

**Quality Rating System  
Privately Operated ICF/IID Providers**

Definitions of Quality Ratings for 2016

<b>Significant Concerns</b>	Recommended for termination of Medicaid funding. Widespread deficiencies (ICF/IID tags cited) in all areas. Plan of Correction does not correct deficiencies. Jeopardy and/or Condition of Participation citations have been cited. History of repeat deficiencies (same ICF/IID tags being cited).
<b>Need For Improvement</b>	Received recommendation to terminate in 30 days. Follow up review on plan of correction verifies deficiencies are corrected. Cited for 7 or more deficiencies (ICF/IID tags cited). Jeopardy and /or Condition of Participation citations may have been cited. History of repeat deficiencies (same ICF/IID tags cited).
<b>Acceptable</b>	Received the final recommendation to re-certify. Cited for no more than 5 deficiencies (ICF/IID tags cited). Follow up review on plan of correction verifies deficiencies are corrected. There are no Jeopardy or Condition citations. None of the deficiencies were repeated from the last annual review.
<b>Excellent</b>	Received the final recommendation to re-certify. Cited for no more than 3 deficiencies (ICF/IID tags); none of which were in the area of protection from harm. Follow up review on plan of correction verifies deficiencies are corrected. None of the deficiencies were repeated from the last review. There is evidence of participation in a quality improvement system.

Please note under the certification system for Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/IID), each home operated by a provider agency is considered a facility and is certified and rated for quality separately. There is one exception which is MurCI Homes, which is a conglomerate of homes certified and rated for quality as one entity.

During the 2016 year, only the ratings of **Significant Concerns**, **Need for Improvement**, **Acceptable**, and **Excellent** will be utilized. The rating of *Outstanding* will be incorporated into the ratings in 2017, allowing providers sufficient time to demonstrate positive outcomes as a result of project improvement plans. This does not mean some of the providers listed below are not outstanding providers. DIDD prefers to enable all providers to have sufficient time to develop quality improvement systems if they do not have them. DIDD would encourage anyone considering placement with one of these providers to visit the provider’s website, contact the administrator, visit in the homes, ask to see the most recent ICF/IID survey and talk with staff in addition to using the ratings below as a guide.

June, 2016

\*NA = These homes were not reviewed and certified by DIDD ICF/IID surveyors prior to March 1, 2014. DOH/HCF conducted these prior surveys.

### Quality Ratings

#### Comcare

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
01/28/15 02/22/16	*120 Whirlwind Rd, Greeneville, TN (44G080)	East	2015 - Acceptable 2016 - Significant Concerns	2015 - Client Protections & Rights, Active Treatment 2016 - Governing Body, Client Protections, Health Care	2015 - Yes 2016 - Yes	4
01/28/15 03/30/16	*479 Erwin Hwy, Greeneville, TN (44G081)	East	2015 - Acceptable 2016 - Needs Improvement	2015 - Client Protections & Rights, Active Treatment 2016 - Client Protections & Rights, Health Care	2015 - Yes 2016 - Yes	4
03/04/15 02/22/2016	*32 Whirlwind, Greeneville, TN (44G145)	East	2015 - Acceptable 2016 - Needs Improvement	2015 - None 2016 - Client Protections, Active Treatment, Health Care	2015 - Yes 2016 - Yes	4
03/04/15 03/30/16	8 Burkey Rd, Greeneville, TN (44G144)	East	2015 - Needs Improvement 2016 - Needs Improvement	2015 - Client Protections & Rights, Active Treatment, Physical Environment 2016 - Client Protections & Rights, Active Treatment	2015 - Yes 2016 - Yes	4
03/12/14 05/06/15	1214 King Springs Rd, Johnson City, TN (44G082)	East	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - Health Care, Active Treatment	2014 - Yes 2015 - Yes	4
03/12/14 05/06/15	109 Shadybrook Dr., Johnson City, TN (44G084)	East	2014 - Acceptable 2015 - Acceptable	2014 - Client Protections & Rights 2015 - Active Treatment	2014 - Yes 2015 - Yes	4
06/04/14 08/12/15	118 Marshall Ln., Greeneville, TN (44G147)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment 2015 - Active Treatment, Health Care	2014 - Yes 2015 - Yes	4
06/04/14 08/12/15	354 O'Brien Avenue, Erwin, TN 37650 (44G083)	East	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4

