



Three-Year Accreditation

CARF
Survey Report
for
ACI Support
Specialists, Inc.

CARF INTERNATIONAL

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Three-Year Accreditation

Organization

ACI Support Specialists, Inc.
1027 Highway 70 W, Suite 109
Garner, NC 27529-2501

Organizational Leadership

Rita M. Barnes, Director of Services
Emily A. Dimsdale, M.A., QP, Director of Quality Systems
Tim Wadford, M.A., SPHR, Director of Operations
Melissa Morris, Director of Support Services
Mitesh Patel, Director of Finance

Survey Dates

October 17-19, 2011

Survey Team

Peter Sproul, Administrative Surveyor
Dawn Hein, Program Surveyor
Lynn H. Ihlenburg, Program Surveyor

Programs/Services Surveyed

Community Services: Community Housing
Community Services: Community Integration
Community Services: Community Services Coordination
Community Services: Host Family Services
Community Services: Personal Supports Services
Community Services: Respite Services
Employment Services: Community Employment Services: Job Supports

Previous Survey

October 23-24, 2008
Three-Year Accreditation

Survey Outcome

Three-Year Accreditation
Expiration: October 2014

SURVEY SUMMARY

ACI Support Specialists, Inc., has strengths in many areas.

- The leadership at ACI Support Specialists is supportive, visible, and well respected among all stakeholders, particularly employees of the organization. Senior management at ACI Support Specialists sets the example for others to follow and consistently demonstrates standards of excellence. This is the main reason for the strong and healthy culture throughout the organization.
- ACI Support Specialists has been successful in establishing the organization as an employer of choice, which is evidenced by the number of experienced employees who have been attracted to the organization from competitors. These employees stated that the compensation and benefits offered by ACI Support Specialists are competitive and that leadership staff members are very supportive.
- The organization enjoys a positive reputation throughout the community, including other organizations, funders, employers, and other stakeholders. ACI Support Specialists is a highly respected organization and an active participant in local and regional efforts to improve services for persons served.
- For an organization that is only seven years old, it has done an exceptional job with development of processes and systems necessary for an effective human service organization. Despite operating with a lean management structure, the organization's infrastructure appears to be stable and effective.
- Finance, administration, and human resources also appear to be strong at ACI Support Specialists, and the organization appears to be financially sound despite operation in an economically challenging time.
- Responsible financial management and wise decisions have delivered stability for the organization.
- The various plans required for accreditation are thorough and precise. These include the strategic plan, technology plan, risk management plan, and accessibility plan.
- The organization's policies and procedures are comprehensive and well written. They cover all necessary areas of corporate responsibility and program operations and serve as a valuable resource to everyone within the organization. The training program for employees at ACI

Support Specialists is exceptional and goes well beyond the requirements of the CARF standards. Employees are trained upon hire and annually in several areas that provide them with skills and knowledge that clearly translate to the delivery of high quality services. The organization is commended for the attention to detail and the investment in training.

- ACI Support Specialists has developed strong health and safety practices. This is treated as an organizational priority and a core part of the organization's culture. Internal and external health and safety inspections are thorough and complete.
- As an organization committed to advocacy for persons served, ACI Support Specialists does not hesitate to work with other stakeholders and the community to advance the principles of inclusion and accessibility. This is clearly part of the organization's mission and a key feature of everyday work.
- The organization is commended for its thorough internal administrative audits that ensure that files are complete and accurate.
- The organizational culture reflects its values of advocacy, compassion, and integrity. Employees exhibit marked commitment to persons served and demonstrate collective creativity in meeting the needs of persons served. The administrative teams at ACI Support Specialists exhibit a collaborative and cooperative team approach to working together that directly benefits persons served and families.
- Families, persons served, and funders express a high level of satisfaction with the supports received from ACI Support Specialists.
- In spite of the many challenges and cost factors, ACI Support Specialists is committed to providing services and having offices in small, rural communities.

