



California Alliance
OF CHILD AND FAMILY SERVICES

carf



CARF Accreditation

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carf INTERNATIONAL

carf ccac

carf CANADA

Who We Are

CARF's Mission:

To promote the quality, value and optimal outcomes of services, through a consultative accreditation process, that centers on enhancing the lives of the persons served.

Overview

- **Private non-profit established in 1966.**
- **Recognized in approximately 48 states under mandated or “deemed” status legislation/regulatory policy.**
- **Standards apply to small organizations in rural areas as well as large or urban.**
- **1400 volunteer surveyors in U.S. and Canada.**
- **Approximately 100 CARF staff members**

Overview of CARF

Accreditation Areas

- **Child & Youth Services**
- **Behavioral Health (OTP)**
- Employment & Community Services
- Aging Services (CCAC)
- Medical Rehabilitation
- Business Services Management Network
- DMEPOS
- Vision Rehabilitation Services
- One-Stop Career Centers

CARF Today

Experience by the Numbers

- Over **6,200** organizations have CARF accredited programs.
1800 serve Children & Youth **36 in CA**
- Over **47,400** individual programs have CARF accreditation.
4700 serve Children & Youth **116 in CA**
- Over **8.7** million people per year are served in CARF accredited programs. **17** countries on **5** continents.

Choices

Sometimes we have choices - Sometimes we don't

Accreditation may not be a choice
but ,
which Accreditation body is!

Knowledge is Power - Know your Options



Accrediting Bodies

- Different models
- Similar areas of standards
- Drive quality improvement and best practices
- Official recognition of sound practices and service delivery



Common Areas of Standards

- Leadership / Administration
- Ethics
- Finance
- Human Resources
- Risk Management
- Environment / Safety
- Quality Improvement Processes
- Technology
- Outcomes
- Training
- Access to Services
- Documentation
- Client Rights
- Behavioral Interventions
- Assessment
- Planning
- Transition

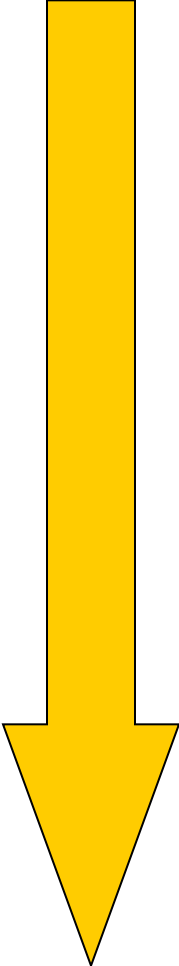
CARF Program Standards

- Adoption
- Assessment and Referral
- Behavioral Consultation
- Case Management
- Day Care
- Protection
- Community Housing and Shelters
- Congregate Care
- Counseling
- Crisis and Information Call Centers
- Crisis Intervention
- Crisis Stabilization
- Day Treatment
- Early Childhood Development
- Family Preservation
- Foster Family and Relative Care
- Group Home
- Health Enhancement
- Home- and Community-Based Rehabilitation
- Intensive Outpatient
- Partial Hospitalization
- Prevention/Diversion
- Residential Treatment
- Respite
- Specialized or Treatment Foster Care
- Support and Facilitation
- Supported Living

Considerations for Choosing

- **Mission Consistency**
- **How standards are developed and reviewed**
- **Principles of the Standards**
- **The specific survey process**
- **Surveyors**
- **Cost – both tangible and intangible**
- **Collegial testimony**

Standards Development and Review Process

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- Standards are “field driven”
 - International Standards Advisory Committees / Subject Matter Experts meet to review/develop standards

At least 20% of ISAC represent the population served

- International Advisory Council reviews content and direction
- Work of the ISAC is reviewed through extensive international field review

Principles of the Standards

Achievable

Consensual

Efficient

Cost Effective

Non-Prescriptive

Practical

Relevant

State-of-the-Art

The Survey Process

CARF Accreditation is different than licensing, audits and inspections.

