

The PCC Assessment Tool

As an organization matures and achieves a measure of success, leaders may lose sight of its mission and rest on the laurels of past accomplishments. Becoming comfortable with the status quo, they may hesitate to risk change, or be unaware of needed changes.

Pregnancy care centers will not maintain or achieve excellence by remaining stagnant and mediocre. Neither will they glorify Christ. That is why mature PCC leaders must have a self-critical attitude. They must care enough about achieving excellence to ask themselves the hard questions, and be wise enough to make needed changes.

THE ASSESSMENT COMMITTEE

The PCC Assessment Tool is designed to evaluate the current status of a PCC. The PCC board of directors should appoint an Assessment Committee, consisting of the PCC chief executive, the board chair and at least one other board member, two volunteers, and at least one staff member. The committee could also include a supporting church pastor, a donor, and/or a former client.

Ideally, the committee should be comprised of individuals representing both long and short associations with the PCC. They should be committed to providing an honest evaluation of the center, positive and negative points. Likewise, each should be assured that their perspectives will be valued by other members.

DOING THE ASSESSMENT

A copy of the Assessment Tool should be distributed to every member of the Assessment Committee. The PCC board may assign the committee to complete all or part of the assessment at any one time.

Each member should complete the survey independently of others, without discussing the questions or their answers with other members. Responses are either 'yes' or 'no.' If a member is uncertain of a response, he or she should leave it unanswered.

COMPILING ASSESSMENT RESULTS

After completing the assessment, someone should compile the results onto a master copy. By compiling the results independently, each member's anonymity will be protected and will allow discussion to focus on various issues rather than on individual opinions.

ANALYZING RESULTS

The Assessment Tool was designed so that every positive response indicates excellence and negative ones indicate room for improvement. Where there is disagreement on a question among members of the committee, the committee should discuss the area in question and arrive at a consensus response.

USING THE RESULTS

The Assessment Committee should turn over the results of the assessment to the PCC board with recommendations on areas requiring improvement. The PCC board should review the results and formulate strategic plan elements that address the most urgent needs.

PCC leadership can refer to the body of this manual for guidance on how to strengthen weaknesses. The center may also plan follow-up assessments in order to chart progress.

A WORD OF ENCOURAGEMENT

The fact that a PCC chooses to perform an assessment survey shows it is well on its way toward excellence. Leaders shouldn't be discouraged by what may seem to be a large number of negative marks, but view each one as an opportunity to better the services the center is providing.

It's impossible for a center to effectively target every problem area at once. By pacing itself and using measurable, prioritized goals, marked improvement is achievable. Remember, excellence is a process, not a destination.

Section 1: Foundational Documents

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| 1. | Yes | No | The PCC has clear, concise Standards of Operation. |
| 2. | Yes | No | Every member of the team – board members, staff members, and volunteers – is in agreement with the PCC’s Standards of Operation, as reflected in a signed statement held in each individual’s personnel file. |
| 3. | Yes | No | The board of directors has drafted mission and vision statements for the PCC. |
| 4. | Yes | No | Every member of the team can articulate the PCC’s mission and vision statements. |
| 5. | Yes | No | The PCC has a clear, concise statement of faith. |
| 6. | Yes | No | Every member of the team is in agreement with the PCC’s statement of faith, as reflected in a signed statement held in each individual’s personnel file. |
| 7. | Yes | No | The PCC has filed Articles of Incorporation with the state. |
| 8. | Yes | No | The PCC has developed a constitution and bylaws. |
| 9. | Yes | No | The PCC has been granted status as a 501(c)(3) non-profit organization by the Internal Revenue Service. |
| 10. | Yes | No | The PCC provides a state sales tax exemption certificate to all its vendors according to state requirements. |
| 11. | Yes | No | Administrators know whether or not their state requires the PCC to obtain a license to solicit funds for charitable purposes, as well as the requirements of other states from which they might seek donations. |
| 12. | Yes | No | The PCC has obtained the necessary state license(s) to solicit funds for charitable purposes. |
| 13. | Yes | No | The board of directors and chief executive have spelled out policies and procedures by which the ministry operates. |
| 14. | Yes | No | The board of directors and chief executive have developed a Policies and Procedures Manual. |
| 15. | Yes | No | Every staff person and volunteer has read all policies and procedures of the PCC, as reflected in a signed statement held in each individual’s personnel file. |
| 16. | Yes | No | The board of directors and chief executive have developed an employee handbook. |
| 17. | Yes | No | Every staff person and volunteer has read the center’s employee handbook, as reflected in a signed statement held in each individual’s personnel file. |