ACI Support Specialists 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, ACI Support Specialists delivers high quality services to persons served and their families. The organization exercises creativity and determination on a daily basis to ensure that supports are individualized and responsive to the needs and the interests of persons served. The organization has fashioned a positive reputation in the community and is a valued corporate citizen in the regions of the state where it operates. Employees at ACI Support Specialists feel valued and respected, which is the main reason for such a low rate of turnover. The organization's leadership has worked hard to build administrative strengths in the organization by ensuring that finance, administration, human resources, health and safety, and training for employees are effective and efficient. ACI Support Specialists is commended for its commitment to quality improvement and using the CARF standards in the delivery of excellent service to persons served and their families.

ACI Support Specialists, Inc., has earned a Three-Year Accreditation. The organization is encouraged to continue using the CARF standards as an important part of its overall quality improvement program.

SECTION 1. ASPIRE TO EXCELLENCE[®]

A. Leadership

Principle Statement

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

Key Areas Addressed

- Leadership structure
 - Leadership guidance
 - Commitment to diversity
 - Corporate responsibility
 - Corporate compliance
-

Recommendations

There are no recommendations in this area.

C. Strategic Integrated Planning

Principle Statement

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

Key Areas Addressed

- Strategic planning considers stakeholder expectations and environmental impacts
 - Written strategic plan sets goals
 - Plan is implemented, shared, and kept relevant
-

Recommendations

There are no recommendations in this area.

D. Input from Persons Served and Other Stakeholders

Principle Statement

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

Key Areas Addressed

- Ongoing collection of information from a variety of sources
 - Analysis and integration into business practices
 - Leadership response to information collected
-

Recommendations

There are no recommendations in this area.

E. Legal Requirements

Principle Statement

CARF-accredited organizations comply with all legal and regulatory requirements.

Key Areas Addressed

- Compliance with all legal/regulatory requirements
-

Recommendations

There are no recommendations in this area.

F. Financial Planning and Management

Principle Statement

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and annual performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

- Budget(s) prepared, shared, and reflective of strategic planning
 - Financial results reported/compared to budgeted performance
 - Organization review
 - Fiscal policies and procedures
 - Review of service billing records and fee structure
 - Financial review/audit
 - Safeguarding funds of persons served
-

Recommendations

There are no recommendations in this area.

G. Risk Management

Principle Statement

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

Key Areas Addressed

- Identification of loss exposures
 - Development of risk management plan
 - Adequate insurance coverage
-

Recommendations

There are no recommendations in this area.

H. Health and Safety

Principle Statement

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

Key Areas Addressed

- Inspections
 - Emergency procedures
 - Access to emergency first aid
 - Competency of personnel in safety procedures
 - Reporting/reviewing critical incidents
 - Infection control
-

Recommendations

There are no recommendations in this area.

Consultation

- ACI Support Specialists currently maintains emergency procedures in all vehicles used to provide transportation for persons served. Those procedures are part of the vehicle accident report that the employee is responsible to complete. It is suggested that the emergency procedures related to vehicular accidents be available to employees in a clearer, more readily available manner in each vehicle.
 - It is suggested that the self-inspections tool include smoke detectors and that testing of all smoke detectors be completed at the time of each self-inspection.
-

I. Human Resources

Principle Statement

CARF-accredited organizations demonstrate that they value their human resources. It should be evident that personnel are involved and engaged in the success of the organization and the persons they serve.

Key Areas Addressed

- Adequate staffing
- Verification of background/credentials
- Recruitment/retention efforts
- Personnel skills/characteristics
- Annual review of job descriptions/performance
- Policies regarding students/volunteers, if applicable

Recommendations

There are no recommendations in this area.

J. Technology

Principle Statement

CARF-accredited organizations plan for the use of technology to support and advance effective and efficient service and business practices.

Key Areas Addressed

- Written technology and system plan
-

Recommendations

There are no recommendations in this area.

K. Rights of Persons Served

Principle Statement

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

- Communication of rights
 - Policies that promote rights
 - Complaint, grievance, and appeals policy
 - Annual review of complaints
-

Recommendations

K.5.b.(1) through K.5.b.(3)

Although the organization is very thorough about documenting all complaints and the resolutions to those complaints, it is recommended that the organization annually review formal complaints to determine if there are any trends, areas for improvement, and actions to be taken to initiate corrective action.

