



EXCHANGE

THE NATIONAL EXCHANGE CLUB

America's Service Club

Exchange Club Parent Aide Program

Standards of Operation and Practice

Purpose of Standards: These *Standards of Operation and Practice* are intended to serve as a guide to sound management and best practice for the National Exchange Club Exchange Parent Aide to ensure the model is implemented with quality and fidelity. Each organization implementing Exchange Parent Aide agrees to comply with these national standards prior to their site being approved by The National Exchange Club Board of Directors. Compliance with such professional standards enables organizations to avoid pitfalls and assists them in maintaining a high degree of quality in program services and sound business practice.

The National Exchange Club's *Standards of Operation and Practice* are consistent with other national standards in the field and were developed based on over 25 years of observation of the successes and failures of programs within our National Exchange Club Network. Regular review enables the network to ensure quality implementation of the Exchange Parent Aide model, and to support organizations in developing the necessary infrastructure to maintain consistent and effective services to families in their communities.

Exchange Parent Aide programs within our network undergo an accreditation review process initially and must participate in a re-accreditation process every three years. Centers can qualify for various levels of accreditation.

Accreditation Submission Process

These instructions provide a framework that can be used by centers to complete the accreditation process.

General Information

- **Self-Assessment:** It is recommended that the director and / or other key staff and board members review the *Standards of Operation and Practice* to become familiar with the instrument and process prior to submitting the accreditation packet.
- **Accreditation rating and submission type:** The “Initial” accreditation level to be attempted is a joint decision between the board and center director. It is recommended that staff and board confer at regular intervals to ensure that the process is on schedule and policy revisions are occurring as needed.
- **Collection of supporting documentation:** This is typically the most time-consuming part of the accreditation process. It is advisable to make an early determination concerning what documents will need to be revised or created, and develop a strategy to address deficiencies. It may be helpful to complete one standard per month, thereby giving the Board of Directors time to take action on policy changes

Accreditation Packet

A typical accreditation submission “packet” consists of the Center Information Form, Standards Checklist, and supporting documentation:

- **Center Information Form:** Please complete each section of the form, if possible. The form provides useful information to reviewers about the size of your agency and community served. This form is required.
- **Standards Checklist:** The Checklist, which begins on page 9 should be submitted electronically.
 - Please indicate in the “Exchange Parent Aide Program Complies” column the items with which your organization is currently in compliance. If the organization does not comply with a measure, leave the box blank. In the event that a measure is not applicable to the center being reviewed, mark it “NA” and provide explanation in the “COMMENTS” section at the end of each standard.
 - Leave “Reviewer” columns blank.
 - Please provide other explanations or information in the “COMMENTS” section at the end of each standard.
 - A section titled “Leveling Options” is found at the end of each standard. This section reflects the number of required and total items in compliance within each standard. A Center can determine its possible accreditation rating by summing the items with which center is in compliance and recording these numbers in the “Center” column.

- The organization's director, board president, and board secretary should review all materials and complete the "Verification Form".
- **Documentation Submission:** All supporting documentation should be submitted electronically using the system provided by the National Exchange Club. Instructions for accessing this system can be obtained from the National Exchange Club, Prevention Services Department.
 - The types of documents to be submitted are listed in each standard.
 - Organizations wishing to submit documentation but concerned about confidentiality should contact the CAP Services Department of the NEC for submission instructions.

Ratings

Centers earn points for each standard based on the total number of measures found to be in compliance. Ratings (A, AA, AAA) within each individual standard cannot be granted until 100% of the mandatory measures within that standard have been met—regardless of the point value achieved within the standard. To obtain an overall rating, the scores for each standard (1-4) are tallied. Overall ratings and accreditation level are determined using the following scale:

- For a rating of AAA, the center must have an overall score between 72-80 points and score a minimum of "A" within each standard.
- For a rating of AA, the center must have an overall score between 64-71 points and score a minimum of "A" within each standard.
- For a rating of A, the center must have an overall score between 56-63 points and score a minimum of "A" within each standard.

