Indiana Youth Services Association
YSB Peer Review P & P Instructions for Agencies
(Revised February 2020)

Policy: Indiana Youth Services Association will conduct a site peer review for youth service bureaus, once every two years, and a desktop review on the off-visit year, 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 an agency presentation on the day of the visit.

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 10:00 am Eastern time and are generally complete by 1 pm Eastern time though times may vary. (Please see timeline in Section C -Peer Review Visit). Depending on travel, please plan for the day.

2. Agency members participating in the peer review teams will state their preferences for agencies to visit through the online sign up site distributed by IYSA.

3. IYSA staff will assign team reviewers to agencies based on their preferences, distance, and need, 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 presentation and summary of findings.

B. Desktop Audit of Member Standards:

<u>Upload Procedures for Second Time and Subsequent Reviews</u>

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.)

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.

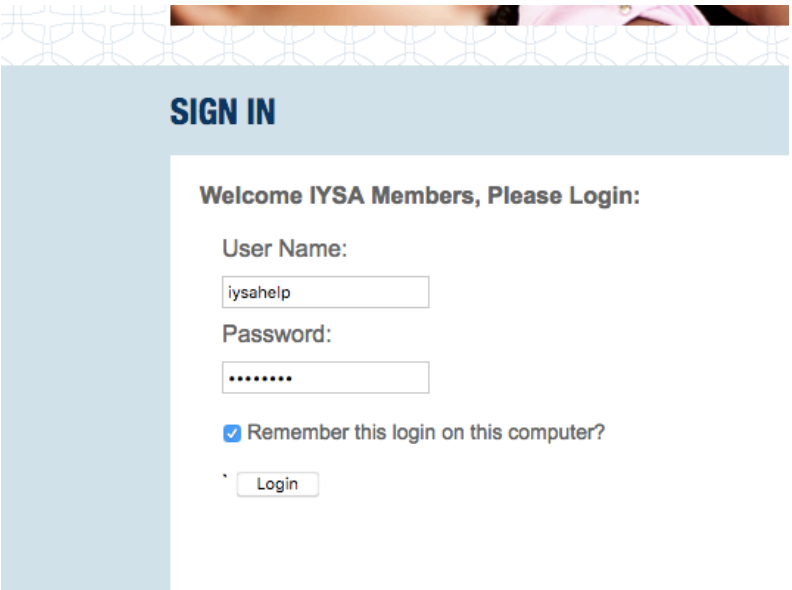
Highlight Key:

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.

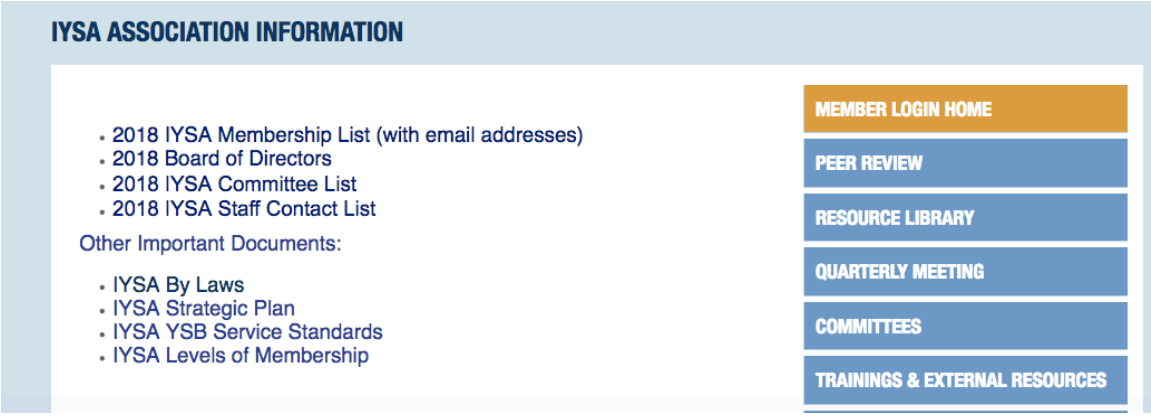
The member standards portion will mostly be done online and prior to the visit through the review of documents that you have already or will upload to the IYSA database. Please follow the steps below for this review:

