

Council on Accreditation Standards - Administration Standards - May 1, 2024 - May 31, 2025 - COA Crosswalk 1 of 4

Relias offers online learning, staff compliance training, and continuing education for behavioral health organizations, intellectual and developmental disability providers, child welfare organizations, and healthcare and community services providers.

Relias Training Crosswalks are based on published accreditation standards. They are designed to assist organizations in the selection of courses from the Relias libraries to ensure and demonstrate staff competence according to the training standards. In some cases, it may be useful for customer organizations to develop training specific to the organization's individual needs.

General staff compliance trainings should be selected to ensure the organization meets OSHA and other regulatory requirements. Staff training is only one element of a successful survey and the Crosswalks are not meant to take the place of a careful review and evaluation of your program to the accreditation standards.

The courses listed in the crosswalk are a representative sample of courses available in Relias libraries. It may not be necessary to choose all courses listed for a specific training standard; it is recommended that courses are chosen that closely align with the mission and services offered and the specific needs of the persons served.

Disclaimer: The following constitutes Relias, LLC's recommendation of course work for each listed Crosswalk Measure. Relias does not make any guarantee that such course(s) will be accepted by the accrediting body(ies).

Reference:

<https://www.social-current.org/impact-areas/coa-accreditation/private-organization-standards/>

Administration and Management Standards - For-Profit Administration and Financial Management (AFM, FIN)

AFM 11.03 and FIN 6.03

Oversight and management of the organization's accounting system require all personnel who use the system to receive initial and ongoing training on its use.

Use of the organization's accounting system

Administration and Management Standards - Child and Youth Development Programs (CYD)

CYD 8.01

The program's leadership fosters a culture of excellence and continual improvement by:

Training staff at all levels to understand how CQI functions within the program

Administration and Management Standards - Child and Youth Development Programs (CYD)

CYD 9.01

Personnel directly involved in medication control and administration receive training and demonstrate competence in medication control and administration, and knowledge of applicable legal requirements.

Medication control and administration

Administration and Management Standards - Governance (GOV)

GOV 4.03

Governing body members receive an orientation that addresses membership responsibilities and an overview of the organization and its mission.

Membership responsibilities and the organization's mission

Administration and Management Standards - Governance (GOV)

GOV 4.04

All governing body members participate in equity, diversity, and inclusion (EDI) training at least every two (2) years.

Equity, diversity, and inclusion (EDI) training

Administration and Management Standards - Human Resources (HR)

HR 6.02 (b)

Direct service volunteers, student professionals, and interns are appropriately trained to fulfill their role.

Role-specific training

Administration and Management Standards - Network Administration (NET)

NET 11.01, NET 11.02

Direct service providers receive orientation and ongoing training.

Prior to serving network clients, all direct service providers receive orientation and training on the network's mission, philosophy, goals, and services;
Prior to serving network clients, all direct service providers receive orientation and training on network operations and functioning

Prior to serving network clients, all direct service providers receive orientation and training on network policies and procedures including access procedures

Prior to serving network clients, all direct service providers receive orientation and training on network billing practices

Prior to serving network clients, all direct service providers receive orientation and training on utilization management criteria

Prior to serving network clients, all direct service providers receive orientation and training on the network's conflict of interest policies and ethical expectations

Prior to serving network clients, all direct service providers receive orientation and training on the provider's role in the network's PQI process

Suggested, in addition to organizational training:

The network management entity provides an ongoing training program that includes refresher training on network policies, practices, and procedures

The network management entity provides an ongoing training program that includes evidence-based practices, as appropriate to the array of network services

The network management entity provides an ongoing training program that includes other issues of importance to the network

Service Delivery Administration Standards - Administrative and Service Environment (ASE)

ASE 5.02

The organization trains staff on:

Safety procedures and protocols

Potential risks they may encounter on-site, in the community, or in the service recipients' homes

Self-protection techniques, as necessary

Service Delivery Administration Standards - Administrative and Service Environment (ASE)

ASE 6.03

The organization is prepared to treat injuries and respond to medical emergencies by ensuring trained staff are available to administer treatments.

Note COA Interpretation: Organizations that maintain Naloxone or opioid antagonist kits to treat opioid overdose cases:

Ensure staff trained in SAMHSA-approved protocols and procedures for reversing opioid drug crisis are available to administer these treatments and have appropriate training in place to get affected individuals to medical care immediately following overdose treatment to preempt the reoccurrence or worsening of symptoms

Service Delivery Administration Standards - Administrative and Service Environment (ASE)

ASE 6.04

Personnel from all the organization's programs and administrative offices receive training on implementing the organization's emergency response plan.

Note COA Interpretation: It may be appropriate for some staff to receive "gatekeeper training" on how to recognize, interpret, and respond to signs of suicide risk, and/or Mental Health First Aid training for recognizing and responding to signs of a mental health crisis.

Emergency response plan

Service Delivery Administration Standards - Behavior Support and Management (BSM)

BSM 3.00

Personnel who use restrictive behavior management interventions are trained and evaluated on an annual basis using a nationally recognized curriculum.