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### Comcare (continued)

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
06/14/14 08/12/15	106 Sparmill Road, Erwin, TN 37650 (44G085)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	4

### D & S Residential

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
03/6/14 02/12/15 02/10/16	2803 Darolyn St, Bartlett, TN 38134 (44G127)	West	2014 - Acceptable 2015 - Acceptable 2016 - Excellent	2014 - None 2015 - Client Protections & Rights, Active Treatment 2016 - None	2014 - Yes 2015 - Yes 2016 - Yes	4
03/6/14 02/12/15 02/10/16	3783 Egypt Central, Memphis, TN 38128 (44G116)	West	2014 - Acceptable 2015 - Acceptable 2016 - Excellent	2014 - None 2015 - Active Treatment 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
07/17/14 09/17/15	3131 James Rd, Memphis, TN 38128 (44G107)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4
07/17/14 09/17/15	3432 Old Allen Rd, Memphis, TN 38128 (44G106)	West	2014 - Acceptable 2015 - Needs Improvement	2014 - None 2015 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes	4

### Life Bridges

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Ratings	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
05/06/14 07/08/15	2601 Bower Lane SE Cleveland, TN 37323 (44G091)	East	2014 - Needs Improvement 2015 - Significant Concerns	2014 - Active Treatment, Health, Physical Environment 2015 - Active Treatment	2014 - Yes 2015 - Yes	6

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### Life Bridges (continued)

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Ratings	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
05/06/14 07/08/15	2611 Bower Lane SE, Cleveland, TN 37323 (44G091)	East	2014 - Needs Improvement 2015 - Needs improvement	2014 - Active Treatment, Physical Environment 2015 - Active Treatment, Physical Environment	2015 - Yes 2016 - Yes	6
01/14/15 01/21/16	*209 Kile Lake Rd, Cleveland, TN 37323 (44G140)	East	2015 - Acceptable 2016 - Acceptable	2015 - Non-Fundamental citations 2016 - Active Treatment, Health Care	2015 - Yes 2016 - Yes	4
01/14/15 01/21/16	*207 Kile Lake Rd, Cleveland, TN 37323 (44G141)	East	2015 - Acceptable 2016 - Acceptable	2015 - Non-Fundamental citations 2016 - Active Treatment	2015 - Yes 2016 - Yes	4

### Michael Dunn

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Ratings	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
07/23/14 09/30/15	106 Village Trace, Kingston, TN 37763 (44G094)	East	2014 - Needs Improvement 2015 - Needs Improvement	2014 - Active Treatment 2015 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes	4
07/23/14 09/17/15	104 Village Trace, Kingston, TN 37763 (44G095)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	4

### Mur-Ci Homes

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Ratings	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
10/17/14 10/12/15	3000 Baby Ruth Lane, Nashville, TN 37013 (44G066)	Middle	2014 - Needs Improvement 2015 - Needs Improvement	2014 - Client Protections & Rights, Active Treatment 2015 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes	72

