



Hello!

December 4, 2009

The Council on Accreditation (COA) has recently informed Family Services of NW PA of their re-accreditation. **Family Services of NW PA** has successfully fulfilled the highest national standards and is re-accredited through 2013. **Notably, 99.7% of the 649 standards rated were evaluated as substantially or fully compliant.**

Richard Klarberg, President of the Council on Accreditation, said, "By again achieving accreditation 'with excellence,' Family Services of NW PA has evidenced its continued commitment to quality in terms of the services it provides and the integrity of its management and governance. As such, the communities it serves can and should take great pride in it."

Founded in 1977, COA is an independent not-for-profit international accreditor of community-based behavioral health care and social service organizations. Today, over 1800 organizations—public and private—are either COA accredited or are in the process of seeking accreditation. These organizations serve over 7 million individuals each year!

The COA re-accreditation process involves a detailed review and analysis of both an organization's administrative operations and its service delivery practices. All are "measured" against national standards of best practice. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence based, and outcomes-oriented. In addition, they confirm that the services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect. **The organizational strengths COA identified were: great committed staff, excellent records, great Board oversight and strong agency wide commitment.**

Because COA reviews and reaccredits the entire organization, not just specific programs, you can have confidence in the credibility, integrity and achievement of the entire organization. We are sending to you and also our community leaders this message that COA has recognized our organizational credibility, operational integrity and financial management.

Sincerely,

George Joseph
Executive Chair Board of Directors

Dennis Grow
Executive Vice-Chair Board of Directors

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