

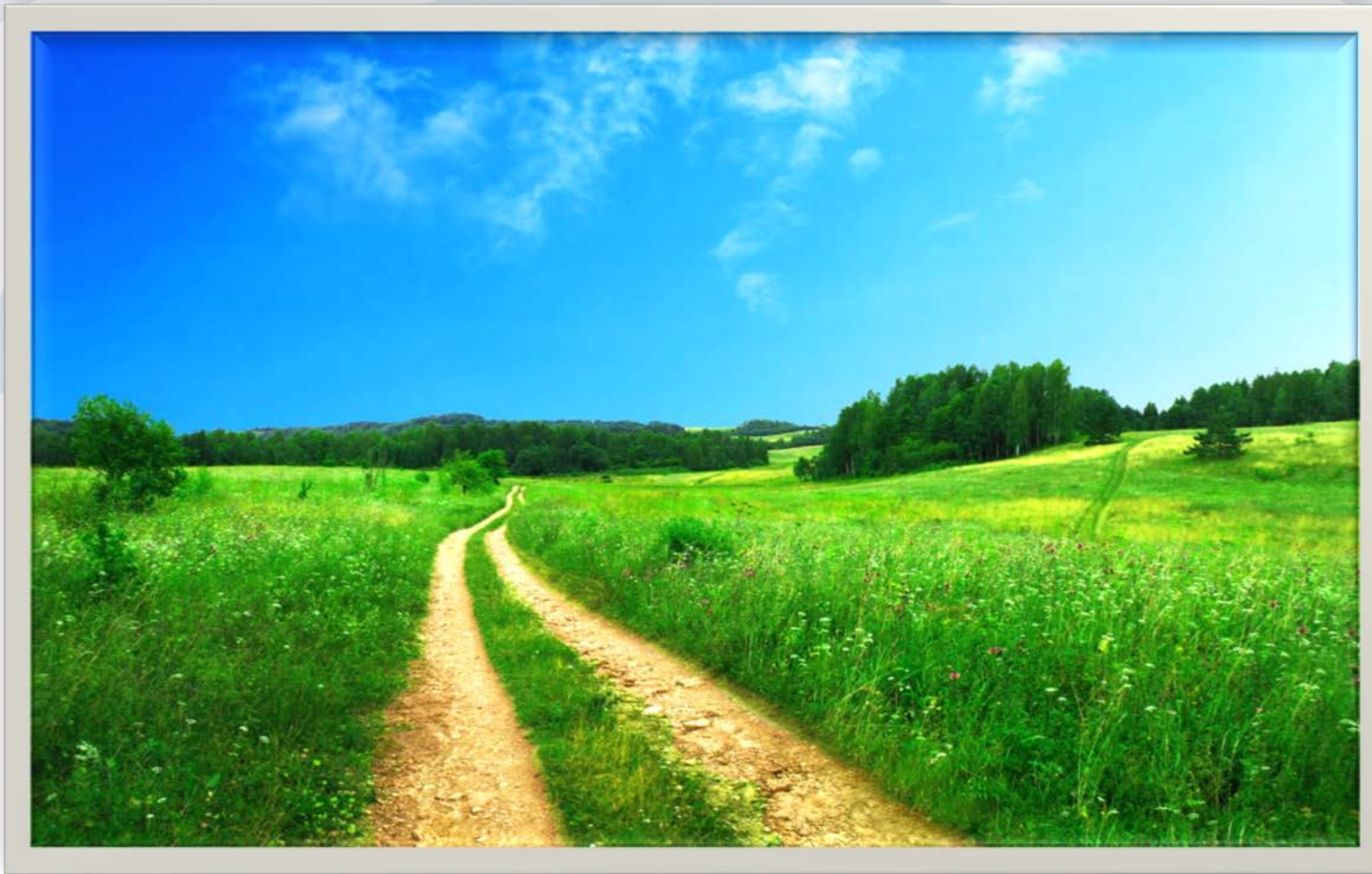
Introduction to COA Accreditation

A presentation designed to provide you with an overview of the accreditation process, including the format and structure of COA standards.