Consultation

- ACI Support Specialists may wish to consider formalizing the process by which rights are communicated to persons served to include a signoff by the employee who reviewed the rights.
 - Currently, persons served sign acknowledgement of their rights annually at the same time they sign annual consents and release-of-information forms. ACI Support Specialists may wish to consider reviewing rights at a less demanding administrative time so as to increase the likelihood that the person served understands and retains the information. Such review could include documentation of the method used to communicate the rights, as well as which employee completed the review.
 - The organization may wish to expand its service handbook and policy to include a plain language clarification that the person served will be given adequate information and time necessary to facilitate his or her own decision making.
 - The organization's policy states that persons served may access their own records. It is suggested that the policy more clearly explain the process required to access one's record, including whether the request must be in writing and time frames involved. This information could also be included in the handbook for persons served.
 - ACI Support Specialists is participating in a body mass index research project and has obtained consents from persons served to release data. It is suggested that the organization also obtain consents from persons served to indicate that they agree to participate in the research project.
 - ACI Support Specialists provides reference material on rights and grievance procedures for public consumption, including offering written material in the organization's common areas for visitors. It is suggested that this material be more consistent with the organization's policies and procedures. The same consistency is encouraged for all material available to persons served and families that may include statements of respect for diversity and other organizational values.
 - The organization's handbook for persons served does not currently include information about how persons served can initiate a grievance when they have a complaint. The organization may wish to include this information in the service handbook.
-

L. Accessibility

Principle Statement

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

- Written accessibility plan(s)
- Status report regarding removal of identified barriers
- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that ACI Support Specialists expand its accessibility plan to include long-term, higher cost items related to accessibility of services and community inclusion activities. This might contribute to a more comprehensive plan and raise consciousness throughout the organization related to accessibility issues.
-

M. Information Measurement and Management

Principle Statement

CARF-accredited organizations are committed to continually improving their organizations and service delivery to the persons served. Data are collected and information is used to manage and improve service delivery.

Key Areas Addressed

- Information collection, use, and management
 - Setting and measuring performance indicators
-

Recommendations

M.4.c.(1)

Although ACI Support Specialists has identified performance targets for business function improvement and service efficiency, service access, and satisfaction, it has not set performance indicators for service effectiveness. It is recommended that the organization set performance targets for the effectiveness of services for all program areas.

N. Performance Improvement

Principle Statement

The dynamic nature of continuous improvement in a CARF-accredited organization sets it apart from other organizations providing similar services. CARF-accredited organizations share and provide the persons served and other interested stakeholders with ongoing information about their actual performance as a business entity and their ability to achieve optimal outcomes for the persons served through their programs and services.

Key Areas Addressed

- Proactive performance improvement
 - Performance information shared with all stakeholders
-

Recommendations

N.1.b.(2)(a)

Because ACI Support Specialists has not set performance targets related to service effectiveness, it is unable to analyze data in this area. It is recommended that, once effectiveness targets have been set and data collected, the organization analyze those data for the purpose of quality improvement in each program area.

SECTION 2. QUALITY INDIVIDUALIZED SERVICES AND SUPPORTS

A. Program/Service Structure

Principle Statement

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

Key Areas Addressed

- Services are person centered and individualized
 - Persons are given information about the organization's purposes and ability to address desired outcomes
 - Documented scope of services shared with stakeholders
 - Service delivery based on accepted field practices
 - Communication for effective service delivery
 - Entrance/exit/transition criteria
-

Recommendations

There are no recommendations in this area.

Consultation

- The organization rarely determines that an individual is ineligible for service. When this occurs, it is suggested that the organization inform each entity involved of the reasons for this determination.
-

B. Individual-Centered Service Planning, Design, and Delivery

Principle Statement

Improvement of the quality of an individual's services/supports requires a focus on the person and/or family served and their identified strengths, abilities, needs, and preferences. The organization's services are designed around the identified needs and desires of the persons served, are responsive to their expectations, and are relevant to their maximum participation in the environments of their choice.

