

CARF Accreditation Report
for
Community Counseling Center of
Central Florida, LLC

Three-Year Accreditation



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About CARF

CARF is an independent, nonprofit accreditor of health and human services, enhancing the lives of persons served worldwide.

The accreditation process applies CARF's internationally recognized standards during a site survey conducted by peer surveyors. Accreditation, however, is an ongoing process that distinguishes a provider's service delivery and signals to the public that the provider is committed to continuous performance improvement, responsive to feedback, and accountable to the community and its other stakeholders.

CARF accreditation promotes providers' demonstration of value and Quality Across the Lifespan® of millions of persons served through application of rigorous organizational and program standards organized around the ASPIRE to Excellence® continuous quality improvement framework. CARF accreditation has been the recognized benchmark of quality health and human services for more than 50 years.

For more information or to contact CARF, please visit www.carf.org/contact-us.

Organization

Community Counseling Center of Central Florida, LLC
3544 Edgewater Drive
Orlando, FL 32804

Organizational Leadership

Corrie L. Kindyl, PhD, LMHC, LMFT, NCC, A, Chief Executive Officer

Survey Number

175858

Survey Date(s)

October 30, 2023–October 31, 2023

Surveyor(s)

Carole Harvey, PhD, Administrative
Ronda Blaney, MS, LSW, LICDC-CS, Program

Program(s)/Service(s) Surveyed

Assessment and Referral: Mental Health (Children and Adolescents)
Outpatient Treatment: Mental Health (Adults)
Outpatient Treatment: Mental Health (Children and Adolescents)

Previous Survey

November 9, 2020–November 10, 2020
Three-Year Accreditation

Accreditation Decision

Three-Year Accreditation
Expiration: December 31, 2026

Executive Summary

This report contains the findings of CARF’s site survey of Community Counseling Center of Central Florida, LLC conducted October 30, 2023–October 31, 2023. This report includes the following information:

- Documentation of the accreditation decision and the basis for the decision as determined by CARF’s consideration of the survey findings.
- Identification of the specific program(s)/service(s) and location(s) to which this accreditation decision applies.
- Identification of the CARF surveyor(s) who conducted the survey and an overview of the CARF survey process and how conformance to the standards was determined.
- Feedback on the organization’s strengths and recognition of any areas where the organization demonstrated exemplary conformance to the standards.
- Documentation of the specific sections of the CARF standards that were applied on the survey.
- Recommendations for improvement in any areas where the organization did not meet the minimum requirements to demonstrate full conformance to the standards.
- Any consultative suggestions documented by the surveyor(s) to help the organization improve its program(s)/service(s) and business operations.

Accreditation Decision

On balance, Community Counseling Center of Central Florida, LLC demonstrated substantial conformance to the standards. Community Counseling Center of Central Florida, LLC (CCCCF) provides behavioral health services in Orlando, Florida, to adults, children, and adolescent clients with mental health disorders. The organization delivers quality assessment and referral services and outpatient treatment with a high-level of integrity. Its services enhance the quality of life of clients that are among community members with the greatest vulnerabilities. Leadership and staff members are committed to optimize client choice as it relates to the provision of in-person, home-based, and virtual services. CCCCf proactively engages in collaborative relationships with community entities that accrue to the benefit of clients and the community, such as providing mental health services in conjunction with a mobile crisis unit operated by local law enforcement. Clients are benefiting from the organization’s services. Clients, their parents, support systems, and referral sources were complimentary regarding the organization’s services and staff members. There are scattered opportunities for improvement in the cultural competency, diversity, and inclusion plan; the setting of priorities in the strategic plan and the technology and system plan; the conduct of an annual financial audit or review; succession planning; and training personnel on their roles in performance measurement and management. There are also a few opportunities for improvement in program/service structure and screening and access to services. Leadership was receptive to the consultation provided.

Community Counseling Center of Central Florida, LLC appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. Community Counseling Center of Central Florida, LLC is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

Community Counseling Center of Central Florida, LLC has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.

Survey Details

Survey Participants

The survey of Community Counseling Center of Central Florida, LLC was conducted by the following CARF surveyor(s):

- Carole Harvey, PhD, Administrative
- Ronda Blaney, MS, LSW, LICDC-CS, Program

CARF considers the involvement of persons served to be vital to the survey process. As part of the accreditation survey for all organizations, CARF surveyors interact with and conduct direct, confidential interviews with consenting current and former persons served in the program(s)/service(s) for which the organization is seeking accreditation. In addition, as applicable and available, interviews may be conducted with family members and/or representatives of the persons served such as guardians, advocates, or members of their support system.

Interviews are also conducted with individuals associated with the organization, as applicable, which may include:

- The organization's leadership, such as board members, executives, owners, and managers.
- Business unit resources, such as finance and human resources.
- Personnel who serve and directly interact with persons served in the program(s)/service(s) for which the organization is seeking accreditation.
- Other stakeholders, such as referral sources, payers, insurers, and fiscal intermediaries.
- Community constituents and governmental representatives.

Survey Activities

Achieving CARF accreditation involves demonstrating conformance to the applicable CARF standards, evidenced through observable practices, verifiable results over time, and comprehensive supporting documentation. The survey of Community Counseling Center of Central Florida, LLC and its program(s)/service(s) consisted of the following activities:

- Confidential interviews and direct interactions, as outlined in the previous section.
- Direct observation of the organization's operations and service delivery practices.
- Observation of the organization's location(s) where services are delivered.
- Review of organizational documents, which may include policies; plans; written procedures; promotional materials; governing documents, such as articles of incorporation and bylaws; financial statements; and other documents necessary to determine conformance to standards.

- Review of documents related to program/service design, delivery, outcomes, and improvement, such as program descriptions, records of services provided, documentation of reviews of program resources and services conducted, and program evaluations.
- Review of records of current and former persons served.

Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Assessment and Referral: Mental Health (Children and Adolescents)
- Outpatient Treatment: Mental Health (Adults)
- Outpatient Treatment: Mental Health (Children and Adolescents)

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

Areas of Strength

CARF found that Community Counseling Center of Central Florida, LLC demonstrated the following strengths:

- CCCCFCF is grounded by its mission and person-centered philosophy, and it is valued by stakeholders for its recovery-oriented environment. From the moment visitors, potential clients, and staff members enter the organization's office, a small home converted into an office and workspace, they are met with a warm welcome, comfortable surroundings, culturally sensitive decorations, snacks or water if needed, and a feline

resident to provide company for those that are anxious. The office is intentionally and appropriately decorated for clients. Books, toys, small chairs, snacks, and cartoon-painted murals accommodate and entertain younger clients that come into the office for supervised visitation and other services.

- The CEO demonstrates a sincere and unwavering commitment to the organization's overall success. She is instrumental in policy development, training, supervision, community advocacy, direct service provision, and staff advancement.
- Leadership displays abundant energy, respect for compliance, trust in the workforce, and compassion for the clients and community necessary to enhance the quality of clients' and staff members' lives.
- Staff members independently function in providing home-based services. They also team up for peer consultation as well as for personal and professional support. Staff members indicated that they enjoy working for the organization and believe that leadership models and reinforces the mission and core values of CCCCCF.
- Leadership and staff members are trained in and actively utilize telehealth communications for service provision. Their use of information and communication technology expands the organization's capacity to access and serve more clients at times least disruptive to their schedules and lives.
- CCCCCF displays a high regard for data collection that informs practice. Leadership appreciates the value of trending and planning in terms of its potential to influence the organization's business operations and growth. Its servant leadership underpinnings have brought the organization into strong community-based collaborations, including working closely with law enforcement to provide mental health services in conjunction with a mobile crisis unit. These services assist clients that are among the community's most vulnerable residents.
- Clients indicated that they enjoy their home-based sessions and feel comfortable speaking with staff members. Clients' parents expressed gratitude for the various techniques staff members use, such as games and other general and nonintrusive conversations to help young clients feel comfortable and safe before discussing more sensitive issues. Referral sources expressed high regard for CCCCCF's responsiveness and communication practices.

Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of "aspiring to excellence." This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. All recommendations must be addressed in a QIP submitted to CARF.

In addition, consultation may be provided for areas of or specific standards where the surveyor(s) documented suggestions that the organization may consider to improve its business or service delivery practices. Note that consultation may be offered for areas of specific standards that do not have any recommendations. Such consultation does not indicate nonconformance to the standards; it is intended to offer ideas that the organization might find helpful in its ongoing quality improvement efforts. The organization is not required to address consultation.

When CARF surveyors visit an organization, their role is that of independent peer reviewers, and their goal is not only to gather and assess information to determine conformance to the standards, but also to engage in relevant and meaningful consultative dialogue. Not all consultation or suggestions discussed during the survey are noted in this report. The organization is encouraged to review any notes made during the survey and consider the consultation or suggestions that were discussed.

During the process of preparing for a CARF accreditation survey, an organization may conduct a detailed self-assessment and engage in deliberations and discussions within the organization as well as with external stakeholders as it considers ways to implement and use the standards to guide its quality improvement efforts. The organization is encouraged to review these discussions and deliberations as it considers ways to implement innovative changes and further advance its business and service delivery practices.

Section 1. ASPIRE to Excellence®

1.A. Leadership

Description

CARF-accredited organizations identify leadership that embraces the values of accountability and responsibility to the individual organization's stated mission. The leadership demonstrates corporate social responsibility.

Key Areas Addressed

- Leadership structure and responsibilities
- Person-centered philosophy
- Organizational guidance
- Leadership accessibility
- Cultural competency and diversity
- Corporate responsibility
- Organizational fundraising, if applicable

Recommendations

1.A.5.b.(2)

1.A.5.b.(3)

1.A.5.b.(4)

1.A.5.b.(8)

It is recommended that the cultural competency, diversity, and inclusion plan implemented by CCCCCF be based on consideration of the diversity of its stakeholders in the areas of age, gender, sexual orientation, and race. The organization is encouraged to consider all internal and external stakeholders in a comprehensive way, rather than a singular or targeted way. It is also suggested that the plan include information regarding specific organizational activities conducted throughout the year that foster inclusiveness through which leadership clearly supports and expresses the desires of clients, personnel, and other stakeholders, including community members.

Consultation

- CCCCCF has a relatively robust risk management plan in place. It is suggested that leadership continue to guide and strengthen the organization's risk management-related processes.
- Leadership is encouraged to be more intentional in setting forth the many layers of its corporate citizenship, which is based on a palatable vision and mission that are not always reflected in documentation.

1.C. Strategic Planning

Description

CARF-accredited organizations establish a foundation for success through strategic planning focused on taking advantage of strengths and opportunities and addressing weaknesses and threats.

Key Areas Addressed

- Environmental considerations
- Strategic plan development, implementation, and periodic review

Recommendations

1.C.2.c.(2)

The organization should implement a strategic plan that sets priorities. It is suggested that the organization pay as much attention to workforce retention in the strategic plan as it does to workforce recruitment.

Consultation

- It is suggested that leadership continue to develop its use of technology to improve integration of the organization's performance analysis and strategic planning processes.
- CCCCCF might consider including highlights of the strategic plan and/or the strategic planning process in its monthly newsletters to staff members.

1.D. Input from Persons Served and Other Stakeholders

Description

CARF-accredited organizations continually focus on the expectations of the persons served and other stakeholders. The standards in this subsection direct the organization's focus to soliciting, collecting, analyzing, and using input from all stakeholders to create services that meet or exceed the expectations of the persons served, the community, and other stakeholders.

Key Areas Addressed

- Collection of input from persons served, personnel, and other stakeholders
- Integration of input into business practices and planning

Recommendations

There are no recommendations in this area.

Consultation

- The organization is encouraged to continue its efforts to integrate the analyses of stakeholder input in all aspects of its ongoing performance improvement processes.