Presented by:

Devon Reichart, Public Policy and Government Relations Coordinator





1: Who is COA & Importance of Accreditation



Our Mission

COA's mission is to partner with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards.



Who We Are

International
Private
Nonprofit
Accreditor

Community-based
behavioral healthcare &
social service
organizations

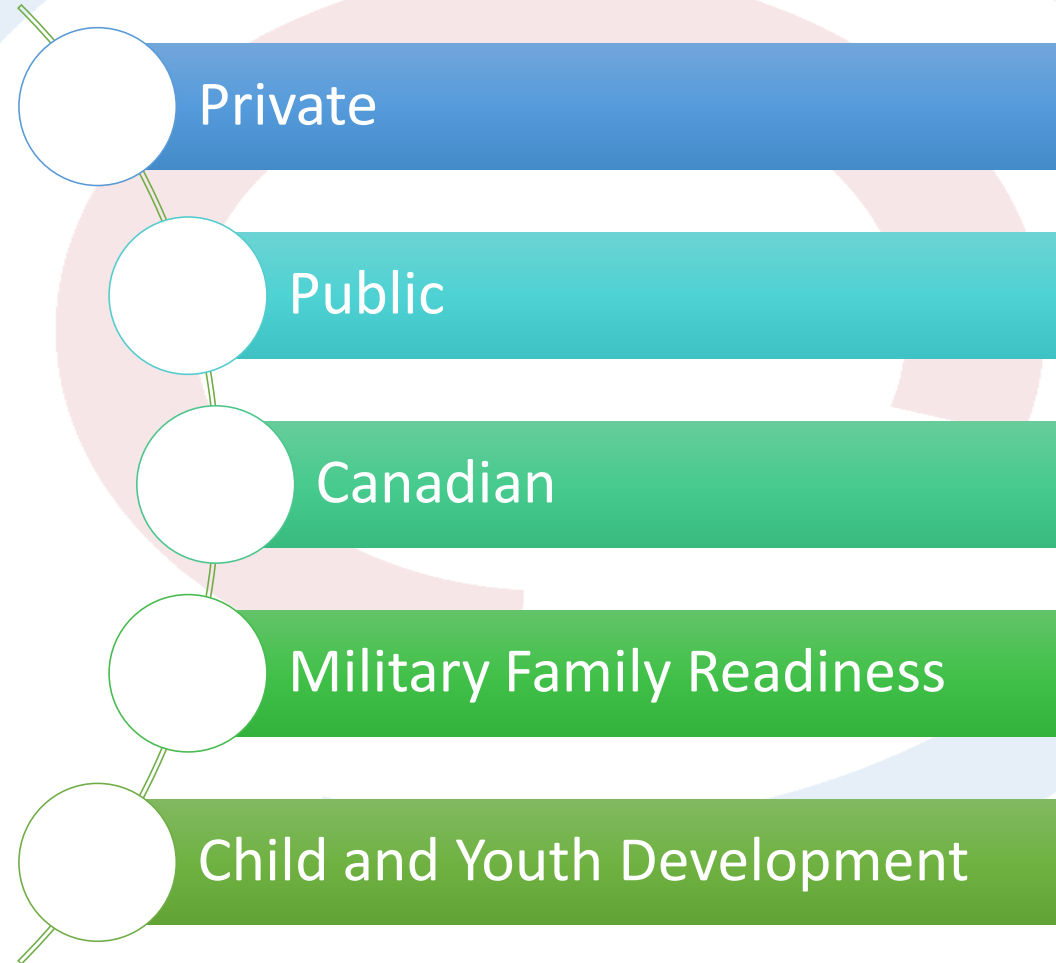
COA

Established in
1977

1800+
Private & Public
organizations accredited or
in process



COA Business Lines



Programs and Services

- Child and Family Services
- Mental Health Services
- Substance Abuse/Opioid Treatment
- Aging/Adult Services
- Homelessness Services
- Developmentally Disabled Services
- Networks/Lead Agencies

