Annual Report 2019

The report of the Commission on Dental Accreditation

CODA*

Commission on Dental Accreditation

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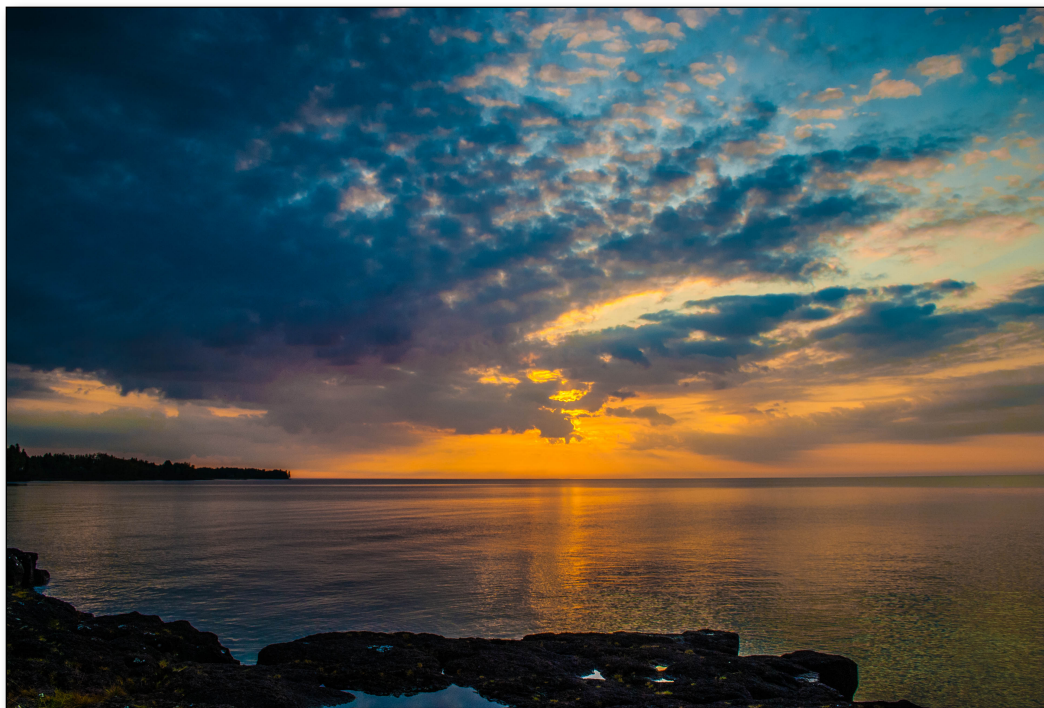# About This Document

The Inaugural Issue

At its Annual Meeting in Honolulu in October 2018, the American Dental Association's (ADA) House of Delegates adopted Resolution 39H, a governance change related to the submission of an annual report for the Commission on Dental Accreditation (CODA). The ADA was also informed that there will be a new item, named "Annual Report," under Article VII - MISCELLANEOUS of the Commission's *Rules.*

In accordance with these changes, the Commission on Dental Accreditation has launched this Annual Report, written for CODA's broad community of interest.

Please feel free to contact CODA staff for further information on the topics in this report. We also encourage you to join the CODA mailing list by sending an email to marquardtg@ada.org.

We hope you find this inaugural issue of the *CODA Annual Report* to be informative and helpful!

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MISSION

The Commission on Dental Accreditation serves the public and profession by developing and implementing accreditation standards that promote and monitor the continuous quality and improvement of dental education programs.

VISION

The Commission on Dental Accreditation is a globally recognized leader for accrediting educational programs in the dental professions.

VALUES

The Commission is committed to:

Integrity: **The quality of being honest, accountable, and principled.**

Collegiality: **Working respectfully and collaboratively toward a common purpose.**

Transparency: **Being open about the process by which accreditation standards and policies are developed and implemented.**

Consistency: **Fairness, objectivity, and the reliability of outcomes.**

Who We Are

From 1937 to 1974, prior to the formation of the Commission on Dental Accreditation, the American Dental Association's Council on Dental Education (now known as the Council on Dental Education and Licensure) served as the accrediting agency for dental and dental-related education programs. In 1973, the House of Delegates of the American Dental Association approved the establishment of a Commission on Accreditation of Dental and Dental Auxiliary Educational Programs. The Commission began operating in 1975, and in 1979 this body's name was officially changed to the Commission on Dental Accreditation.