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### Open Arms – Chattanooga

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
11/05/14 01/06/16	10535 N Hwy 58, Ooltewah, TN 37363 (44G054)	East	2014 - Acceptable 2016 - Needs Improvement	2014 - Active Treatment 2016 - Client Protections & Rights, Active Treatment	2014 - Yes 2016 - Yes	8
11/05/14 01/06/16	10539 N Hwy 58, Ooltewah, TN 37363 (44G049)	East	2014 - Acceptable 2016 - Acceptable	2014 - Active Treatment 2016 - Active Treatment	2014 - Yes 2016 - Yes	8
08/27/14 11/04/15	11419 N Hwy 58, Georgetown, TN 37336 (44G045)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
08/27/14 11/04/15	11421 N Hwy 58, Georgetown, TN 37336 (44G044)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment, Physical Environment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	8
09/10/14 07/22/15	7841 Sims Rd, Harrison, TN 37341 (44G052)	East	2014 - Needs Improvement 2015 - Acceptable	2014 - Active Treatment, Physical Environment 2015 - Client Protections, Active Treatment	2014 - Yes 2015 - Yes	8
09/10/14 07/22/15	7845 Sims Rd, Harrison, TN 37431 (44G053)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - None	2014 - Yes 2015 - Yes	8
10/15/14 09/16/15	9253 Snow Hill Rd, Ooltewah, TN 37363 (44G050)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Client Protections & Rights	2014 - Yes 2015 - Yes	8
10/15/14 09/16/15	9255 Snow Hill Rd, Ooltewah, TN 37363 (44G051)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8

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### Open Arms – Knoxville

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
03/05/14 03/25/15 02/03/16	6505 Emory, Knoxville, TN 37931 (44G035)	East	2014 - Needs Improvement 2015 - Acceptable 2016 - Excellent	2014 - Client Behavior & Facility Practices, Active Treatment, Health Care 2015 - None 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	8
03/05/14 03/25/15 02/03/16	6509 Emory Rd., Knoxville, TN 37931 (44G036)	East	2014 - Needs Improvement 2015 - Acceptable 2016 - Excellent	2014 - Client Behavior & Facility Practices, Active Treatment, Physical Environment 2015 - None 2016 - Physical Environment	2014 - Yes 2015 - Yes 2016 - Yes	8
11/19/14 12/01/15	7812 Ball Camp Pike, Knoxville, TN 37931 (44G037)	East	2014 - Acceptable 2015 - Excellent	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
11/19/14 12/01/15	7814 Ball Camp Pike, Knoxville, TN 37931 (44G 038)	East	2014 - Acceptable 2015 - Acceptable	2014 - Client Protections & Rights, Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
07/10/14 06/03/15	6010 Clayberry Rd., Knoxville, TN 37931 (44G032)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment 2015 - Active Treatment, Health Care	2014 - Yes 2015 - Yes	8
07/10/14 06/03/15	6011 Clayberry Rd. Knoxville, TN 37931 (44G031)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment, Physical Environment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	8
09/24/14 09/02/15	55411 Western Ave. Knoxville, TN 37921 (44G034)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment, Health Care 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
09/24/14 09/02/15	5407 Western Ave., Knoxville, TN 37921 (44G033)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8

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### Open Arms – Nashville (Nolensville Area)

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
11/19/14 12/17/15	2411 Miller St., Nashville, TN 37211 (44G039)	Middle	2014 - Needs Improvement 2015 - Acceptable	2014 - Client Protections & Rights, Active Treatment, Health Care 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
11/19/14 12/17/15	2415 Miller St., Nashville, TN 37211 (44G040)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - Health Care 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
03/06/14 01/14/15 02/11/16	6120 Mt. Pigsah, Nashville, TN 37211 (44G041)	Middle	2014 - Acceptable 2015 - Acceptable 2016 - Needs Improvement	2014 - Active Treatment 2015 - Active Treatment 2016 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	8
05/07/14 05/20/15 03/18/16	6850 Burkitt , Antioch, TN 37013 (44G042)	Middle	2014 - Acceptable 2015 - Acceptable 2016 - Significant Concerns	2014 - Client Protections & Rights, Health Care 2015 - Active Treatment, Health Care 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	8
05/07/14 05/20/15 03/18/16	6854 Burkitt,, Antioch, TN 37013 (44G043)	Middle	2014 - Acceptable 2015 - Needs Improvement 2016 - Significant Concerns	2014 - Health Care 2015 - Active Treatment, Client Behavior & Facility Practices, Health Care	2014 - Yes 2015 - Yes 2016 - Yes	8
08/06/14 09/10/15	5825 Cane Ridge, Antioch, TN 37013 (44G047)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
08/06/14 09/10/15	5821 Cane Ridge, Antioch, TN 37013 (44G046)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Client Behavior & Facility Practices	2014 - Yes 2015 - Yes	8
01/14/15 02/11/16	*13312 Old Hickory, Antioch, TN 37013 (44G048)	Middle	2015 - Acceptable 2016 - Acceptable	2015 - Active Treatment 2016 - Client Protection & Rights	2015 - Yes 2016 - Yes	8

