



Accreditation Site Visit Schedule

The following is a sample schedule and is subject to change. The general components of the schedule must be covered, but there is flexibility in terms of the order of the interviews. During the site visit, please provide the evaluators with a list of the names and positions of those interviewed. Thank you.

Day One (site visitors arrive):

Time	Event	Attendees	Topic	Materials
6:00 pm	Dinner	Director and Board President	General Introduction to Agency	None specified

Day Two (morning)

Time	Event	Attendees	Topic	Materials
9:00 – 9:50	Tour of facility	Staff	Bldg, equipment, etc	
	Interview	Fiscal/Bus Mngr	Finances	Treasurer's Reports and audit
10:00 – 11:20	Interview	Training Director	Training and recruitment; continuous training	Training Manual, schedule, recruitment materials, etc
	Interview	Recent trainee	“	
11:30-12:00	Interview	Community Supporter (ex. United Way or similar funder)	Agency collaboration, public perception, etc	
12:00 – 1:00	Lunch	Staff, Board Members, volunteers, etc	General discussion	A simple lunch brought in is best

Day Two (afternoon)

Time	Event	Attendees	Topic	Materials
1:00 – 2:20	Interview	Phone worker manager	Coverage & scheduling, call management, worker management	Shift schedule, call logs, lethality assessment, etc
	Interview	Phone worker with longer service	General Discussion	
2:30 – 3:00	Interview	Support staff member	General Discussion	
3:00 – 4:00	Team meets	CUSA Accreditors will talk alone, but ED should be available for last-minute questions or clarifications	Discussion and scoring	
4:00 – 5:00	Exit interview	ED, Board Pres, and others at discretion of the center	Summary of findings, scoring, recommendations	

Day Three (site visitors depart): Team writes report for submission to CONTACT USA.

Additional Info:

- Phone workers/specialists refers to volunteer or paid staff who answer the hotline
- Schedule is flexible. Feel free to “juggle” interviews according to people’s needs
- Agency is responsible for arranging and paying for lodging, transportation and meals during the site visit. There will also be a per diem charge for meals and expenses incurred by visitors while they are traveling to and from the location (typically one day’s per diem of \$60). Visitors will arrange their own airfare and Agency will be billed later.

We hope that your site visit will be a relaxed and supportive experience for you. Feel free to contact your site visitors with any questions before, during and after your visit. Our aim is to help you create and maintain a strong agency!