Since 1952, the Commission on Dental Accreditation, and its predecessor, has been recognized by the Secretary of the United States Department of Education (USDE) as the sole agency to accredit dental and dental-related education programs conducted at the post-secondary level. CODA's mission is to serve the public and profession by developing and implementing accreditation standards that promote and monitor the continuous quality and improvement of dental education programs.

The general public and communities of interest have direct access to many important resources through CODA's website. The Commission also makes available to the public its Meeting Agenda and Materials in an effort to demonstrate transparency to its communities of interest. Additionally, updated information about CODA's activities is available by reviewing information in Accreditation Updates.

The Commission on Dental Accreditation accredits dental education programs, advanced dental education programs and allied dental education programs in the United States. The Commission also accredits fully-operational international dental education programs. The Commission functions independently and autonomously in all matters of developing and approving accreditation standards, making accreditation decisions on educational programs and developing and approving procedures that are used in the accreditation process. It is structured to include an appropriate representation of the communities of interest.

2020 is the 45th Anniversary of the Commission on Dental Accreditation

Commission Structure

Site Visit Teams

The foundation of the accreditation process is the site visit, and the primary role of the Site Visit Team is to gather and evaluate data and facts. Members on each team can include those with expertise in biomedical sciences, clinical sciences, curriculum, finance, or national licensure. To maintain accreditation, programs self-assess their compliance with CODA's accreditation standards and provide CODA with documented evidence through the Self-Study process. CODA's site visitors review such materials, visit programs to evaluate process, interview faculty and students/residents, tour facilities, and more in order to assess a program's compliance with CODA standards. The site visit team then clearly and comprehensively reports on its findings to Review Committees and Commission.

Review Committees

Review Committees meet twice per year, two to three weeks before each Commission Meeting, to review reports submitted by Site Visit teams as well as programmatic reports and requests, and to discuss policy and procedures related to the committee's discipline. As of this publication, there are fourteen (14) Review Committees, each focused on one or more disciplines within dental education. These committees review and discuss the reports submitted by site visit teams and educational programs, and make recommendations to the Commission. The Review Committees also consider policy, some new and some annual recurring policy, which is applicable to the discipline. Note that the review committees do not make final accreditation or policy decisions – they instead make recommendations to the Commission, which then considers these recommendations at its Winter and Summer Meetings. In this regard, Review Committees are advisory to the Commission.

Commission on Dental Accreditation

The Commission on Dental Accreditation makes the final decision to award, continue or remove an accreditation status to a dental education program. The Commission bases its judgment on the program's compliance with the Accreditation Standards and Commission Policies. In this regard, the Commission continuously evaluates and monitors educational programs for compliance with the Accreditation Standards. The Commission also ensures standards reflect the evolving practice of dentistry by formulating and adopting requirements and guidelines for the accreditation of dental, advanced dental, and allied dental education programs under its purview. The Commission seeking input from all of its broad communities of interest related to the development and periodic revision of Accreditation Standards, thus ensuring the Standards remain current and define the quality of dental education. CODA maintains continuous contact with those important communities through various mechanisms. The Commission also establishes policies and procedures to guide the evaluation and decision making process to ensure fairness, consistency, and appropriate levels of due process. The

Commission on Dental Accreditation has maintained recognition by the United States Department of Education since the first recognition list was published in 1952.

