



News Release

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FOR IMMEDIATE RELEASE

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Family Service, Inc. Receives Reaccreditation

Lawrence, MA – The Council on Accreditation (COA) has informed Family Service, Inc., a nonprofit social service agency in Lawrence, that it 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 Service, Inc. as one of these outstanding providers.

Since 1854, Family Service, Inc. has been providing services to individuals and families throughout the Merrimack Valley, by building skills for successful home, school, work and community life. Programs include counseling, Employee Assistance Programs, parenting education, youth development advocacy for abused and neglected children and youth mentoring. A staff of 50 is supported by 300 dedicated board and volunteer members.

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, and that the public may have confidence in the credibility, integrity and achievement of the entire organization.

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.

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