Indiana Youth Services Association
YSB Peer Review P & P Instructions for Agencies
(Revised December 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 select dates based on the availability of their Board President/representative. The Membership committee strongly recommends that you have a second board member available as a back-up to ensure Board participation. Please note: all reviews begin at 10:30 am Eastern time and are generally complete by 2 pm Eastern time though times may vary. (Please see timeline in Section C -Peer Review Visit).

2. Agency members participating in the peer review teams will select two agencies to review through the online sign up site distributed by IYSA.

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 by email. The agency will select a date based on the availability of their Board President and/or another board representative and a second board member as back-up for the Agency Development Assessment review and summary of findings.

B. Desktop Audit of Member Standards:

First Time Upload

1. Getting Started

The agency to be reviewed will receive an email from IYSA staff about four-six weeks prior to their upload deadline providing them directions for uploading

documents for review to the database and a due date for having the uploads completed (generally three weeks prior to the review visit.)

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 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.

Yes	No	Mandatory Practices

		II. Safety and Accessibility– All organizations should develop a comprehensive safety and accessibility plan to make continued improvements in three key areas:
		  o Safe daily operations and Crisis response preparedness
		  o Safety planning and Strategic risk management planning
		  o Accessibility and appealing to consumers

		A. Safety

		1. Review the organization's safety and facility policies on a bi-annual basis
		    a. Is the facility clean and sanitary?
		    b. Is the facility safe and in good repair?
		    c. Emergency drills are conducted on, at least, a quarterly basis when youth participate in programming on premises

Agency Policies and Procedures, Staff Handbook		2. Policy and procedures in place to maintain reasonable staff ratios (defined by licensure requirements, as applicable) and provide regular staff training on safety (Universal Precautions, First Aid/CPR)
Agency P & P, incident reports		3. Consistently document procedures, accidents and incidents Resolve all safety and health hazards within 24 hours of notice

Crisis/Disaster plan, Agency P & P, staff handbook		4. Maintain a current and realistic crisis response preparedness plan
		    a. Crisis plan clearly delineates policies and procedures for possible disasters/crisis which may be encountered
		    b. Crisis plan establishes a clear communication plan with a designated spokesperson to communicate with consumers, funders, media and community partners
		    c. Crisis plan includes alternative placement of consumers (if needed)
		    d. Crisis plan includes a back-up for all records and documentation
		    e. Crisis plan includes a behavioral management safety plan, as applicable

		5. Agency maintains and post notices regarding:
		    a. A Drug-Free Environment (with written policy related to the Drug Free Workplace Act of 1988 that is posted on the grounds.)
		    b. A Smoke-Free Environment

		B. Safety Planning and Review

The Member Standards report is highlighted to indicate which items need updated documentation for the current review.
Highlight Key:
Light Blue: Items reviewed on site
Pink: Items to be completed by IYSA staff
Green: Items that need updated documentation at every review (same as None for first time upload/review.)
None: Items that can be included in the desktop audit and require document uploads.

The member standards tool and Agency Development Assessment can be found on the IYSA website http://www.indysb.org/ – Member Home –Peer Review page.

SIGN IN

Welcome IYSA Members, Please Login:

User Name:

iysahelp

Password:

••••••••

☑ Remember this login on this computer?

Login

User Name and Password are the same – iysahelp.

IYSA ASSOCIATION INFORMATION

- 2018 IYSA Membership List (with email addresses)
- 2018 Board of Directors
- 2018 IYSA Committee List
- 2018 IYSA Staff Contact List

Other Important Documents:

- IYSA By Laws
- IYSA Strategic Plan
- IYSA YSB Service Standards
- IYSA Levels of Membership

MEMBER LOGIN HOME

PEER REVIEW

RESOURCE LIBRARY

QUARTERLY MEETING

COMMITTEES

TRAININGS & EXTERNAL RESOUR

PEER REVIEW INFORMATION

2018 Peer Review Information:

Agency Development Assessment Tool

Membership Standards Tool

Peer Review P & P Handbook (Revised 2018)

