



# Providence House

Every child is your child.™

*Providence House fights to end child abuse and neglect by protecting at-risk children,  
empowering families in crisis and building safer communities for every child.*

September 18, 2017

Dear Tom and Bill,

Please allow this letter to serve as our thanks and testimonial for the support and guidance that North Coast Strategy Partners provided to Providence House as we embarked on our first CARF Accreditation.

The expertise that Tom Mendelson and Bill Eyeman of North Coast Strategy Partners offered to guide Providence House through our first CARF Accreditation was invaluable. As a licensed Crisis Nursery, we must adhere to state licensing regulations which created many complexities as we embarked on our CARF process. Bill and Tom brought a deep and thorough understanding CARF regulations; offering not only guidance on our CARF preparedness but 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!

Thank you for your help in our first CARF Accreditation efforts. We look forward to continuing our partnership as we begin our plans for re-accreditation in 2018!

Sincerely,

Natalie A. Leek-Nelson  
President and CEO  
Providence House, Inc.

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