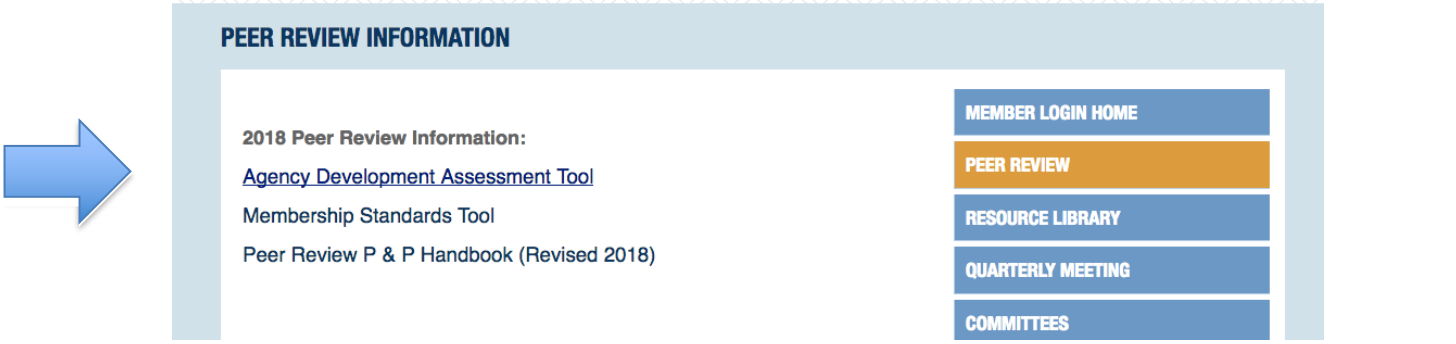
1. Review the Member Standards report from your last review. For any item in non-compliance and/or for any comments noting that documentation is missing, please upload those documents to the IYSA database.
2. Upload documents for all of the items highlighted in green that need to be updated for this year's review.
3. Please note, 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.

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



User Name and Password are the same – iysahelp.



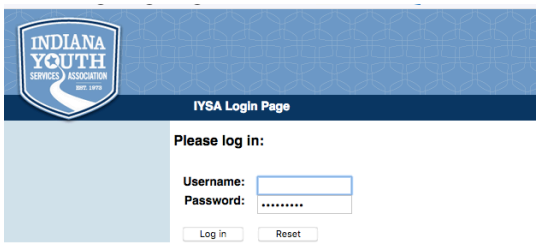


If you have concerns about uploading particular documents, it will be up to your team captain to decide what they can be flexible about and review onsite without making the onsite visit too burdensome and time consuming.

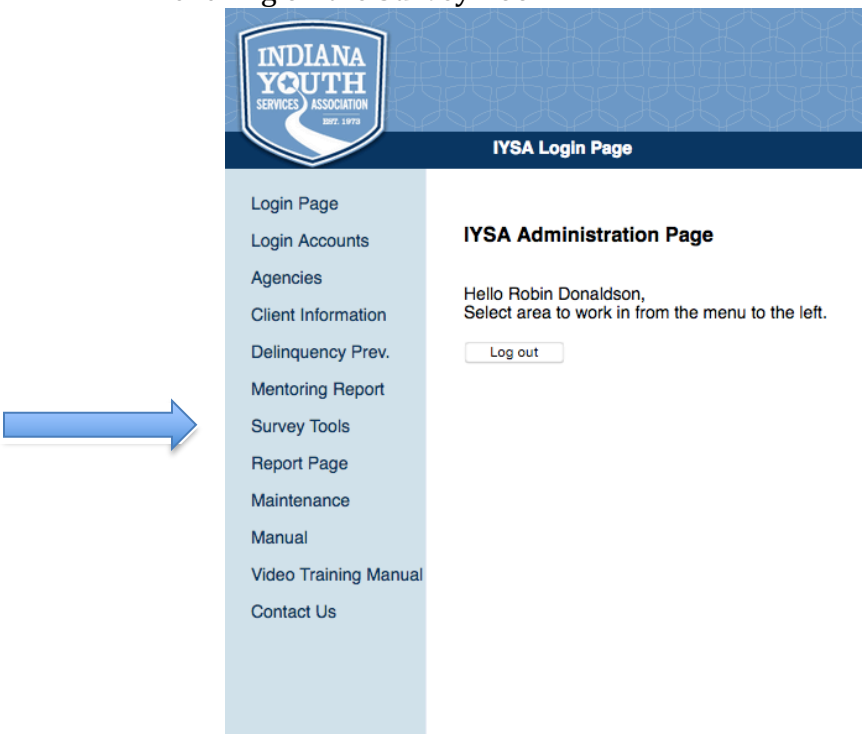
In order to give the review team time to look through your documents, we ask that **all of the uploaded documents be in place three weeks prior to the visit**. For your review, you will be notified of the upload deadline by email.

