



# Families United Network, Inc.

Foster/Kinship Care • Adoption • Residential Services

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## Families United Network's Commitment to Best Practices

In an effort to continually monitor and improve our services, Families United Network utilizes a variety of approaches to meet best practice and quality standards. Families United Network is affiliated with various local and state agencies, including the State Wide Adoption and Permanency Network (SWAN), PA Association of Non-profit Organizations (PANO) and, the Joint Council on International Children's Services. With the Council on Accreditation (COA), Families United Network is one of only four agencies in Pennsylvania that have met COA's internationally recognized standards for quality in the areas of foster care, adoption and residential services.

## What is COA Accreditation?

COA is an independent, not-for-profit accrediting body of social and behavioral healthcare services. COA's mission is to "promote best-practice standards, champion quality services for children, youth and families; and advocate for the value of accreditation." COA is also the *sole* accrediting body recognized by the U.S. Department of State for intercountry adoption.

The COA accreditation process involves an in-depth examination of the organization's compliance with best practice standards in the areas of human resources, financial and risk management and continuous quality improvement as well as thirty-nine service standards that address a full array of child, family and behavioral healthcare areas.

## Why is COA Accreditation Important to MY Organization?

Now more than ever, human service organizations in the public and private sector are experiencing increased demands for services from some of the most challenging clients we have seen, and doing so in a financial climate of reduced resources and increased levels of accountability. These conflicting forces are testing the endurance and leadership of social services providers like never before.

In spite of these challenges, Families United Network made a pro-active, strategic decision to voluntarily seek COA's objective accreditation. The successful accreditation in 2007 and re-accreditation in 2011 demonstrates that Families United Network is steadfast in maintaining the highest expectations for ethical practices and outcomes in all areas, irrespective of hardships facing the child welfare system and providers.

## To Learn More About COA and Families United Network

COA accreditation is widely recognized as a process that contributes significantly to the improvement of behavioral health, child welfare and other human service fields. Currently, over 1,800 private and public organizations that serve over 7,000,000 children, individuals and families in the United States and Canada are COA accredited. To learn more about COA, visit [www.coanet.org](http://www.coanet.org) or call 212-797-3000.

Founded in 1995, Families United Network is a non-profit leader in child welfare services, with eight offices serving 50 counties throughout Pennsylvania. The agency provides quality foster care as well as domestic and international adoption services. The agency also operates Community Residential Care/Life Readiness programs for adolescent boys and girls. Visit [families4kids.org](http://families4kids.org) or call 800-326-8309 to learn more.

Professional Affiliations and Accreditations:

Building a Better Tomorrow for Children and Families



[www.families4kids.org](http://www.families4kids.org)