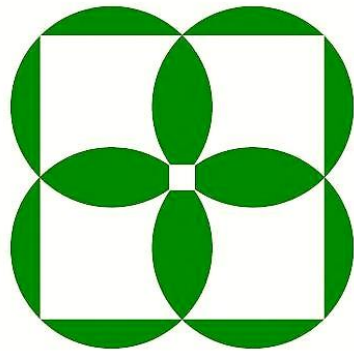


DDRB



Quality Standards

DDRB Finance Standards

Agency Board Governance

- Board of Director membership is stable.
- Agency has recorded Board and Finance Meeting Minutes.
- Board and/or finance committee review and approve finance reports such as: budget to actual, annual audit and minutes.
- Board reviews and approves DDRB request for funds, agency annual budget and any revisions.
- Board forecasts trends, needs and budget issues
- Board monitors special or new programs.

Agency Financial Stability

- Good financial policies and practices are current, implemented and reviewed.
- Revenue streams are adequate to manage cash flow/operations.
- Agency has Code of conduct policies related to finances.
- Agency has and follows policy regarding reserves.
- Investments are monitored.
- Employee benefit companies are paid regularly and timely.
- A 501(c)3 agency is registered to do business in Missouri.
- Agency payroll taxes are filed and paid.
- Insurance coverages are reviewed regularly.

Agency Fiscal Management

- Financial policies and procedures are followed.
- Financial internal controls, including segregation of duties, are in practice.
- Agency has a purchasing policy designating staff with authority to make purchases.
- Management reviews budget to actual, revenue streams each month.

Agency Planning

- Agency has a defined mission and strategic plan that is reviewed regularly.
- Financial goals are developed within the strategic plan

Agency and DDRB Contract for Services

- Detail for DDRB billings (units or program expenses) is accessible and reviewable
- Monthly program expenditures agree with billings to DDRB.
- Competitive bids/quotes are obtained for DDRB one time equipment (when applicable).
- Equipment purchased with DDRB funds is present and being utilized as authorized.
- Agency has and follows procedures to ensure that the DDRB is not billed for ineligible consumers who may be supported in a DDRB funded program.

DDRB Program Standards

Agency Mission and Community Need

- The agency's mission and program address an important and defined community need.
- The target population is defined.
- Program offered is consistent with mission.

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.
 - Innovation is encouraged.
- Measurement protocols 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:
 - Meet the established outcomes of the persons served.
 - Ensure the safety of persons served.
- The agency implements written procedures that address:
 - Verification of:
 - Backgrounds of personnel including timeframes for verification.
 - The credentials of all applicable personnel (including licensure certification, and registration).
- The agency:
 - 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:
 - 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:
 - 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:
 - Gender
 - Race
 - Age
 - County residence
 - Activities provided/units of service
 - Outcome results
- Assessment results are aggregated and analyzed to determine overall program effectiveness, including:
 - 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.