Benefits of Accreditation

- Thorough vetting of procedures and policies
- Development and morale building opportunities for staff
- Research-based standards address all aspects of management and operational functioning. Adoption of known best practices can lead to better service delivery outcomes.
- Implementation of a framework for ongoing review of performance
- May qualify for enhanced financial reimbursements and/or reduced state oversight

Pennsylvania Recognitions

Family First Prevention Services Act (Federal)

[Mandate](#)

The U.S. Department of Health and Human Services for Qualified Residential Treatment Programs (QRTP) to access Title IV-E funding

Child Care

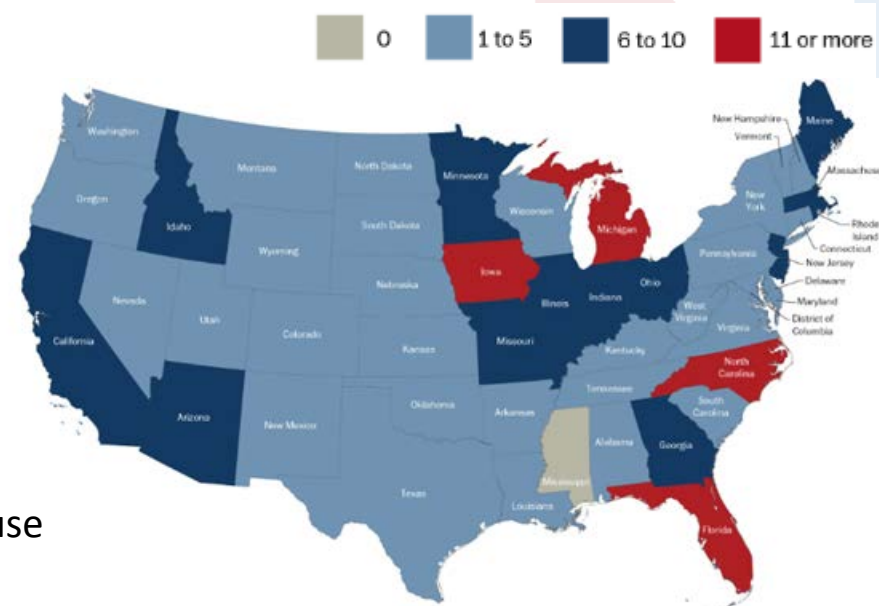
[Tiered Reimbursement](#)

Pennsylvania Keystone Stars

Substance Abuse

[Licensing Mandate](#)

Office of Mental Health and Substance Abuse Services





2: COA Accreditation Process

Characteristics of COA Accreditation



Open, Facilitative, & Collaborative



Process Takes 12 – 18 Months



Four-Year Accreditation



Standards/
Accreditation
Materials Free



Reviews All Programs
& Services



Open Book Test



In-depth Review of
Operations & Service
Delivery



COA Accreditation
Coordinator

Phases of Accreditation

Accreditation Agreement



- Sign agreement
- Pay your fees
- Access tools, training, and resources
- Review the standards

Intake



- Accreditation Coordinator assigned
- Standards assignment
- Establish timeline
- Introductory webinar

Self-Study



- Self assessment
- Provide documentation
- Review organizational functioning

Site Visit



- Conducted by COA volunteers
- Participate in interviews and facilitate reviews
- Review documentation and client files

Pre Commission Review



- COA staff reviews Site Visit scores
- Standards report
- Organization submits additional evidence

