Indiana Youth Services Association
YSB Peer Review P & P for Peer Reviewers

(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. Agency members participating in the peer review teams will select the agencies they wish to review through the online sign up site distributed by IYSA. 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.
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 time, 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 via email to finalize a review date and provide the agency address.

B. Desktop Audit of Member Standards:

Procedures for On Site Agency Reviews

If you need a hard copy of the Member Standards tool for any reason, it can be found on the IYSA website http://www.indysb.org/ – Member Home –Peer Review page.

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 RESOURCES |

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 |

1. 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.

2. 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.

Suggested division are:
Team Captain:
/ Financial
/ Personnel
/ Safety Accessibility
/ Membership Requirements

Other Team Member:
/ Admin
/ Record Keeping
/ Ethics
/ Programming

The team members 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.

3. 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.

4. Team reviewers will access the uploaded documents through the IYSA database. The Peer Review P & P for Peer Reviewers can also be found on the IYSA website in the same location as the other peer review documents.

 You can view the uploaded 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.

The goal is to have all of the items in the Member Standards tool that are not highlighted completed one week prior to the visit. The items that are highlighted in pink on the Member Standards tool are the ones IYSA staff will complete. The items highlighted in blue will be completed on site.

IYSA staff will email the agency's previous Member Standards report from their last review and directions to review team members.

5. 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 the 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. Or you can open a new tab and follow the remaining instructions with two tabs open.

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

To open the database in a new tab (for Macs), select your + icon at the top of your browser to open a new page.
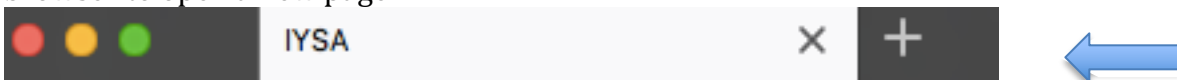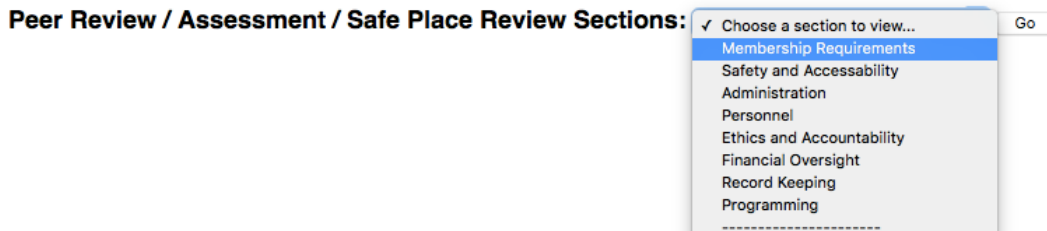

Follow your bookmark to the IYSA database or enter the database address into the
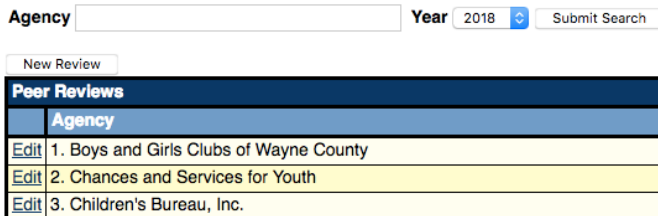
browser search and open the database in a new window. From there, right click to open in a new tab.
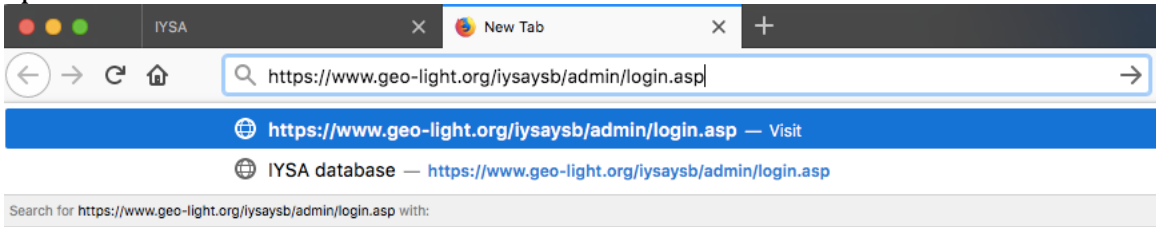
Once you have your documents or have opened the database in a new tab, go back to the Survey Tools link on the left, and this time, select the section you will be reviewing and hit the Go Button.

