

**CARF  
Survey Report  
for**

**Jay-Randolph  
Developmental  
Services, Inc.**

**Organization**

Jay-Randolph Developmental Services, Inc. (JRDS)  
901 East Water Street  
Portland, IN 47371

**Organizational Leadership**

Diana Smith, Senior Director of Community & Residential Services

Traci Gross, Director of Fund Development & Administrative Services



**Three-Year Accreditation**

**Survey Dates**

December 7-9, 2015

**Survey Team**

Patricia K. Gratton, Administrative Surveyor

Tammy C. Seitz, Program Surveyor

**Programs/Services Surveyed**

Community Integration  
Organizational Employment Services  
Respite Services  
Supported Living  
*Governance Standards Applied*

**Previous Survey**

December 12-14, 2012  
Three-Year Accreditation

**Survey Outcome**

Three-Year Accreditation  
Expiration: January 31, 2019

# SURVEY SUMMARY

Jay-Randolph Developmental Services, Inc. (JRDS) has strengths in many areas.

- The organization is complimented for gathering client input in regard to performance evaluations of staff. This information is a valuable tool to assist in setting goals and objectives for the coming year.
- The organization is also complimented for the JRDS Gives Back program. An event is held monthly, and the money raised from this event is donated to another organization/program in the community. This is a great way to develop partnerships and the visibility of JRDS in the community.
- The organization has comprehensive, well-written personnel policies that direct its operations. They are employee focused and give staff members clear expectations of their responsibilities.
- The longevity of the staff is an asset for the organization. Many of its administrative staff members have been with JRDS for over 20 years, providing quality leadership to the organization.
- Staff training is a priority for the organization as evidenced by its mandatory annual training day. Each May the organization takes a day to provide required training and does so while intermixing fun, team-building activities.
- The clients and their families speak very highly about the quality of services from all JRDS staff members. Family members and referral sources reported they were very pleased with the level of care.
- The enthusiastic and competent staff members of JRDS are accessible to clients and dedicated to enhancing their quality of life. The strong relationships they have developed with clients and the ways they assist them to meet their individual needs are evident in their day-to-day delivery of services and reflected in feedback received from stakeholders.
- Clients who receive supported living services express they feel at home in their residences. Each home reflects the personalities of the clients supported who live there. Family members comment that they feel welcome and comfortable in the homes, whether they stop in on an announced or unannounced basis.
- Staff members indicated satisfaction with their jobs and are committed to the well-being of the clients.
- The staff members are clearly committed to positive outcomes and demonstrate compassion and a desire to provide high-quality services. Staff satisfaction is high, as there is a mutual appreciation between administration and staff members, including opportunities to transfer from one position to another.
- JRDS operates a recycling program in the communities where services are provided. This program is recognized as a benefit to the community and provides job opportunities to the clients.
- The organization is commended for its high level of visibility in the communities where services are provided. Community organizations such as United Way, Community Foundation, and the chamber of commerce report JRDS gives to the community and is a highly respected organization in the community.

JRDS 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, JRDS is an organization that serves adults with disabilities in rural Indiana. The organization has earned a solid reputation in the communities it serves. Clients, family members, board members, and other stakeholders express a high degree of satisfaction with the programs and services provided by JRDS. The staff members show a genuine compassion for the clients receiving services. The organization's commitment to continuous quality improvement is evident across its services. The dedication of the leadership team to explore alternative funding sources and opportunities for additional contract opportunities is noteworthy and will assist with the long-term strategic planning of the organization.

Jay-Randolph Developmental Services, Inc. has earned a Three-Year Accreditation. The board, administration, and staff members are complimented for the positive efforts they have made in the pursuit of international accreditation. They are encouraged to continue to use the CARF standards in the pursuit of continuous quality improvement while providing quality services to individuals in their communities.