

ACCREDITATION OHIO

VOLUME 3, ISSUE 1

May, 2007

Conference Time!

- CAAO annual conference October 4—5 at the Columbus Crowne Plaza North. Registration details will be available on the web site soon. Register early to ensure the best hotel rates. Training! Networking!! Fun with your friends!!! What's not to like? And it's not on Halloween this year either!

Inside this issue:

2006 Conference Evaluation	2
2006 Conference Award Winners	3
Making the Grade	3
Treasurer's Report	4

Greetings CAAO Members!

As the new President of the Correctional Accreditation Association of Ohio I would like to first say thank you for your support and continuing involvement in the quest for excellence and professionalism. The American Correctional Association's standards and accreditation process is an important tool we use to achieve excellence and to prove that we are the best in the business and I can say with confidence that Ohio Leads the Way!

I know that I can speak for the entire CAAO board when I say that we are excited about the 2007 CAAO Conference which will be held in Columbus, Ohio at the Columbus Crowne Plaza North (formerly the Marriott North) on October 4 & 5, 2007. Just as Ohio leads the way in excellence in corrections, the Correctional Accreditation Association of Ohio wants to lead the way in accreditation related training, support and networking opportunities.

As I look back I am proud to say that the 2006 CAAO Conference was the best since I have been involved with CAAO. The response from the attendees and the vendors was overwhelmingly positive. This was not by chance; the CAAO Board members who represent you the member put in a great deal of time and effort. In the rest of this article I will discuss two of the reasons for this success:

Learn from the past & listen to your customers.

The 2005 CAAO Conference was well attended, informative and a valuable learning and networking experience for all involved; it was a very good conference. However we did not simply rest on our laurels, instead we decided to continue to shoot for excellence. So after the conference the CAAO Board went over each and every attendee evaluation, carefully considering and discussing the criticism and the complements. We took these suggestions seriously and used this information to make changes, improvements and adjustments. The result was an excellent 2006 conference and after last year's conference we did the same thing; we represent you, so we listened to you. Your 2007 experience will be even better! Excellent training sessions, affordability, and a convenient central location make this a conference you will not want to miss.

Leadership and teamwork:

One of the primary reasons for our continuing success has been the people who take an active role in the organization. I would like to give credit to, and to thank the outgoing members of the CAAO Board for their hard work, professionalism, and dedication. Julie Walburn President; Susan Dillow, Secretary and Margaret Bradshaw, Adult Institutions are among the best in the business and their presence on the board will be missed.

All of the past Presidents and Board Members have contributed and worked hard to ensure the success of CAAO but in my mind one person stands out as a driving force for this organization: Julie (Riley) Walburn. Julie has been involved with CAAO since its inception; her energy, enthusiasm and determination are second to none. She has

2006 Conference Evaluation

The CAAO board would like to take this opportunity to thank all the attendees who completed the conference evaluation forms. Your feedback is valuable in making the conference a success. Your suggestions and constructive criticism helps the board continue to improve and provide you the best service. We received over 700 evaluation forms. Out of the 700 evaluations 95% received positive markings.

Below are some comments from evaluations submitted:

"Looking forward to the changes in the ACA office."

"Continue to ask speakers to CAAO conferences like Bruce Boguski! What a wonderful speaker."

"Great overview of the direction Mark Flowers plans to take ACA in the future. Informative information on how current ACA operations may change."

"This was my first conference and I feel it was very useful. I look forward to the opportunity of returning for another conference. Each workshop offered excellent information and strategies for daily efforts in the ACA process. Great conference!"

"This year's conference was much improved than previous conferences."

"Kudos to the association. Looking forward to the future."

"The reception was very informal and allowed us to mix, meet, mingle, and network."

"What a truly enjoyable experience which will be helpful in maintaining accreditation."

"Almost all sessions were light and lively but were clear and concise."

"Technical Assistance Program is a great idea, seems like CAAO is attempting to be a proactive organization."

Below are some suggestions from evaluations submitted:

"Send formal agenda when confirmation is made of attendance."

"Disclose menu at time of conference."

"Would like to see classes on putting files together for a three year period versus a year. Would also like to see some sessions available on changing ACA standards."

"Post conference schedule on the CAAO website prior to the conferenc."

"Provide more sessions specific to jails."

"Next year please provide more information on performance based standards."

"The one day auditor's training that Mark Flowers is willing to do would be greatly appreciated."

"Would like to see additional vendors."

"Too much idle time on the first day of the conference."

We appreciate the time you took to complete the evaluations. As a result, the CAAO board will review and discuss the comments and suggestions you provided. This will help us plan for the 2007 CAAO Conference.

If you want to provide feedback about the 2006 CAAO Conference but forgot to complete or submit your evaluation form, please e-mail your feedback to dawnstevens@orianahouse.org.

Dawn Stevens is the Accreditation Manager of Oriana House, Inc. in Akron and the CAAO President Elect.

2006 Conference Award Winners

At the 2006 CAAO conference, Mr. Dan Lipperman, ACA Manager at the Belmont Correctional Institution was the recipient of the Reginald A. Wilkinson Award for Excellence Through Accreditation.

Dan was promoted to the ACA Manager position in 1997 and was very successful in this capacity with the annual internal management audits and ACA reaccreditation audits conducted in 2000, 2003, and most recently 2006. The outstanding audit scores are a reflection of Dan's success but are merely a portion of his contributions that reach far beyond the audit process.

