CARF Accreditation
Introduction
September 11, 2018

CARF’s Mission is …
To promote the quality, value and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of the persons served.

CARF is……
• An international accreditation and standard setting organization.
• Independent non-profit, organization established in 1966.
• Recognized in approximately 48 states under mandated or “deemed” status.
• Standards apply to small organizations in rural areas as well as large organizations in urban areas.
• 1400 peer surveyors
Experience by the Numbers

• Over 10.4 million people per year are served in CARF accredited programs. 26 countries on 5 continents.

• Over 7,600 organizations throughout the United States, Canada, Europe, Asia, and South America have accredited programs.

• Over 58,000 individual programs have CARF accreditation.

CARF Today in Pennsylvania

CARF Accredited

Organizations – 217
Programs - 1291
Locations - 640

International Advisory Council

|-------------------------------------------------|-----------------------------------------------------------|----------------------------------------|------------------------------------------|-----------------------------------------|----------------------------------|---------------------------------------------|-----------------------------------|-------------------------------------------------------------|-----------------------------------------------|-------------------------------------------|--------------------------------|--------------------------------------------|-----------------------------------------------|---------------------------------------------|--------------------------------------------------|-----------------------------------------------|
Accreditation Characteristics

**Similarities**

<table>
<thead>
<tr>
<th>Benefits</th>
<th>Standards Content</th>
<th>Elements</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Children / Youth and Families</td>
<td>• Leadership</td>
<td>• Standards for Administration and Programs</td>
</tr>
<tr>
<td>• Organization</td>
<td>• Finance</td>
<td>• Site Visit</td>
</tr>
<tr>
<td>• Funders &amp; Other Stakeholders</td>
<td>• Human Resources</td>
<td>• Integrates Business and Service Delivers</td>
</tr>
<tr>
<td>• External Recognition</td>
<td>• Risk Management</td>
<td>• Accreditation Outcome Award</td>
</tr>
<tr>
<td>• Drives QI Practice</td>
<td>• Governance</td>
<td></td>
</tr>
<tr>
<td>• QI</td>
<td>• Technology</td>
<td></td>
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<tr>
<td></td>
<td>• Documentation</td>
<td></td>
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<tr>
<td></td>
<td>• Assessment</td>
<td></td>
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<tr>
<td></td>
<td>• Rights</td>
<td></td>
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<tr>
<td></td>
<td>• Training</td>
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</table>

**CARF**

Why CARF?

**CARF’s Characteristics**

<table>
<thead>
<tr>
<th>Preparation</th>
<th>Process</th>
<th>Standards</th>
<th>Surveyors</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Preparation Time</td>
<td>• Choice of Survey Dates</td>
<td>• Flexible</td>
<td>• Peers or Employed by CARF Accredited Program</td>
</tr>
<tr>
<td>• Programs to include in Survey</td>
<td>• Survey Structure</td>
<td>• Field Driven</td>
<td>• Paid contract employees during the survey</td>
</tr>
<tr>
<td>• Self Study &amp; other Application Requirements</td>
<td>• Accreditation/ Cycle and Outcomes</td>
<td>• Inclusion of Persons Served – voice of Experience</td>
<td>• Consultative sharing quality practices</td>
</tr>
<tr>
<td>• Fee Structure</td>
<td></td>
<td>• Reflect Best Practice</td>
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CARF SURVEY PREPARATION

Preparation Time*
• Minimum 6 months.
• Average 12-15 months

Program Accreditation
• May accredit a single program, all programs or any combinations of programs.
• Leadership and Administrative Standards along with program standards are applied.

Application Documents
• Application for survey submission approx. 4-5 months prior to the date(s) you choose.
• Minimal documents sent prior to survey – Self Study is for YOU!

Fee Structure
• Flat rate based on # of surveyors and # of days
• Fees include all survey travel expenses
• Fees All Inclusive* - no annual fees

CARF PROCESS

Survey Date Choice
• Choose 2 month time frame on application
• Notification of survey dates approx. 30 days prior to survey, including surveyor names.