Section 2: Board of Directors

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| 18. | Yes | No | The PCC has an active, involved board of directors. |
| 19. | Yes | No | The board understands what it means to be a policy setting body and functions accordingly. |
| 20. | Yes | No | The PCC board of directors has at least five members. |
| 21. | Yes | No | The PCC's chief executive reports to the board of directors but is not a voting member of the board. |
| 22. | Yes | No | Members of the PCC staff are not allowed to serve on the board. |
| 23. | Yes | No | The PCC board of directors operates under a clear and up-to-date set of bylaws and board policies with which all members are familiar and in agreement. |
| 24. | Yes | No | Within the bylaws and/or board policies, a policy has been established in which an individual cannot be considered for candidacy if he or she is the "immediate relative" of any staff person or existing board member. |
| 25. | Yes | No | The PCC board of directors consists of the required number of members as stipulated in the organizations bylaws or board policies. |
| 26. | Yes | No | The PCC board of directors has an elected Executive Committee which maintains minutes of its meetings and reports fully in writing to the entire board of directors on any actions it takes. |
| 27. | Yes | No | The PCC board of directors has a number of standing committees which meet regularly and report back to the entire board in writing. |
| 28. | Yes | No | On the whole, 85 percent of the PCC's board members are present at meetings. |
| 29. | Yes | No | The PCC board of directors meets regularly. |
| 30. | Yes | No | Meeting agendas, financial reports, and other operating reports are sent to board members prior to meeting. |
| 31. | Yes | No | Board minutes are distributed to members after meetings. |
| 32. | Yes | No | PCC staff members participate at board and committee meetings. |
| 33. | Yes | No | PCC board meetings are led by the board chairperson. |
| 34. | Yes | No | Board and committee procedures follow a set pattern, such as Robert's Rules of Order. |
| 35. | Yes | No | The PCC board of directors has a procedure for decision-making. |
| 36. | Yes | No | The decision-making procedure is followed by PCC board members, and all appropriate people are involved in the process. |
| 37. | Yes | No | All PCC board members fully understand their duties. |

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| 38. | Yes | No | Members of the PCC board of directors represent diverse ages, talents, skills, occupations, and experience levels. |
| 39. | Yes | No | The PCC board of directors includes representatives and community leaders from the ethnic and socio-economic backgrounds of its clientele. |
| 40. | Yes | No | The PCC board of directors reflects a balance of men and women. |
| 41. | Yes | No | The PCC's bylaws and/or board policies stipulate the length of terms and term limits for board members. |
| 42. | Yes | No | Board members are not paid by the PCC. |
| 43. | Yes | No | The PCC board of directors actively recruits new members. |
| 44. | Yes | No | The PCC board of directors uses established criteria to recruit new board members, based on its needs. |
| 45. | Yes | No | Before a new board member is selected, he or she is fully oriented to the work of the PCC and what is required of him/her. |
| 46. | Yes | No | A new board member receives information and training about all aspects of the PCC and its board of directors. |
| 47. | Yes | No | The board of directors has a formal method of appraising the performance of the PCC chief executive. |
| 48. | Yes | No | The PCC board of directors conducts an annual evaluation of the chief executive. |
| 49. | Yes | No | PCC board members conduct a Board Member Self- Evaluation before accepting another term of office. |
| 50. | Yes | No | Every PCC board member serves on at least one board committee. |
| 51. | Yes | No | Board members know and understand the PCC's constituency. |
| 52. | Yes | No | Board members are knowledgeable about the PCC, its place in the community, trends in society affecting its area of service, and are concerned with long-range, important issues rather than trivial matters. |
| 53. | Yes | No | The board of directors develops, reviews, and approves the budget and program services of the PCC. |
| 54. | Yes | No | The PCC Board has established a policy and procedure for removing a board member. |
| 55. | Yes | No | The board of directors is ultimately responsible for the PCC's financial well-being. |
| 56. | Yes | No | Every PCC board member makes regular financial contributions to the PCC, according to ability. |
| 57. | Yes | No | Every board member takes an active role in finding financial support for the PCC. |

