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# NATIONAL CHILDREN'S ALLIANCE

## Site Reviewer Handbook

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## **NATIONAL CHILDREN'S ALLIANCE SITE REVIEWER CODE OF CONDUCT**

### **Site Reviewer Code of Conduct:**

National Children's Alliance highly values the role of peer-reviewers in the Accreditation and site review process. For Children's Advocacy Centers and Chapters, the site reviewer is the "face" of NCA throughout their Accreditation process. Their belief in the validity and credibility of the site review process is largely dependent upon their experience and interactions with their reviewer(s). The first and most important role of any site reviewer is that of ambassador for National Children's Alliance. Throughout the site review process, all communications between the site reviewers and the Children's Advocacy Center or Chapter under review are expected to be professional, respectful, and in alignment with NCA policies and positions.

Assessing a Center's performance against the National Standards for Accreditation is a significant responsibility. In many States, funding hinges upon successful completion of NCA Accreditation. Site reviewers have a duty to undertake this commitment with a seriousness of purpose and thoroughness in keeping with the gravity of the responsibility. While the NCA Board of Directors ultimately affirms or denies Accreditation, the role of the site reviewer in fairly presenting a carefully considered recommendation is indispensable to their decision-making.

The purpose of the Accreditation process is: to ensure fidelity to the CAC model as outlined in the NCA National Standards for Accreditation; to identify strengths that the CAC or Chapter may build upon; to identify those areas in which performance clearly falls below the required Standard so that they may be improved upon; and ultimately to ensure that children receive evidence-supported intervention. In every case, the actions of the site reviewer are to be in alignment with those purposes and for the benefit of the Center/Chapter under review and the NCA Accreditation process.

### **Regulations and Legal Responsibilities:**

The National Children's Alliance (NCA) and its site reviewers will, at all time, comply with all applicable laws and regulations. NCA does not condone activities of those who achieve results through violation of the law or unethical business practices. NCA does not permit any activity that fails to stand the closest possible public scrutiny. Accordingly, site reviewers must ensure that their actions cannot be interpreted as being, in any way, in contravention of the laws and regulations governing NCA's operations.



Site reviewers uncertain about the application or interpretation of any legal requirements should refer the matter to NCA's Director of Accreditation, who, if necessary, will seek appropriate legal advice.

### **General Conduct:**

NCA expects site reviewers to conduct themselves in a professional manner. All site reviewers shall be well groomed and dressed in appropriate business attire while conducting site reviews. Site reviewers are expected to arrive on time on the day of the review, to briefly review the expectations for the day with the Center's Executive Director, to conduct the review in a thorough and unhurried manner, to adhere to the agreed-upon agenda for the day, and to conduct a clear and balanced exit interview. Site reviewers should always keep in mind that a great deal of anxiety attends the day for the site under review. Setting a warm, positive, and encouraging tone at the outset and maintaining it throughout the day will ensure a beneficial experience irrespective of the outcome of the assessment.

Because of the anxiety that accompanies these reviews, it is important for site reviewers to be aware that their words and actions are under a microscope by the site being reviewed. Innocuous comments can be misperceived as unkind criticism very easily. ***In addition, relaying information about one's own Center/Chapter or prior experiences can be perceived as an unfair comparison.*** Therefore, site reviewers must be aware at all times of the potential impact of their statements and minimize the risk of misunderstandings. Site reviewers may not compare their Center's practices with that of the site under review at any time.

NCA expects its site reviewers to be fair, objective, and honest in their observations and assessment. Equally important, NCA expects that its site reviewers will be courteous and kind in the delivery of those observations and assessments, even and perhaps especially, when it is clear that the site will be placed pending for failing to meet the National Standards for Accreditation.