- > A CARF survey is characterized by on-site consultation to enhance program quality.**
- > A CARF survey offers technical assistance.**
- > The CARF process allows for exploration of various ways to demonstrate conformance to standards.**
- > The CARF survey process feels more like having expert consultants visit rather than a regulatory review.**

Time Line for Accreditation

STEP	PROCESS	TIME
1	Consult with CARF resource specialist	1½ - 1 year prior to survey
2	Conduct a self-evaluation	6 months (suggest 9)
3	Submit Intent to Survey	4 months (suggest 6)
4	CARF invoices fee	After application is received
5	Survey team selected	30 days before survey
6	Survey	
7	Outcome rendered (email report)	6-8 weeks after
8	QIP Submitted	90 days after award
9	ACQR (3 year only)	Anniversary date
10	Maintaining contact	Ongoing

Time Frame at a Glance

Preferred Time Frame	Intent Due to CARF	Expiration Month
*Jul/Aug	Feb 28	Aug
*Jul/Aug	March 31	Sept
Aug/Sept	Apr 30	Oct
Sept/Oct	May 31	Nov
Oct/Nov	June 30	Dec
Nov/Dec	July 31	Jan
Dec/Jan	Aug 31	Feb
Jan/Feb	Sept 30	Mar
Feb/Mar	Oct 31	Apr
Mar/Apr	Nov 30	May
Apr/May or May/June	Dec 31	June

*CARF does not award July expirations

Accreditation Outcomes

- **Three-year** accreditation – substantial conformance to the standards. Demonstrated improvement from previous periods of CARF accreditation.
- **One-year** accreditation – areas of deficiency, but evidence of capability and commitment
- **Provisional accreditation** – one year, awarded only **once**, after **one** year accreditation.
- **Non-accreditation** – numerous and/or major deficiencies in many areas. Serious questions about program benefits, health welfare or safety.

CARF Surveyors

- Peers in accredited organizations
- Training - initial and annual requirements
- Activity Requirements
- Paid or Volunteer



CARF Selects Survey Team

- Expertise
 - Programmatic and administrative
 - Program match

“What’s the Cost?”

MONEY QUESTION



**Average Survey
2 surveyors / 2 days**

- **2011 Standards Manual - \$162**
- **2011 Intent to Survey (application) fee - \$995**
- **2011 Survey fee \$1450 per surveyor per day**

CARF's COST

- ❖ Application Fee
- ❖ Based on per surveyor per day rate*
- ❖ Manual and Training

* Not based on budget

CARF Accreditation Fees - All Inclusive

No: annual fees, membership fees, additional travel fees.



Testimonials

Our reason for pursuing CARF was not only financial but also for the service your accrediting body provides. Having previously been accredited by xxxx and the national Teaching Family Association, I can truly say that the professionalism of the CARF reviewers and staff are excellent! Our agency desired accreditation by a national accrediting body primarily for counseling services and State of Michigan legislative directives for foster and residential care to utilize agencies that are accredited.

CARF helped us to clearly define our administrative policies and we also received validation of our quality program services through the survey process and the recommendations of the surveyors. The review process was extremely helpful and the reviewers very knowledgeable and fair.



Testimonial

...CARF helped us examine quality issues from a 360 degree perspective more deeply eliciting and considering input from all stakeholders, including persons served, their families, our co-workers, referring agencies, courts and members of the community where are programs are located and the person served originated from.

Our most recent CARF survey validated service areas where we had improved and pointed us to areas that needed improvement. We look forward to developing and implementing our Quality Improvement Plan as a tool in striving for excellence.



CARF Distinguishing Features

- Choice of programs to be included in survey
- Consultative vs. prescriptive
- CARF recognizes “multiple pathways” to conformance
- Fee Structure

Resource Specialist

Brenda Wilfing (BH/CYS)

*Just a Phone
Call*



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or e-mail away



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Questions



Contact Information

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