

Highlights

of COA's Contextual Accreditation

- A process that is tailored to your unique organizational needs and capacity.
- *8th Edition Standards* that are outcomes-oriented and retain COA's commitment to setting high standards, bringing forward the strongest material from the 7th Edition and maintaining a commitment to client rights and essential life and safety standards.
- An Organizational Profile and an Assessment of Organizational Capacity that capture key information about your organization and identify areas where you would benefit from technical assistance.
- An accreditation timetable that is based on your needs and readiness.
- A "go to" Accreditation Coordinator who works with you throughout the entire process.
- A Final Accreditation Report (FAR) detailing your organization's strengths and areas for improvement.
- A range of technical assistance options, including customized training, regional training, and web-based trainings called Webinars.

Contextual Accreditation –
It's about you and the people you serve!

COA ACCREDITS:

THE FULL CONTINUUM OF
CHILD AND FAMILY SERVICES

BEHAVIORAL HEALTH SERVICES

PUBLIC AGENCIES
(STATE, COUNTY AND MUNICIPAL)

COA STANDARDS HAVE ALSO BEEN ESTABLISHED FOR THE FOLLOWING "STAND-ALONE" SERVICES:

FINANCIAL MANAGEMENT/DEBT COUNSELING

EMPLOYEE ASSISTANCE PROGRAMS

OPIOID TREATMENT PROGRAMS

INTER-COUNTRY ADOPTION

For more information, please call:

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Or visit our web site at www.coanet.org



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COA introduces...

Contextual Accreditation™

It's about you and the people you serve.

The Process

Transformational | Outcomes-oriented | Field-driven | Evidence-informed | Facilitative

*A strategy for strengthening,
measuring and validating
organizational effectiveness.*





introduces...

Contextual Accreditation™

Since its founding almost 30 years ago, COA's mission has been to partner with organizations such as yours to improve the lives of the individuals, families and communities you serve. To achieve this mission in today's difficult environment, COA has developed *Contextual Accreditation*™ – **a strategy to strengthen, measure and validate organizational effectiveness.**

Contextual Accreditation™ focuses on your organization – its unique mission, resources and culture, as well as the unique needs and aspirations of the people you serve.



Contextual Accreditation is truly:

“Transformational”

Contextual Accreditation™ engages your entire organization – your board, staff, consumers and you – in the accreditation process. And because it is strength-based and collegial, it provides a unique opportunity for these stakeholders – individually and collectively – to be active and significant participants in the process and to continuously identify, implement and measure strengths and opportunities throughout your organization. That's why we say that becoming COA accredited is not an end – it is a means to an end.

“Facilitative”

The *Contextual Accreditation*™ process is tailored to your needs, readiness and capacity. It is a partnership between your organization and COA.

- The accreditation agreement sets forth what you can expect of COA and what COA can expect of you.
- An in-depth Intake Process helps COA create a customized roadmap for your organization's accreditation. This includes an Organizational Profile and an Assessment of Organizational Capacity, both designed to capture key information about your organization and identify areas where you would benefit from technical assistance.
- An accreditation timetable that is developed based on your needs and capacity. A special Phase One process can be requested when it is time-sensitive for your organization to become accredited to receive financial reimbursement or to satisfy local licensing regulations.
- The assignment of a specially trained Accreditation Coordinator who is your “go to” person throughout the entire process and is your problem solver, coach and – when necessary – advocate.

- Customized technical assistance and training to address your organization's specific needs. A range of technical assistance options, including customized training, regional training and web-based trainings called Webinars.
- A Self-Study that serves as a self-assessment tool for you to evaluate your strengths and opportunities for growth based on appropriate governance, management and service delivery standards.
- A site visit that is staffed by experienced professionals from organizations like yours who have the requisite experience to review your services in the context of the needs of the people you serve. These reviewers are volunteers with at least five years of experience, a graduate degree and have been certified by COA.
- A Preliminary Accreditation Report (PAR) that is sent to you after your site visit. The PAR summarizes the findings from the site visit and provides you with detailed suggestions on how to correct any standards that were out of compliance.
- The use of an Accreditation Commission – COA's most experienced and knowledgeable volunteers from the field – who objectively review your redacted file to make accreditation decisions.
- A Final Accreditation Report (FAR) detailing your organization's strengths and areas for improvement that is sent to your organization upon achievement of accreditation.

Contextual Accreditation™ – It's about you and the people you serve.