Accreditation Decision



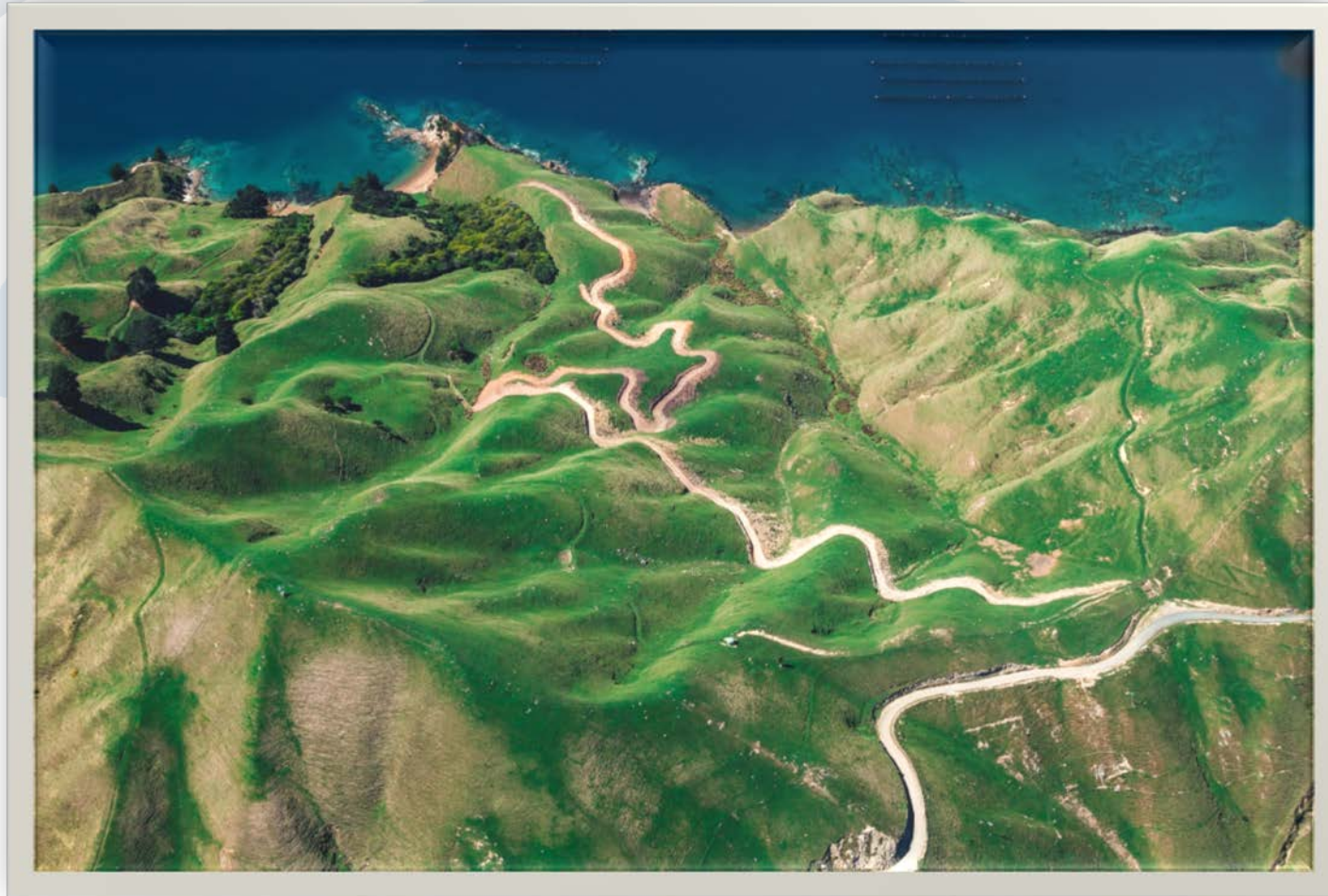
- Leading volunteers make the final decision
- Recommendations are made

Maintenance of Accreditation



- Brief metric report yearly
- Self-report of significant occurrences are reported throughout the year





