



Three-Year Accreditation

CARF
Survey Report
for
ACI Support
Specialists, Inc.

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Three-Year Accreditation

Organization

ACI Support Specialists, Inc.
834 Timber Drive
Garner, NC 27529-2501

Organizational Leadership

Rita M. Barnes, Director of Support Services

Tim Wadford, Director of Operations

Melissa Morris, Director of Support Services

Mitesh Patel, Director of Finance

Survey Dates

September 24-26, 2014

Survey Team

Brent R. Cardin, M.Ed., Administrative Surveyor

Linda Siino, Program Surveyor

Shannon E. Durbin, Program Surveyor

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Programs/Services Surveyed

Community Employment Services: Employment Supports

Community Housing

Community Integration

Host Family/Shared Living Services

Personal Supports Services

Respite Services

Previous Survey

October 17-19, 2011

Three-Year Accreditation

Survey Outcome

Three-Year Accreditation

Expiration: October 2017

SURVEY SUMMARY

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

- ACI Support Specialists is commended for being well prepared for the accreditation survey and for the detailed resources made available to the survey team during the survey process.
- Leadership has been proactive in looking forward by developing a strategic plan that will address the needs of the persons served not only today but into the future.
- The organization is accepting and responsive to all types of stakeholder input. Stakeholders express that leadership is willing to listen and take action on positive and negative feedback.
- The organization's buildings, grounds, and vehicles are attractive and well maintained. This reflects the organization's pride in providing quality services in all aspects.
- ACI Support Specialists' culture is positive, family centered, and focused on continuous quality improvement. Employees truly enjoy their jobs and are knowledgeable of the needs and wants of the persons served. The organization is commended for the philosophy of teamwork in providing services.
- ACI Support Specialists' management team is commended for developing extensive tools used to assist in hiring qualified applicants and matching the applicants to the particular preferences and needs of each person served.
- The organization's support specialists are commended for providing and facilitating community involvement for the persons served by involving the local state universities and active participation in local churches.
- ACI Support Specialists recognizes the value of the case management function and modified its program structure to ensure that this function was still available to all persons served and families receiving its services even though this service was dropped by the state of North Carolina. By doing so, ACI Support Specialists has been set apart from other organizations in the area and is a value-added service to the persons served.
- The persons served and guardians/family members shared that they are very happy with the services provided by ACI Support Specialists. All emphasized that the organization is very responsive and dependable.

- Safety is an integral part of the organization’s day-to-day operations and an area of continued growing emphasis. Excellent systems and processes are in place to reinforce safe practices.
- The organization’s group home is clearly a part of the neighborhood where it is located. It is clean, well kept, and beautifully decorated with input from the persons served. The persons served were proud of their home and enjoy the company of their housemates.
- ACI Support Specialists’ staff members demonstrate a “not just a job” attitude. Staff members go out of their way, taking extra steps to improve the quality of life for the persons served even at times when funding is not available.
- The organization does a great job identifying and documenting the strengths and capabilities of the persons served and increasing their potential for goals that reflect what is important to each person served.
- ACI Support Specialists networks with all stakeholders to provide excellent services. Parents and other family members provide services, word-of-mouth results in recruitment of host family providers, and community employment locations are developed through relationships with community members and friends.

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 provides significant and needed services in many areas of North Carolina. Since the previous CARF survey, several program expansions and attractive building relocations have been completed, and the organization appears to have maintained a positive financial position. These expansions were in response to local community needs and state initiatives. This has all occurred during a difficult transition period for services funded by the state of North Carolina. The organization has managed these changes smoothly and in the best interests of the persons served. Personnel turnover has remained low for several years, which has allowed the organization to build a high level of skills that has increased customer service to the persons served, companies, funders, and the community at large. Since the previous CARF survey, there has been an ongoing effort that has resulted in continuous quality improvement. The organization demonstrates substantial conformance to the CARF standards, and the persons served appear to benefit from the services provided. ACI Support Specialists is already in the process of addressing the recommendations identified in this report and is committed to developing further organizational strengths through the appropriate use of its resources.

ACI Support Specialists, Inc., has earned a Three-Year Accreditation. The administration and staff members are recognized for the efforts they have made in the pursuit of international accreditation. They are encouraged to continue to use this report and the CARF standards as guidelines for continuous quality improvement.

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 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

F.7.a. through F.7.b.(3)

It is recommended that ACI Support Specialists complete a representative sampling of records of the persons served at least quarterly to document that dates of services provided coincide with billed episodes of care, determine that the bills accurately reflect the services that were provided, and identify necessary correction action.

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

H.12.j.

Although some vehicles have first aid supplies available, some do not. When transportation is provided to the persons served, there should be evidence of first aid supplies available in the vehicle(s).

H.14.a.

Although the organization appears to be conducting health and safety building self-inspections on an annual basis, comprehensive health and safety self-inspections should be conducted at least semiannually on each shift.