ORGANIZATION INFORMATION FORM

Legal Name of Agency:			
DBA:			
Address			
City/State/Zip			
Phone:		Fax:	
E-Mail:			
Web Site:			
Name of Director:			
Years employed as director of this agency:			
Date staff attended training:			
Board President:			
Date Elected:		Term Expires:	

SERVICE AREA INFORMATION: Describe service area for Exchange Parent Aide Model

Service Area (Check One)	<input type="checkbox"/>	Statewide	<input type="checkbox"/>	Multiple Cities
	<input type="checkbox"/>	Multiple Counties	<input type="checkbox"/>	Citywide
	<input type="checkbox"/>	County	<input type="checkbox"/>	Specific Neighborhoods
General Description:	<input type="checkbox"/>	Urban	<input type="checkbox"/>	Rural
Approximate population of area served:				
Racial/Ethnic Composition of Service Area:				
African-American		%	Caucasian	%
Latino/Hispanic		%	Native American	%
Asian/Pacific Islander		%	Other	%
Child Abuse Statistics:				
Total number of child abuse and neglect fatalities in service area last year				
Total number of child abuse and neglect reports in service area last year				
Total number of child abuse and neglect confirmations in service area last year				
Statewide total number of child abuse and neglect fatalities last year				

Statewide total number of child abuse and neglect reports last year	
Statewide total number of child abuse and neglect confirmations last year	

Agency History	
Year Established:	
If the Agency has been involved in a merger in the last ten years, please provide:	
Names Of Organizations That Merged:	Date:

Is the Agency currently considering a merger with another agency:	
If so: Name of Agency	
Address	
City, State, Zip	
Phone, E-mail	

Finance/Operations

	Current Fiscal Year (Dates:)	Last Fiscal Year (Dates:)	Previous Fiscal Year (Dates:)

Total Agency Income/Budget			
Total Agency Expenditures			
Income for Exchange Parent Aide Program			
Expenditures for Exchange Parent Aide Program			

Staffing

Number of full-time permanent staff (total for agency):		
Number of part-time permanent staff (total for agency):		
<ul style="list-style-type: none"> ○ Of the total number of full- and part-time permanent staff listed above, please indicate the number that are Exchange Parent Aides. 		

Number of other staff (e.g., contract, interns, etc.)		
Number of volunteers:		
Exchange Parent Aides:		Administrative:
Number of volunteer hours annually (all volunteers):		

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Legal Considerations

Has the Agency been involved in any lawsuits in the last three years?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
If so, has the suit(s) been resolved?			
Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Please attach a description of the suit(s) and how it has been or is being addressed.			

Other Information

If you believe there is additional center information relevant to the review process, please provide it here or submit additional descriptive information. Examples might include pertinent historical information, recent shifts that are impacting the agency, or unique, cultural, or geographic factors of your area that influence the agency's work.

STANDARD 1 - PROGRAM PRACTICES

Prevention of Child Abuse Services are implemented through the family-centered, intensive, home visitation practices of the Exchange Parent Aide Program.

(These criteria apply to both volunteer and paid Exchange Parent Aide programs.)

Criteria 1.1: Exchange Parent Aide Program provides services to families to promote child development, enhance parent child relationships and prevent abuse and neglect.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.1.1 Required: The Exchange Parent Aide program provides home visitation services with fidelity to the model established by the National Exchange Club.
			1.1.2 The Exchange Parent Aide program utilizes volunteer and/or paid staff to provide Parent Aide services.

Criteria 1.2: The Exchange Parent Aide program provides adequate training to ensure that knowledgeable staff and volunteers consistently provide quality Parent Aide services.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.2.1 A minimum of sixteen hours of initial training, utilizing the Exchange Parent Aide Training Manual is provided to Exchange Parent Aides.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	1.2.2 Monthly in-service training is conducted for Exchange Parent Aides.
			1.2.3 Exchange Parent Aides secure credentialing by the NEC's Prevention Services.
			1.2.4 Initial Exchange Parent Aide training includes <i>(must meet all of the following utilizing the Exchange Parent Aide Training Manual to comply with this measure)</i> :
			<ul style="list-style-type: none"> ❑ Orientation to the Exchange Parent Aide program (history, structure, goals and objectives) ❑ Orientation to Exchange Club and The National Exchange Club Foundation ❑ Local and state child abuse reporting laws; introduction to the local social service system and how it operates ❑ Parent Aide job description ❑ Roles and responsibilities of the Parent Aide in relation to the client, the referral agency and the provider agency ❑ Comprehensive overviews of child maltreatment ❑ Case planning and case management including documentation ❑ Stages in the parent/Parent Aide relationship ❑ Communication skills ❑ Relationship-building skills ❑ Parenting skills ❑ Confidentiality ❑ Community resources ❑ Cultural competency

