Instruction Guide

Version 2.0

Last Updated: August 2016

Congratulations! Your organization has partnered with Praesidium, the national leader in abuse risk management, to provide abuse prevention tools and resources to your organization. *KYS!* is built on the foundation of The Praesidium Safety Equation®, which establishes standards for abuse prevention in eight critical operations. Completing an assessment will help you identify potential gaps in your abuse prevention practices in each of the eight operations of the Safety Equation.

The Praesidium Safety Equation®

Using *KYS!*, you will work directly with Praesidium to assess the strength of existing abuse prevention policies and procedures, enhance prevention practices where necessary, and develop a plan to sustain a culture of abuse prevention.

This guide explains how to get started in *KYS!* and how to work through each phase of the *KYS!* process.

If you have any questions that are not addressed in this guide, please contact Praesidium at 800-743-6354 or kyshelp@PraesidiumInc.com. Thank you for your commitment to keeping those in your care safe!

Contents

Before You Begin

***Know Your Score!*™ System**

Know Your Score!™ (*KYS!*) is designed to allow your organization to assess its abuse prevention practices. Praesidium encourages the regular use of *KYS!* to prevent drift from standards and as a tool to achieve Praesidium Accreditation. You will work through the five phases of *KYS!* to complete an assessment cycle:

1. **Prepare and Assess** by reviewing *KYS!* standards, gathering necessary documentation, interviewing personnel, observing programming, and taking the assessment(s).

2. **Complete and Examine** by completing the assessment cycle and examining the reporting it provides upon completion.

3. **Prioritize and Implement** by prioritizing which gaps to close first, and implementing Praesidium provided resources to do so.

4. **Reassess and Check** to see the progress you have made closing gaps, and to ensure you have not seen drift from standards in areas previously scored high.

5. **Accredit and Sustain** by choosing to engage with Praesidium in the Praesidium Accreditation process, and work vigilantly to sustain accreditation once achieved.

Note: You may repeat the "Reassess and Check" phase a number of times before you are ready to move on to Accredit and Sustain. After accreditation, you will regularly reassess and check to ensure there is no drift from standards.

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Know Your Score!™ Roles

Overview   A *KYS!* account is organized into up to four roles:

Role	Description	Examples
Headquarters	Located at the top level of the account or organization.	Youth Organization
Cycle Administrator Or Administrator	Located beneath the headquarters.	Youth Organization of North Texas
Assessor	Located at the local level.	• Main Street Branch • Child Center • Lake Branch

Headquarters   The Headquarters (HDQ) role is located at the top of the account or organization and may oversee *KYS!* for the entire account. The HDQ introduces *KYS!* and relays essential information such as completion deadlines to the administrators within their organization. From the HDQ dashboard, you can monitor the progress of *KYS!* to make sure all underlying levels are registered and actively engaged in the *KYS!* tool. HDQ can also access high-level reports and view individual assessment histories. HDQ may work with administrators to update or implement new standards and practices as gaps in your organization are identified.

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Know Your Score!™ **Roles,** Continued

Cycle Administrator OR Administrator	There are two types of administrators, Cycle Administrator and Administrator. The main difference between the two administrator roles is that the Cycle Administrator manages the cycle function. The remaining abilities are the same between the two roles.

The Administrator role is located beneath the Headquarters and facilitates *KYS!* to their assessors. Administrators may provide access codes to make sure each underlying level is properly set up and registered with a *KYS!* account. Administrators ensure that underlying levels stay on track with the *KYS!* process, may determine a timeline for assessing, and ensure all assessors complete their assessments within the designated timeframe.

Note: If you have not received access codes, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

Once all underlying levels have completed their assessments, Cycle Administrators close the assessment cycle by clicking a button displayed on their dashboard. Once the cycle is closed, administrators can review reports to see where gaps have been identified. From there, they work with a team to create a Corrective Action Plan to close identified gaps.

Assessor	The Assessor role is located at the local level within the organization. Assessors will complete the *KYS!* assessment as they are the most familiar with how the standards and practices are actually being implemented for employees, volunteers, and program participants. An assessor takes the initial assessment, and will reassess when their administrator notifies them that the next reassessment cycle is ready to go.

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Know Your Score!™ Action Item Checklist

☐ <u>Phase 1:</u> Prepare and Assess

☐ **Action Item 1:** Register for a *KYS!* account.

1. ☐ Go to http://armatus2.praesidiuminc.com/kys/#register.

2. ☐ Complete the registration information.

3. ☐ Enter your access code.

   Note: If you did not receive an access code, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

4. ☐ Answer security questions to complete account creation.

5. ☐ Receive account creation confirmation email.

   Note: Some administrators will receive a list of access codes to distribute to their assessors in their account confirmation email.

If you are responsible for additional roles, add the additional access codes for each role upon logging into your account. (See *Add Additional Roles* on pg.13)

☐ **Action Item 2:** Complete the prerequisite *KYS!* training to access *KYS!*.

1. ☐ Log on to *KYS!* http://armatus2.praesidiuminc.com/kys/#login.

2. ☐ Complete all **three** training courses:
   a. ☐ The Praesidium Safety Equation®
   b. ☐ Preparing for *Know Your Score!*™
   c. ☐ Using *Know Your Score!*™

☐ **Action Item 3:** Prepare for *KYS!*.

1. ☐ Log on to *KYS!*.

2. ☐ Review standards.

3. ☐ Collect and review documents.

4. ☐ Interview staff.

5. ☐ Observe programming.

☐ **Action Item 4:** Complete an assessment.

1. ☐ Log on to *KYS!*.

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2. ☐ Start a new assessment.

3. ☐ Complete the Background Info.

4. ☐ Respond to all standards across the eight operational tabs and the program-specific tab (if applicable).

5. ☐ Submit completed assessment.

   Note: Once your assessment is submitted, you may **not** make any changes to your assessment.

6. ☐ Review your results using the Scorecard.

The next sections are intended for those with administrator abilities

☐ Phase 2: Complete and Examine

☐ **Action Item 1:** Complete the assessment cycle.

1. ☐ Log on to *KYS!* http://armatus2.praesidiuminc.com/kys/#login.

2. ☐ Verify all underlying levels have completed an assessment.

   Note: Review the Data Table from your dashboard for any empty fields.
   If an underlying level has **not** completed an assessment, contact the assessor to complete their assessment.
   ☐ Click the "Complete Cycle" button.

