TEACHING-FAMILY ASSOCIATION

Steps & Instructions:
Completing the Initial Application for Certification

OVERVIEW OF THE PROCESS

1. Developing Member Agency (DMA) downloads the Initial Application for Agency Certification materials from the TFA website (www.teaching-family.org) by **November 1**.

2. The DMA Director and the Primary Reviewer set the dates for the on-site review visit. The review should occur **prior to March 1.** The on-site review typically takes at least three days. (Review teams are confirmed at the Annual TFA conference; the visit can be scheduled at that time.)

3. The DMA submits its Agency Consumer Checklist and Practitioner Checklist to the Sponsor Agency by **November 15**. Once submitted, the Sponsor Agency initiates the Consumer Satisfaction Surveys and begins the data collecting process. As surveys are returned to the Sponsor Agency, they are compiled into report form (i.e., the Agency Consumer Satisfaction Report and the Agency Practitioner Satisfaction Report). For more specific instructions and/or resources and forms that can assist with this process, refer to the "Consumer Satisfaction.doc" document on the website.

4. The DMA submits its list of Developing Agency Staff [i.e., TFM program staff involved in the development process] to the Association Office by **November 15** so that the DMA staff can be polled regarding their satisfaction of the Sponsor Agency Services. This is called the Developing Agency Staff Evaluation of Sponsor Agency Services. If desired, the DMA can submit the list to the Sponsor Agency who can send out the questionnaires. Regardless of who initiates the evaluation of sponsor agency services, the surveys must be returned to the Association Office for compilation. The Association Office will forward the results to the DMA and to the Sponsor Agency.

5. The DMA receives the completed Agency Consumer Satisfaction Report and Agency Practitioner Satisfaction Report from the Sponsor Agency by **January 15**.

6. The DMA completes the Initial Application for Agency Certification (Instructions for how to complete the application are below) and submits copies to the Review Team and the Association Office by **February 1** (one copy for each review team member including any trainees). Upon receipt, the reviewers begin to review the DMA's application materials.

7. The review team completes the on-site portion of the review in **February.** An on-site visit includes visiting all TFM programs; interviewing Board Members/Administrators; interviewing staff, practitioners and clients; reviewing documentation, etc. (See Site Reviewers Questionnaire and Prompt Sheets for additional information.)

8. By **mid-March**, the Review Team submits the written report (i.e., the Initial Certification Review Report), summarizing their findings and states their recommendation regarding certification to the DMA Director and TFA Office (reviewers also keep a copy). The Primary Reviewer brings three (3) copies of the report to the Midyear Certification Committee Meeting.

9. At TFA's mid-year meeting **in April**, the Certification Committee reviews the report, considers the review team's recommendations, and votes to forward that recommendation to the Board of Directors. The Board of Directors renders the final decision on certification.

TEACHING-FAMILY ASSOCIATION

HOW TO COMPLETE THE INITIAL APPLICATION

THESE INSTRUCTIONS DESCRIBE THE STEPS INVOLVED IN COMPLETING THE INITIAL APPLICATION FOR TFA CERTIFICATION. ONCE ALL THE VARIOUS MATERIALS AND COMPONENTS HAVE BEEN COMPLETED, THEY WILL NEED TO BE ORGANIZED AND COMPILED IN 3-RING BINDERS (ONE FOR EACH MEMBER OF THE REVIEW TEAM).

To begin, download the initial application materials from the TFA website. **Open the document in Microsoft Word**. On page 2 of the application materials, you will find a checklist that lists all the items needed in the application. The instructions below correspond with the checklist. Easy-to-use computerized forms are provided in the application materials for items marked with an asterisk (*). Some of those forms can be substituted by agency-generated forms or other equivalent documentation as instructions indicate.

SECTION ONE OF APPLICATION:
Introductory Materials

Item 1 – *INITIAL APPLICATION COVER SHEET.

After downloading the application materials document, you will find the initial application cover sheet on the first page. Placing your cursor in the blank gray fields provided, enter your Agency's name, the Agency Director's name, your Sponsor Agency's name, the name(s) of the person(s) responsible for organizing the report, as well as the name and phone number of the person to be contacted should questions arise regarding the report. Also, indicate if you are applying for sponsor member agency status or member agency status.

