

Indiana Youth Services Association  
YSB Peer Review P & P  
(Revised 12/2018)

**Policy:** Indiana Youth Services Association will conduct peer reviews for youth service bureaus, once every two years, as part of the process to determine accreditation status for the agencies. IYSA by-laws require the participation of two YSB agency peer representatives in the review process. Peer reviews include audit of the Member Standards Tool and the completion and review of the Agency Development Assessment tool.

**Procedure:**

A. Scheduling

1. YSBs due for reviews will select a time slot through an online sign up site (such as Doodle poll) distributed by Indiana Youth Services Association (IYSA.) Agencies will be instructed to select dates based on the availability of their Board President/representative.
2. Agency members participating in the peer review teams will select two agencies to review through the online sign up site distributed by IYSA. They will be instructed to choose an agency with whom they have a program in common and one agency running a program different from their own. The timeframe selected by the agencies to be reviewed will be provided during the reviewer sign up process. Each reviewer will serve as a captain on one review, and a team member on the other.
3. IYSA staff will assign team reviewers to agencies based on their preferences, when possible. IYSA staff will also designated which team member will act as the team captain for each review.
4. Once steps 1 – 3 have been completed, IYSA staff will coordinate with the agency and team members to finalize a review date and send out the following email:

I am emailing to confirm the ---- peer review is scheduled for (day of week), (date), from 10:30 - about 2 pm, Eastern standard time, at \_\_\_\_\_ (agency address.)

Please notify your Board President of the date selected and make every attempt to secure their presence during the Agency Development Assessment review and summary of findings portion of the visit. If the Board President is not available, please find another board representative who can be present.

I will send out specific directions to (Agency Director) for uploading documents and the peer review team members for completing the desktop audit. The Member Standards and Agency Development Assessment tools can be found on the IYSA website, [www.indysb.org](http://www.indysb.org), member page (iysahelp for both login and password), in the Resource Library – Peer Review tab.

Thank you!

## B. Desktop Audit of Member Standards:

### **First Time Upload**

1. The agency to be reviewed will receive an email from IYSA staff about four-six weeks prior to their upload deadline providing them the following directions:

I am emailing to provide general instructions regarding the peer review procedures. I have attached the peer review P & P instructions and the member standards tool.

The member standards portion will mostly be done online and prior to the visit through the review of documents that you will upload to the IYSA database. The attached member standards tool includes suggested documents (in the first column) that might cover the item in question. For example, your by-laws will cover many of the items in the Administration section of the tool and could cover part of the Ethics section but you will only need to upload the by-laws a single time. All of the items not highlighted in the document are those that can be covered through a document upload prior to the visit.

If you have concerns about uploading particular documents, it will be up to your team captain to decide what they can be flexible about and review onsite without making the onsite visit too burdensome and time consuming.

In order to give the review team time to look through your documents, we ask that all of the uploaded documents be in place three weeks prior to the visit. For your review, the upload deadline is (date.)

You can upload the documents by going to the IYSA database, <https://geo-light.org/iysaysb/admin/login.asp>, and once you have logged in, click on the Survey Tools link in the left hand column. You can select, upload files, in the drop-down box and it should be self-explanatory from there. Please name your documents so that they correspond with the Member Standards tool sections. This will help make it easier for your review team such as I.A.1., 1. B.2.c., etc.

Please note the following restrictions when naming your documents:

**You cannot use the following characters anywhere in a folder name or a server name:**

- Tilde.
- Number sign.
- Percent.
- Ampersand.
- Asterisk.
- Braces.
- Backslash.
- Colon.

Titles with any of these characters means you will not be able to delete the document in the future, nor will the reviewer be able to open the document.

You are able to upload five files at a time. Please let me know when you have uploaded things and I will let the review team members know that they can begin the review of materials. If the team on your review has any questions, the team captain will contact you directly.

You will also need to complete and enter the scores for a Board-approved Agency Development Assessment tool prior to the visit. I have attached a blank copy. The link to enter scores for the Agency Development Assessment tool is also found under the Survey Tools link. Please have copies available for the team and any staff or board members who will be joining us. IYSA staff will not need a copy they can view the scores from the database during the discussion.

Of course if you have any questions about any of this or run into any problems with the uploading, please let me know.

2. IYSA will make the reviewer assignments in the IYSA database for each review team so that review members will have access to the agency document uploaded and create a new review for the agency for each section of the member standards tool.

To do so go to the Maintenance link in the left bar of the database:

- Login Page
- Login Accounts
- Agencies
- Client Information
- Delinquency Prev.
- Mentoring Report
- Survey Tools
- Report Page
- Maintenance
- Manual
- Video Training Manua
- Contact Us



Select Peer Review Captains from the Dropdown box and this click Go:

**Table to maintain:**

- ✓ Choose a table to edit...
- Agency Development Assessment Questions
- County
- Ethnicity
- Group Advocacy Type
- Initiative Type
- Material Type
- Peer Review Captains
- Personnel Roles
- Peer Review Admin Questions
- Peer Review Ethics and Accountability Questions
- Peer Review Fiscal Questions
- Peer Review Membership Requirements Questions
- Peer Review Programming Questions
- Peer Review Personnel Questions
- Peer Review Record Keeping Questions
- Peer Review Safety & Accessibility Questions
- Program Pricing Matrix
- Programs
- Reasons for no Post Outcomes Survey

Go




**Captain's Information**

Click the New Captain button:

New Captain

Make sure the year is correct, then select the agency and team member from the dropdown boxes and hit the Submit New Captain button:

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**Year:**

**Agency Name:**

**User Name:**

[Return to Main Captain Select Page](#)

[Add Additional Captain](#)

Once the new Captain is saved, repeat the process for the other review team member by using the Add Additional Captain link at the bottom.

Please note two things:

1. All review team members are “captains”
2. You will have to assign the Staff for the agency being reviewed as a “captain” as well in order for them to view and edit their uploaded documents.

3. The team captain will coordinate with the other team member to decide what sections of the tool each will review and complete prior to the actual review visit. The team captain can request additional documentation from the agency director/staff for items not in compliance based on the documents previously uploaded. Any questions about compliance should be directed to the IYSA Chief Operations Officer.

4. Some items, to be found in Record Keeping and Programming, are dependent upon the agency’s use of the IYSA database. These items will be completed by IYSA staff prior to the peer review visit.

5. Team reviewers will access the uploaded documents through the IYSA database. IYSA staff will email the following directions to review team members:

You are scheduled for the (Agency) peer review on (date) from 10:30 am to about 2:30 pm Eastern time. (Agency) is located at (street address) in (city), IN.

I am attaching the peer review P & P instructions and the member standards tool. As described in the P & P, the member standards portion will mostly be done online and prior to the visit through the review of documents that the (Agency) staff will upload to the IYSA database. The documents should all be upload by (date) which will give the team three weeks to review the documents and complete most the Member Standards portion online prior to the visit.

(Team Member captain name), you are the team captain on this review. This means that you should get with (other team member) and decide who will be reviewing the different sections of the tool. (Please note that most of the programming section will be completed on site.) If there are questions or you find that something is missing, this should be communicated to (Agency contact) so s/he can upload additional documentation. The goal is to have all of the items in the Member Standards tool that are not highlighted (see attached), completed prior to the visit. You will notice some of the items are highlighted in pink and those are the ones I will complete. The items highlighted in blue will be completed on site.

You can view the uploaded documents by going to the IYSA database, <https://geo-light.org/iysaysb/admin/login.asp>, and once you have logged in, click on the Survey Tools link in the left hand column. You can select "view/edit files" in the drop-down box and hit "Go." It will take you to another page where you will select your agency – (agency) and hit submit. You will then get a list of documents they have uploaded. Just click on the document and it should open for you. It is easiest if you download the document and temporarily store it on your computer so you have it available as you complete the member standards tool online.

