providing residential treatment to complex individuals, there are a few areas in which the organization should seek improvement and attempt to more fully integrate the CARF standards into its business functions and service delivery processes. These areas for improvement include strategic planning, human resources, technology planning, performance improvement, medication use policies and procedures, nonviolent practices, and the quality record review process. The organization's personnel show an openness and willingness to learn and receive feedback for improving services. The leadership is aware of and has the willingness and ability to make improvements in the identified areas.

Southeast Arkansas Human Development Center has earned a Three-Year Accreditation. The board of directors, leadership, and program staff members are congratulated for this achievement. The organization is encouraged to use the recommendations in this report to improve its operations, and the leadership is encouraged to continue to identify ways to use the CARF standards as an integral part of its ongoing performance improvement process.

Transitions from Human Development Centers

	To HCB Waiver	To Nursing Home	Other
2016 (as of 9/13/16)	28	5	1
2015	27	12	0
2014	46	9	1

Number of people who have applied for services at a human development center and number denied (past 12 months)

9-1-2015 to 9-1-2016

Applied:

100

Denied due to not meeting criteria for HDC services:

3

Current Projects	9/19/2016
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CHDC	02142	Asbestos Removal	\$	18,435
All	02349	Roofs	\$	181,286
JHDC	3230	Floor Replacement	\$	26,231
JHDC	3524	Greenhouse	\$	20,422
BHDC	3596	EM Generator Masonic Bldg	\$	90,000
BHDC	3597	Commons Boiler Replacement	\$	70,000
BHDC	3598	Fire Alarm	\$	21,950
ArkHDC	3601	HVAC Bldg 292-293	\$	485,614
CHDC	3603	EM Generator M8 (boiler)	\$	80,000
JHDC	3704	HVAC "A" Building	\$	140,885
SEAHDC	3728	Metal Storage Building	\$	19,962
ArkHDC	3738	Metal Buildings	\$	118,415
BHDC	3739	Wastewater Plant Repairs	\$	40,174
ArkHDC	3741	Cooling Tower	\$	102,671
Alex	3780	Misc. repairs & Cleanup @ Alexander	\$	53,155
JHDC	3836	Bathroom Renovations	\$	20,000
CHDC	3841	Window Replacement Birch 9 & 23	\$	219,778
ArkHDC	3843	Window Replacement Homes	\$	354,907
SEAHDC	3845	EM Generator	\$	120,000
CHDC	3846	Transfer Switch	\$	80,000
JHDC	3847	EM Generator	\$	150,000
CHDC	3849	Bathroom Renovations	\$	84,426
BHDC	3851	Concrete Drive and Cover	\$	89,000
SEAHDC	3853	Administration HVAC	\$	140,000
JHDC	3856	Awning Expansion	\$	40,500
JHDC	3902	Door Replacement	\$	21,250
CHDC	3905	Floors	\$	20,000
JHDC	3927	Security & Surveillance	\$	24,420
JHDC	3928	HVAC Package Unit at Cottage	\$	40,025
SEAHDC	3957	Paint Exterior	\$	20,000
SEAHDC	3958	Soffet Repair	\$	20,000

SEAHDC	3959	Wood Trim Repair	\$	20,000
JHDC	4017	Addition to Multipurpose Bldg 100	\$	200,000
ArkHDC	4018	East Cooling Tower Replacemnet	\$	110,000
CHDC	4019	Generator at Gym	\$	140,000
JHDC	4022	Interior Road / Road through Park	\$	40,000
ArkHDC	4033	Airhandler Controls and Duct 285	\$	266,000
All	4024	Roofs	\$	401,000
BHDC	4025	Judge Hill Ladies Shower	\$	20,000
SEAHDC	4026	Kohler Vocational Access	\$	60,000
JHDC	4027	Reskin Building 800	\$	19,500
JHDC	4028	Storage Building	\$	19,950
JHDC	4029	Porch and Ramp for 2500 and 2600	\$	19,900
SEAHDC	4030	Outside Basketball Cort (Asphalt)	\$	25,000
SEAHDC	4031	Interior Truckster Roads	\$	85,000
JHDC	4032	Fence for Recycleing Area	\$	19,900
CHDC	4033	Lobby Renovations	\$	20,000
SEAHDC	4035	Parking Lot Curb	\$	20,000
All	4036	Capital Equipment	\$	562,239
BHDC	4047	Demo Dorm #1 & #2	\$	400,000
CHDC	4048	#2 Boiler Replacement	\$	180,000
CHDC	4049	Central Plant Pump	\$	80,000