



CONNECTIONS NEWSLETTER



◀ **VOLUME 2**

**APRIL
2023**



**Spring Has Sprung
At ArcGNO!**



SPOTLIGHT ON: TOMMIE JONES



Tommie has been with ArcGNO since 2009. In that time he attended the day program at UCC and worked in the Vintage Garden. He currently works in the Mardi Gras Recycle Center. He loves everything about his job and the people that he works with.

Tommie is hard-working, friendly, "popular", and always ready to help. He spends his spare time playing video games, watching WWE, and listening to music.

Thanks, Tommie!



On Thursday, March 23rd, ArcGNO hosted a St. Patrick's Day celebration attended by many of our members, staff, family members and community supporters. The festivities included an amazing DJ, fun yard games, food, tasty treats, and 17 awesome prizes were given to members and staff. It was a fun day for everyone!

We are especially thankful to the following partners for their support of our event:

- Home Depot (Harahan)
- Nothing Bundt Cakes
- Gold Bond Building (National Gypsum)
- McAlister's Deli (Metairie)
- Sneaux de Lis Sneauxballs & Ice Cream
- Aetna
- Puppy Paws Coffee & Company
- Perino's Garden Center
- Crumbl (Metairie)
- Subway (Metairie)

GET READY FOR CARF!

ArcGNO is proud to have been accredited by the Commission on Accreditation for Rehabilitation Services (CARF) since 2002. This accreditation must be renewed every three years. CARF surveyors will visit ArcGNO again from May 10th-12th to evaluate the organization.

What is accreditation?

Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF International establishes these standards to guide providers in offering their services and also uses the standards to evaluate how well a provider is serving people and how it can improve.

What is a CARF survey?

As a step toward accreditation, a provider invites CARF International to send a team of surveyors to visit its site and evaluate its services for quality. The surveyors consult with staff members and interview people who use the provider's services. Based on the surveyor's review, the provider may be awarded CARF accreditation for one or three years. In some cases, the provider may need to improve its services before it can be accredited.

EMPLOYEE SPOTLIGHT: TASHONDA WEBB-LEBLANC



Tashonda has been the glue that has kept Arc Transit moving forward. Arc Leadership wants to personally thank Tashonda for ALL of her unparalleled work and we want her to know that we see her hard work daily.

Great Job, Tashonda!

EMPLOYEE SPOTLIGHT: DARIA QUILLINS

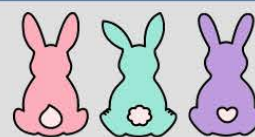


Daria has worked at ArcGNO for a total of two years. She is the Program Coordinator of Prevocational Services. Daria is amazing at coordinating services for our Workforce Development members. Her work ethic is invaluable to our department.

Thank You, Daria!



Easter Fun!



The ArcGNO Easter Egg-stravaganza took place on April 1st at The Willow School and was organized by the Family Support Coordination Team. This day of perfect weather was filled with fun, games, and Easter eggs for children of all ages. Most importantly, ArcGNO was able to share information about our programs with more of our community.



Quality Assurance Survey Results Sept-Dec 2022

85% of members in RSS report that their staff engages them in activities at home

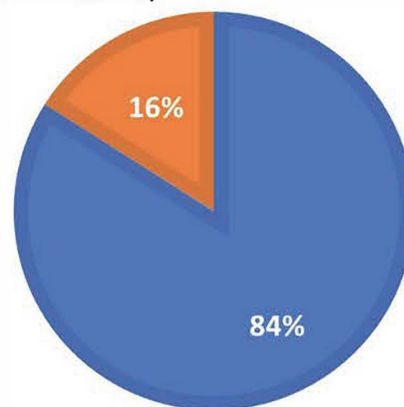
94% of members in Community Integration report that ArcGNO staff encourage them to participate in activities

83% of members in Community Employment feel supported by their onsite supervisor

98% of members in Group Employment report receiving appropriate training/tools for their position

WHAT DO FAMILIES MEMBERS THINK?

- Percentage of Family Members of Community Integration Members That Think ArcGNO Sets High Standards of Service Quality
- Percentage of Family Members of Community Integration Members That Think ArcGNO Does NOT Set High Standards of Service Quality



100% of ArcGNO Contractors Have Raised Quality Concerns In The Last Year

100% of ArcGNO Contractors Report That Their Concerns Were Addressed Quickly and Appropriately