

## **COA FACE-TO-FACE TRAININGS**

### **2-DAY INTENSIVE ACCREDITATION TRAINING (IAT) – see COA training schedule for current prices**

**Course Description:** IAT provides a basic overview of COA's accreditation process including the history, philosophy, milestones, and rating system; the COA standards including an overview of the most often missed standards; how to organize and develop the Self-Study document and how to assess organizational readiness. IAT is recommended for those who are NEW to working with COA including staff from organizations going through reaccreditation.

### **1-DAY PERFORMANCE AND QUALITY IMPROVEMENT TRAINING (PQI) - see COA training schedule for current prices**

**Course Description:** PQI is designed to help organizations develop a comprehensive approach to a Quality Improvement process that will advance an efficient, effective service delivery system and enhance organizational capacity to deliver quality services. The training will demonstrate how Quality Improvement is a catalyst for successful achievement of strategic goals and program outcomes.

## **COA FREE SELF-PACED TRAININGS**

### **An Introduction to COA and the Accreditation Process**

**Course Description:** This self-paced training is designed for people with little or no knowledge about COA, this introductory training provides an overview of the Council on Accreditation and the accreditation process. Participants will gain an understanding of the key concepts that define COA and elements of COA's accreditation process and standards.

### **Getting Organized: Creating an Accreditation Work Plan**

**Course Description:** This self-paced training provides guidance on coordinating and managing the work of the self-study process with the goal of developing a comprehensive accreditation work plan.

### **The Format and Structure COA's Accreditation Standards**

**Course Description:** This course is designed for anyone who wants to understand how COA's accreditation standards are structured and what other standards-related content is available using COAnet.org. Organizations and programs will find this to be a helpful reference at any time throughout the accreditation process.

### **Evidence and Implementation**

**Course Description:** This self-paced course provides an overview of the different types of evidence that will be evaluated by the Review Team prior to and during the Site Visit and is designed for your organization or program's primary COA contact. It is suggested that you take these pre-requisite trainings prior to viewing this course: "An Introduction to COA Accreditation" and "The Format and Structure of COA's Accreditation Standards". This training does not include audio.

## **Assessing Your Practices Against COA's Standards**

**Course Description:** This self-paced course is designed for staff who are responsible for reviewing the COA standards and comparing them to administrative and program practices to determine what if any steps need to be taken to meet the standards. We highly recommend that you view the "The Format & Structure of COA's Accreditation Standards" self-paced training before viewing this training.

## **Introduction to the Rating Indicators**

**Course Description:** This self-paced training is an introduction to COA's new Rating Indicators which offer additional guidance for organizations and volunteers.

## **Three-Part PQI Recorded Webinar Series**

**Course Description:** This recorded webinar series takes an in-depth look at the Performance and Quality Improvement Standards. It will provide details on what COA's Commissioners and Peer Reviewers are looking for as evidence of implementation and how best to navigate problematic areas.

## **Intro to Logic Models**

**Course Description:** This self-paced training provides an introduction to using logic models to define program outcomes. Program specification or logic models can help staff think systematically about how the program can make a measurable difference.

## **Intro to Strategic Planning**

**Course Description:** This self-paced training provides an introduction the process of strategic planning for private, non-profit organizations. This training reviews relevant COA Standards, planning for the work, the process, the plan, and maintenance of the plan.

## **Stakeholder Survey Process**

**Course Description:** This self-paced training reviews the stakeholder survey process and addresses some of the most frequently asked questions.

## **Overview of the Site Visit**

**Course Description:** This self-paced course is designed for an organization or program's primary contact and any members of the accreditation committee. The recommended pre-requisite for this course is "An Introduction to COA Accreditation". This self-paced training provides an overview of Site Visit events and activities including the record review, entrance and exit meetings, program observation visits and interviews with stakeholders.

## **Preparing for the Site Visit**

**Course Description:** This self-paced training provides an overview of key activities that organizations should expect in preparing for the Site Visit. This training is intended for an organization's primary contact, but is appropriate to any staff member interested in learning more about the Site Visit.

## **How to Conduct a Mock Site Visit**

**Course Description:** This self-paced training is designed for an organization or program's primary contact and any members of the accreditation committee. It provides guidance on how to conduct a Mock Site Visit to help prepare an organization or program for the actual Site Visit. The recommended pre-requisites for this course are "The Format and Structure of COA's Accreditation Standards", "Assessing Practices Against COA's Standards", "Evidence and Implementation", "Preparing for the Site Visit" and "Overview of the Site Visit".

## **How to Respond to Your PCR Report**

**Course Description:** This self-paced course is designed for individuals who serve as Primary Contacts, responsible for managing and coordinating their organization or program's efforts toward becoming accredited.

After completing this course you should be able to:

- Describe the basics of the post-Site Visit and accreditation decision-making process.
- Generate the Pre-Commission Review (PCR) Report and describe the purpose of each section.
- Follow the steps to responding to a PCR Report including preparing the response, and uploading, saving, and submitting evidence.

## **Maintaining and Promoting Your Accreditation**

**Course Description:** This self-paced course is designed for individuals who serve as Primary Contacts, responsible for managing and coordinating their organization or program's efforts toward becoming accredited.

After completing this course, you should be able to:

- Describe the resources COA provides to help you promote your accreditation to your clients, funders, community, and other important stakeholders.
- Summarize how you should employ a variety of strategies to maintain your accreditation.
- Cite the primary requirements associated with maintaining your status as a COA-accredited organization or program.

## **COA FREE RECORDED WEBINARS**

### **Benchmarking for Child and Family Services Programs**

**Course Description:** In this recorded webinar, Cathy Graham, MSW, LCSW, Executive Director IARCCA and Paul Lefkovitz, Ph.D., President, Behavioral Pathway Systems discusses the current state of benchmarking in the field of child welfare.

### **Financial Management Fundamentals for Board Members and CEOs**

**Course Description:** In this recorded webinar, Paul Konigstein, MBA, Senior Consultant at Accounting Management Solutions, Inc. presented on the following: understanding and using financial statements as a governance tool, budgeting best practices, financial controls – maxing dollars to the mission, what to expect during an audit, managing investments and financial sustainability.

## **What is Human Trafficking/Commercial Sexual Exploitation of Children and How Does it Relate to Your Work?**

**Course Description:** This recorded webinar session will provide attendees with an opportunity to learn what Human Trafficking-Commercial Sexual Exploitation of Children is, the scope and nature of the problem, who the victims are, the risks and vulnerabilities, how to recognize the signs and red flags, and what attendees can do to respond to this important issue.