



national headquarters:

1200 First St. NE, 2nd Floor
Washington, DC 20002

April 19, 2024

Amanda Patrick
HANDS Manager
Department of Social Services, Lexington-Fayette
Urban County Government
200 East Main Street, Suite 328
Lexington, KY 40507

Dear Ms. Patrick:

Thank you for sending us your completed application for COA Public Agency Reaccreditation. On behalf of the Social Current board and staff, we appreciate your support of Social Current and COA Reaccreditation. I am pleased that Department of Social Services, Lexington-Fayette Urban County Government will continue to be a member of our Network of over 1,800 agencies and programs serving nearly 70 million individuals.

We have completed our review of your application for Public Agency Reaccreditation. Following please find an Accreditation Agreement (contract) for your review—among other things, it contains your reaccreditation fee. **Please sign the Accreditation Agreement electronically and remit your initial payment for the reaccreditation fee within 30 days.** If you have any questions about the agreement, please contact Joseph Seoane, Senior Director of Network Engagement, by email at jseoane@social-current.org.

Following, please find information regarding two (2) payment options for the reaccreditation fee.

1. **Wire Transfer.** If you would like to complete a wire transfer, please use the following information to complete the transfer: **Recipient:** Social Current; **Bank Name:** BMO Harris Bank; **Bank ABA Routing Number:** 071000288; **Bank Account Number:** 31392185; and, **Bank Address:** 770 North Water Street Milwaukee, WI 53202.

After you have completed the wire transfer, please email Sherry Peng at speng@social-current.org with a cc to Rachael Rucker, Network Engagement Specialist, at rrucker@social-current.org.

2. **Check.** Please make the check payable to Social Current and send it to the attention of Social Current, Inc., PO Box 88688, Milwaukee, WI 53288-8688.

Upon receipt of the signed Accreditation Agreement and initial payment, we will transfer your file to our Accreditation Operations Department to begin the programmatic parts of the COA reaccreditation process.

Because we view COA reaccreditation as a partnership between our two organizations, I want to assure you that you will receive all the tools and technical assistance you need to become successfully reaccredited. In that regard, I would recommend that you review the trainings we currently offer by visiting us at [Social Current Events](#) and to consider signing up for supplementary training as it has proven to be very beneficial for agencies undergoing the reaccreditation process.

Again, thank you for continuing to be a part of our family of agencies and programs that have made a commitment to providing the very best services to all of their stakeholders. Social Current and the twenty-nine (29) national organizations that endorse our COA accreditation standards and processes recognize that Social Current holds a public trust for the children, youth, individuals, and families served by our COA accredited agencies. We are honored and thank you for your decision to pursue COA Public Agency Reaccreditation.

Sincerely,



Jody Levison-Johnson
President and Chief Executive Officer

Attachment: Accreditation Agreement



Public Agency Accreditation Agreement

This Accreditation Agreement (“the Agreement”) between Social Current, having its principal office at 1200 First St. NE, 2nd Floor, Washington, DC, and Department of Social Services, Lexington-Fayette Urban County Government (Agency), having its principal office at 200 East Main Street, Suite 328, Lexington, KY, sets forth the terms of the reaccreditation process, including the rights and responsibilities of both parties.

Reaccreditation Fee

Agency’s fee to pursue reaccreditation is **\$22,066**. This fee is based on Agency’s current fiscal budget and excludes all currently recognized pass-through funds and annual support for those programs that are approved for exemption from the reaccreditation process as a result of their accreditation by a recognized accreditor.

The reaccreditation fee is non-refundable. Fifty percent (50%) of the reaccreditation fee is due at the time of signing the Agreement with the balance due sixty (60) days from the time the Agreement is signed by Agency.

The reaccreditation fee does not include costs or expenses that are incurred in connection with training, additional portal licenses, the Site Visits, remedial Site Visit costs, Site Visit costs associated with a formal delay, costs of other accreditation-related reviews, cancellation costs, and annual maintenance of accreditation fees.

Credit Schedule

If Agency discontinues its pursuit of reaccreditation or if we discontinue Agency’s pursuit of reaccreditation and Agency reapplies within two (2) years of the notification date of discontinuation, the following credit schedule will apply. All credit amounts are derived from the total reaccreditation fee that was paid to Social Current in conjunction with this contract and will be applied to Agency’s future calculated accreditation fee.

<i>Discontinuation</i>	<i>Percentage of Credited Fee</i>
After the completion of the Intake Call	80%
After COA’s review of the Preliminary Self-Study	50%
After Organization is notified of its Peer Review Team	30%
After Organization receives its Final Accreditation Report	0%

Site Visit Costs

Agency agrees to pay a flat rate of \$3,000 per Peer Reviewer for a two (2) day Site Visit, plus \$750 per day times the number of Peer Reviewers for each additional day of the Site Visit (“flat rate”). The flat rate covers all costs and expenses of the Site Visit, including, but not limited to, travel, hotel, meals and incidentals. The flat rate will be billed immediately following the Site Visit and is subject to an annual increase. A minimum of two (2) Peer Reviewers for two (2) days will be assigned to review the Agency.

