



Contact:
Garrett Chambers, Public Relations Manager
Email: gchambers@cfsbny.org
Cell: 716-783-5839

FOR IMMEDIATE RELEASE

Child and Family Services Earns COA Accreditation Through 2029

BUFFALO, NY (August 12, 2025) — Child and Family Services is proud to announce that it has once again achieved recognition through the Council on Accreditation (COA), a national, independent organization that sets benchmarks for human service providers. This achievement certifies the agency through 2029 and affirms its commitment to the highest standards of care, accountability and client service.

"It's not just a gold star; it's a rigorous, peer-reviewed process that looks at every part of who we are and how we serve," said Elizabeth McPartland, President and CEO of Child and Family Services. "We don't do it for the recognition. We do it because it makes us better. It pushes us to reflect, to grow and to ensure that we are always meeting the highest standards for the people and communities who count on us."

COA accreditation involves a thorough review of governance, finance, risk management, human resources and program services, with feedback provided by professionals in the field. The multi-month process culminates in a site visit and comprehensive evaluation.

McPartland highlighted the collective effort of staff across all programs. "Every member of our team – from frontline workers to administrative support to leadership – played a role in making this happen," McPartland explained. "It reflects our culture of integrity, learning, and putting people first."

With more than 150 years of service in Western New York, Child and Family Services offers a wide variety of care including behavioral health, domestic violence services, foster care and adoption, school-based supports, residential treatment and community mediation. COA Accreditation reinforces the agency's status as a trusted and effective nonprofit serving over 12,000 individuals each year.

"This accreditation tells our clients, our funders and our community that they can continue to trust us," said McPartland. "We are operating at the highest level, and we're going to keep pushing forward."



For more information about Child and Family Services and its accredited programs, visit www.cfsbny.org.

About Child and Family Services

Founded in 1873, Child and Family Services relies on its generations of expertise and multi-faceted programs to provide the people of its region with essential resources. C+FS is a not-for-profit organization accredited by the Council on Accreditation and a member agency of the United Way. It serves children, adults, and families in the eight counties of Western New York without regard to race, creed, national origin or economic status.

###