

**C4 CONSULTING**  
A SUBSIDIARY OF C4 RECOVERY FOUNDATION

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## The C4 Consulting Difference

The behavioral healthcare ecosystem is defined at its core as a human service industry. People helping people. The greatest challenge is to remember that we aren't producing widgets, but changing lives, regardless of our products or services, and regardless of what aspect of a behavioral health business is your domain. Our essential definition of recovery, regardless of the discipline or diagnostics, is the restoration of one's humanity.

Experience shows us:

- Establishing safety is the foundation of trust and a crucial first step.
- We find that there are challenges not problems.
- There aren't always clear and simple answers for everything, but there are considerations worth exploring.
- We find that solutions are created and delivered through collaboration and mutual understanding.
- Clarity, accuracy, and precision are a beginning not an end.
- Trust is earned through building relationships.
- Empowering others is essential.
- We under-promise and over-deliver, just ask one of our past or current clients.
- Compassion isn't a buzzword, but a fundamental component of our work.
- Healthy relationships require mutual responsibility, and healthy organizations have an abundance of both.
- Integrity is our business. First, last, and *Always*.

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**866.329.7170**

414 Ridge Street, Algonquin, IL 60102

[www.c4-consulting.com](http://www.c4-consulting.com)



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## Our Proven Process

What truly makes C4 Consulting different from others in the consulting space is our Proven Process:

The C4 Consulting Team's approach begins with modeling the principles we employ in our collaborations. Whether in a single project or a lengthier multiphase engagement, our approach begins with understanding your challenges, goals, and opportunities. Through our discovery process and subsequent engagement, we maintain an openness to all considerations while we bring the depth of our experience and insight.

Our discovery process yields a proven path for defining clear understandings, accurate and precise goals to address the challenges and opportunities identified, and a definitive plan for producing results. Whether in an initial meeting or months of review, we strive for clarity, accuracy, and precision in every proposal, contract and/or engagement. Our proposals detail our commitments and the steps required in our engagements.

With clear understanding, accurate goals, and a precise plan of action, our engagements are documented with clear communication for milestones and progress, keeping our collaboration well-informed and on track. The measurable results we commit to are verified along the way. If adjustments or revisions are needed, we collaborate to address our mutually identified changes and ensure successful outcomes.

Feedback informed progress towards an assured outcome is achieved through our commitment and dedication to growing our integrity. Whether it is a brief project or a multiphase engagement, we strive to constantly refine our works towards proven results and lasting impact.

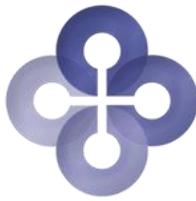
Measuring our success as our collaborations impact our clients begins with initial feedback, then proceeds through the lifetime of our relationships. Once our collaboration has reached its goals and/or objectives, we remain steadfast in our commitment to our client's evolving growth, exploring future considerations throughout, and ensuring we are available as other opportunities present.

We invite you to experience [the C4 Consulting Difference](#).

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## Value Based Care & Trauma Informed Care

Our values are best outlined in the following terms, and we do our utmost to incorporate these principles into all of our practices in every step of every engagement. These principles and practices are at the very core an outline of how the best in class, most effective and impactful work in behavioral health is conducted, from strategic planning through organizational leadership, to clinical and operational implementation to business development and marketing. People helping people, in the best way possible, to help those serving those in need.

Values Based Care & Trauma Informed Care principles outlined as the following:

**Values Based Care** is a paradigm that shifts away from traditional fee-for-service model of care, centering on specific principles as the driving force for measuring outcomes. Values Based Care from our perspective includes care that is driven by principles that are:

**Gender Responsive** - care that orients staff to attend to not only the gender specific needs of the participants, but of the impact of gender in the organization as a whole.

**Trauma Informed** - care that attends to the role of trauma for both participants and staffs in providing care and in organizational health.

**Family Centric** - care that is centered on a family system, not just the needs of an identified participant or one individual within a family system.

**Spiritual Enrichment** - care that builds upon and supports growth of a participant's spiritual beliefs, practices, and values primarily built around their finding a greater sense of community and belonging.

**Recovery Oriented** - care that supports a person-centered, strengths-based approach inclusive of the resiliencies of individuals, families, and communities to achieve abstinence and improved health, wellness, and quality of life for those with or at risk of addiction and mental health concerns.

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**Cultural Humility** - care that differs from cultural competence, by centering on an individual's cultural experience as the reference, honoring and attending to the individual's cultural context and influences in their care.

**Trauma Informed Care** is grounded in and directed by a thorough understanding of the neurological, biological, psychological, and social effects of trauma and the prevalence of these experiences in persons who seek and receive behavioral healthcare services. Trauma informed care from our perspective is oriented by the following principles and guidelines:

**Safety** - Ensuring physical & emotional safety for the Organization, Staffs, Participants, & Families.

**Trustworthiness & Transparency** - Transparency to build trust in relationships. Making tasks clear & maintaining appropriate boundaries.

**Peer Support** - Key to start building trust, establishing safety, & empowerment through peer to peer engagement.

**Collaboration** - Maximizing collaboration & sharing of power with Participants.

**Empowerment, Voice, & Choice** - Prioritizing Participant empowerment & skill-building, as well as prioritizing Participant choice & control.

**Cultural, Historical, & Gender Issues** - care that differs from cultural and/or historical competence, by centering on an individual's cultural experience as the reference, honoring & attending to the individual's cultural context & influences in their care, which is inclusive of all cultural, historical, and gender perspectives.

**Mutual Responsibility** - Each person is responsible for their part in the relationship & for their own behavior.

**Compassion** - Looking at the entirety of the person including their experiences and environments rather than being judgmental & dismissive.

[Contact us](#) and let's discuss how we can make a difference for your organization together.

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