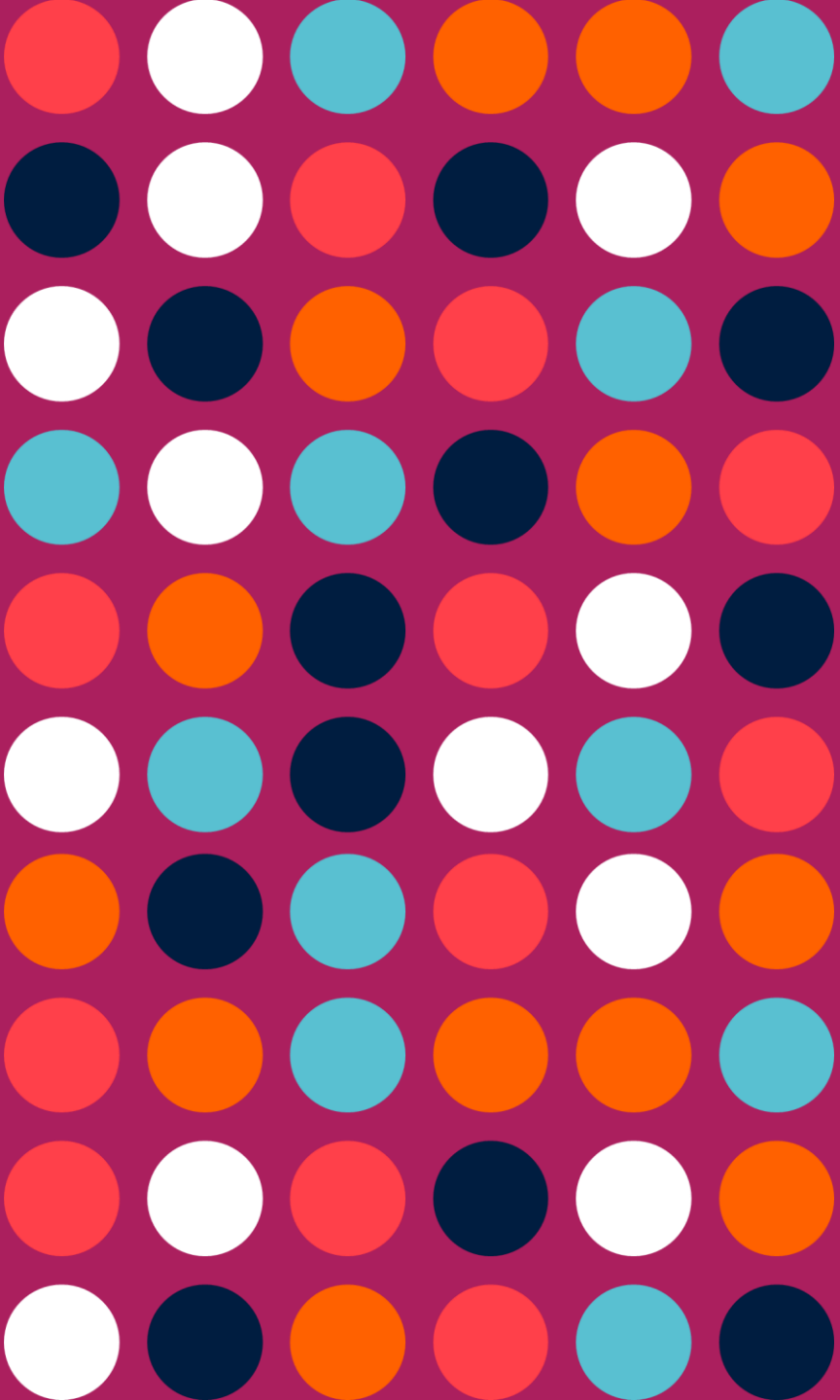


# Introduction to COA Accreditation – North Dakota HHS DD Section

November 13, 2024



# Agenda

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- Who we are
- What is COA Accreditation?
- Accreditation Process
- Standards
- Questions

# The Power of Our Social Current Network

Together with thousands of social-sector leaders, we activate the power of the social sector to create a unified, intrepid, just, and purposeful network so that all people can thrive.



