



ORGANIZATIONAL CAPACITY BUILDING & CONTINUOUS IMPROVEMENT

Policies and Procedures; Talent; Resources; Oversight, Monitoring and Continuous Quality Improvement, Succession Planning; Cross Training & Benefits of Becoming CARF Accredited

MEET THE PRESENTERS



Chasity Chamberlin
Managing Director |
Employment and Community
Services and Vision
Rehabilitation Services
CARF International
Tucson, AZ
cchamberlin@carf.org



Belinda James
Director of Counseling
Our Lady's Inn
St. Louis, MO
bjames@ourladysinn.org



Victoria Lee
After Care Case
Manager
Our Lady's Inn
St. Louis, MO
vlee@ourladysinn.org



Meredith Damboise
Chief Quality and
Compliance Officer
New Reach
New Haven, CT
MDamboise@newreach.org



Katy Roth
Deputy Director of
Operations & Compliance
Lotus House
Miami, FL
katy@lotushouse.org

COMMISSION ON ACCREDITED REHABILITATION FACILITIES (CARF)

BY CHASITY CHAMBERLIN

Accreditation Matters: The Benefits of CARF Accreditation

1. About CARF
2. What is Accreditation?
3. Why Choose CARF
4. Benefits of Accreditation

About Me



**Chasity Chamberlin, Managing Director
CARF International**



cchamberlin@carf.org

Viewing accreditation through multiple perspectives:

- 18 years of experience in the rehabilitation field
- Experience managing community-based services for adults and children with disabilities and their families
- CARF surveyor for 7 years

About CARF

We're an independent, nonprofit, international accreditation and standards setting organization founded in 1966. We accredit programs in the field of health and human services.



NOTE:

- Recognized in approximately 48 states in mandated or deemed status
- CARF Companies include CARF, CARF CANADA, and CARF Europe
- Over 1,500 surveyors and approximately 100 staff members

What is Accreditation?

Accreditation is a continuous improvement process where peers apply internationally recognized standards to an organization's programs/services through a consultative on-site survey to address stakeholder needs around accountability in efficiency, results or outcomes of services, and satisfaction with services and the organization.

