



CREDIBILITY • INTEGRITY • ACHIEVEMENT

Richard Klarberg
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Alliance for Children and Families
Association of Jewish Family and
Children's Agencies
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Children's Home Society of America
Child Welfare League of America
Foster Family-based
Treatment Association
Joint Council on International
Children's Services
Lutheran Services in America
National Council For Adoption
National Foundation for
Credit Counseling
National Network for Youth
National Organization of State
Associations for Children
Volunteers of America

Council on Accreditation

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www.COAnet.org
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March 22, 2012

Desiree Doherty
Executive Director
The Parent Child Center of Tulsa, Inc.
1421 S. Boston Avenue
Tulsa, OK 74119

Dear Ms. Doherty:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **The Parent Child Center of Tulsa, Inc.** through **2/29/2016**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board. Please extend my congratulations to them.

This formal notification includes a list of programs and services for which **The Parent Child Center of Tulsa, Inc.** is accredited, as well as your Final Accreditation Report (FAR), a draft memo you might consider using for your staff and board, and a sample news release. A plaque attesting to your organization's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your self-study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. In it you will find a copy of the full accreditation ratings for all Purpose, Core, and Practice standards, identifying the Fundamental Practice standards. It may also contain any noted organizational strengths and areas for opportunities.

How you use the report and with whom you share it is, of course, entirely up to you. At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

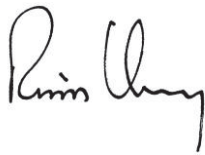
Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your PQI process.

Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Stephanie Pacinella, Director of Standards Development & Accreditation Commission, either by email at spacinella@coanet.org or by telephone at 212.797.1124, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Klarberg". The signature is fluid and cursive, with the first name being more prominent.

Richard Klarberg
President and Chief Executive Officer

RK: DG
Attachment



CREDIBILITY • INTEGRITY • ACHIEVEMENT

The Parent Child Center of Tulsa, Inc.
Organization ID: 2665
8th Edition Private Standards

Expiration date: 2/29/2016

The accreditation of The Parent Child Center of Tulsa, Inc. includes the following services:

Service(s)	Service Subsection(s)
Case Management Services (CM)	
Child & Family Dvlpt & Support Svs (CFD)	
Counseling Support & Education Svs (CSE)	CSE: Information and Referral Services
Outpatient Mental Health Services (MH)	

MEMORANDUM

TO: Our Board of Trustees, Directors, and Staff Members

FROM: Desiree Doherty
Executive Director
The Parent Child Center of Tulsa, Inc.

RE: Achievement of COA Accreditation

DATE: March 22, 2012

The Parent Child Center of Tulsa, Inc. has just received notification that we have been accredited by the Council on Accreditation (COA).

This is a significant achievement for our organization and one that we should feel extremely proud of having accomplished. COA accreditation attests that an organization meets the highest national standards of best practice and establishes credibility that the organization is effective and professionally sound. In addition, it provides assurance to all of our stakeholders that **The Parent Child Center of Tulsa, Inc.** is delivering needed services in our community, conducting its operations successfully, and managing its funds effectively.

Although the formal part of the accreditation process has been completed, our work is far from over. COA accreditation is not an end in and of itself. Rather, it is a process by which our organization can consistently strive for and achieve new levels of excellence.

In that regard, we have received our Final Accreditation Report (FAR). This is an important and valuable document that details the observations and recommendations of our site review team formed through their evaluation of our self-study and during our site visit. The FAR provides a unique view of our organization as seen through the eyes of highly experienced professionals.

The FAR is intended to be *constructive* and its goal is to provide specific, tangible examples of how we can further strengthen our organization throughout our 4-year accreditation cycle. In addition, those standards that were not fully implemented must be addressed through our performance and quality improvement process as they will be a component of our reaccreditation process.

Finally, I would like to take this opportunity to congratulate you for all of your hard work and continuing support and commitment, which has been instrumental in **The Parent Child Center of Tulsa, Inc.** successfully achieving COA accreditation.



CREDIBILITY • INTEGRITY • ACHIEVEMENT

March 13, 2012

CONGRATULATIONS!