   Note: Once the button has been clicked, this action cannot be undone.

☐ **Action Item 2:** Examine your results.

1. ☐ Log on to *KYS!.*

2. ☐ Access the reports tab to select **Score Report**.

3. ☐ Select the cycle to view reporting.

4. ☐ Review your results.

   Note: If you have questions pertaining to scores for an underlying level, access their individual Scorecards.

☐ Phase 3: Prioritize and Implement

☐ **Action Item 1**: Create a Corrective Action Plan.

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1. ☐ Create a team that includes members from: executive/leadership team, operations, program personnel, HR, member from child safety committee, etc.
2. ☐ Log on to *KYS!.*
3. ☐ Access the Next Steps tab to select 'What's Next!?'.
4. ☐ Review the What's Next!? document with your team to interpret the results - where the largest gaps have been identified, and how to close these gaps.
5. ☐ Use the Cost-Benefit Grid to prioritize the items in your Corrective Action Plan.

☐ **Action Item 2:** Implement standards.

1. ☐ Implement standards to fill in identified gaps. You may wish to use the resources linked to each low-scoring standard found within the individual Scorecards.
2. ☐ Optional – Take an assessment By Operation to see how your score has improved in select operations.

☐ **Phase 4**: **Reassess and Check**

☐ **Action Item 1:** Reassess

1. ☐ Determine reassessment timeframe.
   Note: Consult with Praesidium to determine your reassessment timeframe if you have not received a deadline.
2. ☐ Create internal goals.
3. ☐ Evaluate new and existing programs and practices. (Repeat Phase 1 – Prepare and Assess)

You may repeat the "Reassess and Check" phase a number of times before you are ready to move on to Phase 5 – Accredit and Sustain.

☐ **Phase 5:** **Accredit and Sustain**

☐ **Action Item 1**: Accreditation

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1. ☐ Contact Praesidium.

2. ☐ Schedule a site visit by Praesidium.

3. ☐ Demonstrate implementation of recommendations and requirements.

4. ☐ Become eligible for Praesidium Accreditation®.

Once you have achieved Praesidium Accreditation®, you will continue the *KYS!* process.

Getting Started

Getting Started To get started in *Know Your Score!*™ (*KYS!*) you will need to:
1. Create your *KYS!* account if you do not have one.
   Note: An access code is required to create an account. If you do not have an access code, contact your administrator or Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.
2. Complete prerequisite *KYS!* training. To access your *KYS!* account for the first time, you will complete the prerequisite *KYS!* training by logging into your account.

Getting Started – Additional Administrator steps

1. Build your team. Choose an assessor for each underlying level. This person should be responsible, highly organized, and dedicated to keeping those in your care safe.
2. Distribute access codes to your team. If you receive a list of access codes in your account creation confirmation email, make sure to distribute the appropriate access codes to the designated assessors.
   Note: If you did not receive a list of access codes, and you are an administrator, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.
3. Determine the cycle frequency. To keep a pulse on current abuse prevention practices and to guard against drift from standards, you or the super administrator will consult with Praesidium to determine the frequency of completing an assessment cycle. The timeframe needed to complete an assessment may depend on the level of difficulty of gathering information and implementing standards for your level. Communicate the deadline to your team so they will know how much time they have to assess.

Getting Started, Continued

Create an Account

1. Visit the *KYS!* registration link if you do not have a *KYS!* account: http://armatus2.praesidiuminc.com/kys/#register
2. Enter your information.

3. Enter your unique access code.

   Note: If you do not have an access code, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.
4. Confirm the access code contains the correct role and account information.

5. Click the **Register Account** button once you have completed entering the security question information.
6. Click the **sign in** link to log in using the username and password you created during registration.

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Getting Started, Continued

Add Additional Roles	If you are responsible for multiple roles, you can access all roles from a single account. (For instructions on changing your role see *Taking a self-assessment* on pg. 34).

To add the additional roles:
1. Log on to *KYS!*.
2. Navigate to the Profile menu.
3. Select **Roles** from the drop-down menu.
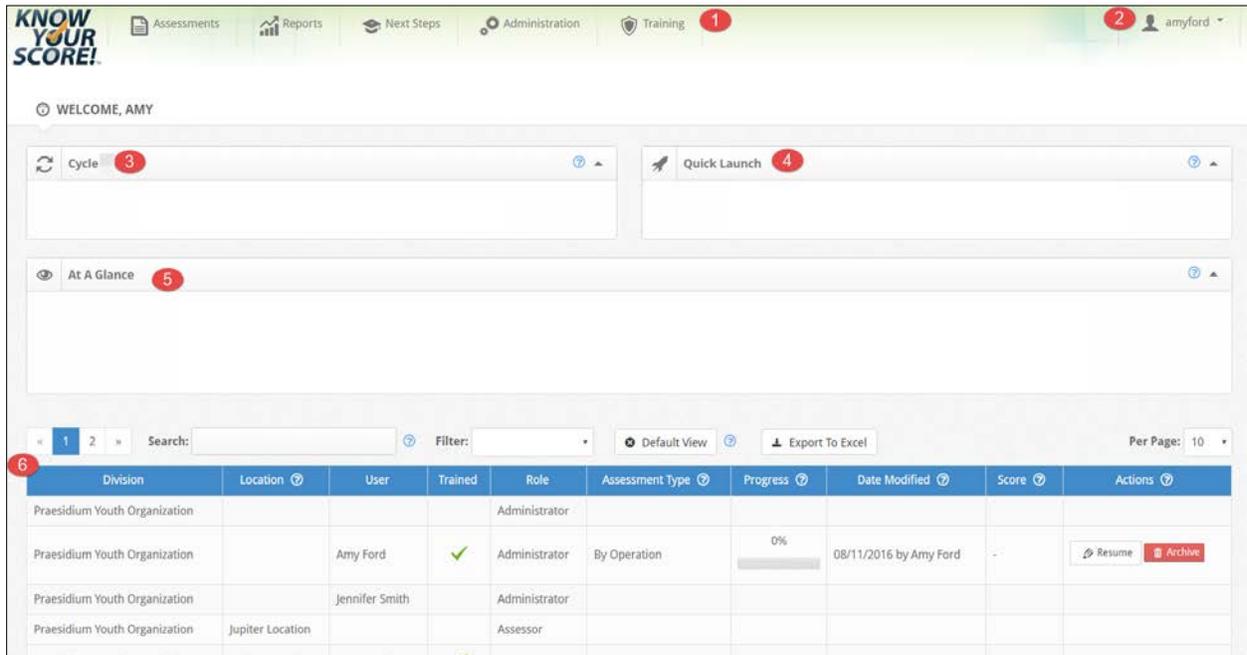4. Enter the access code in the **Add More Roles** field.