Criteria 1.3: Supervision provides the necessary guidance to staff to ensure quality services, enhance morale, and monitor program and staff needs.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.3.1 Exchange Parent Aide supervisor meets monthly in person with each matched volunteer Exchange Parent Aide.
			1.3.2 Exchange Parent Aide supervisor maintains at least weekly telephone contact with matched volunteer Exchange Parent Aides.
			1.3.3 Exchange Parent Aide supervisor provides a minimum of one hour per week case supervision to each paid Exchange Parent Aide.
			1.3.4 Exchange Parent Aide supervisor reviews 33% of the active case files per month so that every three months every case shall have been reviewed.
			1.3.5 Supervisor maintains case supervision notes.
			1.3.6 Monthly case staffings are conducted with Exchange Parent Aides to discuss family progress and casework strategies.

Criteria 1.4: Case management is designed to focus on providing the most appropriate services and support to families.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.1 The Exchange Parent Aide program has a written referral policy that outlines the following items <i>(must comply with all of items listed below to comply with this measure)</i> : <ul style="list-style-type: none"> <input type="checkbox"/> plan for soliciting referrals from the community <input type="checkbox"/> intake procedures <input type="checkbox"/> acceptance of referrals <input type="checkbox"/> method of prioritizing referrals.
			1.4.2 The Exchange Parent Aide program serves ethnic and geographic diversity.
			1.4.3 An intake log or other method of organizing incoming referrals is maintained.
			1.4.4 A referral form is completed on each family and includes <i>(must meet all of the following to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Date <input type="checkbox"/> Referral source <input type="checkbox"/> Family name <input type="checkbox"/> Type of referral <input type="checkbox"/> Disposition of referral
			1.4.5 Families accepted for services are at risk of or involved in child abuse and neglect.
			1.4.6 Families served have a child in their family seventeen years or under.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.7 Case openings and status changes are reported on the NEC Monthly Statistical Report.
			1.4.8 Initial Needs Assessments are typed or written legibly and placed in the file within one week of interview.
			1.4.9 <u>Initial Needs Assessments</u> include (<i>minimum of 13 of the following items required to comply with this measure</i>):
			<ul style="list-style-type: none"> <input type="checkbox"/> Interview setting <input type="checkbox"/> Referral history <input type="checkbox"/> Appearance and affect <input type="checkbox"/> Environment/housing <input type="checkbox"/> Financial <input type="checkbox"/> Medical <input type="checkbox"/> Educational background <input type="checkbox"/> Marital relationship <input type="checkbox"/> Isolation <input type="checkbox"/> Bonding <input type="checkbox"/> Past parenting <input type="checkbox"/> Discipline <input type="checkbox"/> Pregnancy <input type="checkbox"/> Violence (including domestic violence) <input type="checkbox"/> Recommendations <input type="checkbox"/> Stability of residency (how long in geographic area) <input type="checkbox"/> Prior removal of children <input type="checkbox"/> Substance abuse

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.10 Family files include <i>(must comply with all of the following items to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Initial intake <input type="checkbox"/> Initial Needs Assessment <input type="checkbox"/> Service Agreement <input type="checkbox"/> Case summaries – quarterly <input type="checkbox"/> Documentation of contacts with family and others <input type="checkbox"/> Confidentiality releases <input type="checkbox"/> Documentation of match <input type="checkbox"/> Family Plans <input type="checkbox"/> Family Rights Statement <input type="checkbox"/> Evaluation of Parent Aide impact (program evaluation) <input type="checkbox"/> Closing summary <input type="checkbox"/> Any follow-up contacts
			1.4.11 Documentation of client contacts include <i>(must comply with all of the following items to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Date <input type="checkbox"/> Type of contact <input type="checkbox"/> Summary of contact <input type="checkbox"/> Signature
			1.4.12 Consumer surveys or other family evaluations of services are completed and kept either in client files or separate files.
			1.4.13 Documentation is placed in the client file at least monthly.
			1.4.14 All documentation is legible even if struck through.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.15 Every contact with the family or with any collateral contacts, by volunteers or Exchange Parent Aide supervisor, is documented by the person making the contact.
			1.4.16 All contact entries are signed.
			Matching Exchange Parent Aides and client families ensures that the interests of the family will be best served and the potential of the Exchange Parent Aide for helping the family can be fully maximized.
			1.4.17 Client families and Exchange Parent Aides have the opportunity of accepting or rejecting participation in a given assignment through separate pre-match interviews conducted by the Exchange Parent Aide supervisor. Documentation of these interviews is entered into the case file.
			1.4.18 Primary and secondary interviews are conducted by a supervisor/manager with the Exchange Parent Aide and client family to determine feasibility of Parent Aide/family match and to identify goals.
			1.4.19 Professional staff from the Exchange Parent Aide Program is available to the Exchange Parent Aide on a 24-hour basis; and/or a 24-hour crisis line/emergency service is maintained for families being served.
			1.4.20 A family plan is developed by the Exchange Parent Aide, and client family within thirty (30) days of the formal match.and signed by the Exchange Parent Aide supervisor.

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.4.21 The family plan includes <i>(must meet all of the following to comply with this measure)</i> :
			<ul style="list-style-type: none"> ❑ Goals and objectives for the relationship ❑ Time-frames ❑ Responsibilities of the Exchange Parent Aide and family ❑ Signatures of the Exchange Parent Aide, supervisor and family ❑ Outcomes
			1.4.22 The family plan is reviewed and updated, if necessary, every 90 days by the Exchange Parent Aide.
			Caseload size should be manageable for size of staff:
			1.4.23 Exchange Parent Aide program supervisor maintains no more than 5 Exchange Parent Aide/ family matches.
			1.4.24 Full-time paid Exchange Parent Aides maintain a maximum caseload of 15 Exchange Parent Aide/family matches.
			1.4.25 Only one client family is assigned to each volunteer Exchange Parent Aide unless the Exchange Parent Aide has demonstrated a documented capability to handle additional cases. Such situations might occur with full-time volunteers or university students/interns who would be governed by the same standards.
			1.4.26 Paid Exchange Parent Aide caseloads are determined on the basis of an average number of hours of service per week per family according to the needs of the family within their family plan. (Service is defined as face-to-face

			contact, collateral contacts and paperwork.) Consideration is given to time spent in travel and additional responsibilities of Exchange Parent Aide. In order to provide adequate services adhering to the Exchange Parent Aide model, the caseload of an Exchange Parent Aide who is a full-time staff member working 35 to 40 hours per week might reasonably include 10 to 15 families.
			1.4.27 Case closure forms or documentation includes <i>(must meet all of the following to comply with this measure)</i> :
			<ul style="list-style-type: none"> <input type="checkbox"/> Dates of case opening and closing <input type="checkbox"/> Brief summary of the match <input type="checkbox"/> Documentation of re-abuse or length of time since last reported abusive incident <input type="checkbox"/> Reasons for closure (use national closure categories) <input type="checkbox"/> Summary of case evaluation <input type="checkbox"/> Recommendations for the future
			1.4.28 Case progress made by family is <u>evaluated</u> by progress toward long-range goals (e.g. safety of the child, improved parenting skills, demonstrated better problem solving, increased family support).
			1.4.29 The Exchange Parent Aide program has a written policy on the archiving/maintenance and/or disposal of client records.

Criteria 1.5: Program services require the most ethical professional standards of confidential treatment be demonstrated to families.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
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			1.5.1 Only authorized persons have access to records. All records and files are kept in locked file cabinets in rooms that can be secured when staff are not present. Electronic records are password protected.
Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.5.2 A log is maintained in the file cabinet indicating who has checked out client files, when they are removed, and their location. Access to electronic records is monitored.
			1.5.3 There is a policy on confidential information kept on Information Systems (confidential information on computers and other technology should have the same standards as hard copy documentation).
			1.5.4 Staff are required to report suspected child abuse and neglect to the proper authorities.
			1.5.5 Staff are required to report potential suicide or homicide situations to the proper authorities.
			1.5.6 Families are notified of their rights (to receive services, to confidential treatment, to view their files, to file a grievance) and a signed copy of the Family Rights Agreement is on file.
			1.5.7 Families have access to their case records upon demand. Supervisors should review the files for any information that was disclosed from any source that is by law confidential and take measures to remove this information before shown to the family.
			1.5.8 The identities of client families are not disclosed without a signed release of information.

			1.5.9 Clients sign releases prior to appearing in public on behalf of the Exchange Parent Aide program (e.g. media, speeches, etc.)
Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			1.5.10 Health Insurance Portability and Accountability Act (HIPAA) guidelines regarding security and privacy of personal health information (PHI) is followed as applicable.

Criteria 1.6: A Quality Assurance Plan is in place to consistently monitor and improve the quality of services to families.

MEASURES:

Exchange Parent Aide program Complies	Peer Reviewer	Staff Reviewer	
			1.6.1 Case decisions are discussed with supervisors or treatment team.
			1.6.2 Cases are reviewed at least quarterly by supervisors or case work teams.
			1.6.3 Case closures are discussed with supervisors or case work teams.
			1.6.4 Deficiencies in quality, timeliness or service are documented and plans developed to improve.

Required Documentation for Standard 1 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in "Other". If a measure does not apply to the center, mark it "NA" and provide an explanation justifying this designation in the "Comments" section at the end of each standard.

- ❑ Description of center programs
- ❑ List of volunteer &/or paid parent aide staff (include length of service; caseload size)
- ❑ Initial orientation &/or training agenda for staff; include total hours of training
- ❑ In-service training agendas for last 12 months
- ❑ Certificate of National Parent Aide Network (NPAN) credentialing for parent aide staff
- ❑ Description of supervisory practices employed to volunteer &/or paid parent aide staff. Include:
 - Type supervision provided
 - Frequency of supervision
 - Sample of tools utilized
- ❑ Calendar detailing staffings of last 12 months
- ❑ Current Referral Policy (see measure 1.4.1)
- ❑ Service demographics
- ❑ Sample Intake Log
- ❑ 24-hour crisis line number(s)
- ❑ Sample referral/intake form
- ❑ Initial Needs Assessment (INA) sample
- ❑ Documentation sample
- ❑ Satisfaction survey form
- ❑ Sample Family Plan
- ❑ Sample case closure forms
- ❑ Sample pre/post tests utilized
- ❑ Confidentiality Statement/Policy
- ❑ Confidentiality Release
- ❑ Health Insurance Portability and Accountability Act (HIPAA) compliance policy
- ❑ Sample file sign out log
- ❑ Child Abuse Reporting Policy
- ❑ Family Rights Agreement
- ❑ Service Agreement form
- ❑ Sample Release of Information
- ❑ Operations manual for parent aides
- ❑ Interview format for first & second volunteer interviews
- ❑ Current Quality Assurance Plan

- ❑ Sample family file
- ❑ Policy on the archiving/disposal of client files
- ❑ Other _____

Required Documentation to be kept on-site:

- ❑ Supervision notes
- ❑ Review of 10%, not less than 10 files, of randomly selected open and closed files (closed within previous 18 months)
- ❑ Monthly statistics for past year
- ❑ Review Intake Log
- ❑ Observe location(s) of current & closed files
- ❑ Review client satisfaction surveys

Information to be Obtained from National office by Reviewer:

- ❑ Monthly statistics for past year and/or a yearly statistics analysis

<u>Leveling Options for Standard 1</u>			Exchange Parent Aide program	Peer Reviewer	Staff Reviewer
Total Number of Measures:	55	Required Measures In Compliance:			
Total Required:	1	Total Measures in Compliance:			
Needed for AAA Level:	50	(Includes Required Measures)			
Needed for AA Level:	44				
Needed for A Level:	39	Standard 1 Level:			

COMMENTS: _____

STANDARD 2 - PROGRAM EVALUATION

The Exchange Parent Aide Program is strengthened through implementation of sound program evaluation.

Criteria 2.1: The Exchange Parent Aide program ensures consistency in delivery of Exchange Parent Aide services through the implementation of Exchange Parent Aide program policies.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			2.1.1 The Exchange Parent Aide program has documented procedures to insure that Parent Aide services are delivered in the same manner. These procedures must contain all elements below:
			<ul style="list-style-type: none"> <input type="checkbox"/> Exchange Parent Aide Description <input type="checkbox"/> Types of services provided <input type="checkbox"/> Service dosage (number of home visits per week, recommended length of average home visit, recommended length of services) <input type="checkbox"/> Curriculums utilized <input type="checkbox"/> Goals/Objectives <input type="checkbox"/> Pre/Post Tests utilized <input type="checkbox"/> Procedure for delivering tests <input type="checkbox"/> Evaluation procedures
			2.1.2 The Exchange Parent Aide program reviews and updates the procedures every two years.
			2.1.3 A Quality Assurance Plan is in place to consistently monitor and improve the quality of services to families.
			<u>2.1.4 Required: The Exchange Parent Aide program submits monthly statistical reports to the NEC.</u>

Criteria 2.2: The Exchange Parent Aide program conducts basic evaluation(s) of its Parent Aide program.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			<p><u>2.2.1 Required--Exchange Parent Aide program consistently implements program evaluation elements (must comply with all elements below to achieve compliance with this measure):</u></p>
			<ul style="list-style-type: none"> <input type="checkbox"/> Program evaluation practices are outlined in the center’s case procedures manual or exist as a separate document. <input type="checkbox"/> The center uses the Adult-Adolescent Parenting Inventory to measure progress using pre- and post-test basis. <input type="checkbox"/> A minimum of one additional tool will be required. Centers will select either the Parenting Stress Index, or The Protective Factors Survey. <input type="checkbox"/> The center uses a logic model specific to the local program and context containing clear and measurable goals/objectives and that outlines service delivery components. <input type="checkbox"/> Center consistently uses NEC case closure reasons. <input type="checkbox"/> The center tracks the following data elements electronically (must comply with all elements and sub-elements): <ul style="list-style-type: none"> ○ Family: ID#, zip code, income, type of abuse (in cases where referrals involve family with confirmed abuse), substantiation of abuse ○ Parent or Caregiver #1 & #2: DOB, gender, marital status, race, education, employed, relation to child ○ Children: DOB, gender, race ○ Parent Aide services: Date referred, Date of INA, Date closed, Close reason, referral source, # of home visits ○ Measurement tool: Pretest and posttest scores for each inventory administered <input type="checkbox"/> Center administers a client satisfaction survey at the conclusion of services. <input type="checkbox"/> The center summarizes collected data at least annually. <input type="checkbox"/> Outcome data summaries are shared with the program committee, board, and/or staff at least annually.

			2.2.2 The Exchange Parent Aide program regularly shares program evaluation outcomes with NECF.
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Criteria 2.3: The Exchange Parent Aide program seeks to strengthen its program evaluation efforts.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			2.3.1 The Exchange Parent Aide program has developed and is actively working on an evaluation strategic plan to increase program evaluation.
			2.3.2 The Exchange Parent Aide program consistently uses two standardized, valid, and reliable measurement tools at pre-test and post-test.
			2.3.3 Exchange Parent Aide program keeps in-depth electronic records of program delivery data (all elements must be met to achieve credit for this measure):
			<ul style="list-style-type: none"> ❑ Family: CPS history, Social Support Networks ❑ Children: Physical health, mental health, disability ❑ Parent Aide services: Other services provided, # of referrals, # of contacts, 2nd measurement tool: pre-test and post-test
			2.3.4 The Exchange Parent Aide program has documented procedures to ensure that measurement tools are administered in the same manner.
			2.3.5 The Exchange Parent Aide program utilizes a mid-point test, i.e. a periodic re-administration, of at least one of the measurement tools.

Required Documentation for Standard 2 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in “Other”. If a measure does not apply to the center, mark it “NA” and provide an explanation justifying this designation in the “Comments” section at the end of each standard.

- ❑ Quality Assurance Plan
- ❑ Logic Model
- ❑ Satisfaction Survey
 - ❑ Evaluation Strategic Plan (may be a part of overall strategic plan)
 - ❑ Annual program evaluation report; description of how information shared with board and/or program committee
 - ❑ Copy of any in-house evaluation instruments, including satisfaction survey form
 - ❑ Screen shot of electronic data elements tracked by center or list of fields tracked w/ notation about type of database used (e.g. excel)
 - ❑ Policy on evaluation practices

<u>Leveling Options for Standard 2</u>			Exchange Parent Aide program	Peer Reviewer	Staff Reviewer
Total Number of Measures:	11	Required Measures In Compliance:			
Total Required:	2				
		Total Measures in Compliance:			
Needed for AAA Level:	10	(Includes Required Measures)			
Needed for AA Level:	9				
Needed for A Level:	8	Standard 2 Level:			

Standard 3 Networking

The Exchange Parent Aide Program is promoted and reinforced through networks and partnerships that enable staff to provide a continuum of services to families and which enhance efforts to strengthen families.

Criteria 3.1: The Exchange Parent Aide Program has established and maintains relationships within the community in order to positively impact prevention of child abuse issues.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			3.1.1 The Exchange Parent Aide program effectively collaborates and cooperates with public and private agencies to provide leadership in developing community child abuse prevention efforts.
			3.1.2 Exchange Parent Aide Program staff are recognized as informational resources on issues relating to child abuse prevention within the context of the community by the media and other professionals.
			3.1.3 The Exchange Parent Aide Program advocates for child abuse prevention funding at the local, state and/or national level within legal and funding guidelines.
			3.1.4 The Exchange Parent Aide Program affiliates with other local level organizations for the purpose of improving services to families and preventing child abuse.
			3.1.5 The Exchange Parent Aide Program affiliates with state level organizations for the purpose of improving services to families and preventing child abuse.

