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COA's Service Standards Service Definitions

8th Edition Standards, April 2011

Adoption Services (AS and PA-AS)

(Adoption Services; Home Study Services; Post Placement Services)

Adoption Services provide information, counseling, and support to birth parents, children, youth, and prospective adoptive parents to facilitate permanent caring relationships for children within families. Adoption Services also provide support to birth parents, adopted individuals, and adoptive parents after an adoption has been finalized.

Adult Day Services (AD and PA-AD)

Adult Day Services provide daytime, community-based services for adults who are in need of supervised support, stimulation, and care and who return home in the evening. Services are designed to maintain or improve social, psychological, and physical functioning. Health, social, educational, and/or supportive services are offered to individuals who need some supervision and assistance, but are not in need of intensive medical monitoring, rehabilitative services, more than minimal assistance with activities of daily living, or overnight care.

Adult Guardianship (AG and PA-AG)

Adult Guardianship is the court-appointed responsibility of an organization to make any combination of informed personal and/or financial decisions on behalf of an individual who has been deemed incapacitated by the court. Decision-making authority is limited by the court order and must be carried out in accordance with state law.

Adult Protective Services (APS and PA-APS)

Adult Protective Services provide services to adults who are partially or completely unable to protect their own interests or who are vulnerable to exploitation, neglect, or injury. Organizations offer screening, investigation, and intervention, as appropriate, to adults who have been mentally, emotionally, physically or sexually abused, neglected by themselves or others with responsibilities towards them, exploited financially or otherwise, or abandoned. When appropriate, Adult Protective Services assist guardians and caretakers in fulfilling their roles.

Case Management (CM and PA-CM)

(Case Management, Care Coordination, Intensive Case Management)

Case Management Services plan, secure, coordinate, monitor, and advocate for unified goals and services with organizations and personnel on behalf of individuals and families.

Intensive Case Management services provide a coordinated, comprehensive array of services through the ongoing support of and frequent contact with a trusting, caring case manager.

Child and Family Development and Support Services (CFD and PA-CFD)

Child and Family Development and Support Services address the needs of the family as a whole and are based in the homes, neighborhoods, and communities of families who need help promoting positive development, meeting challenges, and preventing adverse outcomes.

Child Protective Services (CPS and PA-CPS)

Child Protective Services receive, screen, and investigate reports of suspected child abuse and neglect, and conduct safety and risk assessments. Child protective services can also provide, or refer families to, alternative response services. Child Protective Case Management services monitor the safety of children at risk of abuse or neglect who remain in the home, and help parents or legal guardians to fulfill their parental roles. When necessary, and with statutory authority, Child Protective Services remove children from parental care as a protective intervention and arrange for appropriate out-of-home care.

Community Change Initiatives (CCI and PA-CCI)

Community Change Initiatives engage community stakeholders in a participatory process designed to improve an identified aspect of the community. Initiatives typically strive to develop local leadership, enhance social capital and personal networks, and strengthen the community's overall capacity to accomplish tasks and goals. Organizations seeking accreditation for Community Change Initiatives (CCI) work collaboratively with community partners to facilitate this process.

Counseling, Support, and Education Services (CSE and PA-CSE)

Counseling, Support, and Education Services are prevention oriented and provided in the community to help families and individuals of all ages cope with the stresses of daily living. Services emphasize personal growth, development, and situational change.

Crisis Response and Information Services (CRI and PA-CRI)

(Crisis Intervention; Crisis Hotline Services; Information and Referral Services)

Crisis Intervention Services are immediate methods of intervention that can include stabilization of the person in crisis, counseling and advocacy, and information and referral, depending on the assessed needs of the individual.

Crisis Hotline Services establish immediate communication links and provide supportive interventions for people in critical or emergency situations.

Information and Referral Services link people with appropriate community resources.

Day Treatment Services (DTX and PA-DTX)

(Social Adjustment Services; Intensive Outpatient Treatment; Partial Hospitalization)

Day Treatment Services are daytime programs that provide integrated, comprehensive treatment; educational, pre-vocational or vocational, and activity services to individuals; and therapeutic services to their families.

Disaster Recovery Case Management Services (DRCM)

Case Management Services plan, secure, coordinate, monitor, and advocate for unified goals and services with organizations and personnel in partnership with individuals and families. *Disaster Recovery Case Management Services* include practices that are unique to delivery of services in the aftermath of emergencies and major incidents. These services are delivered under difficult environmental conditions that typically result in loss of infrastructure, disruption of operations, and special challenges for communication, record keeping, coordination, and efficiency. Distinct service delivery challenges are associated with an influx and simultaneous deployment of local, regional, state and, in a declared disaster area, federal assistance. Services may be delivered within, or separate from, a multi-service organization.

