



June 1, 2018

Crestwood Receives its 6th CARF Accreditation for its Continued Dedication and Achievement to Higher Standards

When an organization sets its goals to meet higher standards than is required by licensing agencies, payer sources, community stakeholders and industry standards, and then goes on to achieve those goals, it is an extraordinary accomplishment. Crestwood Behavioral Health Inc. is proud once again to have achieved just that accomplishment. In March 2018, Crestwood received the highest-level of Commission on Accreditation of Rehabilitation Facilities' (CARF) Three-Year Accreditation of our 24 community programs, accounting office and corporate office. This accreditation decision represents the highest level of accreditation that can be awarded to an organization and shows the organization's substantial conformance to the CARF standards. An organization receiving a Three-Year Accreditation has put itself through a rigorous peer review process. It has demonstrated to a team of surveyors during an on-site visit its commitment to offering programs and services that are measurable, accountable, and of the highest quality.

Crestwood's was recognized for many of our accomplishments during the survey. The CARF surveyors found that Crestwood demonstrated the following strengths:

- Crestwood has strong leadership that is visibly committed to the mission of the organization as evidenced by a family atmosphere, a unified language of the four pillars (meaningful roles, spirituality, hope, and empowerment), and an open-door policy. At all layers of the organization, these pillars are reflected in the actions of the personnel. Leadership is known at the sites and referred to as "family"; this is hard to accomplish in such a large organization.

- Crestwood has strong clinical programs originating from a culture based on core values and using evidence-based and research-based practices such as Dialectical Behavior Therapy (DBT) and Wellness Recovery Action Plan® (WRAP®).
- Crestwood is committed to working with the most disenfranchised population and improving lives of persons served through a number of creative interactions. This process seeks to eliminate the stigma attached with having mental health issues. It begins with a different mindset, impacts the environment, and focuses on the strengths and desires of the persons served.
- Crestwood values the input of its staff and supports their interests, desires, and visions for developing new and creative programs. A drumming group allows the persons served to express themselves through the use of percussion instruments, empowering them with a voice and a skill that they might not have had previously.
- One of the sites has a program called Discharge with Dignity, which makes certain that persons served are discharged with shoes, clean clothing, a bus pass, and some comfort items. Furthermore, if they do not have a suitcase or something with which to transport their belongings, they are given store bags, so they would not have to leave with a garbage bag.
- It was evident in talking with the persons served that they enjoyed the program, expressed that it was beneficial, and believed that they are treated with dignity and respect. They also reported that staff sincerely cares about them and their needs.
- Crestwood has a strong commitment to staff development and training. The orientation process and ongoing training program are highly structured; focus on best practice methods; and reinforce the organization's commitment to its mission, vision, and values. This commitment to training is further evidenced by the planning and development of the Crestwood Academy, which is set to launch in the coming year.
- The staff at Crestwood demonstrates a genuine caring and commitment to the persons served. This was clearly evident in routine interactions in the milieu that were respectful, were individualized and included humor and compassion.
- Crestwood is committed to whole health in its service model. The campuses are smoke free; serve heart- healthy foods; have recreation areas that offer gardening, basketball, volleyball, and other physical fitness options; and have groups that incorporate Zumba® and yoga, and during unstructured time, music and dance are routine.
- Crestwood has a Dreamcatchers program that offers paid work opportunities for persons served within the milieu. These jobs are tailored to strengths of persons served and help to build self-confidence and self-esteem. The staff members who coordinate the program are committed to creating jobs

whenever possible (i.e., planting, stacking chairs, serving food, etc.) with the goal being to motivate as many persons as possible to participate.

- In 2015, Crestwood began offering Zumba classes to its staff and persons served and trained 11 licensed Zumba instructors. Crestwood's Zumba program is led by the director of education at Crestwood Eureka, who travels to all of the campuses to help their licensed Zumba instructors plan their classes, help with choreography, and incorporate classes into program schedules. Crestwood now has at least one or more instructors for each one of its campuses. These instructors continue to lead the Zumba charge that brings a spark of excitement and joy in Crestwood's facilities that helps to energize the mind, body, and spirit of those persons served and staff members who experience and embrace it in their lives.
- Several of the Crestwood locations are the proud owners of certified organic gardens. These gardens empower the persons served as they prepare the soil, plant the seeds, raise the crops, and harvest the food that is then eaten by them. If the gardens were not certified, the food could not be eaten by the persons served. Having this fresh food is also part of the healthy nutrition program that has enabled persons served by Crestwood to lose or gain weight during the past year, increasing their physical and mental health.
- Crestwood is commended for its steadfast commitment to "being the best" at what it is and what it does and persons served appear to know and feel that.

This is the sixth CARF Survey that Crestwood has participate in and is proud to receive once again the three-year CARF accreditation as an indication of our greatest level of commitment to quality improvement and demonstrates our extraordinary level of dedication to improving the quality of lives of the clients Crestwood serves.

(CARF is an independent, nonprofit accrediting body whose mission is 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. Founded in 1966 as the Commission on Accreditation of Rehabilitation Facilities, and now known as CARF International, the accrediting body establishes consumer-focused standards to help organizations measure and improve the quality of their programs and services. For more information about the accreditation process, please visit the CARF website at www.carf.org.)