.Item 2 – *APPLICATION CHECKLIST

While this checklist serves as a resource to you throughout the application process, do not fill it out until you are in the final stages of putting your application together. At that time, use the checklist to ensure all materials have been included in your application. Simply enter an X beside each item as you complete and compile it. The checklist will remain page 2 of your application and will serve as its table of contents.

Item 3 – *AGENCY RESPONSIBILITIES ASSURANCES AGREEMENT

Simply fill out the few blank fields at the bottom of the form. The agency director signs the form.

Item 4 – READINESS ASSESSMENT

Your sponsor agency is responsible for writing a letter that briefly describes your progress in the development process, stating you are ready for your initial certification review. This letter, called your readiness assessment, is included in your application as item 5.

SECTION TWO OF APPLICATION:
Agency Overview

Item 5 – AGENCY DIRECTOR'S NARRATIVE

The Agency Director's Narrative is a written summary of significant agency activities that occurred throughout the development process with focus on progress during the current review year. Program growth, staffing changes, affiliations or disaffiliations, reorganizations, outcomes data, special achievements, special challenges, significant changes in Administration, Training, Consultation, or Evaluation Services at the agency are examples of some of the topics that might be included. Any information should be included that will be useful in the interpretation of data gathered in the Certification Review process. The length of the agency director's narrative can be as brief as a couple pages or can be as extensive as the director chooses.

Item 6 – AGENCY DESCRIPTION

The Agency Description was a part of your Developing Member Registration so if you saved it and can retrieve it, you can simply make edits as needed. The written narrative should include: a brief history or overview of your agency, its mission statement, the size of the agency and how the Teaching-Family Model fits into the agency as a whole (e.g. number of programs, homes, etc. and location; unique geographical, political, legal circumstances; population(s) served; number of clients served; how funded (percent public/private); which Teaching-Family Association services your agency provides to your homes/programs; how provision of services is divided among staff (Training Department versus all staff train, etc.); and other information as deemed necessary.

Item 7 – AGENCY ORGANIZATIONAL CHART

Create/provide an organizational chart for your agency's Teaching-Family Model programs. Include everyone who is responsible in any way for providing Teaching-Family Model services.

Item 8 – *PROGRAM ROSTER

Using the "Program Roster" form provided, list programs which incorporate Teaching-Family Association Standards of Service. Indicate the name, location, type of program (i.e., foster care, group home, home based, school, etc.), population served (i.e., juvenile offenders, dependent children, autistic, developmentally disabled adults, etc.), and the program's capacity. Include staff positions and number of staff for each program during the report year.

Item 9 – *OTHER PROGRAM ROSTER

Using the “Other Program Roster” form provided, enter the names and locations of any agency programs that are not Teaching-Family Model and are not listed on the TFM Program Roster. In the spaces provided on the form, indicate which (if any) TFM services are provided to these programs.

Item 10 – *AGENCY STAFF ROSTERS

Using the “Agency Staff Roster” forms provided in the application materials, enter the names, positions, date hired, and date resigned (if during review year). Also, place an X in the appropriate box to indicate which TFM services were provided by each person.

Item 11 – *AGENCY STAFF RESUME FORMS

For each staff member included on the Staff Roster, fill out a “Resume Form” provided in the application materials (Ten forms are provided in the application materials; additional forms are available by going to the file “Additional Staff Resumes.doc.”) Simply enter the requested information by placing your cursor in the gray, blank fields. No substitutions may be used for the Resume Form; however, additional resumes or information regarding related experience and training are welcome.

SECTION THREE OF APPLICATION:
Training Services Documentation

Item 12 – *PRE-SERVICE TRAINING REPORT

Using the “Pre-Service Training” form provided in the Report of Training Services section of the application materials, enter the dates pre-service training occurred during the review year and the number of trainees in attendance. Check "yes" or "no" to indicate whether or not staff and practitioners were trained prior to being responsible for client services. If not, describe the circumstances.

Item 13 – *PRE-SERVICE TRAINING TOPICS/OUTLINE

Using the Pre-Service Training Topics/Schedule form provided, list the topics covered and time allotted for each session. **Or,** attach an actual pre-service training outline/schedule.

Item 14 – *IN-SERVICE TRAINING REPORT

Using the “In-Service Training” form, enter the dates and topics of in-service trainings offered during the review year. **Or,** attach other documentation showing in-service trainings.

