TFA Timeline for Triennial Application/Certification Activities

November

Member Agency retrieves the Application for Agency Certification application from the TFA website by November 1.

The Agency Director and the Primary Reviewer schedule the on-site review visit. On-site should occur prior to March 1.

January

The Agency completes its Agency Consumer Checklist and Practitioner Checklist by November 15 and also begins preparing other application materials.

The Agency sends out the consumer satisfaction surveys to its various consumers. (Agency Consumer and Practitioner Satisfaction surveys w/letter are available on the website.) A second mail-out may be necessary to achieve a 50% response rate.

The Agency compiles the survey responses into a report form (a Consumer/ Practitioner Satisfaction Report Form is available on the website) by January 15.

February

The Agency completes the Triennial Application for Agency Certification and submits copies to the Review Team and the Association Office by February 1.

March

The review team completes the on-site portion of the review in February or early March.

Preferably by mid-March, the Review Team submits a written report which summarizes their findings and states their recommendation regarding certification to the Agency Director and Association Office.

April

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.

(Sponsor) Member Agency