5. Verify the access code contains the correct information.
Note: If you did not receive access codes, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

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Navigate *KYS!* Dashboard

Overview   Find your way around the *KYS!* dashboard using the guide below.

KYS!
Dashboard

Learn the features and functions of the *KYS!* dashboard using this numbered interface map.

Note: Access to certain features and functions in *KYS!* depends on your role and abilities.

1. **Top Menu Bar** provides menu options for taking an assessment, reporting, next steps tools, administrative functions, and training access.
2. **Profile** provides the ability to update your account information. This is where you will add/or change your role view, add additional roles, and update your default account.
3. **Cycle** widget provides the current cycle and functionality to complete the current cycle.
4. **Quick Launch** provides shortcuts to taking and resuming an assessment and the What's Next!? document.
5. **At A Glance** provides a summary of your current status.
6. **Data Table** provides a view of the underlying levels that are expected to complete an assessment. You can also view the current activity for each underlying level.

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Navigate *KYS!* Dashboard, Continued

1. Top Menu Bar	The Top Menu Bar displays the following tabs that provide a drop-down menu for additional functions: • **Assessments** – Take or resume a Full assessment or assessment By Operation. • **Reports** – Provides access to the Assessment History, Score, Recency, Trending, and Training Status reports (see *Reporting Tools* on pg. 28). • **Next Steps** – Provides tools to help you develop your Corrective Action Plan using the What's Next!? document, Cost-Benefit Grid, and Resource Appendix. • **Administration -** Provides access to manage registered users. • **Training** – Provides access to all *KYS!* training courses.
2. Profile	The Profile menu contains functions to update your *KYS!* account. From the Profile menu, you can update: • **Profile** – First and last name, email address, and security questions. • **Role** – Default role, role view, and add additional roles. • **Email Options** –Email frequency preferences. • **Change Password** – Reset your password. • **Logout** – Exit *KYS!*.
3. Cycle	The Cycle widget displays the current cycle information and the function to complete the cycle and initiate reassessment. • The cycle number lets you know which cycle you are in. • Cycle began date shows when the cycle started. • Complete cycle button ⏱ Complete Cycle 1 will close out the current cycle and reset your dashboard to initiate the reassessment process.
4. Quick Launch	The Quick Launch widget provides shortcuts to take an assessment and access the What's Next!? document. • The Assessment button provides a shortcut to start a new assessment. The button will update to **Resume Assessment**, if you have an existing assessment in progress. • What's Next!? button provides a shortcut to access the What's Next!? document where you will start developing your Corrective Action Plan.

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Navigate *KYS!* Dashboard, Continued

5. At a Glance   The At A Glance widget contains modules that provide details on your current status.

- **Overall Score** displays your current score by calculating the:
  - Administrator views: Average of the first completed assessment from each underlying level.
  - Headquarters view: Average of the most recently completed assessment from each underlying level.
- **Complete Assessment** shows the total number of Full and By Operation assessments completed in the current cycle.
- **Incomplete Assessment** shows the total number of Full and By Operation assessments that need to be completed for the current cycle.
- **Not Started** shows the total number of underlying levels that have not registered or started an assessment.
- **Completion Progress** shows the percentage of underlying levels that have completed an assessment for the current cycle.
- **Registered Users** shows the total number of registered users.
- **Trained Users** shows the number of registered users who have completed the prerequisite *KYS!* training.

6. Data Table   The data table provides a list of the underlying levels that need to complete an assessment. It allows you to view the activity for each underlying level to verify completion. From the data table, search or filter your view to see:

- All underlying levels
- User(s) linked to each underlying level
- Which users have completed *KYS!* training
- Which assessment has been taken (Full Assessment or By Operation)
- The progress of each assessment
- The date the assessment was modified
- Assessment score (if applicable)
- Scorecard (if applicable)

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Prepare and Assess

Overview
In this phase, you will prepare and start an assessment. The most important step in completing an assessment is the preparation. It impacts the accuracy of your final score and your organization's ability to protect those in your care from abuse.

An assessment allows you to view your organization through the lens of The Praesidium Safety Equation® to identify any potential gaps that may exist in your organization's abuse prevention practices. An assessment is organized around the eight operations of the Praesidium Safety Equation®, with standards for each operation. It consists of four parts: Background Info, Instructions, Standards, and Results.

Note: If you are responsible for multiple roles, you can change your role from the Profile menu to complete a separate assessment for each role (see *Taking a self-assessment* on pg. 36). Be sure to check the header when completing an assessment to ensure that you are acting as the correct role.

Preparing for an assessment
To prepare for an assessment, complete the following steps:
1. **Read the standards and descriptions** to understand each standard to ensure you gather comprehensive information.
2. **Collect and review documents** to ensure that a document or written policy exists.
3. **Interview staff** to help you score the standard and ensure staff know the standards and practices.
4. **Observe programming** to ensure day-to-day practices are in line with written policies and procedures.

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Prepare and Assess, Continued

Standard	Each operation contains guidelines called standards. Each standard has five components:

- **Description** – Gives the criteria for scoring each standard and provides examples for a more accurate score.
- **Rationale** – Describes the importance of each standard.
- **Comments** –Allows you to enter an explanation about why you are scoring the standard the way you are and any other details about your observations. Refer to this section when you review your results with your team and when you reassess for the next assessment cycle.
- **Scoring** – Provides two or three options of how to score each standard depending on the complexity of the standard. If you are unsure of how to score, score low!
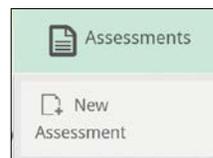
Start a New Assessment	1. Log on to *Know Your Score!*™ at http://armatus2.praesidiuminc.com/kys/#login 2. Start a new assessment by clicking "New Assessment" from either the Quick Launch section or top menu bar.