### **Conflicts of Interest:**

NCA requests and expects that site reviewers will perform their duties conscientiously, honestly, and in accordance with the best interests of NCA. Site Reviewers shall not use their positions, or the knowledge gained because of their positions for private or personal advantage. Regardless of the circumstances, if site reviewers' sense that a course of action they have pursued, or are presently pursuing, or are contemplating pursuing may involve them in a conflict of interest with NCA, they should immediately communicate the details and information to the Director of Accreditation so that a decision may be made about how to proceed. NCA requests that each site reviewer complete and submit a Conflict of Interest Disclosure Statement prior to their initial site review visit. It is an



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expectation that if a Conflict of Interest develops during the site reviewer's tenure with NCA another Disclosure Statement will be provided to NCA.

**Gifts, Entertainment, and Favors:**

Site reviewers shall not accept entertainment, gifts, or personal favors that could, in any way, influence, or appear to influence, accreditation decisions in favor of any person or organization with which NCA has a business relationship. Similarly, site reviewers shall not accept any other preferential treatment under these circumstances because their positions with NCA might be inclined to, or be perceived to, place them under obligation to return the preferential treatment.

**Site Reviewer Contracts:**

Site Reviewers, who are non-Regional Children's Advocacy Center employees, will receive a Site Reviewer Contract for each site review performed. The contract contains the financial requirements for each site review and responsibilities of each contracting party. Site Reviewer contracts shall be reviewed, signed, and submitted to NCA within one week of receipt. Site reviewers may not receive payment or compensation of any kind, except as authorized under NCA's site reviewer contract. NCA prohibits the acceptance of additional financial commissions of any kind from the sites that are being reviewed.

**Organization Funds and Reimbursement Forms:**

The site reviewer shall use good judgment on NCA's behalf to ensure that federal guidelines are followed, and good value is received for all expenditures, when a site reviewer incurs any reimbursable personal expenses.

The site reviewer reimbursement forms shall fully disclose and record all expenses, original receipts, and shall exercise diligence in accuracy. Site reviewers shall submit their reimbursement forms and supporting documentation within fourteen days of the site visit.

***\*\*Please note that NCA cannot reimburse lodging expenses or meal per diem which exceed federal guidelines.***

**Accreditation Records and Communications:**

Accurate and reliable records of many kinds are necessary to meet the NCA's legal and financial obligations and to manage the affairs of the organization. NCA's books and records shall reflect in an accurate and timely manner all business transactions. Please see the attached NCA Accreditation



Timeline for detailed information regarding document submission and related deadlines. In order to facilitate prompt review of the site review recommendations by the Accreditation Committee of the NCA Board of Directors, all site review scoring, and documentation must be completed and received by NCA no later than fourteen days following the site review.

Site reviewers shall not engage in any false record or communication, whether internal or external, including but not limited to:

- False expense, attendance, production, financial, or similar reports and statements; and,
- False and/or other misleading representations in site review documentation or recommendations.

#### **Prompt Communications:**

NCA requests that site reviewers make every effort to achieve complete, accurate, and timely communication in all matters relevant to centers and chapters accreditation processes. NCA staff and site reviewers will respond promptly and courteously to all requests for information and inquiries. Site reviewers are expected to adhere to the NCA Accreditation Process Timeline in its communications with the site under review. Any deviations from the timeline should be discussed with the NCA Director of Accreditation.

#### **Privacy and Confidentiality:**

Site Reviewers shall observe the following guidelines, when handling financial and personal information about centers and chapters throughout the accreditation process:

- Collect, use, and retain only the necessary information;
- Retain information only for as long as necessary for completion of the review and submission of required documentation to NCA, or as required by law;
- Protect the physical security of this information;
- Limit internal access to information to those with a legitimate business reason for seeking that information;
- Information provided by the Center/Chapter for use in the Accreditation Process may only be disclosed between and among the assigned site reviewers, NCA staff, and the NCA Board of Directors; and,
- Use information for the purposes for which it was originally obtained.



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Obtain the consent of the person concerned before externally disclosing any information to third parties, unless legal process or contractual obligation provides otherwise.