58. Yes No Every board member participates in the PCC's fundraising events.
59. Yes No Every board member is capable and willing to represent the PCC to the community, donors, other organizations, and churches.
60. Yes No PCC board members work with other agencies in the community and are familiar with their programs and activities.
61. Yes No Every board member prays for the PCC regularly.
62. Yes No Every board member encourages the PCC chief executive through occasional phone calls, cards, lunches,
63. Yes No In general, the board of directors enjoys a trustful and harmonious relationship with the chief executive.
64. Yes No The board of directors refrains from 'micro-managing' the PCC, involving itself in its daily operations.
65. Yes No There is effective communication between the PCC board of directors and the chief executive.
66. Yes No PCC board members receive all appropriate information, negative and positive, necessary for policy decisions.
67. Yes No There is an atmosphere of openness during PCC board deliberations.
68. Yes No In general, PCC board members work together to accomplish the goals set by the board of directors.
69. Yes No The board of directors and chief executive have developed a three- to five-year strategic plan for the future of the PCC.
70. Yes No Every board member has read, signed, and received a copy of the Board Ethics Policy, Conflict of Interest Statement, Statement of Faith, and Board Member Commitment & Pledge.

Section 3: Financial & Fundraising Integrity

71. Yes No The PCC is dedicated to integrity in all phases of fundraising and finance.
72. Yes No The PCC is a good steward of its resources.
73. Yes No The PCC can account for all of its funds.
74. Yes No The PCC has established written policies and procedures in the handling of its finances.
75. Yes No The PCC has checks and balances in place to ensure no one person handles every aspect of its finances.
76. Yes No The PCC pays bills within the allotted time.

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| 77. | Yes | No | When payments are late, the PCC contacts vendors to explain the problem and work out late payment arrangements. |
| 78. | Yes | No | Every member of the PCC team has a “development mindset.” |
| 79. | Yes | No | Every mailing piece is proofread by more than one staff person at the PCC. |
| 80. | Yes | No | PCC staff members show up on time for meetings and appointments with donors. |
| 81. | Yes | No | The PCC sends out requested information in a timely fashion. |
| 82. | Yes | No | PCC staff members return phone calls in a timely fashion. |
| 83. | Yes | No | PCC staff members answer the phone in a timely (two rings) and pleasant manner. |
| 84. | Yes | No | The PCC’s fundraising appeals are truthful and to the point. |
| 85. | Yes | No | PCC donors receive ministry updates from the PCC once or twice a year. |
| 86. | Yes | No | Supporting churches receive letters from the PCC at least six times each year. |
| 87. | Yes | No | The PCC offers to send a representative to report to supporting churches once a year. |
| 88. | Yes | No | The PCC avoids conflicts of interest on the part of board members and staff in relation to purchasing supplies and equipment. |
| 89. | Yes | No | All financial transactions are conducted fairly and in the best interests of the PCC. |
| 90. | Yes | No | An independent accounting firm performs an annual audit or review of the PCCs finances and accounting practices. |
| 91. | Yes | No | The PCC prepares monthly and yearly financial statements in lieu of an audit. |
| 92. | Yes | No | The PCC provides copies of its current audited financial statements and/or 990 submission upon written request. |
| 93. | Yes | No | The PCC assures that all resources are used to accomplish the purposes for which they were intended. |
| 94. | Yes | No | The PCC receipts donors’ gifts in a timely fashion, within two weeks. |
| 95. | Yes | No | The PCC employs high standards of privacy and safety for users of its website and online transactions. |
| 96. | Yes | No | The PCC utilizes state-of-the-art methods of securing client and donor information electronically. |
| 97. | Yes | No | Software used by the PCC has encryption technology from the moment a visitor logs in. |
| 98. | Yes | No | The PCC has developed a privacy policy and statement for users of its website. |