- **Quick Launch**:
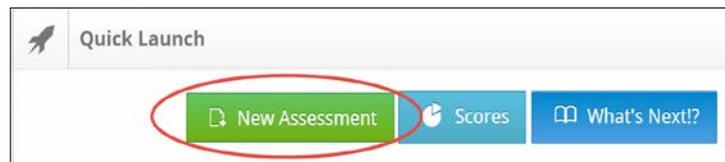
- **Top Menu Bar**:

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Prepare and Assess, Continued

Background Information

At the start of each new assessment, you will complete the Background Info page. This page collects information to customize your assessment. Answer this section carefully because each question directly affects which standards will be included or excluded from your assessment. You will need to know:

- How many program participants you serve.
- How many employees and/or volunteers you have.
- Details about transportation, program activities, and the physical facilities.
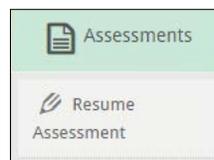
Resume an Assessment

The tool automatically saves your work so you can resume your assessment at any time.

1. Log on to *KYS!*.
2. Click "Resume Assessment" from either the Quick Launch section or top menu bar.
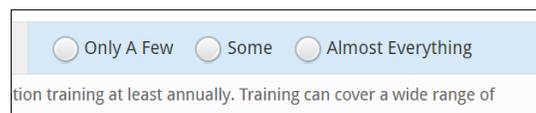
 – **Quick Launch**:
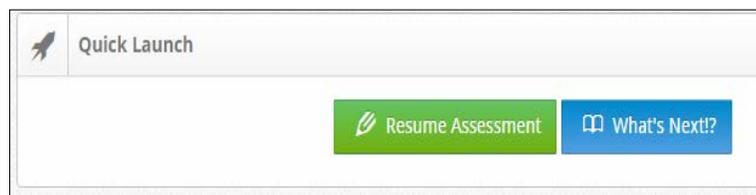
 – **Top Menu Bar**:

3. Select the operation you want to complete.
   Note: Visual cues indicate which operations are complete with a green check mark. Standards in blue have not yet been scored.

Prepare and Assess, Continued

Complete an Assessment

Review your assessment to check over your answers.

1. Verify all tabs on the assessment are checked:

2. Click .

   Note: Once the button has been clicked, you may **not** revise your assessment.

3. Upon completion, a Scorecard of results and resources is immediately generated.

Review Results

Upon completion of your assessment, a Scorecard with your results is immediately generated. See how you scored, where gaps have been identified, and receive resources for low-scoring standards.

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Complete and Examine

Overview In this phase you will complete an assessment cycle and examine the results from the completed assessments. An assessment cycle records all completed assessments from each underlying level to provide a baseline score, enabling you to see progress over time and prevent drift from standards.

**Assessors -** Skip to *Reporting Tools* on pg. 28.

Complete Cycle To complete a cycle:
1. Verify that all underlying levels have completed an assessment by reviewing the data table on the dashboard. Empty fields in the data table indicate inactivity.

Association	Branch	User	Role	Assessment Type	Background Info Complete	Progress	Date Modified	Score	Actions
Praesidium University		Lauren Shaw	Administrator						
Praesidium University	Arlington Location	Minnie Smith	Assessor						
Praesidium University	Division Location	Kristin Port	Assessor	Full Assessment	05/05/2016	100%	05/05/2016 by Kristin Port	74% (959/1290)	Q Scorecard 🗑 Archive
Praesidium University	Mockingbird Location	Martin Holly	Assessor	Full Assessment	05/05/2016	100%	05/05/2016 by Martin Holly	64% (589/925)	Q Scorecard 🗑 Archive
Praesidium University	Montgomery Location	Donald Pine	Assessor						
Praesidium University	Montgomery Location	Marie Barnes	Assessor	Full Assessment	05/05/2016	100%	05/05/2016 by Marie Barnes	67% (878/1305)	Q Scorecard 🗑 Archive
Praesidium University	Orange Location								

   Note: If an underlying level has **not** completed an assessment, contact the assessor to complete their assessment.
2. Once you have verified completion, click the "Complete Cycle" button displayed in the upper left side of the dashboard.

⟳	Cycle 2	▲
	Cycle began: February 29th, 2016 ⏱ Complete Cycle 2	
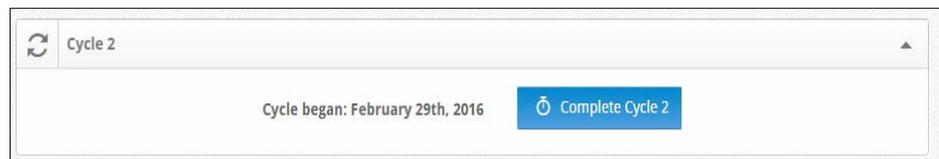
   Note: Once the button has been clicked, this action cannot be undone.

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Complete and Examine, Continued

Score Report	The Score Report provides the baseline score for the selected cycle. It averages the score of the first completed assessment from each underlying level. Examine the results from the Score Report to see how you scored and understand areas in need of improvement in order to start developing your Corrective Action Plan. To pinpoint areas of concern, access the individual Scorecard.

The Score Report lets you see:
• The baseline score of the selected cycle in each operation and program for employees and volunteers.
• A relative comparison to others within your organization based on those that recently completed an assessment.
Note: While the Score Report is similar to the Scorecard, the Score Report provides a combined average of the first completed assessment from each underlying level, whereas Scorecards are based on an individual assessment. |
| **Access the Score Report** | To access the Score Report:
1. Log on to *KYS!*.
2. Verify the cycle is complete for the current view.
3. Access the Reports tab of the top menu bar to and select **Score Report** from the drop-down menu.
4. Select the cycle you wish to view. |
| **Scorecard** | The Scorecard allows you to examine the results of an individual completed assessment. The Scorecard is generated immediately upon completion of an assessment. The Scorecard provides:
• Results of an individual assessment.
• Resources to fill identified gaps for low-scoring standards.
• Scores and comments for each standard.
• Download the Scorecard to print and/or save it. |
| **Access the Scorecard** | To access the Scorecard:
1. Log on to *KYS!*.
2. Scroll down to the data table.
3. Locate the appropriate assessment.
4. Click the **Scorecard** button displayed in the "Actions" column. |

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Prioritize and Implement

Overview

In this phase you will prioritize your results to help you fill identified gaps by implementing standards based on your Corrective Action Plan. The timeframe for completing this process is completely up to you.