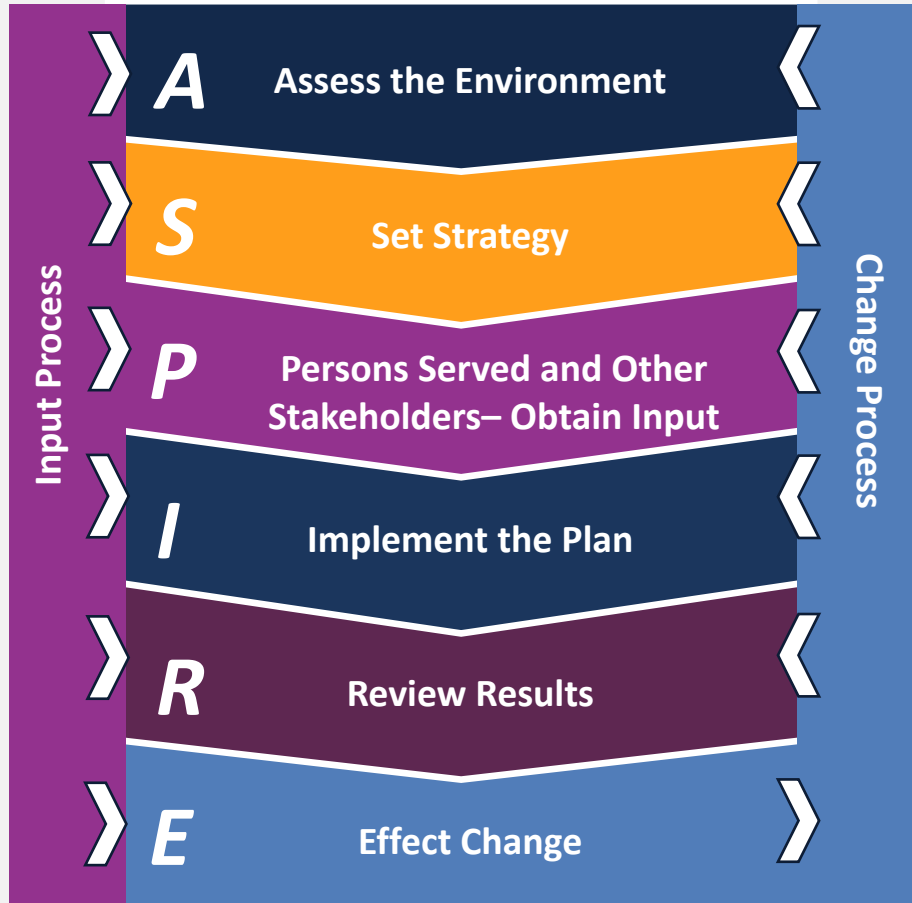
**NOTE:**

Our consultative approach promotes dialogue and open exchange of ideas, supporting learning for all participants.



Why Choose CARF?

ASPIRE to Excellence®



ASPIRE Standards provide a systems approach to day-to-day business practices.

- Promote a comprehensive analysis of how organizational functions influence outcomes
- Integrate feedback loops that include leadership, staff, persons served, families, and other stakeholders to inform change

Maintaining Relevance

CARF ensures that its standards are up to date.

- Revised standards manual is published every year in January
- Standards year is July 1 to June 30 of the following year.
- All standards reviewed at least every 3 years.



NOTE:

CARF seeks input through field reviews and collaborative efforts with its International Advisory Council to ensure that standards align with best practices.

Why Choose CARF?

The CARF Resource Specialist

A CARF Resource Specialist is available to assist you throughout the accreditation process.

- Experts in CARF process
- Assist in standards interpretation
- Discuss timelines and fees
- Assist you to select appropriate standards manual and program(s)/service(s) for accreditation
- Set up Customer Connect account
 - Secure online web portal available 24/7
 - Designed specifically for CARF contacts at accredited organizations or those seeking accreditation



NOTE:

Resource specialists have experience in their field, and many have worked at CARF-accredited organizations or have even been CARF surveyors.

The Accreditation Approach



Consumers define quality outcomes.



Field-driven, nonprescriptive standards allow flexibility in how they are met, depending on the organization.



Consultative, not inspective.



Engage in a **peer review** survey process.



Organizations can choose services to be accredited.



Engage in **continuous quality improvement** process.



NOTE:

Accreditation is a mutually beneficial process. Our surveyors treat the survey as an opportunity to learn about some of the great practices that your organization is using.

OUR LADY'S INN

BY GLORIA LEE AND BELINDA JAMES

OUR LADY'S INN MATERNITY HOME



About Me

Gloria Lee, MRC, Chief Program Officer

Our Lady's Inn – St. Louis, MO

glee@ourladysinn.org



- Over 40 years' experience with OLI in a variety of positions.
- Helped open a second home, a resale store, and a transitional housing component of the program
- Initiated the first accreditation process awarded in 2012

OUR LADY'S INN MATERNITY HOME



About Me

Belinda James, MSW, LCSW, MOFDC,
Director of Counseling

Our Lady's Inn – St. Louis, MO


bjames@ourladysinn.org



- 27 years in the Social Work field
- Provides mental health therapy and substance use recovery support
- Provides professional development training on trauma informed care practices



BENEFITS OF CARF ACCREDITATION FOR OUR LADY'S INN SERVICES

- CARF accreditation ensures that our staff are providing clients with care that meets internationally accepted standards to include trauma informed care practices
 - Providing comprehensive bio-psycho-social assessments using a trauma informed lens of service delivery
 - Identifying a client's strengths and areas of growth to partner with a client on creating a person-centered plan
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Our Lady's Inn provides shelter & care for homeless pregnant women aged 18 and older, and their dependent children, as well as the newborns after delivery.

Professional services include:

- Case Management
- Pre- and post-natal care
- Mental Health Assessment & Counseling
- Children's advocacy and support services
- Two-year Aftercare Case Management



Our Lady's Inn is Accredited in the areas of:

- Case Management/Services Coordination
- Family Services (Adults)
- Community Housing: Family Services (Adults)

Accreditation driven by:

- Major local government funding sources requiring it to receive their support.
- OLI's desire to keep up with best practices in areas such as Governance, HR, Ethical Practices, Client Services
- Accountability to all funders and donors
- OLI's desire to serve clients in a manner they deserve



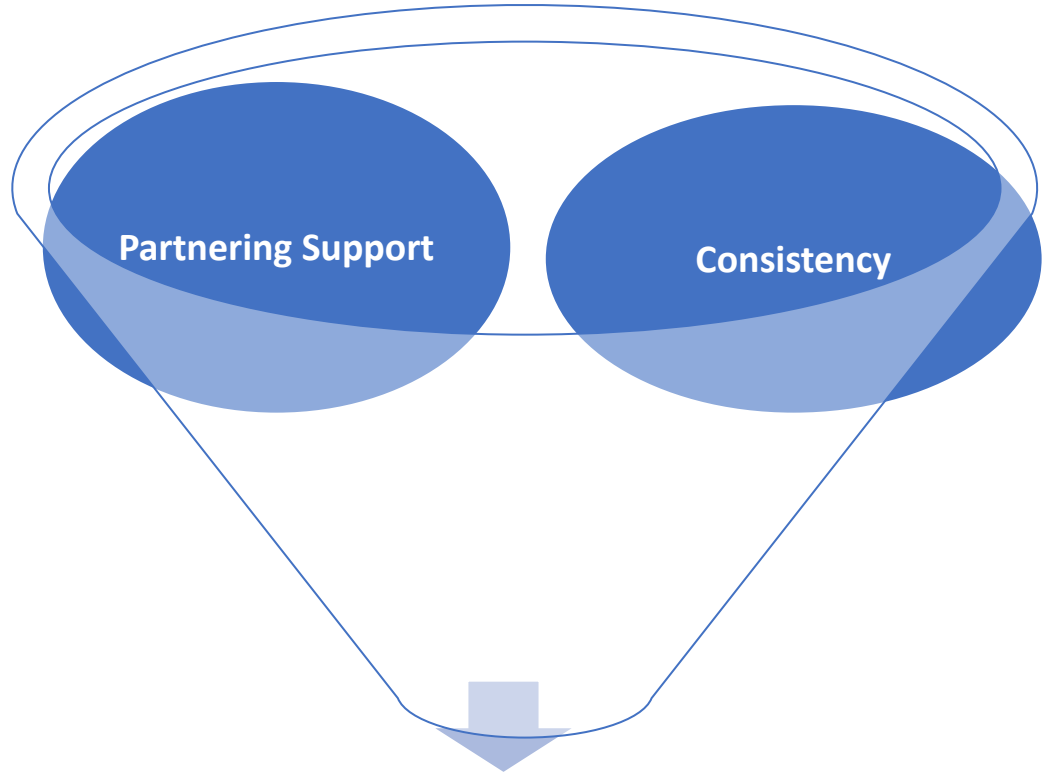
THE PERSON-CENTERED ASSESSMENT PROCESS



THE HEART OF THE ASSESSMENT JOURNEY



HOPE AND READINESS



HOPE

Through staff's partnering support, clients are invited to find hope and assess their readiness for a new season in their life!

NEW REACH

BY MEREDITH DAMBOISE



CONTINUOUS QUALITY IMPROVEMENT AT NEW REACH

A Different Model For Making Change.

New Reach's integrated model is focused on long term solutions.



