

## What is Accreditation?

When a service or program is CARF-accredited, it means your organization has passed an in-depth review. Your organization meets rigorous CARF guidelines for service and quality — a qualified endorsement that it conforms to nationally and internationally recognized service standards and is focused on delivering the most favorable results for persons it serves.

### Distinctions between certification and accreditation

#### Certification

Awarded to a person  
Based on knowledge and instruction  
Involves continuing education  
Affects professional status of the individual

#### Accreditation

Awarded to an organization  
Based on service results and standards conformance  
Involves quality improvement mechanism

## Why choose CARF?

Why should you seek accreditation from the CARF family? Because our accreditation is a seal of approval announcing to persons served and their families that you provide services focused on their unique needs. It is a sign of assurance to third-party payors and governmental regulators that you have met internationally recognized standards. Moreover, it is a tool for quality improvement within your organization.

The value of accreditation is more than a certificate hanging on the wall. It is evidence that your organization strives to improve efficiency, fiscal health, and service delivery — creating a foundation for consumer satisfaction.

The human service field, including all stakeholders, develops the standards that are applied on CARF and CARF-CCAC surveys. The standards represent current and future thinking about quality.

Organizations that have participated in an accreditation survey demonstrate:

- a higher degree of internal quality,
- greater involvement of persons served in their services,
- increased cohesion among staff members at all levels within the organization, and
- enhanced status of the surveyed services within the community.

When your organization is accredited, the public is assured that you are committed to continually improving the quality of your services and your organization's focus is on service outcomes and customer feedback and satisfaction.

# About Us

## What is CARF?

Founded in 1966, CARF is an international, independent, nonprofit accreditor of human service providers and networks. Accreditation services are provided throughout the CARF family of organizations, which includes CARF International, CARF Canada, and CARF-CCAC.

## What is CARF's mission?

CARF's mission is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process that centers on enhancing the lives of persons served.

## What are the accreditation areas?

A provider earns accreditation by demonstrating conformance to CARF's internationally recognized standards. CARF accredits providers for their specific programs and services, and many providers seek CARF accreditation in more than one area. CARF standards manuals used to accredit programs and services are:

- Aging Services
- Behavioral Health
- Business and Services Management Network
- CARF-CCAC ASPIRE to Excellence
- Child and Youth Services
- Employment and Community Services
- Medical Rehabilitation
- One-Stop Career Center
- Opioid Treatment Program
- Vision Rehabilitation Services

## How do I contact CARF?

We welcome your comments and inquiries. You may contact CARF via mail, phone, or the Web:

### **CARF International**

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Tucson, AZ 85712 USA  
520.325.1044 (voice/TTY)  
888.281.6531 (toll free)  
[www.carf.org](http://www.carf.org)

### **CARF Canada**

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Edmonton, AB T5J 3S9 Canada  
780.429.2538 (voice)  
877.434.5444 (toll free)  
[www.carfcanada.ca](http://www.carfcanada.ca)

### **CARF-CCAC**

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Suite 209  
Washington, DC 20036 USA  
202.587.5001 (voice)  
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### • **Aging Services**

[as@carf.org](mailto:as@carf.org)  
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### • **Behavioral Health**

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888.281.6531, ext. 151

### • **Opioid Treatment Program**

[otp@carf.org](mailto:otp@carf.org)  
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### • **Child and Youth Services**

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888.281.6531, ext. 145

### • **Employment and Community Services**

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### • **Medical Rehabilitation**

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