Proper and safe use of interventions, including when it is appropriate to use a restrictive intervention and time limits for use

Understanding the experience of being placed in seclusion or a restraint, including the medical and therapeutic risks related to restrictive interventions and the resulting consequences of the misuse of restrictive interventions, including trauma and re-

traumatization

Response techniques to prevent and reduce injury;
Evaluating and assessing physical and mental status, including signs of physical distress, vital indicators, and nutrition, hydration, and hygiene needs

Readiness to discontinue use of the intervention

When medical or other emergency personnel are needed

Documentation and debriefing

Suggested, in addition to organizational training:

Service Delivery Administration Standards - Behavior Support and Management (BSM)

BSM 4.01

Personnel qualified through annual training and evaluation authorize each restrictive behavior management intervention in accordance with any applicable federal or state requirements.

Annual restrictive behavioral management training

Service Delivery Administration Standards - Program Administration (PRG)

PRG 4.04

Personnel are trained on, or demonstrate competency in:

Use of equipment and software as appropriate to the position and the services provided

Privacy and confidentiality issues specific to the service delivery model

Recognizing and responding to emergency or crisis situations from a remote location

Engaging and building rapport with service recipients when communicating electronically

Service Delivery Administration Standards - Program Administration (PRG): Personnel Training for Intellectual and Developmental Disabilities Services

PRG 6.01

Direct service personnel are trained on, or demonstrate competency in, the following topics as appropriate to the service and needs of persons served:

Assisted dining techniques and good nutrition

Lifting and transfer techniques

Safe transportation techniques

Health related supports

Use of assistive technology

Teaching ADLs

Service Delivery Administration Standards - Program Administration (PRG): Personnel Training for Intellectual and Developmental Disabilities Services

PRG 6.02

Direct service personnel are trained and evaluated on the restrictive interventions identified in the treatment plan prior to working with the individual and annually thereafter including:

The parameters under which interventions may be used

The proper and safe use of chosen interventions

The potential for re-traumatization

Service Delivery Administration Standards - Training and Supervision (TS)

TS 1.02

New personnel are oriented within the first three (3) months to the organization's mission, philosophy, goals, and services.

The organization's mission, philosophy, goals, and services

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.01

All personnel who have regular contact with clients receive training on legal issues, including:

Mandatory reporting, pursuant to relevant professional standards and as required by law, and the identification of clinical indicators of suspected abuse and neglect, as applicable

Federal and state laws requiring disclosure of confidential information for law enforcement purposes, including compliance with a court order, warrant, or subpoena

Duty to warn, pursuant to relevant professional standards and as required by law

The agency's policies and procedures on confidentiality and disclosure of service recipient information, and penalties for violation of these policies and procedures

Legal rights of service recipients

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.02

Personnel receive training on the following, as appropriate to their position and job responsibilities:

Proper documentation techniques

The maintenance and security of records

The use of technology and information systems including refresher trainings when changes or updates are made

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.03

Direct service personnel receive training in:

Communicating respectfully and effectively with service recipients

Engaging service recipients, including building trust, establishing rapport, and developing a professional relationship

Understanding the science of trauma and the impact of trauma on individuals, families, and personnel

Trauma-informed care, including screening, assessment, and service delivery practices

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.04

Training for direct service personnel addresses differences within the organization's service population, as appropriate to the type of service being provided, including:

Interventions that address cultural and socioeconomic factors in service delivery

The role cultural identity plays in motivating human behavior

Procedures for working with non-English speaking persons or individuals with communication impairments

Understanding explicit and implicit bias and discrimination

Recognizing individuals and families with special needs

The needs of individuals and families in crisis, including recognizing and responding to a mental health crisis

The needs of victims of violence, abuse, or neglect and their family members

Basic health and medical needs of the service population

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.05

Direct service personnel are trained on, or demonstrate competency in, providing inclusive care to individuals with intellectual and developmental disabilities including:

Communication techniques

De-escalation techniques for individuals with intellectual and developmental disabilities

Implementing the principles of self-determination and inclusion

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.06

Direct service personnel demonstrate competence in, or receive training on how to:

Identify and access needed community resources

Collaborate with other service providers

Access financial assistance, including public assistance and government subsidies

Empower service recipients and their families to advocate on their own behalf

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.07

Personnel receive training, as appropriate to the position or job category, that includes:

Implementing practices that promote positive behavior

Recognizing psychosocial issues, mental conditions, and challenging behaviors that are a threat to self or others and knowing when to seek assistance

Understanding how the physical environment, and other factors, can lead to a crisis

Understanding the impact of personnel behaviors and responses on the behavior of service recipients

Service Delivery Administration Standards - Training and Supervision (TS)

TS 2.08

Direct service staff receive training on methods for de-escalating volatile situations including:

Listening and communication techniques, such as negotiation, centering strengths, and mediation

**Involving the person in regaining control and encouraging self-calming behaviors;
Separation of individuals involved in an altercation;
Offering a voluntary escort to guide the person to a safe location;
Voluntary withdrawal from the group or milieu to allow the person to calm down**

Other non-restrictive ways of de-escalating and reducing episodes of aggressive and out-of-control behavior