

Know Your Score!™ Self-Assessment By Operation Scorecard

Cycle 4 (Feb 2021 - Present)

Organization:	YMCA
Association:	YMCA of Orange County
Other:	
Assessment Completed By:	Staci Costello on 2022-11-29

Number of Youths:	7000
Number of Staff:	1100
Number Of Volunteers:	200
Use Locker Rooms:	Yes
Use Offsite:	Yes
Use Overnight:	Yes
Use Playgrounds:	Yes
Use Transportation:	No
Use Vendors:	No
Use Volunteers:	Yes

Operation	Score
Policies	100%
Screening	92%
Training	100%
Monitoring	100%
Internal	80%
Consumer	100%
Responding	100%

Operation	Score
Administrative	96%
Program	100%
Overall	97%

Program Type	Score
Aquatics	100%
Child Care	100%
Day Camp	100%
Resident/Overnight Camps	100%
Youth Sports	100%

Volunteers	Score
Volunteers	95%

#	Policies	Notes	Score
P1	The organization has a policy prohibiting the abuse or mistreatment of youth.		5 / 5
P2	The organization has a policy prohibiting abuse or mistreatment of one youth by another youth.		5 / 5
P3	The organization annually reviews all youth abuse prevention policies for relevance, utility and necessity, and modifies or rescinds as appropriate, and all staff are systematically notified of changes as they are implemented.		15 / 15
P4	The organization has a policy defining appropriate and inappropriate physical contact between staff and youths.		15 / 15
P5	The organization has a policy defining appropriate and inappropriate verbal interactions between staff and youths.		15 / 15
P6	The organization has a policy for managing the risk when one staff must be alone with one youth.		15 / 15

#	Policies	Notes	Score
P7	The organization has a policy governing interactions between staff and youths outside of regularly scheduled program activities.		15 / 15
P8	The organization has a policy governing electronic communication between staff and youths.		15 / 15
P9	The organization has a policy prohibiting staff from accessing, displaying, or possessing inappropriate information or pornography on the organization's property or equipment.		5 / 5
P10	The organization has a policy addressing staff cell phone use while on duty.		5 / 5
P11	The organization has a policy stating that it takes every allegation of abuse seriously and that it will cooperate fully with the authorities.		5 / 5
P12	The organization requires new staff to read and sign a statement informing them of their legal and ethical duty to report suspected abuse.		5 / 5
P13	The organization requires all staff to sign a statement indicating that they will cooperate fully with any investigation and that failure to do so may be grounds for termination.		5 / 5
P14	The organization requires all staff to sign a statement indicating that they have read and agree to comply with all organization policies.		5 / 5
Volunteer: 95 / 95 (95%)			
PV1	The organization has a policy defining appropriate and inappropriate physical contact between volunteers and youths.		15 / 15
PV2	The organization has a policy defining appropriate and inappropriate verbal interactions between volunteers and youths.		15 / 15
PV3	The organization has a policy for managing the risk when one volunteer must be alone with one youth.		15 / 15
PV4	The organization has a policy governing interactions between volunteers and youths outside of regularly scheduled program activities.		15 / 15

#	Policies	Notes	Score
PV5	The organization has a policy governing electronic communication between volunteers and youths.		15 / 15
PV6	The organization has a policy prohibiting volunteers from accessing, displaying, or possessing inappropriate information or pornography on the organization's property or equipment.		5 / 5
PV7	The organization requires new volunteers to read and sign a statement informing them of their legal and ethical duty to report suspected abuse.		5 / 5
PV8	The organization requires all volunteers to sign a statement indicating that they will cooperate fully with any investigation and that failure to do so may be grounds for termination.		5 / 5
PV9	The organization requires all volunteers to sign a statement indicating that they have read and agree to comply with all organization policies.		5 / 5

Policies Score: 225 / 225 (100%)

#	Screening and Selection	Notes	Score
S1	The organization requires applicants to complete a standardized application designed to screen for the potential to abuse.		5 / 5
S2	As part of the application process, the organization requires applicants to read and sign a Code of Conduct which includes information about behavioral expectations of all staff.		5 / 5
S3	The organization conducts face-to-face interviews which include behaviorally based interview questions designed to screen applicants for the potential to abuse.		15 / 15
S4	The organization conducts reference checks, including a personal or family reference, designed to screen applicants for the potential to abuse.		15 / 15
S5	The organization conducts criminal background checks that meet or exceed state or licensing and program-specific requirements on all new hires.		10 / 10

