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January 27, 2010

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**Council on Accreditation**

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## CONGRATULATIONS!

**FAMILY SERVICES OF GREATER WATERBURY, INC.  
HAS BEEN REACCREDITED BY THE COUNCIL ON ACCREDITATION**

The Council on Accreditation (COA) is delighted to inform you that Family Services of Greater Waterbury, Inc. has been reaccredited. COA's commitment to maintaining the highest level of standards and quality improvement is designed to identify providers that have set high performance standards for themselves and have made a commitment to their constituents to deliver the highest quality services. COA is proud to recognize Family Services of Greater Waterbury, Inc. as one of these outstanding providers.

COA reaccreditation is an objective and reliable verification that provides confidence and support to an organization's service recipients, board members, staff and community partners. The COA reaccreditation process involves a detailed review and analysis of both an organization's administrative operations and its service delivery practices. All are "measured" against national standards of best practice. These standards emphasize services that are accessible, appropriate, culturally responsive, evidence based, and outcomes-oriented. In addition, they confirm that the services are provided by a skilled and supported workforce and that all individuals are treated with dignity and respect.

Because COA reviews and reaccredits the *entire* organization, not just specific programs, you can have confidence in the credibility, integrity and achievement of your *entire* organization.

COA congratulates Family Services of Greater Waterbury, Inc. for their hard work and wonderful achievement and is proud to have it as part of COA's Community of Excellence.

*Founded in 1977, COA is an independent not-for-profit international accreditor of the full continuum of community-based behavioral health care and human service organizations. Today, over 1800 organizations—public and private—are either COA accredited or are in the process of seeking accreditation. These organizations serve over 7 million of our most vulnerable individuals each year!*

**CELEBRATING OVER 30 YEARS OF SERVICE**