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### Open Arms – Memphis

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
11/20/14 10/28/15	1445 Greendale, Memphis TN 38127 (44G024)	West	2014 - Acceptable 2015 - Acceptable	2014 - Client Protections, Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
11/20/14 10/28/15	1457 Greendale, Memphis, TN 38127 (44G025)	West	2014 - Needs Improvement 2015 - Significant Concerns	2014 - Client Protections, Active Treatment 2015 - Client Protections, Active Treatment	2014 - Yes 2015 - Yes	8
03/25/15 03/10/16	*4240 Raleigh Millington, Memphis, TN 38128 (44G029)	West	2015 - Needs Improvement 2016 - Needs Improvement	2015 - Client Protections & Rights, Active Treatment, Health Care 2016 - Client Protections & Rights, Active Treatment, Health Care	2015 - Yes 2016 - Yes	8
03/25/15 03/10/16	*4254 Raleigh Millington, Memphis, TN 38128 (44G030)	West	2015 - Needs Improvement 2016 - Needs Improvement	2015 - Client Protections & Rights, Active Treatment 2016 - Active Treatment	2015 - Yes 2016 - Yes	8
10/16/14 07/15/15	4695 Allendale Dr., Memphis, TN 38128 (44G027)	West	2014 - Needs Improvement 2015 - Needs Improvement	2014 - Client Behavior & Facility Practices 2015 - Active Treatment, Health Care	2014 - Yes 2015 - Yes	8
10/16/14 07/15/15	4707 Allendale Dr., Memphis, TN 38128 (44G028)	West	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Health Care	2014 - Yes 2015 - Yes	8
12/15/14 12/02/15	5350 Benjestown Rd., Memphis, TN 38122 (44G022)	West	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
12/15/14 12/02/15	5380 Benjestown Rd., Memphis, TN 38127 (44G023)	West	2014 - Acceptable 2015 - Acceptable	2014 - Client Protections & Rights 2015 - Health Care, Active Treatment	2014 - Yes 2015 - Yes	8

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Orange Grove

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
02/11/15 04/13/16	*3426 Chandler Ave., Chattanooga, TN 37410 (44G132)	East	2015 - Acceptable 2016 - Excellent	2015 - Active Treatment, Health Care 2016 - Active Treatment	2015 - Yes 2016 - Yes	4
02/11/15 04/13/16	*3454 Chandler Ave. Chattanooga, TN 37410 (44G133)	East	2015 - Acceptable 2016 - Significant Concerns	2015 - None 2016 - Client Protections & Rights, Active Treatment	2015 - Yes 2016 - Yes	4
03/19/14 04/22/15 03/10/16	2015 Hixon Pike, Chattanooga, TN 37410 (44G098)	East	2014 - Acceptable 2015 - Acceptable 2016 - Acceptable	2014 - Active Treatment 2015 - Active Treatment, Health Care 2016 - Active Treatment, Health Care	2014 - Yes 2015 - Yes 2016 - Yes	4
04/16/14 03/25/15	1337 Highland Rd., Chattanooga, TN 37415 (44G093)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - None 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	4
04/15/14 03/25/15	1836 Crestwood Dr., Chattanooga, TN 37415 (44G099)	East	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4
04/23/14 06/17/15	2317 Brookhaven Circle, Chattanooga, TN 37421 (44G086)	East	2014 - Needs Improvement 2015 - Needs improvement	2014 - Client Behavior & Facility Practices, Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	4
05/14/14 04/08/15 05/12/16	4020 Carl Swafford Dr., Chattanooga, TN 37419 (44G101)	East	2014 - Needs Improvement 2015 - Needs improvement 2016 - Significant Concerns	2014 - Active Treatment 2015 - Active Treatment, Health Care, Physical Environment 2016 - Client Protections & Rights, Active Treatment, Health Care, Physical Environment	2014 - Yes 2015 - Yes 2016 - Yes	8
05/14/14 04/08/15 05/12/16	4016 Carl Swafford Dr., Chattanooga, TN 37419 (44G100)	East	2014 - Acceptable 2015 - Acceptable 2016 = Significant Concerns	2014 - Active Treatment, Health Care 2015 - Active Treatment, Health Care 2016 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes 2016 - Yes	8