The person served participates in decision making, directing, and planning that affects his or her life. Efforts to include the person served in the direction or delivery of those services/ supports are evident. The service environment reflects identified cultural needs, practices, and diversity. The person served is given information about the purposes of the organization.

Key Areas Addressed

- Services are person-centered and individualized
 - Persons are given information about the organization's purposes and ability to address desired outcomes
-

Recommendations

B.5.b.(2)

Although measurable objectives are included in plans of care for persons served and data are obtained on the performance of persons served from day to day, these data are not objectively evaluated to determine conclusions about progress. It is recommended that the organization develop a method to evaluate the data and determine the level of progress made for persons served.

C. Medication Monitoring and Management

Principle Statement

These standards apply only to programs that are responsible for monitoring and/or managing medications for the persons served.

Key Areas Addressed

- Current, complete records of medications used by persons served
 - Written procedures for storage and safe handling of medications
 - Educational resources and advocacy for persons served in decision making
 - Physician review of medication use
 - Training and education for persons served regarding medications
-

Recommendations

There are no recommendations in this area.

Consultation

- ACI Support Specialists collects data related to medication errors on an ongoing basis. It is suggested that the organization analyze the data and set performance targets in an effort to reduce errors in medication administration as part of an overall program of quality improvement.
 - It is suggested that ACI Support Specialists consider making the poison control number more prominently available to employees by including it in the organization's policy and procedure and medication and administration records to better increase access and awareness.
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D. Employment Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of employment services.

Key Areas Addressed

- Goals of the persons served
 - Personnel needs of local employers
 - Community resources available
 - Economic trends in the local employment sector
-

Recommendations

There are no recommendations in this area.

F. Community Services Principle Standards

Principle Statement

The standards in this subsection assert basic principles that should be demonstrated by any organization seeking accreditation in the area of community services.

Key Areas Addressed

- Access to community resources and services
-

Recommendations

There are no recommendations in this area.

SECTION 3. EMPLOYMENT SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment services assists the persons served in obtaining access to the resources, services, and supports that result in opportunities for the persons served that meet their employment-related wants, desires, goals, and needs. The organization provides the persons served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons served and other stakeholders. Services are individualized to each person.

I. Community Employment Services

Principle Statement

Job Supports

Ongoing job support services are activities that are employment-related and needed to promote job adjustment, retention, and advancement. These services are based on the individual needs of the employee with focus on long-term retention of the person in the job after the initial training period.

Routine follow-up with the employer and the employee is crucial to continued job success. Supports are a critical element of the long-term effectiveness of community employment. Support services address issues such as a decrease in productivity of the person served, assistance in training a person to complete new tasks, changes in work schedule or work promotion, adjusting to new supervisors, and managing changes in nonwork environments or other critical life activities that may affect work performance.

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Integrated employment retention
-

Recommendations

There are no recommendations in this area.

SECTION 4. COMMUNITY SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of community services assists the persons and/or families served in obtaining access to the resources, services, and supports of their choice. The persons and/or families served are included in their communities to the degree they desire. This may be accomplished by direct service provision or linkages to existing generic opportunities and natural supports in the community.

The organization obtains information from the persons and/or families served regarding resources and services/supports they want or require that will meet their identified needs, and offers an array of services/supports it arranges for or provides. The organization provides the persons and/or families served with information so that they may make informed choices and decisions.

The services and supports are changed as necessary to meet the identified needs of the persons and/or families served and other stakeholders. Service designs address identified individual, family, socioeconomic, and cultural needs.

Expected results from these services/supports may include:

- Increased inclusion in community activities.
- Increased or maintained ability to perform activities of daily living.
- Increased self-direction, self-determination, self-reliance, and self-esteem.

B. Community Services Coordination

Principle Statement

Community services coordination programs provide goal-oriented and individualized supports focusing on improved self-sufficiency for the persons served through assessment, planning, linkage, advocacy, coordination, and monitoring activities. Successful services coordination results in

community opportunities and increased independence for the persons served. Programs may provide occasional supportive counseling and crisis intervention services, when allowed by regulatory or funding authorities.

