

Partners

Tom Mendelsohn, MSUS

Tom Mendelsohn's varied career is stitched together by a deep and enduring commitment to serving others. His work as a Catholic Charities Family Service Worker, Cleveland Sight Center Director of Community Services, and Executive Director of The Empowerment Center of Greater Cleveland demonstrates this commitment. Tom has had leadership roles in strategic planning for these organizations. As Executive Director, he was responsible for the full range of Chief Executive Officer responsibilities. At the Sight Center, Tom led the CARF Accreditation processes for the agency. Under his leadership, he secured 3 consecutive 3 year accreditation certifications for the Cleveland Sight Center. While at the Empowerment Center, he consulted with Bellflower Center and assisted the organization receive a 3 year renewal accreditation from CARF.

Bill Eyman, MSW

Bill Eyman recently retired as the Chief Operating Officer of the Domestic Violence & Child Agency Center. Bill was Executive Director of Bellflower Center for Prevention of Child Abuse prior to the merger of Bellflower Center with the Domestic Violence Center. In his position at DVCAC, Bill was responsible for planning and implementation of the agency's programs to prevent child abuse and domestic violence and provide services and counseling for victims of child abuse and domestic violence. He has also worked for the United Way. Bill managed the CARF accreditation process while he was Executive Director of Bellflower Center and the Chief Operating Officer of the Domestic Violence Center & Child Advocacy Center.

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Testimonials

Nicholas Wieder, CQI Manager - Community Assessment & Treatment Services, Inc.

"Your expertise and attention to detail contributed to our company achieving a 3-year accreditation from CARF. I appreciated the thoroughness of your process while reviewing our documentation and during the staff interviews which you conducted. These details were significant to us in refining our audit process and providing the actual CARF auditors with what they required to approve our accreditation. The expertise with which you performed and the significance of the information you provided us with was crucial in our success in achieving our goal of a successful audit. I would recommend North Coast Strategy Partners to any organization that is going through the CARF accreditation process."

Natalie Leek-Nelson, President/CEO - Providence House, Inc.

"The expertise that Tom Mendelsohn and Bill Eyman of North Coast Strategy Partners offered to guide Providence House through our first CARF Accreditation was invaluable. Bill and Tom brought a deep and thorough understanding of CARF regulations; offering not only guidance on our CARF preparedness but also the intersection with our state licensing requirements. They asked tough questions, kept the team on track, and encouraged us all to strive for an even higher level of excellence for our organization. And it worked! We were awarded 3-Year CARF Accreditation in four areas in our first survey!

Anita Cook, Executive Director and Judy Kern, Director of Programs - West Side Catholic Center

"Please accept our sincere gratitude for the Mock Survey you conducted at West Side Catholic Center in preparation for the CARF Survey in May 2017. As you know, we received a three-year accreditation. Your Mock Survey played an important role in this process. You were extremely thorough in the review of our policies and procedures. The feedback provided was valuable and thoughtful. Your survey report was complete and very easy to use when implementing your suggestions. We appreciated your willingness to communicate with us after the Mock Survey as we implemented your recommendations. You are very easy to work with. We recommend you without hesitation to any organization considering your services."

North Coast Strategy Partners, LLC

- Conceptualize •
- Plan •
- Execute •



**Empowering organization
compliance through
knowledge and change**

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North Coast Strategy Partners, LLC

Our Value-Added Proposition

- ❖ NCSP'S methods simplify the accreditation process so organizations have less "survey stress".
- ❖ NCSP will work with your organization to make sure you meet all the required standards with required documentation.
- ❖ NCSP will be here to assist your organization in every phase of the process without expensive travel costs.
- ❖ With NCSP working with your organization, your staff will spend less time on accreditation activities and more time on providing services to your clients and generating revenue.
- ❖ NCSP will work with your organization to install a system that will help you be ready for future surveys.

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Ways We Can Assist You With Your CARF Accreditation

- ❖ CARF Survey Readiness, Mock Survey, Preparing for a Site Survey and support during the Exit Conference
- ❖ Program Documents Review, Policy Review & Assistance With Policy Development
- ❖ Develop Organizational Team to Prepare for Site Survey, Monitor Reporting Timetables and Develop Organizational Documentation Requirements
- ❖ Assistance with Preparation of Quality Improvement Plans and Follow-up Reports

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North Coast Strategy Partners, LLC

North Coast Strategy Partners, LLC will work as a partner with your organizations to conceptualize, plan and execute operational needs. Our process gives special attention to administrative support in addressing the organization's strategic process. NCSP, LLC will help your organization by providing any of the following services.

- ❖ Accreditation Services
- ❖ Program Outcome Measurement Models, Evaluation and Analysis
- ❖ Consumer, Stakeholder and Employee Satisfaction Surveys and Analysis
- ❖ Organization Training Modules
- ❖ Mock Survey and Report
- ❖ Assist with Program Design and Implementation
- ❖ Strategic Long Range Planning Facilitations
- ❖ Foundation Research, Grant Writing
- ❖ Interim Organization Management and Leadership Support

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