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| **Program Evaluation and Improvement (PEI) Self-Study****Organization will establish a self-study committee to assess and** **rate the organization on the following:** | Supporting Documents Submitted | Committee Decision |
| Fully Met | Partially Met | Not Met |
| 1. Agency has a Strategic Plan with timelines, responsible parties for each goal, and data/evidence being used to show achievement of plan goals. Board reviews strategic plan regularly.

 A. Each service program conducts an ongoing comprehensive program evaluation which measures the effectiveness of its operations. **Indicators:** 1. **Service programs seeking accreditation as listed under sections II. Program Standards All Ages and III. Program Standards Birth through School Age report on evaluation measures such as:**
* **the number of persons served**
* **the percentage of service objectives achieved**
* **a summary of exit interviews/surveys reporting on the level of satisfaction with the services received. This client interview/survey may address such issues as employment, functioning as a homemaker, increased independence, safety, social and emotional behavioral improvement.**

*Guidance: create a chart or a narrative showing how your agency addresses the above measures or other relevant measures in each program for which you are seeking accreditation (the programs listed in Sections II and/or III )*1. **Prepare a program needs assessment report with input from program service providers identifying the achievement of current needs and the identification of unmet needs.**

*Guidance: provide a summary for all programs for which you are seeking accreditation, indicating input from the professionals involved in providing services.*  |  |  |  |  |
| 2. Written systems for program evaluations are utilized to monitor the application of human, physical and financial resources, to appraise the progress made toward goals, to measure the extent of achievement of established objectives, to ensure consistency with the organization’s mission statement and to assess the benefits to those persons served by the program.**Indicators:** 1. **Prepare a written annual plan with stated program objectives and expected outcomes. Objectives may address needed resources as identified by the service providers, client satisfaction survey results, client outcome data as documented by a pre-post assessment or a review of case files reporting on client progress.**
2. **Review and update of program curriculum to address trends and client recommendations/needs.**
3. **Review and update of program marketing materials to improve outreach efforts.**
4. **Conduct a study on the financial cost of the services and the profit /loss to program budget and the cost per client served.**

*Guidance: show how your organization intertwines multiple functions.  Many organizations have some version of a “scorecard” to track their Strategic Plan and it connects all the dots. You may want to break up the question into sections:* * *“Written systems for program evaluations”* ***–*** *What does your agency do to evaluate its programs?  How is the information captured in the strategic plan?  What data do you collect and how do you end up interpreting it and then how is that information transmitted to board, management team, staff, stakeholders?*
* *“are utilized to monitor the application of human, physical and financial resources”* ***–*** *this is the interpretation of data part.  How does your agency assess, plan, project staffing (human resources)--# of staff, what certifications or experience or skills are needed/board member skills, maybe volunteers or consultants.  How does your agency assess, plan, project their physical building—space needed, types of spaces, location of spaces, etc.  How does your agency assess, plan, project their financial needs and capacity for meeting them?*

* *“to appraise the progress made toward goals, to measure the extent of achievement of established objectives”* ***–*** *this is another aspect of interpretation of your data.  What goals are included in the strategic plan, who is responsible for action items related to the goals, and what is the timeframe set for achieving the goals?  Is your agency meeting the goals within the time frame or do you have to push these aspirations farther into the future and if so, how is that decision made?*
* *“to ensure consistency with the organization’s mission statement and to assess the benefits to those persons served by the program”****.*** *Once you have that Mission Statement “at the top” of your Strategic Plan or program evaluation document, you can actually just point back to whichever part of the Mission a given goal is addressing.  So for instance if your mission is to foster independence and enhance the quality of life for the blind and the visually impaired, then when you identify goals and evaluate your programs, you need data to show people you served became more independent and had a better quality of life as a result of your involvement with them.*

*Scorecards can be a visual representation of these interconnected dots.* |  |  |  |  |
| 3. Program evaluations cover specific aspects of service including individual goal setting and implementation, tracking and statistical data on persons served. **Indicators:** 1. **Report on the 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 to discuss and sign off on the individual plan.**
1. **Report on the scheduling process and the collection of data on the client’s individual objectives.**
2. **Report on the services delivery model used by the program, such as**
* **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 clients who received information and were then referred for other services.**

