

### **Standards for Excellence Member Spotlight – CALMRA, Inc.**

Please join us in welcoming one of our newest re-certified organizations and submitting a hearty congratulations to our colleagues at CALMRA, Inc. We are pleased to announce that CALMRA has been awarded the Maryland Nonprofits Seal of Excellence for successfully completing the rigorous Standards for Excellence voluntary certification program.

CALMRA was formed to meet a need – providing residential services to individuals living with their families and whose families, because of age, health, or other reasons, could no longer care for them. CALMRA provides residential services, CSLA/ISS and Day Programs all centered around the individualized unique needs and desires of each person serviced.

CALMRA's primary focus and mission is to improve the lives of persons with cognitive disabilities by providing the highest quality residential and support services in an ethical and loving environment. Because of CALMRA's desire and determination to effectively and efficiently meet the need, CALMRA entered into a partnership with the State of Maryland, Developmental Disabilities Administration (DDA) and serves individuals from State Residential Centers as well as the community.

CALMRA's continued pursuit is to enhance service delivery, comply with licensing standards and strengthening the corporation among other goals. Pursuing the Seal of Excellence fits in well with these goals.

Nancy Tolbert, the Executive Director of CALMRA said, "The Standards for Excellence re-application process made us look at the agency up and down, in and out, and side to side! We made a thorough examination of our policies and practices. It made us think and re-think about how we operate. It also forced us to communicate and collaborate around several issues. All levels of the agency were involved; direct care, administration and board members. These actions resulted in enhanced service delivery and improved overall operations. "

Danna Zacharek, the Director of Operations of CALMRA offered, "Even though CALMRA was always operating in compliance with all licensing standards, working with the Standards for Excellence has improved CALMRA's operations by helping us clarify policies and procedures, especially in the areas of finance, fundraising and ethics."

Kelsey Jackson, Finance Director of CALMRA said, "The Standards for Excellence process has helped us to strengthen our financial processes by updating policies and procedures already in place and the development of new policies and procedures to help us strengthen the corporation."

CALMRA now joins 250 organizations that have earned the Seal of Excellence. For more information, please visit their website at [www.CALMRA.org](http://www.CALMRA.org)

***About the Standards for Excellence voluntary certification program***

The Standards for Excellence program is designed to promote excellence and integrity in nonprofit organizations. Maryland Nonprofits offers a voluntary, peer-review, certification program for nonprofit organizations that demonstrate that they adhere to The Standards for Excellence: An Ethics and Accountability Code for the Nonprofit Sector®. For more information about the Standards for Excellence program and to request an application package to earn the Seal of Excellence, please visit our [webpage](#).