Once you have your documents, go back to the Survey Tools link on the left, and this time, select the section you will be reviewing. (Agency name) should appear in the list. Hit the Edit link and begin the review. Note, the tool automatically defaults to "not in compliance" so you will need to change the item if they are in compliance. The database is set to save after every other entry but it only saves if you change the dropdown box to "in compliance" or "n/a" so you should type your notes first and then change the dropdown selection. It is also a good idea to go ahead and frequently scroll to the bottom and hit "submit" to be sure your changes will be saved.

You should note where you found the documentation (By-laws, Personnel P & P, Staff Handbook, etc.) in the Documentation column. There should always be something in that column if the item is in compliance.

If the item has multiple points and the majority of items are found, you can mark them "in compliance" but note in the Remarks column which points were missing. Take a look at the Member Requirements section for an example of the type of notes needed since I have already completed my part of that section.

The onsite visit will cover any items not completed on the member standards tool and the discussion and review of the Agency Development Assessment tool. The team will stay together for the entirety of the visit.

Please do not hesitate to call or email me.

Thank you and good luck!

6. The team captain will inform the IYSA staff when the desktop audit has been completed. This portion of the review should be completed at least one week prior to the review visit. IYSA staff will review the pre-visit report to ensure all items are completed and documentation provided.

7. IYSA staff will submit the pre-visit report to the agency at least 72 hours prior to the visit. Items in noncompliance will be reviewed at the visit and the agency will have the opportunity to submit documentation to demonstrate compliance at the time of the visit.

8. Agency will enter the complete Board approved pre-visit Agency Development Assessment tool into the database prior to the visit.

### **Procedures for Second Time and Subsequent Reviews**

1. The agency to be reviewed will receive an email from IYSA staff about four-six weeks prior to their upload deadline providing them the following directions:

I am emailing to provide general instructions regarding the peer review procedures. I have attached the peer review P & P instructions, the member standards tool and your Member Standards report from your last review.

As described in the P & P instructions, the member standards portion will mostly be done online and prior to the visit through the review of documents that you have already or will upload to the IYSA database. Please follow the steps below for this review:

1. Review the Member Standards report from your last review. For any item in non-compliance and/or for any comments noting that documentation is missing, please upload those documents to the IYSA database.
2. The attached member standards tool is color-coded. All of the items highlighted in green are documents that need to be updated for this year's review. Items in blue will be reviewed onsite and items in pink will be completed by IYSA staff.
3. Please note if you were reviewed prior to 2017, the Programming section now includes items that can be completed in the desktop audit and documentation will need to be uploaded to the database.
4. If you have any policies and procedures, by-laws, intake forms, etc., that have changed since your last review, please delete any old forms, upload

the new forms and inform your review team about the changes. These documents will need to be reviewed by this year's review team.

If you have concerns about uploading particular documents, it will be up to your team captain to decide what they can be flexible about and review onsite without making the onsite visit too burdensome and time consuming.

In order to give the review team time to look through your documents, we ask that all of the uploaded documents be in place three weeks prior to the visit. For your review the upload deadline is (date.)

You can upload the documents by going to the IYSA database, <https://geo-light.org/iysaysb/admin/login.asp>, and once you have logged in, click on the Survey Tools link in the left hand column. You can select, upload files, in the drop-down box and it should be self-explanatory from there. You are able to upload five files at a time. Also, please delete any outdated documents at this time. It is helpful to label your documents so they correspond to the appropriate sections in the Member Standards tool such as I.A.1., 1. B.2.c., etc.

Please let me know when you are finished with the upload process and I will let the review team members know that they can begin the review of materials. If the team on your review has any questions, the team captain will contact you directly.

You will also need to complete and enter the scores for the Board approved Agency Development Assessment tool prior to the visit. I have attached a blank copy. When you go to the Survey Tool links, Agency Development Assessment will appear as an option in the dropdown box. Selected it and it will take you to a new page where you can select New Review. It should populate the report for you with your agency name and the current year at the top of the page. The report is set to save after every other entry but it helps to periodically scroll to the bottom and hit Save button there as well.

Please have copies available for the team and any staff or board members who will be joining us. IYSA staff will not need copies since they can view your scores in the database during the discussion.

Of course if you have any questions about any of this or run into any problems with the uploading, please let me know.