3: COA Standards

COA Standards

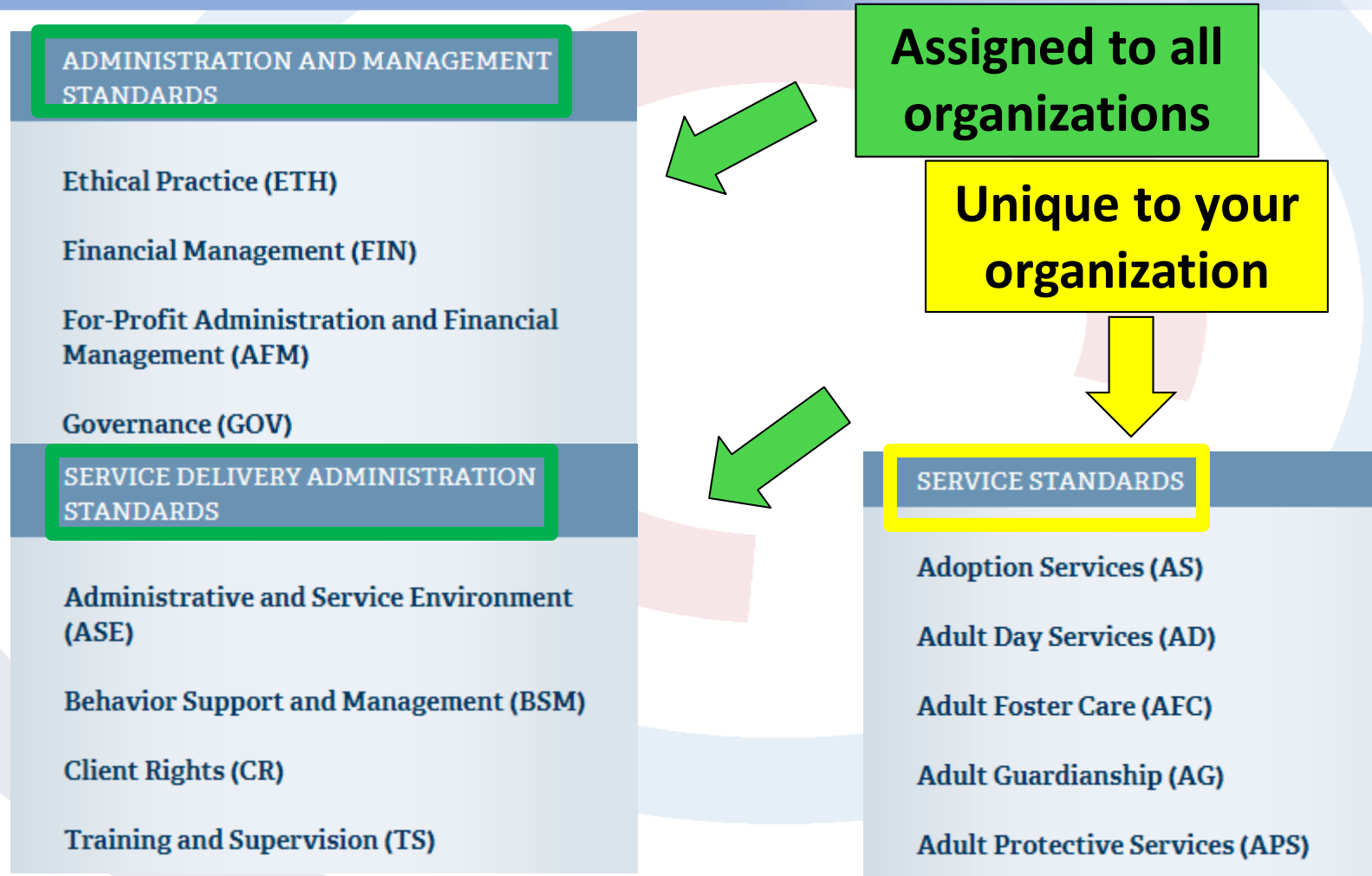