Dan's philosophy is that the audit process is not a one time a year occurrence, rather it is an everyday, year round process to be followed. He has relayed this philosophy throughout the institution by instilling staff ownership and responsibility for their audit files and training staff to realize

those files showcase their compliance with department rules and regulations all year long. Dan's dedication to the audit process is also known throughout the state and he is often called upon by other institutions with compliance related questions or concerns. Further, the Bureau of Internal Audits & Standards Compliance values Dan's willingness to assist with the internal management audit process and serve as an auditor at various facilities throughout each year. His diplomacy, thoroughness, and knowledge of the system are key to his success. Dan is always ready and willing to step in and lend a helping hand.

At the same conference, Ms. Ida Lewis, Deputy Superintendent of Programs at Scioto Juvenile Correctional Facility, was the recipient of the Geno Natalucci-Persichetti Award for Excellence through Accreditation.

Over more than 10 years of dedicated work in the field of accreditation, Ms.

Lewis' accomplishments and contributions are unprecedented. During this timeframe, she served as an officer with CAAO, participated as an ACA Auditor, and served as a member of the ACA Juvenile Performance Based Standards Committee. This committee played a major role in helping to develop the 4th edition ACA Standards for Juvenile Correctional Facilities. Additionally, she was a key player and active consultant in assisting the initial group of four Ohio Juvenile correctional facilities in achieving their initial ACA accreditation. The Scioto Juvenile Correctional Facility is very fortunate to have such a top-notch staff member on their executive management team.

Again, congratulations to both Dan Lipperman and Ida Lewis for their award winning contributions to their organizations and the accreditation process.

Making the Grade

What is it about the word "audit" that has even the most seasoned of supervisors trembling with trepidation?

Perhaps it's the erroneous impression of 'the audit' becoming synonymous with a death sentence when audits are merely a system of check points designed to help improve quality of services. With correct preparation and insight, the auditing process can be used as a valuable tool to enhance the standards of any facility. Listed below are ten quick, helpful hints that just may turn your fear of failure to a series of successes regarding your upcoming audit.

1) Preparation for an audit begins with the previous one. Don't wait until audit time is close at hand to begin your preparation. Remember, audits are designed to help a 'continuous' quality of improvement so choose a standing time at least one day each week to review and monitor stan-

dards. This way the month before the audit you are not rushing to take a final exam that you haven't studied for all semester.

2) Organization is Key.

3) Develop Cheat Sheets for your staff to use to jog their memory on what can be used as supporting documentation.

4) Designate quarterly schedule for collecting supporting documentation.

5) Make gathering supporting documentation a scavenger hunt with prizes for staff. Food works wonders!

6) Review Core Areas monthly with staff to ensure compliance.

7) Develop an ACA Quiz / trivia that is sent out monthly to staff. Once again utilize prizes to those who do well on the quiz/ trivia.

8) Make ACA every staff person's business, including the collection of data

for those pesky outcomes!

9) Mock Audits. Put together a team to conduct a mock audit annually to see just how well you are doing. You can even ask staff from other sites to come and be an impartial auditor for your mock audit. I am sure they would love for you, in return, to do the same for them.

10) Close with confidence. You have done your best and regardless of the outcome it's a learning progress so turn your program over with confidence. Besides, you can probably verbalize the standards in your sleep and you are ready! So get a good nights rest, put on your best smile, and make the grade.

Jennifer Burnside is Lead Manager, Talbert House Turtle Creek Center, Columbus, and the CAAO Board Member representing Adult Community Residential Services.

CORRECTIONAL ACCREDITATION ASSOCIATION OF OHIO

set the tone and laid the groundwork for our continuing success. Thank you Julie! I would like to invite you to visit our web site, www.AccreditationOhio.org for information about the conference and your CAAO board. Check the web site periodically, we are working on some exciting changes and may soon be able to accept registration and payment online.

We are here to serve you so if you have any comments, questions or suggestions you can contact CAAO by email at: info@accreditationohio.org or by snail mail at: P.O. Box 1566 Columbus, Oh 43216.

See you at the conference!

Jim Ferrell—CAAO President

We're on the web!
www.accreditationohio.org

Treasurer's Report—

I would like to take the time and thank everyone for attending our conference in October and more importantly, everyone that worked diligently in getting your invoices paid, thus we have no open invoices (outstanding monies).

Furthermore, I would like to thank everyone for ensuring that your membership dues and conferences are paid for in a timely manner. This allows the CAAO Board of Directors to conduct the business of promoting accreditation throughout the State of Ohio.

The organization is financially sound at this time with a current balance of \$21, 034.91

Allan L. Seifert, Treasurer CAAO

Web Site-New Feature-Shopping Cart

I am excited to share a new updated feature available on our web-site www.accreditationohio.org that will allow you to now purchase your conference registration on line using your debit or credit card.

Our web site will have this feature in by mid May and this now allows CAAO flexibility to accept all types of payments, not just the standard purchase order and invoice method.

For those of you opting to choose this method, it will operate in the same manner as any other debit/credit card payments on the web and it will link you directly to Chase Bank via the "shopping cart" to accept payments. VISA, Mastercard, Discover, and American Express will all be accepted.