

DDRB Program Review Procedures

Internal Pre-review:

- A. Consult with Executive Director, Finance Director, Program Director, Administrative Assistant-Administration regarding additional issues to review/investigate during review (complete this early in review planning process to identify additional time or information needed from the agency).
- B. DDRB staff to review prior to or take to the review:
 - Agency application and contract details
 - Agency Accreditation Reports
 - Semi Annual/Year End Report
 - Corporate Information
 - DDRB history with agency – any current/past issues or concerns – see prior agency reviews

Request the Agency have available at time of review:

- Customer Files** (Customer files will be reviewed at random and at least 25% of customers participating in program will be reviewed)

Customer File should include:

Individual Service Plan

Customer records

Customer Rights

Consumer Health Monitoring (For individuals receiving ILA)

- Personnel Policy and Procedure Handbook**

- Employee Files**

Employee Files should include:

Background Check (Last 3 years, if employed)

License/Degree (Official transcripts/or Degree verification)

Reference Checks

Signed Job Description (Last 3 years, if employed)

Annual Performance Evaluations (Last 3 years, if employed)

Transportation: Proof of current license and vehicle insurance

- Employee Training Records**

Training Records should include:

OSHA / Blood-Borne Pathogens

Abuse and Neglect/Clients Rights

Behavior Prevention/Intervention

HIPAA/FERPA

Medication Administration

First Aid/ CPR

Safety Policies and Procedures (Include program relevant drill records)

Safety Manual

Safety Manual should include:

Emergency Plans

Drills (relevant to DDRB funded program)

Internal Safety Checks

External Safety Checks

Safety Committee

Strategic Plan, Accessibility Plan, Risk Management Plan (if applicable)

Customer Satisfaction Survey Results (Most recent fiscal year completed)

Other: _____

(As determined during review planning process)

Agency Program Review Results

If no, see comments

Agency Mission and Community Need	YES	NO
The agency's mission and program address an important and defined community need?		
Program offered is consistent with mission?		
The target population is defined?		
Program Design		
Program is consistent with the Agency's and DDRB's strategic direction, and meets other relevant nation standards (HCBS/WIOA)?		
Program has defined program targets?		
Program interventions used are accepted within the field of service as best practices? Example: do you know this is the best approach for implementing this program?		
Measurement procedures are structured to collect information on customers, services provided, and outcomes?		
Services are accessible to target population: Geographically? Physically? Financially?		
Persons Served		
A complete record is maintained for each person served?		
Agency protects and promotes the rights of all persons served?		
Guidelines are in place and followed regarding the sharing of any confidential information about persons served?		
The persons served are knowledgeable about the individual service-planning process and their active role in or direction, if desired of the process?		
An individualized service plan is developed. The plans are highly individualized, reflecting the diversity of the persons served?		
The agency demonstrates a commitment to a system that nurtures personal growth and dignity, and it supports the use of positive approaches and supports?		
Human Resources		
Program demonstrates that they value their human resources? It should be evident that personnel are involved and engaged in the success of the program and the persons they serve.		
There are adequate number of personnel to: <ul style="list-style-type: none"> • Meet the established outcomes of the persons served • Ensure the safety of persons served 		
The agency implements written procedures that address: Verification of: <ul style="list-style-type: none"> • Backgrounds of personnel including timeframes for verification. • The credentials of all applicable personnel 		
The agency: <ul style="list-style-type: none"> • Identifies the competencies needed by personnel. • Assess the current competencies of personnel at least annually. • Provides resources to personnel for professional development. 		
The agency provides documented personnel training?		
Performance management includes: <ul style="list-style-type: none"> • Job descriptions. • Performance evaluations for all personnel directly employed by the agency. • Reviews of all contract personnel utilized by the agency. 		
As applicable, the agency demonstrates a process that addresses the provision of services by personnel that are consistent with relevant: <ul style="list-style-type: none"> • Licensure requirements and/or certification requirements. • Professional degrees and/or professional training to maintain established competency levels. • On-the-job training requirements. • Professional standards of practice. 		

Program Implementation		
Program is delivered according to program design? The program reaches the target populations and serves targeted number of customers? Variances between the planned and actual program implementation are analyzed?		
Written policies and/or procedures exist for each program?		
Program Impact		
Programs are measured/assessed? Data is collected on all direct contact customers, including: Demographic data including, at least: <ul style="list-style-type: none"> • Gender, Race, Age • County residence • Activities provided/units of service • Outcome results 		
Assessment results are aggregated and analyzed to determine overall program effectiveness, including: <ul style="list-style-type: none"> • The extent to which expected outcome results were achieved. • Compare favorably to similar programs, benchmarks, or accreditation standards • The extent to which program modifications should be made in response to analysis. 		

Agency Program Review Summary

Agency _____

Review Date _____

Agency Mission and Community Need Notes/Comments:

Program Design Notes/Comments:

Persons Served Notes/Comments

Human Resources Notes/Comments

Agency Program Review Summary

Agency _____

Review Date _____

Program Implementation Notes/Comments:

Program Impact Notes/Comments:

Strengths/Best Practices Notes/Comments:
