

NCOA/NISC SELF-ASSESSMENT and ACCREDITATION MANUAL

Accreditation Submission

Submission of information for accreditation

When the self-assessment committee has completed their review of the standards, it is time to decide if the center meets the standard criteria at a level acceptable to apply for accreditation. Materials need to be gathered and submitted to the NCOA/NISC, National Accreditation Office. During the self-assessment process noted information should have been gathered to make the process of putting together a *Document Review Notebook* easy at this point. A total of four (4) *Document Review Notebooks* will need to be compiled. The materials should be put together in this manner:

Required Documentation for all Senior Centers

Each senior center submitting for accreditation must prepare a three-ring binder called *Document Review Notebook*, which will include the list of items to follow. The section for each Standard should be tabbed/indexed in the order given on pages 7-10. The *Document Review Notebook* will be reviewed initially by the National Accreditation Office to determine if it is complete. Once that determination is made, Peer Reviewers will be assigned for the accreditation visit. The senior center will be notified as to whom the Peer Reviewers are and will then forward a copy of the *Document Review Notebook* to the On-site and Off-site reviewers. The senior center will need to retain one (1) copy of the notebook for their reference. Please use the following list and information to insure that all required materials have been formatted, prepared and mailed as required.

Please submit the Document Review Notebook to:
NCOA/NISC National Accreditation Office
c/o East Valley Adult Resources
45 West University Dr., Suite A
Mesa, AZ 85201
ATTN: Accreditation Coordinator

SENIOR CENTER APPLICATION INSTRUCTIONS

1. Description of Parent Organization (multi-site only). See page 14.
2. *Senior Center Profile* - Provide one (1) completed form per senior center applicant. Please use the appropriate form provided in the application materials. (Found on the DVD.)
3. Senior Center Description - Provide a comprehensive written description of the senior center in terms of the following elements. Limit to two (2) pages.
 - Community Context (urban, rural, suburban)

- Participant demographics
- Size of membership, average daily attendance
- Primary funding sources
- Community partnerships
- Administrative structure (private, non-profit, operated by municipality)
- Number of years in operation

4. Description of Senior Center's Self-Assessment Process -provide a comprehensive description of the following: Limit to two (2) pages.

- How the process was organized
- List of individuals who participated in the process with their affiliations
- Scope and frequency that various workgroup(s) met to accomplish their tasks
- Interesting experiences related to the process

DOCUMENTATION REVIEW NOTEBOOK (Check-off List) (Please note, BOTH the Standard and the Items under each Standard must be tabbed/indexed.)

STANDARD

ITEMS

PURPOSE and PLANNING

- ☐ Senior center's mission statement
- ☐ Senior center's planning document with goals, objectives and action plan.
- ☐ Report on accomplishments and/or status of the planning document
- ☐ The senior center's most recent annual report.

COMMUNITY CONNECTIONS

- ☐ List of collaborative community partners.
- ☐ Sample of a cooperative agreement between senior center and collaborative community partner.
- ☐ Explanation of how the Information and Referral process is made available to seniors and the community.
- ☐ Copy of marketing plan.
- ☐ Copy of marketing materials (No older than two [2] years).
- ☐ Copy of news releases and news articles.
- ☐ Research guidelines.

GOVERNANCE

- ☐ Documents or by-laws showing that nine (9) of the guidelines are met for the senior enter governing board or charitable arm or advisory board/council as listed under **Governing Structure C#1** *[These may either be*

placed in the book or ready for Peer Reviewer to peruse.)

- ☐ Code of ethics
- ☐ Conflict of interest statement
- ☐ List of standing boards and/or committees – include the members' names and their affiliation or profession
- ☐ List of activities or services that require certificates or inspections to be posted

ADMINISTRATION and HUMAN RESOURCES

- ☐ Current resume for main administrator of senior center
- ☐ Job descriptions for paid staff
- ☐ Organizational chart(s) showing structure and lines of authority
- ☐ Personnel policies for paid staff (If document is lengthy, include a copy of the table of contents and have a copy ready for the On-site Reviewer)
- ☐ Job descriptions for unpaid staff
- ☐ Volunteer Handbook for unpaid staff that includes policies

PROGRAM DEVELOPMENT and IMPLEMENTATION

- ☐ Description of programs and services that show senior center meets the standard criteria as outlined in Program Implementation #1, 5 and 6
- ☐ List of hours when program or services are available and where they are available

EVALUATION

- ☐ Senior center's evaluation plan
- ☐ Two (2) evaluations that show measuring different areas as identified in **B, Areas of Evaluation #1**. Include compilation of results and two (2) recommendations drawn from the results.
- ☐ Examples of two (2) types of evaluations from **C, Information Collection Methods #3**, with explanation as to why that type was chosen
- ☐ Two (2) examples of outcome based evaluations, explanation as to why they were done and how the information was used.

FISCAL and ASSET RESPONSIBILITY

- ☐ Senior center budget
- ☐ Sample of monthly financial statement
- ☐ Copy of current audit or financial review

- ☐ Written procedures for internal financial control
- ☐ Statement of insurance coverage
- ☐ Incident report
- ☐ Disaster recovery or business continuity plan

RECORDS and REPORTS

- ☐ Monthly or quarterly statistical report on programs and services
- ☐ Year-end statistical reports for two (2) separate years
- ☐ General participant record form
- ☐ Participant forms used for specific services or activities
- ☐ Confidentiality policy
- ☐ Policy and Procedures Manual (Table of Contents can be submitted)

FACILITY and OPERATIONS

- ☐ Picture of senior center that includes outside signage
- ☐ List of transportation options
- ☐ Drawing that shows layout of senior center
- ☐ Copy of safety procedures
- ☐ Preventive maintenance schedule
- ☐ Written procedure for rental to other groups or agreement for senior center to rent its space