We reserve the right to increase the number of Peer Reviewers and to extend the duration of a Site Visit pursuant to COA’s Accreditation policies and procedures. Agency agrees to pay the flat rate charges associated with any increases to either the numbers of Peer Reviewers or duration of the Site Visit, as well as any annual increases to the flat rate.

Site Visit Rescheduling and Postponement

When an agency cancels a scheduled Site Visit, Social Current incurs substantial costs in terms of staff time and actual out-of-pocket expenses. Accordingly, Agency will be assessed a \$500 fee if its request to reschedule its Site Visit is granted from three (3) to six (6) months from the date of the scheduled Site Visit. Agency will be assessed a \$1,000 fee if its request to reschedule its Site Visit is granted less than three (3) months from the date of the scheduled Site Visit. Agency will also be responsible for all costs associated with re-booking travel arrangements for the Peer Reviewers(s). Requests for Site Visit rescheduling must be communicated to in writing with the stated reason(s) for postponement.

Requests for Site Visit rescheduling must be communicated to Agency’s Accreditation Coordinator in writing with the stated reason(s) for postponement.

We reserve the right to postpone and reschedule any Site Visit if we determine that Agency failed to meet COA Reaccreditation requirements when preparing its Self-Study. Agency agrees to pay Social Current a \$1,000 fee if we postpone Organization’s Site Visit for this reason. Organization also agrees to pay all applicable Peer Reviewer travel costs incurred as a result of the postponement and rescheduling.

Withdrawal from the Reaccreditation Process

If the Agency withdraws from the COA reaccreditation process, it is responsible for paying all remaining balances at the time of the withdrawal. COA reserves the rights to discontinue Agency from the reaccreditation process if the agreed upon timelines are not met or revised within a reasonable amount of time and to a mutually agreeable timeframe.

Site Visit Notification of Authorities

If Agency is mandated to achieve accreditation, it is responsible for notifying the applicable authorities of its scheduled Site Visit dates and will grant the applicable authorities the right to observe the Site Visit if it is so required. Agency has the continuing responsibility to notify the authorities promptly of any material modifications to the scheduled reaccreditation Site Visit.

Scope of the Reaccreditation Review

The scope of the reaccreditation review includes demonstration of Agency's implementation of continuing performance with all of the applicable COA Standards for Public Agencies. The Standards for Public Agencies set forth COA's Administration and Management Standards and Service Delivery Administration Standards, and specific Service Standards, which apply to each service provided by Agency.

Unless expressly agreed to, a service must have been provided to consumers for a minimum of six (6) months at the time of the Site Visit to be included in the reaccreditation review process. Agency should reference COA's Standards for Public Agencies and the *Accreditation Policies and Procedures Manual, Public Agencies* regarding the determination process for inclusion of services ("accreditable services") within the scope of the reaccreditation review.

COA's accreditation policies and procedures require that all "accreditable services" for which COA has applicable standards be included in the Agency's reaccreditation review, except as specifically exempted pursuant to COA's current exemption policy and procedure (*Accreditation Policies and Procedures Manual, Public Agencies*). Agency understands that any "accreditable service(s)" it intends to exempt from COA's reaccreditation review must be approved in writing as qualifying for exemption under COA's accreditation policies and procedures.

COA Web-based Reaccreditation Process

Agency agrees to submit all reaccreditation related documents and information via its assigned MyCOA portal account as detailed in the COA Accreditation *Guidelines for Public Agencies* and COA's *Accreditation Policies and Procedures Manual, Public Agencies*.

The Agency will receive three (3) complimentary portal licenses.

Submission of Self-Study

Agency agrees to submit its Self-Studies to COA in accordance with a mutually agreed upon reaccreditation timetable. Agency agrees to pay COA a \$1,000 fee if it submits its Self-Study after the date agreed to in the timetable or if Agency otherwise fails to adhere to COA's Self-Study submission requirements as published in the COA Accreditation *Guidelines for Public Agencies* and the *Accreditation Policies and Procedures Manual, Public Agencies*.

Site Visit Requirement

Agency agrees to provide the COA Peer Review Team a designated work area throughout the duration of the Site Visit. The work area should contain a computer, with internet capabilities, a telephone and, if possible, should be a closed office with a ceiling and door in order to ensure privacy and confidentiality.

Decision-Making Process

Agency understands and agrees that Social Current's acceptance of this Agreement and Agency's reaccreditation, training and Site Visit fees does not obligate us to reach an affirmative decision regarding Agency's reaccreditation. Agency further understands and agrees that in the

event of an unfavorable reaccreditation decision, neither Social Current nor its officers, directors, staff, Peer Reviewers, Accreditation Commissioners or other persons involved in the reaccreditation review process shall be liable to Agency or Agency's officers, directors or staff for Agency's failure to achieve COA reaccreditation, even if such unfavorable decision is temporary (e.g., a deferral, denial, or revocation decision that is reversed on appeal, or placement on probationary or suspended accreditation status).