Domestic Violence Services (DV and PA-DV)

Domestic Violence Services provide a range of supportive services appropriate to the needs and preferences of survivors of partner abuse, including crisis assistance, safety planning, advocacy, case management, material assistance, counseling, and/or housing.

Early Child Care and Development Services (ECCD and PA-ECCD)

(Child Care Centers; Family Child Care Homes)

Early Child Care and Development Services provide quality care and promote development of children who need child care outside the home. Services provide children with opportunities for educational, physical, and social activities to stimulate healthy development. Services provide parents with information and support related to parenting and provide support for employment or needed relief from caregiving responsibilities. Services may be provided in a child care center or in family child care homes.

Note: This section of standards (ECCD/PA-ECCD) should not be used by organizations whose accreditation agreements have been received by COA on or following April 1, 2010. Organizations should refer to COA's newly revised standards for Early Childhood Education (ECE/PA-ECE). Organizations that have begun their process using this section of standards may continue to do so, or can contact their COA Accreditation Coordinator if they are interested in using the new ECE/PA-ECE standards.

Early Childhood Education (ECE and PA-ECE)

Early Childhood Education Programs serve families in need of high-quality child care in a center-based setting. Programs promote healthy child development through relationship building and a variety of cognitive, physical, and social activities.

Employee Assistance Program Services (EAP and PA-EAP)

Employee Assistance Program Services (EAPs) are employment-related services provided internally or under a contract or arrangement with an employer, union, or organization designed to assist employees and eligible participants to establish and maintain health and wellness, and identify and address problems that interfere with work productivity or cause behavioral difficulties.

Family Preservation and Stabilization Services (FPS and PA-FPS)

Family Preservation and Stabilization Services provide support, education, counseling, advocacy, and crisis intervention in the homes and communities of families with children who are: (1) at risk of being placed in out-of-home care, or (2) returning from out-of-home care. Out-of-home placements can include, but are not limited to, placements in: kinship care, foster care, psychiatric inpatient care, residential treatment, and juvenile justice facilities. Family preservation is sometimes considered an alternative response to a Child Protective Services (CPS) intervention.

Financial Education and Counseling Services (FEC and PA-FEC)

Financial Education and Counseling Services provide educational services and programs to assist consumers with money management, budgeting, knowledge of resources needed to acquire housing, and the prudent and intelligent use of credit, and can include services related to housing, bankruptcy, and debt management plans.

Foster Care Services (FC and PA-FC)

Family Foster Care Services provide children and youth with protection, care, and nurturance by certified or licensed foster parents in private homes. Support services are provided to the family to facilitate reunification with the child. If reunification is not an option, the organization works to ensure the child is placed in another permanent living arrangement.

Therapeutic Foster Care Services provide children whose exceptional needs cannot be met in their own homes, or in regular family foster care homes, with intensive supportive and clinical services in the homes of specially trained foster parents. Foster parents provide interventions and treatment, protection, care, and nurturance to meet the medical, developmental, and/or psychiatric needs of children. Children may have: emotional or behavioral disorders; physical disabilities; developmental disabilities; severe or life threatening illnesses; or conditions that require the routine use of a medical device and/or daily ongoing care or monitoring. Therapeutic programs can serve children involved with the child welfare, mental health, and juvenile justice systems.

Group Living Services (GLS and PA-GLS)

Group Living Services provide community-based care or support and supervision on a short- or long-term basis to individuals living in a group setting.

Guardianship Services for Minors (GSM and PA-GSM)

Guardianship Services for Minors provide assessment, information, and service planning to birth parents, children, and prospective guardians to determine if legal guardianship is a viable permanency option. Guardianship services also provide the child and their guardian with referrals, support, and other post-placement services to maintain the court-appointed placement.

Home Care and Support Services (HCS and PA-HCS)

(Home Health Aide Services; Personal Care Aide Services; and Homemaker Services)

Home Care and Support Services provide individuals with assistance and care so they can live safely at home independently or with care givers. Individuals may need and choose from an array of care provider services and support that can include:

- a. with supervision, extension of basic skilled services, such as assistance with and monitoring of self-administered medication, provision of paramedical care and procedures, assistance with basic levels of rehabilitation, routine exercise, safe lifting, and healthy movement routines to maintain ambulation, and education on prevention of falls, injuries, and decline address the value of independent functioning; sometimes known as home health aide services;
- b. assistance with personal care and basic activities of daily living, such as maintenance of physical, cognitive, and social function through physical activity and socialization; sometimes known as personal care aide services; and
- c. housekeeping, meal preparation and food safety, transportation, grocery shopping, managing finances, help with medication, and other instrumental activities of daily living; sometimes known as homemaker services.