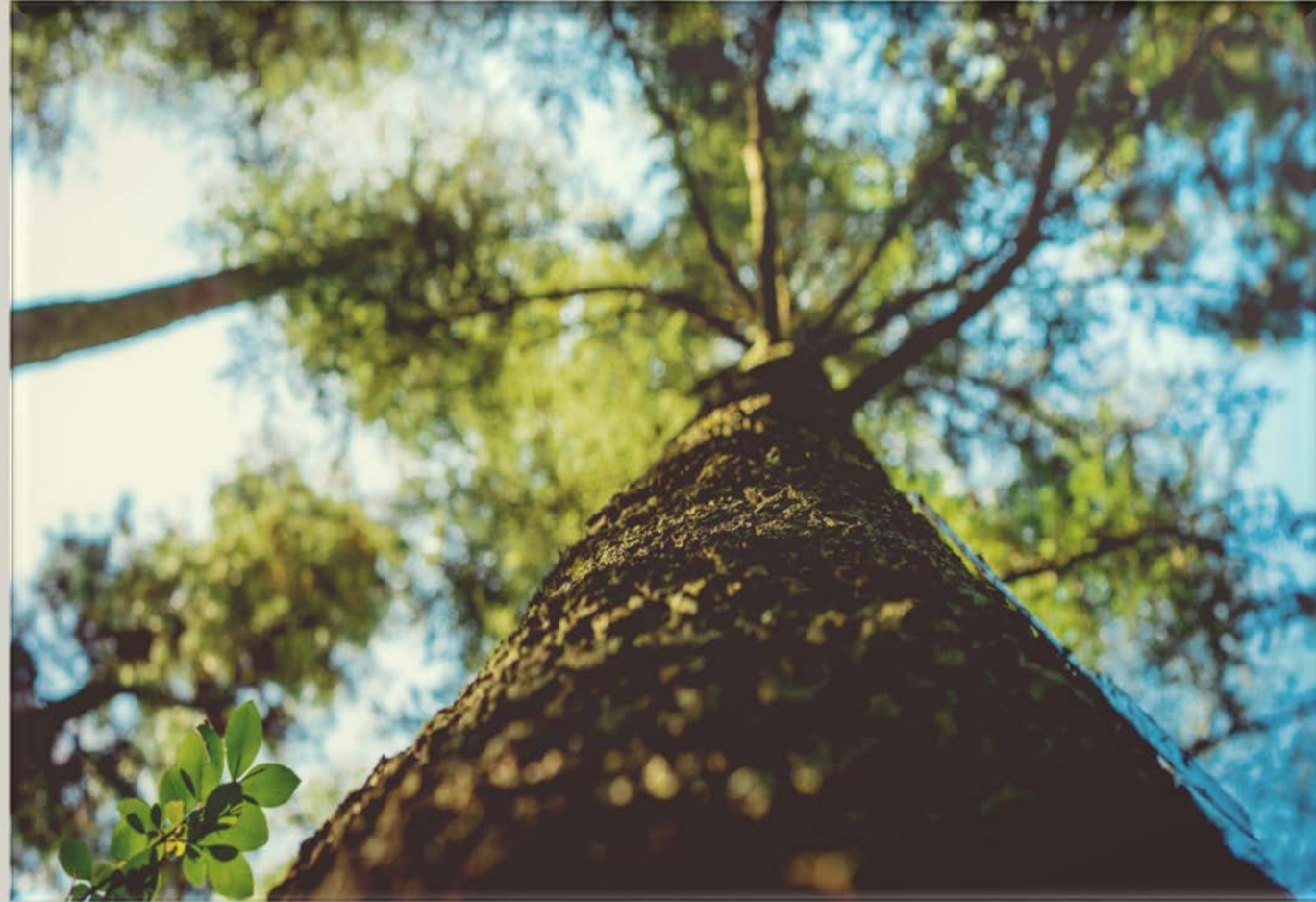


