

## SURVEY SUMMARY

Le'Chris has strengths in many areas:

- Le'Chris uses the CARF standards to guide its administrative and program policies and practices to sustain itself as a mission-driven organization continually improving behavioral health services on behalf of the persons, families, and community it serves.
- The organization's website is well organized and effectively informs the persons served and the public about mental illness and the continuum of recovery services.
- In addition to the provision of clinical supervision supporting fidelity to the organization's clinical practice models, Le'Chris has implemented an employee-based assessment of working conditions, satisfaction with supervision, training, access to resources, and ability to provide evidence-based treatment. This innovative employee-based assessment has the potential for enhancing the impact of the organization's culture and values on positive treatment outcomes for the persons served.
- Le'Chris provides evidence-based and best practice assessments for the children and adolescents served.
- Day treatment programs for the children served are housed in local public school facilities where Le'Chris staff members and clinicians have designed and use a comprehensive therapeutic curriculum. Day treatment programs are operated by dedicated and experienced team members who work closely and collaboratively with teachers and administrators in the public school system to provide an exceptional level of care for this vulnerable population of children and families in need of special services.
- The Intensive In-Home (IIH) program is supported by dedicated and skilled staff members who have carefully used the Trauma-Focused Cognitive Behavioral Therapy (TF-CBT) model. The use of the TF-CBT model is being transferred to other programs in the organization, and training and fidelity to the use of this clinical model is being monitored through collaborations with Duke University's Duke Evidence-based Practice Implementation Center (EPIC) and the Medical University of South Carolina (MUSC).

- The Assertive Community Treatment Team (ACTT) program is well organized, operates with fidelity to the service model, and is staffed by dedicated and competent interdisciplinary team members who look to add value to the program by responding to the expressed needs and requests of the persons served. Feedback from ACTT program participants has resulted in Le'Chris arranging for Coastal Carolina Community College to provide on-site educational programs for the persons served.
- The nursing staff members working in the outpatient treatment program, ACTT program, and psychosocial rehabilitation program demonstrate an exceptional level of dedication as exemplified by the implementation of a strong patient advocate prescription program to assist individuals with limited financial resources in obtaining prescribed medications.
- The organization has consistently attractive presentations of data, outcomes, and reports that make the information understandable to the persons served, staff members, and other stakeholders.
- It is evident that the owners are intimately involved in the New Bern community and contribute their time and resources in support of the community served.
- The owners and leadership of the organization are recognized for their resilience in dealing with significantly difficult financial times in the state. The ownership has stayed the course, adapted programs when necessary, and continued to provide high quality services during periods of intense financial pressure.

On balance, Le'Chris has made a commitment to use the CARF standards as its framework for operations and has demonstrated substantial conformance. The organization has many strengths, particularly in the dedicated and competent staff members it employs. The organization is recognized as a leader in the local service network. There are areas for improvement identified in this report. The organization is clearly aware of what should be done and appears to have the commitment and ability to use its resources to address these areas.

Le'Chris, Inc. has earned a Three-Year Accreditation. The owners, administration, and staff members are complemented for the positive efforts they have made in the pursuit of international accreditation. They are encouraged to continue to use the CARF standards to ensure that the services provided are optimal.