2. IYSA will make the reviewer assignments in the IYSA database for each review team so that review members will have access to the agency document uploaded and create a new review for the agency for each section of the member standards tool. (See First time Upload section for instructions on how to do so.)



3. The team captain will coordinate with the other team member to decide what sections of the tool each will review and complete prior to the actual review visit. The team captain can request additional documentation from the agency director/staff for items not in compliance based on the documents previously uploaded. Any questions about compliance should be directed to the IYSA Chief Operations Officer.

4. Some items, to be found in Record Keeping and Programming, are dependent upon the agency's use of the IYSA database. These items are highlighted in pink and will be completed by IYSA staff prior to the peer review visit.

5. Team reviewers will access the uploaded documents through the IYSA database. IYSA staff will email the following directions to review team members:

You are scheduled for the (Agency) peer review on (date) from 10:30 am to about 2:30 pm Eastern time. (Agency) is located at (street address) in (city), IN.

I am attaching the peer reviewer P & P instructions, the most current member standards tool and the agency's Member Standards report from the last review. As described in the P & P, the member standards portion will mostly be done online and prior to the visit through the review of documents that the (Agency) staff will upload to the IYSA database. The documents should all be upload by (date) which will give the team three weeks to review the documents and complete most the Member Standards portion online prior to the visit.

Please review the Member Standards report from the agency's last review. Pay particular attention to any item in non-compliance and/or for any comments noting that documentation is missing. The agency should have uploaded this documentation for this visit for your review.

The attached member standards tool is color-coded. All of the items highlighted in green are documents that should be updated by the agency for this year's review. Items in blue will be reviewed onsite and items in pink will be completed by IYSA staff. Please review these uploaded documents to complete this year's Member Standards report.

The agency staff person for this review will notify you of any changes to policies and procedures, by-laws, intake forms, etc., that have been updated and will need to be reviewed by this year's team.

For all of the items that have not changed since the last review, the documentation from the previous review will pull forward into the current year's Member Standards section on the database. No additional changes need to be made unless you feel the information documented is not sufficient.

(Team Member captain name), you are the team captain on this review. This means that you should get with (other team member) and decide who will be reviewing the different sections of the tool. (Please note that most but not all of programming will be completed on site.) If there are questions or you find that something is missing, this should be communicated to (Agency contact) so s/he can upload additional documentation. The goal is to have all of the items in the Member Standards tool that are not highlighted in blue completed prior to the visit. Again, you will notice some of the items are highlighted in pink and those are the ones I will complete. The items highlighted in blue will be completed on site.

You can view the uploaded documents by going to the IYSA database, <https://geo-light.org/iysaysb/admin/login.asp>, and once you have logged in, click on the Survey Tools link in the left hand column. You can select "view/edit files" in the drop-down box and hit "Go." It will take you to another page where you will select your agency – (agency) and hit submit. You will then get a list of documents they have uploaded. Just click on the document and it should open for you. It is easiest if you download the document and temporarily store it on your computer so you have it available as you complete the member standards tool online.

Once you have your documents, go back to the Survey Tools link on the left, and this time, select the section you will be reviewing. (Agency name) should appear in the list. Hit the Edit link and begin the review.

Note, the tool automatically defaults to "not in compliance" for those items that do not pull forward from the last review so you will need to change the item if they are in compliance. The database is set to save after every other entry but it only saves if you change the dropdown box to "in compliance" or "n/a" so you should type your notes first and then change the dropdown selection. It is also a good idea to go ahead and frequently scroll to the bottom and hit "submit" to be sure your changes will be saved.

For items that have been updated, added or changed, you should note where you found the documentation (By-laws, Personnel P & P, Staff Handbook, etc.) in the Documentation column. There should always be something in that column if the item is in compliance.

Again, for items that have not changed since the last review and were in compliance at the last visit, the previous team's documentation notes will appear for this year's review. Please be sure that all items have sufficient documentation notes.

If the item has multiple points and the majority of items are found, you can mark them “in compliance” but note in the Remarks column which points were missing. Take a look at the Member Requirements section for an example of the type of notes needed since I have already completed my part of that section.