Immigration and Refugee Resettlement Services (IRR and PA-IRR)

(Resettlement Practice with Separated and Unaccompanied Children; Transition Services; Immigration, Citizenship and Naturalization Legal Assistance Services)

Immigrant and Refugee Resettlement is an umbrella term for a range of services that assist immigrants and refugees with the migration and relocation process. When rebuilding their lives and becoming active participants in an unfamiliar country, immigrants and refugees face challenges, including possible discrimination, difficulty accessing and using services, and frustration due to changes in economic opportunities and the social, cultural environment. A significant number of young people are immigrants and refugees, or are children of immigrants and refugees. Some organizations have a mission to respond to a particular area of need, such as increasing job readiness and English language skills for individuals with limited education and job prospects; other organizations provide comprehensive services. Transitional Assistance, sometimes an initial phase of Resettlement Services, engages community members and institutions in activities that promote the social acceptance, adaptation, integration, and financial self-reliance of recent arrivals in their new community. Providers of these services often work in partnership with child welfare, social service, mental health, and the educational system to aid Separated and Unaccompanied Children. Immigration, Citizenship and Naturalization Legal Assistance Services educate, guide, and assist individuals and families who need information about immigration laws, requirements and procedures related to change of legal status or application for permanent residency, and representation with authorities.

Intercountry Adoption Services (ICA)

Intercountry Adoption Services identify and prepare adoptive families to provide lifelong care for orphan children from other countries. Services are provided to facilitate placement and adoption and to support adoptive families after the adoption is finalized.

Juvenile Justice Case Management Services (JJCM and PA-JJCM)

Juvenile Justice Case Management Programs supervise, monitor, and facilitate the delivery of services to youth involved with the juvenile justice system. Services are often, but not always, provided to youth living in their own homes and communities. Services may be provided: (1) as diversion from the juvenile justice system when it is determined that youth can be informally supervised and supported; (2) when youth are adjudicated delinquent and the disposition ordered is community supervision; (3) as case management for youth who are adjudicated delinquent and placed in a residential program; and/or (4) as aftercare following participation in another more intensive program.

Juvenile Justice Corrections Services (JJC and PA-JJC)

Juvenile Justice Corrections Programs provide long-term placement and services to youth who have been adjudicated delinquent.

Juvenile Justice Detention Programs provide short-term placement and minimal services to youth who are awaiting adjudication, disposition, or long-term placement.

Juvenile Justice Day Services (JJD and PA-JJD)

Juvenile Justice Day Services provide structured, non-residential services and supervision to youth involved with the juvenile justice system. Youth are typically required to report to the program on a daily basis, for a specified length of time. Services may be provided: (1) when youth are adjudicated delinquent and ordered to attend the program; (2) as aftercare following participation in a more intensive residential program; (3) as an alternative to secure detention; and/or (4) as diversion from more formal involvement in the juvenile justice system.

Kinship Care Services (KC and PA-KC)

Formal Kinship Care Services place children in state custody with kinship families, ensure their safety, and promote permanency and well-being. Support services are provided to facilitate family reunification or another permanent placement for the child. Kinship caregivers can be relatives or other adults who have a relationship with the child.

Informal Kinship Care Services provide information and support to families that have made private arrangements for a child to live with kin temporarily while his or her parents are unable to care for the child.

Opioid Treatment Programs (OTP and PA-OTP)

Opioid Treatment Programs provide opioid treatment and comprehensive medical, psychosocial, and addiction treatment for narcotic-dependent individuals in a therapeutic environment.

Out-of-School Time Services (OST and PA-OST)

Out-of-School Time Services engage school-age children and youth in a variety of social, educational, and recreational activities appropriate to their needs, interests, and abilities. Organizations may provide services at different times, including before school, after school, mid-day, and during school vacations, including summer vacations. They may also describe the services they provide using other terms, such as “after school” or “school age care.” As noted in the Glossary, children and youth between the ages of five and seventeen are considered to be of “school age.”

Note: This section of standards (OST/PA-OST) should not be used by organizations whose accreditation agreements have been received by COA on or following July 1, 2010. Organizations should refer to COA's newly revised standards for Youth Development (YD/PA-YD). Organizations that have begun their process using this section of standards may continue to do so, or can contact their COA Accreditation Coordinator if they are interested in using the new YD/PA-YD standards.