**THE PARENT CHILD CENTER OF TULSA, INC.
HAS BEEN ACCREDITED BY THE COUNCIL ON ACCREDITATION**

Richard Klarberg
President & Chief Executive Officer

Timothy F. Noelker
Chair, Board of Trustees

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National Foundation for
Credit Counseling
National Network for Youth
National Organization of State
Associations for Children
Volunteers of America

The Council on Accreditation (COA) is delighted to inform you that **The Parent Child Center of Tulsa, Inc.** has been accredited. COA's commitment to maintaining the highest level of standards and quality improvement is designed to identify providers that have set high performance standards for themselves and have made a commitment to their constituents to deliver the highest quality services. COA is proud to recognize **The Parent Child Center of Tulsa, Inc.** as one of these outstanding providers.

COA accreditation is an objective and reliable verification that provides confidence and support to an organization's service recipients, board members, staff and community partners. The COA accreditation process involves a detailed review and analysis of both an organization's administrative operations and its service delivery practices. All are "measured" against national standards of best practice. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence based, and outcomes-oriented. In addition, they confirm that the services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect.

Because COA reviews and accredits the *entire* organization, not just specific programs, you can have confidence in the credibility, integrity and achievement of your *entire* organization.

COA congratulates **The Parent Child Center of Tulsa, Inc.** for their hard work and wonderful achievement and is proud to have it as part of COA's Community of Excellence.

Founded in 1977, COA is an independent not-for-profit international accreditor of the full continuum of community-based behavioral health care and human service organizations. Today, over 1800 organizations—public and private—are either COA accredited or are in the process of seeking accreditation. These organizations serve over 7 million of our most vulnerable individuals each year!

Council on Accreditation

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Organizational Strengths

The Parent Child Center of Tulsa, Inc.
Organization ID# 2665

Administrative and Management Standards

Ethical Practice (ETH), Financial Management (FIN), Governance (GOV) (*for Public State Systems*), Administration & Management (AM), Human Resources (HR), Performance and Quality Improvement (PQI), Risk Prevention and Management (RPM)

- ETH Both the organization and staff are very focused on meeting their clients' needs in an ethical manner. Policies and procedures focus on assessing client needs and implementing a service plan that is effective.
- GOV The Board improves active leadership. The committee structure is used and invites community members to participate with the Board of Directors in leading their expertise.
- PQI The organization's staff understands the importance of PQI to maintain the quality of the programs, effective service delivery, and achievement of strategic and program goals. The Board and all levels of staff are engaged in PQI activities.
- RPM Policies are clear and well-written, and appear effective in addressing risk and security.
- HR PCCT appears to value its employees. HR policies are clear, well-written, and complete. Staff are very loyal to PCCT and seem to feel valued and respected.

Service Delivery Administration Standards

Administrative and Service Environment (ASE), Behavior Support and Management (BSM), Client Rights (CR), Training and Supervision (TS)

- ASE The building itself is well-maintained and clean. Regular safety inspections are completed. Staff are aware of emergency procedures and procedures are in place to address concerns. The physical space appears to reflect the value PCCT places on staff.
- BSM The organization's policies, training, and practice promote positive behavior as well as pay attention to protect the safety of staff and clients.

CR The rights of clients are protected; clients are respected by staff. Clients report that they are treated with dignity and care.

TS A wide variety of training opportunities are made available to staff. Training is well-coordinated and focused on the needs of each staff person. Supervision procedures appear clear, and provide sufficient clinical and supportive supervision.

Service Standards

CM Healthy Start appears to be an effective program offering a valuable service to its clients. It is operated by another organization and PCCT is contracted to provide service, meaning PCCT has little say over operating policies and procedures.

CFD Staff in Great Beginnings and Healthy Start are dedicated, professional, and very committed to their clients. Service is provided in a caring and effective manner, and client files are complete and well-written.

CSE Never Shake a Baby provides primary preventions to both new parents and prospective parents (secondary schools). The Shelter program provides support and education services to families in crisis, in order to identify and build on strengths, develop skills to manage situation change, and access appropriate community support to enable families to improve their functioning.

MH Both the adult and child treatment services have highly qualified and engaged staff who work with vulnerable and at risk parents, as well as children who have been neglected, abused, or had exposure to other traumatic events such as out of home placement. The focus on very young children is cutting edge.



AREAS FOR OPPORTUNITIES

The following ratings have not been fully implemented and we ask that you address them through your PQI process. Even though these standards did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. We request that you begin demonstrating implementation on all of the below standards before your next accreditation cycle.

Standard Code	Rating	Peer Team Report
RPM 9.04	3	Written agreements are not used with short term purchase of services.
CM 4.06	3	PCCT does not coordinate service delivery.
CM 5.01	3	PCCT does not coordinate service delivery.
CM 9.03	3	Discharge from the program is a planned process and clients are provided with information regarding other services at discharge, but PCCT does not make contact with service providers.
CM 9.04	3	PCCT does not provide an after care program that includes follow-up.



FINAL RATINGS 8th Edition Private Standards

The Parent Child Center of Tulsa, Inc.
Org #:2665

Standard Code	Fundamentals	Rating
ETH		1
ETH 2		1
ETH 2.01		1
ETH 2.02		1
ETH 2.03		1
ETH 2.04		1
ETH 4		1
ETH 5		1
ETH 5.01		1
ETH 5.02		1
ETH 5.03		1
ETH 5.04		1
FIN		1
FIN 2		1
FIN 2.01		1
FIN 2.02		1
FIN 2.03		1
FIN 3		1
GOV		1
GOV 2		1
GOV 2.01		1
GOV 2.02		1
GOV 2.03		1
GOV 2.04		5
GOV 6		1
GOV 6.01		1
GOV 6.02		1
GOV 6.03		1
GOV 6.04		1
GOV 6.05		1
GOV 6.06		1
GOV 6.07		1
GOV 6.08		1

Fundamentals: FP = Fundamental Practice Standard

Ratings: 1 = Full Implementation; 2 = Substantial Implementation; 3 = Partial Implementation; 4 = Unsatisfactory Implementation; 5 = NA

Standard Code	Fundamentals	Rating
GOV 7		1
HR		1
HR 1		1
HR 1.01		1
HR 1.02	FP	1
HR 1.03		1
HR 2		1
HR 3		1
HR 3.01		1
HR 3.02		1
HR 3.03	FP	1
HR 3.04		1
HR 3.05		1
HR 3.06		5
HR 3.07		5
HR 4		1
HR 4.01		1
HR 4.02		1
HR 4.03		1
HR 4.04		1
HR 4.05		1
HR 5		1
HR 5.01		1
HR 5.02		1
HR 5.03		1
HR 5.04		1
PQI		1
PQI 1		1
PQI 1.01		1
PQI 1.02		1
PQI 1.03		1
PQI 1.04		1
PQI 2		1
PQI 2.01		1
PQI 2.02		1
PQI 2.03		1
PQI 2.04		1
PQI 2.05		1
PQI 3		1
PQI 3.01		1
PQI 3.02		1
PQI 3.03		1
PQI 4		1

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Standard Code	Fundamentals	Rating
PQI 4.01		1
PQI 4.02		1
PQI 4.03		1
PQI 4.04		1
PQI 5		1
PQI 5.01		1
PQI 5.02		1
PQI 5.03		1
PQI 5.04		1
PQI 6		1
PQI 6.01		1
PQI 6.02		1
PQI 6.03		1
RPM		1
RPM 2		1
RPM 2.01		1
RPM 2.02	FP	1
RPM 2.03		1
RPM 2.04		1
RPM 2.05	FP	1
RPM 2.06		1
RPM 3		1
RPM 3.01	FP	5
RPM 3.02	FP	5
RPM 3.03	FP	5
RPM 3.04	FP	5
RPM 3.05	FP	5
RPM 6		1
RPM 6.01		1
RPM 6.02		1
RPM 6.03		1
RPM 6.04		1
RPM 7		1
RPM 7.01		1
RPM 7.02	FP	1
RPM 7.03	FP	1
RPM 7.04		1
RPM 7.05		1
RPM 7.06		1
RPM 7.07		1
RPM 8		1
RPM 8.01	FP	1
RPM 8.02		1

