

The Haven Board of Directors - Preparing for the CARF Accreditation Visit

This year, The Haven is asking for CARF to review the Board of Directors for accreditation along with their review of The Haven Programs. To help you prepare for the visit, the Board Growth and Advancement Committee has prepared this accreditation briefing sheet.

Who, what and when

- *Who.* The CARF survey is “consultative peer -review process [that] promotes active, dynamic planning focused on impact and outcomes.” “Accreditation is a review to determine if programs/services meet defined international standards of quality in health and human services.” <https://carf.org/>
- *What.* Over three days, surveyors will review The Haven documents (including the Board documentation); interview employees, members, Board members, and community stakeholders. They will tour The Haven facilities and view Haven vehicles.
 - The Surveyors will kick off the three days with an Orientation Conference.
 - They will share their findings at an Exit Conference at the end of the 3rd day.
- *When.* Spring 2025, probably in May or June.

Board member roles

The Haven’s goal is to help surveyors find “evidence of conformance to CARF standards. Board members are encouraged to do the following:

- Ask questions and seek consultation from the surveyors;
- Describe what we have done well in governance;
- Brag about accomplishments of the Haven’s programs;
- Talk about behavioral health funding and the regulatory environment;
- Bring up anything else that you know about that will help the surveyors understand what we do, how we do it, and our challenges and successes to fulfill The Haven’s mission.

Board members have several roles/responsibilities:

- Become familiar with the ways in which the Board meets CARF governance standards;
- Attend the orientation and exit conferences during the survey;
- Consider being interviewed as an individual or in a group of Board members to show off all the good stuff that The Haven does for women and the community.

Preparing for the survey visit

Thank you to all the Board members and The Haven administrative and treatment staff for your work in the past couple of years reviewing, updating, and creating policies that meet the best practices outlined in the CARF accreditation standards.

The Board has done a great job of meeting the governance standards, both in our practice and in documentation.

- Much of the evidence of our performance is documented in the new Board Orientation Manual and the Board Portal. The appendix to this briefing document is a copy of the Board Manual Table of Contents that is on the Board Portal. The Manual contains links

to or copies of all the governance documents. The Appendix is your “handy reference” to the ways in which the Board meets best practice standards. It is your “cheat sheet” to Board governance. Whew!

- The rest of the preparation is about understanding the framework that CARF wants to know about in governance.

The five-page *CARF Governance Standards Survey Preparation Workbook* is in the *Board Manual Governing Documents* section of the website. The workbook asks straightforward questions about six areas of governance, shown below. Under each area we added the location of some documentation, for your reference. The standards themselves are being added to the website.

Board members’ own experiences are some of the most important pieces of information for showing the work of this very active Board!

1. How Board governance policies are implemented.
 - a. Board Manual
 - b. Fund raising and outreach activities of the Board; annual report
 - c. Bylaws
 - d. The Haven Strategic Plan 2024-2026 (Manual: General Information)
 - e. 2024 Quality, Compliance and Risk Management Report to the Board, December 2024 (Board Minutes)
 - f. Fiscal Year 25 Business and Spending Plan (Board documents website, October 2024)
2. Board membership and development, performance, self-assessment, code of conduct, etc.
 - a. Board manual: Documents to fill out and General Information sections
 - b. Bylaws
 - c. Committee charters on website Board Portal
3. Authority and responsibilities delegated to the executive leadership
 - a. The Haven Bylaws
 - b. CEO job description -Manual: General Information section
 - c. Board calendar
4. Board meetings and committees
 - a. Board meeting minutes and documents on the website Board Portal
 - b. Committee charters, members and minutes on the website Board Portal
 - c. Board calendar
5. Reviews of executive leadership
 - a. CEO responsibilities (Board Manual: General section)
 - b. CEO assessment, skills (Board Manual: General section)
6. Compensation
 - a. Compensation Policy (Board Manual: Finances section)
 - b. Fiscal Year 25 Business and Spending Plan (Board Documents website October 2024)

Appendix: Board Manual Table of Contents

The Table of Contents is for your “handy reference”. These documents, particularly the first three sections, are the evidence that CARF is looking for to confirm The Haven Boards conformance to best practice standards.

The Haven Board of Directors Manual is located on the Board Portal. On the “Board Landing Page” there is a blue tab. This table of contents appears!!



Board Manual

Documents to fill out

- [Letter of Commitment, Acknowledgement and Disclosure Form](#)
- [Media Release Form](#)
- [Biographical Questionnaire](#)

General Information about Board membership

- [Board Member Responsibilities](#)
- [Multiple Hats Graphic](#)
- [Board Member List](#)
- [Board Member Annual Development Plan](#)
- [Board Self Assessment Survey Results](#)
- Board Self Assessment –
- [Annual Board Planning Calendar](#)
- [Monthly Board meeting agendas and minutes](#)
- [CEO Job Description, CEO Skills Competency Form](#) and [CEO Performance Evaluation Form](#)

Governing Documents

- [Board of Directors By-Laws](#)
- [Articles of Incorporation](#)
- [CARF Governance Standards](#)
- [More Information About CARF](#)
- [Board of Directors and Officers Code of Ethical Conduct](#)
- [Non-Discrimination Policy](#)
- [Conflict of Interest Policy](#)
- [Whistleblower Policy](#)
- [Document Retention and Destruction](#)
- [Risk Management Plan](#)

General Information about The Haven

- [Introduction to The Haven](#)
- [2023 Annual Report](#)
- [The Haven Strategic Plan 2024-2026](#)
- [The Haven Leadership Team](#)
- [Residential Program](#)
- [Intensive Outpatient Program](#)
- [Native Ways Program](#)
- [Alumnae Program](#)
- [Outreach Team](#)
- Fund Development

- [2025 Chrysalis Luncheon Sponsorship Opportunities](#)
- [Elevator Speech Workshop](#)
- [Elevator Speech Sample](#)
- [Mother's Day](#)
- [Fast Pitch 2024](#)

Finances, Budget, and Compensation

- [Sources of Funding](#)
- [Haven Budget 2024 – statement](#)
- [Monthly Finance report – sample](#)
- [Final Governance Letter 2024 – Audit Report](#)
- [Compensation Philosophy](#)
- [Liquidity Policy](#)
- [Investment Policy](#)
- [IRS form 990 Review Policy](#)

Resources

- [Trauma Informed Care Workshop](#)
- [Blue Avocado – Nonprofits helping nonprofits succeed](#)
- [Board Source](#)
- [Center for Healthy Nonprofits at the Community Foundation for Southern Arizona](#)
- [Alexander Carrillo Consulting: local training](#)

Butterfly Foundation

- [Butterfly Foundation webpage](#)
- [Articles of Incorporation](#)
- [CEO The Haven: Letter re Butterfly Foundation Policies](#)