



CREDIBILITY • INTEGRITY • ACHIEVEMENT



COA AFTER SCHOOL PROGRAM CERTIFICATION

Desk Review Process Certifying a Program's Demonstration of COA After School Quality Standards

Programs may begin these quality improvement processes with any opportunity for which they qualify based on the stated criteria. No opportunity is a prerequisite for the next.

Criteria:

- Any individual after school program, or after school program that is part of a larger organization or entity with multiple programs/services where only an individual after school program is being certified (this is inclusive of after school, before school, mid day and summer programs). Programs are certified independent of other programs within the same organization, and must meet one of the criteria below:
 - Programs serving less than 150 children (maximum number of children capable of being served), **or**
 - Programs with an operating budget of \$120,000 or less.
- An eligible program may apply for After School Program Certification at any time by following the directions below.

COA After School Program Certification Process:

- a. Organization submits application¹ for Certification, with accompanying information and application fee.
 - i. The application will include the agreement to the fee structure and commitment to all aspects of the After School Program Certification requirements.
- b. Client Relations² reviews application based on criteria
 - i. Eligibility for Certification confirmed by Client Relations,
- c. Client Relations notifies the After School Program Manager
- d. The After School Program Manager assigns a Coordinator, and notifies Client Relations of the assignment. Client Relations then forwards the program documentation to the COA After School Coordinator³.

¹ "application" refers to the initial contact between a program interesting in pursuing after school certification and COA, initiated by the program. It involves providing basic information to COA, and includes the agreement of the program to pursue After school Program Certification recognition with COA

² "Client Relations" refers to a department within COA that receives initial applications for accreditation, requests for (re)accreditation information, etc.



CREDIBILITY • INTEGRITY • ACHIEVEMENT



COA AFTER SCHOOL PROGRAM CERTIFICATION

- e. After School Coordinator *electronically sends* program the self study materials, process and timeline. The program receives its MYCOA⁴ account information.
- f. After School Coordinator provides the program with available tools, web and self-paced trainings (available online through the COA website – www.coanet.org).
- g. Program *electronically* submits self-study for Desk Review, within 180 days of the application for after school program certification, accompanied by the remaining certification fee.
 - i. Documents to be submitted include:

Operational Items

1. Copy of the operating license
2. Copy of the certificate of occupancy
3. Copy of the Children/youth Rights and evidence of distribution
4. Copies of behavior support and management policies and evidence of receipt by staff
5. Grievance process for children/youth and families of those served and evidence of distribution

Program & Quality Improvement Items

6. Program goals, with accompanying action plan and steps to attain goals (including timelines and responsible persons). This process should include: (please note that items a – c are process information, and all of these documents do not need to be submitted as part of the self study)
 - a. Development and implementation of a program improvement team, consisting of representation from:
 - i. Staff,
 - ii. Site Director,

³ “After School Coordinator” refers to the COA staff member who is assigned to each after school program to provide assistance and support as indicated in the corresponding process.

⁴ My COA is a custom portal for customers of COA including in-process and accredited organizations, and public agencies. Each organization or agency receives one account and can assign multiple users to that account.



CREDIBILITY • INTEGRITY • ACHIEVEMENT



COA AFTER SCHOOL PROGRAM CERTIFICATION

- iii. Host Agency,
- iv. Children/Youth, and
- v. Parents
- b. Use of program assessments:
 - i. Questionnaires:
 - 1. Staff Questionnaires
 - 2. Family Questionnaires
 - 3. Children/youth Questionnaires
 - 4. Host Questionnaire
 - ii. Program observations:
 - 1. Staff Observation(s)
 - 2. Parent Observation(s)
 - 3. Site Director Observation
 - 4. Community Stakeholder Observation(s)
- c. Development and implementation of an action plan with:
 - i. At least five (5) program improvement goals,
 - ii. Action steps necessary to accomplish each goal,
 - iii. Responsible persons assigned to each action step, and
 - iv. Identified timeline for accomplishment of the action steps and goals.