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Standard Code	Fundamentals	Rating
RPM 8.03	FP	1
RPM 8.04		1
RPM 9		1
RPM 9.01		1
RPM 9.02		2
RPM 9.03		1
RPM 9.04		3
RPM 9.05	FP	1
RPM 9.06		2
RPM 10		5
RPM 10.01		5
RPM 10.02		5
RPM 10.03		5
RPM 10.04		5
ASE		1
ASE 1		1
ASE 1.01	FP	1
ASE 1.02	FP	1
ASE 1.03		1
ASE 1.04		1
ASE 1.05		1
ASE 4	FP	1
ASE 5		1
ASE 5.01	FP	1
ASE 5.02		1
ASE 6		1
ASE 6.01	FP	1
ASE 6.02	FP	1
ASE 6.03	FP	1
ASE 6.04	FP	1
ASE 6.05	FP	1
ASE 7		1
ASE 7.01	FP	1
ASE 7.02	FP	1
ASE 7.03		1
ASE 7.04	FP	1
ASE 8		1
ASE 8.01	FP	1
ASE 8.02	FP	1
BSM		1
BSM 1		1
BSM 1.01		1
BSM 1.02		1

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Standard Code	Fundamentals	Rating
BSM 1.03		1
BSM 1.04		5
BSM 2		1
BSM 2.01	FP	1
BSM 2.02		1
BSM 2.03	FP	5
BSM 2.04	FP	1
BSM 2.05	FP	5
BSM 2.06		5
BSM 3		1
BSM 3.01	FP	1
BSM 3.02	FP	1
BSM 3.03	FP	1
BSM 4		5
BSM 4.01	FP	5
BSM 4.02	FP	5
BSM 4.03	FP	5
BSM 5		5
BSM 5.01		5
BSM 5.02	FP	5
BSM 5.03	FP	5
BSM 5.04	FP	5
BSM 5.05	FP	5
BSM 5.06	FP	5
BSM 5.07	FP	5
BSM 6		5
BSM 6.01		5
BSM 6.02	FP	5
BSM 6.03	FP	5
BSM 6.04	FP	5
CR		1
CR 1		1
CR 1.01		2
CR 1.02		1
CR 1.03		5
CR 1.04		1
CR 1.05	FP	1
CR 1.06		1
CR 1.07	FP	1
CR 1.08		1
CR 2		1
CR 2.01	FP	1
CR 2.02		1

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Standard Code	Fundamentals	Rating
CR 2.03		1
CR 2.04	FP	1
CR 2.05		1
CR 3		1
TS		1
TS 2		1
TS 2.01		1
TS 2.02	FP	1
TS 2.03		1
TS 2.04		1
TS 2.05		1
TS 2.06		1
TS 2.07		1
TS 2.08		1
TS 2.09	FP	5
TS 3		1
TS 3.01		1
TS 3.02	FP	1
TS 3.03		1
TS 3.04		1
TS 3.05		1
TS 3.06		1
TS 3.07		1
TS 3.08		1
CFD		1
CFD 1		1
CFD 1.01		1
CFD 1.02		1
CFD 2		1
CFD 2.01		1
CFD 2.02	FP	1
CFD 2.03		1
CFD 2.04		5
CFD 3		1
CFD 3.01		1
CFD 3.02		1
CFD 3.03		1
CFD 3.04		1
CFD 3.05		1
CFD 4		1
CFD 4.01		1
CFD 4.02		1
CFD 4.03		1

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Standard Code	Fundamentals	Rating
CFD 4.04		1
CFD 4.05		1
CFD 4.06		1
CFD 4.07		1
CFD 5		1
CFD 6		1
CFD 6.01		1
CFD 6.02		1
CFD 6.03		1
CFD 7		1
CFD 7.01		1
CFD 7.02		1
CFD 7.03		1
CFD 8		1
CFD 9		1
CFD 9.01	FP	5
CFD 9.02	FP	5
CFD 9.03		5
CFD 9.04	FP	5
CFD 10		1
CFD 10.01		1
CFD 10.02		1
CFD 10.03		1
CFD 10.04	FP	1
CFD 11		1
CFD 11.01		1
CFD 11.02	FP	1
CFD 11.03	FP	1
CFD 11.04		1
CFD 11.05		1
CFD 11.06		1
CFD 11.07		1
CFD 12		1
CFD 12.01		5
CFD 12.02		5
CFD 12.03		5
CFD 12.04	FP	5
CFD 13		5
CFD 13.01	FP	5
CFD 13.02		5
CFD 13.03		5
CFD 13.04		5
CFD 13.05		5