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**CONFLICT OF INTEREST DISCLOSURE STATEMENT**

*Contracted Site Reviewers*

**NCA's Policy Statement of Conflict of Interest for Contracted Site Reviewers:**

NCA requests and expects that site reviewers will perform their duties conscientiously, honestly, and in accordance with the best interests of NCA. Site Reviewers shall not use their positions, or the knowledge gained because of their positions for private or personal advantage. The Contracted Site Reviewer to notify the Director of Accreditation of the National Children's Alliance in writing if a potential or perceived conflict of interest or duality of interest arises during their contract terms. Reimbursement of a site reviewer's expenses and contract payment are not considered a conflict of interest.

**I. PERSONAL**

Name (Last)	(First)		(Middle)
Current Home Address (Street)	(City)	(State)	(Zip)
County		Home Telephone Number	
Current Employer Name			
Employer Address (Street)	(City)	(State)	(Zip)
County	Work Telephone Number (      )		

**II. DECLARATION OF CONFLICT OF INTEREST STATUS:**

- I have no Conflicts of Interest to declare at this time.
- I have Conflicts of Interest to declare. Please describe below.





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**III. Description of Conflict of Interest:**

(Examples: Previous relationship with a center you are assigned to provide a site review. Providing consultation to a center you are assigned to provide a site review, whether paid or unpaid. Personal friendships and/or relationships with a center Executive Director you are assigned to provide a site review. A site reviewer worked previously for a center you are assigned to provide a site review.) Please include complete descriptions of the Conflict of Interest. NCA will be the ultimate arbiter of what constitutes a Conflict of Interest.

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- VI. Affirmation: I have read NCA'S Policy statement on Conflict of Interest for contracted site reviewers. I understand its provisions and affirm that upon signing this form I have not been in a position of possible conflict of interest except as indicated above. Furthermore, if I find myself in a position of possible conflict of interest, I will disclose this immediately to the NCA Accreditation Coordinator in writing (or via email).
  
- VII. **SIGNATURE:** By signing below, I affirm that this statement has been prepared or carefully reviewed by me, and constitute my complete, truthful, and correct disclosure of all required information.

**CONTRACTED SITE REVIEWER SIGNATURE**

\_\_\_\_\_  
Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date



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**SITE REVIEWER QUALIFICATIONS AND EXPECTATIONS**

**Qualifications:**

- Bachelor's Degree minimum
- 5 or more years of experience as CAC or Chapter Director
- Can commit to conducting at least five site reviews per year
- Has provided training or technical assistance to other CACs at the state or national level
- Can demonstrate familiarity with more than one type of CAC organizational model
- Demonstrates a solid understanding of the existing Standards for Accredited Members
- Aptitude for collaborative work and ability to work well with others
- Strong facilitation and communication skills
- Committed to being a strong ambassador for NCA and our Standards for Accredited Members
- Available to participate in ongoing online site reviewer training sessions, held quarterly

**Site Reviewer Expectations:**

- Participation in educational/training webinars hosted by NCA.
  - Webinars are scheduled to take place up to four times within a calendar year.
  - Participation is mandatory to maintain the site reviewer qualification.
  - If a site reviewer is unable to attend, there is an opportunity to view an archived version of the webinar. Typically, the archived version is available for review for 30 days after the training is held.
- Detailed completion and submission of the following items:
  - Site Reviewer Contract – within a week of receipt.
  - Site Reviewer/NCA Communications – Correspondence with NCA should be answered within three business days
  - Site Review Scoring and Recommendation documentation– within fourteen days of site visit.
  - Site Reviewer Travel Expense Voucher Form – within ten days of site visit.
  - Pending Action Plan – Pertaining to centers that are placed into Pending Status.
- Completion of all items/actions identified on the NCA Accreditation Process Timeline.
- Provide feedback to NCA on all concerns/difficulties encountered as a site reviewer.