Human Resources Items

- 7. Copies of staff CPR and First Aid Certifications
- 8. Organization chart with supervision lines identified
- 9. Staff coverage schedule for previous quarter



CREDIBILITY • INTEGRITY • ACHIEVEMENT



COA AFTER SCHOOL PROGRAM CERTIFICATION

10. Resumes of the Program Administrator and Site Director
11. Job descriptions of Program Administrator and Site Director, as well as a sample of a staff job description
12. Performance evaluation forms for the Program Administrator and Site Director, as well as a sample of a staff performance evaluation.
13. List of training topics for initial staff orientation training, and an overview of ongoing training requirements.
14. Employee grievance procedures and evidence of distribution
15. Table of contents for Employee/Staff Manual

Safety Information

16. Record of fire drills for past year
17. Emergency response/preparedness plan
18. Copies of parental complaints or accidents involving injury to children for previous year, redacting surnames and other identifying information of children and youth.

Activity, Health & Nutrition Information

19. Activity schedules for the previous quarter with corresponding lesson plans
20. Menus for the previous quarter
21. Written policy indicating how children who become ill are handled to ensure other children are not impacted

Financial Information

22. Copy of the program's current year's budget
23. Financial management and planning procedures

Policies, with evidence of distribution and agreement by staff and entity providing oversight

24. Conflict of interest policy
25. Discrimination policy



CREDIBILITY • INTEGRITY • ACHIEVEMENT



COA AFTER SCHOOL PROGRAM CERTIFICATION

26. Employee supervision policy/procedures
27. Harassment policy
28. Nepotism policy
29. Medication management/administration policies and procedures
30. Policies/procedures requiring background checks for employees
31. Policy requiring TB and physical exams for employees
32. Please submit an example of a staff development plan and a copy of the current annual training calendar for employees.

Additional Information

33. Provide 2 – 3 examples of how your program has attempted to eliminate challenges you may have faced regarding staff turnover.
34. Provide 3 – 4 examples of your approach to ensuring positive and healthy relationships are promoted and developed between:
 - a. staff,
 - b. children,
 - c. staff and families, and
 - d. staff and children.
- h. Desk Review⁵ occurs, by a Volunteer Endorser, coordinated by the Volunteer Services and the COA After School Coordinator
 - i. The Desk Review process may include, at the discretion of the Volunteer Endorser, contact with the program to ask clarifying questions or to request additional information or details.
 - i. The Volunteer Endorser submits Desk Review results to the After School Accreditation Coordinator.
 - j. In the event the Desk Review is not accepted – revisions/supplemental documentation will be required from the program within 60 days, by the After School Accreditation Coordinator.

⁵ “Desk Review” refers to the process of an Endorser reviewing the requested documentation that is submitted to COA by the after school program as a part of the Certification process.



CREDIBILITY • INTEGRITY • ACHIEVEMENT



COA AFTER SCHOOL PROGRAM CERTIFICATION

- k. Upon receipt of additional materials from the program, qualitative items will be reviewed by Volunteer Endorser, and quantitative items will be reviewed by the After School Accreditation Coordinator.
- l. All revisions and re-submissions will be reviewed by the After School Accreditation Coordinator prior to presentation to the COA After School Commission.
- m. Recommendation from Desk Review presented to COA After School Commission by the After School Accreditation Coordinator. (This occurs within one (1) month of the receipt of all materials.) Final determinations of Certification are made here.
- n. A Final Accreditation Report (FAR) is sent to the program.
- o. Upon approval by the COA After School Commission, the After School Program Certification Notice and certificate are sent by Client Relations within five (5) business days.
- p. Organization will submit annual Maintenance Of Certification (MOC) reports with fee, including copies of parental complaints or accidents involving injury to children, for the period since last submission.

Certified After School Program details:

- o Valid for three (3) years
 - The re-application process includes the submission of a revised/updated self-study and fees.
- o Organization will submit annual Maintenance Of Certification (MOC) reports with accompanying fee, including copies of parental complaints or accidents involving injury to children, for the period since last submission.