

The Tracker

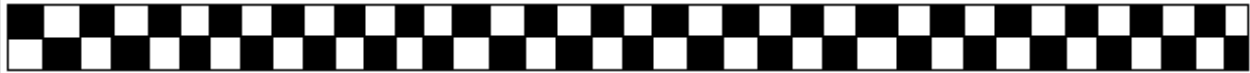
June 2006



Edition 1



Reporting from the green flag to the checker!



Quick Stats Q & A:

Q: What is accreditation?

A: COA accreditation is a comprehensive process by which an organization goes through a thorough self-study and on-site review by trained Peer Reviewers in order to achieve the highest recognition for delivering quality child and family services, behavioral healthcare services, consumer credit counseling services, and/or community support and education services that comply with nationally recognized standards of best practice.

Q: Why should my organization be accredited?

A: Accreditation is a statement to the communities you serve and to your funders that your organization has complied with nationally recognized standards of best practice. It is often compared with the "Good Housekeeping Seal of Approval." Increasingly, funding sources such as state governments and managed-care companies are requiring accreditation by a highly respected national accrediting body.

Q: What is the accreditation process?

A: There are four basic phases to accreditation:

- Application: Submitted by the organization
- Self-Study: Completed by the organization
- Site Visit: Review and report by the accreditation team
- Accreditation Decision: Evaluation by the COA Accreditation Commission

Stats from the COA website:
www.coanet.org

Note from the editor:

Welcome race fans! I'm sure you are all aware of the ongoing COA process. However, the amount of information varies greatly. COA encourages a wide foundation of participation and understanding in the COA process and operation of an agency. This monthly newsletter will hopefully help with this and encourage all of you to participate in some facet.

Meet the Race Teams:

There are currently seven active teams working on COA standards. These seven teams are organized under two primary committees.

- Performance and Quality Improvement (PQI)
 - Supervisors Team (John, Kay, Emily, Kip & Shoan)
 - Operation Plan (Vince & Jennifer S.)
 - Improvement & Implementation (Kip & Emily)
 - Case Record Review (Shoan, Julie & Kay)
 - Outcomes & Indicators (Melanie, Bill & Jenny F.)
- COA Policy Group
 - Policy Analysis (Jennifer S., Kathy, Marlene & Julie)
 - Clients Rights (Jennifer S., Kathy, Marlene & Julie)

The Crew Chiefs:

Like everything in sports, work and life, there has to be a group of individuals willing to dedicate their time and energy to oversee project operations. For this agency and this process, this is the COA Core Team. The COA Core Team consists of John, Emily, Shoan, Marlene, Melanie & Jennifer S. The COA Core Team attends regular trainings and phone conferences with the assigned COA Accreditation Coordinator, and they meet biweekly to review standards, plans, progress, and any other issues that arise.

These individuals are the assigned leaders and resources for each of the COA race teams. If you have any questions or comments regarding COA or the accreditation process, you can speak with one of these team members. Also, if you have any interest in becoming more active in this process, let one of the crew chiefs know!

Race Schedule:



October 2005

--COA Begins

Winter 2005/2006

--Change to 8th Edition
"Beta Standards"

Spring/Summer 2006

--Strategic Planning process
--Self Study on Beta Standards
--COA work groups begin
--Agency Policies approved & implemented

Summer/Fall 2006

--COA Work groups continue
--Project implementation
--Agency Policies approved & implemented
--Begin training & informing

Fall/Winter 2006

--COA Work groups continue
--Project implementation continues
--Begin project evaluations
--Continue training & informing

Spring 2007

--Update & finalize Self Study Document
--Gather & finalize Pre-Site Documentation
--Achieve full implementation of standards & projects
--Continue training & informing

Summer 2007

--Submit Self Study & Pre-Site Documentation
--Continue implementation & evaluation
--Begin preparing On-site documentation & interviews

Fall 2007

--On Site Visit

--Accreditation received

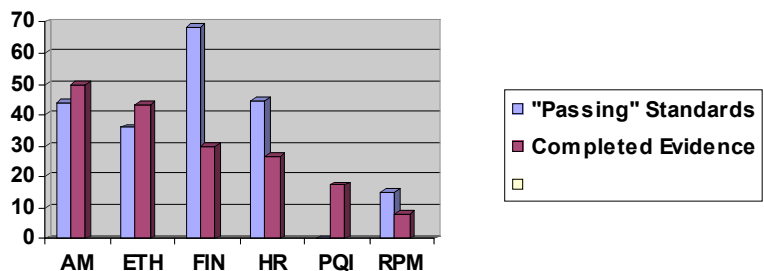


Pit Pass:

The Self Study has been completed on the two primary sections of the Beta Standards. Once the service standards are identified and confirmed a Self Study will be completed on those sections also. Here's a sneak peak at the agency's progress towards completion!

The first section "Administration and Management Standards" consists of six standards (aka "race teams"): Administration and Management (AM), Ethical Practice (ETH), Financial Management (FIN), Human Resources (HR), Performance and Quality Improvement (PQI), and Risk Prevention and Management (RPM).

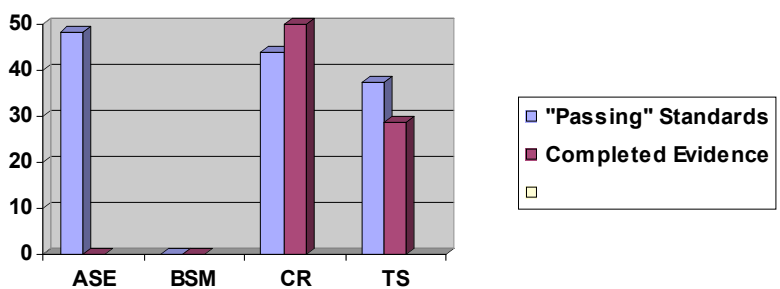
Administrative and Management



* Numbers represent percentage based on a 100% scale.

The second section "Administrative Service Delivery Standards" consists of four standards or "race teams": Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Clients Rights (CR), and Training and Supervision (TS).

Administrative Service Delivery



* Numbers represent percentage based on a 100% scale.

