



## SERVICE NARRATIVE: GROUP LIVING SERVICES (CA-GLS)

### Part 1: Programme Information

Organisations may complete one template for all programmes, or a separate template that addresses each programme being reviewed under this section. Provide responses in each box provided.

**Organisations being accredited for the first time: Please provide information for the last year.  
Organisations being reaccredited: Please provide information for the period since the last accreditation review.**

1. Describe any significant changes, challenges, awards received, changes in funding, or obstacles faced by the organisation.
2. Provide an overview of the different programme(s) being accredited under this section. The overview should describe:
  - a. the programmes' service philosophy and approach to delivering services;
  - b. eligibility criteria;
  - c. any unique programmes or special services provided to specific populations;
  - d. major funding streams; and
  - e. any additional information referenced in the Table of Evidence.
3. If service components are provided to persons and families through contract in cooperation with other organisations or through a formal, coordinated service delivery system provide a list that identifies the providers and the services for which they are responsible. Do not include services provided by referral.
4. Provide any other information your organisation would like the peer review team to know about these programmes.

### Attachments

- a. A list of all programme sites, including the following information for each programme site: a) name of programme/site director; b) address; c) phone number; d) hours of operation; e) number of FTEs; f) average monthly number of clients served; and g) directions or a map to each programme site from the main organisation office
- b. A demographic profile of persons and families served by the programme(s) being reviewed under this service section with percentages representing the following: a) racial and ethnic characteristics; b) gender; c) age; d) major religious groups; and e) major language groups. Include an explanation of how the programme ensures that it is providing culturally competent services
- c. As applicable, a list of groups or classes including, for each group or class: a) the type of activity/group; b) whether the activity/group is short-term or ongoing; c) how often the activity/group is offered; d) the average number of participants per session of the activity/group, in the last month; and e) the total number of participants in the activity/group, in the last month
- d. A list of any programmes that were opened, merged with other programmes or services, or closed
- e. Two quarterly reports from the case record review process conducted for this service, with any related corrective action plans (See CA-PQI 4.02/4.03)
- f. Two quarterly reports of accidents, incidents, and grievances related to this service (See CA-RPM 2.02)
- g. All COA-approved NA Requests
- h. A list of all NAs applicable to your organisation provided within the standards

### Part 2: Programme Outputs and Outcomes

Provide a response in each box describing how the programme is making progress towards achieving its aims, and achieving better results for participants.



1. A summary of where the organisation is in the development of its programme for measuring programme quality and outcomes, specific to the service.
2. A list or description of programme outputs and desired outcomes and any outputs and outcomes being measured including measurement tools used.

Note: Programme outputs may include consumer satisfaction, number of clients served, number of visits, timeliness of assessments, etc.

3. An overview of the organisation's process for analysing data.
4. Examples of programme improvements made based on the outcomes data.

### **Attachments**

- a. Outcomes measurement/data collection procedures
- b. Outcomes results reported for the previous two quarters
- c. Group Living Services (CA-GLS) Grouping Chart



## TABLE OF EVIDENCE: GROUP LIVING SERVICES (CA-GLS)

	<b>Self-Study Documents</b>	<b>On-Site Documents</b>	<b>On-Site Activities</b>
<b>CA-GLS 1 Access to Service</b>	<ul style="list-style-type: none"> <li>▪ Access, screening, and intake procedures</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> <li>d. Family members</li> </ol> </li> </ul>
<b>CA-GLS 2 Family Connections</b>	<ul style="list-style-type: none"> <li>▪ Material that describes family involvement activities and efforts</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documentation of family involvement</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> <li>d. Family members</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 3 Assessment</b>	<ul style="list-style-type: none"> <li>▪ Assessment procedures</li> <li>▪ Assessment tool and/or criteria included in assessment</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 4 Service Planning and Monitoring</b>	<ul style="list-style-type: none"> <li>▪ Service planning and monitoring procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documentation of case review</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 5 Child and Youth Permanency</b>	<ul style="list-style-type: none"> <li>▪ Description of the planning process</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Persons served</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 6 Service Philosophy, Modalities, and Interventions</b>	<ul style="list-style-type: none"> <li>▪ Include Service Philosophy in Service Narrative Part 1: Programme</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documentation of training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Personnel</li> </ol> </li> </ul>



