

# (CUSA Sample Accreditation Documentation)

First, create a Cover Letter containing your Center's name, address, website and main contact information and a brief history and description of your center:

ABC Crisis Center  
1234 Generic St.  
Anytown, OK 12345  
[www.ourwebsite.org](http://www.ourwebsite.org)  
Director's name – [directorsemail@abccrisis.org](mailto:directorsemail@abccrisis.org)

## Introduction

The mission of ABC Crisis Center is to provide all things to everyone whenever they need it. Our vision is a world in which everyone is happy and healthy. We were founded in 1900 by a group of wandering troubadours who banded together in an effort to help victims of the recent ebola plague. Our services include a 24-hour help-line, a walk-in clinic, food bank, Reassurance calling program, Teen line, Online Emotional Support and a florist.  
...and whatever you would like us to know about you...

Next create a document for each section of the standards, eight in all for a full accreditation, five for OES accreditation and three for Reassurance Programs. Write a narrative addressing each component within each section of the standards and put it in a folder with supporting documents for that section. In the upper right corner of each page, indicate to which section and component it pertains. This document should succinctly describe how your program meets each of the standards (73 for basic crisis line accreditation, 30 for OES, and 24 for Reassurance programs). When naming the documents, please include the number of the section (100-Governance, 200-Fiscal and Business Standards, 300-Training Standards, etc.)

### Component 301: Thirty-Two Hour Basic Training Program

ABCCC provides training three times a year, each session lasting four months. Classes meet on Saturdays from 8:00 am – 5:00 pm, and trainees attend a four-hour orientation shift during the week following each Saturday. Training includes 96 classroom hours which include 32 hours of role-play and 48 hours of internship for a total of 144 hours.

Supporting documents (included in folder):

- 301.Training schedule.pdf
- 301.Listening shift schedule.doc

(next page.....)

### Component 302: Specific Training Requirements on Core Competencies

The center's basic training program is designed to encompass the core competencies outlined by CUSA and to focus instruction on the techniques of non-judgmental, active listening; crisis intervention; and information and referral. Topics are covered through readings, videos, group discussion and lecture.

Supporting documents (included in folder):

- 302.Training curriculum and outline.doc
- 302.Orientation Slideshow.ppt

# Supporting Documents



To illustrate compliance with the standards outlined in the application components please provide supporting documents which illustrate the policies, procedures and practices described in each section. The supporting documents are to be provided in a folder hierarchy designed to be intuitive to the reader. Large documents, such as a lengthy training manual or human resources binder do not need to be included but should be available to examiners on-site.





Supporting documents are organized in a folder hierarchy as follows:



 **Main Folder**

Contains this application document and sub-folders for each section of the application

- **Section Folders** One through Eight for full accreditation, one through five for OES and one through four for Reassurance Programs . Folder name indicates the section of the application and this folder contains documents for each component in the section for which supporting evidence is provided
  - **Component documents** corresponding to standards within each section. Document name indicates the component (number and name) to which the documents apply. Documents are scanned or printed to PDF whenever possible. There does not necessarily need to be supporting documents included for every one of the standards, only those which you feel are important to illustrate your center’s procedures and that examiners would want to view prior to the actual site visit.

<p> <b>Section One: Governance</b></p>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section One Narrative addressing each of the following standards:                             <ul style="list-style-type: none"> <li>101: Mission Statement</li> <li>102: Organizational/Program Planning</li> <li>103: Program Evaluation and Results</li> <li>104: Not-for-Profit Incorporation</li> <li>105: Federal Nonprofit (IRS) Determination</li> <li>106: State Nonprofit/Charitable Determination</li> <li>107: Code of Ethics</li> <li>108: Bylaws</li> <li>109: Board of Directors or Governing Body</li> <li>110: Board of Dir. Membership, Participation</li> <li>111: Board of Directors’ Policies and Structure</li> <li>112: Administrative Operations</li> <li>113: Personnel Accountability</li> <li>114: Executive Director or Program Director</li> <li>115: Program Director’s Education/Experience</li> <li>116: Support Staff</li> </ul> </li> </ol>
<p> <b>Section Two: Fiscal and Business</b></p>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Two Narrative addressing each of the following standards:                             <ul style="list-style-type: none"> <li>201: Short Term Funding for the Program</li> <li>202: Long Term Fund Development Planning</li> <li>203: Business Practices</li> <li>204: Budgets</li> <li>205: Audits</li> <li>206: Insurance</li> </ul> </li> </ol>