Community services coordination may be provided by an organization as part of its individual service planning and delivery, by a department or division within the organization that works with individuals who are internal and/or external to the organization, or by an organization with the sole purpose of providing community services coordination. Such programs are typically provided by qualified services coordinators or by case management teams.

Organizations performing services coordination as a routine function of other services or programs are not required to apply these standards unless they are specifically seeking accreditation for this program.

Key Areas Addressed

- Community opportunities provided
 - Goal-oriented and systematic process of advocacy
 - Coordination of services
 - Formation of linkage with community resources and services
-

Recommendations

There are no recommendations in this area.

E. Community Integration

Principle Statement

Community integration is designed to help persons to optimize their personal, social, and vocational competency to live successfully in the community. Persons served are active partners in determining the activities they desire to participate in. Therefore, the settings can be informal to reduce barriers between staff members and persons served. An activity center, a day program, a clubhouse, and a drop-in center are examples of community integration services. Consumer-run programs are also included.

Community integration provides opportunities for the community participation of the persons served. The organization defines the scope of these services and supports based on the identified needs and desires of the persons served. This may include services for persons who without this

option are at risk of receiving services full-time in more restrictive environments with intensive levels of supports such as hospitalization or nursing home care. A person may participate in a variety of community life experiences or interactions that may include, but are not limited to:

- Leisure or recreational activities
- Communication activities
- Spiritual activities
- Cultural activities
- Vocational pursuits
- Development of work attitudes
- Employment activities
- Volunteerism
- Educational and training activities
- Development of living skills
- Health and wellness promotion
- Orientation, mobility, and destination training
- Access and utilization of public transportation
- Interacting with volunteers from the community in program activities
- Community collaborations and social connections developed by the program (partnerships with community entities such as senior centers, arts councils, etc.)

Key Areas Addressed

- Opportunities for community participation
-

Recommendations

E.6.a.

E.6.b.

Although the organization's discharge plan details subsequent services required by persons served, the organization does not have procedures in place to ensure continuity of such services. It is recommended that ACI Support Specialists direct outreach and follow-up procedures to persons who drop out of services or have been admitted to another setting.

H. Host Family Services

Principle Statement

Host family services are provided under a contract or agreement to provide a home for a person served, regardless of age. These placements tend to be long-term in nature.

Key Areas Addressed

- Appropriate matches of non-family participants with homes
 - Contracts that identify roles, responsibilities, needs, and monitoring
 - Needed supports
-

Recommendations

There are no recommendations in this area.

I. Respite Services

Principle Statement

Respite services facilitate access to time-limited, temporary relief from the ongoing responsibility of service delivery for the persons served, families, and/or organizations. Respite services may be provided in the home, in the community, or at other sites, as appropriate. An organization providing respite services actively works to ensure the availability of an adequate number of direct service personnel.

Key Areas Addressed

- Time-limited, temporary relief from service delivery
 - Accommodation for family's living routine and needs of person served
-

Recommendations

There are no recommendations in this area.

J. Community Housing

Principle Statement

Community housing addresses the desires, goals, strengths, abilities, needs, health, safety, and life span issues of the persons served, regardless of the home in which they live and/or the scope, duration, and intensity of the services they receive. The residences in which services/ supports are

provided are typically owned, rented, leased, or operated directly by the organization, or may be owned, rented, or leased by a third party, such as a governmental entity. Providers exercise control over these sites in terms of having direct or indirect responsibility for the physical conditions of the facility.

Community housing is provided in partnership with individuals. These services/supports are designed to assist the persons served to achieve success in and satisfaction with community living. They may be temporary or long-term in nature. The services/supports are focused on home and community integration and engagement in productive activities. Community housing enhances the independence, dignity, personal choice, and privacy of the persons served. For persons in alcohol and other drug programs, these services/supports are focused on providing sober living environments to increase the likelihood of sobriety and abstinence and to decrease the potential for relapse.