We Can Reach

**12,000+**

Human Services Professionals

Representing

**1,800+**

Network Organizations

That Serve Nearly

**11 million**

Individuals

# The Span Of Our Network



All 50 States

+



Puerto Rico

+

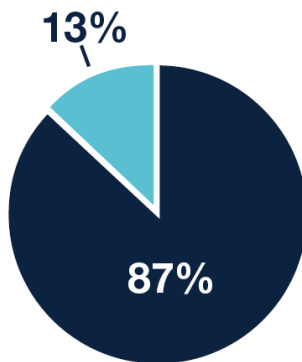


6 Canadian  
Provinces

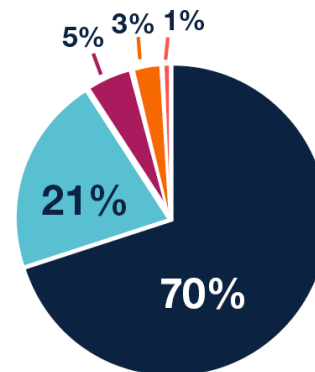
+



Military Bases  
Worldwide



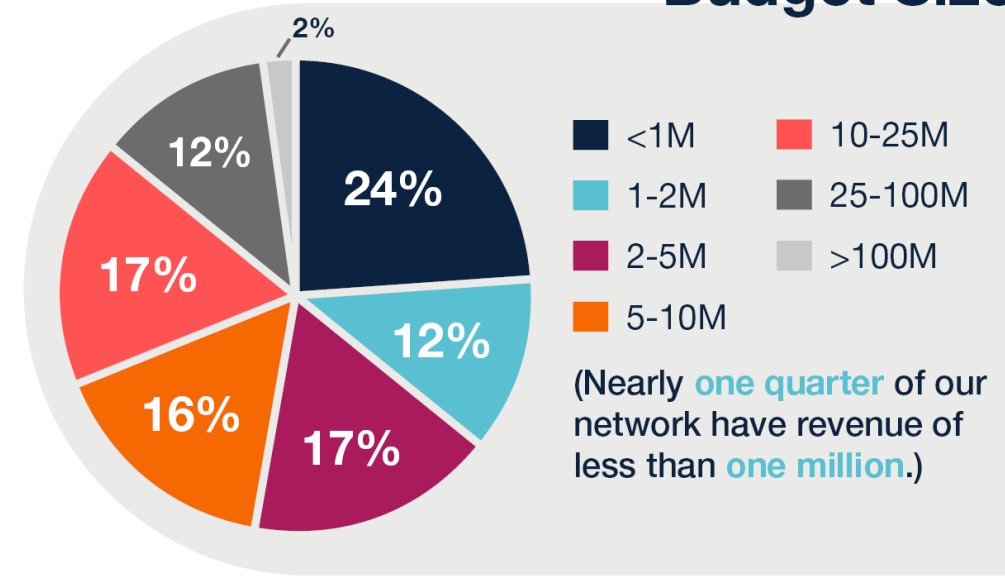
■ Nonprofit  
■ For-Profit



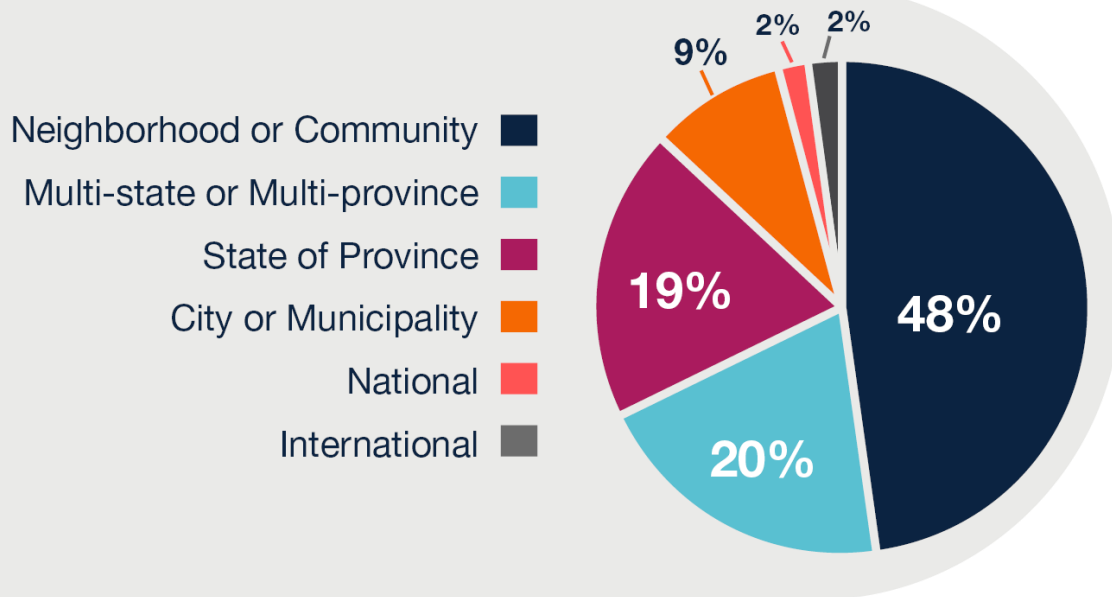
■ Private Organizations  
■ Child and Youth Development (CYD)  
■ Public Agencies  
■ Canadian  
■ Military Family Readiness (MFR)

# Together, We Are A Force

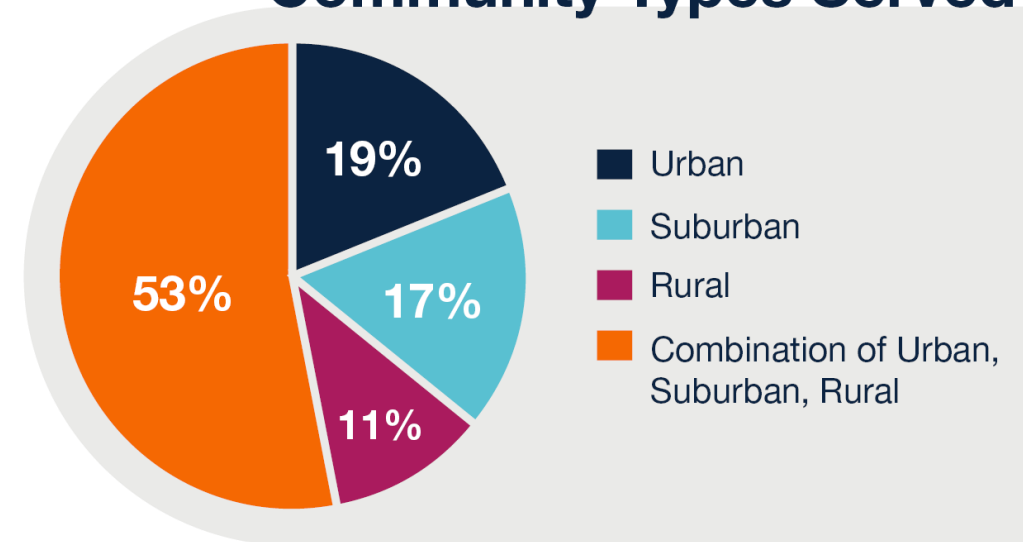
## Budget Size



## Geographic Reach



## Community Types Served



# Together, We Are A Force



## Populations Served

### Individuals

- Autism Spectrum Disorder
- Dementia-related Illnesses
- Developmental Disabilities
- Experiencing Homelessness
- Formerly incarcerated
- Immigrants
- LGBTQ
- Low Income
- Mental Health Disorders
- Pregnant and/or Parenting
- Requiring Medical Services
- Substance Use Disorders
- Veterans

### Families

- As a group
- Of primary service recipient

### Special Populations

- Domestic and/or Family Violence
- Human Trafficking

\*Client ages range from infants (under one year) through older adults (65+)

### Youth

- Emancipated
- Child Welfare System Engaged
- Juvenile Justice System
- Runaway
- Unaccompanied Minors (non-citizen or refugee)

## MISSION

We advocate for and implement equitable solutions to society's toughest challenges through collaboration, innovation, policy and practice excellence.