Outdoor Activities Supplement (OAS and PA-OAS)

The *Outdoor Activities Supplement* applies when an organization conducts outdoor activities as part of any COA accredited service other than Wilderness and Adventure-Based Therapeutic Outdoor Services. Please see the Related File, “Outdoor Activities Table” for a list of relevant activities.

Outpatient Mental Health Services (MH and PA-MH)

Outpatient Mental Health Services address mental health symptoms and associated functional impairments, help manage co-occurring health and substance use conditions that interact with and affect the mental health presentation, and provide support for psychosocial adjustments related to life cycle issues, including: birth and death; aging; marriage; divorce; parenting; intergenerational conflicts; and adult, child, and family relations.

Outreach Services (OS and PA-OS)

(Outreach; Mobile Outreach; Drop-In Centers for the Homeless)

Street Outreach Services/Mobile Outreach Services are offered to individuals and families not served or are underserved by existing community service delivery systems.

Drop-In Centers provide daytime shelter that is safe, secure, comfortable, and non-stigmatizing.

Pregnancy Support Services (PS and PA-PS)

Pregnancy Support Services provide education, counseling, resources, and support to individuals who are pregnant and in need of assistance, consistent with the organization’s mission.

Psychiatric Rehabilitation Services (PSR and PA-PSR)

(Psychosocial Rehabilitation Services; Assertive Community Outreach Services)

Psychiatric Rehabilitation Services provide skill building, peer support, and other supports and services to help adults with serious and persistent mental illness reduce symptoms, achieve optimal levels of community membership, increase satisfaction with their living environment, and restore and/or enhance their personal, social, and vocational capabilities.

Assertive Community Outreach Services use a multi-disciplinary team approach to provide a full array of acute, active, and ongoing community-based psychiatric treatment, outreach, rehabilitation, and support services to adults with serious and persistent mental illness.

Residential Treatment Services (RTX and PA-RTX)

Residential Treatment Services provide a time limited, interdisciplinary, psycho-educational, and therapeutic 24-hour-a-day structured program with community linkages, provided through non-coercive, coordinated, individualized care, specialized services and interventions. Residential Treatment Centers provide highly customized care and services to individuals following either a community based placement or more intensive intervention, with the aim of moving individuals toward a stable, less intensive level of care or independence.

Short-Term Diagnostic Centers provide comprehensive assessments, observation, and monitoring in a highly structured setting and make recommendations for additional services that will address identified needs.

Crisis Stabilization Centers provide assessment and stabilization services for individuals in acute psychiatric crisis. Such individuals are offered services in a safe, structured environment in order to return to their previous level of functioning.

Respite Care (RC and PA-RC)

Respite Care programs provide temporary relief to caregivers with responsibility for the care and supervision of adults or children who: have physical, emotional, developmental, cognitive, behavioral, or mental health disabilities; are at risk of abuse or neglect; or are in foster care.

Respite Care is provided in a supportive, enriching, and therapeutic environment, in the caregiver's home, in the service provider's home, in a program facility, or in the community. Services can be provided on a planned or as needed basis, including in response to a crisis. Families experiencing medical emergencies and stressful home situations such as domestic violence or homelessness may request crisis nursery respite care. Generally, care is provided for a few hours or days at a time. Crisis nursery and short term residential respite services can extend to a few weeks or a month at a time. When services are provided in response to a crisis, the timeframes may be less predictable and dependent upon resolution of the crisis. Respite care providers can include employees, independent contractors, volunteers and foster parents.

Services for Individuals with Developmental Disabilities (DDS and PA-DDS)

COA's *Standards for Individuals with Developmental Disabilities* apply to programs and services whose focus is working with the DD population, or when individuals with developmental disabilities are a significant proportion of the service population.

Services for Substance Use Conditions (SA and PA-SA)

(Diagnosis, Assessment, and Referral Services; Co-Dependency Counseling; Substance Related Disorders Counseling; Treatment for Substance Related Disorders)

Services for Substance Use Conditions are comprehensive and integrated community-based services designed to help individuals and families resolve problems resulting from the use of alcohol or other drugs and address co-occurring health and mental health conditions.

Shelter Services (SH and PA-SH)

(Low Demand Shelters; Emergency Shelters; Short-Term Shelters; Transitional Shelters; Shelter Services for Homeless and Runaway Children or Youth)

Shelter Services provide food, clothing, temporary shelter, and other services to homeless individuals and families.