Survey
• Surveys 2-3 days based application info
• Provide access to electronic material, no need to print
• Non-confidential documents available to surveyors night before survey begins

Accreditation Outcomes
• Awards earned based on level of conformance
  1 year or 3 year accreditation
• Evidence may be through observation, interviews and documentation.

CARF STANDARDS

Flexible
• Standards tell you what you need to do but not how to do it.
• More than one way to demonstrate conformance to standards.

Field Driven
• Development and revisions based on input from the field.
• Changes in regulation that impact the quality of services are reflected in the standards.

Voice of Experience
• Children and families who have been involved with the specific services are sought for standards input.
• At least 20% of ISAC members.

Reflect Best Practice
• Standards guide programs to improve quality of practice.
• Standards are reviewed/revised regularly. CARF updates manuals each year based on RQI data and stakeholder input.
CARF – SURVEYORS

Consultative • CARF surveyors share quality practices seen from other surveys and also provide technical assistance.

Peers with Special Training • Professionals from CARF accredited programs with minimum 5 yrs. experience • Required to complete a minimum # of surveys each year and CARF CEU's.

Contract Employees • CARF employees only during the survey. • Surveyors matched to your programs based on their expertise.

What is a CARF Survey?

Your opportunity to demonstrate conformance to the standards and "show and tell" the surveyors about the great work you do.

Survey • Surveyors review documents, observe processes, tour facility, and conduct interviews with:
  • Persons served
  • Personnel
  • Other stakeholders

Survey team presents findings in the form of strengths, recommendations and suggestions. • Organization has opportunity to ask questions and present any missing or additional evidence of conformance to the standards.

Exit Conference

Steps to Accreditation

<table>
<thead>
<tr>
<th>STEP</th>
<th>PROCESS</th>
<th>TIME</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Consult with CARF resource specialist</td>
<td>1 – 1 ½ year prior to survey <strong>NOW</strong></td>
</tr>
<tr>
<td>2</td>
<td>Conduct a self-evaluation*</td>
<td>6 – 9 months (suggest 9-12)</td>
</tr>
<tr>
<td>3</td>
<td>Submit Application for Survey</td>
<td>4-6 months (suggest 6)</td>
</tr>
<tr>
<td>4</td>
<td>CARF invoices fee</td>
<td>After application is received</td>
</tr>
<tr>
<td>5</td>
<td>Survey team selected</td>
<td>30 days before survey</td>
</tr>
<tr>
<td>6</td>
<td>Survey</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Outcome rendered (email report)</td>
<td>6-8 weeks after</td>
</tr>
<tr>
<td>8</td>
<td>QIP Submitted</td>
<td>90 days after award</td>
</tr>
<tr>
<td>9</td>
<td>ACQR (3 year only)</td>
<td>Anniversary date</td>
</tr>
<tr>
<td>10</td>
<td>Maintaining contact</td>
<td>Ongoing</td>
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Resource Specialists
Consult with a designated CARF resource specialist

- Resource Specialists:
  - Experts in CARF process and interpret standards
  - Discuss timelines and fees
- Resource Specialists set up Customer Connect
  - Secure online web portal available 24/7

Pennsylvania -
Michelle Nevarez-Sandy mnevarez-sandy@carf.org
888-281-6531 ext. 7083

Accreditation Conditions
1. For a minimum of six months prior to the site survey, each program/services for which the organization is seeking accreditation must demonstrate:
   a. The use and implementation of CARF’s organizational and service standards applicable to the service.
   b. The direct provision of services to the persons served.

2. The organization must provide such records, reports, and other information as requested by CARF.

3. A Quality Improvement Plan (QIP) must be submitted within 90 days following notice of accreditation. This plan shall address all areas for improvement identified in the report.

4. An organization that achieves a Three-Year Accreditation must submit a signed Annual Conformance to Quality Report (ACQR). The report is submitted in each of the two years following the Three-Year Accreditation award.
Accreditation Outcomes

Three-Year Accreditation – Substantial conformance to the standards. Demonstrated ongoing quality improvement and continuous conformance from any previous period of CARF accreditation.

One-Year Accreditation – Areas of deficiency, but evidence of capability and commitment to progress toward their correction.

