

June 28, 2021

Francisco (Frankie) Chevere  
Executive Director  
Catholic Charities of the Diocese of Palm Beach, Inc.  
9995 N. Military Trail  
Palm Beach Gardens, FL 33410-9650

Dear Mr. Francisco (Frankie) Chevere:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Catholic Charities of the Diocese of Palm Beach, Inc.** through **October 31, 2025**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board and/or leadership. Please extend my congratulations to them.

This formal notification includes a list of programs and services for which **Catholic Charities of the Diocese of Palm Beach, Inc.** is accredited, as well as your Final Accreditation Report (FAR). A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your self-study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. In it you will find a copy of the full accreditation ratings for all Purpose, Core, and Practice standards, identifying the Fundamental Practice standards. It may also contain any noted organizational strengths and areas for opportunities.

Please refer to the Promotional Tool Kit web page to find resources that can assist you with leveraging your organization's COA accreditation to internal and external stakeholders.

Private: <http://coanet.org/accreditation/private-organization-accreditation/promote-your-accreditation/>

Public: <http://coanet.org/accreditation/public-agency-accreditation/promote-your-accreditation/>

Canadian: <http://coanet.org/accreditation/canadian-organisation-accreditation/promote-your-accreditation/>

At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain

that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your PQI process.

Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Tobi Murch, Senior Director of Accreditation Operations, either by email at [tmurch@social-current.org](mailto:tmurch@social-current.org) or by telephone at 212-797-3000, extension 272, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,

A handwritten signature in black ink, appearing to be 'Jody Levison-Johnson', with a stylized, flowing script.

Jody Levison-Johnson  
President and Chief Executive Officer

Attachment



Catholic Charities of the Diocese of Palm Beach, Inc.  
 Organization ID: 1941  
 Private Standards

Expiration date: October 31, 2025

The accreditation of Catholic Charities of the Diocese of Palm Beach, Inc. includes the following services and associated programs:

<b>Program Name</b>	<b>COA Service Standard(s)</b>	<b>Service Subsections</b>
Hunger, Homeless, and Outreach	Generic Service Summary (GSS)	
Counseling	Services for Mental Health/Substance Use (MHSU)	
Elder Affairs	Adult Guardianship (AG)	
Birthline/Lifeline Pregnancy Care Centers	Pregnancy Support Services (PS)	
Samaritan Center Transitional Housing	Housing Stabilization and Community Living Services (HSCL)	
Bakhita Empowerment Program	Case Management Services (CM)	
Respite Care	Respite Care (RC)	



## Organizational Strengths

**Catholic Charities of the Diocese of Palm Beach, Inc.  
Organization ID# 1941**

### Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV) or Administration & Management (AM) (for Public State Systems), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- FIN            The organization's Finance Department is defined by sound financial management policies, practices, and procedures.
- GOV           The governing board, chief executive, and management staff provide outstanding leadership and stewardship of the organization.
- HR            The organization does well to attract a qualified workforce and ensures staff satisfaction through annual evaluations, satisfaction surveys, and notification of promotional opportunities.
- PQI            The organization utilizes a robust quality improvement system that uses data to promote efficient, effective service delivery and achievement of its mission and strategic goals.
- RPM           Risk prevention and management activities and systems are robust, comprehensive, and well maintained. The personnel charged with responsibility for risk prevention activities are well qualified.

### Service Delivery Administration Standards

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

- ASE           The organization provides a safe, protective, nurturing, and accessible environment for clients. The environment and organizational practices allow for safe facilities. The emergency response preparedness plan is up to date, and evacuation and fire drills are also up to date.

- CR The organization ensures that the clients are aware of their rights and have a voice and choice in their services.
- PRG The policies and procedures for the content, protection of, and access to case records are in compliance with the standards. The storage of medication is in compliance with the standards.
- TS Training is solid. Supervision is provided by well-qualified supervisors who are invested in providing guidance, direction, and assistance to staff members.

### Service Standards

- AG This particular program is very strong with outstanding outcomes. The staff members are very competent, well trained, and dedicated to their work. Administrative and supervisory personnel have effective working relationships with the community stakeholders.
- CM Individuals and families who receive services at the organization have a voice and choice for their services and supports that build on their strengths and meet their service needs.
- GSS Hunger and Homeless Outreach (HHO) comes under the General Services Standards. HHO has a knowledgeable, skilled, dedicated, passionate, and mission-drive team that effectively provides a vital service to prevent individuals and families from becoming homeless.
- HSCL The organization provides stabilization services as the catalyst for increased self-reliance for its clients. These services are effective in that they are conducted with the utmost respect for the dignity and right to self-direction on the part of the clients. The program staff are qualified and dedicated. The program structure and components are well tailored to the needs of the client. These programs provide much-needed services for clients who are facing very challenging issues.
- MHSU The program demonstrates strong ethics, with appropriate policies and procedures in place. The mental health staff members are clearly committed and dedicated to the populations they serve. The services they provide demonstrate the level of commitment to the clients. The supervisors support staff in meeting the standards. The staff are highly educated and dedicated to clients' well-being.
- PS The organization provides education, counseling, resources, and support to individuals who are pregnant and in need of services while listening to their voice and choice.
- RC The respite program for caregivers provides an excellent service even during the COVID pandemic. Communication and support continue to be provided. The client interviewed expressed her immense gratitude and appreciation for the wellness basket

she is receiving regularly.



### **AREAS FOR OPPORTUNITIES**

The following ratings have not been fully implemented and we ask that you address them through your PQI process. Even though these standards did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. We request that you begin demonstrating implementation on all of the below standards before your next accreditation cycle.

<b>Standard Code</b>	<b>Rating</b>	<b>Peer Team Report</b>
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## FINAL RATINGS

### Private Standards

**Catholic Charities of the Diocese of Palm Beach, Inc.**  
**Org #:1941**

Standard Code	Rating	NA
FIN	1	<input type="checkbox"/>
FIN 1	1	<input type="checkbox"/>
FIN 2	1	<input type="checkbox"/>
FIN 3	1	<input type="checkbox"/>
FIN 3.01	1	<input type="checkbox"/>
FIN 3.02	1	<input type="checkbox"/>
FIN 4	1	<input type="checkbox"/>
FIN 4.01	1	<input type="checkbox"/>
FIN 4.02	1	<input type="checkbox"/>
FIN 4.03	1	<input type="checkbox"/>
FIN 5	1	<input type="checkbox"/>
FIN 6	1	<input type="checkbox"/>
FIN 6.01	1	<input type="checkbox"/>
FIN 6.02	1	<input type="checkbox"/>
FIN 6.03	1	<input type="checkbox"/>
FIN 6.04	1	<input type="checkbox"/>
FIN 7	1	<input type="checkbox"/>
FIN 7.01	1	<input type="checkbox"/>
FIN 7.02	1	<input type="checkbox"/>
GOV	1	<input type="checkbox"/>
GOV 1	1	<input type="checkbox"/>
GOV 2	1	<input type="checkbox"/>
GOV 2.01	1	<input type="checkbox"/>
GOV 2.02	1	<input type="checkbox"/>
GOV 2.03	1	<input type="checkbox"/>
GOV 3	1	<input type="checkbox"/>
GOV 3.01	1	<input type="checkbox"/>
GOV 3.02	1	<input type="checkbox"/>
GOV 3.03	1	<input type="checkbox"/>
GOV 3.04	1	<input type="checkbox"/>
GOV 4	1	<input type="checkbox"/>



Standard Code	Rating	NA
GOV 4.01	1	<input type="checkbox"/>
GOV 4.02	1	<input type="checkbox"/>
GOV 4.03	1	<input type="checkbox"/>
GOV 4.04	1	<input type="checkbox"/>
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GOV 5.02	1	<input type="checkbox"/>
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GOV 5.04	1	<input type="checkbox"/>
GOV 5.05	1	<input type="checkbox"/>
GOV 6	1	<input type="checkbox"/>
GOV 6.01	1	<input type="checkbox"/>
GOV 6.02	1	<input type="checkbox"/>
GOV 7	1	<input type="checkbox"/>
GOV 7.01	1	<input type="checkbox"/>
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GOV 7.04	1	<input type="checkbox"/>
GOV 8	1	<input type="checkbox"/>
HR	1	<input type="checkbox"/>
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HR 2.01	1	<input type="checkbox"/>
HR 2.02	1	<input type="checkbox"/>
HR 2.03	1	<input type="checkbox"/>
HR 2.04		<input checked="" type="checkbox"/>
HR 3	1	<input type="checkbox"/>
HR 3.01	1	<input type="checkbox"/>
HR 3.02	1	<input type="checkbox"/>
HR 3.03	1	<input type="checkbox"/>
HR 3.04	1	<input type="checkbox"/>
HR 4	1	<input type="checkbox"/>
HR 4.01	1	<input type="checkbox"/>
HR 4.02	1	<input type="checkbox"/>
HR 4.03	1	<input type="checkbox"/>
HR 5	1	<input type="checkbox"/>
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HR 5.02	1	<input type="checkbox"/>
HR 6	1	<input type="checkbox"/>
HR 6.01	1	<input type="checkbox"/>
HR 6.02	1	<input type="checkbox"/>
HR 7	1	<input type="checkbox"/>
HR 7.01	1	<input type="checkbox"/>

Standard Code	Rating	NA
HR 7.02		<input checked="" type="checkbox"/>
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HR 7.06	1	<input type="checkbox"/>
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PQI 1.03	1	<input type="checkbox"/>
PQI 1.04	1	<input type="checkbox"/>
PQI 2	1	<input type="checkbox"/>
PQI 2.01	1	<input type="checkbox"/>
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PQI 3	1	<input type="checkbox"/>
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PQI 5.03	1	<input type="checkbox"/>
PQI 5.04	1	<input type="checkbox"/>
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RPM 4.01	1	<input type="checkbox"/>
RPM 4.02	1	<input type="checkbox"/>
RPM 4.03	1	<input type="checkbox"/>
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RPM 5.02	1	<input type="checkbox"/>

Standard Code	Rating	NA
RPM 5.03	1	<input type="checkbox"/>
RPM 5.04	1	<input type="checkbox"/>
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RPM 6	1	<input type="checkbox"/>
RPM 6.01	1	<input type="checkbox"/>
RPM 6.02	1	<input type="checkbox"/>
RPM 6.03	1	<input type="checkbox"/>
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RPM 7.01		<input checked="" type="checkbox"/>
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RPM 7.03		<input checked="" type="checkbox"/>
ASE	1	<input type="checkbox"/>
ASE 1	1	<input type="checkbox"/>
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ASE 2.02	1	<input type="checkbox"/>
ASE 2.03	1	<input type="checkbox"/>
ASE 2.04	1	<input type="checkbox"/>
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ASE 3.02	1	<input type="checkbox"/>
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ASE 4	1	<input type="checkbox"/>
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BSM 2.01		<input checked="" type="checkbox"/>
BSM 2.02		<input checked="" type="checkbox"/>

Standard Code	Rating	NA
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BSM 4		<input checked="" type="checkbox"/>
BSM 4.01		<input checked="" type="checkbox"/>
BSM 4.02		<input checked="" type="checkbox"/>
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BSM 4.06		<input checked="" type="checkbox"/>
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BSM 5.03		<input checked="" type="checkbox"/>
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CR 1.01	1	<input type="checkbox"/>
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CR 2.02	1	<input type="checkbox"/>
CR 2.03	1	<input type="checkbox"/>
CR 2.04	1	<input type="checkbox"/>
CR 3		<input checked="" type="checkbox"/>
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PRG	1	<input type="checkbox"/>
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PRG 1.06	1	<input type="checkbox"/>
PRG 1.07	1	<input type="checkbox"/>