Organization	Appointments
American Dental Association (dental practitioners)	4
American Association of Dental Boards (licensure community)	4
American Dental Education Association (dental educators)	4
American Dental Education Association, Special Care Dentistry Association, American Society of Dentist Anesthesiologists, American Academy of Oral Medicine, American Academy of Orofacial Pain (joint appointment)	1
American Academy of Oral and Maxillofacial Pathology, American Academy of Oral and Maxillofacial Radiology, American Academy of Pediatric Dentistry, American Academy of Periodontology, American Association of Endodontists, American Association of Oral and Maxillofacial Surgeons, American Association of Orthodontists, American Association of Public Health Dentistry, American College of Prosthodontists (1 each)	9
American Dental Assistants Association (dental assistants)	1
American Dental Hygienists' Association (dental hygienists)	1
National Association of Dental Laboratories (dental laboratory technicians)	1
Public (consumers)	4
Student (American Dental Education Association, American Student Dental Association, joint appointment)	1
TOTAL	**30**

Composition of CODA Board of Commissioners

Appeal Board

The principal function of the Appeal Board is to hear and make judgments on withdrawal of accreditation or denial of accreditation at the request of an educational program or institution. The Appeal Board will determine whether te Commission on Dental Accreditation, in arriving at a decision regarding the withdrawal or denial of accreditation for a given program, has properly applied the facts presented to it. In addition, the Commission's Rules stipulate that the Appeal Board shall provide the educational program filing the appeal the opportunity to be represented by legal counsel and shall give the program the opportunity to offer evidence and argument in writing and/or orally to try to refute or overcome the findings and decision of the Commission. The Appeal Board is an autonomous body, separate from the Commission. Appeal Board members are selected in accordance with the Rules of the Commission on Dental Accreditation.

2019 February: Number of CODA-Accredited Programs

Discipline	Number of Programs	Approval without Reporting	Approval with Reporting*	Initial Accreditation	Approval without Reporting (teach out)	Approval with Reporting (teach out)	Initial Accreditation (teach out)
Predoctoral	66	63	2	1	0	0	0
Dental Assisting	247	215	26	2	4	0	0
Dental Hygiene	330	309	13	5	2	1	0
Dental Laboratory Technology	14	12	1	0	1	0	0
Dental Therapy	0	0	0	0	0	0	0
Advanced Education in General Dentistry	93	87	2	4	0	0	0
Dental Anesthesiology	9	6	0	1	2	0	0
Dental Public Health	15	15	0	0	0	0	0
Endodontics	55	51	3	0	1	0	0
General Practice Residency	180	172	5	1	1	1	0
Oral and Maxillofacial Pathology	14	13	1	0	0	0	0
Oral and Maxillofacial Radiology	9	8	0	1	0	0	0
Oral Medicine	6	6	0	0	0	0	0
Oral Surgery (and clinical fellowships)	112	107	4	1	0	0	0
Orofacial Pain	12	10	1	1	0	0	0
Ortho/Periodontic	1	1	0	0	0	0	0
Orthodontics (and clinical fellowships)	72	71	0	1	0	0	0
Pediatric Dentistry	82	73	5	4	0	0	0
Periodontics	57	53	1	2	0	0	1
Prosthodontics (all, including MxPros and combined programs)	57	53	2	2	0	0	0
TOTAL	1431	1325	66	26	11	2	1

*Includes programs on "Approval with Reporting Requirements," with "intent to withdraw" and "required period of non-enrollment" statuses

2019 August: Number of CODA-Accredited Programs

Discipline	Number of Programs	Approval without Reporting	Approval with Reporting*	Initial Accreditation	Approval without Reporting (teach out)	Approval with Reporting (teach out)	Initial Accreditation (teach out)
Predoctoral	66	60	2	1	0	0	0
Predoctoral International	1	1	0	0	0	0	0
Dental Assisting	244	214	27	1	2	0	0
Dental Hygiene	327	309	12	4	1	1	0
Dental Laboratory Technology	14	13	0	0	1	0	0
Dental Therapy	0	0	0	0	0	0	0
Advanced Education in General Dentistry	93	85	4	4	0	0	0
Dental Anesthesiology	9	7	0	1	1	0	0
Dental Public Health	15	15	0	0	0	0	0
Endodontics	55	52	2	0	1	0	0
General Practice Residency	177	170	7	0	0	0	0
Oral and Maxillofacial Pathology	14	14	0	0	0	0	0
Oral and Maxillofacial Radiology	9	9	0	0	0	0	0
Oral Medicine	6	6	0	0	0	0	0
Oral Surgery (and clinical fellowships)	112	107	4	1	0	0	0
Orofacial Pain	12	11	0	1	0	0	0
Ortho/Periodontic	1	1	0	0	0	0	0
Orthodontics (and clinical fellowships)	72	70	2	0	0	0	0
Pediatric Dentistry	82	77	2	3	0	0	0
Periodontics	56	54	1	1	0	0	0
Prosthodontics (all, including MxPros and combined programs)	55	54	0	1	0	0	0
TOTAL	1420	1329	66	18	6	1	0