The faster your organization closes the gaps, the higher your score and safer your programs. This section of the guide explains how to use the tools provided by *KYS!* to complete this phase:

- What's Next!? document
- Cost-Benefit Grid
- Assessment By Operation (optional)
- Implement Standards
- Access Resources

We invite you to consult with Praesidium to review your Corrective Action Plan and determine next steps. (kyshelp@PraesidiumInc.com or 800-743-6354)

<u>**Note:**</u> The online training course, *Improving Your Score*, is designed to help you through this process. Access the training from the **Training** tab located in the top menu bar.

What's Next!? Document

The What's Next!? document is your guide to developing your Corrective Action Plan by helping you understand your results as well as instructions on how to close identified gaps.

The What's Next!? document helps you understand:

- Where gaps exist in your organization.
- The significance of each identified gap.
- How to implement your Corrective Action Plan.
- Prioritize results using the Cost-Benefit grid.

To access the What's Next!? document:

1. Log on to *KYS!*.
2. Access the **Next Steps** Next Steps drop-down menu from the top menu bar.
3. Click What's Next!? from the drop-down menu and select the cycle.

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# Prioritize and Implement, Continued

Cost-Benefit Grid

Once you have reviewed your What's Next!? document, the Cost-Benefit Grid helps you prioritize your results. This will determine how easy or difficult various standards will be to implement for your organization.

To access the interactive Cost-Benefit Grid:
1. Log on to *KYS!*.
2. Access the **Next Steps** [Next Steps] drop-down menu from the top menu bar.
3. Click Cost-Benefit Grid from the drop-down menu.
4. Click the **New Cost Benefit Grid** button [+ New Cost-Benefit Grid] to start a new Cost-Benefit Grid.
5. Select the cycle or assessment number.
6. Assign a numerical value for the cost and benefit for each standard.
   – **Cost** may be financial expenditures, increased personnel, increased training, temporary inconvenience to a program, and/or in staff resistance to change.
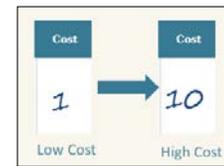
   – **Benefit** may be in the number of points you can add by closing a particular gap or in the general impact closing a gap may have to your overall abuse prevention safety.
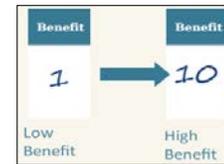
7. The standard is automatically plotted on the grid based on the level of difficulty of implementation.
   – **Quadrant 1** – High Cost, Low Benefit
   – **Quadrant 2** – High Cost, High Benefit
   – **Quadrant 3** - Low Cost, Low Benefit
   – **Quadrant 4** – Low Cost, High Benefit

Decide which quadrant you'd like to address first and the sequence that works best for your organization.

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Prioritize and Implement, Continued
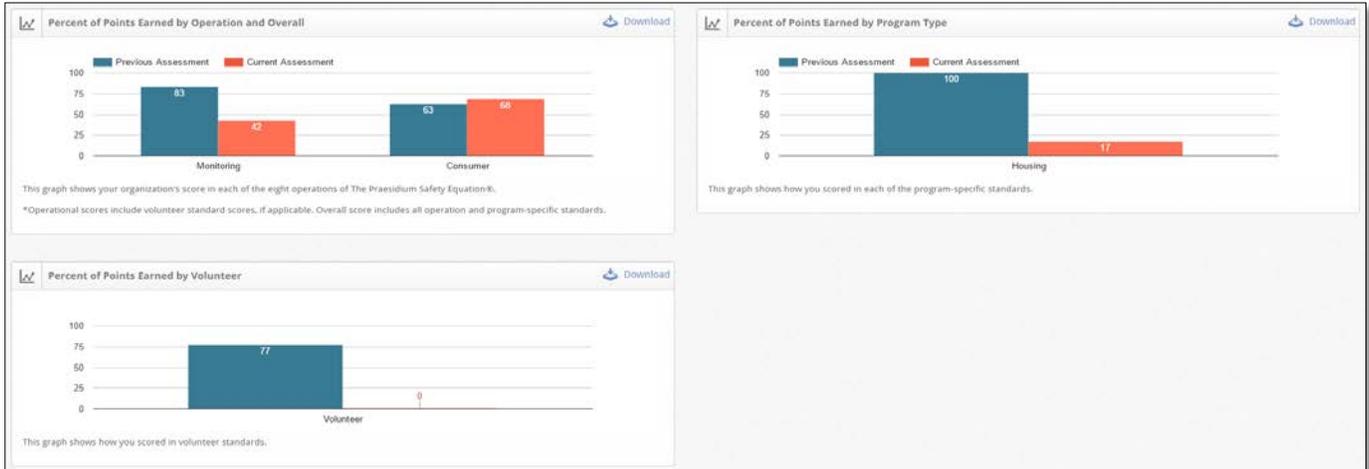
Assessment By Operation (Optional)

While working to improve your score, you may decide to take an assessment By Operation to measure your progress between cycles.

Taking an assessment By Operation allows you to see how implementing standards has improved your score from your previous full assessment.

Note: Assessment By Operation does **not** update or adjust your overall score from your last full assessment and is **not** included in the overall organization score.

Implementing Standards

Once you have identified gaps and assigned each gap to one of the four quadrants, you can begin implementing standards. You may decide to use the resources provided to you within the *KYS!* tool to help you do so.

The resources provide sample model policies and procedures. They can be customized by adding your logo and other company information, but we strongly advise against modifying the standard.

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Reassess and Check

Overview   In this phase, you will reassess your organization by initiating the next assessment cycle to assess new and existing programs and practices. Reassessing allows you to see how your organization has progressed from the previous assessment cycle and prevent drift from standards.

Determine reassessment timeframe   Consult with Praesidium to determine your reassessment timeframe based on the scope of your organization programs and operations.
To discuss your reassessment timeframe, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

Create internal goals   Determine what you would like to accomplish in the next assessment cycle based on your previous assessment.
Example: Our organization would like to close all gaps for Training and Monitoring and Supervision.

Reassessment process   Anytime you reassess, make sure to account for new programs and practices from the previous assessment cycle. To start the reassessment process refer back to steps from the Prepare and Assess (pg. 17) phase to start the new assessment cycle.

