

As Easy as 1-2-3

**MANAGING THE  
ACCREDITATION  
PROCESS**

# Mock Opening Meeting

- ① Welcome to Our COA Opening Meeting
  - Agenda
    - Share Background of COA
    - Explain Importance of COA Accreditation for Our Agency
    - Discuss Process
      - Self Study
      - On-Site Visit
    - Answer Questions

# Family Services of Dayton History

- 120 Year Old Organization
- Started as the “Associated Charities of Dayton”
- Continues today to strengthen families and communities through counseling, education, community building and advocacy
- First Accredited in 1978

# The Village Network Organization History

- Non-profit organization that has been around since 1946
- Started as Boys' Village
- Continues today to work in partnerships that will empower youth and their families to build brighter futures

# The Village Network's COA Background

- First accredited by COA in 1999
- Number of sites: 5
- Number of programs: 10
- Number of employees: 112

# Last Accreditation Cycle

- Office locations at time of last accreditation cycle was 18
- Number of programs at last accreditation was 39
- Number of employees: 229 full time; 6 part time

# The Assignment

- Coordinate the COA re-accreditation process from start to finish. Felt like:



# Step One: Prepare

- ◎ Learn All that You Can!
  - COA Accreditation Learning Plan
    - Self Guided Trainings
    - Live and Recorded Webinars
  - Intake Call
  - Recommended Tools and Resources



# Step One: Prepare (cont'd.)

- ① Work Plan/Plan of Action/Deadlines
  - Useful tools:
    - Activity and Time Frame Guideline
    - Work Plan Template
- ① Deadlines
  - Determine deadlines before kicking off self study
  - Allow some wiggle room

# Step Two: Divide and Conquer

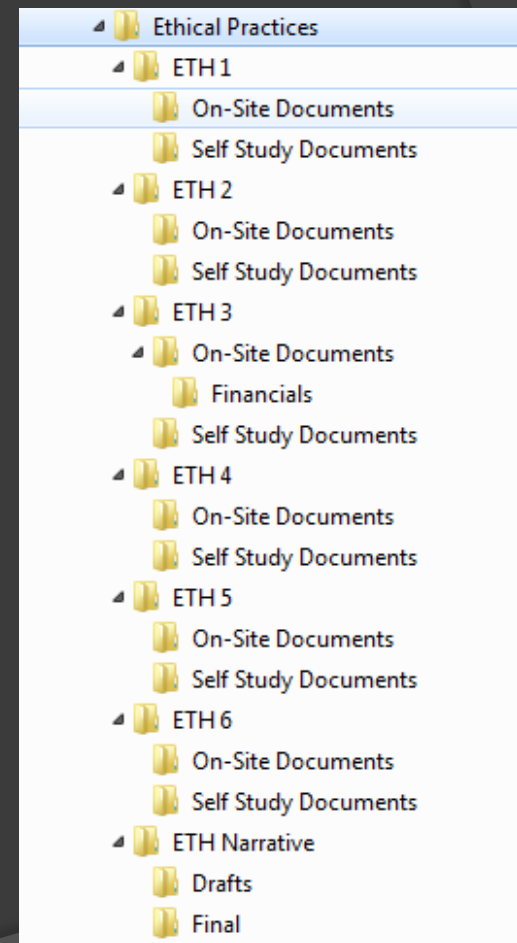
- ◎ Divided this step into two parts
  - Establish Committees
    - Determined standards that are to be reviewed
      - Administration and Management Standards
      - Service Delivery Administration Standards
      - Specific Service Standards
    - Determined Standards Review assignments
      - Oversight Committee (Strategy Committee)
      - Standards Review Committees
  - Divide Deadlines into Smaller Tasks

# Kick Off Event

- Held at the beginning of the Self Study year.
- Invited Executive Leadership, Administrative Leadership Team and Standard Review Committee Chairs
- Utilized Overview of COA video created by COA
- Assignments made and deadlines given
- Reviewed Electronic Filing System

# Electronic Filing System

- Process suggested by COA to keep things organized
- Created electronic folders and sub folders for each standard
- Placed them in SharePoint, TVN's intranet



# Review Committees

- Utilized some of the established Strategic Planning committees
- If committee wasn't already established, created a committee with at least one person from each of our four regions
- Standards (ETH) and (GOV) Board members were asked to participate

## Step Two: Divide and Conquer (cont'd.)

### ⦿ Deadlines Established

- Counting backwards from the Site Visit date, established reasonable deadlines for information
- Surveys – mailed or emailed by March 31, 2014
- Narratives – April 15, 2014
- Preliminary Self Study – May 1, 2014
- Revised Policies/Procedures – May 1, 2014
- Self Study Evidences – July 15, 2014
- On-Site Evidences – September 17, 2014

# Step Three: Compile and Review

- ⦿ As evidence was uploaded into electronic files, reviewed information
  - Compared to Standard
  - Asked clarifying questions
  - Provided guidance as necessary
- ⦿ COA Accreditation Coordinator had to feel confident in evidence before it was uploaded into COA Portal

# COA Resources

- ◎ COA Portal tracked our progress
- ◎ COA Portal allowed visual prompts to see how progression was being made
  - Red indicated missing information
  - Yellow indicated some information uploaded, but not all
  - Green indicated completed upload of information
- ◎ Accreditation Guidelines tremendously helpful



# Most Valuable COA Resource

- ◎ Shannon Green, Accreditation Programs Manager
  - Answered all questions thoroughly
  - Helped with technical support issues
  - Provided support and encouragement throughout the entire process

# Pitfalls to Avoid

- ⦿ Deadlines not being met – allow wiggle room, be proactive or get involved as deadlines near
- ⦿ Staff feeling overwhelmed – validate feelings, provide support, break down assignments even more
- ⦿ Staff feeling abandoned – meet face-to-face with them, attend committee meetings, listen to the concerns, offer more support

# More Tips

- ⦿ Talk with Reviewers beforehand
- ⦿ Welcome the reviewers to your town
  - Provide guide to restaurants near their hotel
  - Plan their stay—who they will visit, when
- ⦿ Pick them up at the airport—if appropriate
- ⦿ “Tag and Bag It”
- ⦿ Provide staff assistance for navigating electronic systems

# More Tips (cont'd)

- Build a relationship with COA staff person
- Be confident it can be done. If we feel it is a judgment or a daunting task, the staff will, too

# Hardest Thing About the Process

## ⦿ WAITING!

- After all the work everyone put into the self study and on-site visit, waiting for the Final Accreditation Report (FAR) was hard!
- Discovered that what I once thought was an impossible mission had actually become:

**MISSION: ~~IM~~POSSIBLE**

Questions?