## VISION

We ignite change for an equitable society where all people can thrive.



# What Is COA Accreditation?



# Why Accreditation?

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Accreditation provides a framework to manage resources, offer best practices, and strive for continuous improvement. This supports an organization's sustainability, encourages its growth, and helps it to achieve measurable results.

- Accreditation is both a process and a credential.
- The accreditation process is voluntary.
- Only organizations, agencies, or programs can be accredited.
- Accreditation signifies that an organization or program is effectively managing its resources and providing the best possible services.

# Accreditation Helps You

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Deliver Quality Services to Clients

Support Your Staff

Satisfy Your Board

Inspire Confidence in Donors and Funders

Meet the Needs of Regulators

# COA Accreditation Difference

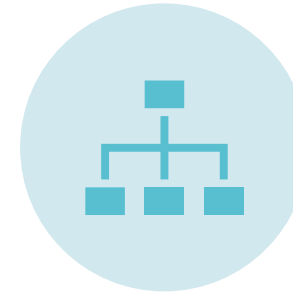
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FOUR-YEAR  
ACCREDITATION



ACCREDITATION  
COORDINATOR



WHOLE-ORGANIZATION  
REVIEW



STANDARDS AND  
ACCREDITATION  
MATERIALS FREE



VOLUNTEER  
REVIEWERS

# Our Approach

## Collaborate

We work together with you to identify the right standards and build out a timeline that fits your organization's needs.

## Support

Provide feedback and resources throughout the process to help you stay on track and be well-prepared for the review.

## Validate

Review verifies the implementation of best practices and confirms the quality of your work in order to award accreditation.

# Accreditation Process

# Phases of Accreditation

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1 | Application and Agreement

2 | Intake

3 | Self-Study

4 | Site Visit

5 | Pre-Commission Review

6 | Accreditation Decision

7 | Maintaining Accreditation

# 1 | Application and Agreement



SUBMIT APPLICATION



SIGN YOUR  
ACCREDITATION  
AGREEMENT



PAY INITIAL FEES



ACCESS TOOLS,  
TRAININGS, AND  
RESOURCES



REVIEW THE STANDARDS

# Fee Information

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## Accreditation Fee

- This fee covers all ongoing technical assistance by phone, desk reviews, materials and resources related to four-year accreditation.
- It is calculated based on the size of an organization using annual revenue as the key value.

## Site Visit Fee

- This fee covers all costs and expenses of the Site Visit, including, but not limited to, travel, hotel, meals and incidentals.
- Calculated based on the length and scope of site visit.



## 2 | Intake

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GET ASSIGNED TO AN  
ACCREDITATION  
COORDINATOR



RECEIVE THE  
APPROPRIATE  
STANDARDS  
ASSIGNMENTS



ESTABLISH  
ACCREDITATION  
TIMELINE



PARTICIPATE IN AN  
INTRODUCTORY  
WEBINAR TO THE  
MYCOA PORTAL

# Accreditation Coordinator

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- Stays with you for the entire process
- Answers questions
- Provides feedback and guidance on the Preliminary Self-Study
- Assists you with preparing for the Self-Study submission
- Reminds you of important milestones
- Connects you to tools and resources
- Has a capped caseload to ensure capacity for personalized service
- Assigned by specialty

# MyCOA Portal



- Tailored to your organization
- Secure and user-friendly
- Simplifies workflow
- Facilitates efficient and collaborative accreditation process
- Each organization receives three licenses for the portal

