



CARF Survey Report Summary for The Kent Center

The Kent Center for Human & Organizational Development has strengths in many areas.

- The Kent Center's staff is exceptionally knowledgeable about the changes happening in its state and is determined to handle the changes in a manner that creates the least amount of stress for its consumers.
- The Kent Center's success in pursuing and obtaining grant funding is an excellent way to secure additional funding.
- The organization has extensive working relationships with external organizations and stakeholders.
- Consumers speak very highly of working with clinicians from The Kent Center. There is clearly a strong connection between this organization and the people it serves.
- The staff at The Kent Center goes the extra mile to meet the needs of the persons served.
- The staff works collaboratively with a high degree of teamwork between many disciplines, including the medical staff, therapists, vocational, substance abuse counselors, residential staff, and case workers.
- Reviews and analyses all of complaints are written, comprehensive and thorough.
- The staff is dedicated and enjoys its work and the working environment, demonstrating a high level of pride in being associated with The Kent Center.
- The residences provide a safe, clean, inviting and homelike environment.
- There is an appreciation for the expressive arts. The Kent Center is actively involved in raising awareness about mental illness, recovery, and hope and has developed a collaboration with Gallery Z in the creation of the glass mosaic window piece that is presently on display.

The Kent Center for Human & Organizational Development 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, The Kent Center is providing admirable services to its clients and the community. The administrators are dedicated, competent, and do outstanding work, providing valuable and detailed leadership to the entire organization. This leads to outstanding services to its clients. The organization is successfully maintaining excellence despite severe economic cutbacks. The organization has made a dedicated effort to maintain international accreditation. It has demonstrated substantial conformance to the CARF standards, and the persons served are benefiting greatly from the programming provided. Leadership, staff, and funding sources believe in the mission of the organization and its ability to provide quality services. The organization is aware of the areas that should be addressed and has the commitment and resources to do so.

The Kent Center for Human & Organizational Development has earned a Three-Year Accreditation. The leadership and staff members are congratulated on this achievement and on their pursuit of service excellence. The organization is encouraged to address the recommendations noted in this report and to continue to use the CARF standards to improve the quality of services.