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**Orange Grove - Continued**

<b>Date of ICF Certification Surveys</b>	<b>Site of Home</b>	<b>Region</b>	<b>Current and Historical Quality Rating</b>	<b>Area(s) of Fundamental Citations</b>	<b>Corrected Deficiencies &amp; Achieved Certification</b>	<b># of People Supported</b>
04/23/14 06/17/15	1305 Vance Rd., Chattanooga, TN 37421 (44G092)	East	2014 - Needs Improvement 2015 - Needs improvement	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	4
06/17/14 05/20/15 02/24/16	1524 Shelby Circle, Chattanooga, TN 37343 (44G087)	East	2014 - Acceptable 2015 - Acceptable 2016 - Acceptable	2014 - None 2015 - Active Treatment, Health Care 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
12/15/14 12/16/15	7445 Pinewood Dr. Chattanooga, TN 37421 (44G153)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment, Health Care 2015 - Client Protections & Rights, Active Treatment, Health Services	2014 - Yes 2015 - Yes	4
12/15/14 12/16/15	7447 Pinewood Dr., Chattanooga, TN 37421 (44G154)	East	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Health Services	2014 - Yes 2015 - Yes	4
12/01/14 11/18/15	5407 Brown Chapel Ln., Chattanooga, TN 37415 (44G166)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	4
08/13/14 08/19/15	4403 Comet Trail, Hixon, TN 37343 (44G096)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment, Health Care 2015 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes	4
03/19/14 04/22/15 03/10/16	87 Dowlen Rd., Chattanooga, TN 37343 (44G097)	East	2014 - Acceptable 2015 - Acceptable 2016 - Needs Improvement	2014 - Active Treatment 2015 - Active Treatment, Health Care 2016 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes 2016 - Yes	4
12/01/14 11/18/15	5345 Mountain Creek Rd., Chattanooga, TN 37415 (44G166)	East	2014 - Acceptable 2015 - Acceptable	2014 - Client Protections & Rights, Active Treatment, Health Care 2015 - Active Treatment	2014 - Yes 2015 - Yes	4

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**Orange Grove continued**

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
06/17/14 05/20/15 02/24/16	117 Pine Marr Dr., Chattanooga, TN 37343 (44G088)	East	2014 - Acceptable 2015 - Acceptable 2016 - Significant Concerns	2014 - Client Protections & Rights, Active Treatment, Health Care 2015 - Client Protections & Rights, Active Treatment 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
08/13/14 08/19/15	4717 Whispering Hills, Hixon, TN 37243 (44G089)	East	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment, Health Care 2015 - Client Protections & Rights, Active Treatment, Health Care	2014 - Yes 2015 - Yes	4

**RHA West TN**

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
08/20/14 09/30/15	89 Windale Rd., Jackson, TN 38305 (44G148)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4
09/24/14 11/11/15	2055 Hwy 45 Bypass - A, Trenton, TN 383823 (44g149)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4
09/24/14 11/11/15	2055 Hwy 45 Bypass - B, Trenton, TN 38382 (44G150)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	4
03/19/14 02/25/15 03/02/16	195 Turners Loop, Humboldt, TN 38343 (44G159)	West	2014 - Acceptable 2015 - Acceptable 2016 - Acceptable	2014 - None 2015 - Client Protections & Rights, Active Treatment 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
03/19/14 02/25/15 03/02/16	205 Turners Loop, Humboldt, TN 38343 (44G160)	West	2014 - Acceptable 2015 - Acceptable 2016 - Needs Improvement	2014 - None 2015 - Client Protections & Rights, Active Treatment 2016 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4