Table of Evidence

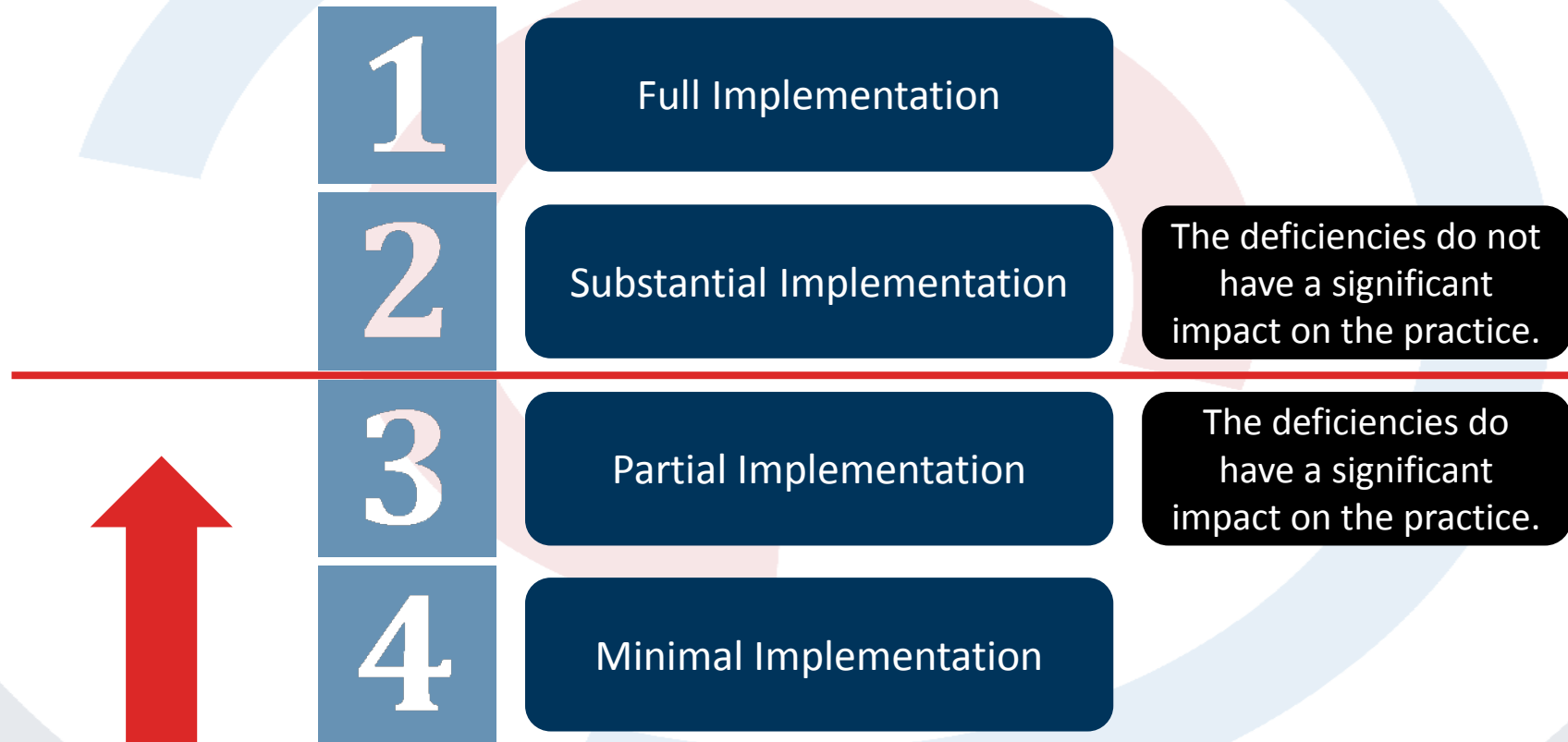
Table of Evidence

Self-Study Evidence	On-Site Evidence	On-Site Activities
<ul style="list-style-type: none">Confidentiality policy and proceduresSample release form for disclosure of confidential information	<i>No On-Site Evidence</i>	<ul style="list-style-type: none">Interview:<ul style="list-style-type: none">a. Clinical or program directorb. Relevant personnelc. Individuals or families servedReview case records