**Site Reviewers will Receive:**

- Site Review package for each site visit that include:
  - Detailed cover letter outlining action steps.
  - NCA Accreditation Process Timeline



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- Site Reviewer Contract
- Notification of access to Center application on online application system
  
- Site Reviewer Contract for each site review performed containing specific site review information, payment description of services provided, explanation of allowable expenses, and expectations of both parties.
- Training provided by NCA for professionals conducting site visits.
- Annual Site Review Performance Report based on results from centers completing the NCA Accreditation Process Survey.
- Technical assistance from NCA staff throughout the accreditation process.



<b>NCA ACCREDITATION PROCESS TIMELINE</b>	<b>From Receipt of Application by NCA</b>	<b>To Site Visit</b>
Re-Accreditation Application received by NCA are due 6 months from the Site Visit.		<b>6 months</b>
NCA to complete Internal Review and Provide site reviewer access to online applications. Contracts sent electronically to site reviewers.	<b>1 month</b>	<b>5 months</b>
NCA to notify site that application has been processed and copy Lead Site Reviewer.	<b>1 month</b>	<b>5 months</b>
Lead Site Reviewer to conduct initial review of application within 30 days of receipt.	<b>2 months</b>	<b>4 months</b>
Site Reviewers to schedule travel (NCA will notify reviewers when authorized to book travel).	<b>4 months</b>	<b>2 months</b>
Lead Site Reviewer to make initial contact with site to discuss agenda and any missing information from initial review and copy second reviewer within 30 – 45 days of receipt.	<b>2 – 2.5 months</b>	<b>4 – 4.5 months</b>
Lead Site Reviewer to confirm agenda times and items for day of site visit with the site/CAC.	<b>4 months</b>	<b>2 months</b>
Lead Site Reviewer to re-confirm agenda times and details with CAC.	<b>5.5 months</b>	<b>7 to 10 days</b>
Site Reviewers complete online scoring and recommendation within 14 days of site review.	<b>6.5</b>	<b>14 days after</b>
Pending Call to be scheduled 30-45 days from the NCA Board meeting. Calls will include site reviewers, CAC, NCA Director of Accreditation and Regional CAC Project Director.(CAC may also invite Chapter representative)	<b>7.0</b>	<b>30 -45 days after</b>
CAC to submit pending action plan to NCA within 30 days after pending call and NCA to review and forward to site reviewers for approval.	<b>7.5</b>	<b>30 days after</b>
Action Items are required to be completed and supplemental materials/documentation to be received optimally 60 days (2 months) prior to the target NCA Board Meeting.	<b>16.5</b>	<b>10 Months after</b>
Final Site Reviewer Recommendation Form on Pending Sites due 30 days prior to the next NCA Board Meeting.	<b>17.5</b>	<b>11 Months</b>
Chapter Applications are due 3 months prior to the scheduled Chapter review.		<b>3 Months</b>

I have read and agree to the NCA Accreditation Process Timeline.

Site Reviewer: \_\_\_\_\_

Date: \_\_\_\_\_



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## **NCA SITE REVIEWER INFORMATION**

### **NCA SITE REVIEWER WEBPAGE**

All the information shared in the handbook can be found on the Site Reviewer webpage within the NCA website <http://www.nationalchildrensalliance.org/members/cac-review>. The webpage is designed for site reviewers only. Please do not share address with centers.

### **TRAVEL EMERGENCY**

If a Site Reviewer is unable to travel to a Site Review, they must immediately contact NCA to provide notification. Site Reviewers will be provided an emergency contact phone number of the Director of Accreditation, or designee, for notification. NCA understands that illness and family emergencies arise. NCA requests the earliest possible notification to problem solve the site review visit with the other assigned site reviewer.