*Includes programs on "Approval with Reporting Requirements," with "intent to withdraw" and "required period of non-enrollment" statuses

Total Enrollment in Dental Education Programs

Dental Education Area	Enrollment (difference from prior year)	Year
Predoctoral	25,381 (+371)	2018-2019
Advanced Education	7,318 (+27)	2018-2019
Dental Hygiene	16,118 (-96)	2017-2018
Dental Assisting	6,400 (-209)	2017-2018
DLT	468 (-31)	2017-2018
All Programs	**55,685**	Source: Surveys of Dental Education Programs

Dental and Dental-Related Education in the United States

- **1,420** accredited education programs in approximately **800** institutions

- **22** dental and dental-related disciplines
  - Predoctoral Dental Education (DDS/DMD)
  - Advanced Dental Education (GPR; AEGD; Dental Anesthesiology; Oral Medicine; Orofacial Pain, Endo, Ortho, DPH, OMP, OMR, OMS, Ped, Perio, Pros; Fellowships)
  - Allied Dental Education (Dental Assisting; Dental Hygiene; Dental Laboratory Technology; Dental Therapy)
  - Total number of students in all disciplines: **55,685**

Volunteers & Staff

- **More than 600** Volunteer Commissioners, Site Visitors and Review Committee Members
- **Eight** Professional Staff
- **One** Coordinator of Operations
- **Two** Site Visit Coordinators
- **Four** Support Staff

Site Visits in 2019

Disciplines	Number of Site Visits	Programs
Predoctoral Dental School Visits	11	61
Advanced Education Program Visits	91	132
Allied Education Program Visits	75	89
TOTAL	**177**	**282**

2019 Highlights

CODA Directs an Ad Hoc Committee to Study the Commission's Review Committee and Board of Commissioners Structure and Function

At its Summer 2019 meeting, the Commission considered the report of the Standing Committee on Quality Assurance and Strategic Planning (QASP) related to a request that was received by the Commission to develop a separate Review Committee for dental anesthesiology. The Commission's current Policy on Changes to the Composition of Review Committees and the Board of Commissioners and Review Committee Structure permits changes to the Board of Commissioners or its Review Committee composition when necessary "to reflect changes in the makeup of the dental profession workforce and to provide standards and quality accreditation services to the educational programs in these areas." The policy also provides a mechanism to request a change in the structure of CODA's Board of Commissioners or its Review Committees, with some examples of circumstances under which CODA may elect to make a change in its structure. However, the Commission noted that there appears to be no established criteria to assess the need for a change in CODA's structure or how a change in structure may be implemented.

Recognizing that as dental education and practice continue to evolve, the Commission believed it should review its current Review Committee and Commission structure and composition, along with appropriate policies, including the potential development of new policies to assess the need for a change in CODA's structure and how a change in structure would be implemented.

Therefore, the Commission directed the formation of an ad hoc committee of Commission members to further study this matter, with a report to the Commission in Summer 2020. The Commission has postponed action on the request for a separate Review Committee for dental anesthesiology until the work of the ad hoc committee has been considered by the Commission.

CODA Directs the Formal Study of the Use of Sites Where Educational Activity Occurs (Domestic and International) for All Programs under its Purview

At its Summer 2019 meeting, the Commission directed the formal study of the use of sites where educational activity occurs (domestic and international) for all programs under its purview, with a report on progress in Winter 2020 and culmination of the study through a Commission-only Mega Issue Discussion in Summer 2020.