The screenshot shows the MyCOA Portal interface for ABC Services, Inc. (ID: #660079). The top navigation bar includes links for SITES & PROGRAMS, TRAINING & RESOURCES, SELF REPORT, and SUPPORT. A progress bar indicates the current stage is 'APPLICATION & AGREEMENT', with other stages like 'HOME', 'INTAKE', 'STANDARDS & SELF-STUDY', 'SITE VISIT', and 'COMMISSION' also visible. The main content area is divided into several sections: 'Current Stage: Self-Study' with a progress indicator (0% completed, 0 out of 261 steps) and a 'Current Step' of 'Step 1. Confirm Timeline & Standard Assignments'; 'Business Information' with fields for Status, CEO/Executive Director, Primary Contact, Mailing Address, Billing Address, Organization Phone, and Website; 'My Accreditation Timeline (0)'; 'My Training & Events (5)' with cards for 'Getting Organized: Creating an Accreditation Workplan', 'Introduction to the New MyCOA Portal Redesign', and 'Preparing for the Site Visit'; 'Announcements (1)' featuring a registration notice for the COA 2020 Conference; and 'My Standards Updates (0)'.

# 3 | Self-Study

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COMPLETE AN EXTENSIVE  
SELF-ASSESSMENT

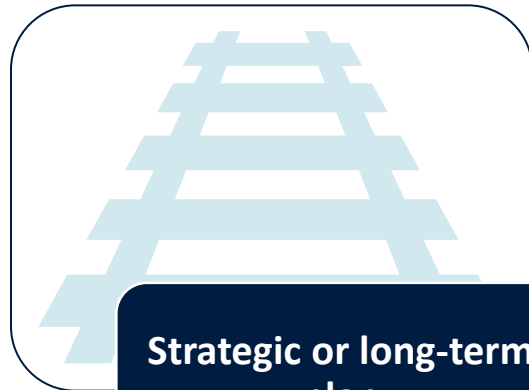


PROVIDE DOCUMENTATION,  
INCLUDING POLICIES,  
PROCEDURES, AND OTHER  
INFORMATION



REVIEW ORGANIZATIONAL  
FUNCTIONING

# Preliminary Self-Study



**Strategic or long-term  
plan**



**Performance and  
quality improvement  
plan**



**Risk management  
annual assessment  
procedures**



**Risk management  
quarterly review  
procedures**



**Investigation and  
review of critical  
incidents procedures**



**Behavior support and  
management policy the  
organization**

# Value of the Self-Study

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- Allows organizations to look at current policies, procedures, and practices in-place for alignment with the standards
- Submitted electronically via your MyCOA portal
- Demonstrates implementation of the standards
- Future institutional knowledgebase for the organization

# 4 | Site Visit

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CONDUCTED BY COA  
VOLUNTEERS – EXPERTS IN  
THE FIELD



PARTICIPATE IN INTERVIEWS  
AND FACILITY REVIEWS



REVIEW ADDITIONAL  
DOCUMENTATION AND CLIENT  
FILES

# Site Visit Activities

## Our time on site will include:

- Interviews with staff, clients, and other stakeholders
- Visits to program sites
- Observe staff and client interactions
- Entrance and exit meetings





# Our Volunteers

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- Currently or previously affiliated with an organization that has achieved COA Accreditation
- Graduate degree in a human service discipline and commensurate experience
- At least five years of continuous management and supervisory experience
- Expertise in at least 5 of COA Accreditation service standard areas (private organizations)

# Ratings Indicators

1

**Full Implementation**

The deficiencies do not have a significant impact on the practice.

2

**Substantial Implementation**

3

**Partial Implementation**

The deficiencies do have a significant impact on the practice.