 <b>Section Three: Training</b>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Three Narrative addressing each of the following standards: <ul style="list-style-type: none"> <li>301: Thirty-Two Hour Basic Training Program</li> <li>302: Specific Training Requirements</li> <li>303: Demonstrable Competencies</li> <li>304: Commissioning, Certification, Graduation</li> <li>305: Training Committee's Experience, etc.</li> <li>306: Presenter Experience, etc.</li> <li>307: Role Play Facilitators' Experience, etc.</li> <li>308: Continuing Education Program</li> <li>309: Participation in Continuing Education</li> </ul> </li> </ol>
 <b>Section Four: Supervision and Evaluation of Phone Specialists</b>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Four Narrative addressing each of the following standards: <ul style="list-style-type: none"> <li>401: Supervision of Crisis Line Specialists</li> <li>402: Evaluation of Crisis Line Specialists</li> <li>403: Recruitment of Volunteers</li> <li>404: Recognition of Volunteers</li> <li>405: Recordkeeping of Volunteers' Statistics</li> </ul> </li> </ol>
 <b>Section Five: Service Standards</b>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Five Narrative addressing each of the following standards: <ul style="list-style-type: none"> <li>501: Non-Exclusionary Caller Policy</li> <li>502: Crisis Line Availability</li> <li>503: Call Forwarding within the Program</li> <li>504: Call Forwarding to Another Program</li> <li>505: Call Capacity During Advertised Hours</li> <li>506: Suicide Lethality/ Risk Assessment Form</li> <li>507: Policies on Intervention on Suicide Calls</li> <li>508: Response to Other Emergency Calls</li> <li>509: Support System</li> <li>510: Support Worker Training</li> <li>511: Policies and Procedures – Confidentiality</li> <li>512: Policies and Procedures – Discipline</li> <li>513: Anonymity</li> <li>514: Call Records Retention and Security</li> <li>515: Call Statistics</li> <li>516: Call Management Policies and Procedures</li> <li>517: Call Management Implementation</li> </ul> </li> </ol>
 <b>Section Six: community Integration</b>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Six Narrative addressing each of the following standards: <ul style="list-style-type: none"> <li>601: Professional Relationships</li> <li>602: Relationship with Community Leadership</li> <li>603: Public Relations Program</li> <li>604: Non-exclusionary Policy</li> <li>605: Human Service Agency Cooperation</li> <li>606: Information and Referral Resources</li> </ul> </li> </ol>

 <p><b>Section Seven: Facilities and Equipment</b></p>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Seven Narrative addressing each of the following standards: <ul style="list-style-type: none"> <li>701: Telephone Room Location</li> <li>702: Security</li> <li>703: Threats of Violence Against the Center</li> <li>704: Fire, Emergency, and Safety</li> <li>705: Disaster Preparedness</li> <li>706: Telephone Room Functionality</li> <li>707: Administrative Office Functionality</li> <li>708: Telephone Room Equipment: Telephones</li> <li>709: Telephone Room Equipment: Computers</li> <li>710: Use of Computers and Internet</li> <li>711: Administrative Office Equipment:</li> </ul> </li> </ol>
 <p><b>Section Eight: CONTACT USA Membership</b></p>	<ol style="list-style-type: none"> <li>1. Supporting documentation (each document should be titled beginning with the number of the component to which it pertains)</li> <li>2. Section Two Narrative addressing each of the following standards: <ul style="list-style-type: none"> <li>801: CONTACT USA Membership</li> <li>802: Financial Support of CONTACT USA</li> <li>803: Cooperation with CONTACT USA</li> </ul> </li> </ol>

**So, you should end up sending the CUSA Accreditation Coordinator an introductory page or cover letter with a brief history and description of your center and folders (eight for full accreditation, five for OES and four for Reassurance Programs) which address a section of the components as outlined in the table above. Your narrative document for each section should look something like the following (although you will probably want to include a little more information than has been written here in this example!)**...

CONTACT USA Accreditation Documents

For

**ABC Crisis Center**

Section Three: Training Standards

## Component 301: Thirty-Two Hour Basic Training Program

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