

The mission of MARF, Inc. is to provide residential & other supportive programs & services for adults with developmental challenges through education, advocacy, & community involvement through a person centered environment.

MARF Insider

Summer 2009

MARF is 35

We were organized as Buncombe County Group Home on May 9th, 1974 and changed the name to Mountain Area Residential Facilities on January 16, 1982. This agency has been very active in promoting increased services for those we serve over the last 35 years. In my research I have discovered some fantastic little tidbits. Come join us at our celebration on Oct. 2, 2009 from 4:30pm – 6:30pm in the Parish Hall of the Cathedral of All Souls. You will be amazed at our fascinating history.



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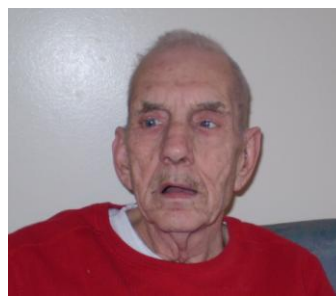
Garden Fun

For the first time this year we are trying something new and exciting at Dunstan Manor. With the help of Master Gardener, James Daubert, we have put in 5 raised beds that are producing some wonderful fresh vegetables. The folks who live at Dunstan Manor have really enjoyed helping in the garden, and eating the results.

MARF Heroes

The folks at Reynolds Baptist Church have “adopted” Chiles Ave. and for the past 3 years have provided Valentine and Easter goodie bags; fall treats; and under the direction of the WMU, set up an angel tree at Christmas. Names were selected, and those taking the names provided clothes and treats for that person. A special “hero” is Mrs. Vivian McAbee, who biweekly provides stickers, bubbles, coloring books, crayons, candies, magazines, pens and puzzles. Thank you Reynolds Baptist Church and Mrs. McAbee.

Joe McGee



Joe was born here in Buncombe County on December 15, 1938. He moved into Chiles Ave. Group Home when it opened on November 1, 1983 and has been there ever since. Joe has always been one of our most welcoming and talkative residents when we have visitors. He loves to learn about new people and talk to those of us he has known for years. Joe has lived with Mountain Area Residential Facilities for one of the longest spans of time, and he will be happy to remind you that this is his home and he loves it here. Joe has 2 sisters and a brother that he adores going to visit. Joe also loves babies and dogs, which he will tell you when you talk to him. Joe attends Care Partners Day Program, is very happy there, and they consider him their “mascot”. Joe also loves to go out into the community and enjoy an O’Doul’s occasionally.

Cathy Hudson, Business Manager

One of our long term employees is Cathy Hudson. Cathy was born in Macon, Ga. and currently lives in East Asheville, in a home she shares with Boomer and Yancy, her two dogs. In her spare time Cathy enjoys reading and gardening. Cathy previously worked at Meals on Wheels, where she found she enjoyed the workplace atmosphere of nonprofits. She misses the clients at St. Dunstan's, especially the call for the "paper towel police" and one of the resident's focus on calling Elvis "Ricky Harry". Cathy can be found weekdays from 8:30 am – 4:30pm at the administrative office.



From the Director's Chair: Jeanne Cagle, MSW, LCSW

I cannot believe summer is almost over, since the time from Easter going forward has flown by. We survived CARF, are in the midst of a review from Western Highlands, and some of our residents/staff have enjoyed vacations. Lucy Lawrence, our current Board Chair, and I will be attending the NC Center for Nonprofits conference in Sept. This may give us ideas about surviving budget cuts, since those have happened at both houses. It is more important than ever that we do more fundraising/grant writing. Our wish list contains paper products, detergent, personal toiletries, gas cards and, of course, donations. Thank you for all your support of MARF this year. Please consider joining us for our celebration in October.

Jeanne



Update on Accreditation

by: Lauren Edwards

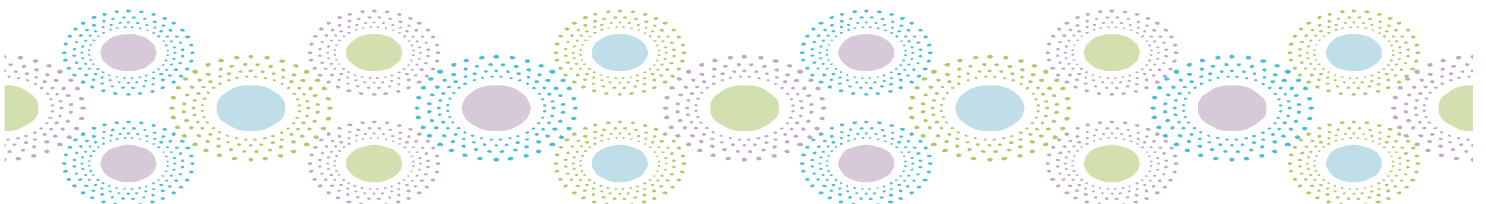


MARF, Inc. takes great pride in announcing that the agency has received a 3 year CARF accreditation as of June 2009! This is a significant achievement for the agency and we would like to thank each and every person- from residents & guardians to staff, board members, and other stakeholders- for your support and assistance during this process.