(Agency name) should appear in the list. Hit the Edit link and begin the review.

For any agency that has previously uploaded documents and been reviewed through the desktop audit, all those items in compliance from the last visit will automatically be marked in compliance again and the documentation notes will also pull forward into the new report.

#	Question	Compliance	Documentation	Remarks
	A. Overall Administration Policies and Procedures:			
1	The agency has a written mission statement that guides programs and service delivery and is shared with stakeholders (such as clients, staff, funders, service partners and the community) through any of the following: brochures, newsletters, website, social media, public service announcements, paid media coverage.	In Compliance	Mission and service area: Policy & Procedure	(Downloaded from previous year review.)
2	The agency maintains a current organizational chart that outlines all leadership, administrative and program staff.	In Compliance	Organizational chart	(Downloaded from previous year review.)

Please review the documentation notes to ensure nothing is missing. 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.

Please also 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.

As a reviewer, you are looking for documentation for the following:
- Any item in non-compliance or missing from the last review
- Items that are not fully covered by the documentation notes from the previous review
- Documents for all items that change on an annual basis (budgets) and are highlighted in green on the Member Standards report.
- Documents that indicate an agency update in policies and procedures. 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.

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.

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. You can also look at your own agency review for examples.

Though the database is set to save after every other item, it is always good practice to frequently scroll to the bottom of the page and hit the Submit Peer Review Edit button.

6. If you are not the team captain, please let them know when you have finished your sections. This portion of the review should be completed at least one week prior to the review visit. The team captain will review the pre-visit report to ensure all items are completed and documentation provided.

7. The team captain will submit the pre-visit report to the agency and review team (including IYSA staff) at least 72 hours prior to the visit. The team captain will work with the agency director/YSB representative to resolve Items in noncompliance prior to the visit. The items that have not been resolved 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. The team captain can access the Member Standards report by going to the Report Page on the database.

Click on Report #2 – Peer Review

| 1. Agency Directory	2. Peer Review	3. Student Report
Directory of IYSA Agencies	Peer Review for Agency	List of Students at each School
	4. Youth Drill-down Report	5. Overview
	List of youths with services along with breakdown of gender and race.	General Overview of Agency Work.

