



Crestwood Celebrates Receiving its 7th 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. (CBHI) is proud once again to have achieved just that accomplishment. **In June 2022, Crestwood received the highest-level of Commission on Accreditation of Rehabilitation Facilities' (CARF) Three-Year Accreditation of our 27 community programs, accounting office and home 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.

What made this CARF survey accreditation for Crestwood even more remarkable and impressive was that it was conducted after two years of our campuses, staff and persons served navigating through the COVID-19 pandemic. A huge thank you to our campus leadership and our entire campus staff who are heroes in the extraordinary work they do keeping our persons served safe every day!

Joseph D. Stephens, MHA, the lead CARF Surveyor, said during our survey about Crestwood, *"I have not surveyed an organization so closely aligned. It is clear from your presentation, campuses, website and annual reports, along with the interviews that our surveyors are conducting, that the organization operates from a values perspective. The vision, mission, and values are clear in the operations, the foundational tools, initiatives and feedback from campuses and stakeholders. The alignment was remarkable based on the number of persons served, staff and programs, the geographical size and the wide array of service lines provided. It was clear that Crestwood's mission and values are evident throughout the organization and are absolutely aligned with CARF's values and mission."*

At the end of our survey, Mr. Stephens wrote in the exit email to Pam Norris, ***“It turned out to be possibly the most inspiring survey I have ever done. I’ve done about 25 surveys a year for almost 12 years. Crestwood does so much so well, but your commitment to Recovery is refreshing, inspiring and hopeful.”***

When we hear comments like that from someone outside of our organization, it reaffirms that the work we are doing and the services we provide are truly making a difference in people’s lives. This is all made possible by the dedication, compassion and hard work of our extraordinary staff who are the heart of Crestwood!!

Another **big Thank You goes out to our CARF Management Team** (Pam Norris, Janet Vlavianos, Cindy Mataraso, Angele Suarez, Yusef Abner, Rhonda VanCleve, Michael Bargagliotti, Laurie Schrum, Margarita Rosero, Chad Arnold and Jo Basco) for all their effort and support to make this our best CARF survey yet!

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

- **CBHI’s values of family, compassion, commitment, enthusiasm, flexibility, and character are embodied in its staff members, who are one of the organization’s greatest strengths.** These qualities drive the day-to-day work carried out in its facilities and are highlighted in various creative, artistic ways at each facility. Many tenured staff members have been with the organization for many years. Staff members take great pride in the organization's clinics and service delivery practices. Staff members treat each another with compassion and grace, and they enthusiastically refer to one another as “family.”
- **Staff members expressed their dedication to the organization’s mission and vision.** Staff members commented that an emphasis on recovery and resilience is pervasive throughout the organization. Staff members also indicated that they feel valued and heard by upper management. Employees proudly noted that many staff members have risen through the ranks to positions well suited to their knowledge and talents. The organization’s commitment to support the well-being of its employees is demonstrated by the incorporation of staff member calming areas in several of its facilities, acknowledgement of employee birthdays, and staff suggestion boxes.
- **Staff members are commended for their ability to pivot and to redesign services, despite the challenges posed by the COVID-19 pandemic, to meet the persons served where they are and to adjust their services, as needed, to maintain their safety.** For example, CBHI’s inpatient units were struck rather hard with the spread of COVID-19, which affected both persons served and staff members. However, staff members have remained flexible and steadfast, and they continue to be vigilant about maintaining a safe and healthy service milieu. CBHI’s COVID-19 pandemic response team was instrumental in enabling the organization to continue to provide services to persons served and

to stay in touch with them and their families.

- **The organization’s “Not One Minute More” initiative reflects its commitment to recovery and community integration.** It influences the expectation of persons served that they can and will recover and that they can and will return to their least restrictive environment as soon as possible. The initiative also influences staff members to view the persons served as capable individuals who have the capacity to increase their functioning levels and to live fuller lives.
- **CBHI incorporates the Four Pillars of Recovery (hope, empowerment, meaningful roles, and spirituality) in its programs and activities.** In its physical spaces, the organization uses welcome rooms to greet new persons served. Comfort rooms are used to teach calming techniques, and serenity rooms are utilized for calming, self- regulating, and honoring spirituality.
- **CBHI is recognized as a leader in peer-provided services.** The organization actively recruits, hires, and trains individuals with lived experience. In 2019, it created **Recovery Resilience Solutions (RRS)** to provide peer support learning for the 21st century. RRS is composed of a dedicated, dynamic, and compassionate team of professionals with lived experience who apply their vast array of experiences to serve, mentor, coach, and train persons receiving behavioral health services.
- **Community reintegration and dual recovery are the key tenets of Dreamcatchers, the organization’s peer support program.** Many persons served participate in or are encouraged to participate in Dreamcatchers Empowerment Network pre-employment training. The training enables persons served to become Dreamcatcher employees and provides them with meaningful roles and services that benefit the community. Persons served remarked that they are proud of their accomplishments and of their ability to learn new skills through which they inspire others to heal and grow.
- **CBHI has created a number of initiatives through which leadership and staff members participate in advancing the organization’s capacities and cultural development.** These include the **Equity, Diversity, and Inclusion Team**, whose mission it is to foster a culture in which all persons served feel they belong. Another initiative is the learning and performance team, which mentors staff members and provides support to staff educators. Yet another initiative is **Crestwood University**, a developing component of the organization that will provide in-service education customized to the needs of the organization’s programs and a method for monitoring staff members’ educational progress. Furthermore, the **Recovery Education and Leadership (REaL) team** seeks to transform persons served, programs, and organizations by empowering their recovery, resilience, leadership, education, and excellence through the peer workforce.

- **The organization's research committee** is partnering with five universities to advance knowledge through research related to psychosocial rehabilitation and psychiatric treatment.
- **CBHI embraces the notion of eliminating the use of restraints and seclusion and promoting a recovery-focused model of care.** The organization's campuses have been redesigned to incorporate sensory design features based on four distinct sensory room models, a welcoming room for newly admitted persons served, a comfort room with mellow music, video fish tanks and relaxing chairs; serenity rooms with pleasing music, adjustable lighting, and soft/relaxed seating; and a living room that features soft/relaxed seating and rocking recliners and several open sitting areas with video fish tanks and comfortable seating. In addition to the sensory room models, the organization's renovation included the installation of tactile walls that persons served use to self-soothe and self-regulate.
- **Persons served praised the staff members of CBHI and indicated that they feel supported and valued by them.** Persons served stated that the groups offered by the organization help them meet their goals. Persons served comment that the food is one of the best things about their stay at CBHI and is reflective of the effort the organization invests in developing healthy, yet interesting, meals.

The results of our CARF survey exemplifies the commitment, dedication and character of our staff to the CARF standards and the quality of recovery services they provide every single day for our persons served. Thank you!