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Council on Accreditation

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www.COAnet.org
www.COASTandards.org
www.COACanadastandards.org
www.COAafterschool.org

May 30, 2013

Warren Callahan
Executive Director
Consumer Credit Counseling Service of Northwest Indiana
800 E. 86th Avenue, Suite B
Merrillville, IN 46410

Dear Mr. Callahan:

It is our great pleasure to inform you that the Council on Accreditation (COA) has approved the accreditation of **Consumer Credit Counseling Service of Northwest Indiana** through **December 31, 2016**. Let me again say how significant this achievement is! It represents the fulfillment of countless hours of hard work and the dedication of many people—most notably your staff and the members of your board. Please extend my congratulations to them.

This formal notification includes a list of programs and services for which **Consumer Credit Counseling Service of Northwest Indiana** is accredited, as well as your Final Accreditation Report (FAR). A plaque attesting to your agency's accredited status will be sent to you shortly.

Your Final Accreditation Report (FAR) is an important and incredibly valuable document. It contains the observations and recommendations of your Peer Reviewer colleagues based on your self-study and site visit. In essence, the FAR provides a unique view of your organization as seen through the eyes of highly experienced professionals. In it you will find a copy of the full accreditation ratings for all Purpose, Core, and Practice standards, identifying the Fundamental Practice standards. It may also contain any noted organizational strengths and areas for opportunities.

Please refer to the [Post Accreditation Outreach \(PAO\) Tool Kit web page](http://coanet.org/accreditation/post-accreditation-outreach/) (<http://coanet.org/accreditation/post-accreditation-outreach/>) to find resources that can assist you with leveraging your organization's COA accreditation to internal and external stakeholders. At the very least, however, we recommend that you provide relevant excerpts to those members of your staff who are directly responsible for the respective findings. Should you do so, please explain that the report is intended to be *constructive*, and that the goal is to provide specific, tangible examples of how they can make your organization even stronger and even better.

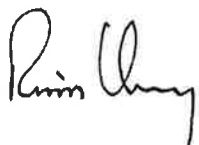
Having said that, you should know that those ratings for which you did not demonstrate implementation should be addressed through your PQI process.

Even though they did not require correction in order to achieve accreditation, they will be made a part of your file and reviewed during your next accreditation cycle. Remember, COA accreditation is not an end in and of itself. Rather, it is a process by which your organization can consistently strive for and achieve new levels of excellence.

Finally, let me say that your relationship with COA does not end with this letter. Ours is a partnership. As such, I would ask that you feel free to share with me your ideas and concerns. Additionally, please feel free to contact Christina Byrne, Senior Director of Accreditation Programs, either by email at cbyrne@coanet.org or by telephone at 212-797-3000, extension 280, if you have any questions. Together we can enrich the lives of children, individuals, and families in need everywhere.

We are proud to be associated with you and your colleagues. We wish you the very best in your continuing service to persons in your community. *That is the power of accreditation.*

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Klarberg". The signature is written in a cursive, flowing style.

Richard Klarberg
President and Chief Executive Officer

RK: BG
Attachment



COURTESY * INTEGRITY * ACHIEVEMENT

Consumer Credit Counseling Service of Northwest Indiana
Organization ID: 1372
8th Edition Private Standards

Expiration date: December 31, 2016

The accreditation of Consumer Credit Counseling Service of Northwest Indiana includes the following services and associated programs:

Service(s)	Service Subsection(s)	Program Name	Address
Financial Ed. and Counseling Svs (FEC)		Consumer Credit Counseling Service of Northwest Indiana, Inc.	800 E 86th Avenue, Suite B, Merrillville, IN 46410