



## Board of Directors Meeting

May 10, 2012

### Quality Initiative

Item V.A.

---

**Recommended Action:**            **Information Only**

**Issue:**                                **JWB Accreditation**

---

JWB staff has been engaged with representatives' from the Council on Accreditation (COA) since October 2011, to negotiate a contextual review of our administrative operations against best practice standards. Through this process we were deemed to be eligible to be reviewed and accredited as a non-service providing entity. This opportunity allows us to individualize a review process that encompasses our unique role as a community funder, advocate, and partner in promoting the well-being of children and families throughout Pinellas County. Staff has created an operational plan and timeline to define the range of organizational activities necessary to prepare for this rigorous process.

Staff activities since October has included: identification and negotiation of six COA administrative standards; staff participation in eight COA training webinar's; providing communication and informational overview to JWB Executive Management team; creation of an internal COA web-based site to locate and share all relevant documents, assessment tools and self-study materials; sharing of COA related information with other interested JWB funded organizations; becoming accepted and trained as a volunteer Peer Reviewer for COA; conducting a preliminary review and assessment of JWB conformance to the COA administrative standards; and drafting an operational timeline for implementation of the full COA self-study and on-site review.

Currently staff is in the process of preparing the organization for the self-study phase by identifying and organizing internal teams to review, assess, and prepare for the tasks' necessary to accomplish the successful goal of being accredited.

The result of this thorough review process will lead to the national accreditation of our administrative operations. This intensive process will further strengthen the on-going development of our sound administrative policies and practices. This will allow staff to have a focused foundation by which to build on existing systems and to promote organizational learning and development using quality improvement strategies to improve our results and decision-making processes. The descriptions below provide more specific information related to the overall timeframe, cost, and benefits related to becoming accredited through COA.

- **Timeframe:** Upon commencement of the application process the period from beginning to accreditation will be approximately **18-24** months. This includes: 12 month self-study; on-site review; report follow-up and official recognition as an accredited entity.

- **Cost:** The cost for JWB's accreditation will be approximately **\$14,150** which includes: application fee; accreditation expense; and on-site review team of at least two individuals for several days. The accreditation expense is based upon JWB's administrative budget rather than our entire allocation of resources which significantly reduces our overall expense exposure. There may be additional miscellaneous expenses as a result of the self-study process such as technical writing support, etc. If the COA review team needed additional time, then the cost of their visit would increase. Therefore, staff would recommend an additional up-to amount of **\$5,000** be budgeted to cover other related expenses not currently known. Therefore, the total allocation of JWB funds would potentially be **\$19,000 to \$20,000** for COA accreditation.
- **Benefits of COA:** Several of the key benefits derived from going through the accreditation process includes: strengthens public accountability; demonstration of internal quality practices and management accountability of organizational resources; establishes credibility and a framework for ongoing performance quality improvement; and alignment of agency focus and commitment to setting standards for best practice thresholds. The process is designed to engage staff at all levels, creating opportunities for learning and capacity-building to occur along with a national validation of performance coming from an external source of review.

Since October 2011, JWB staff has also provided guidance to the Neighborhood Family Centers (NFC's) in preparation for their further focus on creating quality community-based services and impacts using best practice standards as well. JWB staff, in conjunction with the NFCs, are developing a process, timeline, and access to important standards-based resources to facilitate their active engagement in their own further development. The result of this assistance will also lead to their involvement in becoming nationally accredited centers establishing credibility that their practices are effective and professionally sound. The accreditation process will focus on their administrative and services delivery practices. The selection of best practice standards would be based upon their unique approaches to community-based services and further strengthens their capacities to potentially engage other sources of funding.