THE ASSESSMENT TOOL

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| 99. | Yes | No | The PCC never sells, rents, or leases its customer/visitor/donor lists to third parties. |
| 100. | Yes | No | The PCC never discloses sensitive personal information without consent. |
| 101. | Yes | No | Appeals by the PCC for support do not create unrealistic expectations in the minds of donors. |
| 102. | Yes | No | The PCC understands and adheres to IRS guidelines and limitations regarding goods and services given in lieu of monetary donations. |
| 103. | Yes | No | The PCC honors donors' intents in regard to how funds should be used. |
| 104. | Yes | No | Employees who perform fundraising duties for the PCC are not compensated on a percentage or contingency basis. |
| 105. | Yes | No | The PCC properly acknowledges and receipts gifts-in-kind. |
| 106. | Yes | No | The PCC maintains an annual inventory of donated items coming in and going out, providing that information to their auditor and/or tax preparer. |
| 107. | Yes | No | The PCC prays for its donors. |
| 108. | Yes | No | The PCC communicates with donors at times other than when funds are needed. |
| 109. | Yes | No | The PCC has explored the feasibility of raising funds by seeking foundation grants. |
| 110. | Yes | No | The PCC is familiar with the grant-writing process. |
| 111. | Yes | No | The PCC has secured and maintains recommended insurance policies covering general liability, professional liability, property, directors' and officers' liability, workers' compensation, primary auto insurance (for any owned, hired, and non-owned vehicles), and special events. |
| 112. | Yes | No | The PCC's insurance policies are reviewed regularly to ensure adequate coverage and competitive pricing. |
| 113. | Yes | No | If not already a member, the PCC has both researched and considered becoming a member of the Evangelical Council for Financial Accountability. |
| 114. | Yes | No | The PCC recognizes the need to partner with local churches. |
| 115. | Yes | No | Local churches actively participate in supporting the PCC through prayer, volunteer recruitment, funding, and welcoming clients into fellowship. |
| 116. | Yes | No | The PCC recruits volunteers from area churches. |
| 117. | Yes | No | The PCC is regularly invited to share updates and needs in local churches. |
| 118. | Yes | No | PCC representatives seek and accept opportunities to share updates and needs with local congregations. |
| 119. | Yes | No | The PCC's chief executive meets regularly with area pastors and youth leaders. |

120. Yes No The PCC sends ministry reports and prayer requests to churches on a regular basis.
121. Yes No The PCC is able to refer clients who are Christians or accept Christ through the center's ministry to local churches for ongoing discipleship and fellowship.
122. Yes No Local churches are open and welcoming to PCC clients.

Section 4: The Facility

123. Yes No The PCC is located in a relatively safe neighborhood.
124. Yes No The PCC can be easily located by clients.
125. Yes No The PCC is accessible to the target population.
126. Yes No The building where the PCC is located is well-maintained inside and out.
127. Yes No The PCC is open during hours that accommodate the needs of clients.
128. Yes No The PCC has researched the hours of operation of area abortion clinics and/or Planned Parenthood offices, and is open during those hours (and preferably more).
129. Yes No The PCC is open the days and hours advertised.
130. Yes No The PCC's location accommodates 'walk-in' clients.
131. Yes No The building where the PCC is located is well-maintained inside and out.
132. Yes No The PCC has appointed individuals and established procedures for inspecting walkways, handrails, parking lots for cracks and holes, and all flooring for slip and fall issues.
133. Yes No The PCC's location is neutral.
134. Yes No The PCC has ample parking spaces.
135. Yes No The PCC has a waiting room for clients separate from the reception area.
136. Yes No The PCC's appearance is warm and inviting.
137. Yes No The PCC is clean and neat at all times.
138. Yes No The PCC is well organized and free of clutter.
139. Yes No The PCC's counseling rooms are soundproof and offer clients adequate privacy.
140. Yes No Clients can enter the PCC inconspicuously.
141. Yes No The PCC's furnishings, floors, wall covers, and window treatments are in good condition.
142. Yes No PCC decorations are neutral and unobtrusive.