2. Database Uploading Process

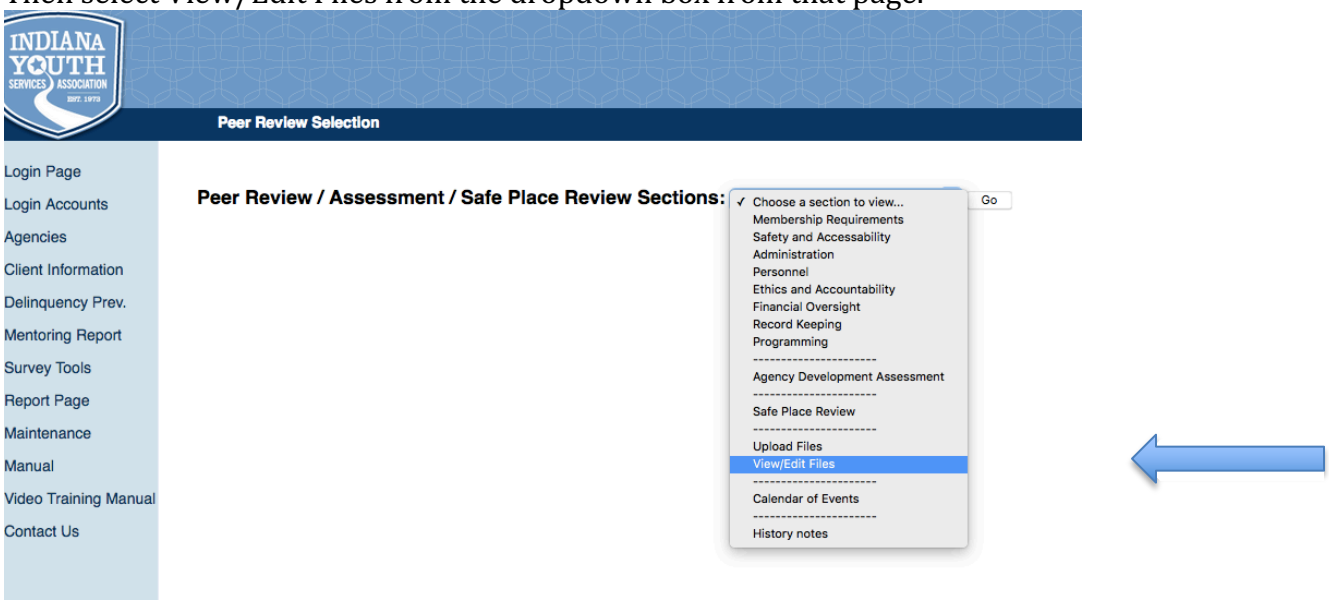
You can upload the documents by going to the IYSA database, https://geo-light.org/iysaysb/admin/login.asp and logging in. If you do not know your login credentials, please contact the Chief Operations Officer, Robin Donaldson, at rdonaldson@indysb.org.



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.



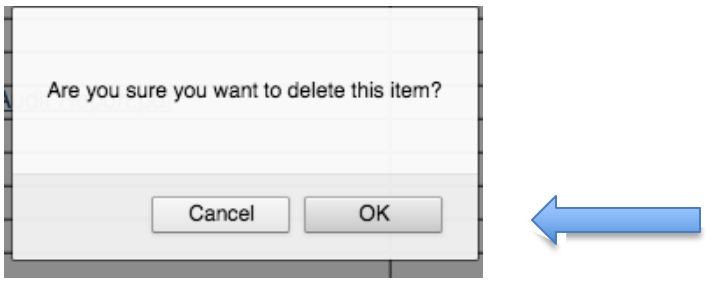
You can now view the documents that currently exist and are available for review from your agency.

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
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
III.B.2.Hiring CEO.pdf	114508	5/16/2016 9:35:26 AM	PDF File	Del
III.B.3.Executive Evaluation.pdf	150498	5/16/2016 9:35:26 AM	PDF File	Del
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

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.



IMPORTANT!!
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) The Peer Reviewer may ask you to rename if items cannot be found.

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

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

3. Please notify the IYSA staff and your review team when you have uploaded things so they can begin the review of materials. If the team on your review has any questions, the team members will contact you directly.

4. 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 the review team about the availability of the documents.

5. Once the review team has completed as much of the desktop portion of the review as possible, the team captain will review the pre-visit report to ensure all items are completed and documentation provided.

6. The team captain will submit the he pre-visit report to the agency (and copy IYSA staff) 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.

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.

C. Peer Review Visit

Timeline:

All Peer reviews begin at 10:00 am Eastern Standard time.

10 – 10:30 am – The team captain arrives early to complete walk through items prior to the start of the review. (See team captain job description)

10:30 am – 11:15 Completion of the Member Standards items still in non-compliance after the desktop audit and onsite items.

