



July 21, 2010

Peter C. Campanelli, Psy.D.  
President/CEO  
Institute for Community Living, Inc.  
40 Rector Street, Eighth Floor  
New York, NY 10006

Dear Dr. Campanelli:

It is my pleasure to inform you that Institute for Community Living, Inc., has been accredited by CARF for a period of three years for the following programs:

Community Housing: Integrated: AOD/MH (Adults)  
Community Housing: Mental Health (Adults)  
Community Housing: Mental Health (Children and Adolescents)  
Outpatient Treatment: Family Services (Adults)  
Outpatient Treatment: Family Services (Children and Adolescents)

*Governance Standards Applied*

This accreditation will extend through May 2013. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of practice excellence.

Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation, and we encourage you to make this accomplishment known throughout your community. Communication of this award to your referral and funding sources, the media, and local and federal government officials will promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

The survey report is intended to support a continuation of the quality improvement of your programs. It contains comments on your organization's strengths as well as suggestions and recommendations. A quality improvement plan demonstrating your efforts to implement the survey recommendations must be submitted within the next 90 days to retain accreditation. Guidelines and the form for completing the QIP have been posted on Customer Connect, our secure, dedicated website for accredited organizations and organizations seeking accreditation. E-mail notification was previously sent to your organization letting you know that these documents have been posted. Please submit this report to the attention of the customer service unit Administrative Coordinator.

Your Certificate of Accreditation is being sent under separate cover. Please note that you may use the enclosed form to order additional copies of the certificate.

If you have any questions regarding your organization's accreditation, you are encouraged to seek support from a Resource Specialist in your customer service unit by calling extension 151.

We encourage your organization to continue fully and productively using the CARF standards as part of your ongoing commitment to accreditation. We commend your commitment and consistent efforts to improve the quality of your programs. We look forward to working with your organization in the future.

Sincerely,



Brian J. Boon, Ph.D.  
President/CEO

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Enclosures

**SURVEY OUTCOME**

**Three-Year Accreditation**

**CARF**  
**Survey Report**  
**for**  
**Institute for**  
**Community Living,**  
**Inc.**

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**Organization**

Institute for Community Living, Inc. (ICL)  
40 Rector Street, Eighth Floor  
New York, NY 10006

**Organizational Leadership**

Howard M. Goldberg, M.A.  
Associate Executive Vice President/Chief  
Peter C. Campanelli, Psy.D., President/CEO

**Survey Dates**

June 7-9, 2010

**Survey Team**

Marie I. Dennis-Cooter, M.S., M.S.W., Administrative Surveyor  
C. Wayne Lundy, Program Surveyor  
Shara L. Johnson, Ph.D., Program Surveyor  
Suzanne Q. Yoster, LPC, MHSP, Program Surveyor

**Programs/Services Surveyed**

Community Housing: Integrated: AOD/MH (Adults)  
Community Housing: Mental Health (Adults)  
Community Housing: Mental Health (Children and Adolescents)  
Outpatient Treatment: Family Services (Adults)  
Outpatient Treatment: Family Services (Children and Adolescents)

*Governance Standards Applied*

**Previous Survey**

May 16-18, 2007  
Three-Year Accreditation

**SURVEY OUTCOME**

**Three-Year Accreditation**

## Survey Outcome

Three-Year Accreditation

Expiration: May 2013

## SURVEY SUMMARY

Institute for Community Living, Inc. (ICL), has strengths in many areas.

- ICL is lead by a cadre of notable, diverse, dedicated, enthusiastic, and actively involved board members who demonstrate their commitment by donating their time and serving on multiple working committees to further the goals, accomplishments, future growth, and success of the organization. The board of directors provides active support to the organization and values the conscientiousness, professionalism, and dedication of the CEO and staff members.
- The CEO is a visionary and is a strong advocate with local, state, and regional entities that promote the betterment of the organization's operations and lives of the persons served. In addition, he is quite skilled in connecting and fostering long-standing community relationships and partnerships with external stakeholders. External stakeholders report one of the greatest strengths of the organization is the ability of the leadership to work together with other organizations and entities to provide services to the community at large.
- ICL has a highly effective, efficient, and energetic leadership team that demonstrates commitment and wisdom in creating and providing an infrastructure that provides guidance to all departments in improving the quality of services and balancing the clinical and financial needs of the organization.
- The leadership team demonstrates teamwork, collaboration, and good communication, which create a positive work environment that benefits the persons served and employees.
- Staff members demonstrate longevity with ICL that affords continuity of care for their persons served and families. Staff members work well together and in teams. Their collaboration and work ethic are evident in the services provided.
- The CEO and leadership team are committed to providing quality services and work to ensure that the most critical services have the required resources. The leadership and staff members are innovative and resourceful in providing barrier-free access to care and pursue solutions to service delivery dilemmas. Their philosophy regarding service access is "screen in - not screen out."

