

COA

- Coordinating Accreditation
- PQI Standards and Evidence

Steps in Coordination Accreditation:

- Determine assignments and deadlines
- Create online folder with information easily accessible and where staff can submit documentation
- Create hard copy folders of COA information for key staff
- Setting Deadlines
- Present deadlines/assignments/folders at a management meeting
- Preliminary Self-Study
- Narratives
- Surveys
- Self-Study Evidence (evidence checklists)
- On-Site Evidence
- Site Visit Preparation

COA Section and Narrative Assignments 2014-2015

Administrative Management

ETH	Ethical Practice- CEO
FIN	Financial Management- CFO
GOV	Governance- CEO
HR	Human Resources Management- VP/DIR of HR
PQI	Performance and Quality Improvement- VP/DIR Of PQI
RPM	Risk Prevention and Management- CFO or VP/DIR of PQI

Service Delivery Administrative Standards

ASE	Administrative and Service Environment- CFO
BSM	Behavior Support and Management- COO/CPO/VP or Residential
CR	Client Rights- COO/CPO/VP or Residential
TS	Training and Supervision- VP/DIR of HR or Head of Training

Service Standards

AS	Adoption Services- Program VP/Director
FC	Foster Care Services- Program VP/Director
RTX	Residential Treatment Services- Program VP/Director
YIL	Youth Independent Living Services- Program VP/Director
DTX	Day Treatment Services- Program VP/Director
WDS	Workforce Development and Support Services- Program VP/Director

COA Important Dates and Deadlines

- **Agency Policies** (created or revised): December 1, 2015
Please submit these to Kiel (lead admin staff).
- **Preliminary Self-Study Documents Due:** December 8, 2015 (*due to COA Jan 30th*)
These include the Strategic Plan, Behavior Treatment Plan, PQI Plan, and Risk Management Plan. Email Melissa these documents.
- **Stakeholder Surveys Distributed:** January 2015
A distribution plan will be developed and addresses will be collected in December. (Lead Admin Staff)
- **Narrative Drafts Due:** January 15, 2015
Email Melissa the narratives. Templates can be found in the COA 2015 folder.
- **Self-Study Documents:** March 2, 2015 (*due to COA April 21*)
Can be uploaded to the agency COA 2015 folder.
- **On-Site Documents Due:** May 1, 2015 (*due at Site Visit*)
Can be uploaded to the agency COA 2015 folder.
- **COA Site Visit:** May 31-June 3, 2015

Network > bromine > Department > COA 2015

Organize Include in library Burn New folder

★ Favorites

- Desktop
- Downloads
- Recent Places

Libraries

- Documents
- Music
- Pictures
- Videos

Computer

- Windows7_OS (C:)
- Lenovo_Recovery (C:)
- mcurtis (\\bromine\)

Network

Name	Date modified	Type	Size
COA Archive 2003-2011	10/14/2014 1:26 PM	File folder	
COA Narrative Templates	10/14/2014 1:05 PM	File folder	
COA Standards	9/30/2014 3:56 PM	File folder	
On-Site Documentation	10/14/2014 1:27 PM	File folder	
Self-Study Documentation	9/30/2014 3:57 PM	File folder	

COA Presentation at the Management Meeting

- What is in your folders?
 - Evidence Checklist
 - Narrative Template
 - Standards
 - Deadlines
 - Guidelines for submitting self-study evidence tip sheet
 - LHYS COA Folders online (screenshot)
 - Folder Permissions (anyone else?)
 - Procedure for Submitting a Policy
- Preliminary Self-Study
- Finding old COA submissions and narratives
- Specific questions about the standards
- Priorities