SECTION FOUR OF APPLICATION
Consultation and Evaluation Services Documentation

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Item 15 – *CONSULTATION SERVICE REPORT

Using the forms provided, (use a separate form for each TFA program), list the type of consultation services provided (e.g., observation, treatment planning, on-call availability, etc.) in the first column. In the columns to the right, state how often that service is to be provided (e.g., twice a month, 24 hours per day, etc.). The form is separated into time periods to allow for differences based on a practitioner's tenure and level of expertise. Also, check one of the boxes provided to indicate whether the service delivery plan was met. If not, use the space below to explain the circumstances. You may also attach additional data that supports your agency's consultation delivery plan.

Item 16 – EVALUATION POLICIES AND PROCEDURES

Include a copy of your agency's policies and procedures regarding evaluation services (i.e., policies that address evaluation timelines, pre-evaluation training, consumer groups, polling return rates, the rating scale, the use of the median rule, etc.).

Item 17 – *LIST OF EVALUATED PRACTITIONERS

Using the form provided, enter the names of all practitioners who were evaluated during the review year. If practitioners were evaluated as teams or married couples, they can be entered on one line as one evaluation. When applicable, under program, enter the specific name of the program (e.g., Windy Hill Group Home). If there's not a specific name, simply enter in the TFM program name (e.g., Home Remedies, Adoption Plus, etc.). Under evaluation type, state whether it was an initial, annual, or post-annual evaluation Under outcome, enter "certified," "not certified" or other appropriate terminology to indicate the outcome. Also, if the evaluation occurred within the approximate 12-month period, put "YES" as the answer to the timeline question. If the evaluation occurred outside of this timeline, state why (e.g., "program temporarily closed," "unexpected surgery," etc.).

Item 18 – SAMPLE OF PRACTITIONER EVALUATIONS FOR CERTIFICATION

For each program, include a complete copy of a practitioner evaluation conducted during the report year. In addition, include the distribution of scores page from other certification evaluations that occurred during the review year.

SECTION FIVE OF APPLICATION
Satisfaction of Services Documentation

Item 19 – AGENCY CONSUMER SATISFACTION REPORT

Include a copy of your agency's completed Agency Consumer Satisfaction data. The sponsor agency began the process of collecting this data in November. Sometime in December or early January, the sponsor agency will forward you all the data in report form. The report should include a summary of scores chart (showing averages) for each category as well as all comments and the specific scores offered.

Item 20 – AGENCY PRACTITIONER SATISFACTION REPORT

Include a copy of your agency's completed Agency Practitioner Satisfaction data. The sponsor agency began the process of collecting this data in November. By mid-January, the sponsor agency will forward you all the data in report form. The report should include a summary of scores chart (showing averages) for each category as well as all comments and the specific scores offered.

Item 21 – DEVELOPING AGENCY EVALUATION OF SPONSOR AGENCY SERVICES REPORT

Include a copy of the Developing Agency Staff Evaluation of Sponsor Agency Services Report. This document is completed by the Association Office and should be sent to you by mid-January. Contact them and request a copy if you have not yet received it.

SECTION SIX OF APPLICATION
Ethical Practices Documentation

Item 22 – POLICIES AND PROCEDURES FOR ISSUES OF PROFESSIONAL ETHICS AND PROTECTION OF CLIENTS

In this section, include policies and procedures regarding ethical conduct and complaints, including staff practices policy, grievance policies, policy indicating that services are offered regardless of race, religion, gender, etc.

After completion of the above sections, continue with the following steps:

Step 1: Complete the Initial Application for Agency Certification Checklist to ensure materials are included and in the order shown on the Checklist. The Checklist should appear as page 2 of the Initial Application for Agency Certification.

Step 2: Make copies for each reviewer assigned to do your on-site visit. Use 3-ring binders suitable for mailing (include tab indexes to identify and separate each section of the application). Mail or deliver a copy to each reviewer. You and your primary reviewer may arrange an alternative plan if desired (e.g., sending the materials electronically but then providing prepared notebooks for the reviewers upon their arrival for the on-site visit). In any case, your reviewers will each need a copy of the application. Also, send a copy to the Association Office and to your Sponsor Agency. Retain the originals for your files.