Being accredited is just one of the many ways that MARF, Inc. shows our dedication and commitment to improving the quality of the lives of those we serve. The accreditation process allowed us to look at the agency as a whole and make changes and/ or improvements that would more positively impact the lives of those we serve, including their families and guardians, as well as enhance and enrich working conditions for our staff.

Though we were awarded a 3 year accreditation, it does not mean we are finished with our self assessments and self improvements as an agency. We will continue to evaluate our practices and look for ways to strengthen and/ or improve upon them. We encourage each of you to give your input and suggestions, and to feel free to contact us with any questions, concerns, suggestions, or praises you may have for the agency. With support from our community and devotion from our staff, MARF, Inc. will continue to offer quality services to those with a need in WNC for many years to come, while maintaining national accreditation!

It is with a mixture of sadness and excitement that we share a bit of news with you. Lauren Edwards has gotten a wonderful opportunity to become the Director of Social Services at Emerald Ridge. Lauren will not be leaving us completely, but will stay on a limited basis as our QA/QI Coordinator, Corporate Compliance Officer and Social Worker at Chiles Ave. I know all of you join with us in wishing her the best of luck on this exciting new journey.



As Lauren is restructuring her schedule, this seemed a great time to have a refresher about complaint and concern procedures for those we serve and their families

Client Complaint Procedure - Leadership roles by residents are encouraged in the home. Through periodic house meetings, and more specifically, individual conferences with the staff, the residents are encouraged to express their ideas, concerns, and grievances.

- Residents in the program are encouraged to discuss complaints and concerns with the appropriate staff at any time. If the Qualified Professional is unable to offer a satisfactory solution to the expressed grievance or concern, the resident should be encouraged to discuss the matter with the Executive Director. If the grievance then remains unresolved, the resident should ask that the matter be brought before the Board of Directors by the Executive Director. Residents may also bring their concerns to the MARF, Inc. Client Rights Committee and to the Governor's Advocacy Council for Persons with Disabilities.
- The Qualified Professional is responsible for informing residents of the above procedures, and for coordinating the procedures and acting as resident advocate for the resident during the process. If a conflict of interest is perceived, the Executive Director is required to seek an appropriate advocate for the resident.
- The purpose of the procedure is to provide an organized method of airing complaints that residents of the programs may have concerning the programs, operations, personnel, and physical facility which make up the whole program. The procedure provides for feedback to the person filing the complaint and allows for an appeals process should the complainant not be reasonably satisfied with the decision made.
- It is hoped that persons filing complaints from outside the home will keep in mind that the programs are operated under many of the standards, regulations, and policies with which MARF, Inc. must comply. The programs are operated with as much responsibility for persons served as possible.
- Formal complaints must be in writing; first to the Qualified Professional, the Executive Director, and if necessary, the MARF, Inc. Board of Directors. The complaint should be specific; it should state facts, dates, people involved, and a thorough description of the problem.
- A person filing a complaint can expect to have a response within a reasonable period of time. This period of time will vary from step to step. The time limits of the steps beyond Step 3 are voluntary and have been set only as a guideline for the convenience of the person making the complaint. The specific time limit for each step is stated in the Written Description of the Grievance Procedure.
- Should the person filing the complaint not be satisfied with the decision at any step, the person may appeal the decision within five (5) days of receiving the decision. Should the person with the complaint choose to appeal the decision at one step, but fail to file an appeal to the next step within five (5) days, the complaint will be considered as a new complaint and the person will be required to re-initiate the complaint procedure at Step 1. The intent of this requirement is to facilitate the handling of problems without unnecessary delays. Should the person filing the complaint not receive any response with the time limit established for the Step at which is involved, the person may appeal to the next step within five (5) days. All appeals must be documented by the person receiving the complaint.
- If a client chooses to follow the complaint process, there will be no retaliation or changes in the services delivered because of the complaint.
- If a person served is not able to express their concern without assistance, their advocate will be made available to assist them in the process.

If you would like to receive this newsletter via email in the future, please send us that request at marfinc108@charterinternet.com and let us know. Thank you for your help in making us a greener organization.