Intervention to
avoid homelessness

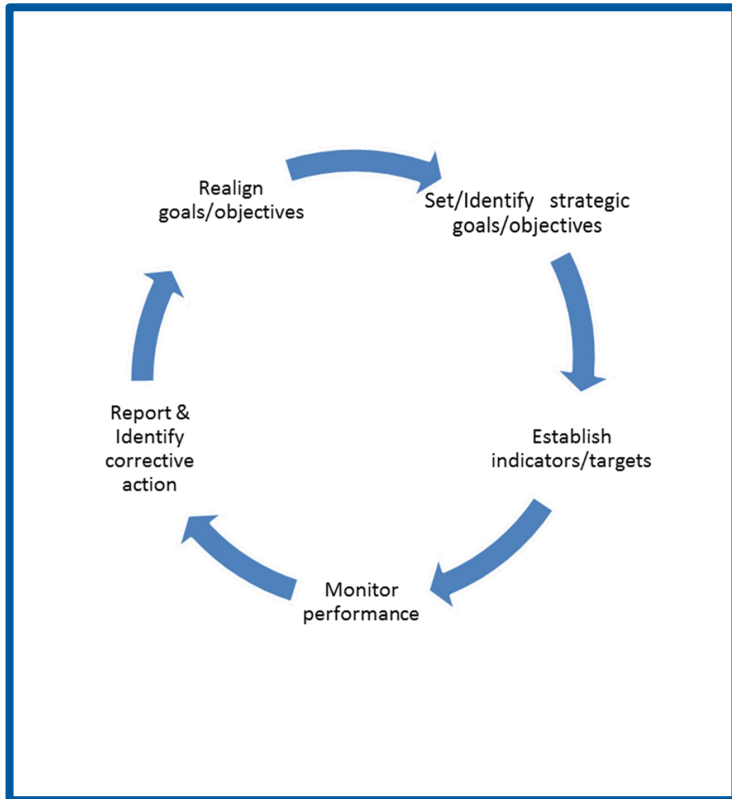


Addressing
Immediate Issues



Locating and
Maintaining
Permanent Housing

CARF ACCREDITATION AS ONE ELEMENT OF CQI



- Received 1st CARF accreditation in 2015 in preparation for Medicaid waiver for supportive housing services
- Gone through 2 reaccreditation surveys
- All our programs are accredited, and we chose to do the optional governance
- Our Quality Assurance department oversees our compliance with CARF standards
- Had many components of CARF accreditation before our first survey
 - Don't need to have CARF accreditation to have structure, performance management, and continuous quality improvement
- Having the right policies and systems for monitoring compliance is key

BENEFITS OF CARF ACCREDITATION



- Consistency and standardization
- Systems of checks and balances
- Indicates to funders our dedication to quality
 - Bezos Day 1 Award
- Increased focus on health & safety
- Reduce potential risks to agency
- Merger example
 - In January 2023, New Reach acquired another non-profit organization (FISH)
 - CARF accreditation allows us to easier transition FISH staff, programming, and protocols into a structured environment



DATA



KNOWLEDGE



ACTION

IMPORTANCE OF DATA IN CONTINUOUS QUALITY IMPROVEMENT

NEW REACH

The Tow truck is a Lead Measure

- It leads the lag measure
- It is what you have the power to move
- It helps move the lag measure



The Towed car is the Lag Measure

- It lags behind the lead measure
- It moves as the lead measure moves
- You do not have the power to move it directly
- It is what you want to move

FRAMEWORK FOR MEASURING IMPACT

NEW REACH

3 LEVELS OF METRICS



•Level 1

- High-level metrics, typically just lag measures
- Usually measured quarterly
- Primary audience- Board, leadership

•Level 2

- Lead and lag measures
- Usually mentioned monthly
- Primary audience- Leadership team

•Level 3

- Primarily lead measures
- Usually measured weekly or biweekly
- Primary audience- direct service staff