			3.1.6 The Exchange Parent Aide Program initiates and promotes collaborative relationships among community resources.
			3.1.7 Exchange Parent Aide Program staff participate in the development of interagency groups that focus on efficient coordination of service delivery to families.
			3.1.8 The Exchange Parent Aide Program actively participates in Child Abuse Prevention Month activities.

Required Documentation to be submitted for Standard 3 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in “Other”. If a measure does not apply to the center, mark it “NA” and provide an explanation justifying this designation in the “Comments” section at the end of each standard.

- Description of cooperative/collaborative activities with public/private agencies
- Description of advocacy activities for child abuse prevention funding (local, state &/or national level)
- Letters of support or affiliation from agencies referenced in measures 3.1.4, 3.1.5, and 3.1.6.
- List involvement with interagency groups, multi-disciplinary teams, child abuse prevention task force, statewide councils, etc. Include names of staff members assigned to each group
- Current agency public relations (PR) plan
- Current calendar of child abuse prevention events
- Agency brochures
- Recent news clips
- Printed and electronic materials
- Announcements
- Recent public service announcement copy
- Billboards (photo)
- Website URL
- Recent letters to the editor
- Other: _____

<u>Leveling Options for Standard 3:</u>			Center	Peer Reviewer	Staff Reviewer
Total Number of Measures:	8	Required Measures In Compliance:			
Total Required:	0				
		Total Measures in Compliance:			
Needed for AAA Level:	7	(Includes Required Measures)			
Needed for AA Level:	6				
Needed for A Level:	5	Standard 3 Level:			

COMMENTS:	

STANDARD 4 - ADMINISTRATION AND MANAGEMENT

The Exchange Parent Aide Program is sustained by effective management including providing necessary resources, sound business plans, policies and practices that provide adequate infrastructure for uniform service delivery to families.

Criteria 4.1 The organization and the Exchange Parent Aide Program promote its connection to a sponsoring Exchange Club or Exchange District and maintains its identity with the Exchange Club Center network to foster quality programming and practices.

MEASURES:

Exchange Parent Aide program complies	Peer Reviewer	Staff Reviewer	
			4.1.1 <u>Required: The Exchange Parent Aide program is sponsored by at least one local Exchange Club or Exchange District.</u>
			4.1.2 <u>Required: A written agreement exists between the National Exchange Club, the Organization and the sponsoring Exchange Club/District which delineates roles and responsibilities</u>
			4.1.3 <u>Required: The Exchange Parent Aide program is titled “Exchange Parent Aide”. This name and logo is displayed on letterhead and other written materials (e.g. brochures), websites, etc.</u>
			4.1.4 The Exchange Parent Aide Program supervisor has completed the Exchange Parent Aide training through the National Exchange Club.

			4.1.5 The Exchange Parent Aide Program supervisor or staff must attend at least 3 out of the last 5 National Exchange Cub's Annual Prevention of Child Abuse Symposium.
			4.1.6 Exchange Parent Aide supervisor and/or staff are encouraged to be a member of an Exchange Club.
			4.1.7 The Exchange Parent Aide supervisor reports to sponsoring Exchange Clubs/Districts.
			4.1.8 Exchange Parent Aide staff are encouraged to attend and support Exchange Club fund raising activities.
			4.1.9 Exchange Parent Aide program supervisor participates in a child abuse prevention program during the annual Exchange Club District Convention or alternate District events.
			4.1.10 The Exchange Parent Aide Program supervisor is connected to the NEC's Prevention Network through zoom meetings, webinars, and social media.
			4.1.11 The Exchange Parent Aide Program supervisor maintains contact with an NEC Center Relations Committee representative as initiated by a representative.
			4.1.12 Exchange Parent Aide supervisor seeks technical support from NEC staff when needed.

			4.1.13 The Exchange Parent Aide program actively promotes its affiliation with The National Exchange Club on printed and electronic materials.
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Criteria 4.2 The organization and the Exchange Parent Aide Program maintain sound business plans to support quality service delivery to families.

