



ANNUAL SERVICE REVIEW with Data reports

All programs should complete an Annual Service Review of their program based on the most recent information that is available. The review should be comprehensive and include the following information.

This review should be reported to the appropriate supervisory or advisory group of the program. 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. 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.

- Descriptions of how all aspects of service delivery are evaluated for cultural competency. (i.e. Assessment, service planning, home visitation, supervision, etc.) [Credential report tab: 55. 5-3 Culturally Sensitive Practices](#)
- 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.) [Good website for demographics by county \(http://www.nyskwic.org/access_data/map_select.cfm\)](http://www.nyskwic.org/access_data/map_select.cfm) For program demographics, [Reports tab report: H. Program Demographics](#)
- How many screens were completed this contract year? What are the barriers to reaching universal screening if any? [Reports tab: N. Screen/Referral Source Outcome Summary and O. Screen/Referral Source Demographic and Outcome Analysis](#) Describe any new linkages or process established to achieve universal screening.
- A description of issues facing the community. (ie. Infant mortality rate, poverty level, teen pregnancy rate.)
- Where target population can be found. (i.e. Agencies, hospitals, etc.)
- The program's definition of acceptance rate.
- A description of the population who accepted and refused assessment and why they refused. [Credential tab: 1-2A and B Kempe Analysis, Quarterly Tab: C. Pre-Assessment Engagement](#)
- A description of how the program is attempting to improve acceptance of the assessment based on the analysis above.
- A description of the population that is determined eligible to receive services by virtue of scoring 25 or more on the Kempe Assessment tool. [Credential tab: 1-2A and B Kempe Analysis](#)

- A formal or informal analysis of those who refused the program who were determined to be eligible for services and the reasons why. [Credential tab: 1-2A and B Kempe Analysis, Quarterly tab: D. Pre-intake Engagement](#)
- A description of how the program addresses how it might increase its acceptance rate and a plan to improve this rate.
- A formal analysis of who dropped out of the program after enrollment and the reasons why. [Credential Tab: 08. 3-4. A and B Retention Rate Analysis](#)
- A description of how the program is addressing its retention rate based on the analysis of factors identified.
- 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. [Quarterly Tab: A. Performance Targets, L. Performance Targets for 4 Quarters](#)
- 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?
- A description of current staff including demographic information. [Quarterly Tab: K. Worker Characteristics Summary](#)
- A description of how staff is assigned to families.
- A description of opportunities available for family input to services,
- A description of opportunities available for staff input to services.
- A summary of the finding of the review.
- Describe achievements other than performance targets for families served. (Include case vignettes if applicable.) Describe challenges/issues to effective program operation and service delivery.
- Identify any noteworthy community collaboration efforts, advisory board activities, and coordination with local social services districts/health departments
- Describe any publicity you have conducted on the program. Describe outreach efforts to hard to reach populations.
- Identify any new curriculum used and feedback from families/ FSW's
- Identify staff training and technical assistance needs.
- Describe any efforts to secure additional funding for the program.

