

February 10, 2010

Sami W. Al Jallad, M.P.A.  
 Executive Director  
 Turning Leaf Residential Rehabilitation Services, Inc.  
 Post Office Box 6310  
 East Lansing, MI 48826

Dear Mr. Al Jallad:

It is my pleasure to inform you that Turning Leaf Residential Rehabilitation Services, Inc., has been accredited by CARF for a period of three years for the following program:

Residential Treatment: Mental Health (Adults)

This accreditation will extend through February 2013. 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 this award to your referral and funding sources, the media, and local and federal government officials will 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 program. It contains comments on your organization's strengths as well as suggestions and recommendations. A quality improvement plan 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, our secure, dedicated website for accredited organizations and organizations seeking accreditation. E-mail notification was previously sent to your organization letting you know that these documents have been posted. Please submit this report to the attention of the customer service unit Administrative Coordinator.

Your Certificate of Accreditation is being sent under separate cover. Please note that you may use the enclosed form to order additional copies of the certificate.

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 151.

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 program. We look forward to working with your organization in the future.

Sincerely,



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

lmt  
Enclosures

**Organization**

Turning Leaf Residential Rehabilitation Services, Inc.  
621 East Jolly Road  
Lansing, MI 48910

**Organizational Leadership**

Sami W. Al Jallad, M.P.A., Executive Director

**Survey Dates**

January 7-8, 2010

**Survey Team**

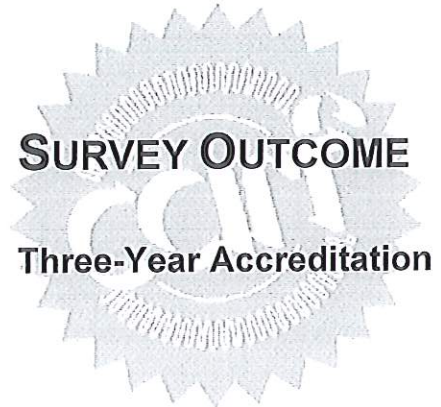
Jeff Reynolds, Ph.D., Administrative Surveyor  
Christine A. Babcock, Program Surveyor

**Programs/Services Surveyed**

Residential Treatment: Mental Health (Adults)

**Previous Survey**

February 1-2, 2007  
Three-Year Accreditation



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**Survey Outcome**

Three-Year Accreditation  
Expiration: February 2013

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## SURVEY SUMMARY

**Turning Leaf Residential Rehabilitation Services, Inc., has strengths in many areas.**

- Turning Leaf's consumers and other stakeholders express a high degree of satisfaction with the services that are provided by the organization.
- The facilities are attractive, safe, and well maintained with a warm and friendly atmosphere that promotes a therapeutic environment.
- The leadership at Turning Leaf is forward thinking and is planning for growth, while continuing to provide excellent care for its current consumers.
- Turning Leaf's leadership is committed to the organization's continued viability and to ensuring continued services to the community.
- The leadership team at Turning Leaf is viewed as approachable and supportive by staff and encourages growth both in staff and residents.
- External stakeholders believe that Turning Leaf accepts the more difficult to serve clients and is creative in the approaches used to engage these clients.
- The executive director is seen as a supportive leader who wants what is best for the residents, and through his leadership, staff believe in the vision of Turning Leaf.

**Turning Leaf Residential Rehabilitation Services 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, it is evident that Turning Leaf provides excellent residential services to the persons served and is dedicated to ongoing quality improvement. The organization is respected in the community. Funding sources, persons served, and referral sources have all expressed satisfaction with the services provided. The leadership and staff are committed to the individuals they serve and the well-being of the community. They are forward thinking and have achievable plans for the future. With their continued commitment to accreditation standards, they should have little trouble maintaining and enhancing the services they provide. The organization is aware of the recommendations noted in the report and has the commitment and resources to make needed changes.

Turning Leaf Residential Rehabilitation Services, Inc., has earned a Three-Year Accreditation. The organization is recognized for its efforts to provide quality rehabilitation services and is encouraged to continue to remain current with the CARF standards as it addresses the areas for improvement noted.