MEASURES:

Exchange Parent Aide program Complies	Peer Reviewer	Staff Reviewer	
			4.2.1 Required: Exchange Parent Aide Program has an operating budget.
			4.2.2 The Organization’s Articles of Incorporation are on file at the center to demonstrate compliance.
			4.2.3 The Organization has an operating budget including Exchange Parent Aide program,
			4.2.4 The Exchange Parent Aide program has a designated program supervisor.
			4.2.5 Additional professional and support staff are employed as needed to support the Exchange Parent Aide Program.
			4.2.6 Exchange Parent Aide staff are qualified to perform job duties as outlined in job descriptions. Consideration to be given to both personal characteristics such as ability to develop relationships with others; personal

			experience such as working with diverse populations and educational background which may include, but not be limited to:
			<ul style="list-style-type: none"> ❑ Supervisor: master’s degree in social work, counseling, psychology, or equivalent field (or an equivalent combination of education and experience); or, masters degree in business or equivalent field is appropriate provided the center has an established clinical staff; at least two years experience with children and families; two years of management and supervisory experience; applicants must be eligible to meet state licensure requirements if applicable ❑ Paid Exchange Parent Aide: Bachelors degree in human services; two years related experience with children and families is recommended. ❑ Para-professional Exchange Parent Aides with high school diploma (associates degree in human services desirable) may be considered with demonstrated personal characteristics and sufficient years experience working with children and families
Exchange Parent Aide program Complies	Peer Reviewer	Staff Reviewer	
			4.2.7 Files maintained on volunteer Exchange Parent Aides include, but are not limited to <i>(minimum of 9 of the following items required to comply with this measure)</i> :
			<ul style="list-style-type: none"> ❑ Content checklist ❑ Application ❑ Interview summaries ❑ Reference checks ❑ 3 personal references (maintained in separate file to insure confidentiality) ❑ Police checks ❑ Department of Social Services (DSS) check ❑ Signed job description ❑ Signed confidentiality statement

			<ul style="list-style-type: none"> ❑ Signed agreement between Parent Aide and center ❑ Parent Aide performance evaluation forms ❑ Record of attendance at training program (in-service and outside) ❑ Copies of valid drivers license and current auto liability insurance
			4.2.8 Personnel files are maintained on all staff including, but are not limited to <i>(minimum of 10 of the following items required to comply with this measure):</i>
			<ul style="list-style-type: none"> ❑ Application/resume ❑ Interview summary ❑ Reference checks ❑ Signed job description <ul style="list-style-type: none"> ❑ Signed confidentiality statement ❑ Signed child abuse reporting procedures ❑ Evaluation forms ❑ Documentation of training ❑ Documentation of certification or licensure ❑ Copies of drivers license, insurance ❑ Copies of disciplinary actions and responses (if any) ❑ Department of Social Services (DSS) check ❑ Police check Signed Conflict of Interest Statement
			4.2.9 Staff are reviewed annually by the center director or designee using a standardized format
			4.2.10 A minimum of 20 hours of training per year is provided to Exchange Parent Aide staff.
			4.2.11 A minimum of 20 hours of training per year is provided to volunteer Exchange Parent Aides.

Required Documentation to be submitted for Standard 4 Criteria:

Please include documentation as noted below in support of criteria with which you are in compliance. Additional documentation may be submitted and should be listed in “Other”. If a measure does not apply to the center, mark it “NA” and provide an explanation justifying this designation in the “Comments” section at the end of each standard.

- Signed Agreement between Exchange Club, National, and agency
- Name of sponsoring Exchange Club(s)
- Confirmation of attendance to annual symposium
- Certificate of Attendance to new director orientation
- Confirmation that center is registered on the CAP Discussion Forum
- Confirmation of center contacts with CAP Relations Committee representative
- Forms used to conduct background and criminal records checks
- List of staff/positions
- Resumes of director and supervisory staff
- Job descriptions of executive director and all staff positions related to parent aide program
- Personnel evaluation instrument(s)
- Volunteer parent aide file cover sheet &/or checklist
- Personnel file cover sheet &/or checklist
- Description of supervisory practices to staff. Please include:
 - Type of supervision offered
 - Frequency of supervision
 - Tools utilized
- Certificate of Attendance to new director orientation
- Confirmation of attendance to annual symposium for director, staff &/or board members
- Other: _____

Required Documentation to be kept on-site:

- Personnel files
- Volunteer files
- Resumes of parent aide staff

<u>Leveling Options for Standard 4:</u>			Center	Peer Reviewer	Staff Reviewer
Total Number of Measures:	24	Required Measures In Compliance:			
Total Required:	4				
		Total Measures in Compliance:			
Needed for AAA Level:	22	(Includes Required Measures)			
Needed for AA Level:	19				
Needed for A Level:	17	Standard 4 Level:			

COMMENTS:	