#	Screening and Selection	Notes	Score
S6	The organization repeats criminal background checks on all continuously employed staff at least once every two years, or more frequently if required by state or program-specific regulations, and at time of rehire for returning or seasonal staff.		5 / 10
S7	The organization has a process for reviewing criminal convictions discovered through the criminal background check.		5 / 5
S8	The organization requires staff to immediately notify their supervisor and human resources if they are arrested or convicted of a crime while they are employed by the organization.		5 / 10
S9	The organization conducts a national sex offender registry check on all new hires.		5 / 5
S10	The organization conducts drug screening for cause.	I would say this is overall a SOME	5 / 5
S11	All applicant information is reviewed and utilized throughout the screening process.		10 / 10
Volunteer: 80 / 85 (80%)			
SV1	The organization requires volunteer applicants to complete a standardized volunteer application designed to screen for the potential to abuse.		5 / 5
SV2	As part of the volunteer application process, the organization requires volunteer applicants to read and sign a Code of Conduct which includes information about behavioral expectations of all volunteers.		5 / 5
SV3	For <u>frequent volunteers</u> , our organization conducts face-to-face interviews which include behaviorally based interview questions designed to screen volunteer applicants for the potential to abuse.		15 / 15
SV4	For <u>frequent volunteers</u> , the organization conducts reference checks, including a personal or family reference, designed to screen volunteer applicants for the potential to abuse.		15 / 15

#	Screening and Selection	Notes	Score
SV5	The organization conducts criminal background checks that meet or exceed state or licensing and program-specific requirements on all volunteers.		10 / 10
SV6	The organization repeats criminal background checks on all continuously involved volunteers at least once every two years, or more frequently if required by state or program-specific regulations, and at time of rehire for returning or seasonal volunteer.		10 / 10
SV7	The organization requires volunteers to immediately notify their supervisor and human resources if they are arrested or convicted of a crime while they are employed by the organization.		5 / 10
SV8	The organization conducts a national sex offender registry check on all volunteers.		5 / 5
SV9	All volunteer applicant information is reviewed and utilized throughout the screening process.		10 / 10

Screening and Selection Score: 165 / 180 (92%)

#	Training	Notes	Score
T1	The organization has a training delivery system that ensures abuse prevention training is available, completed and documented as required.		15 / 15
T2	The organization requires all staff with access to youths to complete abuse prevention training within the first 30 days of employment.		15 / 15
T3	The organization requires all staff to complete abuse prevention training annually.		10 / 10
T4	The organization uses a variety of methods for maintaining ongoing awareness of abuse risk and prevention.		15 / 15
T5	The organization requires all staff to complete training in how to respond to suspicious or inappropriate behaviors and/or policy violations.		10 / 10
T6	The organization requires all staff to complete training in how to respond to allegations or incidents of abuse.		10 / 10

#	Training	Notes	Score
T7	The organization requires staff who supervise youth to complete training in how to prevent youth-to-youth abuse.		10 / 10
T8	The organization provides supervisors with training in effective supervision practices related to abuse risk management.		10 / 10
T9	The organization requires those who make hiring decisions to complete screening and selection training that includes techniques for screening out potential offenders.		10 / 10
T10	The organization requires supervisors who respond to suspicious or inappropriate behaviors or allegations of abuse to complete specialized training.		10 / 10
Volunteer: 70 / 70 (70%)			
TV1	The organization has a training delivery system that ensures abuse prevention training is available, completed and documented as required.		15 / 15
TV2	The organization requires all <u>frequent volunteers</u> with access to youths to complete abuse prevention training within the first 30 days of service.		15 / 15
TV3	The organization requires all <u>frequent volunteers</u> to complete abuse prevention training annually.		10 / 10
TV4	The organization requires all <u>frequent volunteers</u> to complete training in how to respond to suspicious or inappropriate behaviors and/or policy violations.		10 / 10
TV5	The organization requires all <u>frequent volunteers</u> to complete training in how to respond to allegations or incidents of abuse.		10 / 10
TV6	The organization requires <u>frequent volunteers</u> who supervise youth to complete training in how to prevent youth-to-youth abuse.		10 / 10