1.E. Legal Requirements

Description

CARF-accredited organizations comply with all legal and regulatory requirements.

Key Areas Addressed

- Compliance with obligations
- Response to legal action
- Confidentiality and security of records

Recommendations

There are no recommendations in this area.

1.F. Financial Planning and Management

Description

CARF-accredited organizations strive to be financially responsible and solvent, conducting fiscal management in a manner that supports their mission, values, and performance objectives. Fiscal practices adhere to established accounting principles and business practices. Fiscal management covers daily operational cost management and incorporates plans for long-term solvency.

Key Areas Addressed

- Budgets
- Review of financial results and relevant factors
- Fiscal policies and procedures
- Reviews of bills for services and fee structures, if applicable
- Review/audit of financial statements
- Safeguarding funds of persons served, if applicable

Recommendations

1.F.9.a.

1.F.9.b.(1)

1.F.9.b.(2)

CCCCF is urged to obtain an annual review or audit of its financial statements conducted by an independent accountant authorized by the appropriate authority. It should also provide documentation of the results of annual financial statement review or audit, including any resulting recommendations and management's response to recommendations, if applicable, resulting from annual financial statement review or audit, including corrective actions taken or reasons why corrective actions will not be taken.

Consultation

- Leadership is encouraged to remember to integrate its plan in the area of technology, cultural competency and diversity, accessibility, and performance improvement in the organization's budgeting process.

1.G. Risk Management

Description

CARF-accredited organizations engage in a coordinated set of activities designed to control threats to their people, property, income, goodwill, and ability to accomplish goals.

Key Areas Addressed

- Risk management plan implementation and periodic review
- Adequate insurance coverage
- Media relations and social media procedures
- Reviews of contract services

Recommendations

There are no recommendations in this area.

1.H. Health and Safety

Description

CARF-accredited organizations maintain healthy, safe, and clean environments that support quality services and minimize risk of harm to persons served, personnel, and other stakeholders.

Key Areas Addressed

- Healthy and safe environment
- Competency-based training on health and safety procedures and practices
- Emergency and evacuation procedures
- Access to first aid and emergency information
- Critical incidents
- Infections and communicable diseases
- Health and safety inspections

Recommendations

There are no recommendations in this area.

Consultation

- Particularly because of the relatively large number of services provided in the community, CCCCCF is encouraged to integrate reminders to staff members regarding safety in the community, including clients' homes, into its written emergency procedures for ease of reference.
- It is suggested that the organization review its system for documenting tests of emergency procedures to more clearly identify which persons participated in each test.
- Although no areas needing improvement relative to critical incidents have been identified in recent years in the written analysis of all critical incidents, CCCCCF might consider providing training or education related to the types of critical incidents most frequently reported and follow up on them to determine whether the actions taken improved staff members' responses going forward.
- It is suggested that the organization review its storage choices regarding cleaning supplies and other hazardous materials with respect to the content of its written procedures.

1.I. Workforce Development and Management

Description

CARF-accredited organizations demonstrate that they value their human resources and focus on aligning and linking human resources processes, procedures, and initiatives with the strategic objectives of the organization. Organizational effectiveness depends on the organization's ability to develop and manage the knowledge, skills, abilities, and behavioral expectations of its workforce. The organization describes its workforce, which is often composed of a diverse blend of human resources. Effective workforce development and management promote engagement and organizational sustainability and foster an environment that promotes the provision of services that center on enhancing the lives of persons served.

Key Areas Addressed

- Composition of workforce
- Ongoing workforce planning
- Verification of backgrounds/credentials/fitness for duty
- Workforce engagement and development
- Performance appraisals
- Succession planning

Recommendations

1.I.11.f.

In addition to the single owner, CCCCCF has an administrative support position. Although the owner is forward thinking in terms of planning for succession planning, the organization's succession planning should comprehensively address, at a minimum, gap analysis.

