

Provide your agency's procedures to confirm mandatory (Professional) licensure is current? How will you ensure professionally licensed staff earn their CEU's and maintain their licensure?

Provide your Fiscal & Accounting Process: Describe your agency's fiscal & accounting process which will be used to ensure correct billing and which incorporated generally accepted accounting principles and [7AAC105.230](#).

Provide your agency Values, Philosophy and Mission. You did provide your agency's Values. Provide a Mission statement, and a statement of your agency's Philosophy. Identify each item.

Provide your Emergency Response and Recovery plan, which addresses all scenarios in Item #8 page 9 of the certification application.

Provide your agency's Confidentiality policy to include the confidentiality of client files, whether written on paper or computerized.

Provide your Annual Assessment & Written report and include:

Who will surveys be given to (clients, families of client, care coordinators, etc)?

Evaluation: How will you evaluate the Consumer Satisfaction Surveys to determine the distribution and analysis of the answers? When scoring, what will be acceptable and unacceptable scores?

Assessment: Based on the distribution and analysis of outcomes vs. expected outcomes, how well did the agency assist the clients?

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Recommendations: When there appear to be problem areas as evidenced by the surveys, how will recommendations/suggestions be deemed necessary for action, and how soon will changes be made.

Provide a sample consumer satisfaction survey, which allows for a range of answers.

Provide a written report summarizing the Consumer Satisfaction Surveys given out and returned the past two years.

Involvement

Evaluation- consumer satisfaction

Assessment of agency assistance

Recommendations for improvement

A simple way to think of it is 3-4 questions:

What went right?

What went wrong?