- 143. Yes No The PCC is sanitary and fresh smelling.
- 144. Yes No PCC volunteers have easy access to cleaning supplies and equipment.
- 145. Yes No The PCC's name is appealing to the target client population.
- 146. Yes No The PCC's name is simple and memorable.
- 147. Yes No The PCC's name is neutral.
- 148. Yes No The PCC has an outdoor sign that is legible from the street.
- 149. Yes No The PCC advertises in media that reach the target client population.
- 150. Yes No PCC advertising is attractive, accurate, and informative.
- 151. Yes No In addition to a website, the PCC utilizes social networking media (blogs, Facebook, Twitter, text messaging, YouTube, etc.) to reach potential clients.
- 152. Yes No The PCC regularly assess the need for pro-life services in surrounding communities.
- 153. Yes No The PCC has established cooperative working relationships with other pro-life ministries in the immediate area and in surrounding locales.
- 154. Yes No The PCC has explored ways of more effectively accommodating the needs of abortion-vulnerable women in regions beyond its immediate area.

Section 5: Staffing & General Operations

- 155. Yes No The PCC regularly assesses its operating needs, and from there designs staffing positions with job descriptions detailing specific tasks.
- 156. Yes No The PCC has formulated policies and procedures for the hiring and firing of staff and volunteers.
- 157. Yes No The PCC has an official job application form.
- 158. Yes No The PCC has established guidelines for effectively recruiting staff and volunteers.
- 159. Yes No The PCC has established guidelines for interviewing.
- 160. Yes No The PCC requires a candidate for any position (paid or volunteer) to submit a recommendation from his or her home church in order to be considered for employment.
- 161. Yes No Upon receiving applications and/or resumes, the PCC sends out personalized receipt acknowledgement letters.
- 162. Yes No The PCC runs criminal background checks on all volunteer and staff applicants prior to hiring.

163. Yes No When offering employment, the PCC presents a job offer letter detailing pertinent terms of employment.
164. Yes No When an applicant who has been through the interview process is rejected, he or she is sent a rejection letter in a timely manner, ensuring that he or she learns of that decision before the position is filled by another candidate.
165. Yes No The PCC places measurable expectations upon every member of the team in the form of a job description.
166. Yes No The PCC has established a 'chain of command' for handling difficult or unusual situations that arise during the chief executive's absence.
167. Yes No Every staff and volunteer has read and signed a Statement of Commitment to the PCC, including an understanding that they are unpaid volunteers (if applicable).
168. Yes No The PCC can verify that every volunteer and staff person who has contact with clients has completed the required amount of training.
169. Yes No The PCC provides new volunteers and staff members a period of orientation before they begin service.
170. Yes No New PCC volunteers are supervised ("shadowed") the first two weeks of service in order to ensure they work well with clients.
171. Yes No The PCC monitors and has implemented evaluative measures to ensure that all staff and volunteers positively and effectively represent its mission and vision.
172. Yes No The PCC conducts volunteer debriefing sessions at the end of each shift.
173. Yes No The PCC conducts regular training seminars in order to build its volunteer base.
174. Yes No The PCC maintains a personnel file for each staff member and volunteer, which contains both required and recommended documents.
175. Yes No The PCC displays all employee labor postings as required by state and federal governments.
176. Yes No The PCC maintains attendance records for all staff, volunteers, and board members.
177. Yes No After initial training and orientation period, a PCC supervisor "shadows" (sits in on) a volunteer's client sessions twice a year.
178. Yes No The PCC chief executive ensures that all staff members and volunteers are evaluated annually by a supervisor in order to help them realize their potential.
179. Yes No The PCC staff and board of directors conduct an annual evaluation of the chief executive.
180. Yes No Completed evaluation forms are kept in each worker's confidential personnel file.

