

Available Resources

The Council on Accreditation

- Provides ongoing assistance to agencies undergoing accreditation
- The COA web site contains standards and many tools to assist agencies.
- Website: <http://www.coanet.org>

ODJFS

- COA training in Intensive Accreditation and Quality Management
- Ongoing technical assistance (TA) and consultation to PCSAs.
- Periodic meetings with participating PCSAs in the first group.
- Meetings with existing COA PCSAs in Ohio.
- Provide readiness assessment assistance to PCSAs in the first group.
- Library of COA information.
- Website: <http://www.state.oh.us/odjfs>

PCSAO

- Developing Evidence guide for PCSAs in the first group and others.
- Periodic Heartbeat newsletter articles.
- Ongoing TA with first group and those considering participation.
- Other assistance as needed
- Website: <http://www.pcsao.org>

For more information contact:

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PCSAO



ACCREDITATION FOR OHIO PCSAs

Developed by:

**Public Children Services
Association of Ohio
(PCSAO)**



The Symbol of Quality

COA

What is the Council on Accreditation (COA)?

- A national accrediting body founded in 1997 by CWLA and FSA (now known as the Alliance for Children and Families)
- It accredits over 1,600 public and private agencies in the areas of child welfare, behavioral healthcare, and counseling services

What is Accreditation?

- A formal acknowledgment from the COA that agency services are delivered according to nationally recognized standards of best practice.
- A commitment to continuously improving the services that the agency provides to clients.
- A tool to help identify organizational strengths and weaknesses related to quality of services.
- A process which builds public value, client trust, and a stronger agency.

Accreditation is not a goal in itself, it is pursued so that agency services to clients are continuously improved.

Why Should Agencies Become Accredited?

Public Value

The public understands the value of accreditation and expects that important services are provided according to accepted standards.

Question: Would you feel confident in the quality of services being offered by a hospital or a university that is not accredited?

Rules vs. Best Practice Standards

Ohio PCSAs are mandated to operate in accordance with rules which define only the minimal acceptable standards. Communities do not want services that just meet minimum standards.

Accountability

Accreditation increases agency accountability to shareholders and the community. Accountability translates into higher public confidence. Public confidence is important when the agency asks the public to "invest" in a levy.

Why is Now a Good Time to Seek Accreditation?

- ODJFS is offering 80% reimbursement of the costs of becoming accredited.

Benefits of Becoming Accredited Include:

Improved *services to clients*, since the agency is responsive to feedback and is regularly evaluated against nationally recognized standards.

A more accurate and reliable *Management Information System* to support more informed decision making.

A solid *risk management* strategy which better prepares the agency for emergency situations and the regular course of business.

Greater *protection* for agency personnel, clients, and property.

Adherence to high standards of *ethical conduct* with regard to policies and procedures.

External validation that agency staff have professional expertise in the field.

Clearly defined staff roles and responsibilities are clearly defined. Staff are well trained and understand the organization's policies, procedures, and practices.

A system of continuous quality improvement that encourages teamwork and serves as a natural continuation of previous strategic planning efforts.