



Organizational Strengths

Southeast Michigan Community Alliance, Inc.
Organization ID# 2634

Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV) or Administration & Management (AM) (for Public State Systems), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- ETH** Southeast Michigan Community Alliance adheres to state and federal regulations and is monitored regularly. It has policies and procedures pertaining to conflict of interest, whistle blowers, and preferential treatment. The organization strives for transparency while focusing on its mission.
- FIN** The organization has an internal control system and is monitored by state and federal authorities. This safeguards its financial resources. There is ongoing evaluation of changes and risks by highly qualified staff. An annual audit occurs and all reports are reviewed by the CFO, CEO, and governing body.
- GOV** The governing body is composed of competent, professional individuals with diversified skills who are committed to the organization's mission.
- HR** The organization adheres to fair employment practices and follows the legal and regulatory requirements. The leadership is committed to showing staff appreciation. The staff members expressed satisfaction with their jobs.
- NET** The organization is a large network that selects, coordinates, and monitors the administrative activities of service providers. Southeast Michigan Community Alliance demonstrates competency and professionalism. The organization has a committed and skilled staff.
- PQI** The organization is intensely involved and committed to gathering data throughout the network, analyzing data, and then using it to identify areas that need improvement within the network and in the community at large. There are sufficient trained staff to embrace the PQI effort. There is a commitment to educating all staff with respect to the importance of this work.
- RPM** The organization has comprehensive policies and procedures in place for a system to

manage and reduce risk within its network. This includes its resources, assets, reputation, technology, human resources, and service recipients.

Service Delivery Administration Standards

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

- ASE This organization provides a safe and healthy environment for people to work and receive services. The facilities are well maintained.
- CR Throughout this organization the rights and dignity of the service recipients are at the forefront. The organization has well-developed policies related to client rights that guide both the service recipient and the service provider.
- TS The commitment that the organization has to training its employees is very impressive. The staff members are highly skilled, well trained, and efficient. Opportunities are consistently provided for staff development.

Service Standards