

February 8, 2021

Tammy A. Hanson, MSW, LCSW, LCAS, MAC  
Dilworth Center  
2240 Park Road  
Charlotte, NC 28203

Dear Mrs. Hanson:

It is my pleasure to inform you that Dilworth Center has been issued CARF accreditation based on its recent survey. The Three-Year Accreditation applies to the following program(s)/service(s):

Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Adults)  
Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)  
Outpatient Treatment: Substance Use Disorders/Addictions (Adults)  
Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)

This accreditation will extend through September 30, 2023. This achievement is an indication of your organization's dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.

Please note that the enclosed accreditation report identifies no recommendations. This accomplishment is achieved on only 3 percent of CARF surveys.

The accreditation report is intended to support a continuation of the quality improvement of your organization's program(s)/service(s). It contains comments on your organization's strengths as well as any consultation.

Your organization should take pride in achieving this high level of accreditation. CARF will recognize this accomplishment in its listing of organizations with accreditation and encourages your organization to make its accreditation known throughout the community. Communication of the accreditation to your referral and funding sources, the media, and local and federal government officials can promote and distinguish your organization. Enclosed are some materials that will help you publicize this achievement.

Your organization's complimentary accreditation certificate will be sent separately. You may use the enclosed form to order additional certificates.

If you have any questions regarding your organization's accreditation, you are encouraged to seek support from Thea Dixon by email at [tdixon@carf.org](mailto:tdixon@carf.org) or telephone at (888) 281-6531, extension 7170.

CARF encourages your organization to continue fully and productively using the CARF standards as part of its ongoing commitment to accreditation. CARF commends your organization's commitment and consistent efforts to improve the quality of its program(s)/service(s) and looks forward to working with your organization in its ongoing pursuit of excellence.

Sincerely,

A handwritten signature in black ink that reads "Brian J. Boon, Ph.D." in a cursive script.

Brian J. Boon, Ph.D.  
President/CEO

Enclosures

## Program(s)/Service(s) Surveyed

The survey addressed by this report is specific to the following program(s)/service(s):

- Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Adults)
- Intensive Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)
- Outpatient Treatment: Substance Use Disorders/Addictions (Adults)
- Outpatient Treatment: Substance Use Disorders/Addictions (Children and Adolescents)

A list of the organization's accredited program(s)/service(s) by location is included at the end of this report.

## Representations and Constraints

The accreditation decision and survey findings contained in this report are based on an on-balance consideration of the information obtained by the surveyor(s) during the site survey. Any information that was unavailable, not presented, or outside the scope of the survey was not considered and, had it been considered, may have affected the contents of this report. If at any time CARF subsequently learns or has reason to believe that the organization did not participate in the accreditation process in good faith or that any information presented was not accurate, truthful, or complete, CARF may modify the accreditation decision, up to and including revocation of accreditation.

## Survey Findings

This report provides a summary of the organization's strengths and identifies the sections of the CARF standards that were applied on the survey and the findings in each area. In conjunction with its evaluation of conformance to the specific program/service standards, CARF assessed conformance to its business practice standards, referred to as Section 1. ASPIRE to Excellence, which are designed to support the delivery of the program(s)/service(s) within a sound business operating framework to promote long-term success.

The specific standards applied from each section vary based on a variety of factors, including, but not limited to, the scope(s) of the program(s)/service(s), population(s) served, location(s), methods of service delivery, and survey type. Information about the specific standards applied on each survey is included in the standards manual and other instructions that may be provided by CARF.

## Areas of Strength

CARF found that Dilworth Center demonstrated the following strengths:

- Dilworth Center provides a warm, welcoming environment for all who come for services. The location provides a quiet space for quality recovery to begin.
- Leadership is well respected and is focused upon slow, measurable growth, as the current challenges allow.
- Members of the board of directors speak with pride about their hands-on involvement in the operation of Dilworth Center.
- The staff has impressive longevity with the organization. The average length of employment is between five to 30 years. Turnover is minimal, adding to the overall stability of staff members and the program.

- Stakeholders praise the ease of working together, and the high quality of results achieved with the patient referrals.
- Dilworth Center has an extremely robust performance management and improvement program, meeting and exceeding all the CARF standards for outcome studies. These components are followed and used to improve and innovate additional items for ongoing organizational growth and proactive staff member involvement.
- The organization has developed a system to follow patients during and after their treatment. The program is very effective with an 80 percent documented and provable response rate. Patients respond favorably to this support framework.
- Beginning in 2020, Dilworth Center became the first intensive outpatient treatment program in the country to implement the National Association of Addiction Treatment Outcomes Measurement Program. Within its first year, this program has seen survey participation skyrocket from 5 percent to 80 percent, giving the organization the ability to arrive at more robust programming decisions.
- Patients shared how much the program has helped and inspired them. They also expressed that they felt respected and heard by staff members and that they are safe in the program.
- It is evident that the staff members implement thorough care coordination throughout their service delivery that helps many of their patients to achieve optimal outcomes beyond completion of the program and is inclusive of family members and other natural supports.
- There is a strong social media presence, delivering a message of hope at least three times weekly.
- Dilworth Center was able to successfully navigate many changes to its treatment approach and utilizing technology such as developing alternative methods to completing intake documents and obtaining patient signatures when in-person assessments were not possible due to COVID-19 pandemic protocols.
- The organization has demonstrated long-term history monitoring data trends with systems in place for timely reporting and course correction.
- Dilworth Center utilizes alumni from the organization's treatment programs to assist with providing additional support services to the current patients. This allows a continuous social support network to be maintained and allows patients to not focus on all they had to give up to establish and/or maintain sobriety (social media, old friendships), creating a sense of positive gain instead.
- Although conjoint sessions are not mandated for patient services, it is reported that nearly 50 percent of Dilworth Center's patient population takes advantage of this supportive service in preparation for transition and discharge from the program.
- Family members have equal access to treatment as the primary patient. Dilworth Center provides three, three-hour instructional/group therapy hours per week. Family members receive weekly phone calls from family counselors. Family counselors conduct conjoint sessions and individual sessions with family members.

## Opportunities for Quality Improvement

The CARF survey process identifies opportunities for continuous improvement, a core concept of “aspiring to excellence.” This section of the report lists the sections of the CARF standards that were applied on the survey, including a description of the business practice area and/or the specific program(s)/service(s) surveyed and a summary of the key areas addressed in that section of the standards.

In this section of the report, a recommendation identifies any standard for which CARF determined that the organization did not meet the minimum requirements to demonstrate full conformance. Dilworth Center received no recommendations from this survey. This accomplishment is achieved on approximately 3 percent of CARF surveys.