Standard Code	Rating	NA
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PRG 2.02	1	<input type="checkbox"/>
PRG 2.03	1	<input type="checkbox"/>
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TS 3	1	<input type="checkbox"/>
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Standard Code	Rating	NA
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TS 3.04	1	<input type="checkbox"/>
AG	1	<input type="checkbox"/>
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AG 1.02	1	<input type="checkbox"/>
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AG 2.01	1	<input type="checkbox"/>
AG 2.02	1	<input type="checkbox"/>
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AG 2.04	1	<input type="checkbox"/>
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Standard Code	Rating	NA
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AG 7.04	1	<input type="checkbox"/>
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AG 7.06	1	<input type="checkbox"/>
AG 8	1	<input type="checkbox"/>
AG 8.01	1	<input type="checkbox"/>
AG 8.02	1	<input type="checkbox"/>
AG 9	1	<input type="checkbox"/>
AG 9.01	1	<input type="checkbox"/>
AG 9.02	1	<input type="checkbox"/>
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CM	1	<input type="checkbox"/>
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CM 3.02	1	<input type="checkbox"/>
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CM 4.02	1	<input type="checkbox"/>
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CM 5.02	1	<input type="checkbox"/>
CM 5.03	1	<input type="checkbox"/>
CM 5.04	1	<input type="checkbox"/>
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CM 6	1	<input type="checkbox"/>

Standard Code	Rating	NA
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CM 6.03	1	<input type="checkbox"/>
CM 6.04	1	<input type="checkbox"/>
CM 6.05		<input checked="" type="checkbox"/>
GSS	1	<input type="checkbox"/>
HSCL	1	<input type="checkbox"/>
HSCL 1	1	<input type="checkbox"/>
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HSCL 1.02	1	<input type="checkbox"/>
HSCL 1.03	1	<input type="checkbox"/>
HSCL 2	1	<input type="checkbox"/>
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HSCL 5.09	1	<input type="checkbox"/>



Standard Code	Rating	NA
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HSCL 7.02	1	<input type="checkbox"/>
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HSCL 8.03	1	<input type="checkbox"/>
HSCL 8.04	1	<input type="checkbox"/>
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MHSU	1	<input type="checkbox"/>
MHSU 1	1	<input type="checkbox"/>
MHSU 1.01	1	<input type="checkbox"/>
MHSU 1.02	1	<input type="checkbox"/>
MHSU 1.03	1	<input type="checkbox"/>
MHSU 1.04	1	<input type="checkbox"/>
MHSU 2	1	<input type="checkbox"/>
MHSU 2.01	1	<input type="checkbox"/>
MHSU 2.02	1	<input type="checkbox"/>
MHSU 2.03	1	<input type="checkbox"/>
MHSU 2.04		<input checked="" type="checkbox"/>
MHSU 2.05		<input checked="" type="checkbox"/>
MHSU 2.06		<input checked="" type="checkbox"/>
MHSU 2.07	1	<input type="checkbox"/>
MHSU 2.08	1	<input type="checkbox"/>
MHSU 3	1	<input type="checkbox"/>
MHSU 3.01	1	<input type="checkbox"/>
MHSU 3.02	1	<input type="checkbox"/>
MHSU 3.03	1	<input type="checkbox"/>
MHSU 3.04	1	<input type="checkbox"/>
MHSU 3.05	1	<input type="checkbox"/>
MHSU 3.06	1	<input type="checkbox"/>

Ratings: 1 = Full Implementation; 2 = Substantial Implementation; 3 = Partial Implementation; 4 = Unsatisfactory Implementation; 5 or  = NA