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Standard Code	Fundamentals	Rating
CFD 13.06		5
CFD 13.07		5
CFD 14		1
CFD 14.01		1
CFD 14.02		2
CFD 14.03		5
CFD 14.04		1
CFD 14.05		1
CFD 14.06		2
CFD 15		1
CFD 15.01	FP	1
CFD 15.02		1
CFD 15.03		1
CFD 15.04		1
CFD 15.05		1
CFD 15.06	FP	1
CFD 15.07		5
CM		1
CM 1		2
CM 2		1
CM 2.01		2
CM 2.02	FP	2
CM 2.03		2
CM 3		1
CM 3.01		2
CM 3.02		2
CM 3.03		2
CM 3.04		2
CM 3.05		2
CM 3.06		2
CM 3.07		2
CM 4		1
CM 4.01		2
CM 4.02	FP	2
CM 4.03		2
CM 4.04		2
CM 4.05		2
CM 4.06		3
CM 5		1
CM 5.01		3
CM 5.02		2
CM 5.03		2
CM 5.04		2

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Standard Code	Fundamentals	Rating
CM 5.05		2
CM 6		2
CM 7		5
CM 7.01		5
CM 7.02		5
CM 7.03	FP	5
CM 7.04		5
CM 7.05	FP	5
CM 8		1
CM 8.01		2
CM 8.02		2
CM 8.03		2
CM 8.04		2
CM 8.05		2
CM 9		1
CM 9.01		2
CM 9.02		2
CM 9.03		3
CM 9.04		3
CM 10		1
CM 10.01		1
CM 10.02		1
CM 10.03		1
CM 10.04		1
CM 10.05		1
CM 10.06		1
CM 10.07		1
CSE		1
CSE 1		1
CSE 1.01		1
CSE 1.02		1
CSE 1.03		1
CSE 2		1
CSE 2.01		1
CSE 2.02		1
CSE 2.03		1
CSE 2.04		1
CSE 2.05		1
CSE 3		1
CSE 3.01		1
CSE 3.02		1
CSE 4		1
CSE 4.01		1

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Standard Code	Fundamentals	Rating
CSE 4.02		1
CSE 4.03		1
CSE 4.04	FP	1
CSE 4.05		1
CSE 5		1
CSE 5.01		1
CSE 5.02		1
CSE 5.03		1
CSE 6		1
CSE 6.01		1
CSE 6.02		1
CSE 6.03		1
CSE 6.04	FP	1
CSE 7		1
CSE 7.01		1
CSE 7.02		1
CSE 7.03		1
CSE 7.04		1
CSE 8		1
CSE 8.01		1
CSE 8.02		1
CSE 8.03		1
CSE 9		1
CSE 9.01		1
CSE 9.02		1
CSE 9.03		1
MH		1
MH 1		1
MH 1.01		1
MH 1.02	FP	1
MH 1.03		1
MH 2		1
MH 2.01		1
MH 2.02		1
MH 2.03		1
MH 2.04		1
MH 3		1
MH 3.01		1
MH 3.02		1
MH 3.03		1
MH 3.04		1
MH 3.05		1
MH 3.06		1

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Standard Code	Fundamentals	Rating
MH 3.07		1
MH 4		1
MH 4.01		1
MH 4.02	FP	5
MH 4.03	FP	1
MH 4.04	FP	1
MH 5		1
MH 5.01		1
MH 5.02		1
MH 5.03		1
MH 5.04	FP	1
MH 5.05		1
MH 6		5
MH 6.01		5
MH 6.02		5
MH 6.03	FP	5
MH 6.04		5
MH 6.05		5
MH 6.06		5
MH 7	FP	5
MH 8		5
MH 8.01		5
MH 8.02		5
MH 9		1
MH 9.01		1
MH 9.02		1
MH 9.03		5
MH 9.04		1
MH 9.05		2
MH 10		2
MH 10.01		2
MH 10.02		2
MH 10.03		1
MH 10.04		2
MH 11		1
MH 11.01		1
MH 11.02		1
MH 11.03		1
MH 11.04		1
MH 11.05		1
MH 11.06		1
MH 11.07		1

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