### **REQUIRED LENGTH OF SITE REVIEW DAY**

The required length of a typical site review day is 8 hours (Example: 8:30am – 4:30pm). The Lead Site Reviewer can adjust the start and end times of the site review day to meet the needs of the center and site reviewers. However, ending the day early to accommodate travel schedules for site reviewers is not acceptable. Site Reviewers need to ensure they allow for a full site review day when scheduling their travel.

### **AGENDA FOR SITE REVIEW DAY**

NCA provides a template agenda for the day of the site review to ensure all components of the site review process are accomplished the day of the review. The Lead Site Reviewer is expected to share the template agenda with the center Executive Director 4 – 4 ½ months prior to the site review day. The agenda clarifies the expectations of the day for both the center and the site reviewers. All items should be covered on the agenda, but not necessarily in any particular order. The agenda template is accessible in the Site Reviewer portion of NCA's website.

**Note:** Site reviewers will conduct interviews with each group of MDT disciplines during the site visit. This will include MDT members and staff fulfilling roles as Forensic Interviewers, Law Enforcement, Prosecutors, Mental Health providers, Victim Advocates, Medical providers. These interviews are confidential and will be conducted out of the presence of CAC management, supervisory representatives, and chapter representatives. Failure to follow these guidelines will result in the termination of the site visit, which will result in the loss of the CAC's accreditation at the end of their accreditation year.

The Site Review Agenda Template Provides:

- The Lead Site Reviewer a reason for initial contact.
- A consistent Agenda for all site reviews while allowing flexibility for CAC/MDT members' schedules.
- The CAC adequate notice of what is expected of them, their Board, Advisory Board and MDT members.



### EXIT INTERVIEW AT THE END OF THE SITE REVIEW DAY

The exit interview at the end of the site review day is an essential component of the review process. Every site review requires the completion of the exit interview process with the center Executive Director or center designated professional. NCA provides a template for the format of the Exit Interview to ensure all topic points are discussed and explained with the center.

- Review all components of observations throughout the visit which will effect scoring of essential components.
- The scoring report should confirm for the Director items covered in the exit interview.
- Review possible outcomes.
- Inform CAC of next steps
  - Date of next NCA Board Meeting
  - Online scoring process.
  - Reviewer provides recommendation to NCA Board based specifically on scoring.
  - NCA Board determines whether a CAC is to be accredited.
- Explain to the CAC
  - You may not hear from us until the Board decision has been made.
  - Don't be alarmed if you do – we may contact you with additional questions/clarification or to request additional documentation.
  - You will hear from NCA within 2 weeks from the Board meeting.

### ROLE OF LEAD SITE REVIEWER

- The Lead Site Reviewer will make the site review process positive in nature. The site review process is intended to be evaluative and beneficial to the center.
- The Lead Site Reviewer is to conduct initial review of application within 30 days of receipt of the application from NCA.
- The Lead Site Reviewer is to make initial contact with site to discuss agenda and any missing information from initial review and copy second reviewer within 30 – 45 days of receipt of the application from NCA.
- The Lead Site Reviewer is to confirm the agenda times and items for day of site visit with the site/CAC two months prior to site visit day.
- The Lead Site Reviewer is to re-confirm the agenda times and details with site/CAC 7-10 days prior to site visit day.
- The Lead Site Reviewer is to ensure the scoring and recommendations are reflective of their thoughts and recommendations. The site reviewer needs to review final online scoring for completeness and accuracy.
- The Site Reviewers will submit the center's scoring and recommendation to NCA within fourteen days of site review.
- If a center is recommended for Pending Status, the Lead Site Reviewer is to:



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- Participate in the Pending Conference Call to be scheduled 30-45 days from the NCA Board meeting. Calls will include site reviewers, CAC, NCA Director of Grants & Membership and Regional CAC Project Director.
- Review (collaboratively with 2<sup>nd</sup> reviewer) and provide feedback on the submitted Pending Action Plan from the CAC within 10 days of receipt from NCA. The site reviewers will be asked for final approval of the Pending Action Plan, once all feedback is discussed and completed.
- Review, provide feedback, and approve action items that are required to be completed and supplemental materials/documentation to be submitted from the CAC, optimally 60 days prior to the targeted NCA Board Meeting, to evaluate if the center has fulfilled the requirements to resolve their pending status.