MEMBER LOGIN HOME
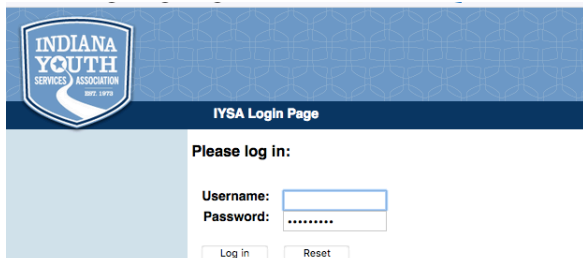
PEER REVIEW

RESOURCE LIBRARY

QUARTERLY MEETING

COMMITTEES

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, you will be notified of the upload deadline by email.

2. Database Uploading Process

 You can upload the documents by going to the IYSA database, https://geo-light.org/iysaysb/admin/login.asp and logging in. If you do not know your login credentials, please contact the Chief Operations Officer, Robin Donaldson, at rdonaldson@indysb.org.

 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.

A new screen will open that will allow you to upload five documents at a time. Important: Please see below for instructions for file naming.

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:

Contents of /IYSAYSB/PRFiles/Chances and Services for Youth/

File Name Up Arrow	File Size (bytes)	Date Created	File Type	Del
Fiscal VI. A. 3 .pdf	843347	5/22/2018 10:28:42 AM	PDF File	Del
I.1.Certificate of Amendment.pdf	74500	5/16/2016 9:30:10 AM	PDF File	Del
I.1.Registration.501c3 Letter - State.pdf	52958	5/16/2016 9:30:10 AM	PDF File	Del
I.2.Audit.Chances & Services for Youth, Inc. 2015 Audit Report.pdf	1603298	5/16/2016 9:30:10 AM	PDF File	Del
I.2.Audit.pdf	190953	4/24/2018 7:45:43 AM	PDF File	Del
I.8.Liability Insurance 2016-2017.pdf	1792770	5/16/2016 9:30:17 AM	PDF File	Del
I.8.Liability insurance.pdf	67688	4/24/2018 7:45:44 AM	PDF File	Del
II.A.2.StaffRatios.pdf	636098	5/16/2016 9:32:25 AM	PDF File	Del
II.A.3 Incident Reports.OOS.pdf	926197	5/16/2016 9:32:25 AM	PDF File	Del
II.A.3.Incident Reports OOS.pdf	1782930	4/24/2018 7:47:31 AM	PDF File	Del
II.A.4.Crisis Response Preparedness Plan.Disaster Plan.pdf	344064	5/16/2016 9:32:26 AM	PDF File	Del
II.B.1.Review Facility Use Agreements Biannually.Risk Mgmt Strategy Annual Eval.pdf	117315	5/16/2016 9:32:28 AM	PDF File	Del
II.B.2.Annual Evaluation of Risk Mgmt Strategy Annual Eval.pdf	117314	5/16/2016 9:32:28 AM	PDF File	Del
III.A.1.Mission and Service Area.pdf	113782	5/16/2016 9:34:11 AM	PDF File	Del
III.A.2.Org Chart Names Apr 2018.pdf	454840	4/24/2018 7:50:14 AM	PDF File	Del
III.A.4.Vigo Community Action Plan.pdf	655124	5/16/2016 9:34:11 AM	PDF File	Del
III.A.5.Current Strategic Plan.pdf	1146701	4/26/2018 10:08:29 AM	PDF File	Del
III.A.5.Strategic Plan Initiatives April.25.pdf	348849	5/16/2016 9:34:16 AM	PDF File	Del
III.B.1.CEO Job Description.pdf	133607	5/16/2016 9:34:17 AM	PDF File	Del
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III.B.4.Purpose of Agency.Bylaws.pdf	237569	5/16/2016 9:35:27 AM	PDF File	Del
III.B.5.BOD Review Policies.pdf	255748	5/16/2016 9:35:27 AM	PDF File	Del
III.B.6.BOD Review Contracts.pdf	257386	5/16/2016 9:35:27 AM	PDF File	Del
III.B.7.CEO at BOD mtgs.pdf	281155	5/16/2016 9:36:58 AM	PDF File	Del
III.B.8.BOD Strategic Long Range Plan.pdf	227999	5/16/2016 9:36:59 AM	PDF File	Del
III.C.1.BOD Representative of Area.pdf	237569	5/16/2016 9:36:59 AM	PDF File	Del

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 included means you will not be able to delete the document in the future, nor will the reviewer be able to open the document.