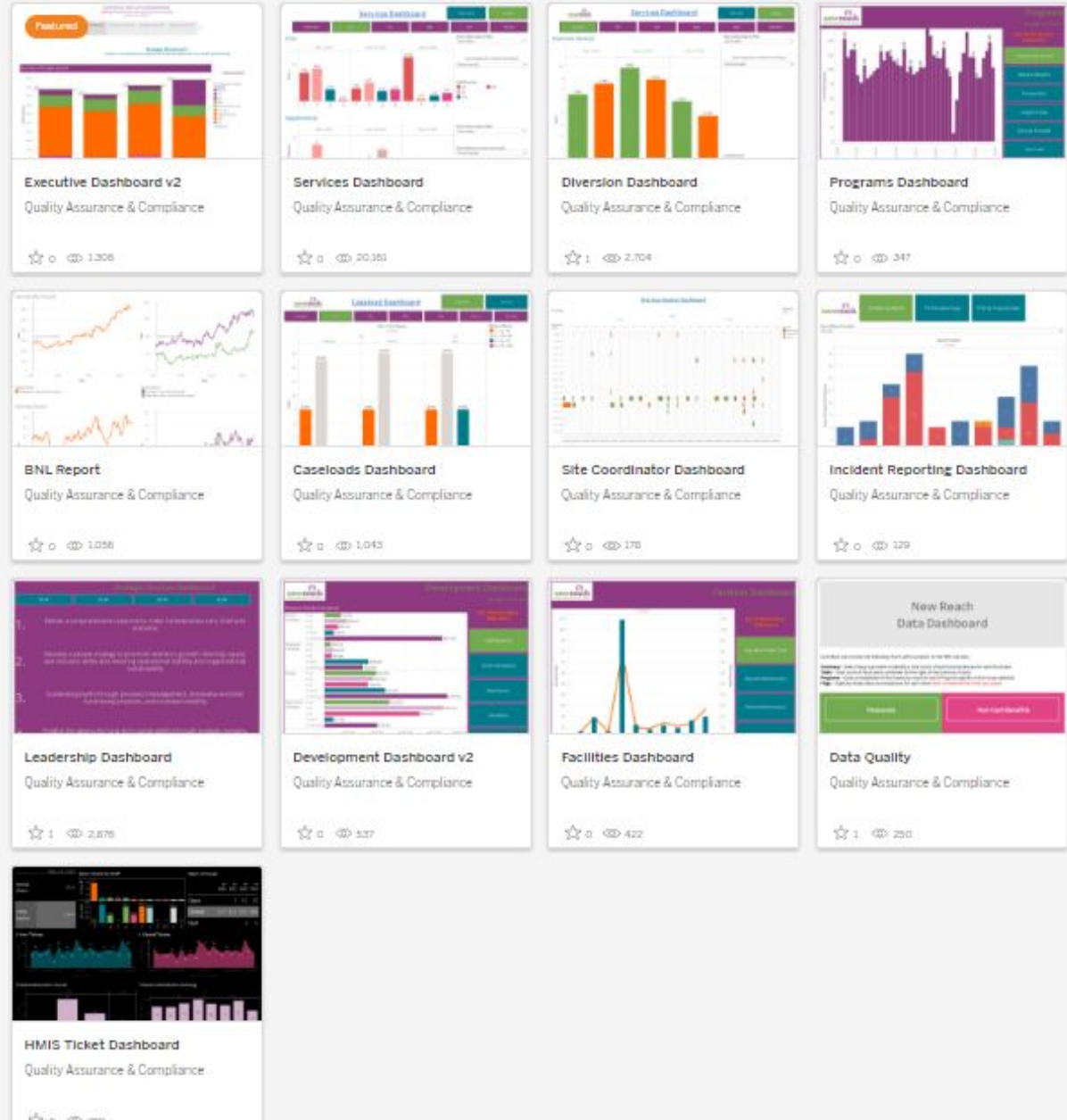
UTILIZING THE DATA



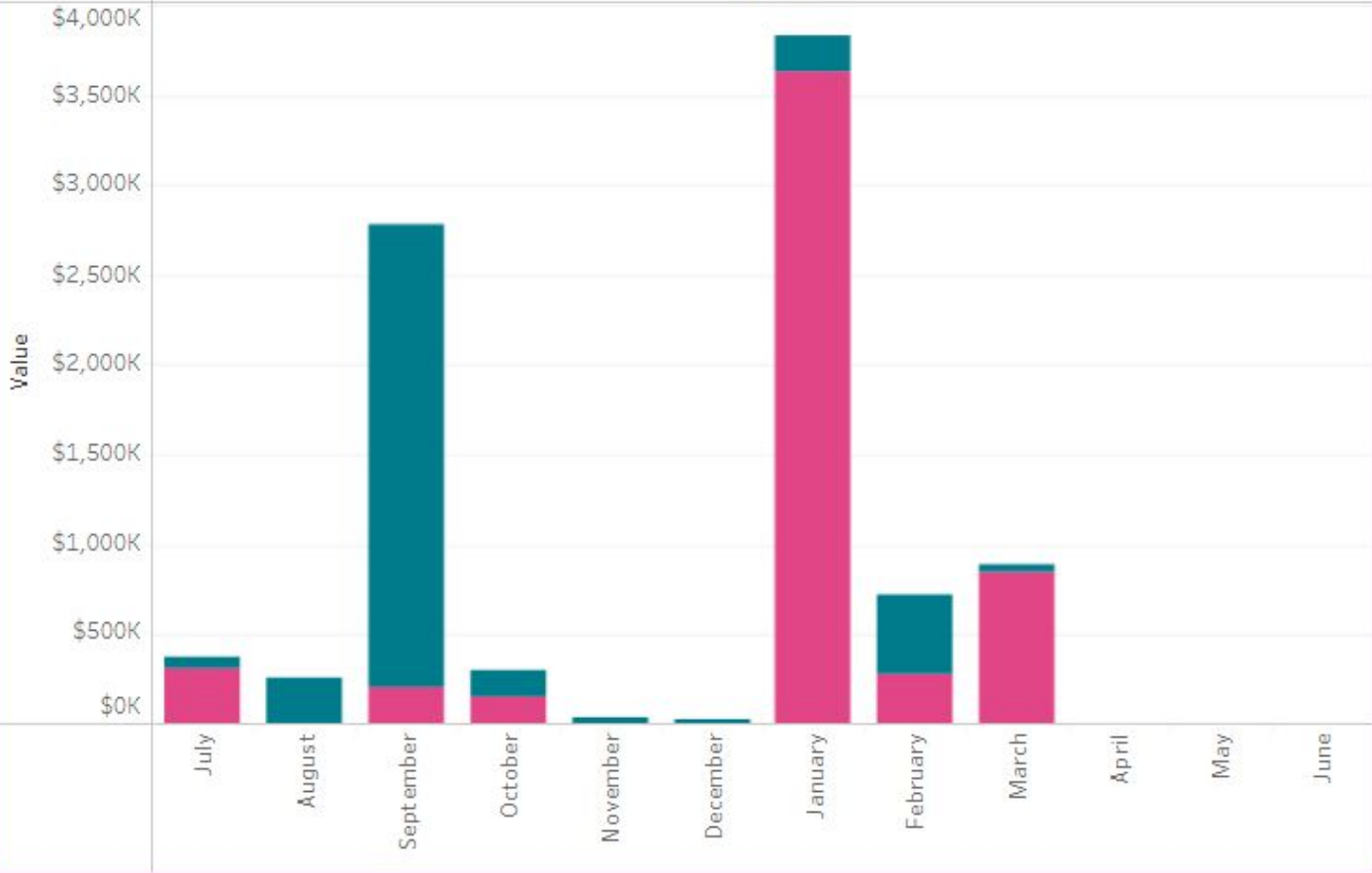
- Data provides objective information that tell us how much we are doing, how well we are doing, and how people are better off
- Data can provide transparency and accountability
 - This can be a little uncomfortable
- Need to determine what are the most important pieces of data to collect and analyze
- Data does not tell the whole story, context is always needed
- Data should not be wielded as a hammer
- Keep data action-focused- What are we going to do different now that we know what the data says
- Use data to share successes and challenges

OUR CURRENT DASHBOARDS

- Executive (Level 1)
- Leadership (Level 2)
- Program Services (Level 3)
- Programs (Level 2 and 3)
- By-Name-List (Community data)
- Caseloads (Level 3)
- Incident Reporting (Level 2)
- Development (Levels 2 and 3)
- Facilities (Levels 2 and 3)
- Data Quality (Level 3)
- HMIS Tickets (Level 3)