Community housing programs may be referred to as group homes, halfway houses, three-quarter way houses, recovery residences, sober housing, domestic violence or homeless shelters, and safe houses. These programs may be located in rural or urban settings and in houses, apartments, townhouses, or other residential settings owned, rented, leased, or operated by the organization. They may include congregate living facilities and clustered homes/apartments in multiple-unit settings. These residences are often physically integrated into the community, and every effort is made to ensure that they approximate other homes in their neighborhoods in terms of size and number of individuals.

Community housing may include either or both of the following:

- Transitional living that provides interim supports and services for persons who are at risk of institutional placement, persons transitioning from institutional settings, or persons who are homeless. Transitional living is typically provided for six to twelve months and can be offered in congregate settings that may be larger than residences typically found in the community.
- Long-term housing that provides stable, supported community living or assists the persons served to obtain and maintain safe, affordable, accessible, and stable housing.

The residences in which Community Housing services are provided must be identified in the Intent to Survey. These sites will be visited during the survey process and identified in the survey report and accreditation outcome as a site at which the organization provides a Community Housing program.

Key Areas Addressed

- Safe, secure, private location
- In-home safety needs
- Options to make changes in living arrangements
- Support to persons as they explore alternatives
- Access as desired to community activities
- System for on-call availability of personnel

Recommendations

There are no recommendations in this area.

S. Personal Supports Services

Principle Statement

Personal supports services are designed to provide instrumental assistance to persons and/or families served. They may also support or facilitate the provision of services or the participation of the person in other services/programs, such as employment or community integration services. The services are primarily delivered in the home or community and typically do not require individualized or in-depth service planning.

Key Areas Addressed

- Training for personnel
 - Supervision of personnel
 - Identification of supports provided by program
-

Recommendations

There are no recommendations in this area.

PROGRAMS/SERVICES BY LOCATION

ACI Support Specialists, Inc.

1027 Highway 70 W, Suite 109
Garner, NC 27529-2501

Community Services: Community Integration
Community Services: Community Services Coordination
Community Services: Host Family Services
Community Services: Personal Supports Services
Community Services: Respite Services
Employment Services: Community Employment Services: Job Supports

ACI Support Specialists, Inc. - Wilmington

1015 Ashes Drive, Suite 107
Wilmington, NC 28405

Community Services: Community Integration
Community Services: Community Services Coordination
Community Services: Host Family Services
Community Services: Personal Supports Services
Community Services: Respite Services
Employment Services: Community Employment Services: Job Supports

ACI Support Specialists, Inc. - Raleigh

8504 Six Forks Road, Suite 101
Raleigh, NC 27615

Administrative Location Only

ACI Support Specialists, Inc. - Henderson

826 South Garnett Street
Henderson, NC 27536

Community Services: Community Integration
Community Services: Host Family Services
Community Services: Personal Supports Services
Community Services: Respite Services

ACI Support Specialists, Inc. - Wallace

111 Southeast Railroad Street
Wallace, NC 28466

Community Services: Community Integration
Community Services: Community Services Coordination
Community Services: Personal Supports Services
Community Services: Respite Services

Employment Services: Community Employment Services: Job Supports

ACI Support Specialists, Inc. - Bolivia

926 Old Ocean Highway, Suite B
Bolivia, NC 28422

Community Services: Community Integration
Community Services: Personal Supports Services
Community Services: Respite Services

Pine Valley Group Home

6413 Bramblewood Drive
Raleigh, NC 27612

Community Services: Community Housing

ACI Support Specialists, Inc. - New Bern

2002 South Glenburnie Road, Suite 5-D
New Bern, NC 28562

Community Services: Community Services Coordination

ACI Support Specialists, Inc. - Elizabeth City

905 Halstead Boulevard, Unit 26, Winchester Station Executive Park
Elizabeth City, NC 27909

Community Services: Community Services Coordination
Community Services: Personal Supports Services
Community Services: Respite Services

ACI Support Specialists, Inc. - Winston-Salem

4265 Brownsboro Road, Suite 220
Winston-Salem, NC 27106

Community Services: Community Services Coordination