



CCAPS: THE COMISS COMMISSION FOR THE ACCREDITATION OF PASTORAL SERVICES

Standards: Chaplain and Pastoral Counselor Employing Organization or Agency

100.00	The Organization Seeking CCAPS Accreditation
100.01	The organization will hold membership in COMISS. [Note: The preferred category of membership is “Chaplain and Pastoral Counselor Employing Organization or Agency.”]
100.02	The organization is in good standing with COMISS, is current with its payment of dues, and, if accredited, has filed all required reports including annual reports.
100.03	The organization demonstrates, via its mission/vision/values statement(s), that it operates in accordance with the objectives of the COMISS Network, namely that it embodies professionalism in the provision of interfaith-based care and counseling.
100.04	The organization, whether for profit or not-for-profit, provides access to its articles of incorporation.
100.05	The organization demonstrates via its mission/vision/values statement(s) that chaplaincy and/or pastoral counseling services are an integral part of the organization. [Hereafter referred to as chaplaincy/pastoral counseling or C/PC.]
100.06	The organization’s website identifies chaplaincy and/or pastoral counseling services (C/PC) as the focus of or a significant component of the services it offers.
100.07	If C/PC is not the sole purpose of the organization, then the Table of Organization clearly identifies the C/PC component (department, division, or the like).
100.08	The organizational chart identifies the individual who serves as the manager of chaplaincy/pastoral counseling services
100.09	The organization, if accredited by other agencies, is in good standing. [Note: Each accrediting body has its own definition of good standing, but the term



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	usually means that the accredited organization has paid all required accreditation dues and fees, is sufficiently compliant with Standards (not under disciplinary action) and has filed all required reports.]
100.10	Senior management demonstrate commitment to the success of C/PC.
100.11	If the organization is Not-For-Profit, the Board of Directors is knowledgeable of and committed to the success of the Chaplaincy/Pastoral Counseling division/department/service.

200.00	The C/PC Organization (or Department within the Organization)
200.01	The C/PC Organization/Department has a published mission statement, and if a sub-division of a larger organization, that mission statement is congruent with the mission of the larger organization.
200.02	The C/PC Organization/Department has written goals, policies, and procedures that are reviewed annually, revised as needed, and approved by administration.
200.03	The C/PC Organization/Department has personnel sufficient to meet and implement its goals and objectives.
200.04	The C/PC Organization/Department has sufficient support personnel to meet and implement its goals and objectives.
200.05	If C/PC are placed in other organizations, a written affiliation or placement agreement exists that specifies the conditions of placement. The agreement lists expectations of the organization, the expectations of the placement agency, and financial obligations.
200.06	The Chaplains/Pastoral Counselors hired by the organization, whether part time or full time, are certified by a certifying body holding membership in COMISS.



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200.00	The C/PC Organization (or Department within the Organization)
200.07	The C/PC Organization/Department utilizes one or more codes of conduct/ethics for all C/PC in its employ.
200.08	The C/PC Organization/Department seeks written assessment from each placement agency's satisfaction with the C/PC Services (separate and apart from their satisfaction with the personnel placed with the agency). These assessments are done at the time of the initial accreditation review, and at the time of the five-year and ten-year periodic reviews.
200.09	The C/PC Organization/Department has a system of accountability which measures both the quantitative and qualitative aspect of its service.
200.10	The C/PC Organization/Department has a current strategic plan.
200.11	The C/PC Organization/Department maintains an ongoing record of indicators that document services and activities provided.

300.00	Policies, Procedures and Guidelines
300.01	The C/PC Organization/Department has written policies and procedures relevant to the organization, which include the following.
300.02	Confidentiality Policy
300.03	Non-Discriminatory Hiring & Personnel Policy consistent with the mission of the organization.
300.04	Disciplinary Action Policy
300.05	Conflict of interest statement
300.06	Safety Guidelines and expectations including OSHA if relevant



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300.00	Policies, Procedures and Guidelines
300.07	Financial Policy including compensation guidelines
300.08	Performance Evaluation Policy & Procedures
300.09	Promotion/Advancement Policy & Procedures
300.10	Position descriptions for all personnel
300.11	Records Policy including retention and disposal
300.12	Client Records Policy & Procedures

400.00	Personnel Records
400.01	The organization keeps written personnel records (electronic and/or physical) of its C/PC that include
400.02	A written annual performance evaluation for each C/PC team member, signed by both manager and team member.
400.03	An evaluation of all new C/PC within 6 months of hire, signed by both manager and team member
400.04	A written annual continuing education report, submitted by the employee, and evidence that the CP/C's peer-review requirement is current. The report may be a copy of that submitted to the C/PC's certifying credentialing agency.
400.05	Letter(s) of Good Standing with the Certifying Agency. The Chaplain/Pastoral Counselor will seek an annual letter of good standing with the certifying organization and an initial letter of good standing upon hire. The letter should indicate that the C/PC is current with any reports and/or fees required by the



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	certifying agency and is otherwise in good standing as regards compliance with certification standards.
400.06	Letter(s) of Good Standing with the Endorsing Agency. The Chaplain/Pastoral Counselor will seek an annual letter of good standing with the C/PC's faith group endorser and an initial letter of good standing upon hire. The letter should indicate that the C/PC is current with any reports or fees required by the endorsing agency and are otherwise in good standing as regards disciplinary action/ethical compliance.
400.07	A list of 3 annual competencies appropriate to the C/PC's line of work as part of the annual continuing education expectations. At least one of the competencies must be verifiable by peer review, preferably interdisciplinary. The placement agency may participate in setting and evaluating these competencies. The competencies are set by the manager in collaboration with the P/CP.
400.08	A periodic written satisfaction survey for each C/PC from the agency or agencies in which the C/PC is placed. The data may be incorporated into the annual performance evaluation. Annual satisfaction surveys are preferred.

