

Diana Santantonio, Ed. S. and Associates, LLC

North Coast Strategy Partners, LLC
Testimonial Letter

November 16, 2017

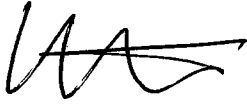
It is unusual for for-profit mental health/chemical dependency private practices to consider becoming accredited through an organization such as CARF. Psych and Psych Services is a mental health and chemical dependency private practice that has operated using a traditional business model where the owners maintain a full on-going caseload of clients, as do the clinicians. Running a business while maintaining a full clinical caseload is always a challenge. Adding on top of maintaining daily operations the goal of becoming CARF certified impressed us as daunting. Quickly we became aware of the need for outside assistance. Speaking to a consultant about our need for guidance as we approached the project of CARF certification, we were directed to Bill Eyman and Tom Mendelsohn. We learned Tom and Bill together had created North Coast Strategy Partners, LLC to assist organizations like ours in completing an accreditation review. Our initial meeting took place on October 28, 2015. Following that meeting, where Tom and Bill introduced us to their services and to the assistance they were prepared to offer, we were left with the strong feeling CARF certification was not only attainable, but that with Tom and Bill's guidance, our business would benefit greatly.

From the start of our work with Tom and Bill in January 2016 a sense of confidence was generated and a feeling of teamwork existed that allowed us as clinicians and business owners to continue in our daily responsibilities while gradually moving toward the objective of achieving a successful CARF Survey. Tom and Bill shepherded us through the detailed and intricate process of creating and developing all of the standards, policies, procedures, and systems that were needed. They started with what we were already doing and built on that. The patience, organization, knowledge, and kind support they provided was invaluable. Our interaction with them always felt collaborative, respectful and productive. They were available, reliable and relentlessly focused on moving us toward our goal. Everything they said they would do, they did. After seventeen months and many hundreds of hours of development and preparation, our Survey took place on May 22, 2017.

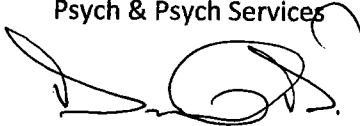
The two days with the CARF surveyors were grueling. Tom and Bill were there, in the wings, for support and guidance the entire time. Even though we had been well prepared by our consultants, it was impossible to tell if we had accomplished what we set out to do. Over a month passed before we were notified that we achieved the highest level of certification (three years) that was possible. Our Practice now had the gold seal of accreditation from CARF.

We at Psych and Psych Services could never have accomplished this without the guidance and expertise of Tom and Bill. The work they did with us and our staff was essential. They knew what they were doing and kept us focused and on task with their excellent preparation and encouragement. Not only did they

get us to the finish line, they are also continuing to work with us to implement the processes and systems to demonstrate evidence of ongoing conformance to the CARF standards.



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