#### **ROLE OF SECOND SITE REVIEWER**

- The second site reviewer will make the site review process positive in nature. The site review process is intended to be evaluative and beneficial to the center.
- The second site reviewer will be prepared and engaged in the site review process.
- The second site reviewer is to collaborate with lead reviewer and ensure the final scoring and recommendations are reflective of their thoughts and recommendations. The site reviewer needs to review final online scoring for completeness and accuracy.
- If a center is recommended for Pending Status, the second site reviewer is to:
  - Participate in the Pending Conference Call to be scheduled 30-45 days from the NCA Board meeting. Calls will include site reviewers, CAC, NCA Director of Accreditation, Regional CAC Project Director and/or State Chapter Director.
  - Review (collaboratively with lead reviewer) and provide feedback on the submitted Pending Action Plan from the CAC within 10 days of receipt from NCA. The site reviewers will be asked for final approval of the Pending Action Plan, once all feedback is discussed and completed.
  - Review, provide feedback, and approve action items that are required to be completed and supplemental materials/documentation to be submitted from the CAC, optimally 60 days prior to the targeted NCA Board Meeting, to evaluate if the center has fulfilled the requirements to resolve their pending status.

#### **DOCUMENTATION REVIEWED ON-SITE:**

If there is documentation that is received by reviewers either after the initial review process or reviewed on site the day of the site review that was either:

- A. not included in the initial application;
- B. an updated/revised version was provided on site

Please do one of the following:

- A. If the documentation was a required attachment, retain a copy and provide to NCA after the site visit.
- B. If the documentation is not required but something that can be reviewed on site, please note your review of the material for consideration in the scoring process, as appropriate.



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## COMPLETION OF THE ONLINE SCORING AND RECOMMENDATION FORM

The online (Fluidreview) scoring and recommendation for every site visit must be completed and submitted to NCA within 14 days of the site visit date. Once the online scoring has been completed, reviewers will prepare the *NCA Accreditation Site Review Recommendation Form*. This form will be submitted to the Sr. Accreditation Associate by email to: [accreditation@nca-online.org](mailto:accreditation@nca-online.org). Submission of this form will serve as notification that the review and subsequent scoring has been completed.

It is the responsibility of both site reviewers to ensure the documentation submitted accurately describes their findings on the day of the site visit. The documentation needs to be checked for completeness and accuracy prior to submission to NCA.

### Scoring and Recommendations (Fluidreview)

To better prepare for the eventual online scoring of the site review it is recommended that each reviewer utilize a printed copy of the online scoring form. By using the form as a guide while conducting the review and during the activities of the site visit, it will serve as a template as well as ensure that each essential component has been demonstrated either by written documentation, observation, interviews of MDT and CAC staff members, and/or a combination of all review resources. This will allow site reviewers to later complete the online scoring process with accuracy.

## RETENTION OF SITE REVIEW MATERIALS

Site Reviewers are asked to maintain any accreditation materials until following the Board meeting the center's application is approved. Please dispose of materials for all those who passed. Retain ONLY materials for those sites placed pending. These materials MUST be retained until the pending issues are satisfactorily resolved and the Board has voted to approve the site's accreditation and/or any accreditation appeal has concluded.

## SITE REVIEWER EVALUATIONS

Annually, NCA will provide to every Site Reviewer the obtained results from the Accreditation Process Surveys we request centers to complete after their site review day. NCA will collect and evaluate the data to share with all of the site reviewers in the first quarter of every year. Individual Site Reviewers will receive a year's worth of aggregate data from the site reviews they have performed, as long as the center has completed the survey request. The purposes of the Site Reviewer Evaluations are:

- To Identify Strengths
- To Identify Areas for Improvement
- An Opportunity to work on areas for improvement over the next year
- Improve the Accreditation Process

The Director of Accreditation will contact you to set up a time to review your evaluations on an annual basis. Each Site Reviewer will be provided a written report prior to the call.