- As a nonprofit organization, ICL embraces a creative, forward thinking business model supported by business competencies and effective resource management that expands capabilities to provide services for those most in need.
- Clinical leadership is involved and makes itself available in all aspects of service delivery. A clinical risk program has been developed, "Supporting Staff in Identifying and Responding to High Risk," where comprehensive and proactive risk assessment is embedded in all phases of the program/service. A clinical risk team is available for on-site consultation regarding the most vulnerable population. This helps staff members believe they are supported in the work they do.
- The organization is very safety conscious with a well-established health and safety program that considers and addresses risk identification, reduction, and elimination of safety hazards.
- The PS13 school-based program has developed collaborative linkages with the community, host, and organization, which supports an extremely effective multi-systemic approach to treatment interventions.
- ICL demonstrates a commitment to ongoing staff development and professional enrichment through its employee education benefits. Staff members report that training and development is encouraged at the organization and offers incentives to staff members to further their education.
- Community housing sites are located in neighborhoods that offer opportunities for vast resources and are accessible by public transportation. The organization's investment in the quality, appearance, and maintenance of the community housing sites contributes much to the well-being and enrichment of the lives of persons served.
- The persons served and other stakeholders interviewed expressed a high level of satisfaction with the services and respect provided by the organization.
- Program personnel are enthusiastic and passionate about the provision of high quality services and supports. Their passion is reflected in the respect with which services are provided and in the conscientious delivery of high quality services and supports for which the persons served are truly appreciative.
- The organization has a well-established, organized, and dynamic compliance program that includes continuous quality improvement activities.
- ICL embraces innovative practices, such as a co-morbidity initiative, a healthy living initiative, a risk assessment initiative, a chronic illness demonstration project, a wellness self-management program, The Clinicians Toolkit, the Clinical Pathways Model, and the Succession Management Program. The written materials and workbooks associated with these pioneering practices are very impressive, relevant, accessible, and user-friendly for staff members and the persons served.
- The organization has an extensive and well-organized interactive website that affords anyone with Internet access a great view of the programs offered and opportunities to learn about the organization and many opportunities to apply online for services. The testimonials are heartfelt and illustrate hope to others for a better life.

**Institute for Community Living demonstrates exceptional conformance to the standards in the following area.**

- The efforts made to develop a formal achievement-oriented succession plan that meets the ongoing needs for future long-term leadership are exceptional. In response to the identified need, the organization has created a dynamic and outcomes driven mentoring program, "The Kathy Sweeney Corporate Mentoring Program," which reflects exemplary conformance. The program affords staff members from all levels of the organization career development opportunities and the development of professional relationships, resulting in productivity optimization; a higher grade of employees; and a workforce whose knowledge, skills, and abilities are known, accessible, and distributed across the leadership of ICL. The goals of ICL's corporate mentoring program include cultivating professional development for aspiring leadership, a positive and harmonious work environment, innovation, embracing and strengthening existing professional relationships between departments, promoting integration of personnel, and increasing employment retention.

**Institute for Community Living 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, ICL is a large, complex, and efficient community-based behavioral healthcare organization that provides a vast array of services, including community-based housing, treatment, and support to men, women, children/adolescents, and families. These programs are provided in Brooklyn, Queens, Manhattan, the Bronx, New York City, and Montgomery County, Pennsylvania. It is evident that the administration has developed a positive and smooth running organization. The organization demonstrates substantial conformance to the CARF standards. Stability has brought about many positive changes and should continue to provide much needed services to the person served through the current economic difficult times. ICL's commitment to continued growth, along with its reputation as an exemplary provider, resulted in new program development funded by the state and local government agencies. The organization's commitment to quality, using the CARF standards, and the persons served is strongly evidenced throughout the organization. The positive attitude with which the leadership and staff members prepared for and participated in the survey and their receptivity to the consultation, suggestions, and recommendations that were offered instill confidence that the organization will use the results of this survey to further improve organizational and service quality.

Institute for Community Living, Inc., has earned a Three-Year Accreditation. The board, leadership, and staff members are congratulated for this achievement and are encouraged to continue to use the CARF standards to continuously improve organizational performance and the provision of quality services to the communities served.