The on site visit will cover any items not completed on the member standards tool and the discussion and review of the Agency Development Assessment tool. The team will stay together for the entirety of the visit.

Please do not hesitate to call or email me.

Thank you and good luck!

6. The team captain will inform the IYSA staff when the desktop audit has been completed. This portion of the review should be completed at least one week prior to the review visit. IYSA staff will review the pre-visit report to ensure all items are completed and documentation provided.

7. IYSA staff will submit the pre-visit report to the agency at least 72 hours prior to the visit. Items in noncompliance will be reviewed at the visit and the agency will have the opportunity to submit documentation to demonstrate compliance at the time of the visit.

8. Agency will submit the complete pre-visit Agency Development Assessment tool scores into the database. When you go to the Survey Tool links, Agency Development Assessment will appear as an option in the dropdown box. Selected it and it will take you to a new page where you can select New Review. It should populate the report for you with your agency name and the current year at the top of the page. The report is set to save after every other entry but it helps to periodically scroll to the bottom and hit Save button there as well.

### C. Peer Review Visit

#### Timeline:

All Peer reviews begin at 10:30 am Eastern Standard time.

10 – 10:30 am - IYSA staff arrives early to complete walk through items prior to the start of the review.

10:30 am – 11:30/12 noon – Completion of the Member Standards items still in non-compliance after the desktop audit and review of Programming section of Member Standards too.

12 noon – 12:45 pm – Review and discussion of the Agency Development Assessment with a Board Member present

12:45 -1 pm – Review Team discussion of visit

1 – 2pm – Lunch with agency staff, review team and Board Member and summarization of findings

A full review team will include IYSA staff, review team members, the agency Executive Director/representative, other key agency staff, if available, and the agency Board President or representative. If a Board representative is not present, the agency will be out of compliance until a conference call can be scheduled with a Board member and the peer review team to discuss the review and any findings.

1. Items in the Member Standards sections I. – VII. to be completed on site can be completed by the first arrivals prior to the start of the review. A personnel and client file will need to be available.

2. Any items not in compliance in the Member Standards sections I. – VII. will be reviewed and completed by the full team.

3. Most of the programming, Section VIII. is to be completed on site by the full team. Client files will need to be available. IYSA staff will complete items from documentation and client files provided. Agency staff should be prepared to discuss their programming and how they meet requirements for items A. 1 – 4, 6, & 7, and D. 4 & 5. Any other items not found in documentation will be requested.

4. The full team will also review the Agency Development Assessment at the visit with the agency staff and board member. Assessment scores that change will be recorded by the IYSA staff during the course of the discussion. The agency may wish to highlight areas of excellence in which they can serve as resources to other YSBs, and areas of need to solicit input and feedback from their peer reviewers.

5. The peer review team will meet privately to prepare discussion of items in noncompliance, strengths, and areas with opportunities to grow.

6. The peer review team will meet with the agency Executive Leadership, agency staff, as included in the review process by the agency, and Agency Board President (or other board representative), to outline findings and next steps. Again, if a Board representative is not present, the agency will be out of compliance until a conference call can be scheduled with a Board member and the peer review team to discuss the review and any findings.

D. Peer Review Follow Up

IYSA staff will run the final Member Standards and Agency Development Assessment reports and send them to the review team captain along with the template for the follow up letter.

The captain will put the letter on their agency letterhead and the findings and plans for correction, if needed, and highlight the strengths of the agency discusses in the Agency Development assessment report. The captain has 10 business days to submit the follow up letter and the reports to the agency Executive Director/CEO, the agency board chair and board members present at the review, other agency staff present at the review ,and IYSA staff.

The agency has 30 days in which to submit missing documentation and/or plans of correction for the items out of compliance to include scheduling a conference call with a Board representative and the review team if a Board member is not present at the actual visit. The agency will work with IYSA staff to complete remediation. Resources for peer review remediation can be found on the IYSA website, Member Home, Resource Library.

Any noncompliance issues that cannot be successfully resolved will be submitted to the Membership Committee for further recommended action.