Standard Code	Rating	NA
MHSU 3.07	1	<input type="checkbox"/>
MHSU 4	1	<input type="checkbox"/>
MHSU 4.01	1	<input type="checkbox"/>
MHSU 4.02	1	<input type="checkbox"/>
MHSU 4.03	1	<input type="checkbox"/>
MHSU 4.04	1	<input type="checkbox"/>
MHSU 5	1	<input type="checkbox"/>
MHSU 5.01	1	<input type="checkbox"/>
MHSU 5.02	1	<input type="checkbox"/>
MHSU 5.03	1	<input type="checkbox"/>
MHSU 6	1	<input type="checkbox"/>
MHSU 6.01	1	<input type="checkbox"/>
MHSU 6.02	1	<input type="checkbox"/>
MHSU 6.03	1	<input type="checkbox"/>
MHSU 7		<input checked="" type="checkbox"/>
MHSU 7.01		<input checked="" type="checkbox"/>
MHSU 7.02		<input checked="" type="checkbox"/>
MHSU 7.03		<input checked="" type="checkbox"/>
MHSU 8		<input checked="" type="checkbox"/>
MHSU 8.01		<input checked="" type="checkbox"/>
MHSU 8.02		<input checked="" type="checkbox"/>
MHSU 8.03		<input checked="" type="checkbox"/>
MHSU 9	1	<input type="checkbox"/>
MHSU 9.01	1	<input type="checkbox"/>
MHSU 9.02	1	<input type="checkbox"/>
MHSU 9.03	1	<input type="checkbox"/>
MHSU 9.04	1	<input type="checkbox"/>
MHSU 9.05	1	<input type="checkbox"/>
MHSU 10	1	<input type="checkbox"/>
MHSU 10.01	1	<input type="checkbox"/>
MHSU 10.02	1	<input type="checkbox"/>
MHSU 10.03	1	<input type="checkbox"/>
MHSU 11	1	<input type="checkbox"/>
MHSU 11.01	1	<input type="checkbox"/>
MHSU 11.02	1	<input type="checkbox"/>
MHSU 11.03	1	<input type="checkbox"/>
MHSU 11.04	1	<input type="checkbox"/>
MHSU 11.05		<input checked="" type="checkbox"/>
PS	1	<input type="checkbox"/>
PS 1	1	<input type="checkbox"/>
PS 1.01	1	<input type="checkbox"/>
PS 1.02	1	<input type="checkbox"/>
PS 2	1	<input type="checkbox"/>

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Standard Code	Rating	NA
PS 2.01	1	<input type="checkbox"/>
PS 2.02	1	<input type="checkbox"/>
PS 2.03	1	<input type="checkbox"/>
PS 2.04	1	<input type="checkbox"/>
PS 2.05	1	<input type="checkbox"/>
PS 2.06	1	<input type="checkbox"/>
PS 3	1	<input type="checkbox"/>
PS 3.01	1	<input type="checkbox"/>
PS 3.02	1	<input type="checkbox"/>
PS 3.03	1	<input type="checkbox"/>
PS 3.04	1	<input type="checkbox"/>
PS 4	1	<input type="checkbox"/>
PS 4.01	1	<input type="checkbox"/>
PS 4.02	1	<input type="checkbox"/>
PS 4.03	1	<input type="checkbox"/>
PS 4.04	1	<input type="checkbox"/>
PS 4.05	1	<input type="checkbox"/>
PS 5	1	<input type="checkbox"/>
PS 5.01	1	<input type="checkbox"/>
PS 5.02	1	<input type="checkbox"/>
PS 5.03	1	<input type="checkbox"/>
PS 5.04	1	<input type="checkbox"/>
PS 5.05	1	<input type="checkbox"/>
PS 5.06		<input checked="" type="checkbox"/>
PS 5.07	1	<input type="checkbox"/>
PS 5.08	1	<input type="checkbox"/>
PS 6		<input checked="" type="checkbox"/>
PS 6.01		<input checked="" type="checkbox"/>
PS 6.02		<input checked="" type="checkbox"/>
PS 6.03		<input checked="" type="checkbox"/>
PS 6.04		<input checked="" type="checkbox"/>
PS 7		<input checked="" type="checkbox"/>
PS 7.01		<input checked="" type="checkbox"/>
PS 7.02		<input checked="" type="checkbox"/>
PS 7.03		<input checked="" type="checkbox"/>
PS 7.04		<input checked="" type="checkbox"/>
PS 7.05		<input checked="" type="checkbox"/>
PS 7.06		<input checked="" type="checkbox"/>
PS 8		<input checked="" type="checkbox"/>
PS 8.01		<input checked="" type="checkbox"/>
PS 8.02		<input checked="" type="checkbox"/>
PS 8.03		<input checked="" type="checkbox"/>
PS 8.04		<input checked="" type="checkbox"/>

