



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Getting Acquainted with the 8th Edition Administration and Management Standards

*A Comparison of 7th Edition Second Order Standards and
8th Edition Core Concepts for Private Organizations
September 2006*

In redeveloping the Organization and Management standards, COA has clustered standards previously referred to as “the G’s” into *Administration and Management Standards* and *Service Delivery Administration Standards*. Standards that apply to the management of the organization and those that address general aspects of service delivery are now distinct and easily identifiable. The standards are comprised of the following sections:

Administration and Management Standards

- Ethical Practice (ETH)
- Financial Management (FIN)
- Governance (GOV)
- Human Resources Management (HR)
- Performance and Quality Improvement (PQI)
- Risk Prevention and Management (RPM)

Service Delivery Administration Standards

- Administrative and Service Environment (ASE)
- Behavior Support and Management (BSM)
- Client Rights (CR)
- Training and Supervision (TS)

7 th Edition Standards	8 th Edition Standards
G1. Ethical Practice, Rights, and Responsibilities	This section has been separated into two distinct sections: Ethical Practice (ETH) and Client Rights (CR) .
G1.1 Rights and Responsibilities	CR 1 Protection of Rights and Ethical Obligations
G1.2 Access and Eligibility	Standards have been relocated to each service section as applicable.
G1.3 Culturally Competent Practice	Standards have been relocated to each service section as applicable.
G1.4 The Rights of Persons in Out-of-Home Care	Standards have been added to residential service sections.
G1.5 Confidentiality and Privacy Protections	CR 2 Confidentiality and Privacy Protections

G1.6 Access to Case Records	RPM 8 Access to Case Records
G1.7 Research Protections	ETH 6 Research Protections
G1.8 Grievance Procedures	CR 3 Grievance Procedures
G1.9 Ethical Conduct	ETH 5 Professional Conduct
G1.10 Protection of Health and Safety	ASE 1 Promotion of Health and Safety
G2. Continuous Quality Improvement	Performance and Quality Improvement (PQI)
G2.1 Continuous Quality Improvement Process	PQI 2 The Foundation for Broad Use of PQI
G2.2 Stakeholder Participation	PQI 3 Support for Performance and Outcomes Measurement
G2.3 Long-Term Planning	GOV 6 Leadership Responsibility
G2.4 Short-Term Planning	PQI 1 Leadership Endorsement of Quality and Performance Values
G2.5 Internal Quality Monitoring	RPM 2 Risk Prevention
G2.6 Case Record Review	PQI 4 Analyzing and Reporting Information
G2.7 Outcomes Measurement	PQI 4 Analyzing and Reporting Information
G2.8 Measurement of Consumer Satisfaction	PQI 4 Analyzing and Reporting Information
G2.9 Feedback Mechanisms	PQI 5 Use and Communication of Quality Information to Make Improvements
G2.10 Information Management	RPM 5 Information Management and Use RPM 6 Security of Information
G2.11 Corrective Action	PQI 5 Use and Communication of Quality Information to Make Improvements
G3. Organizational Integrity	Governance (GOV)
G3.1 Purpose of the Organization	GOV 3 Mission
G3.2 Public Involvement	GOV 2 Governing Body and Community Representation GOV 4 Community Involvement and Advocacy
G3.3 Advocacy	GOV 4 Community Involvement and Advocacy
G3.4 Legal Structure and Accountability	GOV 1 Legal Authorization to Operate
G3.5 Organization of the Governing Body	GOV 2 Governing Body and Community Representation GOV 5 Organization of the Governing Body
G3.6 Governing Body Policy and Oversight Responsibilities	GOV 6 Governance Responsibilities
G3.7 Governing Body Responsibilities Related to the Chief Executive Officer	GOV 6 Governance Responsibilities
G3.8 Governing Body Risk Management Responsibilities	RPM 2 Risk Prevention
G3.9 Financial Duties of the Governing Body	FIN 1 Governing Body Financial Responsibilities
G3.10 Chief Executive Officer	GOV 6 Governance Responsibilities GOV 8 Executive Director FIN 5 Financial Planning
G3.11 Conflicts of Interest	ETH 2 Conflict of Interest
G3.12 Ethical Fund-Raising Practices	ETH 3 Fundraising
G3.13 Corporate Entities Established for the Organization's Benefit	ETH 1 Open, Transparent Operations