Consultation

- CCCCCF might benefit from reviewing how it monitors and documents job description reviews and updates in order to save time and resources when communicating clearly with its workforce.
- The organization expresses how highly it values all members of the workforce and offers creative employee benefits. Leadership is encouraged to integrate more intentional workforce retention strategies in its future planning activities.
- It is suggested that the organization share highlights of its planning efforts and plans for workforce in ways that could more fully engage staff members.
- CCCCCF appears to go well above the necessary documentation of performance appraisal. Leadership is encouraged to consider how the multiple appraisals from multiple sources used by the organization might be synthesized to facilitate more effective absorption by personnel and greater guidance for them in the coming year.

1.J. Technology

Description

Guided by leadership and a shared vision, CARF-accredited organizations are committed to exploring and, within their resources, acquiring and implementing technology systems and solutions that will support and enhance:

- Business processes and practices.
- Privacy and security of protected information.
- Service delivery.
- Performance management and improvement.
- Satisfaction of persons served, personnel, and other stakeholders.

Key Areas Addressed

- Ongoing assessment of technology and data use, including input from stakeholders
- Technology and system plan implementation and periodic review
- Technology policies and procedures

Recommendations

1.J.2.b.(2)

Although the technology and system plan includes goals, it should include priorities.

1.K. Rights of Persons Served

Description

CARF-accredited organizations protect and promote the rights of all persons served. This commitment guides the delivery of services and ongoing interactions with the persons served.

Key Areas Addressed

- Policies that promote rights of persons served
- Communication of rights to persons served
- Formal complaints by persons served

Recommendations

There are no recommendations in this area.

1.L. Accessibility

Description

CARF-accredited organizations promote accessibility and the removal of barriers for the persons served and other stakeholders.

Key Areas Addressed

- Assessment of accessibility needs and identification of barriers
- Accessibility plan implementation and periodic review
- Requests for reasonable accommodations

Recommendations

There are no recommendations in this area.

Consultation

- It is suggested that CCCCCF establish more specific timelines for actions to be taken to effect improved planning and monitoring of progress on implementing the accessibility plan.

1.M. Performance Measurement and Management

Description

CARF-accredited organizations demonstrate a culture of accountability by developing and implementing performance measurement and management plans that produce information an organization can act on to improve results for the persons served, other stakeholders, and the organization itself.

The foundation for successful performance measurement and management includes:

- Leadership accountability and support.
- Mission-driven measurement.
- A focus on results achieved for the persons served.
- Meaningful engagement of stakeholders.
- An understanding of extenuating and influencing factors that may impact performance.
- A workforce that is knowledgeable about and engaged in performance measurement and management.
- An investment in resources to implement performance measurement and management.
- Measurement and management of business functions to sustain and enhance the organization.

Key Areas Addressed

- Leadership accountability for performance measurement and management
- Identification of gaps and opportunities related to performance measurement and management
- Input from stakeholders
- Performance measurement and management plan

- Identification of objectives and performance indicators for service delivery
- Identification of objectives and performance indicators for priority business functions
- Personnel training on performance measurement and management

Recommendations

1.M.10.

It is recommended that personnel be provided with documented education and training in accordance with their roles and responsibilities for performance management. This could help increase its staff members' engagement in implementation of the performance measurement and management system as well as their sense of community in the workforce.

1.N. Performance Improvement

Description

CARF-accredited organizations demonstrate a culture of performance improvement through their commitment to proactive and ongoing review, analysis, reflection on their results in both service delivery and business functions, and transparency. The results of performance analysis are used to identify and implement data-driven actions to improve the quality of programs and services and to inform decision making. Performance information that is accurate and understandable to the target audience is shared with persons served, personnel, and other stakeholders in accordance with their interests and needs.

Key Areas Addressed

- Analysis of service delivery performance
- Analysis of business function performance
- Identification of areas needing performance improvement
- Implementation of action plans
- Use of performance information to improve program/service quality and make decisions
- Communication of performance information

Recommendations

There are no recommendations in this area.