The Commission further reaffirmed that international sites are not permitted at this time to provide education related to program goals, objectives or educational requirements, and may not impact

program length. The Commission continues to believe that use of international sites for supplemental (non-educational) experiences, such as mission trips, to enrich a student's experience, is permissible as long as the international enrichment does not interfere with the educational program (program content or length).

The Commission further directed that through the study of educational activity sites, the Commission will also study the Policy Statement on Reporting and Approval of Sites Where Educational Activity Occurs as it relates to the classification of "supplemental" sites for required community service and/or service learning requirements, as well as sites that are owned by the sponsoring institution or where the sponsoring organization has legal responsibility and operational oversight.

CODA Electronic Accreditation Platform

During 2019, CODA staff and the ADA's Enterprise Solutions team developed Phase I of an electronic accreditation system for the use of staff, volunteers and programs. Development and user acceptance testing of the CODA internal database replacement component of the electronic accreditation tool occurred from the third quarter of 2018 through the third quarter of 2019. In August 2019, the former database used by CODA staff was shuttered, and a replacement database, built in a CODA version of Aptify, was launched.

Phase II, building and testing of the web portal (external) version of the electronic accreditation tool, is commencing as of this Annual Report, and will continue through 2020. The external portal will provide a mechanism through which CODA-accredited programs and those seeking accreditation will submit documents to the Commission. A component of the electronic accreditation tool will be used by site visitors in the conduct of accreditation site visits.

As the Commission moves into beta testing of the electronic accreditation tool, CODA will seek volunteer educational programs and site visitors to assist with pilot testing of the new tool.

CODA Begins to Prepare for United States Department of Education Re-Recognition Review

The Commission's petition for re-recognition by the United States Department of Education (USDE) will be reviewed in 2022, under the new United States Department of Education regulations, which may be published as early as November/December 2019. The Commission is awaiting information on the new regulations and final timeline for review of its petition. More information will be provided as updates are available.

CODA Initiates Mandatory Annual Site Visitor Training

Beginning late 2019, all active site visitors of the Commission were required to complete a mandatory, annual, web-based training program. Completion of the annual training program will further support the Commission's effort to ensure that site visitors are calibrated on the most current Commission policies, procedures, and Accreditation Standards when conducting on-site accreditation reviews.

Annual Call for Review Committee Member and Site Visitor Nominations

The Commission on Dental Accreditation accepts nominations each year for volunteer Review Committee Member and Site Visitor positions.

The mission of CODA is to serve the public and profession by developing and implementing accreditation standards that promote and monitor the continuous quality and improvement of dental education programs. Accreditation is a peer-reviewed process, and CODA volunteers are an integral part of that process.

The Commission provides comprehensive training to all its volunteers, so each will be ready to serve when their term begins. In addition, CODA staff is available for support throughout the process. The Commission takes into account a balance in geographic distribution as well as representation of the various types of educational settings and diversity. Board certification and experience requirements may apply.

The typical work of a Review Committee member volunteer includes the following:
- Review and become familiar with the CODA accreditation process, and participate in training at CODA headquarters.
- Review policy matters, site visit reports, progress reports and other reports on accredited or developing educational programs, which are submitted to the Commission for final action.
- Communicate by fax, electronic mail and the Commission's web-based communication tools.
- Time commitment can vary depending on committee assignment; however, CODA asks that you are willing to commit ten (10) to twenty (20) days per year to Review Committee activities.

The typical work of a Site Visitor volunteer includes the following:
- Attend training, conduct comprehensive review of print and electronically delivered materials and travel to Commission headquarters to learn and understand the requirements and guidelines for the accreditation of dental, advanced dental or allied dental educational programs.

- Objectively review materials which programs submit as evidence of the program's compliance with accreditation requirements.
- Visit educational programs to evaluate process, interview faculty and students/residents, view facilities, and more in order to assess the program's compliance with CODA standards.
- Develop reports on findings through review of the program's materials and on-site.
- Time commitment can vary; however, site visits are typically 1-4 days in length and require approximately 10+ hours of preparation. You may be asked so serve on at least 1 or more visits per year.