3. Please notify the IYSA staff when you have uploaded things and they 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.

4. You will also need to complete and enter the scores for a Board-approved Agency Development Assessment tool prior to the visit. (see the Getting Started section above for information on locating the Agency Development Assessment.)

The Agency Development Assessment can be done a number of ways:

- Agency Leadership staff collectively scores the tool and the scores are reviewed by the full board for approval.
- Assessment is filled out by the Executive Director/CEO and Board President and the scores are reviewed by the full board for approval.
- Assessment scores are an average of scores from agency leadership staff and multiple board members and approved by the full board.
- At a minimum, the Board will review and approve a completed Agency Development Assessment as demonstrated by Board minutes supplied by the agency.

Please note the scores can be divided between categories - X.5 if the agency meets all the criteria in the one column and some, but not all of the criteria in the next highest column.

The link to enter scores for the Agency Development Assessment tool is also found under the Survey Tools link. Select Agency Development Assessment and hit Go.

On the new page, click on the New Review Button.

Agency Bashor

New Review

Assessment Rev

Agency

This will take you to the full Agency Development Assessment tool on the database. Click on the dropdown box to the left of each item to select the score for that individual item.

Averages:

Board Governance	Human Resources	Resource Development	Financial Management	Program	Marketing and Communication	Facilities
0.00	0.00	0.00	0.00	0.00	0.00	0.00

Directions: For each of the rows below, please read the column descriptions and choose the column that best describes the functioning capacity of your organization at the present time. Running averages will be tabulated at the top when auto saves are conducted (every 5th row). Please save work when completed by clicking on the Submit button.

Please record your functioning level in the column at the far right as follows:
Declining: 1; Maintaining: 2; Sustaining: 3; Advancing: 4

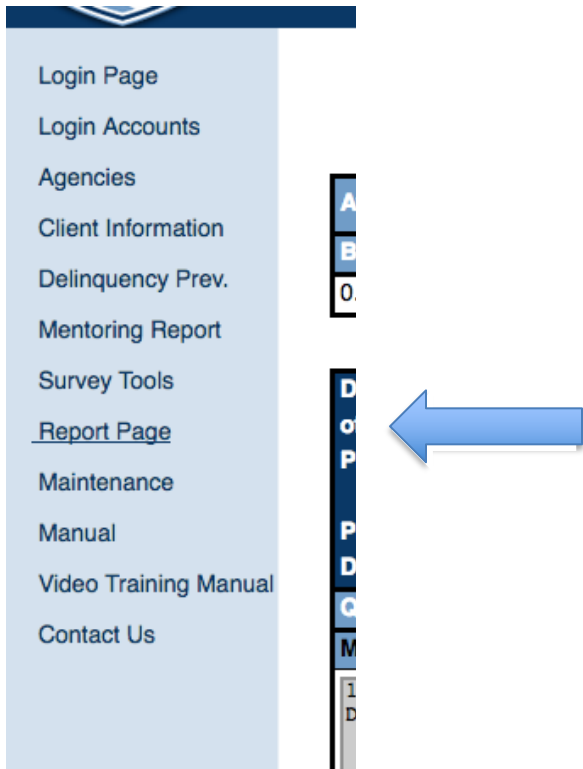| Question	Declining Explanation	Maintaining Explanation	Sustaining Explanation	Advancing Explanation	Level
Member Agency Development Assessment Board Governance					
1. BOARD DEVELOPMENT	The Agency does not have a Board of Directors, or the Board has no demographic diversity in terms of the age, race/ethnicity, and socio-economic classes of the community served by the agency.	The organization has and utilizes a written, board-driven process for the identification, selection, recruitment and orientation of board members based on its goals and objectives. Individual responsibilities, as well as collective roles of board volunteers are written and clearly	The organization has and utilizes a written, board-driven process for the identification, selection, recruitment and orientation of board members based on its goals and objectives. Individual responsibilities, as well as collective roles of board volunteers are written and clearly	The organization utilizes a written, ongoing board development process, which includes identification, recruitment, selection, orientation, ongoing evaluation and recognition.	✓ – None Selected – 1.0 1.5 2.0 2.5 3.0 3.5 4.0
2. BOARD MEMBERSHIP	The board has few, if any, active community leaders who influence community decisions and resources.	Agency's current Board represents a moderate range of interests in the community but there are	The board has some recognized business and public leaders who influence community	The board consists mainly of business and public leaders who influence decisions and resources	