4

**Minimal Implementation**

# 5 | Pre-Commission Review (PCR)

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SCORES FROM THE SITE  
VISIT ARE REVIEWED BY  
COA STAFF



A REPORT OF STANDARDS  
THAT NEED ADDITIONAL  
ATTENTION IS PROVIDED

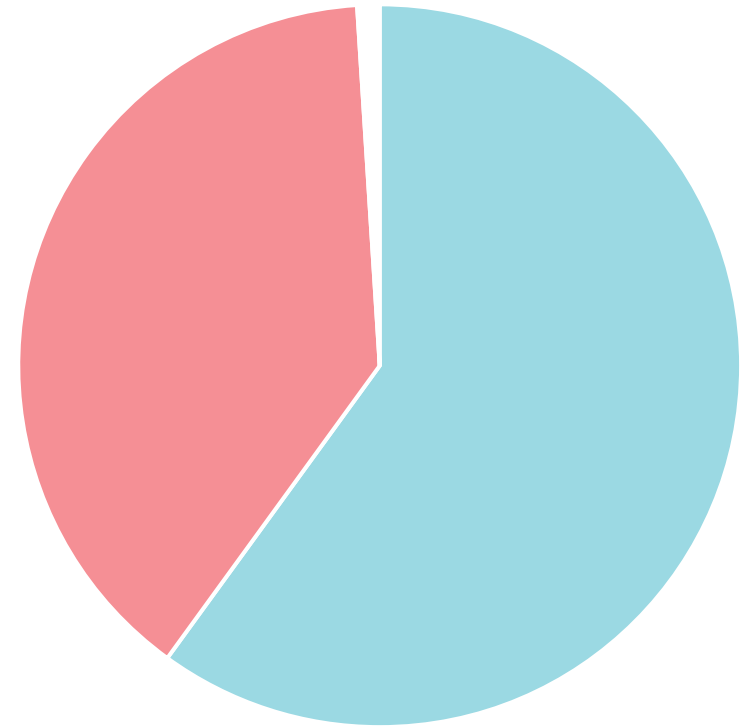


THE ORGANIZATION HAS  
THE OPPORTUNITY TO  
SUBMIT EVIDENCE

# Why We Do the PCR

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- Added benefit allows organizations a chance to address standards needing attention before accreditation decision
- Goal is to help organizations achieve accreditation



CLOSE TO 60% OF ORGANIZATIONS  
GO THROUGH PCR STAGE

# 6 | Accreditation Decision

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A GROUP OF LEADING  
VOLUNTEERS MAKE THE  
RECOMMENDATION TO AWARD  
ACCREDITATION



