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Your organization can face many challenges in achieving quality services while maintaining a healthy bottom line and ensuring long-term survival. CARF standards can help your organization focus on performance improvement and customer satisfaction. In addition, CARF accreditation offers your organization many other value-added benefits that might not be available from other accreditors.

Lower insurance costs can help preserve quality services

Already struggling with rising operational costs, many providers are pressed into making tough decisions if their funding is also pared down. With reduced revenue and rising costs, could your organization continue to deliver quality services focused on individual outcomes and satisfaction? Would your organization be forced to curtail services or its workforce—or both?

Many providers face these dilemmas every day. Of course, even the most robust organizations must continually monitor and better manage their resources to remain efficient and competitive. Yet some cost-cutting steps might be avoided, thanks in part to insurance premium savings offered through CARF accreditation.

More and more, insurance companies recognize conformance to CARF standards as an effective tool for reducing and managing risk—and insurers express their confidence in accreditation through insurance premium credits or discounts for qualified CARF- and CARF-CCAC-accredited providers. Lower insurance premiums are a tangible, value-added benefit of accreditation. When cost reductions can be shifted to areas other than service delivery, persons served are the real beneficiaries.

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Insurance premium discounts or credits are available to qualified CARF- and CARF-CCAC-accredited:

Aging Services providers in the United States and Canada —

- General, professional, and directors' and officers' liability insurance
- Offered by Aon Corporation
- Contact Maria Moreno, Senior Vice President, Aon Association Services, a Division of Affinity Insurance Services, Inc.; 800.865.7307, ext. 553; Maria_Moreno@aon.com

Behavioral Health, Medical Rehabilitation, and Opioid Treatment Program providers in the United States and Canada —

- General and professional liability insurance
- Offered by AIG Healthcare, a division of the property and casualty subsidiaries of American International Group, Inc., through Brown & Brown, Inc. insurance intermediary
- Contact Brian Lindahl, Senior Vice President, Brown & Brown, Inc.; 800.877.2769, ext. 5781; blindabl@bbdaytona.com

Child and Youth Services and Employment and Community Services providers in the United States —

- Professional, general liability, property, automobile, directors' and officers', and excess coverage insurance
- Offered by Philadelphia Insurance Companies
- Contact Haley Talley, Marketing Coordinator, Philadelphia Insurance; 800.759.4961, ext. 7768; htalley@phlyins.com ■■

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CARF has secured insurance recognition across all its accreditation lines. The benefit is available to large and small, nonprofit and for-profit providers alike.

Learn more about this value-added benefit of CARF accreditation at www.carf.org/providers.aspx and choose the "Insurance Discounts" link or contact one of the insurers in the accompanying article.

Free online learning provides development opportunities for staff and persons served

Digital divide describes the socioeconomic gap between those who have access to today's technologies and those who do not. As society becomes increasingly dependent on digital technologies, bridging the digital divide is key to increasing the knowledge and productivity of staff members and building the skill levels of persons served.

Yet bridging the digital divide can be costly. Now, because of the EditU consortium between public and private partners, staff members and persons served can access free, state-of-the-art online training. (The consortium includes SkillSoft; the Association of Rehabilitation Programs in Computer Technology [ARPCT]; IBM; the National Science Foundation; the Educational Leadership, Research and Technology Department at Western Michigan University; and CARE.)

EditU offers online training scholarships through SkillSoft, a leading provider of corporate online learning, to two groups:

- Persons with disabilities and
- Rehabilitation professionals who provide training and job development rehabilitation services for persons with disabilities.

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Your organization is eligible for this scholarship offer if it:

- Has programs accredited by CARF or CARF–CCAC,
- Becomes a member of ARPCT, and
- Agrees not to charge staff members or persons served an additional fee to use the scholarships.

Each scholarship recipient receives twelve-month, unlimited access to SkillSoft’s extensive online courseware library, including mentor support, assessment tests, customized instructional content, online progress reporting, access to live and archived presentations by leading experts, chat areas, and evaluations.

Learn more about this value-added benefit to CARF accreditation at www.carf.org/providers.aspx and choose the “SkillSoft online training” link.

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EditU at Western Michigan University administers scholarships for SkillSoft courses in the following disciplines:

Business Skills – Training to help learners develop critical interpersonal and professional skills required in today’s workplace. Learning paths offer practical techniques and examples to help learners enhance their workplace performance and contributions.

IT End-User Skills – Designed in partnership with the world’s leading software application vendors, learning paths provide training and support for end users.

IT Professional Skills – Learning paths support the enterprise, including Internet and networking systems, operating systems and customer service, software development, and Web design and maintenance.

Business Skills – Career-minded learning paths ground learners in business and financial theory and allow them to practice their knowledge in realistic role-playing and business-modeling scenarios.

Leadership – Leadership-minded learning paths ground learners in personal and professional skills needed to advance as leaders in their field.

Project Management – A complete certification set of learning paths in project management.

Management – A complete knowledge set of management learning paths needed to develop and maintain managerial skills.

Certification and College Credit – SkillSoft provides certification programs for IT professionals, including MOUS, A network, and MCSE. SkillSoft reports that nearly 85 percent of learners who pass SkillSoft assessment tests on learning paths directly mapped to examinations pass actual certification tests. Several colleges and universities and the American Council on Education offer college credit for an added tuition cost. ■■

CARF accreditation affords many benefits to your organization, including:

- Assurance for individuals seeking services that your organization meets internationally accepted standards.
- Person-focused standards that emphasize an integrated and individualized approach to services and outcomes.
- Accountability and a tool for marketing to consumers, funding sources, referral sources, and the community.
- Continuous quality improvement through the application of CARF standards.
- Management techniques that are responsible, efficient, cost effective, and based on service outcomes and consumer satisfaction.
- Evidence to assure federal, state, provincial, and local governments of the quality of programs and services that receive government funding. Recognition of accreditation by regulatory agencies might be in lieu of certain reporting requirements.
- Learning exchange with peers in the human service field through the on-site survey and networking at educational events. ■■



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EOE

CARF is committed to providing equal opportunity in all its employment practices, including selection, hiring, promotion, transfer, and compensation, to all qualified applicants and employees without regard to race, color, national origin, sex, disability, age, sexual orientation, ancestry, marital status, gender identity, religion, and familial and/or any other status protected by law. CARF promotes the full realization of this policy through its employment practices.

Al Whitehurst, EDITOR

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More value added to your CARF accreditation

Accreditation of your organization's programs also entitles you to:

- A 30 percent discount on an annual subscription to the uSPEQ® consumer reporting system. CARF developed uSPEQ to anonymously and confidentially gather consumer feedback on organizations' services and help improve organizational quality. This ready-to-use, cost-effective solution provides independent reporting from a credible third-party vendor and frees organizations from the burden of data service development, maintenance, and support. Learn more about uSPEQ at www.uspeq.org. The accreditation discount benefit is highlighted in the "Subscription Rates" link under the "About uSPEQ" tab.
- Unlimited free consultation with one of CARF's knowledgeable resource specialists. A resource specialist's advice is invaluable in guiding your organization's preparation for a CARF survey and irreplaceable in helping your organization maintain conformance to CARF standards throughout the accreditation term.
- CARF publications, newsletters, seminars, and other educational opportunities that provide additional support to your organization at little or no cost. ■■

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