

7.5 Adult/Youth Service Evaluation

Purpose:

BACI is dedicated to providing quality services and, as such, has developed a set of 'Indicators of Quality Services'. These indicators are our internally developed standards and are also referred to as 'The General Expectations for Service Delivery' or 'Indicators of Service Quality'. Each year the services provided at the personal and program levels are reviewed to discover whether we are in fact meeting our own standards. Depending on the results, we either celebrate or get to work developing a service improvement strategy – usually a bit of both.

Policy:

BACI will conduct service evaluations, as outlined in the 'Guidelines for Service Evaluation' in all applicable services on a minimum annual basis.

Scope:

All services provided to adults and youth at BACI.

Guiding Principles:

- The 'Guidelines for Service Evaluation' (Adult/Youth) will be used to guide the process.
- Service evaluation will be collaborative in so much as the process will seek to involve relevant members of the person's network of friends, family and staff.
- Service evaluation will be evidence-based, meaning that the effectiveness, personal relevance and satisfaction of the service recipient will be evaluated objectively.
- The 'Guidelines for Service Evaluation' are part of BACI's Quality Assurance Processes and are linked to other quality assurance initiatives such as personal planning and outcomes measurement.
- The 'Guidelines for Service Evaluation' as an internal evaluation process will link to external evaluation processes such as CARF Accreditation.

Implementation:

The 'Guidelines for Evaluating Service Quality' provide a framework and procedure for assessing the quality of service provided within the Association's Youth/Adult Services Department and will be used to guide the internal service evaluation process. The evaluation process occurs at least annually for each person receiving service and each program. The Manager of Human Resources and Quality Assurance will lead the evaluation process.

Reporting and Monitoring:

The findings of the service evaluation process will inform and be reported through BACI's Outcome Management and Measurement Report. The recommendations for service improvements flowing from the service evaluation will be articulated in the Annual Business Improvement Plan.

The Manager of Human Resources and Quality Assurance as well as the Senior Managers of the program areas will action the items articulated in the Business Improvement Plan and will be held accountable for the demonstration of improved service quality when appropriate.

Linking Policies/Procedures:

- Quality Assurance
- Outcomes Management and Measurement
- Individual Service Planning
- The Guidelines for Evaluating Service Quality