



ANNUAL SERVICE REVIEW with MIS reports 2015

All programs should complete an Annual Service Review of their program based on the most recent information that is available.

1. This review should be reported to the appropriate supervisory or advisory group of the program.
2. This review should be completed in the fourth quarter of the program's contact year and submitted at the end of the contract year as the final report (within 30 days) to their OCFS Contract Manager.
3. The first quarterly report for the following contract year should include any comments made by the advisory board and any action plan in place to resolve issues identified in the review, as well as any steps implemented to resolve issues.
4. OCFS monitors the annual service reviews of culturally sensitive practices completed by each site within its system to identify and address any changes that may be needed in the areas of cultural and language diversity, participant-centered perspective, staffing and literacy level of program materials and to ensure ongoing adherence to the standards identified in the HFA Best Practice Standards.
5. The review should be comprehensive. It includes information about the program's materials, training, and all aspects of the service delivery system (assessment, home visiting, and supervision). It includes input from families and program staff and identifies patterns and trends related to program strengths as well as areas to improve upon such as any culturally sensitive service gaps. (See Culturally Responsive Services: Useful Mechanisms for Assuring Culturally Sensitive Services.)

The review should be comprehensive and include the following information.

1. Descriptions of how all aspects of service delivery are evaluated for cultural competency. (i.e. Assessment, service planning, home visitation, supervision, etc.)
 - a. **Report Catalog/Training/ 5-3 Culturally Sensitive Practices**
2. A description of the target population that includes key demographic information. (i.e. Live births per year, number of women of child bearing age, number of single parents, age of target population, and race/ethnicity/ cultural/linguistic characteristics.)
 - a. **Good website for demographics by county**
(http://www.nyskwic.org/access_data/map_select.cfm) For program demographics,
 - b. **Report Catalog/Analysis/ Program Demographics**
3. How many screens were completed this contract year? What are the barriers to reaching universal screening if any? Describe any new linkages or process established to achieve universal screening.
 - a. **Report Catalog/Analysis/Screen Referral Source Outcome Summary and Screen Referral Source Summary**



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4. A description of issues facing the community. (i.e. Infant mortality rate, poverty level, teen pregnancy rate.)
5. Where target population can be found. (i.e. Agencies, hospitals, etc.)
6. The program's definition of acceptance rate.
7. A description of the population who accepted and refused assessment and why they refused
 - a. [Report Catalog/Accreditation/ 1-4A and B Acceptance Rate and Analysis](#),
 - b. [Report Catalog/Quarterlies/ Quarterly Pre-Assessment Engagement](#)
8. A description of how the program is attempting to improve acceptance of the assessment based on the analysis above.
9. A description of the population that is determined eligible to receive services by virtue of scoring 25 or more on the Kempe Assessment tool.
 - a. [Report Catalog/Accreditation/ 1-4A and B Acceptance Rate and Analysis](#)
10. A formal or informal analysis of those who refused the program who were determined to be eligible for services and the reasons why. A description of how the program addresses how it might increase its acceptance rate and a plan to improve this rate.
 - a. [Report Catalog/Accreditation/ 1-4A and B Acceptance Rate and Analysis](#),
 - b. [Report Catalog/Quarterlies/ Quarterly Pre-Intake Engagement](#)
11. A formal analysis of who dropped out of the program after enrollment and the reasons why.
 - a. [Report Catalog/Accreditation/ 3-4. A and B Retention Rate Analysis](#)
12. A description of how the program is addressing its retention rate based on the analysis of factors identified.
13. For each performance target achieved, are there any particular factors that you attribute success to? For each target not achieved, please describe steps taken, barriers to achievement and plan for overcoming barriers and achieving targets or technical assistance needed.
 - a. [Report Catalog/Quarterlies/ Quarterly Performance Targets and](#)
 - b. [Report Catalog/Quarterlies/ Four Quarter Performance Targets](#)
14. List any new staff hired during the contract period and date of hire. List any staff that left the program during the contract period, date they left, and reason for leaving. If FSW left the program, how was the caseload shift handled? Did families leave because of turnover? How many?
15. A description of current staff including demographic information.
 - a. [Report Catalog/Quarterlies/ Quarterly Worker Characteristics Summary](#)
16. A description of how staff is assigned to families.
17. A description of opportunities available for family input to services,
18. A description of opportunities available for staff input to services.
19. A summary of the finding of the review.
20. Describe achievements other than performance targets for families served. (Include case vignettes if applicable.) Describe challenges/issues to effective program operation and service delivery.



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21. Identify any noteworthy community collaboration efforts, advisory board activities, and coordination with local social services districts/health departments
22. Describe any publicity you have conducted on the program. Describe outreach efforts to hard to reach populations.
23. Identify any new curriculum used and feedback from families/ FSW's
24. Identify staff training and technical assistance needs.
25. Describe any efforts to secure additional funding for the program.