Provisional Accreditation – After a One-Year accreditation, awarded if organization is still functioning at the same level. Only awarded once for a period of one year.

Nonaccreditation – Major deficiencies in several areas. Serious questions as to the benefits of service or the health, welfare, or safety of those served. Or if failed to satisfy one or more Accreditation Conditions.

Section 1

ASPIRE to Excellence

ASSESS THE ENVIRONMENT
- Leadership
- Governance
- SET STRATEGY
- Strategic Planning

PERSONS SERVED & OTHER STAKEHOLDERS – OBTAIN INPUT
- Input from Person Served and Other Stakeholders

IMPLEMENT THE PLAN
- Legal Requirements
- Financial Planning and Management
- Risk Management
- Health and Safety
- Human Resources
- Technology
- Rights of Persons Served
- Accessibility

REVIEW RESULTS
- Performance Measurement and Management

EFFECT CHANGE
- Performance Improvement

Section 2

General Program Standards

Screening & Access to Services
- Individualized Plan
- Transition / Discharge
- Medication Use
- Promoting Nonviolent Practices
- Records

Program Service Structure
- Quality Records Review
### Section 3
**Core Program Standards**

<table>
<thead>
<tr>
<th>A. Adoption</th>
<th>L. Day Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>B. Assessment and Referral</td>
<td>M. Detox / Withdrawal Support</td>
</tr>
<tr>
<td>C. Behavioral Consultation</td>
<td>N. Diversion / Intervention</td>
</tr>
<tr>
<td>D. Case Management/Coordination</td>
<td>O. Early Childhood Development</td>
</tr>
<tr>
<td>E. Child/Youth Day Care</td>
<td>P. Health Home</td>
</tr>
<tr>
<td>F. Child/Youth Protection</td>
<td>Q. Home and Community Services</td>
</tr>
<tr>
<td>G. Community Transition</td>
<td>R. Intensive Family-Based Services</td>
</tr>
<tr>
<td>H. Community Youth Development</td>
<td>S. Intensive Outpatient Services</td>
</tr>
<tr>
<td>I. Counseling / Outpatient</td>
<td>T. Promotion / Prevention</td>
</tr>
<tr>
<td>J. Crisis/Informatn Call Cntrs</td>
<td>U. Respite</td>
</tr>
<tr>
<td>K. Crisis Intervention</td>
<td>V. Support and Facilitation</td>
</tr>
</tbody>
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### Section 4
**Core Residential Standards**

<table>
<thead>
<tr>
<th>A. Community Housing and Shelters</th>
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<tbody>
<tr>
<td>B. Congregate Care</td>
</tr>
<tr>
<td>C. Crisis Stabilization</td>
</tr>
<tr>
<td>D. Foster Family and Kinship Care</td>
</tr>
<tr>
<td>E. <em>Group Home Care</em></td>
</tr>
<tr>
<td>F. Residential Treatment</td>
</tr>
<tr>
<td>G. Specialized or Treatment Foster Care</td>
</tr>
</tbody>
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### Section 5
**Specific Population Designations**

<table>
<thead>
<tr>
<th>A. Juvenile Justice</th>
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<tr>
<td>If the program is primarily provided in a juvenile justice setting; otherwise these standards are optional.</td>
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<table>
<thead>
<tr>
<th>B. Medically Complex</th>
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<tbody>
<tr>
<td>If the program is designed primarily to serve children/youths who meet the definition of medically complex, or only serve this target population (e.g., medical foster care); otherwise these standards are optional.</td>
</tr>
</tbody>
</table>
Appendices

• Appendix A
  Required Written Documentation
• Appendix B
  Operational Time Lines
• Appendix C
  Required Training

Additionally at the end of each subsection of the standards are Documentation Examples

CARF and FFPSA

Key Components of QRTP’s

- Family Involvement
- Assessment and Assessor Requirements
- Trauma Informed Treatment
- Aftercare
- Staffing
- Time Limitations

www.carf.org

- Customer Connect
- Provider Search
- Online Store
- Resources
- Events
- Newsletters
- Field Reviews
- Online/Supplemental Standards
- FAQ
  and more........