There is a copy of the Accreditation Process Survey on the Site Reviewer Webpage for reference of its content.

## TRAVEL INFORMATION FOR SITE REVIEWERS

### Securing Travel for Site Reviews

NCA utilizes an online a travel system with American Express to book travel for site reviews. Every site reviewer is provided instructions by NCA for activating their account within the AXIOM system with American Express. We are confident that you will find this an easy process while supporting a cost-saving initiative for NCA. The AXIOM system has tutorials available on their website, which are short and very informative ([www.axiomtoolkit.com/tutorial123456/](http://www.axiomtoolkit.com/tutorial123456/)). They will show you how to effectively use and understand all of the benefits of the system. They are broken up into sections for your convenience and future reference.

Site Reviewers will receive an e-mail from the NCA Accreditation Team notifying site reviewers they are authorized to proceed with making travel arrangements for particular sites reviews. Please do not schedule any travel until you have received a travel authorization email notification. Typically, the travel authorizations are dispersed 3-4 months prior to scheduled site review visits. Once you have been given authorization to schedule your site review travel, you can login to your account and begin searching for plane tickets, hotels and rental cars.

### Important Things to Note:

- There is a link to GSA per diem rates including lodging allowances by city. All hotel rooms booked on this system must be at or below the Federal lodging rate for the city you are visiting. Site reviewers should check the regular room rack rates and secure a room at whichever rate is cheaper, government or regular rack room rate. **Travelers will be responsible for the entire cost of any rooms booked above the Federal rate.**
- Travelers should make efforts to schedule the most cost-effective flights possible. Each month NCA receives a report for each traveler stating the cost of the flight booked and noting any cheaper flights that were available at the time of booking.
- All bookings are submitted for approval prior to purchase. Therefore, when you submit your request, the tickets are not purchased until they have been approved. **Travel arrangements submitted for approval are only held for 24 hours.** In order to avoid having to submit for approval multiple times, **you must book travel during business hours, Monday through Thursday. No travel should be booked on Fridays, weekends or holidays.**
- After travel is approved you will receive an email notifying you that your arrangements are finalized. All of your trips will be listed on the homepage of your account for easy viewing.
- Flights will be charged directly to NCA.



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- Hotel rooms and car rentals will be reserved with NCA's credit card but will not be billed directly for unless prior arrangements have been made. When you arrive at the hotel, you will be responsible for payment of your lodging, subject to NCA reimbursement once the trip concludes. The same applies to car rentals. Refer to the current rental car policy.
- For immediate assistance with website navigation you may also call American Express Business Travel at 1-800-327-2737.

#### HOW TO ACTIVATE YOUR AMERICAN EXPRESS ACCOUNT -FOR NATIONAL CHILDREN'S ALLIANCE TRAVEL

##### **Please follow these instructions to activate your account:**

- Go to <https://nca.axo20.com> (You may want to add this site to your favorites)
- Enter your user name (1<sup>st</sup> initial last name) with no spaces and all lowercase
- Enter your temporary password: **(will be provided in your activation email, sent by NCA)**
- You will be prompted to change your password
- Enter your information in all required fields
- **PLEASE NOTE:** Your name **MUST** match the name on your government issued ID you will use at check-in or your tickets will be invalid.