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**RHA West TN– continued**

<b>Date of ICF Certification Surveys</b>	<b>Site of Home</b>	<b>Region</b>	<b>Current and Historical Quality Rating</b>	<b>Area(s) of Fundamental Citations</b>	<b>Corrected Deficiencies &amp; Achieved Certification</b>	<b># of People Supported</b>
05/07/14 05/06/15 05/11/16	135 S Peck Switch Cove, Dyer, TN 38330 (44G123)	West	2014 - Acceptable 2015 - Acceptable 2016 - Excellent	2014 - None 2015 - None 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
05/07/14 05/06/15 05/11/16	157 S Peck Switch Cove, Dyer, TN 38330 (44G122)	West	2014 - Needs Improvement 2015 - Acceptable 2016 - Acceptable	2014 - Client Protections & Rights, Health Care 2015 - Active Treatment 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
03/12/14 04/29/15 04/27/16	403 Church St. Jackson, TN 38305 (44G121)	West	2014 - Acceptable 2015 - Acceptable 2016 - Excellent	2014 - Active Treatment 2015 - Active Treatment 2016 - None	2014 - Yes 2015 - Yes 2016 - Yes	4
03/12/14 04/29/15 04/27/16	407 Church St. Jackson, TN 38305 (44G120)	West	2014 - Acceptable 2015 - Acceptable 2016 - Acceptable	2014 - Client Behavior & Facility Practices 2015 - Active Treatment 2016 - Active Treatment, Health Care	2014 - Yes 2015 - Yes 2016 - Yes	4
03/12/14 01/14/15 01/13/16	2202 Hwy 45 Bypass, Trenton, TN 38382 (44G118)	West	2014 - Acceptable 2015 - Acceptable 2016 - Acceptable	2014 - Client Protections & Rights 2015 - Active Treatment 2016 - Staffing, Active Treatment, Health Care	2014 - Yes 2015 - Yes	4
03/12/14 01/14/15 01/13/16	2206 Hwy 45 Bypass, Trenton, TN 38382 (44G119)	West	2014 - Acceptable 2015 - Needs Improvement 2016 - Acceptable	2014 - None 2015 - Client Protections & Rights, Health Care 2016 - Staffing, Active Treatment, Health Care	2014 - Yes 2015 - Yes	4
03/19/14 04/29/15 04/28/16	6003 Dove Hollow, Humboldt, TN 38343 (44G117)	West	2014 - Acceptable 2015 - Acceptable 2016 - Excellent	2014 - None 2015 - Active Treatment 2016 - Client Rights, Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
05/14/14 05/20/15	14 Cobblestone Dr., Humboldt, TN 38343 (44G137)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4
05/14/14 05/20/15	9 Cobblestone Dr., Humboldt, TN 38343 (44G136)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4

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**RHA West TN– continued**

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
08/06/14 09/03/15	1130 High St. Trenton, TN 38382 (44G108)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - Active Treatment, Health Care	2014 - Yes 2015 - Yes	4
08/06/14 09/03/15	1132 High St. Trenton, TN 38382 (44G109)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - Active Treatment	2014 - Yes 2015 - Yes	4
07/23/14 7/29/15	301 East Eaton St., Trenton, TN 38382 (44G110)	West	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - None	2014 - Yes 2015 - Yes	4
07/23/14 07/29/15	307 East Eaton St., Trenton, TN 38382 (44G111)	West	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	4
08/20/14 09/30/15	3301 Hunters Ridge Dr., Humboldt, TN 38343 (44G112)	West	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - None	2014 - Yes 2015 - Yes	4
05/22/14 6/17/15	361 Oakfield, Jackson, TN 38305 (44G138)	West	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Health Care	2014 - Yes 2015 - Yes	4
05/22/14 6/17/15	367 Oakfield, Jackson, TN 38305 (44G139)	West	2014 - Acceptable 2015 - Acceptable	2014 - Physical Environment 2015 - None	2014 - Yes 2015 - Yes	4

