

## YSB Review Team Captain Job Description

Youth Service Bureau Directors or agency representatives will participate as part of two review teams during the year they are not being reviewed. The YSB director will serve as the team captain for one of the reviews.

A recorded webinar on being a part of the review team can be found at:

The role of the Captain is to coordinate the desktop portion of the review prior to the visit, complete on-site items and facilitate discussion during the site visit, and provide follow-up feedback after the visit. The specific duties of the Captain are listed below. Please contact the IYSA Chief Operations Officer if you have any questions.

### I. Desktop Review (Prior to Visit)

1. 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:

#### a. Team Captain:

- i. Financial
- ii. Personnel
- iii. Safety Accessibility
- iv. Membership Requirements

#### b. Other Team Member:

- v. Admin
- vi. Record Keeping
- vii. Ethics
- viii. Programming

**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.**

2. The team captain will reach out to the YSB agency Director/representative to be sure all required documents have been uploaded and inquire about any updates for previously uploaded forms (employee handbook changes, new policies and procedures, updated agency brochures, etc.)

3. When the agency person has uploaded all documents, the team captain will inform the other team member and the desktop portion of the review can be completed. 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.

4. Once the other team member has indicated they are finished with their section, the team captain will review the Member Standards document.

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

5. When the Member Standards desktop portion is finished, (as much of it as can be done), the team captain will run a pre-visit Member Standards report from the database and email a copy to the agency director/representative, other team member, and the IYSA COO. In email, the team captain will highlight any items still out-of-compliance (not including those items to be completed on site). These items can be completed prior to the visit or on site. **Remember, 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.**

II. Site Visit

1. The team captain will arrive at 10:00 am, the day of the review, to resolve outstanding desktop review items and complete the following:

<b>II. Safety and Accessibility</b> – All organizations should develop a comprehensive safety and accessibility plan to make continued improvements in the key areas:	
<ul style="list-style-type: none"> <li>○ Safe daily operations and Crisis response preparedness</li> <li>○ Safety planning and Strategic risk management planning</li> <li>○ Accessibility and appealing to consumers</li> </ul>	
<b>A. Safety</b>	
	<ol style="list-style-type: none"> <li>1. Review the organization’s safety and facility policies on a bi-annual basis               <ol style="list-style-type: none"> <li>a. Is the facility clean and sanitary?</li> <li>b. Is the facility safe and in good repair?</li> <li>c. Emergency drills are conducted on, at least, a quarterly basis when youth participate in programming on premises</li> </ol> </li> </ol>
	<ol style="list-style-type: none"> <li>5. Agency maintains and post notices regarding:               <ol style="list-style-type: none"> <li>a. A Drug-Free Environment (with written policy related to the Drug Free Workplace Act of 1988 that is posted on the grounds.)</li> <li>b. A Smoke-Free Environment</li> </ol> </li> </ol>
<b>Accessibility and Appealing Environment</b>	
<b>C.</b>	
	<ol style="list-style-type: none"> <li>1. The facility is located in an area that is easily accessible to the consumers it is designed to serve.               <ol style="list-style-type: none"> <li>a. Location is in residential or high-youth traffic area or near a transit stop, when possible</li> <li>b. Location is well marked and recognizable</li> </ol> </li> </ol> <p>Location is within a safe neighborhood and/or is well-lit, free of external hazards, grounds are monitored, etc., to ensure safety of client and staff</p>

	<p>2. The facility is designed and planned to be appealing to consumers while maintaining safety and security</p> <ol style="list-style-type: none"> <li>a. The facility enables staff to respect the youth’s right to privacy and at the same time provide adequate supervision</li> <li>b. The facility design and décor is welcoming and warm</li> </ol>
<p><b>III. Agency Administration</b> – The overall administration of the agency should combine practical policies and procedures with a strategy to keep the current. These policies and procedures should cover:</p> <ul style="list-style-type: none"> <li>• Agency mission and services based on community needs</li> <li>• Agency organization and leadership</li> <li>• Personnel, safety, fiscal controls and programming</li> <li>• Governing board and board committees</li> <li>• Strategic and long-range planning</li> <li>• Compliance with all federal, state and local regulations and requirements</li> </ul>	
<p><b>A. Overall Administration Policies and Procedures:</b></p>	
	<p><b>3. The agency prominently displays its memberships (including IYSA), certifications, permits, accreditations and licenses for public view and there is proof that the agency operates under all the appropriate regulations and inspections as required by the state.</b></p>
<p><b>VII. Record Keeping</b> – It is essential that information used to monitor performance and communicate the YSB’s reach, participation and impact be collected, organized and presented with a high level of accuracy and credibility. Each YSB must define a process for collecting, storing and organizing data and ensure the process is consistently implemented in every unit.</p> <p>Establish a system for collecting data by:</p> <ul style="list-style-type: none"> <li>• determining the needed information and clearly defining the terms,</li> <li>• developing a carefully thought-out system for collecting and recording data,</li> <li>• training staff to collect the information,</li> <li>• determining how information will be stored and how long it will be kept, and</li> <li>• tracking and counting youth served in membership and through community outreach.</li> </ul>	
<p>Information management P &amp; P</p>	<p><b>5. Client records and files are stored in a safe, secure place.</b></p> <ol style="list-style-type: none"> <li>a. Hard copy files are kept in locked files.</li> <li>b. Policy that requires electronic files to be password-protected requiring a discrete login and password stored on private networks.</li> </ol>

2. Once the other team member and IYSA staff have arrived, the team captain will start the peer review with Introductions and an overview of the purpose of peer reviews.
  - To ensure continued accreditation of the Youth Service Bureau agency and meet the state statute requirements for being a YSB to access state YSB funding.
  - To share their strengths and successes with the team members and IYSA staff
  - To gain knowledge, strategies, and skills from the team members and IYSA staff
3. The team captain will coordinate completion of the on-site review items through review of personnel and client files, sign-in sheets, etc. During the Agency presentation portion of the peer review, the team captain will ensure all items have been covered.
4. After the agency presentation, the team captain will lead the review team discussion to identify any areas of concern to share with the agency director/representative and board member during the summary discussion.
5. The team captain will thank the agency staff members and board representative for their time and share the summary findings and summarize the follow-up steps

(Captains should be sure to get board member contact information so they can be included in the follow-up email.)

- The Captain will run the final Member Standards report and share that with all review participants along with the follow-up letter

### III. 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 (on the captain's agency letterhead). The follow-up letter should name all review participants, highlight agency strengths, and list any items that remain out-of-compliance and need follow-up action
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.