RECOMMENDATIONS ARE MADE IF  
ADDITIONAL WORK IS REQUIRED

# 7 | Maintaining Accreditation

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ONCE A YEAR, A BRIEF METRIC  
REPORT IS SUBMITTED TO COA



SELF-REPORTS OF SIGNIFICANT  
OCCURRENCES ARE REPORTED  
THROUGHOUT THE YEAR

# Benchmarking and MOA

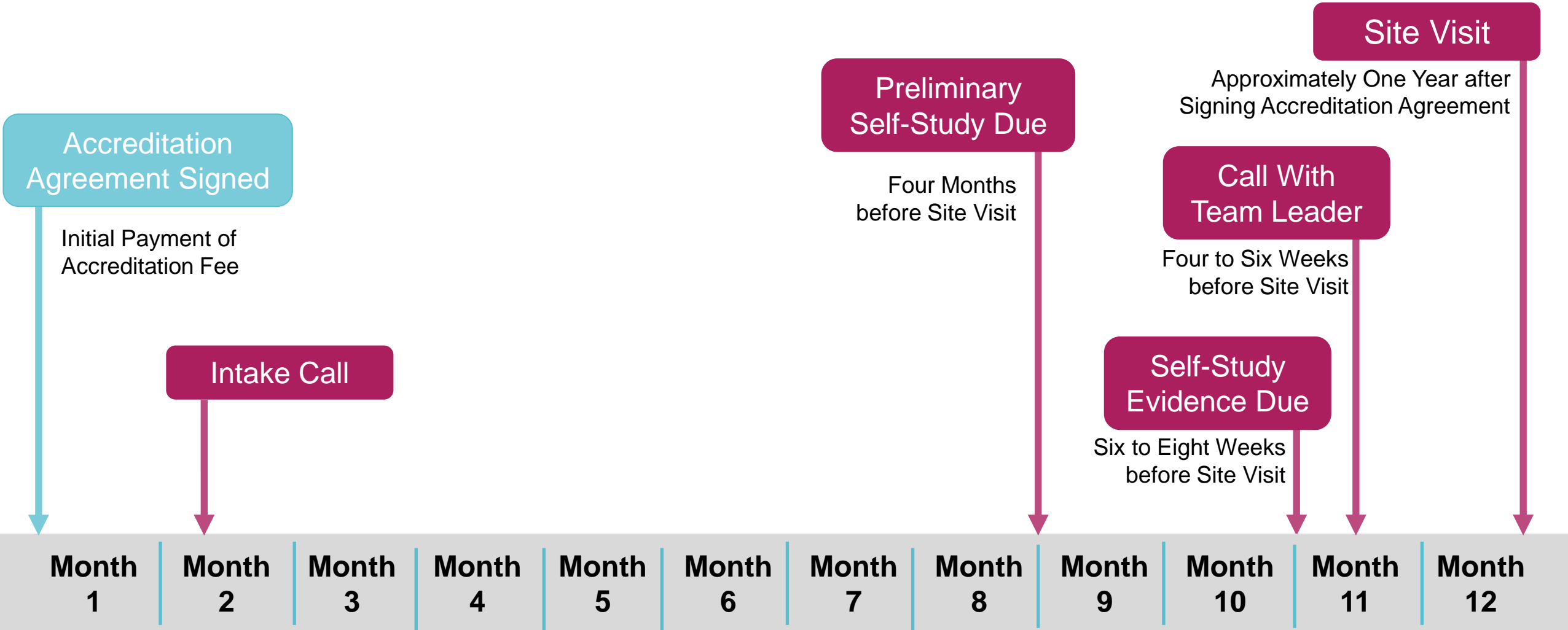
## Benchmarking

- Benchmarking program for accredited Private and Canadian organizations
- Equips organizations with powerful data to understand their performance against peer organizations

## MOA

- Annual MOA reporting schedule aligns with fiscal year for organizations
- Organizations are notified, via email to the designated primary contact, at least 60 calendar days prior to their MOA Report due date.

# Accreditation Timeline



[Calculate Your Site Visit Date](#)



# Accreditation Standards

# The Standards Development Cycle

Our standards are developed and maintained based on:

- Reviews of research and professional literature on identified trends and evolving practices
- Collaboration with diverse groups of subject matter experts
- Periods of field comment
- Ongoing feedback from accredited agencies and volunteer reviewers



# Setting Research and Development Priorities

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Annual Standard Development goals are set based on input from a variety of sources, including:

- Input from our network on trends, evolving practices, and most pressing needs
- Feedback on individual standards from our accredited organizations and volunteer peer reviewers
- Data analysis
- Recognition opportunities

# Standards Categories



## Administration and Management Standards

Administration and Management Standards address practices that promote sound operations and management, including governance, financial management, and quality improvement. These apply to all organizations regardless of the services provided or populations served.

## Service Delivery Administration

Service Delivery Administration Standards address practices related to the administration of services, including client rights, training and supervision, and program administration. These also apply to all organizations.

## Service Standards

Service Standards address practices related to service provision across the full continuum of social and behavioral healthcare services. These standards apply based on your organization's scope and service population.

# Administration and Management

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Financial Management

Governance

Human Resources

Performance and Quality Improvement

Risk Prevention and Management

Network Administration

# Service Delivery Administration

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Administrative and Service Environment

