What is Accreditation and Why get Accredited?

Richard Klarberg, President & CEO
Council on Accreditation
“Poverty is like punishment for a crime you didn’t commit”

- Indian Philosopher
What Richard Knows about Community Action Agencies
COA’s mission is to partner with human service organizations worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards.
International Private Nonprofit Accr...
What We Accredit

- Private
- Public
- Canadian
- Inter-country Adoption
- Military Family Readiness
- Child and Youth Development
- Networks
COA Stats and Impact

- COA conducted 411 Site Visits in 2016
- 2,200 Accredited Organizations and Programs in the US and Canada
- 2,526,963 is the number of individuals served by COA accredited organizations in 2016
- COA as an approved accreditor:
  - 200+ instances
  - 49 states
  - CMS/Medicaid
  - VA/SSVF
  - TRICARE
  - SAMHSA/OTP
  - U.S. Department of State
accreditation noun

the formal evaluation of an organization or program against acceptable criteria or standards.

What is Accreditation?
What do COA and CAP have in common?

- Bring about change in the lives of individuals who are vulnerable
- Quality Improvement
- Risk Prevention and Management
- Strategic Planning
COA’s Theory of Change

- Strong Management Practices
- Improved Service Delivery
- Better Client Outcomes
Strong Management Practices

Improved Service Delivery

Better Client Outcomes

<table>
<thead>
<tr>
<th>Administration &amp; Management Standards</th>
<th>Service Delivery Administration Standards</th>
<th>Service Standards (50 Sections)</th>
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<tbody>
<tr>
<td>Ethical Practice</td>
<td>Administrative &amp; Service Environment</td>
<td>Access to Service</td>
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<tr>
<td>Financial Mgmt</td>
<td>Behavior Support &amp; Mgmt</td>
<td>Screening and Intake</td>
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<tr>
<td>Governance</td>
<td>Client Rights</td>
<td>Timely Assessment</td>
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<td>Human Resources</td>
<td>Training &amp; Supervision</td>
<td>Service Plan Based on Assessment</td>
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<td>Risk Prevention &amp; Management</td>
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<td>Regular Review of Progress</td>
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<td>Performance &amp; Quality Improvement</td>
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<td>Training &amp; Supervision</td>
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“Overcoming poverty is not a gesture of charity. It is the protection of a fundamental human right: the right to dignity and a decent life.”

-Nelson Mandela
How COA’s Standard Areas are similar to Pathways to Excellence

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<tr>
<th>COA Private Org Standards</th>
<th>Pathways to Excellence</th>
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<tr>
<td>• Governance</td>
<td>• Organizational Leadership</td>
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<td>• Ethical Practice</td>
<td>• Strategic Planning and Direction</td>
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<tr>
<td>• Performance &amp; Quality Improvement</td>
<td>• Customer, Constituent, and Partner Focus</td>
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<tr>
<td>• Human Resources</td>
<td>• Measurement, Analysis, and Performance Management</td>
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<tr>
<td>• Risk Prevention &amp; Management</td>
<td>• Organizational Results</td>
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<tr>
<td>• Financial Management</td>
<td>• Human Resource Focus</td>
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<td>• Organizational Process Management</td>
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How COA’s Standards are different from Pathways to Excellence: Service Sections

- Child and Family Services
- Mental Health and Substance Use Disorder Services
- Aging Services
- Homelessness Services
- Developmentally Disabled Services
- Financial Education and Counseling/Housing
- Vocational Services/Ways to Work
COA’s Service Sections: Key Components

- Access to Service
- Screening and Intake
- Timely Assessment
- Service Plan Based on Assessment
- Regular Review of Progress
- Supervision
- Case Closing
- Qualified Personnel
- Training & Supervision
About COA’s approach
Characteristics of COA Accreditation

- Open, Facilitative, & Collaborative
- Four-Year Accreditation
- Reviews All Programs & Services
- In-depth Review of Operations & Service Delivery

- Process Takes 12 – 18 Months
- Standards/Accreditation Materials Free
- Open Book Test
- COA Accreditation Coordinator
Size of Organizations

Organizations Currently Accredited

Private Organizations as of 8/2/2017
## Benefits of Accreditation

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

**Consumers:**
Facilitates involvement in the decision making process for all aspects of service and informs the consumers that the staff are qualified and trained.

**Staff:**
Promotes a culture of excellence and supports healthy service environments.

**Funders:**
Assures that the organization has sound financial practices and confirms the efficient operation of an organization.

**Board of Directors:**
Emphasizes budget and other fiduciary responsibilities and focuses on risk management.
Right, but, really, why do it?

- Change Agent
- Funding
- Risk Management
- Differentiator
- Culture of Quality
- Leadership Development/Succession Planning
- Improved Internal Learning and Communication
What **non-mandated** new applicants say about why they pursue COA:

- **41%** To ensure appropriate performance and quality improvement practices are in place
- **29%** To improve service delivery for clients and/or increase client satisfaction
- **16%** To better position ourselves to secure grants/contracts (where accreditation is not required)
- **7%** To compete more successfully and increase our client base
Recognition highlights the value of COA accreditation and serves as a benchmark for governmental entities.

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The Accreditation Process
“If I had eight hours to chop down a tree, I’d spend six sharpening my ax.” – President Abraham Lincoln
Phases of Accreditation

Accreditation Agreement  Intake  Self-Study  Site Visit  Pre Commission Review  Accreditation Decision  Maintenance of Accreditation
Our Volunteers

• Currently or previously affiliated with a COA Accredited organization
• Graduate degree in a human service discipline or commensurate experience
• At least 7 years of continuous management experience
• Expertise in at least 5 of COA’s service standard areas
Site Visit Activities

- Sunday record review
- Entrance Meeting
- Tour of facilities
- Interviews with staff, volunteers, consumers, stakeholders, governing body members and management
- Daily debriefing
- Additional document reviews
- Exit meeting
Accreditation Decision

Percentage of Private Accredited Organizations

- Deferred
- Expedited

Percentage of Public Accredited Organizations

- Deferred
- Expedited
Phases of Accreditation

- Accreditation Agreement
- Intake
- Self-Study
- Site Visit
- Pre Commission Review
- Accreditation Decision
- Maintenance of Accreditation
Timeline of Accreditation

12-18 Months

- Accreditation Agreement
- Intake
- Self-Study
- Site Visit
- PCR
- Accreditation Decision

Accreditation Award 4 Years

Maintenance of Accreditation

Apply for Reaccreditation 18 Months Before Expiration
COA’s Standards
Standards Development

COA’s standards rest on a platform of ongoing guidance of three kinds:

1. Information gathered formally through expert panels and advisory work groups
2. Informal discussion with human service organizations about how the standards are implemented in a range of circumstances
3. Reviews of published research and professional literature
Standards as Goal Statements

The “WHAT”.

Not the “HOW”.
The Structure

Purpose Standards

Core Concept Standards

Core Concept Standards (stand-alone)

Practice Standards

Fundamental Practice Standards
Download the PQI Tool Kit

This new tool assists Private and Canadian organizations in developing and refining their Performance and Quality Improvement systems.
For information about COA Training and other resources open the "Training & Resources" Drop-Down Menu.
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.
“Poverty is the parent of revolution and crime”

- Ancient Greek Philosopher
EVALUATIONS

The Partnership Wants Your Feedback!

Please be sure to complete the evaluation for this session online, via the CAPCON17 Event App.

Thanks in Advance for your Cooperation!
Thank you.

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