*Guidance: On Standard 3, when preparing a response such as for the procedures for Intake, remember this is a Program Evaluation oriented question.  So what you do in Intake, or how you describe Intake, would include referring back to the first two questions which are How “Program evaluations cover specific aspects of service including individual goal setting and implementation, tracking and statistical data on persons served;” and How “the scheduling process and the collection of data on the client’s individual objectives.” The final question is a report on “the services delivery model used by the program, such as….”*  |  |  |  |  |
| 4. Provisions are made for broadly-based participation in the program evaluations by staff, cooperating organizations, volunteers, and persons served. **Indicators:** 1. **Conducting focus or advisory group of stake-holders, to include consumers, referral sources and other key community partners.**
2. **Review of referral sources to determine which sources of community outreach are most effective and where more attention needs to be put.**

*Guidance: question 4 is related to how your constituents perceive the results.* |  |  |  |  |
| 5. The organization makes needed modification to its administration and its programs based upon data coming from its program evaluations. **Indicators:** 1. **A recommendation report to the administration based on data collected as a result of client satisfactory survey, staff survey, staff focus groups, and focus or advisory groups of stake-holders including clients served, consumers, referral sources and key community partners.**
2. **Evidence that changes in program have been made to improve services, efficiency, and/or learner outcomes as a result of data gathered through the program evaluation process.**

*Guidance: this question refers to how the management/board respond to questions 1 – 4.* |  |  |  |  |
| 6. Follow-up surveys of success of graduates and learners who have left the program are conducted as part of determining program effectiveness. **Indicators:** 1. **Report on conduct of a follow up survey that includes questions related to outcomes. This could be done over the phone, via mail or through an electronic communication based on client/consumer needs and preferences.**
2. **External surveys to employers, counselors, teachers, family members, and others to determine value of services provided and improvements that may be needed.**

*Guidance: this question refers to the idea that the results on the last day of services “stick” for a period of time.* |  |  |  |  |
| 7. Evaluation results are utilized in short and long-range planning. **Indicators:** 1. **3–5-year program plan that incorporates elements of the annual program evaluation and is in agreement with the organization’s overall strategic plan.**
2. **Develop a written policy and procedure for program evaluation which utilizes a program evaluation committee that includes consumers, staff, and any other key stake-holder. This program evaluation committee would meet regularly and produce a written report which may be utilized in short and long-range planning.**

*Guidance: question 7 relates to how the board and management plan based on the information.* |  |  |  |  |
| 8. Evaluation and audit findings are summarized in writing and used in the organization’s planning, budgeting, staff considerations and internal and public reporting activities.**Indicators:** 1. **Written annual report covering**
* **a review and update of the organization’s website,**
* **presentations made at public meetings to stake-holders,**
* **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.* |  |  |  |  |
| Total Standards |  | /8  | /8 | /8 |

Required Documents

Please prepare a folder in Dropbox (or use other means of sharing as mutually agreed with AER) for your Organization’s Program Evaluation System and Data Use for Improvements. Please provide sub-folders labeled for each of the following documents:

* Self-Study (above)
	+ Documentation **for each of the programs** **and services** that is being considered for accreditation:
		- Program Evaluation Policy and Procedures
		- Program Evaluation Budget
		- Program Evaluation Plan that includes Goals and Objectives that are linked to Intended Outcomes
		- Program Evaluation Measurement Instruments (i.e. Survey Forms, Metrics Grid and/ or Question Set, sample of consumer advisory group meeting notes, etc.)
		- Program Evaluation Report including both Qualitative and Quantitative Data that Illustrate Growth or Decline and Effectiveness
		- Post Program Follow up Survey and Results (Report)
		- Examples of How Program Evaluation Data was Used to Make Improvements, Guide Decisions and Strengthen Service Delivery.
		- Narrative to explain any standards you rated as partially met or not met.
		- Any other Narrative Remarks

List of Members of Self-Study Committee:

Date Self-Study Completed:

Date of Board Meeting approving Self-Study: