

CET POST SURVEY PROCESS

APRIL 2005

Following a CET survey, the site survey report will be sent to the service provider within 8 weeks of the survey. A copy of the report will be sent to the funder also.

The **Service Provider** and the **Funder designate** will review the *Survey Report* within one month of its receipt. The Service Provider will then develop an *Action Plan* that addresses how they will comply with standards and indicators rated as “not present” in the Site-survey report. PDD and AARC can act as a resource for the Service Provider. Development of the Action plan should be completed within 3 month of receiving the site survey report. The Action Plan will be reviewed by the **Funder designate** for completeness, and revised as needed by the Service Provider.

The Service Provider will then submit the action plan to AARC and a copy to the Funder designate. The Funder designate will collaborate with the Service Provider to ensure implementation of the Action plan.

Once the Service Provider believes that the action plan is in place, and has been fully implemented within 6 months following the site survey, a CET Standards Alignment report **(attached)* will be completed by the Service Provider and forwarded to AARC requesting a site verification visit, if required. A copy of the report will be sent to the Funder designate.

AARC will review the report and determine if:

- Additional work must be done by the Service Provider to address unmet indicator/standards
- Additional information is needed in the CET Standards Alignment report
- The Service Provider appears to be in compliance with CET documentation requirements before determining next steps.

If verification of compliance with CET requires on-site verification, AARC will schedule a trained surveyor(s) to confirm compliance on site. The timeframe for this re- visit will be set according to the number of conversations that need to be conducted, and any file or documentation review that may also need to be done.

Once evidence has been gathered, the surveyor will summarize information and comments and submit a Verification of Standards Alignment report. AARC will confirm certification status at that time and the outcome will be communicated to the Service Provider and the funder.

CET POST SURVEY PROCESS CON'T



Action Plan to Align With CET

All indicators rated as “not present” in the site survey report must be individually addressed in the Service Provider’s action plan.

The Action plan must cover:

- Each indicator rated as “Not Present”,
- The action that the service provider will take to ensure compliance with that specific indicator,
- How it will be done,
- By when,
- By whom, and
- How success in aligning with each missed indicator will be determined



CET Standards Alignment Report

Once the proposed actions indicated in the action plan have been fully implemented, a report is completed by the service provider that outlines which standards/indicators were not met, the action taken to meet it, who is responsible for carrying the action out, the timeframe for completion, and how the service provider knows the indicator is now in place. This report is submitted to AARC for evaluation and a copy submitted to the Funder designate. AARC will review the Standards Alignment report and confirm that the evidence provided demonstrates full compliance to the indicators. Clarification will be sought if the evidence or description of confirmation of compliance is unclear in the report. An updated, revised Standards Alignment report is then provided to AARC.



Verification of Standards Alignment by a Surveyor

Once the report is received and reviewed by AARC, AARC may schedule a trained surveyor(s) to confirm compliance on site, if onsite conversations or documentation review needs to occur. This may include: having conversations with individuals receiving service and/or their guardians, conversations with staff, and documentation review to confirm specific indicators. (e.g., if the indicator states “Staff can describe...” then a conversation with staff must be conducted to confirm this knowledge). If the indicator states “Individual is aware of ...” then a conversation with individuals and/or guardians (if the individual is non-verbal), needs to occur. If the required action has been taken to improve performance on the standard, the surveyor will summarize the information and submit a verification of standards alignment report recommending that certification be awarded for the balance of the three-year cycle.

CET POST SURVEY PROCESS CON'T



No Alignment – Then What?

If full implementation of proposed actions has not occurred by eight months after the site survey report was received, the Funder CEO or designate will be notified and will make decisions on next steps and/or status of service provider. AARC will schedule the date of the next survey for the service provider again three years from the last survey held, unless other arrangements are made.



SAMPLE ACTION PLAN

Service Provider's Name: _____
 Name of Regional Funder designate: _____
 Date Started: _____
 Date Completed: _____

Std #	Indicator rated Not Present (Describe)	Reason Indicator was not present	Proposed Action (What & How)	By Whom	By When	Success Indicator (Its met because...)
QoL						
QoS						
OF						

CET POST SURVEY PROCESS CON'T



SAMPLE STANDARDS ALIGNMENT REPORT

Service Provider: _____

Executive Director: _____ Region/Survey ID: _____

AARC Coordinator: _____ Regional Designate: _____

Initial Survey Date: _____ Date Due: _____

In Attendance: _____

Overview of Follow Up Meeting(s) :

<i>Quality of Life</i>		
Std/Indic.	Reason Indicator was not present	Evidence of How the Indicator is Now Met

<i>Quality of Service</i>		
Std/Indic.	Reason Indicator was not present	Evidence of How the Indicator is Now Met

<i>Organizational Framework</i>		
Std/Indic.	Reason Indicator was not present	Evidence of How the Indicator is Now Met

CET POST SURVEY PROCESS CON'T



SAMPLE OF VERIFICATION OF STANDARDS ALIGNMENT

Service Provider: _____

Executive Director: _____ Region/Survey ID: _____

AARC Coordinator: _____ Regional Designate: _____

Initial Survey Date: _____ Date Due: _____

In Attendance: _____

<i>Quality of Life</i>			
Std/Indic.	Reason Indicator was not present	Evidence of How the Indicator is Now Met	Surveyor's Verification

<i>Quality of Service</i>			
Std/Indic.	Reason Indicator was not present	Evidence of How the Indicator is Now Met	Surveyor's Verification

<i>Organizational Framework</i>			
Std/Indic.	Reason Indicator was not present	Evidence of How the Indicator is Now Met	Surveyor's Verification