G4. Management of Human Resources	Human Resources Management (HR)
G4. Human Resources Planning, Organization, and Deployment	HR 3 Recruitment, Selection, and Deployment
G4.2 Personnel Policies and Procedures	HR 5 Human Resource Practices
G4.3 Harassment Policy	HR 1 Work Environment
G4.4 Fair and Equitable Treatment	The standards in this section have been relocated to HR 1, HR 3, and HR 5.
G4.5 Commitment to Equal Employment Opportunity	HR 5 Human Resource Practices
G4.6 Recruitment and Selection of Personnel	HR 3 Recruitment, Selection, and Deployment
G4.7 Recruitment and Selection Procedures and Practices	HR 3 Recruitment, Selection, and Deployment
G4.8 Community Awareness and Personnel Capacities	HR 3 Recruitment, Selection, and Deployment HR 6 Performance Review
G4.9 Qualifications of Organizational Leadership	GOV 8 Executive Director
G4.10 Volunteers Who Provide Direct Service	HR 3 Recruitment, Selection, and Deployment
G4.11 Personnel Records	HR 7 Personnel Records
G4.12 Accountability and Performance Review	HR 6 Performance Review
G4.13 Human Resources Assessment and Evaluation	HR 4 Satisfaction and Retention
G4.14 Roles and Responsibilities Within Team-Delivery Services	Deleted.
G5. Quality of Service Environment	Administrative and Service Environment (SE)
G5.1 Environment Quality	ASE 1 Promotion of Health and Safety
G5.2 Access	ASE 2 Accessibility
G5.3 Compliance with Legal and Regulatory Requirements	ASE 3 Legal and Regulatory Compliance
G5.4 Compliance with Health and Safety Codes and Regulations	ASE 3 Legal and Regulatory Compliance
G5.5 Functional Safety	ASE 6 Safety and Security
G5.6 Facility Safety and Security	ASE 4 Facility Maintenance
G5.7 Emergency Response	ASE 7 Emergency Response Preparedness
G5.8 Contagious and Infectious Diseases	ASE 8 Special Health Precautions
G5.9 Special Health Precautions	Most standards were deleted. Some included in ASE 7 Emergency Response Preparedness
G5.10 Additional Requirements for Residential Facilities	Standards have been added to residential service sections.
G6. Financial Management	Financial Management (FIN)
G6.1 Alignment of Financing with Mission	FIN 3 Financial Risk Assessment
G6.2 Financial Planning	FIN 1 Governing Body Financial Responsibilities FIN 5 Financial Planning
G6.3 Financial Information	FIN 5 Financial Planning
G6.4 Fiscal Management System	FIN 7 Financial Management System
G6.5 Financial Accountability	FIN 6 Financial Accountability
G6.6 Payroll	FIN 8 Payroll
G7. Training and Supervision	Training and Supervision (TS)
G7.1 Orientation of New Personnel	TS 2 Training Content