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

I.6.a.(1)

I.6.a.(2)

I.6.b.(4)(a) through I.6.b.(5)

Job descriptions should be reviewed annually and updated as needed. It is further recommended that performance evaluations for all personnel directly employed by the organization be used to assess performance related to objectives established in the last evaluation period, used to establish measurable objectives for the next year, and be performed annually.

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.1.a.(1)

It is recommended that the rights of the persons served be communicated to the persons served in a way that is understandable. In addition to written words, the organization is encouraged to incorporate the use of pictures, videos, or other avenues to communicate rights information to the persons served.

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)
 - Requests for reasonable accommodations
-

Recommendations

There are no recommendations in this area.

M. Performance 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 analyzed, 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.

The organization should collect data about the characteristics of the persons served.

M.5.a. through M.5.d.

It is recommended that ACI Support Specialists collect data about the persons served at the beginning of services, appropriate intervals during services, the end of services, and projected point(s) in time following services.

M.6.b.(1) through M.6.b.(3)

In addition to measuring satisfaction of services, it is recommended that service delivery performance indicators be developed to measure the effectiveness of services, the efficiency of services, and service access for each program seeking accreditation.

M.7.a. through M.7.c.

For each service delivery performance indicator, the organization should determine to whom the indicator will be applied, the person(s) responsible for collecting the data, and the source from which data will be collected.

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.a.

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

It is recommended that a written analysis be completed at least annually that analyzes performance indicators in relation to performance targets, including the service delivery of each program seeking accreditation that includes the effectiveness of services, the efficiency of services, and service access.

N.3.a.(1)

N.3.a.(3) through N.3.b.(3)

Although performance information is shared with personnel, it is recommended that it also be communicated to the persons served and other stakeholders. The organization should communicate performance information according to the needs of the specific group, including the format, content, and timeliness of the information communicated.

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.

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 desired outcomes from services, 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.

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 some program plans have specific measurable objectives, others do not. It is recommended that a coordinated individualized service plan identify specific measurable objectives. The organization might consider adding an addendum to the managed care plan to address this issue.

C. Medication Monitoring and Management

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

- If a medication is contaminated in any way during administration, it is suggested that it be safely disposed of.
 - Although there is medication side effect information in the records for the persons served who receive assistance with medication, it is suggested that side effect information be available to support specialists who supervise the persons served who self-administer their medications.
-

D. Employment Services Principle Standards

Principle Statement

An organization seeking CARF accreditation in the area of employment services provides individualized services and supports to achieve identified employment outcomes. The array of services and supports may include:

- Identification of employment opportunities and resources in the local job market.
- Development of viable work skills that match workforce needs within the geographic area.
- Development of realistic employment goals.
- Establishment of service plans to achieve employment outcomes.
- Identification of resources and supports to achieve and maintain employment.
- Coordination of and referral to employment-related services and supports.

The organization maintains its strategic positioning in the employment sector of the community by designing and continually improving its services based on input from the persons served and from employers in the local job market, and managing results of the organization's outcomes management system. The provision of quality employment services requires a continuous focus on the persons served and the personnel needs of employers in the organization's local job market.

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

Key Areas Addressed

- Access to community resources and services
 - Enhanced quality of life
 - Community inclusion
 - Community participation
-

Recommendations

There are no recommendations in this area.

SECTION 3. EMPLOYMENT AND COMMUNITY SERVICES

Principle Statement

An organization seeking CARF accreditation in the area of employment and community services assists the persons served through an individualized person-centered process to obtain access to the services, supports, and resources of their choice to achieve their desired outcomes. This may be accomplished by direct service provision, linkages to existing generic opportunities and natural supports in the community, or any combination of these. The persons served are included in their communities to the degree they desire.

The organization provides the persons served with information so that they may make informed choices and decisions. Although we use the phrase *person served*, this may also include *family served*, as appropriate to the service and the individual.

The services and supports are arranged and changed as necessary to meet the identified desires of the persons served. Service designs address identified individual, family, socioeconomic, and cultural preferences.

Depending on the program's scope of services, 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, and self-reliance.
- Self-esteem.
- Housing opportunities.
- Increased independence.
- Meaningful activities.
- Increased employment options.
- Employment obtained and maintained.
- Competitive employment.
- Economic self-sufficiency.
- Employment with benefits.
- Career advancement.

C. Community Employment Services

Principle Statement

Community employment services assist persons to obtain successful community employment opportunities that are responsive to their choices and preferences. Through a strengths-based approach the program provides person-directed services/supports to individuals to choose, achieve, and maintain employment in integrated community employment settings.

Work is a fundamental part of adult life. Individually tailored job development, training, and support recognize each person's employability and potential contribution to the labor market. Persons are supported as needed through an individualized person-centered model of services to choose and obtain a successful employment opportunity consistent with their preferences, keep the employment, and find new employment if necessary or for purposes of career advancement.

Such services may be described as individual placements, contracted temporary personnel services, competitive employment, supported employment, transitional employment, mobile work crews, contracted work groups, enclaves, community-based SourceAmerica® contracts, and other business-based work groups in community-integrated designs. In Canada employment in the form of bona fide volunteer placements is possible.

