

To: Scott E. Etherton, Director
Mental Health Crisis Center of Lancaster County

From: CARF International

Date: 8/15/2017

Re: Annual Conformance to Quality Report

To reinforce the value of accreditation throughout its term and to enhance the quality of services and the lives of persons served, each organization with CARF International-accredited programs is to submit an Annual Conformance to Quality Report (ACQR) to CARF. This report is due on each anniversary date of the organization's current accreditation term and reaffirms the organization's conformance to the applicable standards. Under Accreditation Condition #4, submission of the ACQR is required to maintain accredited status. Enclosed is the ACQR that must be reviewed, signed, and returned to CARF by 10/31/2017.

The ACQR recognizes each organization's commitment to ongoing conformance to the CARF International standards throughout the accreditation term and is consistent with the CARF standards manuals, which state, "In order to retain accreditation, organizations and their accredited programs must at all times conform to CARF's standards, satisfy the CARF Accreditation Conditions, and comply with CARF's policies and procedures, as changes are published and made effective from time to time." For more information, please refer to a current standards manual.

The ACQR helps each organization manage risk by prompting it to review its practices to confirm that it is still in step with quality- and consumer-focused outcomes. The ACQR document itself can help serve as a checklist for an organization's leadership and staff to monitor progress in its quality improvement.

The ACQR is consistent with typical business practices for accountability and the trend to extend public trust and it delivers a strong statement when signed by the organization's leadership. It is a public reaffirmation that the organization continues to conform to the CARF International standards even after the survey. An organization that regularly reviews and implements changes in the standards is better prepared for its next survey. The communication also helps CARF plan the next survey to match each organization's unique situation.

For the ACQR to be deemed complete, the following must be included with the completed report:

- ◆ Signature of the appropriate organizational leadership.
- ◆ Pertinent documentation, for each item reported on the ACQR Checklist, if applicable.

CARF International encourages you to approach the completion of the ACQR as an additional opportunity to enhance the quality, value, and outcomes of your services. If you need further assistance or have questions, please contact Emily Hosea, Resource Specialist, at ehosea@carf.org or 888-281-6531 (dial 001 (520) 325-1044 from outside the U.S. and Canada), extension 7193.

SIGNATURE:

I, the undersigned, as a designated or authorized leader or corporate officer of Mental Health Crisis Center of Lancaster County, hereby acknowledge and affirm that Mental Health Crisis Center of Lancaster County is and has at all times since the last reporting period been in substantial conformance to all of the applicable CARF International standards.

Signature: _____

Printed Name:

Job Title:

Date:

**Annual Conformance to Quality Report (ACQR)
Mental Health Crisis Center of Lancaster County**

In accordance with Accreditation Condition #4, the following report must be submitted annually on each anniversary of the accreditation term.

Completed ACQR's may be scanned and sent to asc@carf.org via email, faxed to 520-495-7080, or mailed to the address listed below.

**CARF International Headquarters
6951 E. Southpoint Road
Tucson, AZ 85756-9407
USA**

Annual Conformance to Quality Report

Organization: Mental Health Crisis Center of Lancaster County

Accreditation Anniversary Date: 10/31/2017

I attest that practices in the following areas are in place and being used in the daily operations of Mental Health Crisis Center of Lancaster County as part of our commitment to ongoing performance excellence. Conformance to the standards in the following areas has been verified and is being practiced.

Assess the Environment

Mental Health Crisis Center of Lancaster County is committed to vigilance of the context in which it conducts its business affairs. It collects and analyzes information to guide organizational planning and action toward excellence. The leadership embraces the values of accountability and responsibility, the governing board (if applicable) ensures focus on organizational purpose and outcomes for the persons served, and the organization demonstrates corporate responsibility.

Set Strategy

Mental Health Crisis Center of Lancaster County continues to develop strategic integrated planning that is supported by financial planning, identification of strengths and weaknesses of the environment, and engagement in the opportunities that present themselves to the organization. Planning validates, supports, and enhances the missions of organizations.

Persons Served and Other Stakeholders - Obtain Input

Mental Health Crisis Center of Lancaster County continues to gather and analyze input from the persons served to create services that meet or exceed their expectations. It is able to demonstrate the use of information gathered and its impact on persons served, the community at large, and other stakeholders.

Implement the Plan

Mental Health Crisis Center of Lancaster County translates strategic goals into tangible action. While doing so, it complies with legal and regulatory requirements, maintains policies and systems to operate a fiscally prudent organization, manages its risk, maintains safe and clean environments, maintains competent and well-trained staff, follows its technology plan, promotes and protects the rights of the persons served, and remains committed to the implementation of its accessibility plan and the removal of barriers.

Review Results

Mental Health Crisis Center of Lancaster County continues to collect, analyze, and use information to improve service delivery and business practices and to increase the satisfaction of persons served and other stakeholders. It has outlined or taken action to improve performance and shares this information with stakeholders.

Effect Change

Mental Health Crisis Center of Lancaster County has systems in place that will initiate performance improvement whenever an area for improvement is identified in either business or clinical practice. It recognizes that this is a dynamic, proactive process.

ACQR Checklist

Mental Health Crisis Center of Lancaster County

NOTE: All items must be addressed. Incomplete information will delay the review process and may result in loss of accreditation.

Ongoing Communication - Administrative Items

Pursuant to CARF policy, as published in the standards manuals, each organization is required to inform CARF of situations that may affect the continuation of its accreditation status, as some situations may require further actions to be taken. Since the last reporting period, has your organization had a change in any of the following areas? If so, please check all that apply and attach the appropriate, completed Ongoing Communication form for each item marked "Yes" (see www.carf.org/OngoingCommunicationForms/).

- | | | | |
|------------------------------|---|--|--|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 1. A change in the leadership |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 2. A change in the ownership |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 3. Organization name change |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 4. A change in mail and/or e-mail addresses |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 5. Significant reorganization of the personnel associated with the accredited program or service |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 6. Relocation, expansion, or elimination of an accredited program, service, or site |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 7. Severe financial distress |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted) | <input checked="" type="checkbox"/> No | 8. Merger, consolidation, joint venture, or acquisition affecting an accredited program or service |

Ongoing Communication - Significant Events

During the term of accreditation, each organization must also provide CARF with information on significant events that occur within its accredited programs or services. Some situations, such as alleged incidents that relate to the standards, may require further actions to be taken by CARF. Since the last reporting period, have your accredited programs or services experienced any of the following events? If so, please check all that apply and attach the appropriate, completed Ongoing Communication form for each item marked "Yes" (see www.carf.org/OngoingCommunicationForms/). If your organization reported any of these items to a state, provincial, or regulatory agency, you may attach a copy of the information reported instead.

- | | | | |
|------------------------------|--|--|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted*) | <input checked="" type="checkbox"/> No | 1. Investigations |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted*) | <input checked="" type="checkbox"/> No | 2. Material litigation |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted*) | <input checked="" type="checkbox"/> No | 3. Catastrophes |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted*) | <input checked="" type="checkbox"/> No | 4. Sentinel Events |
| <input type="checkbox"/> Yes | <input type="checkbox"/> Yes (and previously submitted*) | <input checked="" type="checkbox"/> No | 5. Governmental sanctions, bans on admission, fines, penalties, or loss of programs |

Please visit www.carf.org/OngoingCommunicationForms/ for more information about reportable events.

*For items previously submitted to CARF during the current reporting period.