Behavior Support and Management

Client Rights

Program Administration

Training and Supervision

# Service Standard Elements

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Logic Model

Service Planning and  
Monitoring

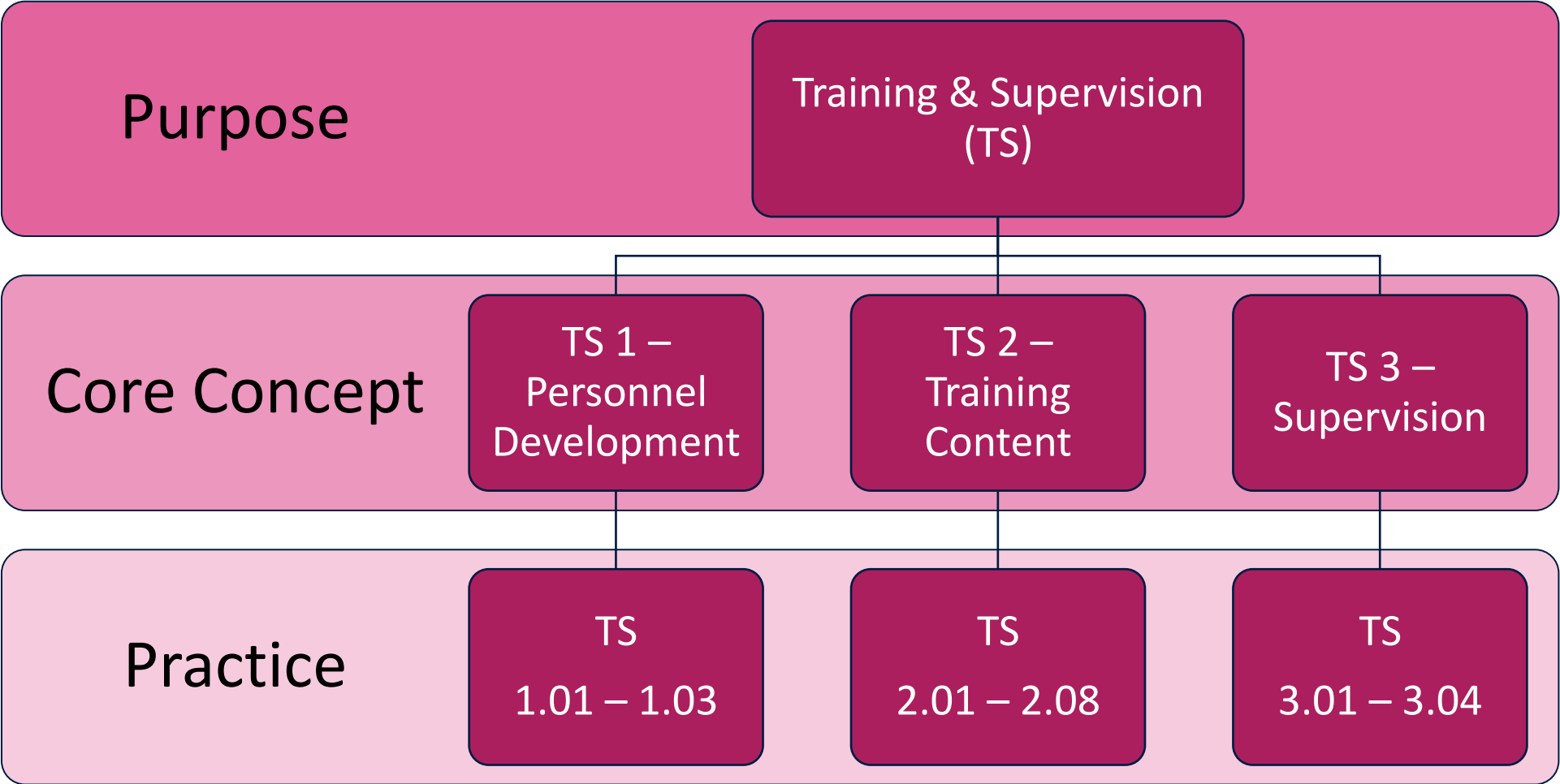
Personnel

Service Elements

Intake and Assessment

Case Closing and  
Aftercare

# Standards Structure





# Person- and Family-Centered Care

- Preference for person-centered language in place of terms like “client,” “patient,” or “service recipient”
- Providing care that is responsive to the individual’s or family’s preferences, beliefs, values, and goals
- Emphasis throughout on putting the individual or family at the center of all service delivery decisions



# Diversity and Inclusion

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- Collaborating with the community to address unmet needs
- Ensuring staff and governing body members reflect the demographics of the community they serve
- Considering the social factors that can address health outcomes
- Developing a robust, sustainable, organization-wide quality improvement system
- Designing and adapting programs and services to accommodate the diverse abilities and spoken languages of persons served
- Training staff on cultural differences among the service population

# Questions and Contact Information

## Contact:

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*Network Growth Manager*

212-871-1945

[jperrow@social-current.org](mailto:jperrow@social-current.org)

**Kelly Barkley Mane**

*Manager of Government*

*Relations and Recognitions*

[kmane@social-current.org](mailto:kmane@social-current.org)