181. Yes No The PCC provides on-going training for staff and volunteers.
182. Yes No In-service training seminars are mandatory for PCC volunteers and staff.
183. Yes No PCC staff and volunteers are informed of supplementary training opportunities well in advance.
184. Yes No The chief executive and staff attend at least one outside, PCC related conference per year.
185. Yes No The PCC holds an annual planning and review meeting for the chief executive and staff.
186. Yes No The PCC nurtures the spiritual life of staff members and volunteers.
187. Yes No The PCC has developed a policy that upholds IRS guidelines and restrictions for involvement in political activity.
188. Yes No The PCC has developed a written dress code for volunteers and staff members.
189. Yes No PCC staff and volunteers dress in a manner appropriate for relating to clientele and inspiring their confidence.
190. Yes No The PCC has written policies and procedures for urine collection and disposal.
191. Yes No The PCC's policy on handling urine includes specifications that vinyl or latex gloves are to be used.
192. Yes No The PCC has facilities for hand-washing readily available to volunteers.
193. Yes No The PCC stocks disinfectants on hand for cleaning up urine spills.
194. Yes No The PCC prohibits the consumption of food and drink in areas where urine is handled.
195. Yes No The PCC provides staff and volunteers lockable restroom facilities separate from those used by clients and visitors.
196. Yes No The PCC has taken steps to ensure that more than one staff person or volunteer is on the premises during open hours.
197. Yes No The PCC follows Universal Precautions in handling urine.
198. Yes No Restrooms used by PCC clients and visitors are cleaned and sanitized at least once per week.
199. Yes No The PCC seeks to abide by federal Occupational Safety and Health Act (OSHA) standards.
200. Yes No The PCC has developed and implemented policies and procedures ensuring the center is in compliance with OSHA standards.
201. Yes No The PCC has developed a handbook relating to both paid and volunteer staff members, which spells out information about work hours, pay, benefits, evaluations, attendance, grievances, termination, holidays, and vacations.

202.	Yes	No	The PCC board of directors and chief executive annually review and update the employee/volunteer handbook.
203.	Yes	No	The PCC has developed policies and procedures for handling staff grievances, complaints, and conflict.
204.	Yes	No	Every attempt is made to handle grievances, complaints, and conflicts in a biblical manner.
205.	Yes	No	The PCC has developed policies and procedures for handling disciplinary actions toward staff members and volunteers who fail to meet established criteria.
206.	Yes	No	Disciplinary actions involving PCC staff members or volunteers are fully documented in the employee's personnel file.
207.	Yes	No	The PCC has developed policies for protecting staff and volunteers from harassment and procedures for handling accusations of harassment.
208.	Yes	No	The PCC has developed standards and safeguards relating to sexual misconduct.
209.	Yes	No	The PCC performs an exit interviews when a staff member or volunteer departs from service.
210.	Yes	No	The PCC has developed policies and procedures for handling media contacts.
211.	Yes	No	The PCC has prepared a media packet containing pertinent information about the center.
212.	Yes	No	The PCC has designated one individual to be the center's spokesperson.
213.	Yes	No	PCC staff and volunteers know they should direct all media inquiries to the designated spokesperson.
214.	Yes	No	The PCC is knowledgeable of and complies with all copyright laws.
215.	Yes	No	PCC leaders regularly demonstrate their appreciation for volunteers through varied means (gifts, recognition, events, etc.)

Section 6: Client Services

216.	Yes	No	The PCC has policies and procedures in place to protect the rights of clients.
217.	Yes	No	The PCC requests written consent from clients before they are provided with any services.
218.	Yes	No	The PCC files signed consent forms with a client's records.
219.	Yes	No	PCC personnel understand and comply with state rules and regulations regarding abuse and neglect reporting.
220.	Yes	No	PCC personnel understand laws relevant to the emancipation of minors.