Grants Report
FY 2023

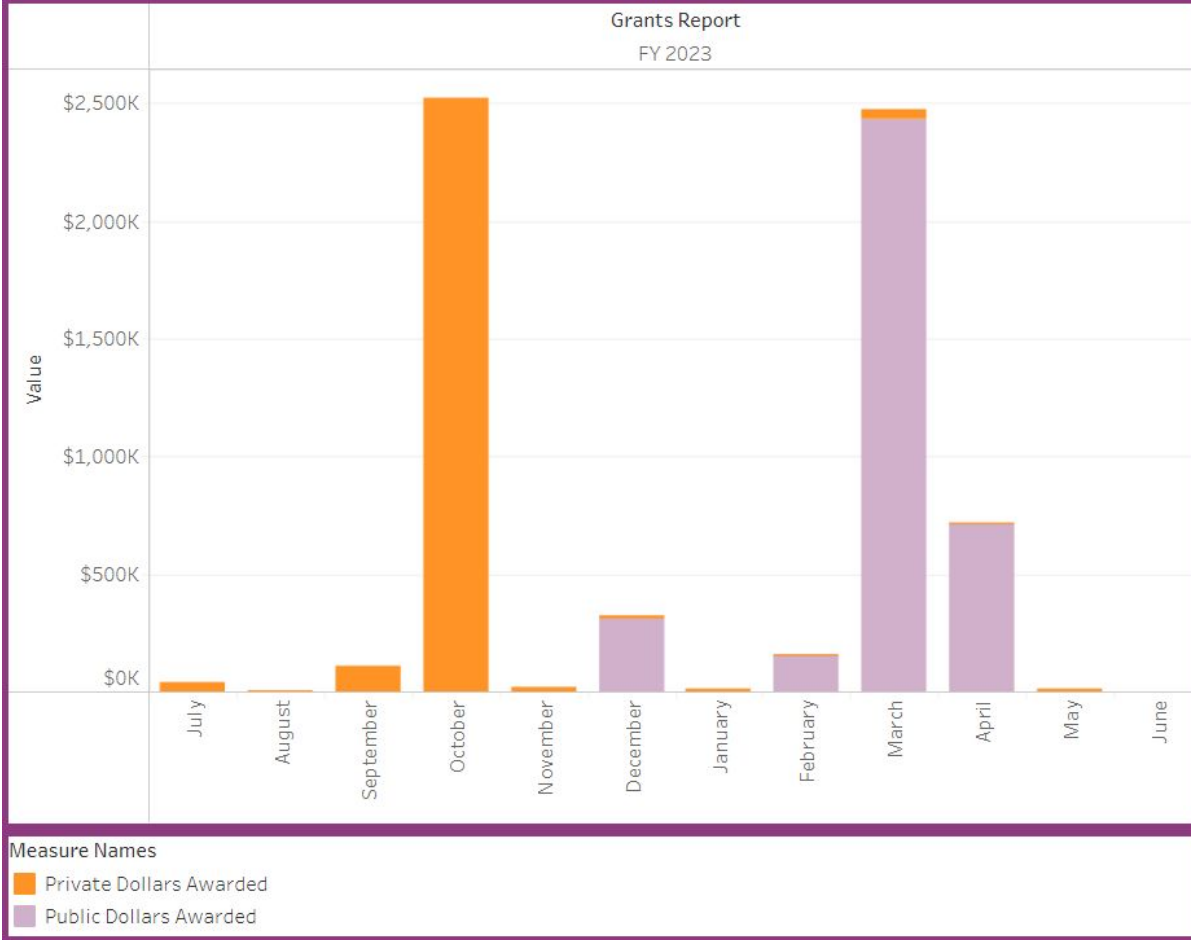


Measure Names

- Private Proposal Dollars Requested
- Public Proposal Dollars Requested

EXAMPLES OF NEW REACH METRICS/DASHBOARD: DEVELOPMENT LEAD

Grants Awarded



EXAMPLES OF NEW
REACH
METRICS/DASHBOARD:
DEVELOPMENT LAG

LOTUS HOUSE

BY KATY ROTH

CARF ACCREDITATION



- Why we pursued CARF
 - Standards and structure
 - Funder confidence
 - Behavioral Health
 - Community Housing: Integrated: SUD/Mental Health (Adults)
 - Community Housing: Integrated: SUD/Mental Health (Children and Adolescents)
 - 2018: First accreditation
 - 2021: Reaccredited
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SECTIONS OF GREATEST BENEFIT TO LOTUS HOUSE

- 1G: Risk Management
- 1H: Health and Safety
- 1I: Workforce Development and Management
- 1K: Rights of Persons Served
- 1M: Performance Measurement and Management
- 1N: Performance Improvement
- 2C: Person-Centered Plan
- 2G: Quality Records Management

CONTINUOUS IMPROVEMENT



- 1G: Risk Management
Critical Incidents and Risk Management Plan
 - 1K: Rights of Persons Served
Grievance Review and Analysis
 - 1M: Performance Measurement and Management
 - 1N: Performance Improvement
 - Performance Analysis
-



ORGANIZATIONAL CAPACITY BUILDING

- 1H: Health and Safety
- 1I: Workforce Development and Management
- 1J: Technology



SERVICE DELIVERY

- 2C: Person-Centered Plan
 - 2G: Records of Persons Served
 - 2G: Quality Records Management
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ROUNDTABLE DISCUSSION

- Table #8: How To Apply CARF Standards for Capacity Building and Continuous Improvement
 - Chasity Chamberlin
 - Katy Roth
- Handout

THANK YOU!
QUESTIONS?