You may be prompted for a Login and Password which is iysauser for both:
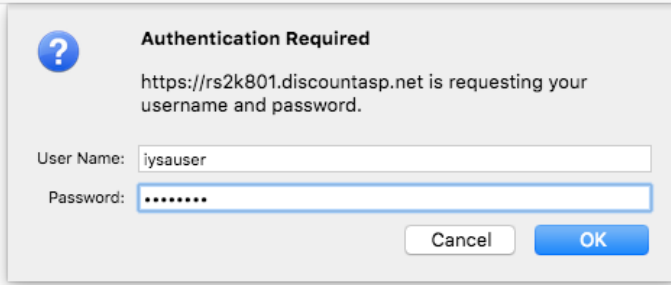
Once this has been entered, you may be prompted for the agency and the year. You can select the year from the Dropdown box and then hit the View Report button.
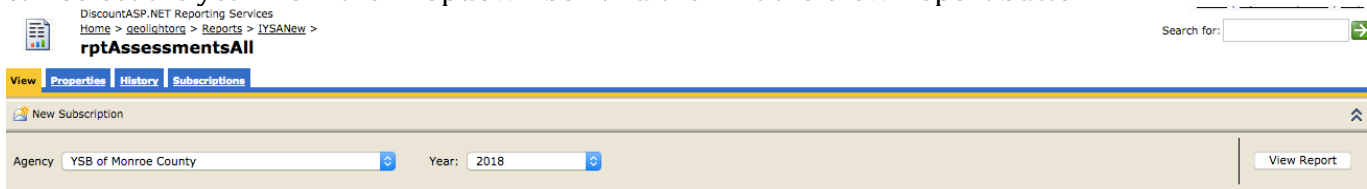
Choose the format for the export from the dropdown box. PDF is recommended.
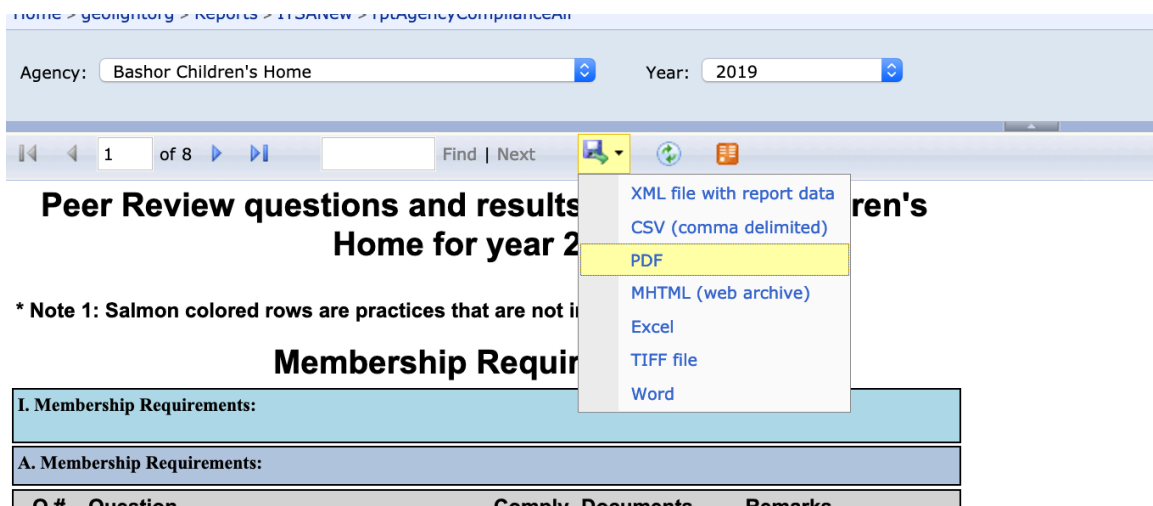
When you select and click the format, a dialogue window will open that will ask you to save or Open the file. Change it to Open file and hit OK. Once the file opens, you can title and save it.
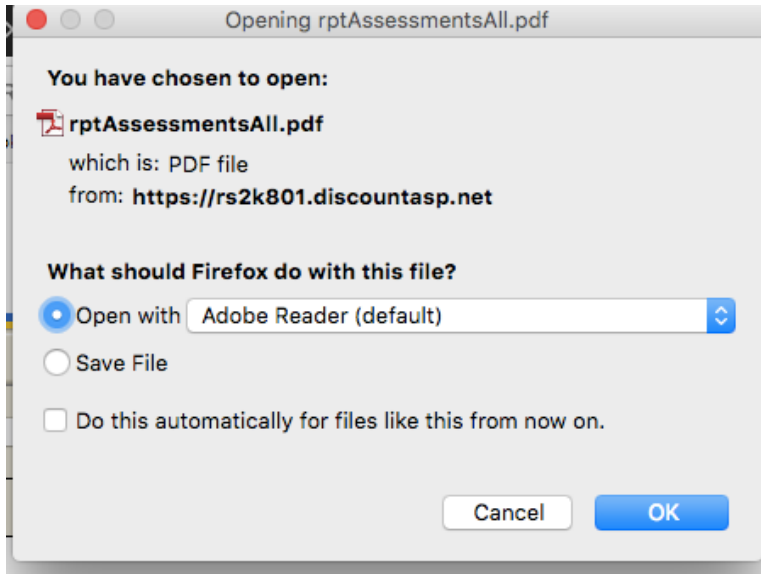
If you have any questions about any of this, please contact the Chief Operations Officer, Robin Donaldson, at rdonaldson@indysb.org.

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 members

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.

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.

At this point, the review team is done. Any follow up remediation needed will be facilitated by IYSA staff and the agency. Thank you.