



## **UMOM New Day Centers Accreditation and Performance & Quality Improvement**

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In 2005 UMOM New Day Centers became accredited by The Council On Accreditation (COA). COA is an international, independent, not-for-profit, child and family service and behavioral healthcare accrediting organization. It was founded in 1977 by the Child Welfare League of America and Family Service America (now the Alliance for Children and Families). Originally known as an accrediting body for family and children's agencies, COA currently accredits more than 45 different service areas. Among the accredited service areas at UMOM New Day Centers are shelter services, ethics, governance, finance, supportive community living, domestic violence shelter, client's rights and child care.

COA views accreditation as a catalyst for change that builds on an organization's strengths and helps it achieve better results in all areas. The accreditation process is designed to meet the needs of diverse organizations. An organization is evaluated against best-practice standards, which are developed using a consensus model with input from a wide range of service providers, funders, experts, policymakers and consumers.

As a result of the COA Accreditation, UMOM New Day Centers has developed a Performance and Quality Improvement (PQI) program. PQI is a process by which an agency monitors and evaluates its programs and services in order to measure its success and improve its performance. It is an active process in that established performance indicators are regularly reviewed by agency management who request feedback from staff and stakeholders (board members, volunteers and clients) that in turn provides the impetus for modifying and ultimately improving agency programs and services. The PQI program identifies both the performance indicators used as well as the process by which they are measured, reviewed, reported, and ultimately incorporated into program change. Through this process, UMOM New Day Centers enhances its ability to fulfill its mission of helping homeless families build a bridge to self-sufficiency.

The PQI Committee, comprised of personnel from various UMOM Programs, meets quarterly. The Board of Directors of the UMOM New Day Centers has delegated to this committee the responsibility for overseeing the implementation of the PQI Plan. It reviews the processes in which data is collected, reviewed and shared with stakeholders.

Recommendations made by the PQI Committee are shared with the management team. These recommendations along with results of external reviews conducted by funding sources, licensing, audits, etc. are reviewed and; develops improvement action plans based upon the data, review progress on current PQI initiatives and take corrective action as needed. The findings and recommendations are compiled into a quarterly PQI Report and performance indicators that are presented to the Board of Directors.

For more information on UMOM New Day Centers' PQI program, contact [dgottry@umom.org](mailto:dgottry@umom.org).