Training Score: 185 / 185 (100%)

#	Monitoring and Supervision	Notes	Score
M1	The organization routinely checks members and guests into the facility.		5 / 5

#	Monitoring and Supervision	Notes	Score
M2	The organization has a standardized system for monitoring youths in the facility.		15 / 15
M3	The organization conducts a national sex offender registry check on all members.		5 / 5
M4	Staff are easily identifiable.		5 / 5
M5	Supervisors and administrators use a variety of methods to monitor on-site and off-site programs.		10 / 10
M6	Job descriptions include items related to abuse risk management.		5 / 5
M7	Performance evaluations include items related to abuse risk management.		5 / 5
M8	The organization systematically identifies where facility architecture may compromise supervision, such as out-of-the-way or isolated locations, and develops methods to minimize and monitor the risks.		15 / 15
M9	The organization supervises Internet use in the organization's facilities and programs.		5 / 5
M10	Programs adhere to specific adult-to-youth ratios.		15 / 15
M11	Programs adhere to standard sign-in and sign-out procedures when youth enter and exit programs.		5 / 5
M12	Staff formally take attendance at every scheduled activity.		5 / 5
M13	Staff adhere to established methods for supervising and monitoring bathrooms and locker rooms.		15 / 15
M14	Staff adhere to established methods for supervising transition and "free" times.		15 / 15
M15	Staff adhere to established methods for supervising playground activities.		15 / 15
M17	Staff adhere to established methods for supervising off-site activities.		15 / 15
M18	Staff adhere to established methods for supervising overnight activities.		15 / 15

#	Monitoring and Supervision	Notes	Score
Volunteer: 75 / 75 (75%)			
MV1	Volunteers are easily identifiable.		5 / 5
MV2	Supervisors and administrators use a variety of methods to monitor volunteers.		10 / 10
MV3	Volunteers adhere to established methods for supervising and monitoring bathrooms and locker rooms.		15 / 15
MV4	Volunteers adhere to established methods for supervising transition and "free" times.		15 / 15
MV6	Volunteers adhere to established methods for supervising off-site activities.		15 / 15
MV7	Volunteers adhere to established methods for supervising overnight activities.		15 / 15

Monitoring and Supervision Score: 245 / 245 (100%)

#	Internal Feedback Systems	Notes	Score
I1	The organization provides staff and volunteers with a grievance procedure.		15 / 15
I2	The organization provides staff and volunteers with an anonymous method for reporting concerns or complaints.		10 / 10
I3	Methods to report concerns, complaints, or grievances are widely publicized.	widely publicized is unknown with many	0 / 5
I4	The steps the organization takes in response to a concern, complaint, or grievance are in writing and available to staff, volunteers, parents and youth.		5 / 5
I5	The organization collects data relevant to the prevention and detection of abuse from a variety of sources.		15 / 15
I6	The organization compiles and systematically analyzes data so that it may be used to identify increased risk for abuse.		15 / 15

#	Internal Feedback Systems	Notes	Score
Volunteer: 12 / 25 (12%)			
IV1	The organization provides volunteers with a grievance procedure.		7 / 15
IV2	The organization provides volunteers with an anonymous method for reporting concerns, complaints, or grievances.		5 / 10

Internal Feedback Systems Score: 72 / 90 (80%)

#	Consumer Participation	Notes	Score
C1	The organization provides youths with age-appropriate information about protecting themselves from abuse.		15 / 15
C2	The organization provides youths with a grievance procedure for reporting any concerns.		15 / 15
C3	The organization provides parents with information about how to protect their youths from abuse.		15 / 15
C4	The organization encourages parents to observe the programs.		5 / 5
C5	The organization provides parents with a grievance procedure.		15 / 15

Consumer Participation Score: 65 / 65 (100%)

#	Responding	Notes	Score
R1	The organization has a written procedure outlining the appropriate staff response to reports of suspicious or inappropriate behaviors and/or policy violations.		15 / 15
R2	The organization has a written procedure outlining the appropriate staff response to allegations or incidents of abuse.		15 / 15
R3	The organization has a written procedure outlining the appropriate staff response to youth-to-youth sexual activity.		15 / 15