Nominating yourself or a peer is very straightforward. For a list of upcoming vacancies, the nomination criteria and nomination forms, as well as deadlines for nominations in each category, visit www.ada.org/en/coda/accreditation/accreditation-news/call-for-nominations, and then follow the instructions on that page.

CODA Accredits First International Predoctoral Dental Education Program

At its 2019 Summer Meeting, the Commission on Dental Accreditation (CODA) granted an accreditation status to an international predoctoral dental education program based outside the United States.

The international predoctoral dental education program, sponsored by King Abdulaziz University in Jeddah, Kingdom of Saudi Arabia, received the status of "approval without reporting requirements," the first time an international predoctoral dental education program based outside the United States has received accreditation from the Commission.

Prior to applying for accreditation by the Commission, an International Predoctoral Dental Education Program must undergo an international consultation and preliminary accreditation consultation visit (PACV) process, which includes: 1) completion of the PACV Survey, 2) observation of a CODA dental school site visit and individual consultation, 3) PACV Self-Study and consultation visit, and 4) application to the Commission's accreditation process. The Commission's Standing Committee on International Accreditation assesses the program's progress through stages one through three; however, a positive determination from the Standing Committee does not guarantee the application to the Commission will be successful. The Commission assesses the application for accreditation at stage four, using the same policies and procedures in place for U.S.-based programs. The Commission has the sole authority to grant accreditation to a program under its purview.

Requirements for International Predoctoral Dental Education Programs accredited by the Commission are equivalent to requirements for U.S.-based programs. Also, similar to U.S. programs,

licensure for a graduate of an international program accredited by CODA is dictated by state practice acts; the final authority on licensure requirements continues to rest with the individual state.

A primary benefit of CODA accreditation to international predoctoral dental education programs is the ability to benchmark against Accreditation Standards used by the Commission for programs in the United States.

CODA Staff Offices Re-Designed

In October 2019, the CODA staff offices in Chicago were re-designed. To increase privacy and data security, the new layout features a secure entrance accessible only by CODA staff. All CODA computers, printers, accreditation records, and staff offices are now located within this secure CODA office suite.

The layout organizes discipline teams more efficiently, and offers two meeting rooms specifically for CODA staff use. In addition to standard internet, wireless and telephone systems, the larger room also features a flat-screen display to replace the projector used previously. Staff intends to utilize advanced conferencing technology in these meeting rooms, including Skype for Business and Zoom Meetings, when conducting remote Committee and Commission meetings.

Validity and Reliability Studies of Accreditation Standards

The Commission's Policy on Assessing the Validity and Reliability of the Accreditation Standards states that the Commission believes that a minimum time span should elapse between the adoption of new standards or implementation of standards that have undergone a comprehensive revision and the assessment of validity and reliability of these standards. When considering a comprehensive revision to standards, the validity and reliability of those standards will be assessed after they have been in effect for a period of time equal to the minimum academic length of the accredited program plus three years. For example, the minimum academic length of a predoctoral program is four years; so, a validity and reliability study of the Accreditation Standards for Dental Education Programs would be initiated once the standards had been in effect for seven years. When the Commission revises policies or standards, it provides programs and the public with advance notice and a schedule for implementation.

The disciplines which had validity and reliability studies in 2019 include:
- Dental Hygiene
- Dental Laboratory Technology
- Endodontics
- Oral & Maxillofacial Radiology
- Oral & Maxillofacial Surgery
- Clinical Fellowships in Oral & Maxillofacial Surgery
- Oral Medicine
- Orthodontics
- Clinical Fellowships in Orthodontics
- Periodontics

In 2020, the Predoctoral and Oral & Maxillofacial Pathology validity and reliability studies will occur.

Accreditation Actions at the Winter and Summer Meetings

In 2019, the Commission reviewed accreditation reports and took **750 accreditation actions** on dental, advanced dental, and allied dental education programs and recorded **17 mail ballots** on dental, endodontics, dental assisting, dental hygiene and general practice residency education programs.

