



Summit County
CHILDREN SERVICES
Building Families . . . Building Futures

Business Update

A QUARTERLY PUBLICATION

FALL 2009

Summit County Children Services **Reaccredited** *Through July 2013 by Council on Accreditation (COA)*

Summit County Children Services has long been known as a provider of high-quality services for children and families – and that reputation for quality recently received official recognition with the news that the Council on Accreditation (COA) has reaccredited the agency through July 2013.

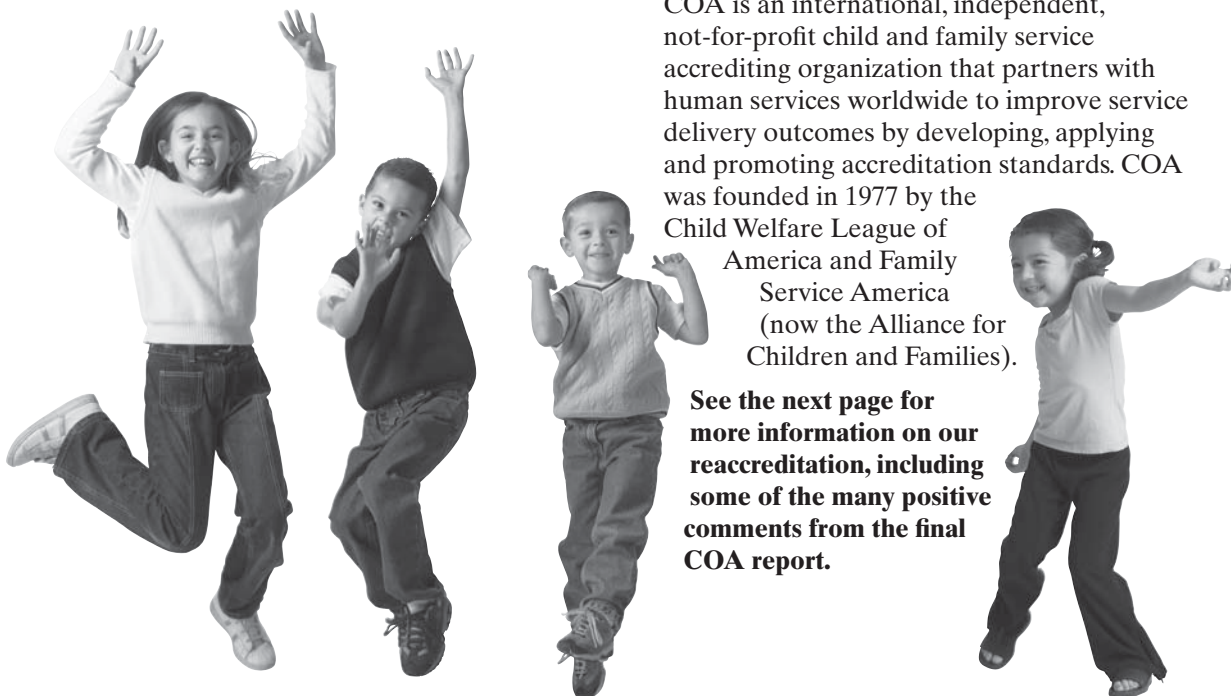
“Reaccreditation provides a valuable opportunity for self examination and ongoing improvements throughout our organization,” said agency Executive Director John Saros. “The process not only includes input from community partners, service recipients, board members and agency staff, but it also involves a detailed analysis of the agency’s administrative operations and service delivery, measured against some 600 ‘best practice standards’ in the child welfare industry.”

Summit County Children Services has been accredited by COA since 1981 – and is one of only 22 public child welfare agencies currently accredited in the State of Ohio. The COA reaccreditation process for the agency included:

- An intensive self analysis of agency performance compared to COA standards in 15 of the most important service areas provided by Summit County Children Services, including: Adoption Services; Child Protective Services; Foster Care Services; Supportive Community Living (Transitional Housing) Services; and Kinship Care Services;
- A four-day site visit from a four-member COA review team which rated the agency in each standard;
- A preliminary and final accreditation report.

COA is an international, independent, not-for-profit child and family service accrediting organization that partners with human services worldwide to improve service delivery outcomes by developing, applying and promoting accreditation standards. COA was founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Children and Families).

See the next page for more information on our reaccreditation, including some of the many positive comments from the final COA report.



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It is the policy of Summit County Children Services to provide services to all persons without regard to race, color, religion, gender, national origin, sexual orientation, disability or age.

The Final COA Report

The Final COA Report provided many positive comments regarding the agency's administrative operations and service delivery. A sample of the comments included:

“A+”

Administrative Areas:

- “The agency's administration and management services are responsive to the needs of the consumers and the community. They have worked to reduce community concerns and remove barriers to communication.”
- “The agency has an effective financial management system in place that serves to provide support and information to their services systems.”
- “The agency is working to continuously improve the depth of involvement of staff at every level in the PQI process while continuing to provide quality services to their consumers.”
- “Risk Management policies, procedures, and practices are comprehensive, effective and complete.”
- “The training and supervision within the agency are excellent.”
- “The agency service environment is exquisite; attention to safety, health, disaster and emergency response issues is comprehensive, communicated effectively throughout the agency and intentionally detailed.”

Service Areas:

- “Child Protective Services are effectively protecting children and working to stabilize families.”
- “Kinship families report strong and responsive relationships with kinship staff.”
- “Foster parents report a very high level of satisfaction with the services delivered by staff. They are encouraged to advocate for their needs and this advocacy is positively received and acted upon.”
- “The agency offers exceptional supportive services to young people transitioning out of the foster care system.”
- “Adoption services are reported by persons served to be supportive, timely, and effective.”



The final report includes a rating for each of the 600 standards on the following 1- 4 scale:

1 – Full Implementation, Outstanding Performance – The agency's leadership, management practices, services practices and policies fully meet the standard and reflect a high level of capacity. **The agency received a rating of 1 in 66% of the standards.**

2 – Substantial Implementation, Good Performance – The agency's leadership, management practices, services practices and policies are basically sound and reflect moderate capacity and room to grow. **The agency received a rating of 2 in 33% of the standards.**

3 – Partial Implementation, Concerning Performance – The agency's service delivery practices deviate from written material or observed practices and capacity is at a basic level. **The agency received a rating of 3 in less than 1% of the standards and only minor revisions are needed in these specific areas.**

4 – Unsatisfactory Implementation and Performance. **The agency did not receive a 4 in any of the standards.**



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Donations Needed for Agency 'Beds for Kids' and Holiday Toy Programs

Throughout the year, agency social workers discover numerous children without proper beds or cribs ...

And during the holidays, many children in our care can't count on receiving toys.

As a public, levy funded agency, Summit County Children Services is limited in its ability to use levy dollars for expenses such as these – so we need the support of the community. **If you'd like to donate to one of these projects, please call (330) 379-2055.**