Guidelines for Submitting Documentation for the COA Self-Study

1. Refer to the Standards and the Evidence Checklists for what is required (in your COA folder).
2. Refer to the folder labeled COA 2015 on bromine to see what was submitted in 2011 which is located in a folder called COA Archive 20013-2011 (note: this folder is read only. If you need an amendable copy, please email me).
3. Pay attention to those standards asking for a policy. If a policy requires updating, it needs to be approved by the Board. All newly created or revised policies need to be submitted by **December 1, 2014 to Kiel**. The agency procedure called “Steps to Developing Policies and Procedures” is included in your COA folder.
4. Gather the evidence and save it to an online folder you have created labeled COA 2015.
5. If documents can only be found in hard copy form, scan and save them to your COA folder.
6. Label the documents with the standard abbreviation and a description of what it is (refer to standard).
Examples:
 - ETH 1 - FY2010 Annual Report
 - RTX 3 - Assessment – ITP Procedures
 - BSM 3-4 – Personnel Records and Documentation of BSM Training
7. Once the documents are in their final form, they can be uploaded to the online agency COA folder located on bromine under COA 2015: Self-Study. Upload the documents into the corresponding standard folder (see the screen shot handout).
8. If something is missing by the deadline of **March 2, 2015**, let me know the status of that piece of evidence and when I can expect it.
9. If there is evidence located in a larger document, please indicate what page I can find the evidence to meet the COA standard in a separate email **OR** only include the page to which the standard is referring. For example, this may occur when submitting minutes or a plan.
10. All COA self-study documentation is due **Monday, March 2, 2015**. If you are having trouble uploading them to the COA 2015 online folder, all COA self-study documents can be sent to Melissa Curtis at mcurtis@lawrencehall.org.

Preliminary Self-Study Documents

These are due about two months prior to the self-study.

1. Long Term Strategic Plan
2. PQI Plan
3. Risk Management Plans (annual assessment and quarterly review)
4. Behavior Treatment Plan

Narratives

Here is how you find the narrative templates: Sign in to you COA Portal. In the Essential Tools library, click on Guide to Submitting Self-Study Evidence - Private, Public, Canadian, Network. In that document, there is another link on page 2 saying Preparing the Narrative. There are links on there to the templates.

They don't make them easy to find!!

Also, they are all in one document, so you have to cut and paste each one separately that applies to your agency. I did learn that the PQI one was slightly outdated, which we didn't find out until the site visit. Make sure you double check the templates against what is in your portal.

Additional Tips

- Surveys-delegate!
- Save all the full standards to the folder for easy access
- **Evidence Checklists are key**
- Get COA on any all staff or all supervisor's meeting agendas during the cycle
- Utilize PQI teams as needed for COA training and questions
- Make it as easy as possible for the reviewers to find what they are looking for in the self study

Preparing for the Site Visit

- Send out the helpful COA tools to staff and add them to the COA folder
- Reply to the lead peer reviewer in a timely fashion and make everything as easy as possible for them
- Reassure agency staff that COA is a learning process and to use every opportunity to show the agency's strengths
- Once the schedule is finalized, share it with staff and be available with any questions

Helpful COA Tools

- Evidence Checklists
- Policies and Procedures Checklist
- Narrative Templates
- Client Case Records Checklist
- Personnel Records Checklist
- Facility Observation Checklist
- COA Rating Indicators Legends



PQI

Performance and Quality Improvement Standards

PQI 1- Culture of Improvement

Self-Study Evidence

- Long-Term Strategic Plan
- Short-Term Strategic Plan (operationalizing the LTSP)

PQI 2- Infrastructure

Self-Study Evidence

- PQI Meeting-Activity Calendar (created using Outlook)
- PQI Organization Flow Chart
- PQI Plan

PQI 3- Roles and Responsibilities

Self-Study Evidence

- PQI Orientation Presentation for New Staff
- Job Description for PQI Staff
- Excerpt of PQI responsibilities (from all staff job descriptions)
- PQI training materials (agendas/powerpoints/handouts)

PQI 4- Performance and Outcomes Measures

Self-Study Evidence

- Program Outcome Logic Models
- Risk Management Dashboard
- Satisfaction Survey Procedure (excerpt from PQI Plan) and a Sample of Tools Used
- Stakeholder Involvement Examples (agendas and minutes from PQI Exec Comm, RM Comm, PQI Team, Board Minutes, YAC, and ad-hoc committees)

PQI 5- Case Record Review

Self-Study

- Case Record Review Tools
- Case Record Review Procedure-from PQI Plan
- CRR Sampling Methodology
- Peer Review Report FY 2015 (compliance tracking)

PQI 6- Analyzing and Reporting Information

Self-Study Evidence

- Data Collection Tracking Forms (trending sheets)
- LHYS Intranet Site Explanation-Data Reports (screen shot)
- Procedures for Reviewing and Aggregating Data-From PQI Plan
- Specimen-Data Reports-Program and Support Dept. Examples
- IT Technology Plan (client info analytics)
- IT Technology Overview FY 2015 (data management)
- Reviewing and Aggregating Data (steps in PQI cycle flow chart)
- FY 2014 PQI Annual Outcome Report

PQI 7- Using Data

Self-Study

- FY 2014 PQI Annual Outcome Report
- Evidence of Improvements-PQI Action Plans

Questions?

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