#	Responding	Notes	Score
R4	The organization has a written procedure outlining the appropriate supervisor and administrator response to reports of suspicious or inappropriate behaviors and/or policy violations.		15 / 15
R5	The organization has a written procedure outlining the appropriate supervisor and administrator response to allegations or incidents of abuse.		15 / 15
R6	The organization has a written procedure that includes suspending the accused pending an internal review and an external investigation of the circumstances surrounding the allegation or incident of abuse.		5 / 5
R7	The organization has a written procedure outlining the appropriate supervisor and administrator response to youth-to-youth sexual activity.		15 / 15
R8	The organization has a written procedure that outlines methods for determining whether a program fits a youth's specialized needs.		5 / 5
R9	The organization has a critical-incident management plan.		15 / 15
Volunteer: 45 / 45 (45%)			
RV1	The organization has a written procedure outlining the appropriate volunteer response to reports of suspicious or inappropriate behaviors and/or policy violations.		15 / 15
RV2	The organization has a written procedure outlining the appropriate volunteer response to allegations or incidents of abuse.		15 / 15
RV3	The organization has a written procedure outlining the appropriate volunteer response to youth-to-youth sexual activity.		15 / 15

Responding Score: 160 / 160 (100%)

#	Administrative Practices	Notes	Score
A1	The organization identifies a point person to coordinate all abuse prevention efforts.		5 / 5
A2	The board of directors has a standing committee charged with abuse risk management.	SOME	5 / 10

#	Administrative Practices	Notes	Score
A3	The board of directors receives information and training regarding the organization's commitment to preventing abuse in its programs.	SOME	5 / 5
A4	The board of directors routinely receives organizational data in a way that permits analysis and utilization for abuse risk management.	SOME	5 / 5
A5	The board of directors is promptly informed of any allegation of abuse.	SOME	5 / 5
A6	The organization's senior leadership has established relationships with key community officials so that in a time of need they are accessible, responsive, and supportive.		15 / 15
A7	The organization has a procedure for responding to media requests about allegations or incidents of abuse.		10 / 10
A8	The organization has a written procedure for selecting and approving new programs.		15 / 15
A9	The organization develops and maintains an inventory of all youth-serving programs within the organization.		15 / 15
A10	All organization programs meet or exceed all applicable state or local licensing requirements.		10 / 10
A11	The headquarters monitors compliance with operational standards.		15 / 15
A12	Deviations from best practices are addressed with the responsible supervisor and corrected.		15 / 15

Administrative Practices Score: 120 / 125 (96%)

#	Program Specific	Notes	Score
Aquatics: 15 / 15 (100%)			
AQ1	Aquatics staff are aware of potential risks unique to aquatic environments and how to manage them.		15 / 15
Child Care: 60 / 60 (100%)			
CC1	Child care programs adhere to a daily schedule of activities.		15 / 15

#	Program Specific	Notes	Score
CC2	Child care programs adhere to established methods for ensuring constant supervision of children.		15 / 15
CC3	Child care programs adhere to established methods for assisting young children with diapering and toileting.		10 / 10
CC4	Child care programs adhere to established methods for managing quiet time and naptime for young children.		10 / 10
CC5	Child care staff adhere to established procedures for supervising guests in the child care facility.		10 / 10
Day Camp: 25 / 25 (100%)			
DC1	Summer programs and day camps adhere to a set daily schedule of activities.		15 / 15
DC2	Summer programs and day camps adhere to specific written procedures for supervising youth participants who take on leadership positions.		10 / 10
Resident/Overnight Camps: 70 / 70 (100%)			
RC1	Resident camps adhere to a set daily schedule of activities.		15 / 15
RC2	Resident camps adhere to procedures for how to monitor cabin and sleeping areas.		10 / 10
RC3	Resident camps adhere to procedures for how to monitor off-site camping activities.		15 / 15
RC4	Resident camps have procedures for how to monitor night games and evening events.		15 / 15
RC5	Resident camps adhere to specific procedures for supervising youth participants who take on leadership positions.		15 / 15
Youth Sports: 15 / 15 (100%)			
YS1	Youth sports coordinators establish a schedule for observing sports programs in operation.		15 / 15

Program Specific Score: 185 / 185 (100%)

Overall Score: 1422/1460 (97%)