Social Advocacy (SOC)

Social Advocacy involves taking action to promote or prevent changes in policies or practices that impact entire groups of people. Advocacy can take many different forms, but efforts are typically designed to educate or mobilize people around an issue of interest in an attempt to persuade an individual or group to make a decision regarding the issue that might not otherwise be made. Organizations accredited under this section of standards should operate a planned social advocacy service to which personnel and other organizational resources are allocated. See

SOC 7 for more information about the specific types of advocacy activities that might fall under this section.

Social Development and Enrichment Services for Children and Youth (SDE and PA-SDE)

Social Development and Enrichment Services engage children and youth in a variety of social, educational, and recreational activities appropriate to their needs, interests, and abilities. Organizations sometimes describe these services as positive youth development programs.

Note: This section of standards (SDE/PA-SDE) should not be used by organizations whose accreditation agreements have been received by COA on or following August 1, 2009. Organizations should refer to COA's newly released standards for Out-of-School Time Services (OST/PA-OST). Organizations that have begun their process using SDE/PA-SDE may continue to do so, or can contact their COA Accreditation Coordinator if they are interested in using the new OST/PA-OST standards.

Supplement for Developmental Disabilities Program (SDD and PA-SDD)

COA's *Supplement for Developmental Disabilities Programs* applies to programs and services whose focus is working with the DD population, or when individuals with developmental disabilities are a significant proportion of the service population. Each of these programs and services will be assigned a service section (for example, Group Living Services or Case Management). SDD will then be reviewed in conjunction with each of the assigned sections.

Note: This section of standards (SDD/PA-SDD) should not be used by organizations whose accreditation agreements have been received by COA on or following April 1, 2011. Organizations should refer to COA's new core concepts for CR 4/PA-CR 4 and TS 5/PA-TS 5. Organizations that have begun their process using this section of standards may continue to do so, or can contact their COA Accreditation Coordinator if they are interested in using the new core concept standards.

Supported Community Living Services (SCL and PA-SCL)

Supported Housing, Supported Single Room Occupancy Housing/Supported Apartments provide temporary or permanent service-enhanced housing and community living in a safe environment that encourages maximum independence for persons who do not need 24-hour care.

Transitional Housing programs provide supportive services to meet the needs of individuals and families in need of a temporary service-enhanced living environment.

Scattered Site Housing programs provide services to individuals and families in individual apartments in multiple locations.

Vocational Rehabilitation Services (VOC and PA-VOC)

(Skill Development Training; Vocational Evaluation; Work Adjustment; Job Development and Placement; Supported Employment; and Work Services)

Vocational Rehabilitation Services provide individualized coordination of counseling, career planning, training, support services, and job placement appropriate to the employment and life goals of persons with disabilities.

Volunteer Mentoring Services (VM and PA-VM)

Volunteer Mentoring Services establish and support strong, friendly, helping relationships between selected volunteers and children, youth, or adults.

Ways to Work (WtW)

Ways to Work provides small, short-term, low interest loans to working poor families with challenging credit histories.

Wilderness and Adventure-based Therapeutic Outdoor Services (WT and PA-WT)

Wilderness and Adventure-Based Therapeutic Outdoor Services are day or residential programs that provide an intensive, therapeutic experience based on outdoor, educational, clinical, and other activities that involve physical and psychological challenges.

Workforce Development and Support Services (WDS and PA-WDS)

Workforce Development and Support Services; and Financial Asset Building Services are community-based services that provide information and referral; educational opportunities; job training, placement, and follow-up; and financial literacy and planning to facilitate personal job acquisition and economic mobility.

Youth Development Services (YD and PA-YD)

Youth Development Services engage school-age youth in a variety of social, educational, and recreational activities appropriate to their needs, interests, and abilities; promote the development of positive relationships with adults and peers; and provide a physically and emotionally safe environment for young people to spend their out-of-school time hours. Organizations may provide services at different times, including before school, after school, mid-day, on weekends, and during school vacations, including summer vacations. They may also describe the services they provide using other terms, such as “after school,” “school age care,” or “out-of-school time” programs. As noted in the Glossary, youth between the ages of five and eighteen are considered to be of “school age.”

Youth Independent Living Services (YIL and PA-YIL)

Youth Independent Living Services are designed for older adolescents who have been separated from their homes, may have been disconnected from long-term family relationships, and may have assumed parenting responsibilities. These youth need skills and support to lead self-sufficient, healthy, productive, and stable adult lives. Youth receiving these services may be in state custody, living in a foster care or kinship care home, or in a residential treatment or group home setting and typically face numerous challenges due to multiple, changing living arrangements. These challenges include a lack of: connection to effective support for educational achievement and school continuity, access to employment preparation and jobs, personal financial education, competency and security, and sources of encouragement to save and start to accumulate assets.