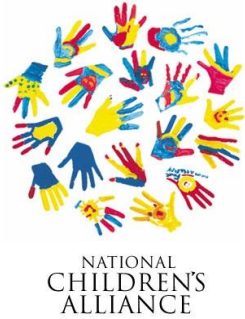
**After you have completed that section, you will be taken to the "Travel Preferences" page of your profile.**

**Here you will enter the following information:**

- Home airport, meal and seat preferences, and how you would like to view your air search results
- Airline frequent flyer numbers:
  - Select airline from dropdown
  - Enter the number as it appears on your frequent flyer account
  - Click Add
  - Repeat this step until all airline frequent flyer numbers have been added
- Hotel preferences and frequent guest numbers – follow bullets above to input your hotel frequent guest numbers. Tip: Use Chain/program name such as Hilton Honors versus choosing individual chain property names such as Hilton Garden Inn
- Car preferences and frequent renter numbers – follow bullets above to input your car rental ID numbers

**After entering the above, move to the bottom of the page and click "SAVE". You will then be directed to the AXIOM homepage.**

#### SAMPLE HOTEL LETTER



National Children's Alliance  
516 C Street NE  
Washington DC 20002  
202 548 0090 telephone  
202 548 0099 facsimile

February 2019

Dear Sir or Madam:

National Children's Alliance is contracted with the United States Department of Justice through its Office of Juvenile Justice and Delinquency Prevention. In accordance with this contract, National Children's Alliance is entitled to receive government lodging rates.

This letter is to verify that -----is a provider for National Children's Alliance and is thereby afforded the rights and responsibilities granted by the Department of Justice in NCA's government contract, a copy of which is enclosed.

If you have any questions, please feel free to contact me at (202) 548-0090, extension 105.

Sincerely,

Dave Betz

Director of Accreditation



NATIONAL  
CHILDREN'S  
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**NCA Accreditation/Re-Accreditation  
SITE REVIEW AGENDA TEMPLATE**

- Tour of CAC
- Observe Case Review
- Meet with CAC Director
- Meet with Partner Agency Members/CAC Staff by Standard:
  - MDT Standard
    - Law Enforcement
    - Child Protective Services
    - Prosecution
    - MDT Coordinator
  - Medical
    - Medical Providers Who Conduct Exams.
  - Mental Health
    - Counselors/Therapists Who Conduct Therapy for CAC Clients.
  - Victim Advocacy
    - In Community or on Staff.
  - Forensic Interview
    - Forensic Interviews Either on Staff or Trained Partner Agency Staff.
  - Case Tracking
    - Review the Actual System with Whomever Inputs Data.
- Meet with Board of Directors or Supervisor if Government or Hospital CAC
  - Who is the highest level fiscal agent for the organization?
  - Meet with the Executive Committee or at least 3 Board members
- Meet with members of the Advisory Board
- Site Reviewer Consultation (allow at least 30 minutes prior to Exit Interview)
- Exit Interview with Executive Director



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**NCA Accreditation/Re-Accreditation  
SITE REVIEW EXIT INTERVIEW TEMPLATE**

- Review possible recommendations:
  - Accredited/No Change to Membership Status
  - Not Recommended for Membership at this time/Pending
- Explain Essential Components – each must be met to pass the standard
- Review their Program Strengths
- Discuss their Program Challenges
- Discuss the Training and Technical Assistance resources that could help them.
- Discuss your recommendation with them.
- What happens next?
  - The next NCA Board Meeting is: \_\_\_\_\_
  - Site Reviewers score the standards using an online scoring process which records compliance or absence of compliance for each essential component of all 10 standards and verification of all required attachments.
  - Make recommendations to the Board.
  - The Board determines accreditation.
- You will hear from NCA within two weeks of the Board meeting.



## **SITE REVIEWER WEBPAGE**

All Site Reviewers have access to a PRIVATE webpage that contains all the resources available in this handbook and additional training information. The webpage is designed for site reviewers only. Please do not share the web address with other professionals outside of the site reviewer arena. The webpage address is:

<http://www.nationalchildrensalliance.org/members/cac-review>

Resources, documents, forms and training materials related to site reviewers will be updated on the webpage on a regular basis. If you identify the need for any additional materials which would assist you, please notify the Director of Accreditation.