4: Ratings

Scoring System

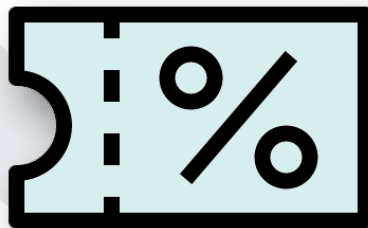




5: Next Steps

Are you a member of a Sponsoring Organization?

Alliance for Strong Families and Communities	Association of Children's Residential Centers	Network of Jewish Human Service Agencies	Catholic Charities USA
Child Welfare League of America	Children's Home Society of America	Family Focused Treatment Association	Lutheran Services in America
National Council For Adoption	National Foundation for Credit Counseling	National Network for Youth	National Organization of State Associations for Children
	Volunteers of America	25% off Accreditation Fee for Sponsoring Organizations	



Speak to Client Relations Staff

The screenshot shows a website navigation menu with three main categories: Accreditation, Standards, and Trainings & Resources. The 'Accreditation' category is highlighted with a green border. Under 'Accreditation', there is a list of options: Accreditation Overview, Private Organization Accreditation (highlighted with a green border), Public Agency Accreditation, Canadian Organisation Accreditation, Child and Youth Development Program Accreditation, Military Family Readiness Program Accreditation, and Hague Accreditation and Approval. Below this list is a 'Fee Information' section, also highlighted with a green border. The 'Fee Information' section contains text about accreditation costs and a link to 'Fee Information for Private Organizations', which is pointed to by a green arrow.

Accreditation Standards Trainings & Resources

Accreditation Overview

Private Organization Accreditation

Public Agency Accreditation

Canadian Organisation Accreditation

Child and Youth Development Program Accreditation

Military Family Readiness Program Accreditation

Hague Accreditation and Approval

Fee Information

The cost of accreditation varies based on an organization's size and services. Fees associated with a four-year accreditation cycle include an application fee, accreditation fee, Site Visit costs, and maintenance of accreditation fees.

Read the [Fee Information for Private Organizations](#).

For new organizations:
Zoë Hutchinson
Director of Business Development
1-866-262-8088 x242
zhutchinson@coanet.org





Accreditation

Standards

Trainings & Resources

Volunteers

Home > Accreditation > Private Organization Accreditation

Training Overview

Training Calendar

Tools Overview

Tools Search

Glossary

Solutions to FAQs

For information
about COA Training
and other resources
open the "Training
& Resources" Drop-
Down Menu

Stay Connected!

Follow us on social media, subscribe to our newsletter & new blog

Social Media:



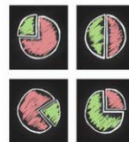
interpretation



Not a Number: A Child Trafficking and Exploitation Prevention Curriculum from Love146



Quash Anxiety While Navigating Audit Committees



Tips & Tools For Creating A Compelling Annual Report



Tips for Creating a Dialogue in the Strategic Planning Process

www.coablog.org

The COA Standard

FEBRUARY NEWSLETTER
ISSUED 2.1.17

FEATURE



Help Us Ensure the Highest Standards for Serving the Homeless

Two More Days To Submit Your Feedback on the Updated Supported Living Services, Shelter Services, and Outreach Services Standards

COA has been working with a panel of representatives from the homelessness field to review and update the Supported Living Services (SCL), Shelter Services (SH), and Outreach Services (OS) standards. The draft standards will be [open for comment](#) until Friday, February 3, 2017. At that point we will begin incorporating your feedback into the final drafts of the standards.

Subscribe:

<http://go.coanet.org/COANewsletterSignUp>



Thank you for joining us!

Feel free to call or email with questions or feedback.

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