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Standard Code	Rating	NA
PS 8.05		<input checked="" type="checkbox"/>
PS 9		<input checked="" type="checkbox"/>
PS 9.01		<input checked="" type="checkbox"/>
PS 9.02		<input checked="" type="checkbox"/>
PS 9.03		<input checked="" type="checkbox"/>
PS 9.04		<input checked="" type="checkbox"/>
PS 9.05		<input checked="" type="checkbox"/>
RC	1	<input type="checkbox"/>
RC 1	1	<input type="checkbox"/>
RC 1.01	1	<input type="checkbox"/>
RC 1.02	1	<input type="checkbox"/>
RC 1.03	1	<input type="checkbox"/>
RC 2	1	<input type="checkbox"/>
RC 2.01	1	<input type="checkbox"/>
RC 2.02	1	<input type="checkbox"/>
RC 2.03	1	<input type="checkbox"/>
RC 2.04	1	<input type="checkbox"/>
RC 2.05		<input checked="" type="checkbox"/>
RC 2.06	1	<input type="checkbox"/>
RC 2.07	1	<input type="checkbox"/>
RC 2.08	1	<input type="checkbox"/>
RC 3	1	<input type="checkbox"/>
RC 3.01	1	<input type="checkbox"/>
RC 3.02	1	<input type="checkbox"/>
RC 4	1	<input type="checkbox"/>
RC 4.01	1	<input type="checkbox"/>
RC 4.02	1	<input type="checkbox"/>
RC 4.03	1	<input type="checkbox"/>
RC 5	1	<input type="checkbox"/>
RC 5.01	1	<input type="checkbox"/>
RC 5.02	1	<input type="checkbox"/>
RC 5.03	1	<input type="checkbox"/>
RC 5.04	1	<input type="checkbox"/>
RC 6	1	<input type="checkbox"/>
RC 6.01	1	<input type="checkbox"/>
RC 6.02	1	<input type="checkbox"/>
RC 6.03		<input checked="" type="checkbox"/>
RC 6.04	1	<input type="checkbox"/>
RC 6.05	1	<input type="checkbox"/>
RC 6.06	1	<input type="checkbox"/>
RC 6.07	1	<input type="checkbox"/>
RC 7	1	<input type="checkbox"/>
RC 7.01	1	<input type="checkbox"/>

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Standard Code	Rating	NA
RC 7.02	1	<input type="checkbox"/>
RC 7.03		<input checked="" type="checkbox"/>
RC 7.04		<input checked="" type="checkbox"/>
RC 7.05	1	<input type="checkbox"/>
RC 7.06		<input checked="" type="checkbox"/>
RC 7.07		<input checked="" type="checkbox"/>
RC 8		<input checked="" type="checkbox"/>
RC 8.01		<input checked="" type="checkbox"/>
RC 8.02		<input checked="" type="checkbox"/>
RC 8.03		<input checked="" type="checkbox"/>
RC 8.04		<input checked="" type="checkbox"/>
RC 9	1	<input type="checkbox"/>
RC 9.01	1	<input type="checkbox"/>
RC 9.02	1	<input type="checkbox"/>
RC 9.03	1	<input type="checkbox"/>