A total of 10 new programs were granted accreditation:

Educational Program	Number
Advanced Education in General Dentistry	3
Dental Anesthesiology	1
Dental Hygiene	2
Dental Assisting	3
International Predoctoral Dental Education	1

The Commission affirmed the reported voluntary discontinuance effective date or planned closure date of the following education programs, at the request of their respective sponsoring institutions:

Educational Program	Number
Advanced Education in General Dentistry	1
General Practice Residency	3
Periodontics	2
Prosthodontics	1
Combined Prosthodontics and Maxillofacial Prosthetics	1
Dental Assisting	12
Dental Hygiene	6
Dental Laboratory Technology	1

Standards Revisions at the Winter and Summer Meetings

The Commission adopted revisions to the following accreditation standards:

- Accreditation Standards for Dental Education Programs, Definition of Terms and Standard 6, with implementation date of January 1, 2020.
- Accreditation Standards for Dental Education Programs, Definition of Terms and Standard 2-17, with implementation date of January 1, 2020.
- Accreditation Standards for Dental Education Programs, Intent Statements for Standards 2-20 and 2-24 and New Intent Statement for Standard 2-9, with immediate implementation.
- Accreditation Standards for Dental Therapy Education Programs, Revisions to the Definition of Terms and the Intent Statements of Standards 2-14, 2-15, 2-19 and 2-21, with immediate implementation.
- Accreditation Standards for Advanced Dental Education Programs in Endodontics, Standard 4-8e, with implementation date of July 1, 2019.
- Accreditation Standards for Dental Education Programs, revision to Standards 2-24d, and 2-25, with an implementation date of July 1, 2020.
- Accreditation Standards for Advanced Dental Education Programs in Dental Anesthesiology, revisions to Standard 3-2, with an implementation date of January 1, 2020.
- Accreditation Standards for Advanced Dental Education Programs in Oral Medicine as a result of the 2019 Validity and Reliability Study, with immediate implementation.
- Accreditation Standards for Advanced Dental Education Programs in Advanced Education in General Dentistry, General Practice Residency, Dental Anesthesiology, and Orofacial Pain, revision to the definition of "Patients with Special Needs," with immediate implementation.
- Accreditation Standards for Advanced Dental Education Programs in Orofacial Pain, new Standard 4-10, with immediate implementation.
- Accreditation Standards for Dental Assisting Education Programs, revisions to Standards 2-5, 2-6, 2-7, 2-8, 2-13, 2-14, with an implementation date of July 1, 2020.
- Accreditation Standards for Dental Assisting Education Programs, revision to the Definition of Terms, new definition for "Special Needs," a revision to the intent statement of Standard 2-22, and a revision to Standard 3-8, with immediate implementation.
- Accreditation Standards for Dental Hygiene Education Programs, revision to Standard 2-12 and the Definition of Terms related to "Patients with Special Needs," with an implementation date of July 1, 2020.
- Accreditation Standards for Dental Laboratory Technology Education Programs, new Definition of Terms for "Special Needs," with immediate implementation.

- Accreditation Standards for Advanced Dental Education Programs in Oral and Maxillofacial Radiology, revisions to Standards as a result of the 2019 Validity and Reliability Study, with immediate implementation. Additionally, a new definition for "Patients with Special Needs" was adopted within the Definition of Terms, with immediate implementation.
- Accreditation Standards for Advanced Dental Education Programs in Orthodontics and Dentofacial Orthopedics, revision to Standard 4-3.4, with an implementation date of January 1, 2020.

Online Resources

The Commission's website, at www.ada.org/en/coda, offers a wide variety of Commission reports, data, and valuable information:
- Accreditation Standards are available under the Standards tab
- Search for CODA-accredited programs on the Find a Program page
- Visit the Call for Nominations page to learn about and submit Review Committee Member and Site Visitor nominations
- To see schedules of Site Visits, go to the Site Visit Process and Schedule page
- Acquire a current copy of the Policy & Procedure Manual under the Policies/Guidelines tab

For further information on topics in this Annual Report, please contact the Commission office. A Staff Directory is available on the CODA website under the Contact tab.