



# IN THE LOOP WITH TVS PROGRAMS

## Being CARF accredited & what that means for you

### What does it mean to be CARF accredited?

According to CARF, "CARF-accredited service providers have applied CARF's comprehensive set of standards for quality to their business and service delivery practices. This means that they have demonstrated conformance to proven standards for business practices and are committed to continuous quality improvements." While this can be a stressful process, we look forward to learning new ways to continuously improve service quality and strengthen our Programs & Services with a focus on the satisfaction of the people we serve.



**We have been accredited through CARF International since 1984!**



### All of our Programs & Services will be under review, this includes:

- Community Inclusion
  - INTERACT
  - Life Skills
- Employment Services
- Community Living
  - Tanger House
  - Fisher Road Group Home

**This year, our 16th CARF review will be May 3 - May 5, 2023**



TVS is reviewed against a set of standards that have been developed collaboratively with involvement of professionals, service recipients, and family members. They reflect the best practices for the work we do.

### CARF will be virtually evaluating TVS & how well we meet their standards

We have invited surveyors to join us virtually, and tell us what we are doing well and ways we might improve. As part of the survey, the surveyors will interview people who receive services, their families, our staff and others. Some of the questions the survey team members might ask are:

- *Do we provide a clean & safe setting?*
- *Do you receive the services you need & want?*
- *Are you treated with respect?*
- *Do you take part in planning your services?*
- *Are you told what you need to know about your services?*
- *Are your questions answered in a way you understand?*
- *Do you know where to go with questions or concerns?*

If you would like to talk with one of the survey team members or want to learn more about **CARF International**, please let one of the CARF staff members know.

**Online:** [www.carf.org/contact-us](http://www.carf.org/contact-us) **Email:** [feedback@CARF.org](mailto:feedback@CARF.org) **Phone:** (520)-495-7001  
**Mail:** CARF International, 6951 East Southpoint Road, Tucson AZ 85756, USA

### Understanding CARF International

#### *What is accreditation?*

- Accreditation is a process that demonstrates a provider has met standards for the quality of its services. CARF International establishes these standards to guide providers in offering their services & also uses the standards to evaluate how well a provider is serving people & how it can improve.

#### *What is a CARF survey?*

- As a step towards accreditation, a provider invites CARF International to send a team of professionals (surveyors) to visit and evaluate its services for quality.



**Based on the surveyors' review we could be awarded CARF accreditation for 1 or 3 years!**

#### *What to do when you have a complaint?*

- A provider must show that it focuses on quality improvement, the best outcomes of its services, & customer satisfaction. Even some of the best providers will receive a complaint from time to time. If you have concerns with the services you are receiving:
  1. tell a staff member about your concern & ask who can help resolve it.
  2. if unresolved, ask a staff member to tell you how to use the grievance process.
  3. if still not resolved, contact the Protection & Advocacy agency in your state.

Compiled by Carla Hill, TVS Programs Director  
Visit <http://www.carf.org/home/> to learn more.