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Accredit and Sustain

Overview	*Know Your Score!*™ puts your organization on the path to accreditation by demonstrating your adherence to and practice of the Praesidium Safety Equation standards. Achieving Praesidium Accreditation® lets everyone know your organization has achieved the nationally-recognized gold standard in organizational abuse prevention.
Requirements for Accreditation	You may need to repeat the "Reassess and Check" phase a number of times before you are ready to move on to accreditation. Once you believe that your organization has demonstrated implementation of standards and is ready for accreditation, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.
Praesidium Accreditation®	To achieve Praesidium Accreditation®, Praesidium will conduct a site visit to verify implementation of standards. Praesidium may make additional recommendations or requirements to receive accreditation based on interviews, observations, and review of policies and practices. Once achievement of all requirements has been verified, your organization may be eligible to receive Praesidium Accreditation®. From there, you will continue routine *KYS!* usage and undergo Praesidium site visits to maintain established standards.

Reporting Tools

|	
Overview	The *Know Your Score!*™ online self-assessment tool provides several tools and resources to help your organization provide a safer environment for those in your care. **Note:** Access to certain reports depends on your role and abilities. In the Reports menu you will find the following reports: • Score Report • Assessment History Report • Trending Report • Recency Report • Training Status Report

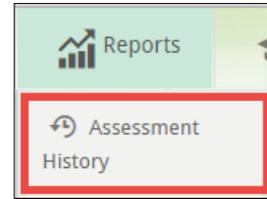|	
Score Report	The Score Report shows the baseline score for the selected cycle. It averages the score from the first completed assessment from each underlying level to provide the baseline score. To access the Score Report: 1. Log on to *KYS!* 2. Navigate the Top Menu Bar to the Reports tab. 3. Select **Score Report** from the drop-down menu. 4. Select the cycle to view.

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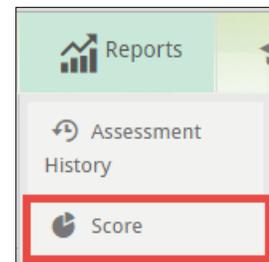
Reporting Tools, Continued

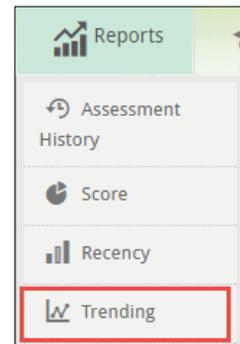|	
Assessment History Report	The Assessment History Report provides a historical record of all assessments (complete, incomplete, archived, and By Operation). This report allows you to view all assessments and activity for the selected timeframe. To access the Assessment History Report: 1. Navigate the Top Menu Bar to the Reports tab. 2. Select **Assessment History** from the drop-down menu.

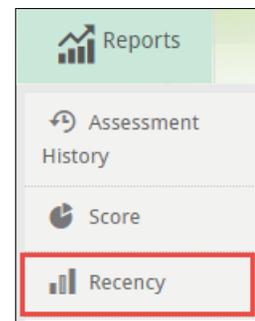|	
Trending Report	The Trending Report allows you to see how your scores have progressed over time. This report shows your overall scores for the past five cycles. It provides a detailed view of your scores By Operation, Program Type, and Volunteer for the past three cycles. To access the Trending Report: 1. Navigate the Top Menu Bar to the Reports tab. 2. Select **Trending** from the drop-down menu.

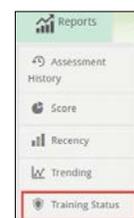|	
Recency Report	The Recency report shows Headquarters and Administrators the current status of the organization by averaging the most recently completed assessment for each underlying level, regardless of the cycle in which it was completed. To access the Recency Report: 1. Navigate the Top Menu Bar to the Reports tab. 2. Select **Recency** from the drop-down menu.

Training Status Report	The Training Status Report provides a view of when registered users have completed *KYS!* training. To access the Training Status Report: 1. Navigate the Top Menu Bar to the Reports tab. 2. Select **Training Status** from the drop-down menu.

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Know Your Score!™ Support

Overview	For technical or business related questions regarding *KYS!*, please contact Praesidium, Inc. Monday-Friday 8 a.m. – 5 p.m. CST at: kyshelp@PraesidiumInc.com or 800-743-6354
Technical support	Technical support is available if you are experiencing any technical issues with using the *KYS!* tool.
Business Support	Business support can help you with any of the following: • Standard implementation • Scoring • Resources • Cost-Benefit assignment • Reassessing

Holiday Hours

Christmas/New Years	December 23, 2016 - January 1, 2017	**CLOSED**
Martin Luther King	January 16, 2017	**CLOSED**
Independence Day	July 4, 2017	**CLOSED**
Labor Day	September 4, 2017	**CLOSED**
Columbus Day	October 9, 2017	**CLOSED**
Thanksgiving	November 23-24, 2017	**CLOSED**
Christmas/New Years	December 23, 2016 - January 1, 2017	**CLOSED**

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KYS! FAQ

Getting Started	**Q:** Is it necessary to take the online training courses before getting started in *KYS!*? **A:** Yes, in order to access *KYS!*, the training courses must be completed. The training courses provide you with the knowledge and skills to complete a *KYS!* self-assessment. Each course is centered around topics that will both educate you regarding the foundations of the self-assessment process and provide you with the skills necessary to assess your organization in a manner that provides the most valid and useful results.

Q: How do I access the *Know Your Score!*™ training?
A: Upon creating a *KYS!* account, you will be prompted with the training course screen.
If you already have a *KYS!* account, navigate to the top menu bar to **Training** and select the training course.

Q: How do we determine which individuals within an organization take the self-assessment?
A: The answer to that will vary depending upon specific circumstances. Generally, each location or program will take the self-assessment separately Contact Praesidium if you have questions at kyshelp@PraesidiumInc.com or 800-743-6354.

Q: How do I access the *Know Your Score!*™ online self-assessment tool?
A: The *Know Your Score!*™ online self-assessment tool can be found here: http://armatus2.praesidiuminc.com/kys/#login

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KYS! FAQ, Continued

Creating an account

Q: Where do I create a *KYS!* account?
A: To create a *KYS!* account, click the link below:
http://armatus2.praesidiuminc.com/kys/#register

Q: Where do I get my access code?
A: You can get your access code from your administrator or from Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

Q: What if I forget my password?
A: *KYS!* provides a link for password retrieval on the login screen.


Q: When I entered the access code, it only has one role. How do I get the others?
A: Each access code is unique to an individual role, organization, and level. If you are responsible for multiple roles, you will need to add the additional roles to your profile (see *Add Additional Roles* on pg. 13). To obtain additional access codes, contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

Q: How do I add my other roles?
A: Log in to your *KYS!* here and access your profile. Select **Role** from the drop-down menu and enter the access code for the other location/program.
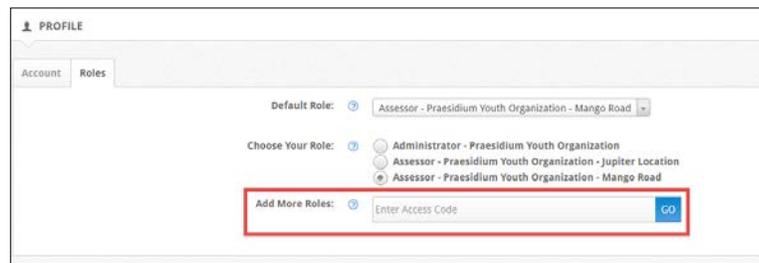
Q: I'm having difficulty typing my access code correctly.
A: We recommend that you copy and paste your access code from your email.

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KYS! FAQ, Continued

Answering Background Info questions

Q: I don't know how to answer the Background Information.
A: If you are unsure of an answer within the Background Information section of the *KYS!* self-assessment, click ⟨ Save ⟩ and gather the information needed to respond accurately. It's important to answer the Background Information accurately as it customizes your self-assessment based on your answers.

Q: Who is considered a volunteer?
A: For purposes of the self-assessment, you need to only count volunteers with access to program participants.

Q: What if I leave off a program or discover that an answer I provided is incorrect in my background info?
A: Your background information is used to customize the self-assessment to your organization. So it is imperative that you gather the answers to all questions beforehand and correctly input all the information. You can update the Background Info screen at any time before the self-assessment is complete. Be aware that if you change the Background Info screen, your self-assessment may gain or lose standards, depending on the change. Once the self-assessment is complete, the Background Info screen cannot be changed.

KYS! FAQ, Continued

Taking a self-assessment

Q: How long does it take to complete a self-assessment?
A: That varies depending on the organization and how much research is required to score the standards. The first time you complete *Know Your Score!*™ will take much longer than subsequent times since you will be doing more research to score the standards. Most of the time your spend will be in preparation; the more you prepare the easier it will be for you to complete your self-assessment.

Q: Do I need to complete the assessment all at once?
A: No. As you work in the assessment, your answers are saved automatically and you can log off and return to the assessment at any time.

Q: Do I have to fill in the "Comments" section?
A: We recommend you use the comments section to leave notes to help you remember why you scored the way you did. Even if you have everything for a standard, we recommend leaving notes to serve as a reminder of where the policy of best practice is located or if you need to make updates to the policy or best practice in the future.
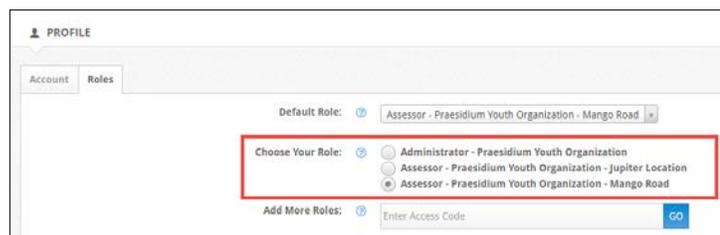
Q: I can't decide between two answers, how should I score?
A: We recommend that if you don't know how to score, score low. By scoring low, not only will you receive resources that can help your organization, but it will also serve as a reminder to update the standard.

Q: How do I complete an assessment for my other roles?
A: To complete an assessment for your other role, change your role by:

1. Select **Role** from the Profile menu.
2. Select the role you wish to assess by selecting the appropriate radio button. A message confirming role activation will appear in a green box displayed in the upper right hand side of your screen.

3. Click the **Assessment** tab from the top menu bar to start a new assessment for the other role.

<u>Note</u>: Be sure to check the header when changing roles to ensure that you are in the correct role unit before assessing.

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KYS! FAQ, Continued

Resume a self-assessment

Q: Is there a limit to the number of times I can log off and access my assessment before completing it?
A: No. You are encouraged to take your time in completing the assessment, making sure you have all the information you need to make the best scoring decisions.

Q: How do I remember where I left off?
A: When you resume your assessment, you will always be returned to the beginning of the section where you left off. If you are in the Standards section, locate the operation tab(s) that do not have a green check mark then locate the standards that have not been scored with the blue scoring boxes.

Continued on next page

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KYS! FAQ, Continued

Complete a self-assessment

Q: What do I do once I've completed a self-assessment?
A: Once you've completed a self-assessment, you'll want to review your Scorecard to identify gaps and resources for each low-scoring standard. From there, you may want to start filling in the gaps.

Q: Can I revise my answers once I've completed a self-assessment?
A: No, once you have clicked the **Complete Assessment** button, you may not revise your self-assessment. We recommend that you review your self-assessment before clicking the **Complete Assessment** button.

Q: I'm not seeing the **Complete Assessment** button.
A: Check the operation and program-specific tabs to make sure they are all in green with a check mark. If you find a tab without the green check mark, that means you have not scored a standard(s). If all the tabs are checked off, go to the Background Info page and click the **Save** button. Once you have clicked the **Save** button, the **Complete Assessment** button should appear.

Q: All of my underlying levels have completed their self-assessments, now what?
A: Once your organization is finished, click the **Complete Cycle** button to enable reporting. The Score Report provides a view of your entire organization, showing you where gaps exist throughout your organization. The What's Next!? document is your guide to understanding your results and shows you where improvements need to be made to improve your score.

Q: How long are my completed assessments available?
A: Your completed assessments are available for you to review at any time. This is particularly helpful as you use *KYS!* for consecutive years and can make comparisons from year-to-year.
Note: To access a completed assessment for a previous cycle, access the Assessment History Report.

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KYS! FAQ, Continued

Improve your score

Q: How do I better understand the significance of my results?
A: A great place to start is by taking Praesidium's *Improving Your Score* course. We recommend that you take this course once you complete your assessment. Navigate to the **Training** tab in the top menu bar and select Improving Your Score from the drop-down menu. If you still have questions, you can always contact Praesidium at kyshelp@PraesidiumInc.com or 800-743-6354.