Individuals may be paid by community employers or by the organization. Employment is in the community.

Employment Supports

Employment support services are activities that are employment-related to promote successful training of a person to a new job, job adjustment, retention, and advancement. These services are based on the individual employee with a focus on achieving long-term retention of the person in the job.

The level of employment support services is individualized to each employee and the complexity of the job.

Often supports are intensive for the initial orientation and training of an employee with the intent of leading to natural supports and/or reduced external job coaching. However, some persons may not require any employment supports at the job site; others may require intensive initial training with a quick decrease in supports, while some will be most successful when long-term supports are provided.

Supports can include assisting the employee with understanding the job culture, industry practices, and work behaviors expected by the employer. It may also include helping the employer and coworkers to understand the support strategies and accommodations needed by the worker.

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

Key Areas Addressed

- Integrated employment choice
 - Integrated employment obtainment
 - Pays wages at or above minimum wage
 - Provides a benefits package
 - Employment provided in regular business settings
 - Integrated employment retention
 - Provides career advancement resources
 - Business plan is used to design service
-

Recommendations

C.6.b.

Although the trainer's presence is decreased over time in some supported employment locations, it is recommended that training strategies consistently include decreasing of the trainer's presence on the job site.

J. Family-Based/Shared Living Supports

Host Family/Shared Living Services

Principle Statement

Host family/shared living services assist a person served to find a shared living situation in which he/she is a valued person in the home and has supports as desired to be a participating member of the community. An organization may call these services a variety of names, such as host family services, shared living services or supports, alternative family living, structured family care giving, family care, or home share.

Getting the person in the right match is a critical component to successful host family/shared living services. The organization begins by exploring with the person served what constitutes quality of life for him/her and identifies applicant providers who are a potential match with the person's identified criteria. The person served makes the final decision of selecting his or her host family/shared living provider.

Safety, responsibility, and respect between or amongst all people in the home are guiding principles in these services. Persons are supported to have meaningful reciprocal relationships both within the home, where they contribute to decision making, and the community. The service provider helps the person served to develop natural supports and strengthen existing networks. Relationships with the family of origin or extended family are maintained as desired by the person served. The provider supports the emotional, physical, and personal well-being of the person.

Persons develop their personal lifestyle and modify the level of support over time, if they so choose. The provider encourages and supports the person served to make his or her own decisions and choices.

The host family/shared living provider does not necessarily have to be a family, as it could be an individual supporting the person. In this program description and these standards, *provider* refers to the individual(s) supporting the person served. Although the “home” is generally the provider’s home or residence, it may also be the home of the person served.

Key Areas Addressed

- Appropriate matches of non-family participants with homes
 - Contracts that identify roles, responsibilities, needs, and monitoring
 - Needed supports
 - Community living services in a long-term family-based setting
 - Sense of permanency
-

Recommendations

There are no recommendations in this area.

K. 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.

M. 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.

P. 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.
- Pre-vocational experiences.
- Vocational pursuits.
- Development of work attitudes.
- Employment activities.
- Volunteerism in the community.
- 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
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Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that the organization continue to look for additional activities for self-advocacy, such as National Organization on Disability, People First, and The Arc.
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U. Personal Supports Services

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.

Services can include direct personal care supports such as personal care attendants and housekeeping and meal preparation services; services that do not involve direct personal care supports such as transporting persons served, information and referral services, translation services, programs offering advocacy and assistance by professional volunteers (such as legal or financial services), training or educational activities (such as English language services), mobile meal services; or other support services, such as supervising visitation between family members and parent aides.

A variety of persons may provide these services/supports other than a program's staff, such as volunteers and subcontractors.

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.

834 Timber Drive
Garner, NC 27529-2501

Community Employment Services: Employment Supports
Community Integration
Host Family/Shared Living Services
Personal Supports Services
Respite Services

ACI Support Specialists, Inc. - Elizabeth City

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

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

ACI Support Specialists, Inc. - Fayetteville

342 Wagoner Drive, Suite 107
Fayetteville, NC 28303

Community Employment Services: Employment Supports
Community Integration
Host Family/Shared Living Services
Personal Supports Services
Respite Services

ACI Support Specialists, Inc. - Henderson

826 South Garnett Street
Henderson, NC 27536

Community Integration
Host Family/Shared Living Services
Personal Supports Services
Respite Services

ACI Support Specialists, Inc. - Raleigh

8504 Six Forks Road, Suite 101
Raleigh, NC 27615

Administrative Location Only

Pine Valley Group Home

5213 Pronghorn Lane
Raleigh, NC 27610

Community Housing

ACI Support Specialists, Inc. - Wallace

111 Southeast Railroad Street
Wallace, NC 28466

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

ACI Support Specialists, Inc. - Wilmington

1015 Ashes Drive, Suite 107
Wilmington, NC 28405

Community Employment Services: Employment Supports
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