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| 221. | Yes | No | The PCC makes every effort to protect clients' confidentiality. |
| 222. | Yes | No | The PCC keeps client records in a secure location, protected from unauthorized access. |
| 223. | Yes | No | If client records are maintained electronically (on a computer or Internet database), hacking safeguards are in place. |
| 224. | Yes | No | PCC staff and volunteers are instructed not to discuss clients in public areas. |
| 225. | Yes | No | The PCC implements password protection for computers storing sensitive client information. |
| 226. | Yes | No | PCC personnel make a practice of clearing computer screens when left unattended. |
| 227. | Yes | No | Computer screens are positioned out of the view of unauthorized individuals. |
| 228. | Yes | No | PCC personnel understand and comply with the requirements of the Health Insurance Portability and Accountability Act (HIPPA) that relate to the center. |
| 229. | Yes | No | The PCC never releases information about a client to anyone outside the PCC without the client's written consent. |
| 230. | Yes | No | The PCC has a policy detailing correct procedures for leaving messages on clients' answering machines, voicemail, or with family members. |
| 231. | Yes | No | The PCC provides clients with privacy throughout the advising process. |
| 232. | Yes | No | PCC clients are dealt with one-on-one unless they have agreed in writing to meet in larger groups of clients and staff. |
| 233. | Yes | No | PCC personnel never touch a client without first obtaining permission. |
| 234. | Yes | No | The PCC abides by a policy acknowledging clients are free to leave the center at any time. |
| 235. | Yes | No | The PCC has developed policies and procedures to maintain the highest standards of health and safety, as recommended by OSHA. |
| 236. | Yes | No | Health and safety standards are posted where they can be read by PCC employees and volunteers. |
| 237. | Yes | No | The PCC maintains a clean and orderly work environment. |
| 238. | Yes | No | The PCC is equipped with smoke detectors, posted fire escape routes, fire extinguishers, emergency lighting, and first aid kits according to OSHA regulations. |
| 239. | Yes | No | The PCC trains personnel in the use of all fire extinguishing equipment in accordance with OSHA regulations. |
| 240. | Yes | No | PCC staff and volunteers are familiar with fire evacuation plans. |
| 241. | Yes | No | The PCC maintains annual fire equipment training logs. |

242. Yes No The PCC inspects, tests, and maintains all workplace fire extinguishers, hose stations, and sprinkler systems on a monthly basis, with a full maintenance check every year.
243. Yes No The PCC maintains records of all inspections (above).
244. Yes No PCC staff and volunteers are familiar with procedures for handling medical emergencies.
245. Yes No PCC hallways are free of hazardous obstructions.
246. Yes No The PCC has passed a recent fire marshal inspection.
247. Yes No Toys in the PCC waiting room are cleaned and sanitized on a weekly basis.
248. Yes No The PCC can accommodate clients who are hearing, speech, or visually impaired.
249. Yes No The PCC can accommodate clients who speak a language other than English.
250. Yes No Restrooms and counseling rooms at the PCC are wheelchair accessible.
251. Yes No PCC clients are informed of the protocol and rationale for the interview and advising process before it begins.
252. Yes No Clients are informed that general statistical information is compiled for the center's use.
253. Yes No The PCC has policies and procedures in place for informing clients of the contents of videos prior to viewing.
254. Yes No PCC clients are instructed on how to operate the DVD player and informed they may stop watching at any time.
255. Yes No PCC volunteers respect clients' autonomy.
256. Yes No The PCC has a policy concerning the scope and limitation of its services.
257. Yes No Clients are asked to read and sign a document outlining the scope and limitations of the PCC's services.
258. Yes No The PCC makes a concerted effort to keep client waiting times to a minimum.
259. Yes No The PCC provides services to clients who "walk in" and those who make appointments.
260. Yes No Clients are informed that PCC volunteers are trained in advising women about pregnancy and their options, but are not paid for this service nor licensed to counsel by the state.
261. Yes No Where applicable, clients are informed the PCC is not a medical facility and cannot diagnose the results of pregnancy tests.
262. Yes No Clients are encouraged to have their pregnancies verified by a physician (or via ultrasound if available at the center).

