This Guidance and Indicator Document provides a breakdown of each Standard for the Program Evaluation and Improvement (PEI) Self-Study Rubric. Each standard in the PEI Rubric is further defined with indicators to guide the agency’s self-study and to assist the Panel Reviewer in assessing the completion of each standard. Furthermore, guidance is provided as tips for how to demonstrate that each standard is met.

NOTE to OSAC Meeting: Jerry’s review comments are indicated by asterisks and **\*\*BLUE TEXT\*\*.**

1. **Agency has a Board-Approved Strategic Plan with goals, data/evidence to show progress/achievement, and timelines/responsible parties for each goal.**

*See the indicators below for information on what your overall agency strategic plan should include to meet the requirements of Standard 1.*

## **Indicator 1A.** Specify overall agency goals, current progress towards those goals, timeline for completion of each goal, and who is responsible for each goal.

**Indicator 1B.** Provide documentation of Board review of the Strategic Plan and results of Board’s review.

*Guidance: This could include Board Meeting Notes which includes the date of the meeting, list of those in attendance, comments/review from the board members.*

**Indicator 1C**. Provide documentation of management/staff review of the Strategic Plan and results of their review.

*Guidance: Include dates of review, method, and any comments from staff/management team.*

1. **Agency has a Program Needs Assessment report identifying the current program needs including those that are met and those that are unmet needs.**

*Guidance: Provide a brief narrative summary for each program for which you are seeking accreditation. These needs may differ from the overall agency goals in standard 1 as these are specific to each program. This information may be combined with other PEI Standards; the agency should delineate where in their documentation this standard is met.*

**Indicator 2A.** Specify program goals and objectives as identified in client satisfaction surveys, inputs from other service providers, or by client outcome data.

**Indicator 2B.** Provide a narrative or other evidence of any curriculum changes made.

**Indicator 2C.** Provide a narrative or other evidence of modifications to marketing materials or other approaches to improve outreach efforts.

**Indicator 2D.** Specify any information on cost per client served and how that information is used in overall strategic planning.

1. **Programmatic Processes: Agency has documentation describing program procedures including intake, assessment, individualized plan, scheduling, and data collection.**

**Indicator 3A.** Provide a link to a narrative or to a specific part of Policies and Procedures materials that that describe program procedures for:

* Intake
* Assessment
* Development of the Individual Plan of Service including observable objectives (IEP, IPP, IPE, IWRP, IFSP)
* Conduct of the conference with the client **\*\*and if necessary, the family\*\*** to discuss and sign off on the individual plan.

**Indicator 3B.** Provide a link to a narrative or to a specific part of Policies and Procedures materials that describe the scheduling process for clients to receive services.

*Guidance: This may include the method for handling a wait list, order of services provided, employee(s) responsible for scheduling services, process for moving the client through the program and services.*

**Indicator 3C.** Provide a link to a narrative or to a specific part of Policies and Procedures materials that describe the process for collecting data on the client’s individual objectives.

1. **Agency provided a narrative or chart on Program Delivery Monitoring.**

*Guidance: categories may be adjusted to relevant measures for a given program. Categories to include:*

* the number of clients receiving direct service for specific number of hours per week
* number of clients receiving a specific number of hours of follow-up services
* number of clients receiving consulting service per month
* number of individuals who received information and were then referred for services outside of the agency.

**Indicator 4A.** Each service program conducts an ongoing comprehensive program evaluation which measures the effectiveness of its operations, including:

* the number of persons served in the program
* the percentage of service objectives achieved
* a summary of exit interviews/surveys reporting on the level of satisfaction with the services received.
* a review of referral sources and effectiveness of outreach especially to underserved & unserved populations. **\*\* Jerry asks whether the words underserved & unserved need some clarification\*\***

1. **Agency described how staff, cooperating organizations, volunteers, and persons served participate in evaluation of programs.**

*Guidance: Examples may include notes and documentation from focus groups, advisory board of stakeholders/consumers, exit interviews/surveys, etc.*

**Indicator 5A.** Describe approaches to obtaining input from program service providers and stakeholders (i.e. staff, collaborating agencies, volunteers, families, clients, etc.)

**Indicator 5B.** Describe approaches to gathering longitudinal follow-up on former clients to assess ongoing maintenance of individual outcomes or development of additional needs, i.e. phone survey, mailed survey, electronic survey, other opportunities to observe or interview former clients, employers, counselors, teachers, family members, and others.

*Guidance: Include a description of the timeline of these follow-up activities (Examples may include: monthly during service, upon service completion, within 30 days of service completion, annually on anniversary of intake, annually (at certain time of year), after 6 months of completion of services, etc.)*

1. **Agency provided a narrative describing how the organization makes needed modification to its administration and its programs based upon data coming from its program evaluations.**

*Guidance Examples: recommendations to board or changes made by administration and staff based on data collected from consumer surveys, staff surveys, stakeholder surveys, focus groups, advisory boards, other evidence that changes in program have been made to improve services, efficiency, and/or learner outcomes.*

1. **Agency provided a narrative describing how the organization makes needed modification to its Strategic Plan’s short and long range goals, based upon data coming from its program evaluations, program delivery monitoring and input from its staff and the community.**

**Indicator 7A.** A 3–5-year program plan that incorporates elements of the annual program evaluation and is in agreement with the organization’s overall strategic plan.

1. **Evaluation and audit findings are summarized in writing \*\*(and accessible alternatives)\*\*** **and used in the organization’s planning, budgeting, staff considerations, as well as internal and public reporting activities.**

**Indicator 8A.** Written annual report covering

* a review and update of the organization’s website,
* presentations made at public meetings to stakeholders,
* organization’s annual report to key constituents, which includes the number of community outreach presentations conducted.

*Guidance:* *This question refers to transparency and accountability to the public.*