11:15- noon – Agency presentation with staff and Board member. IYSA overview by IYSA staff person.
The agency director/representative will do a presentation on their agency and include the following pieces of information: (Please feel free to involve your staff or Board members in the presentation)

- Agency history, overview and mission
- Description of all agency programs -noting which programs are YSB funded

- How agency delivers the YSB four core roles within their community (including numbers for the last two years)
- Outcomes report for the last two years highlighting strengths and areas for growth
- Answers to Programming questions A. 1 – 4, 6, & 7, and D. Evaluation
    - Utilization of evidence-based or evidence-driven programs
    - How Positive Youth Development is utilized in funded programs
    - How agency incorporates Trauma-informed care practices in funded programs
    - How cultural competency is utilized in service delivery
    - How the YSB-funded programs meet all program minimum standards as outlined in the YSB Service Standards - please be prepared to share those minimum standards with the review team
    - How the YSB-funded programs serve to reduce one or more of the identified risk factors or increase one or more of the protective factors found in the YSB Service Standards – This would be a good place to incorporate your Outcomes report
- Successes, Challenges, and ways in which the review team can be of help

12 noon – 12:15 pm – Review Team discussion of visit

12:15 -1 pm – Lunch and summary of findings with agency staff, review team and Board member/s

A full review team will include IYSA staff, review team members, the agency Executive Director and/or the YSB agency 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.** Remediation will require that a conference call is scheduled with a Board member, the agency Executive Director and/or the YSB agency representative, the peer review team, and an IYSA staff member 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. Personnel and client files will need to be available. Please see the agency onsite peer review checklist for further guidance.

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 while responding to specific questions provided beforehand in agency presentation. Client files will need to be available. Team captain will lead the discussion and IYSA staff will do the online documentation. 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.

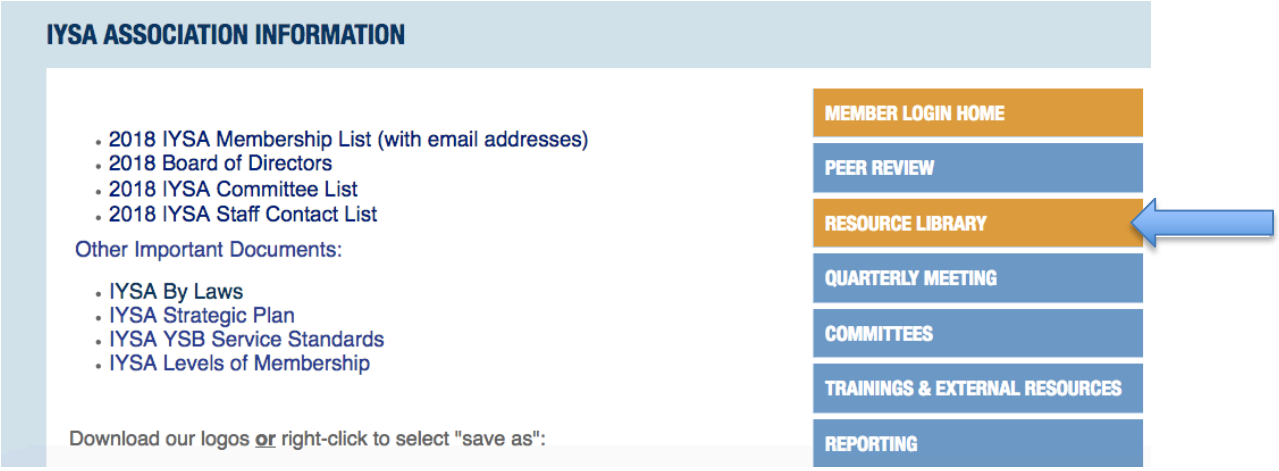
4. The peer review team will meet privately to prepare discussion of items in noncompliance, strengths, and areas with opportunities to grow.

5. 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.

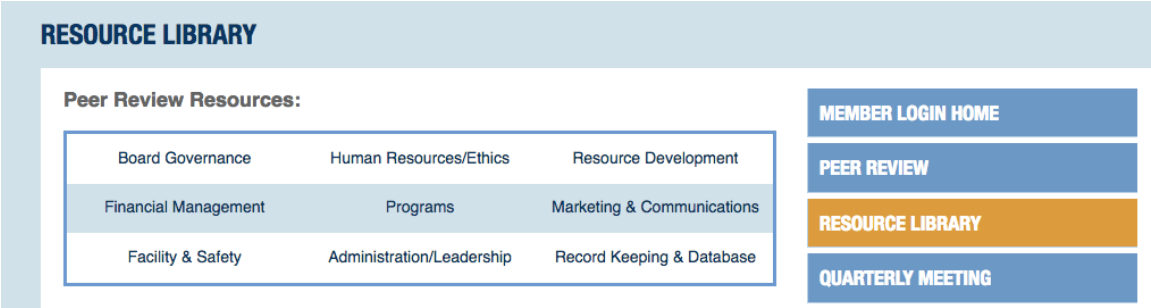
D. Peer Review Follow Up

1. Within 10 days of the site visit, the team captain will run the final Member Standards report and write the follow -up letter.
2. The team captain will email electronic copies of the Member standards report and follow-up letter to the agency director/representative, the board representative, and the IYSA COO.

3. 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.

4. 

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.