

TELEPHONE REASSURANCE

TELE 1	Does the program follow appropriate client intake and screening procedures? [Standard 9]
TELE 2	Does the program appropriately schedule and document service provision? [Standard 12]
TELE 3	Does the program correctly reports documented units to DFTA? [Standard 6 &14]
TELE 4	Does the program provide supervision and support to callers? [Standard 8]
TELE 5	Does the program maintain required records on file? [Standard 15]
TELE 6	Does the program serve the appropriate population? [Standard 13]

FRIENDLY VISITING

VIST 1	Does the program follow appropriate client screening and intake procedures? [Standard 10]
VIST 2	Does the program appropriately schedule and document service provision? [Standard 9]
VIST 3	Does the program correctly reports documented units to DFTA? [Standard 6]
VIST 4	Does the program provide supervision and support to visitors? [Standard 8]
VIST 5	Does the program maintain required records on file? [Standard 15]
VIST 6	Does the program serve the appropriate population? [Standard 13]

SHOPPING ASSISTANCE/CHORE

SPCH 1	Does the program follow appropriate client intake and screening procedures? [Standard 12]
SPCH 2	Does the program appropriately train and supervise workers? [Standard 11]
SPCH 3	Does the program appropriately schedule and document service provision? [Standard 13]
SPCH 4	Does the program correctly report documented units to DFTA? [Standard 17]
SPCH 5	Does the program maintain required records on file? [Standard 18]
SPCH 6	Does the program serve the appropriate population? [Standard 16]
SPCH 7	Does the program request contributions towards service provision? [Standard 5]

ESCORT

ESCT 1	Does the program follow appropriate client intake and screening procedures? [Standard 12]
ESCT 2	Does the program appropriately train and supervise escorts? [Standard 11]
ESCT 3	Does the program appropriately schedule and document service provision? [Standard 14]
ESCT 4	Does the program correctly report documented units to DFTA? [Standard 17]
ESCT 5	Does the program maintain required records on file? [Standard 18]
ESCT 6	Does the program serve the appropriate population? [Standard 16]
ESCT 7	Does the program request contributions towards service provision? [Standard 5]