The database is designed to save the assessment scores after every other line. If you need to step away from entering scores, you should scroll to the bottom and hit the Submit New Assessment Review button. It is a good practice to frequently hit the Submit New Assessment Review button throughout the process to avoid the possibility of losing any data.

Submit New Assessment Review   Reset

Return to Assessment Selection Page

At the review visit, please have copies available for the team and any staff or board

members who will be joining us. This can be copies of the form completed by hand or copies of the report from the database Report Page. IYSA staff will not need a copy they can view the scores from the database during the discussion.
To print copies of the Agency Development Assessment from the database, click the Report Page link.

Click on Report #16 – Agency Development Assessment

15. Core Roles	16. Agency Development Assessments	17. No outcomes assessments either pre or post for individual clients.
Individual breakdowns for Core Roles reporting.	Agency Assessment Breakdown.	No Assessments reporting
18. Peer Review Comparisons Between Agencies	19. Outcomes Assessments Graphical View	20. No post-assessment after a pre-assessment
List averages for different categories for all selected agencies.	Drill through report allowing user to view groups and then drill down into the group to see how the answers to the individual questions break down.	Clients with a pre-survey but no post survey

You may be prompted for a Login and Password which is iysauser for both:

Authentication Required

https://rs2k801.discountasp.net is requesting your username and password.

User Name: iysauser

Password: •••••••

Cancel   OK

Once this has been entered, you may be prompted for the year. You can select the year from the Dropdown box and then hit the View Report button.

DiscountASP.NET Reporting Services
Home > geolightorg > Reports > IYSANew >
rptAssessmentsAll

Search for:

View Properties History Subscriptions

New Subscription

Agency YSB of Monroe County   Year: 2018   View Report

Choose the format for the export from the dropdown box. PDF is recommended.

View Properties History Subscriptions

New Subscription

Agency YSB of Monroe County   Year: 2018

◁◁ ◁ 1 of 2 ▷ ▷▷

✓ Select a format
XML file with report data
CSV (comma delimited)
Acrobat (PDF) file
MHTML (web archive)
Excel
TIFF file
Word

Export

Assessment results be County for

Year	Board Avg	HR Avg				ng	Facil Avg
2018	2.39	3.54				.56	4.00

* Note 1: Salmon colored rows are practices that are below a 2.0 grade.

Then hit the Export link:

