



Generic Narrative and Table of Evidence

Program Name: _____

Part 1: Program Information

**Organizations being accredited for the first time: Please provide information for the last year.
Organizations being reaccredited: Please provide information for the period since the last accreditation review.**

1. Provide an overview of the program that describes:
 - a. the programs' service philosophy and approach to delivering services;
 - b. eligibility criteria (**CR 1.05**); *Eligibility: The degree to which an individual, family, group, or community meets the specific criteria and qualifications required to receive goods, benefits, or services. See CR narrative.*
 - c. any unique programs or special services provided to specific populations (**CR 1.05**); and
 - d. major funding streams (**FIN 4, FIN 5.03(b)**).

Organization's Response:

2. If service components are provided to persons and families through contract in cooperation with other organizations or through a formal, coordinated service delivery system provide a list that identifies the providers and the services for which they are responsible (**RPM 9 & 10**). Do not include services provided by referral.

Organization's Response:

3. Address staffing patterns and staff competencies by providing (**HR 3, TS 2 & 3**):
 - a. Program staffing chart that includes lines of supervision
 - b. List of program personnel that includes:
 - i. Name
 - ii. Title
 - iii. Degree held and/or other credentials
 - iv. FTE or volunteer
 - v. Length of service at the organization
 - vi. Time in current position
 - c. Table of contents of training curricula

Organization's Response:

4. Provide any other information your organization would like the peer review team to know about the program.

Organization's Response:

Attachments

- a. A list of all program sites, including the following information for each program site: a) name of program/site director; b) address; c) phone number; d) hours of operation; e) number of FTEs; f) average monthly number of clients served; and g) directions or a map to each program site from the main organization office



- b. A demographic profile of persons and families served by the program(s) being reviewed under this service section with percentages representing the following: a) racial and ethnic characteristics; b) gender; c) age; d) major religious groups; and e) major language groups. Include an explanation of how the program ensures that it is providing culturally competent services **(GOV 2.02, GOV 6.03 [see interp.], HR 5.04)**
- c. As applicable, a list of groups or classes including, for each group or class: a) the type of activity/group; b) whether the activity/group is short-term or ongoing; c) how often the activity/group is offered; d) the average number of participants per session of the activity/group, in the last month; and e) the total number of participants in the activity/group, in the last month
- d. A list of any programs that were opened, merged with other programs or services, or closed
- e. Two quarterly reports from the case record review process conducted for this service, with any related corrective action plans **(PQI 4.02(a), PQI 4.03)**
- f. Two quarterly reports of accidents, incidents, and grievances related to this service **(See RPM 2.02, PQI 4.02(b))**
- g. All COA-approved NA Requests
- h. A list of all NAs applicable to your organization provided within the standards

Part 2: Program Outputs and Outcomes

Provide a response in each box describing how the program is making progress toward achieving its aims, and achieving better results for participants.

- 1. A summary of where the organization is in the development of its program for measuring program quality and outcomes, specific to the service. **(PQI)**

Organization's Response:

- 2. A list or description of program outputs and desired outcomes and any outputs and outcomes being measured including measurement tools used. **(PQI 2.02(e), PQI 3.02, PQI 3.03, PQI 4)**

Note: Program outputs may include consumer satisfaction, number of clients served, number of visits, timeliness of assessments, etc.

Organization's Response:

- 3. An overview of the organization's process for analyzing data. **(PQI 2.02(e), PQI 4)**

Organization's Response:

- 4. Examples of program improvements made based on the outcomes data. **(PQI 1.04, PQI 2.03, PQI 5)**

Organization's Response:

Attachments

- a. Outcomes measurement/data collection procedures **(PQI 2.02(e), PQI 3.02, PQI 3.03, PQI 4)**
- b. Outcomes results reported for the previous two quarters **(PQI 1.04, PQI 2.02(e), PQI 3.04, PQI 5)**



TABLE OF EVIDENCE

<p>On-Site Documents</p> <ul style="list-style-type: none">• Outreach strategies and informational materials• Job descriptions• Training curricula• Documentation of training attendance	<p>On-Site Activities</p> <ul style="list-style-type: none">• Interview:<ul style="list-style-type: none">a. program directorb. program personnelc. individuals and families served• Review personnel files
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