**RHA – Middle TN - Stones River Center**

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
08/13/14 06/18/15	3347 Jackson St., Murfreesboro, TN 37130 (44G070)	Middle	2014 - Needs Improvement 2015 - Needs Improvement	2014 - Client Protections 2015 - Client Protections & Rights, Active Treatment, Physical Environment	2014 - Yes 2015 - Yes	8
07/23/14 06/18/15	3353 Jackson St., Murfreesboro, TN 37130 (44G071)	Middle	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	8

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**RHA – Middle TN - Stones River Center (Continued)**

<b>Date of ICF Certification Surveys</b>	<b>Site of Home</b>	<b>Region</b>	<b>Current and Historical Quality Rating</b>	<b>Area(s) of Fundamental Citations</b>	<b>Corrected Deficiencies &amp; Achieved Certification</b>	<b># of People Supported</b>
11/05/14 01/13/16	2116 Rogers St., Murfreesboro, TN 37130 (44G075)	Middle	2014 - Acceptable 2016 - Excellent	2014 - Client Behavior & Facility Practices 2016 - None	2014 - Yes 2016 - Yes	8
11/05/14 01/13/16	2115 Rogers St., Murfreesboro, TN 37130 (44G074)	Middle	2014 - Acceptable 2016 - Excellent	2014 - Active Treatment, Health Care 2016 - Active Treatment	2014 - Yes 2016 - Yes	8
08/21/14 8/26/15	126 Arnette St., Murfreesboro, TN 37130 (44G073)	Middle	2014 - Acceptable 2015 - Needs Improvement	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
08/21/14 8/26/15	122 Arnette St., Murfreesboro, TN 37130 (44G072)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - Client Protections & Rights, Active Treatment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	8
04/09/14 05/06/15 04/01/16	3606 Sulfur Springs, Murfreesboro, TN 37130 (44G078)	Middle	2014 - Acceptable 2015 - Acceptable 2016 - Significant Concerns	2014 - Client Protections & Rights, Active Treatment, Health Care 2015 - Active Treatment 2016 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	8
04/09/14 05/06/15 04/01/16	3610 Sulfur Springs, Murfreesboro, TN 37130 (44G079)	Middle	2014 - Acceptable 2015 - Acceptable 2016 - Significant Concerns	2014 - Active Treatment 2015 - Active Treatment, Physical Environment 2016 - Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	8
02/11/15 02/24/16	*1802 Pennington, Murfreesboro, TN 37130 (44G0767)	Middle	2015 - Acceptable 2016 - Excellent	2015 - Client Protections & Rights, Physical Environment 2016 - Client Protections & Rights, Physical Environment	2015 - Yes 2016 - Yes	8

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**RHA – Middle TN - Stones River Center (Continued)**

04/11/14 02/11/15 02/25/16	1806 Pennington, Murfreesboro, TN 37130 (44G077)	Middle	2014 - Acceptable 2015 - Acceptable 2016 - Excellent	2014 - Active Treatment, Health Care 2015 - Active Treatment, Health Care 2016 – Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	8
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**Salem Villages**

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
09/10/14 11/04/15	305 W. Hillcrest Dr., Springfield, TN 37172 (44G068)	Middle	2014 - Acceptable 2015 - Needs Improvement	2014 - Health Care 2015 - Governing Body, Active Treatment	2014 - Yes 2015 - Yes	8
09/10/14 11/04/15	307 W. Hillcrest Dr., Springfield, TN 37172 (44G069)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	8
09/10/14 11/04/15	718 Cheatham St., Springfield, TN 37172 (44G067)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - None 2015 - Governing Body	2014 - Yes 2015 - Yes	8

**Shelby Residential and Vocational Services (SRVS)**

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
01/28/15 01/28/16	*847 Linwood, Memphis, TN 38116 (44G065)	West	2015 - Acceptable 2016 - Acceptable	2015 - None 2016 – Client Protections & Rights, Active Treatment	2015 - Yes 2016 - Yes	6
11/06/14 08/13/15	1735 Whitney, Memphis, TN 38127 (44G061)	West	2014 - Needs Improvement 2015 - Significant Concerns	2014 - Governing Body, Client Protections & Rights, Active Treatment 2015 - Active Treatment	2014 - Yes 2015 - Yes	6

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**Shelby Residential and Vocational Services (SRVS) - continued**

<b>Date of ICF Certification Surveys</b>	<b>Site of Home</b>	<b>Region</b>	<b>Current and Historical Quality Rating</b>	<b>Area(s) of Fundamental Citations</b>	<b>Corrected Deficiencies &amp; Achieved Certification</b>	<b># of People Supported</b>
01/29/15 01/28/16	*2115 St. James Rd, Memphis, TN 38128 (44G063)	West	2015 - Needs Improvement 2016 - Acceptable	2015 - Client Protections & Rights, Active Treatment 2016 - Client Protections & Rights, Active Treatment	2015 - Yes 2016 - Yes	6
11/06/14 08/13/15	3250 Sandwick, Memphis, TN (38128 (44G059)	West	2014 - Needs Improvement 2015 - Significant Concerns	2014 - Client Protections & Rights, Active Treatment 2015 - Client Protections & Rights, Active Treatment	2015 - Yes 2016 - Yes	6
12/01/14 11/18/15	3785 Old Egypt Central, Memphis, TN 38128 (44G058)	West	2014 - Acceptable 2015 - Needs Improvement	2014 - Client Protections & Rights, Active Treatment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	6
12/01/14 11/18/15	4101 Tessland, Memphis, TN 38128 (44G060)	West	2014 - Needs Improvement 2015 - Needs Improvement	2014 - Client Protections & Rights, Active Treatment 2015 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes	6
04/15/15 04/13/16	*4827 Hancock Dr. , Memphis, TN 38116 (44G064)	West	2015 - Needs Improvement 2016 - Needs Improvement	2015 - Client Protections & Rights, Active Treatment, Health Care 2016 - Client Protections & Rights, Active Treatment, Health Care	2015 - Yes 2016 - Yes	6
04/15/15 04/13/16	*5109 Childs Dr., Memphis, TN 38116 (44G062)	West	2015 - Needs Improvement 2016 - Significant Concerns	2015 - Client Protections & Rights, Active Treatment, Health Care 2016 - Client Protections & Rights, Active Treatment, Health Care	2015 - Yes 2016 - Yes	6

### Tennessee Family Solutions

Date of ICF Certification Surveys	Site of Home	Region	Current and Historical Quality Rating	Area(s) of Fundamental Citations	Corrected Deficiencies & Achieved Certification	# of People Supported
01/28/15 01/29/16	722-724 Stonetrace Drive. Murfreesboro, TN 37130 44G105)	Middle	2015 - Acceptable 2016 - Acceptable	2015 - Active Treatment 2016 - Client Protections & Rights, Active Treatment	2015 - Yes 2016 - Yes	4
03/13/14 01/28/15 01/29/16	1727-1729 Thomas Ct, Murfreesboro, TN 37130 (44G146)	Middle	2014 - Acceptable 2015 - Acceptable 2016 - Significant Concerns	2014 - Physical Environment 2015 - Active Treatment 2016 - Client Protections & Rights, Active Treatment	2014 - Yes 2015 - Yes 2016 - Yes	4
07/17/14 07/08/15	1432-1434 Rochester Rd, Murfreesboro, TN 37130 (44G113)	Middle	2014 - Acceptable 2015 - Acceptable	2014 - Active Treatment, Health Care 2015 - Active Treatment	2014 - Yes 2015 - Yes	4
07/17/14 07/08/15	1502-1504 Rochester Rd, Murfreesboro (44G151)	Middle	2014 - Acceptable 2015 - Needs improvement	2014 - Physical Environment 2015 - Active Treatment	2014 - Yes 2015 - Yes	4