

May 31, 2016

Amy Florea
Senior Resources of West Michigan
560 Seminole Road
Muskegon, MI 49444

Dear Ms. Florea:

It is my pleasure to inform you that Senior Resources of West Michigan has been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following program(s):

Case Management
Home and Community Services

This accreditation is effective May 3, 2016, and will extend through May 31, 2019. 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 conformance to standards.

The accreditation report is intended to support a continuation of the quality improvement of your organization's program(s). It contains:

- Consultation and comments on your organization's strengths and exemplary conformance, if any.
- The reasons for any partial or nonconformance to standards identified as a result of the survey.
- Benchmarking data that compare your organization's standards conformance to the conformance of other organizations in a number of areas, based on CARF's vast survey archives.

A completed quality improvement plan (QIP) describing your organization's efforts to address any partial or nonconformance to standards identified in the report must be submitted within the next 90 days to retain accreditation. The QIP form is posted on Customer Connect (customerconnect.carf.org), CARF's secure, dedicated website for accredited organizations and organizations seeking accreditation. Please log on to Customer Connect and follow the instructions contained in the QIP form.

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 encourages your organization to make its accreditation known throughout the community. Communication of the accreditation to your referral and funding sources, the media, and local and federal government officials can promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

Your organization's complimentary accreditation certificate will be sent separately. You may use the enclosed form to order additional certificates.

If you have any questions regarding your organization's accreditation or the QIP, you are encouraged to seek support from Bonnie Rock by email at brock@carf.org or telephone at (888) 281-6531, extension 7079.

CARF encourages your organization to continue fully and productively using the CARF standards as part of its ongoing commitment to accreditation. CARF commends your organization's commitment and consistent efforts to improve the quality of its program(s) and looks forward to working with your organization in its ongoing pursuit of excellence.

Sincerely,

A handwritten signature in black ink that reads "Brian J. Boon Ph.D." in a cursive script.

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

Enclosures