Consultation

- The organization might benefit from increased synthesis of all performance management and improvement data collection and analysis activities so that information can more clearly guide future planning.
- CCCCf is encouraged to consider alternative or additional methods for communicating performance information to staff members as a means of increasing their engagement in the process.
- It is suggested that the organization consider using its website to more fully communicate performance information.

Section 2. General Program Standards

Description

For an organization to achieve quality services, the persons served are active participants in the planning, prioritization, implementation, and ongoing evaluation of the services offered. A commitment to quality and the involvement of the persons served span the entire time that the persons served are involved with the organization.

The service planning process is individualized, establishing goals and objectives that incorporate the unique strengths, needs, abilities, and preferences of the persons served. The persons served have the opportunity to transition easily through a system of care.

2.A. Program/Service Structure

Description

A fundamental responsibility of the organization is to provide a comprehensive program structure. The staffing is designed to maximize opportunities for the persons served to obtain and participate in the services provided.

Key Areas Addressed

- Written program plan
- Crisis intervention provided
- Medical consultation
- Services relevant to diversity
- Assistance with advocacy and support groups
- Team composition/duties
- Relevant education
- Clinical supervision
- Family participation encouraged

Recommendations

2.A.1.a.(9)

CCCCF comprehensively documents its scope of services for assessment and referral services. It does not do so for its outpatient treatment services for adults and for children and adolescents. Each program/service is urged to comprehensively document, regarding its scope of services, the specific services offered, including whether the services are provided directly, by contract, or by referral.

2.A.3.a.

2.A.3.b.

2.A.3.c.

Based on the scope of each program/service provided, CCCCCF should document its entry criteria; transition criteria, if applicable; and exit criteria.

2.A.13.a.

2.A.13.b.

2.A.13.c.

The organization is urged to implement a policy that identifies for each program the scope of medication services, including whether or not it directly provides medication control, administering, and prescribing.

2.A.14.

It is recommended that the program receive medical consultation regarding medically related policies or procedures, when appropriate.

2.B. Screening and Access to Services

Description

The process of screening and assessment is designed to determine a person's eligibility for services and the organization's ability to provide those services. A person-centered assessment process helps to maximize opportunities for the persons served to gain access to the organization's programs and services. Each person served is actively involved in, and has a significant role in, the assessment process. Assessments are conducted in a manner that identifies the historical and current information of the person served as well as the person's strengths, needs, abilities, and preferences. Assessment data may be gathered through various means, including face-to-face contact, telehealth, or written material, and from various sources, including the person served, family, or significant others, or from external resources.

Key Areas Addressed

- Screening process described in policies and procedures
- Ineligibility for services
- Admission criteria
- Orientation information provided regarding rights, grievances, services, fees, etc.
- Waiting list
- Primary and ongoing assessments
- Reassessments

Recommendations

2.B.3.d.

CCCCF should implement written procedures that define who is responsible for making admission decisions.

2.B.8.d.(1)(d)(v)

2.B.8.d.(1)(f)(ii)

2.B.8.d.(2)

It is recommended that the orientation received by each person served include, as applicable, an explanation of the organization's discharge criteria; the program's health and safety policies regarding use of tobacco products; and familiarization with the premises, including emergency exits and/or shelters, fire suppression equipment, and first aid kits. This is particularly important for clients receiving office-based services.

2.B.13.m.(14)

The assessment process should gather and record sufficient information to develop a comprehensive person-centered plan for each client, including information about the person's pertinent current and historical life information, including the person's social determinants of health. The organization might expand its bio-psychosocial assessment tool to include this element.

2.C. Person-Centered Planning

Description

Each person served is actively involved in and has a significant role in the person-centered planning process and determining the direction of the plan. The person-centered plan contains goals and objectives that incorporate the unique strengths, needs, abilities, and preferences of the person served, as well as identified challenges and potential solutions. The planning process is person-directed and person-centered. The person-centered plan may also be referred to as an individual service plan, treatment plan, or plan of care. In a family-centered program, the plan may be for the family and identified as a family-centered plan.

Key Areas Addressed

- Person-centered planning process
- Co-occurring disabilities/disorders
- Person-centered goals and objectives
- Designated person coordinates services

Recommendations

There are no recommendations in this area.

