



December 18, 2013

Jack Calhoun, B.A., LBSW
Consumer Services, Inc.
585 Jewett Road
Mason, MI 48854

Dear Mr. Calhoun:

It is my pleasure to inform you that Consumer Services, Inc., has been accredited by CARF International for a period of three years for the following programs:

Case Management/Services Coordination: Integrated DD/Mental Health (Adults)
Case Management/Services Coordination: Integrated DD/Mental Health (Children and Adolescents)
Community Housing: Integrated DD/Mental Health (Adults)
Community Integration: Integrated DD/Mental Health (Adults)
Crisis Stabilization: Mental Health (Adults)
Outpatient Treatment: Alcohol and Other Drugs/Addictions (Adults)
Outpatient Treatment: Alcohol and Other Drugs/Addictions (Children and Adolescents)
Outpatient Treatment: Integrated: AOD/MH (Adults)
Outpatient Treatment: Integrated: AOD/MH (Children and Adolescents)
Outpatient Treatment: Mental Health (Adults)
Outpatient Treatment: Mental Health (Children and Adolescents)
Supported Living: Integrated DD/Mental Health (Adults)

This accreditation will extend through November 2016. 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 practice excellence.

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 we encourage you to make this accomplishment known throughout your 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.

The survey report is intended to support a continuation of the quality improvement of your programs. It contains comments on your organization's strengths as well as suggestions and recommendations. A quality improvement plan (QIP) demonstrating your efforts to implement the survey recommendations must be submitted within the next 90 days to retain accreditation.

Guidelines and the form for completing the QIP have been posted on Customer Connect (customerconnect.carf.org), our secure, dedicated website for accredited organizations and organizations seeking accreditation. Please submit the QIP to the attention of the customer service unit identified in the QIP instructions.

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, you are encouraged to seek support from a Resource Specialist in your customer service unit by calling extension 7151.

We encourage your organization to continue fully and productively using the CARF standards as part of your ongoing commitment to accreditation. We commend your commitment and consistent efforts to improve the quality of your programs. We look forward to working with your organization in the future.

Sincerely,

A handwritten signature in black ink, reading "Brian J. Boon". The signature is written in a cursive style with a large, stylized initial "B".

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

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Enclosures