

COA FACE-TO-FACE TRAINING

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 LIVE WEBINARS

An Introduction to COA and the Accreditation Process

Course Description: This live webinar is designed for people with little or no knowledge about COA, this introductory webinar 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.

Assessing Your Practices Against COA's Standards

Course Description: In this live webinar, we will share some hints, tips, and tools for assessing your organization's practices against COA's Private, Public and Canadian standards. Please come prepared with your own questions and any information or tips that you would like to share with other participants.

Case Record Reviews

Course Description: In this webinar, we examine the who, what, when, where, why, and how of case record reviews as outlined in PQI 5.

Getting Organized: Creating an Accreditation Work Plan: Part 1

Course Description: This two-part live training will provide guidance on coordinating and managing the work of the Self-Study process with the goal of developing a comprehensive accreditation work plan.

Part 1 provides an overview of the major milestones in the self-study process, discusses the role of the organization's Primary Contact, introduces the Accreditation Work Plan Template, provides guidance about getting organized to begin the self-study process, and more. This training is the same as "Creating Your Accreditation Work Plan Part 1: Getting Started"

Getting Organized: Creating an Accreditation Work Plan: Part 2

Course Description: This two-part live training will provide guidance on coordinating and managing the Self-Study process with the goal of developing a comprehensive accreditation work plan.

Part 2 addresses a number of topics associated with the self-study process including, the Preliminary Self-Study, the Stakeholder Survey process, NA requests, and more. It will also offer guidance about managing the workflow, setting priorities, and motivating staff. While it is strongly recommended that participants complete Part 1 before taking Part 2, it is not required. This training is the same as "Creating Your Accreditation Work Plan Part 2: Managing the Work"

How to Conduct a Mock Site Visit

Course Description: In this live webinar, we will share some hints, tips, and tools for conducting your own internal mock Site Visit. Please come prepared with your own questions and any information or tips that you would like to share with other participants.

Intro to Logic Models

Course Description: In this live webinar we will provide 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.

Preparing for the Site Visit

Course Description: This live webinar is designed to help organizations understand what happens after submission of the self-study, including during the critical weeks leading up to the Site Visit. It also includes a detailed overview of the Site Visit and a brief overview of the post-Site Visit decision-making process.

Maintaining Accreditation & Prep for Reaccreditation

Course Description: This live webinar is designed to help organizations that are already accredited maintain their status as accredited between accreditation cycles and prepare them to undergo reaccreditation.

Strategic Planning

Course Description: This live webinar will provide a basic introduction to the strategic planning process.

Tools Overview

Course Description: In this live webinar we will review and discuss many of COA's tools with a focus on tools that address the self-study process. These include tip sheets and worksheets, as well as some of the mandatory process tools like the Assessment Matrix.

COA FREE SELF-PACED TRAINING

An Introduction to COA Accreditation

Course Description: This introductory self-paced training provides an overview of the Council on Accreditation and the accreditation process.

Creating an Accreditation Work Plan, Part 1: Getting Started

Course Description: This training is designed primarily for individuals who serve as Primary Contacts, responsible for managing their organization's or program's efforts towards becoming accredited.

This course will give you the tools to:

- Summarize the first steps of how you can get started with becoming COA accredited.
- Describe the respective roles of your COA Accreditation Coordinator and your organization's designated Primary Contact.
- Utilize the recommended and available tools that prepare you for accreditation.

Creating an Accreditation Work Plan, Part 2: Managing the Work

Course Description: This self-paced training is designed for an organization or program's primary contact. After completing this course you should be able to: describe the components of managing the Self-Study process, identify key activities you can do to keep things moving, and summarize methods you can use to motivate your staff.

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 both the "COA Accreditation: Getting Started" self-paced training and "The Format & Structure of COA's Accreditation Standards" self-paced training before viewing this training.

The Format and Structure of 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.

Submitting Self-Study Evidence

Course Description: This self-paced course walks through the steps involved with uploading Self-Study Evidence and submitting your completed Self-Study to COA using your MyCOA portal. We recommend viewing An Introduction to COA Accreditation self-paced training and The Format and Structure of COA's Accreditation Standards self-paced training before viewing this training.

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-requisites for this course are "An Introduction to COA Accreditation" and "COA Accreditation: Getting Started". 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 course with audio narration covers the steps leading up to the Site Visit including how you can prepare your staff and key logistics that should be addressed prior to the Review Team's arrival.

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".

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.