Changes to Agency Structure and Operations

If during the reaccreditation review process, Agency restructures, consolidates or undergoes or contracts to undergo a merger or acquisition as published in the *Accreditation Policies and Procedures Manual, Public Agencies*, Agency agrees to notify its Accreditation Coordinator and, if applicable, Social Current will develop a new Agreement that reflects any additional fee and/or costs and expenses associated with a merger or acquisition in order to continue with the reaccreditation review process.

As detailed in the *Accreditation Policies and Procedures Manual, Public Agencies*, Agency is responsible for self-reporting to any significant changes. This includes, but is not limited to, changes with respect to the Agency Director, Regional Director(s), and service providing regions, including the closing and opening of new service providing facilities.

Maintenance of Accreditation

Maintenance of Accreditation (MOA) responsibilities for accredited agencies include: completion of an annual report; self-reporting of changes or events; cooperation with post-Final Accreditation Report requirements; accreditation cycle monitoring processes; and/or third-party complaint reviews.

Accredited agencies are required to submit a MOA Report for each of the three years of their four-year accreditation cycle. The annual MOA Report demonstrates an agency's commitment to the pursuit of excellence and quality service delivery for persons served and affirms the agency's ongoing implementation of COA's standards. Through this process, COA and the agencies it accredits are able to evaluate significant agency changes, events and critical occurrences within the context of the agency's continuous performance improvement activities.

There is an annual MOA fee of \$1,000 that is billed to all accredited agencies for each of the three years in its four-year accreditation cycle. Payment of the MOA fee and submission of the MOA Report is a requirement for continued COA accreditation.

The MOA fee is non-refundable.

Duty to Cooperate and Provide Truthful Information

Agency agrees to provide at all times all information requested in order to facilitate the assessment and reaccreditation review planning process, Agency will make its management and service delivery staff and consultants, and its consumers available for interviews with the peer review team during the Site Visit as is necessary to complete the reaccreditation process. Agency agrees to be forthright and truthful in the provision and discussion of all information and materials that are requested or that are relevant to a valid reaccreditation decision. Misrepresentation of information, including, but not limited to, the failure to provide or disclose

information may result in the suspension of the reaccreditation review process and/or modifying Agency's COA accredited status.

Social Current agrees to hold in confidence all information regarding Agency obtained during the reaccreditation review and maintenance of accreditation processes pursuant to COA's confidentiality policies and procedures as published in the *Accreditation Policies and Procedures Manual, Public Agencies*.

Note: *All Peer Reviewers sign a confidentiality agreement and receive confidentiality training prior to their involvement in the COA reaccreditation review process. If Agency chooses to have a Peer Reviewer sign an additional confidentiality agreement, it must have this agreement approved at least one (1) month prior to the commencement date of the Site Visit.*

Authorization for the Use, Dissemination and/or Publication of Non-Identifying Agency Information

Agency understands that Social Current, in conjunction with a social science evaluation or other research activity entered into by COA ("Research Study" or "Research Studies"), may contract to provide to a university or other qualified researcher ("Research Partner") for study, analysis, and/or publication the following:

- a. data collection information that Agency provides to COA as part of its application and through the COA reaccreditation review process.
 - b. Agency's reaccreditation scores ("de-identified data") and de-identified data from Agency's Pre-Commission Report (PCR), Final Accreditation Report (FAR) and from the Accreditation Commission decision-making process; and,
 - c. data collection information that Agency provides to COA following the achievement of reaccreditation (maintenance of accreditation).
- ("a," "b," and "c" referred to collectively as "Accreditation Data")

Agency consents to the use, dissemination, and/or publication of its Accreditation Data by Social Current and/or Social Current's Research Partner(s) in connection with a Research Study, provided that all Accreditation Data are used, disseminated, and published without identifying Agency and that all Research Studies are approved by Social Current's President and CEO. Agency's consent as set forth in this paragraph is evidenced by Agency's execution of this Agreement and is further limited to Research Studies. The COA *Accreditation Policies and Procedures Manual, Public Agencies* addresses COA's procedures to otherwise disclose Agency's accreditation status information without the need for additional agency consent.

Rights and Responsibilities

Agency recognizes that we rely on the participation of the field to assist in continuously improving COA's accreditation standards and process. To that end, Agency acknowledges that it has a responsibility to provide feedback through surveys that measure the effectiveness of the process and standards, communicate to relevant COA Accreditation staff its perceptions regarding the reaccreditation experience, and, when appropriate, encourage qualified members of its staff to become volunteer Peer Reviewers and participate in the development and review of COA's standards and accreditation process. For detailed information regarding an agency's

rights and responsibilities, please refer to COA's *Accreditation Policies and Procedures Manual, Public Agencies*.

Execution of Accreditation Agreement

The undersigned agree to be bound by the terms and conditions set forth in this Agreement and COA's *Accreditation Policies and Procedures Manual, Public Agencies*, as published and revised periodically.

**Department of Social Services, Lexington-Fayette Urban County Government
(COA Agency ID #441)**

Name (Print)

Signature, Chief Executive Officer or Authorized Signatory

Date

Social Current

Signature, President and Chief Executive Officer

Date