401.00	Chaplains/Pastoral Counseling Personnel (C/PC)
401.01	All chaplains and/or pastoral counselors who are employed by the organization are certified by one of the Certifying Organizations of the COMISS Network.
401.02	C/PC provide ministry to people of all faiths or of no faith.
401.03	C/PC personnel have specialized training and/or experience relevant to their clinical ministry assignment.
401.04	C/PC personnel have available to them resources to address the linguistic, cultural, and diverse spiritual needs of those served (patients/residents/families and staff).



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401.05	C/PC personnel can identify resources in the community and make appropriate referrals for mental health counseling, addiction counseling, suicidal ideation, threats of homicide or violence, pastoral counseling, or spiritual direction.
401.06	C/PC personnel are familiar with all Federal/State/Local laws, ordinances, and regulations that govern their practice.
401.07	C/PC personnel demonstrate the ability to minister to persons of diverse cultural and religious backgrounds through appropriate continuing education and through institutional assessment and evaluation instruments or procedures.
401.08	C/PC personnel adhere to a professional code(s) of ethics that is specified in departmental and/or organizational policies. These may include the code of ethics of the individual's board certifying agency, the code of ethics of the C/PC Services organization/department, the code of conduct of the placement institution, and other such codes as are relevant.
401.09	C/PC personnel are research literate and demonstrate awareness of evidence-based practices appropriate to their clinical placement
401.10	C/PC personnel who serve in a health-care facility demonstrate awareness and integrated practice of at least one of the standards of practice/scope of practice documents issued by national organizations that are members of COMISS.
401.11	C/PC function collegially and professionally in relationship to other disciplines.
401.12	C/PC Service providers and support staff, including the manager, are evaluated annually or more frequently as required by the organization.



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402.00	The Manager For C/PC Services
402.01	The manager for C/PC Services is either the CEO or reports to upper management (e.g., the CEO, COO, or an appropriate Vice President).
402.02	The manager for the C/PC Service has an identified office space or conference room that allows for confidential conversations.
402.03	The manager has formal training in management and team leadership and/or significant experience therein.
402.04	The manager provides for the planning and coordinating of staffing.
402.05	The manager provides for the evaluation of C/PC personnel and has authority, in collaboration with Human Resources (if any), to take appropriate action. The range of appropriate action may include commendation, promotion, as well as various forms of correction up to and including termination of employment.
402.06	The manager effectively utilizes human and economic resources.
402.07	The manager demonstrates awareness of national and local trends in areas relevant to the organizations served such as law enforcement, healthcare, and funding.
402.08	The manager provides for a program of continuing education for the C/PC Service that takes into account research studies and evidence-based practices in the field.
402.09	The manager for C/PC Services has access to adequate and well-functioning equipment and software appropriate to their scope of practice such as telephones, mobile communication devices (pagers/cell phones), computers, printers, scanners, and photocopiers.



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403.00	Support Staff
403.01	Support staff exhibit an understanding of and appreciation for the role and function of the department.
403.02	Support staff have the skills necessary to perform their duties, tasks, and role in the department.
403.03	Support staff are included in and bound by the Confidentiality policy established by the Organization.

404.00	Team Meetings
404.01	C/PC Service team meetings are held at least once per month with all personnel.
404.02	Minutes of C/PC Services team meetings are kept and made available to administration and staff.
404.03	C/PC Service providers and support staff, including the manager, are evaluated annually or more frequently as required by the organization.
404.04	C/PC Services has specific plans, goals and objectives that are reviewed and revised annually and that are congruent with the mission, goals, and needs of the organization.

500.00	Budget
500.01	The organization's budget includes funds for C/PC personnel, facility, and operational needs.



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500.02	The budget provides adequate funds for operational expenses and office equipment and supplies.
500.03	Within the contexts of the organization and the profession, the salaries of the C/PC personnel are consistent with their education, training, and responsibilities. The salaries are based on market analysis of comparable institutions and fall in the middle range or higher and take into consideration salary surveys by professional chaplaincy organizations.
500.04	The budget, to the extent possible, provides funds for continuing professional education and development of all full-time C/PC employees, if permitted by law or other binding regulations.
500.05	The budget, to the extent possible, provides funds for the payment of professional dues to the chaplain's certifying organization, if permitted by law or other binding regulations.

600.00	Accreditation by CCAPS
600.01	During its period of accreditation, C/PC Services, on behalf of the organization, will submit an annual report to CCAPS and will undergo a mid-cycle review.