Assessment results for YSB of Monroe County for
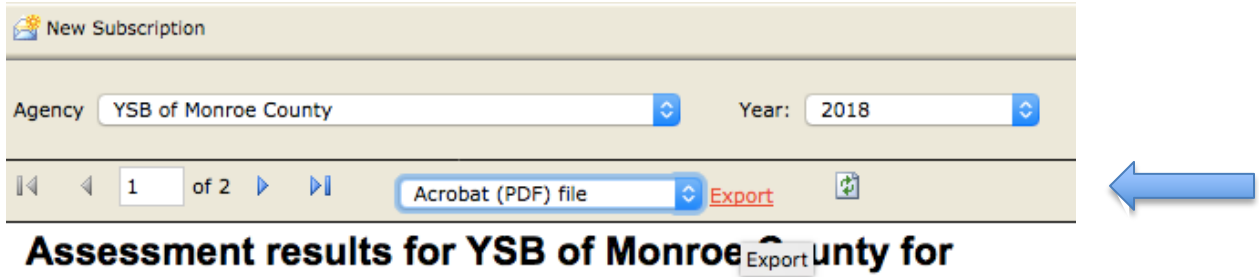
A dialogue window will open that will ask you to save or Open the file. Change it to Open file and hit OK. Once the file opens, you can title and save it.
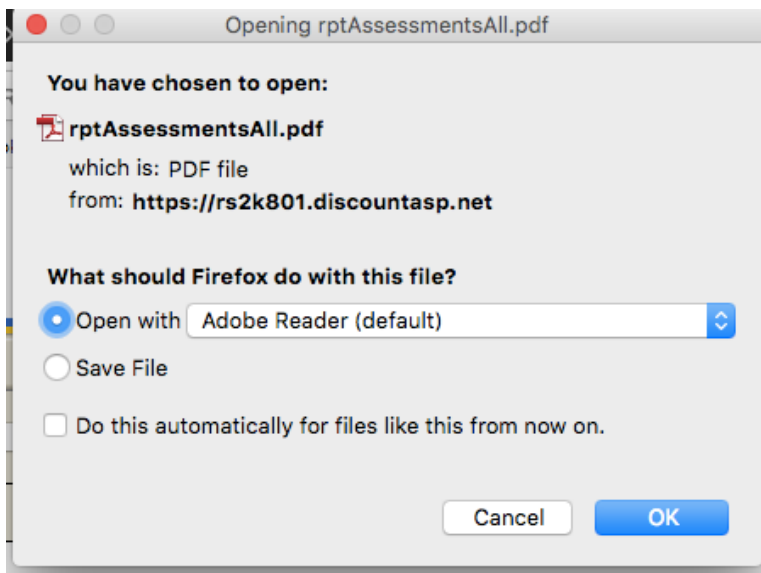
Any questions about any of this or if you run into any problems with the uploading, please contact the Chief Operations Officer, Robin Donaldson, at rdonaldson@indysb.org.

5. 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. Again, once the uploads are complete, notify IYSA staff so they can alert the review team about the availability of the documents.

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 he pre-visit report to the agency at least 72 hours prior to the visit. The agency will have an opportunity to upload documents or direct the review team members to documents already uploaded to resolve the items still marked in noncompliance prior to the visit. Any items still in noncompliance on the day of the review will be resolved at the visit and the agency will have the opportunity to submit documentation to demonstrate compliance at the time of the visit.

Upload 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 with their Member Standards report from the previous review, instructions for finding the most current blank Member Standards tool, and directions for uploading new documents for review to the database and a due date for having the uploads completed (generally three weeks prior to the review visit.)

The Member Standards report is highlighted in Green to indicate which items need updated documentation for the current review.
Highlight Key:
Light Blue: Items reviewed on site
Pink: Items to be completed by IYSA staff
Green: Items that need updated documentation at every review
None: Items that can be included in the desktop audit and require document uploads.

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. Upload documents for all of the items highlighted in green that need to be updated for this year's review.
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.
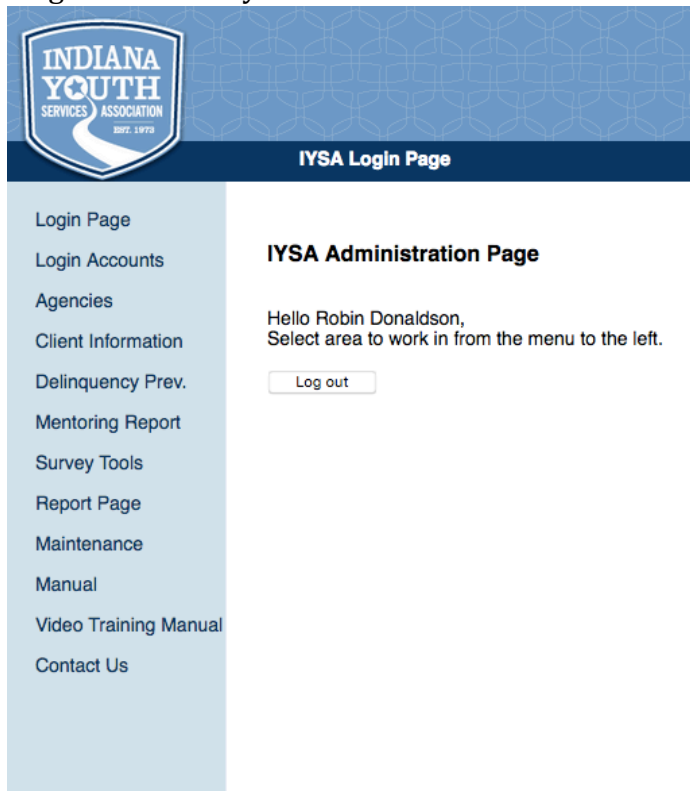
If you have concerns about uploading particular documents, it will be up to your team captain to decide what they can be flexible about and review onsite without