G7.2 Personnel Development and Training Program	TS 1 Personnel Development and Training
G7.3 Training Content	TS 2 Training Content ASE 7 Emergency Response Preparedness
G7.4 Risk Management Training	TS 2 Training Content ASE 7 Emergency Response Preparedness BSM 3 Safety Training
G7.5 Supervision	TS 3 Supervision
G7.6 Additional Requirements of Supervisors	TS 3 Supervision
G8. Intake, Assessment, and Service Planning	This section, along with G9, has been deleted, and select standards have been moved to each service section.
G8.1 Screening and Intake	Standards have been relocated to each service section, as applicable, and CR 1 Protection of Rights and Ethical Obligations
G8.2 Assessment Processes	Standards have been relocated to each service section, as applicable.
G8.3 Assessment of Person and Families with Special Needs	DDS Services for Individuals with Developmental Disabilities
G8.4 Service Planning	Standards have been relocated to each service section, as applicable.
G8.5 Family-Focused Service Planning	Standards have been relocated to each service section, as applicable.
G8.6 Appropriateness of the Service Plan	Standards have been relocated to each service section, as applicable.
G8.7 Service Planning for Persons with Special Needs	DDS Services for Individuals with Developmental Disabilities
G8.8 Social Inclusion of Persons with Special Needs	DDS Services for Individuals with Developmental Disabilities
Assessment Matrix	Assessment Matrix
G9. Service Delivery	This section, along with G8, has been deleted, and select standards have been moved to each service section.
G9.1 Service Delivery Processes	Standards have been relocated to each service section, as applicable.
G9.2 Service Modalities and Interventions	Standards have been relocated into service sections, as applicable.
G9.3 Medication Control and Administration	RPM 3 Medication Control and Administration
G9.4 Service Continuity and Coordination	Standards are under review.
G9.5 Case Records	RPM 7 Case Records
G9.6 Case Supervision	Standards have been relocated into service sections, as applicable.
G9.7 Termination or Discharge	Standards have been relocated to each service section, as applicable.
G9.8 Aftercare and Follow-up	Standards have been relocated to each service section, as applicable.
G9.9 Community Involvement and Collaboration	Standards are under review.
G9.10 Transition to Independence for Youth	New Service Section: Youth Independent Living

and/or Persons with Special Needs	(YIL)
G9.11 Educational Programs for Children and Youth in Out-of-Home Care	Standards have been added to residential service sections.
G9.12 Additional Requirements for On-Grounds Schools	Standards have been relocated into service sections, as applicable.
G9.13 Group Assignments in Residential Care	Standards have been added to residential service sections.
G9.14 Participation in Program Activities	Standards have been relocated into service sections, as applicable.
G10. Behavior Management	Behavior Support and Management (BSM)
G10.1 Legal and Regulatory Compliance/ Governing Body and Administrative Oversight	BSM 1 Philosophy and Organization Policy
G10.2 Behavior Management Practices	BSM 2 Behavior Support and Management Practices
G10.3 Behavior Management Training	BSM 3 Safety Training BSM 4 Restrictive Behavior Management Intervention Training
G10.4 Isolation	BSM 5 Restrictive Behavior Management Interventions BSM 6 Documentation and Debriefing
G10.5 Manual Restraint	BSM 5 Restrictive Behavior Management Interventions BSM 6 Documentation and Debriefing
G10.6 Locked Seclusion	BSM 5 Restrictive Behavior Management Interventions BSM 6 Documentation and Debriefing
G10.7 Mechanical Restraint	BSM 5 Restrictive Behavior Management Interventions BSM 6 Documentation and Debriefing
G11. Administration and Risk Management	Risk Prevention and Management (RPM)
G11.1 Loss and Liability	RPM 2 Risk Prevention
G11.2 Risk Management: Insurance	RPM 2 Risk Prevention RPM 4 Insurance Protection
G11.3 Legal Compliance	RPM 1 Legal and Regulatory Compliance
G11.4 Security of Information	RPM 5 Information Management and Use RPM 6 Security of Information RPM 8 Access to Case Records
G11.5 Media Relations	Deleted
G11.6 Service Agreements	RPM 9 Contracts and Service Agreements
G11.7 Contractual Relationships	RPM 9 Contracts and Service Agreements GOV 6 Governance Responsibilities FIN 7 Financial Management System
G11.8 Additional Contracting Requirements for Organizations that Purchase Services	RPM 9 Contracts and Service Agreements (most standards deleted)
G11.9 Quality Monitoring of Purchased Services	RPM 10 Quality Monitoring of Purchased Services
G11.10 Management of Investments	FIN 4 Stable Predictable Revenue GOV 7 Oversight of Investments