	<b>Self-Study Documents</b>	<b>On-Site Documents</b>	<b>On-Site Activities</b>
	Information <ul style="list-style-type: none"> <li>▪ Procedures for use of non-traditional or unconventional practices, as applicable</li> <li>▪ Table of contents of training curricula</li> <li>▪ Policies for prohibited interventions</li> </ul>		c. Residents
<b>CA-GLS 7 Community Connections</b>	<ul style="list-style-type: none"> <li>▪ Include description of activities in Service Narrative Part 1: Programme Information</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Direct service personnel</li> <li>b. Residents</li> </ol> </li> <li>▪ Review case records</li> <li>▪ Observe a variety of activities</li> </ul>
<b>CA-GLS 8 Health and Dental Services</b>	<ul style="list-style-type: none"> <li>▪ Health related procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Health education material</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Persons served</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 9 Education Services</b>	<ul style="list-style-type: none"> <li>▪ Procedures for enrolling participants in school</li> <li>▪ Procedures for developing educational plans</li> </ul>	<ul style="list-style-type: none"> <li>▪ Procedures for coordinating with local school district</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview               <ol style="list-style-type: none"> <li>a. Direct service personnel</li> <li>b. Education personnel</li> <li>c. Local school district representative</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 10 Services for Substance Use Conditions</b>	<ul style="list-style-type: none"> <li>▪ Include description of services in Service Narrative Part 1: Programme Information</li> <li>▪ List of referral resources for substance abuse services</li> </ul>	<ul style="list-style-type: none"> <li>▪ Documentation of training</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ol> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 11 Privacy Provisions</b>	<ul style="list-style-type: none"> <li>▪ Privacy policy and procedures</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ol style="list-style-type: none"> <li>a. Programme director</li> </ol> </li> </ul>



	<b>Self-Study Documents</b>	<b>On-Site Documents</b>	<b>On-Site Activities</b>
			<ul style="list-style-type: none"> <li>b. Relevant personnel</li> <li>c. Residents</li> <li>▪ Observe facility</li> </ul>
<b>CA-GLS 12 Group Living Environment</b>	<ul style="list-style-type: none"> <li>▪ Include description of services in Service Narrative Part 1: Programme Information</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ul style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ul> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 13 Residential Facilities</b>			<ul style="list-style-type: none"> <li>▪ Interview:               <ul style="list-style-type: none"> <li>a. Residents</li> </ul> </li> <li>▪ Observe facility</li> </ul>
<b>CA-GLS 14 Care and Supervision</b>	<ul style="list-style-type: none"> <li>▪ Resident/personnel care and supervision ratios</li> <li>▪ Procedures and criteria used for assigning and evaluating workloads</li> </ul>	<ul style="list-style-type: none"> <li>▪ Resident/personnel care and supervision ratios and coverage schedules for the past year</li> <li>▪ Documentation of workload assessment and data for workload size for the past six months</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ul style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ul> </li> <li>▪ Observe facility</li> </ul>
<b>CA-GLS 15 Transition from the Service System</b>	<ul style="list-style-type: none"> <li>▪ Transition planning procedures</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ul style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ul> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 16 Case Closing</b>	<ul style="list-style-type: none"> <li>▪ Case closing procedures</li> </ul>	<ul style="list-style-type: none"> <li>▪ Procedures that address continuation of services for persons whose third party benefits have ended</li> <li>▪ Review contract with public authority, as applicable</li> </ul>	<ul style="list-style-type: none"> <li>▪ Interview:               <ul style="list-style-type: none"> <li>a. Programme director</li> <li>b. Relevant personnel</li> <li>c. Residents</li> </ul> </li> <li>▪ Review case records</li> </ul>
<b>CA-GLS 17 Aftercare and Follow-up</b>	<ul style="list-style-type: none"> <li>▪ Aftercare/follow-up procedures</li> </ul>		<ul style="list-style-type: none"> <li>▪ Interview:               <ul style="list-style-type: none"> <li>a. Programme</li> </ul> </li> </ul>



	Self-Study Documents	On-Site Documents	On-Site Activities
			director b. Relevant personnel c. Residents d. Family members ■ Review case records
<b>CA-GLS 18 Personnel</b>	<ul style="list-style-type: none"> <li>■ Programme staffing chart that includes lines of supervision.</li> <li>■ List of programme personnel that includes:               <ol style="list-style-type: none"> <li>a. name</li> <li>b. title</li> <li>c. degree held and/or other credentials</li> <li>d. FTE or volunteer</li> <li>e. length of service at the organisation</li> <li>f. time in current position</li> </ol> </li> <li>■ Table of contents of training curricula</li> </ul>	<ul style="list-style-type: none"> <li>■ Job descriptions</li> <li>■ Documentation of training</li> <li>■ Training curricula</li> </ul>	<ul style="list-style-type: none"> <li>■ Interview:               <ol style="list-style-type: none"> <li>a. Supervisors</li> <li>b. Personnel</li> </ol> </li> <li>■ Review personnel files</li> </ul>

## FUNDAMENTAL PRACTICE STANDARDS

Essential Life and Safety	Health and Welfare	Client Rights
CA-GLS 6.03, CA-GLS 6.04, CA-GLS 8.01, CA-GLS 14.03, CA-GLS 14.05	CA-GLS 1.03, CA-GLS 1.06, CA-GLS 3.04, CA-GLS 3.05, CA-GLS 6.02, CA-GLS 8.04, CA-GLS 8.05, CA-GLS 14.04	CA-GLS 11.01, CA-GLS 11.02 CA-GLS 11.03, CA-GLS 11.04, CA-GLS 11.05