

Chapter: Administration
Subject: Monitoring and Assessment of Program
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COA Standard: PQI 5.04
Review/Revised: 12/10/20; 1/25/21

NRTC has a written policy, procedure, and practice provide for an internal system for monitoring programs through inspections or reviews conducted by the Director or designated staff member.

Timely and periodic monitoring of various facility operations will reveal the degree of compliance with policies, procedures, and standards. Internal administrative audits will be separate from external/continuing audit by other agencies.

The Program Managers are responsible for ensuring complete procedural compliance with this policy.

1. Internal Monitoring – Regular inspections, reviews, surveys, and collection of program data by administration (Director, Program Manager, Operations Manager, Business Manager, Administrative Assistant) or designated staff.
2. Unit Reviews
 - a. A monthly system of monitoring units will be conducted by Youth Specialist Supervisors.
 - b. This system provides for the collection and monitoring of critical program documentation and condition of areas within the unit(s)
 - i. Day Room/Furniture
 - ii. Resident Rooms
 - iii. Custodial Closet
 - iv. Storage Closet
 - v. Restroom(s)
 - vi. Showers
 - vii. Hygiene Products
 - viii. Doors Locked
 - ix. Unit Lights On
 - x. First Aid Kit
 - xi. Control Room
 1. Staff Log Notes
 2. Unit Log Book
 3. Medication Log Book
 4. Radios
 5. Camera System

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6. Youth Notes

xii. Activity Room

1. Copies for youth-Advancement Petitions, Request for Service Notes, Grievance Policy

3. Program Performance and implementation Review

- a. Facility programs are critically inspected in the following manner: area of need indicated, area is assessed in regards to meeting expectation or needing improvement; and, additional comments are provided for further instruction.

b. Survey(s)

i. Client Satisfaction Surveys

1. The Probation Officer provides each youth and parent with a client satisfaction survey upon youth's discharge.
2. The Client Satisfaction Survey is designed to evaluate the program and program staff.
3. Completed client satisfaction surveys are submitted to Administration and are, in turn, submitted to Court Administration.
4. Court Administration combines the results of all survey responses into a combined report.

ii. Youth Surveys

1. At each level change of the program youth are given a Youth Feedback form to provide feedback to staff and administration about the program.
 - a. This is requested every 4-6 weeks however, timeframes may vary dependent on how each youth progress through the program.
 - b. AOD youth are given the Youth Program Feedback form at the end of their placement.
2. Periodic youth surveys will be completed in order to assess various program aspects within the facility.
3. Youth surveys include but are not limited to the following:
 - a. Reward Survey
 - b. Food Survey
 - c. Staff Surveys

iii. Staff Surveys

1. Periodic staff surveys will be completed in order to assess various program aspects within the facility.

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2. Staff surveys include but are not limited to the following:
 - a. Supreme Court Survey
 - b. PBIS Program Surveys
 - c. Training Surveys
- c. Fidelity Group Checks
 - i. Periodical the Program Manager or Supervisors will observe youth groups and provide written feedback of group fidelity
 - ii. Fidelity checks are to be used as a teaching tool and feedback given.
4. Case Record Audit
 - a. Periodic review of case record documentation to ensure that all required documentation is submitted and contained within each staff and youth's case file on both open and closed cases.
 - i. Case file audits are documented by the Business Manager and kept in the case file.
 - ii. Results of case record audits are provided to the Business Manager, Case Manager and staff responsible for obtaining needed information.
 - i. Case File audits are completed yearly by NRTC licensing body.
 - a. ODJFS completes yearly audits as required under OAC 5101:2-5
 - b. ODJFS utilized a standardized monitoring and scoring tool that examines staff and youth records, interviews and a site visit.
5. Facility Inspection
 - a. A system of monitoring the building will be conducted by Senior Facility Maintenance Technician monthly.
 - b. This system provides for the collection and monitoring of critical program safety needs and condition of areas within the facility.