2.D. Transition/Discharge

Description

Transition, continuing care, or discharge planning assists the persons served to move from one level of care to another within the organization or to obtain services that are needed but are not available within the organization. The transition process is planned with the active participation of each person served. Transition may include planned discharge, placement on inactive status, movement to a different level of service or intensity of contact, or a re-entry program in a criminal justice system.

The transition plan is a document developed with and for the person served and other interested participants to guide the person served in activities following transition/discharge to support the gains made during program participation. It is prepared with the active participation of the person served when transitioning to another level of care, after-care program, or community-based services. The transition plan is meant to be a plan that the person served uses to identify the support that is needed to prevent a recurrence of symptoms or reduction in functioning. It is expected that the person served receives a copy of the transition plan.

A discharge summary is a clinical document written by the program personnel who are involved in the services provided to the person served and is completed when the person leaves the organization (planned or unplanned). It is a document that is intended for the record of the person served and released, with appropriate authorization, to describe the course of services that the organization provided and the response by the person served.

Just as the assessment is critical to the success of treatment, the transition services are critical for the support of the individual's ongoing recovery or well-being. The organization proactively attempts to connect the persons served with the receiving service provider and contact the persons served after formal transition or discharge to gather needed information related to their post-discharge status. Discharge information is reviewed to determine the effectiveness of its services and whether additional services were needed.

Transition planning may be included as part of the person-centered plan. The transition plan and/or discharge summary may be a combined document or part of the plan for the person served as long as it is clear whether the information relates to transition or pre-discharge planning or identifies the person's discharge or departure from the program.

Key Areas Addressed

- Referral or transition to other services
- Active participation of persons served
- Transition planning at earliest point
- Unplanned discharge referrals
- Plan addresses strengths, needs, abilities, preferences
- Follow-up for persons discharged for aggressiveness

Recommendations

There are no recommendations in this area.

2.G. Records of the Persons Served

Description

A complete and accurate record is developed to ensure that all appropriate individuals have access to relevant clinical and other information regarding each person served.

Key Areas Addressed

- Confidentiality
- Timeframes for entries to records
- Individual record requirements
- Duplicate records

Recommendations

There are no recommendations in this area.

2.H. Quality Records Management

Description

The organization implements systems and procedures that provide for the ongoing monitoring of the quality, appropriateness, and utilization of the services provided. This is largely accomplished through a systematic review of the records of the persons served. The review assists the organization in improving the quality of services provided to each person served.

Key Areas Addressed

- Quarterly professional review
- Review current and closed records
- Items addressed in quarterly review
- Use of information to improve quality of services

Recommendations

There are no recommendations in this area.

2.I. Service Delivery Using Information and Communication Technologies

Description

Depending on the type of program, a variety of terminology may be used to describe the use of information and communication technologies to deliver services; e.g., telepractice, telehealth, telemental health, telerehabilitation, telespeech, etc. Based on the individual plan for the person served, the use of information and communication technologies allows providers to see, hear, and/or interact with persons served, family/support system members, and other providers in or from remote settings (i.e., the person served and provider are not in the same physical location).

The provision of services via information and communication technologies may:

- Include services such as assessment, individual planning, monitoring, prevention, intervention, team and family conferencing, transition planning, follow-up, supervision, education, consultation, and counseling.
- Involve a variety of providers such as case managers/service coordinators, social workers, psychologists, speech-language pathologists, occupational therapists, physical therapists, physicians, nurses, dieticians, employment specialists, direct support professionals, peer support specialists, rehabilitation engineers, assistive technologists, teachers, and other personnel providing services and/or supports to persons served.
- Encompass settings such as:
 - Hospitals, clinics, professional offices, and other organization-based settings.
 - Schools, work sites, libraries, community centers, and other community settings.
 - Congregate living, individual homes, and other residential settings.
- Be provided via fully virtual platforms.

The use of technology for strictly informational purposes, such as having a website that provides information about the programs and services available or the use of self-directed apps, is not considered providing services via the use of information and communication technologies.

Key Areas Addressed

- Written procedures for the use of information and communication technologies (ICT) in service delivery
- Personnel training on how to deliver services via ICT and the equipment used
- Instruction and training for persons served, family/support system members, and others.
- Provision of information related to ICT
- Maintenance of ICT equipment
- Emergency procedures that address unique aspects of service delivery via ICT
- Scope of ICT services

Recommendations

There are no recommendations in this area.

Section 3. Core Treatment Program Standards

Description

The standards in this section address the unique characteristics of each type of core program area. Behavioral health programs are organized and designed to provide services for persons who have or who are at risk of having psychiatric disorders, harmful involvement with alcohol or other drugs, or other addictions or who have other behavioral health needs. Through a team approach, and with the active and ongoing participation of the persons served, the overall goal of each program is to improve the quality of life and the functional abilities of the persons served. Each program selected for accreditation demonstrates cultural competency and relevance. Family members and significant others are involved in the programs of the persons served as appropriate and to the extent possible.

3.N. Outpatient Treatment (OT)

Description

Outpatient treatment programs provide culturally and linguistically appropriate services that include, but are not limited to, individual, group, and family counseling and education on wellness, recovery, and resiliency. These programs offer comprehensive, coordinated, and defined services that may vary in level of intensity. Outpatient

programs may address a variety of needs, including, but not limited to, situational stressors, family relations, interpersonal relationships, mental health issues, life span issues, psychiatric illnesses, and substance use disorders and other addictive behaviors.

Key Areas Addressed

- Therapy services
- Education on wellness, recovery, and resiliency
- Accessible services
- Creation of natural supports

Recommendations

There are no recommendations in this area.

Section 4. Core Support Program Standards

Description

The standards in this section address the unique characteristics of each type of core program area. Behavioral health programs are organized and designed to provide services for persons who have or who are at risk of having psychiatric disorders, harmful involvement with alcohol or other drugs, or other addictions or who have other behavioral health needs. Through a team approach, and with the active and ongoing participation of the persons served, the overall goal of each program is to improve the quality of life and the functional abilities of the persons served. Each program selected for accreditation demonstrates cultural competency and relevance. Family members and significant others are involved in the programs of the persons served as appropriate and to the extent possible.

4.A. Assessment and Referral (AR)

Description

Assessment and referral programs provide a variety of activities, including prescreening, screening, psychosocial assessment, determination of need, and referral to appropriate level of care. The provision of information on available resources is not considered a full assessment and referral program. An adequate assessment must be conducted to provide more informed referrals.

Such programs may be separate, freestanding programs; an independent program within a larger organization; or a specifically identified activity within a system of care. Organizations performing assessment and referral as a routine function of entrance into other core programs, such as their outpatient treatment, case management, or residential programs, are not required to apply these standards unless they are specifically seeking accreditation for assessment and referral.

Key Areas Addressed

- Identification of valid, reliable, or standardized assessment tools, tests, or instruments
- Method of identifying appropriate levels of care
- Information provided on available choices for community resources

Recommendations

There are no recommendations in this area.

Section 5. Specific Population Designation Standards

5.C. Children and Adolescents (CA)

Description

Programs for children and adolescents consist of an array of behavioral health services designed specifically to address the treatment needs of children and adolescents. Such programs tailor their services to the particular needs and preferences of children and adolescents and are provided in a setting that is both relevant to and comfortable for this population.

Key Areas Addressed

- Comprehensive assessments
- Services based on needs of child
- Criminal background checks for staff providing direct services

Recommendations

There are no recommendations in this area.

Program(s)/Service(s) by Location

One or more programs are delivered via information and communication technologies, in whole or in part.

Community Counseling Center of Central Florida, LLC

3544 Edgewater Drive
Orlando, FL 32804

Assessment and Referral: Mental Health (Children and Adolescents)

Outpatient Treatment: Mental Health (Adults)

Outpatient Treatment: Mental Health (Children and Adolescents)