Q: Do I need to use the resources in the system?
A: No, they are available to you if you need it, but they are not mandatory.

Q: Are the resources available for our organization to use, and can we customize them?
A: Yes, the resources are available for your organization's use. You are welcome to customize the resources by adding your logo and other company information, but we strongly advise against modifying the standards.

Q: Where do I start to create my Corrective Action Plan?
A: *KYS!* includes various standards designed to create a safer environment for those in your care. It's important to take a step back and remember the eight operations of The Praesidium Safety Equation®. The tool includes the What's Next!? document to guide you through creating a Corrective Action Plan.

Q: Where do I find resources?
A: Resources can be found in the Scorecard linked to each low-scoring standard. They can also be found in the Resource Appendix, located in the top menu bar within the Next Steps menu.
Note: If your organization does **not** have access to the Resource Appendix, refer to the Scorecard for the resources.

Q: When can we say that we are "finished"?
A: This work never really ends. You should be reassessing your organization to prevent drift from standards. The timeframe in which you reassess is up to you, but you should make sure to reassess the organization regularly to ensure policies and practices are being implemented.

KYS! Glossary

Assessment	Online tool for rating an organization's safe environment practices. Each *Know Your Score!*™ assessment contains a series of standards users score to accurately measure the strength of policies and practices the organization has in place to reduce incidents of abuse and false allegations.
Assessment By Operation	An assessment By Operation gives the ability to take an assessment by selecting specific operation(s) and/or program types. Taking an Assessment By Operation allows you to see how implementing standards have improved your score from your previous full assessment. These assessments are not included in your organization's overall score.
Assessment History Report	The Assessment History Report provides a historical record of all assessments (complete, incomplete, archived, and By Operation) for the selected timeframe.
Background Info	The first page of the *Know Your Score!*™ assessment, Background Info is where users enter demographic information about the organization's programs, staff, and participants.
Corrective Action Plan	The Corrective Action Plan is your action plan to fill gaps identified by your assessments to provide a safer environment for those in your care. Your Corrective Action Plan is created using the tools from *KYS!* including the Score Report, What's Next!? document, Cost-Benefit Grid, and resources.

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KYS! Glossary, Continued

Cost-Benefit Grid	Resource used to create a Corrective Action Plan. The Cost-Benefit Grid allows users to prioritize how to respond to *Know Your Score!*™ results based on the cost and benefit determined by users (and their teams): • Cost can be a financial expense, increase in personnel, training, temporary inconvenience to program, and/or employee resistance to change. • Benefits include everything an organization will gain by closing a particular gap. • The Cost-Benefit Grid plots each standard into the appropriate quadrant based on the cost and benefit designated for each standard. Each quadrant of the Cost-Benefit Grid signifies the level of complexity of implementing each standard.
Cost-Benefit Worksheet	Paper-based version of the Cost-Benefit Grid found in the What's Next!? document.
Cycle	A cycle creates a baseline score by saving the first assessment for each underlying level. Cycles also allows you to compare assessment scores over time.
Interactive Cost-Benefit Grid	Online version of the Cost-Benefit Grid. This tool automatically plots standards in the appropriate quadrants based on the cost and benefit number assigned to each standard.

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KYS! **Glossary,** Continued

Level	A *KYS!* account is organized into up to four roles:	

Role	Description	Examples
Headquarters	Located at the top level of the account or organization.	Youth Organization
Cycle Administrator Or Administrator	Located beneath the headquarters.	Youth Organization of North Texas
Assessor	Located at the local level.	• Main Street Branch • Child Center • Lake Branch

Next Steps The Next Steps menu contains functions and tools used when creating the Corrective Action Plan. The Next Steps menu contains the What's Next!? document and the Interactive Cost-Benefit Grid.

Operations Functional areas within the organization that incorporate a series of standards necessary to reducing incidents of abuse and false allegations.

The Praesidium Safety Equation® A model identifying eight organizational operations that provides opportunities to decrease the risk of abuse by employees, volunteers, or other program participants. Using current research and root-cause analyses of thousands of cases of abuse across a diverse range of organizations, Praesidium has identified best practices in each operation and created products and services that help organizations implement these practices. The Praesidium Safety Equation® can be viewed as a conceptual mathematical model with each operation contributing "safety points" to a program.

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KYS! **Glossary,** Continued

Rationale	A statement that describes the importance of each standard and how following the standard will help prevent incidents of abuse. Users can view rationales by clicking a link within each standard.
Recency Report	The Recency Report provides the current status of your organization. It takes the most recently completed assessments from each underlying level based on when the report is generated.
Resource	A Resource provides sample model policies and procedures provided by Praesidium to help organizations improve low-scoring standards.
Score Report	The Score Report shows the baseline score for the selected cycle. It combines the first completed assessment from each associated level to provide the baseline score.
Scorecard	The Scorecard is a report showing the results from an individual assessment. The Scorecard provides a graphical view of the results By Operation, Program Type, and Volunteer. The Scorecard also shows the score for each standard and provides resources for low-scoring standards.
Standard	A Standard is a guideline describing policies and procedures organizations should follow to reduce incidents of abuse and false allegations.
Training Status Report	The Training Status Report provides a view of the registered users who have completed *KYS!* training. It also shows the date each training course was completed.

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KYS! **Glossary,** Continued

Trending Report	The Trending Report shows how your scores has progressed over time. The administrative view shows the cycle score over time while the assessor view shows the ordinal number of each assessment's score over time.
What's Next!? document	The What's Next document summarizes your results and describes how to create and use a Corrective Action Plan using the Cost-Benefit Grid and additional Praesidium resources.

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KYS! Sample Email

Overview For users in the administrator roles, if you receive an account creation email containing access codes, you will distribute the access codes to your assessors. You can use the sample email to send to your assessors.

Sample Assessor Introduction Email

Greetings!

You will be completing a self-assessment for your location or program through Praesidium's *Know Your Score!*™ Online Self-Assessment Tool. *Know Your Score!*™ (*KYS!*) highlights areas where your location or program is excelling in abuse prevention and areas where you may have some gaps.

Your first step is to register for a *KYS!* account using this unique, identifying access code: _____
Then, you will complete the three prerequisite training courses before actually starting your self-assessment. (Detailed instructions for completing these first two action items can be found on page 7 of the attached *KYS!* guide).

Please feel free to let me know if you have any questions or there is anything I can do to assist you.

Sincerely,

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