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.

Please refer to instructions in First Time Uploads (above) for directions accessing the database, uploading documents and entering scores for the Agency Development Assessment.

2. You can view the documents you already have uploaded into the database by clicking on the Survey Tool link:

Then select View/Edit Files from the dropdown box from that page.

You can now view the documents that currently exist and are available for review from your agency.

Contents of /IYSAYSB/PRFiles/Chances and Services for Youth/

File Name Up Arrow	File Size (bytes)	Date Created	File Type	Del
Fiscal VI. A. 3 .pdf	843347	5/22/2018 10:28:42 AM	PDF File	Del
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III.C.1.BOD Representative of Area.pdf	237569	5/16/2016 9:36:59 AM	PDF File	Del

Before you upload current documents, please delete any outdated documents at this time. Simply hit the delete link to the far right as shown above.

You will get a warning dialog box as a fail safe to avoid accidently deleting documents you want to keep. Click the OK button to delete.
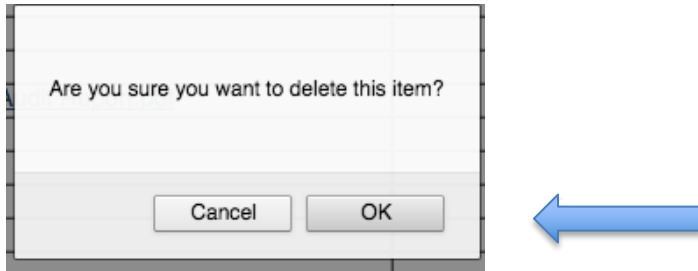
Remember, any documents previously uploads that include anything from the list below will not be able to be deleted but also cannot be viewed by the review team members:
- Tilde.
- Number sign.
- Percent.
- Ampersand.
- Asterisk.
- Braces.
- Backslash.
- Colon.

Upload your updated documents. Be sure 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. (See the example from CASY above)

Again, You cannot use the following characters anywhere in a folder name or a server name:
- Tilde.
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- Braces.
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3. Please notify the IYSA staff when you have uploaded things and they 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.

4. You will also need to complete and enter the scores for a Board-approved Agency Development Assessment tool (as evidenced by Board meeting minutes supplied) prior to the visit. You can find instructions for completing the tool and entering the Agency Development Assessment scores in the First Time Uploads section.

5. 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. Again, once the uploads are complete, notify IYSA staff so they can alert the review team about the availability of the documents.

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 he pre-visit report to the agency at least 72 hours prior to the visit. The agency will have an opportunity to upload documents or direct the review team members to documents already uploaded to resolve the items still marked in noncompliance prior to the visit. Any items still in noncompliance on the day of the review will be resolved at the visit and the agency will have the opportunity to submit documentation to demonstrate compliance at the time of the visit.

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.

Within 10 business days of the peer review visit, the agency and Board President will received a follow up letter that will outline the findings and plans for correction,

if needed, and highlight the strengths of the agency discusses in the Agency Development assessment report.

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.

Items are sorted by the Member Standards sections:

All documents stored in the Resource Library are available for use with permission of the agency that provided the copy. Permission for editing the document to include your agency name and logo is also granted.

You can submit any remediation documents by email to IYSA staff, usually the Chief Operations Officer, Robin Donaldson, at rdonaldson@indysb.org.

Once all remediation is completed, IYSA will send out an accreditation letter and certificate to the agency.