THE ASSESSMENT TOOL

263. Yes No Clients are informed that they and/or the PCC may terminate services at any time.
264. Yes No The PCC has procedures for assessing the needs of clients.
265. Yes No PCC volunteers are trained to recognize indicators that a client is suicidal.
266. Yes No PCC volunteers are referred to as “advisors,” not “counselors.”
267. Yes No PCC volunteers encourage clients who are minors to communicate with parents about their sexual activity and/or pregnancies.
268. Yes No PCC volunteers are trained to identify clients who may be victims of physical abuse, sexual abuse, or neglect, and to observe state reporting practices.
269. Yes No Clients can rely on the PCC for factual, unbiased, and impartial information on pregnancy and abortion.
270. Yes No PCC volunteers are equipped to educate clients about abortion methods and dangers, fetal development, sexually transmitted diseases, and adoption.
271. Yes No The PCC is equipped with educational tools such as brochures, videos, charts, books, and visual aids.
272. Yes No The PCC provides educational materials targeted at its client population.
273. Yes No The PCC never deceives, misinforms, or misleads clients.
274. Yes No The PCC educates the community at large about the needs of pregnant women, and about the moral, physical, and spiritual effects of abortion.
275. Yes No PCC staff and volunteers are well-acquainted with videos and literature prior to making them available to clients.
276. Yes No The PCC has developed a policy and recommended procedures for disseminating the Gospel.
277. Yes No The PCC has formulated procedures for providing pregnancy tests to clients.
278. Yes No The PCC allows clients to administer their own pregnancy tests.
279. Yes No The PCC allows clients to interpret the results of their own pregnancy tests.
280. Yes No Clients are informed that the result of a pregnancy test at the PCC is not a diagnosis, and that urine tests are not 100 percent accurate.
281. Yes No The PCC has developed procedures defining how volunteers and staff should handle incoming and outgoing phone calls, emails, and text messages.
282. Yes No PCC personnel never deceive or intentionally mislead callers.
283. Yes No PCC personnel never misrepresent the services of the PCC.
284. Yes No PCC personnel never give out medical, legal or psychological advice.

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| 285. | Yes | No | The PCC never gives out a volunteer's or staff person's private phone number, but always takes a message and has the volunteer or staff member return a call. |
| 286. | Yes | No | PCC personnel are trained in the proper use of the phone system. |
| 287. | Yes | No | The PCC has developed procedures for receiving donated items. |
| 288. | Yes | No | The PCC has developed procedures for distributing donated items to clients. |
| 289. | Yes | No | Clients receiving baby furniture and equipment are asked to sign a release form stating that the PCC is not liable for the condition or safety of the item(s). |
| 290. | Yes | No | The PCC keeps records of items given to clients on file. |
| 291. | Yes | No | The PCC does not distribute infant formula or other perishable items beyond an expiration date. |
| 292. | Yes | No | The PCC maintains an annual inventory of donated items, both coming in and going out, for their auditor and/or tax preparer. |
| 293. | Yes | No | The PCC's program of distributing material goods does not hinder its ability to accommodate walk-in clients for pregnancy testing and counseling. |
| 294. | Yes | No | Abortion-vulnerable clients receive preferential treatment at the PCC. |
| 295. | Yes | No | The PCC has developed procedures for managing the tracking and following up with clients. |
| 296. | Yes | No | PCC volunteers obtain written permission to contact clients after the initial visit. |
| 297. | Yes | No | PCC personnel attempt to follow-up with abortion-minded clients 48 to 72 hours after visits. |
| 298. | Yes | No | PCC volunteers document each contact in the client's file. |
| 299. | Yes | No | The PCC provides clients with additional counseling, mentoring, emotional support, and referrals (if necessary) as part of normal follow-up. |
| 300. | Yes | No | The PCC has policies and procedures for referring clients to, or accepting referrals from, other organizations. |
| 301. | Yes | No | The PCC has procedures in place for handling situations in which an individual is ineligible to benefit from a referred agency. |
| 302. | Yes | No | The PCC never refers clients to physicians or organizations who either perform abortions or make referrals for abortions. |
| 303. | Yes | No | The PCC never refers unmarried clients to agencies that provide birth control. |
| 304. | Yes | No | All personnel are familiar with the PCC's referral information. |
| 305. | Yes | No | Volunteers assure clients of their continued concern by following referrals with a phone call to the client. |
| 306. | Yes | No | Records of all referrals are kept in the client's file. |

THE ASSESSMENT TOOL

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| 307. | Yes | No | The PCC has developed policies and procedures for handling adoption referrals. |
| 308. | Yes | No | The PCC is not biased in favor of adoption over other life-affirming alternatives. |
| 309. | Yes | No | The PCC operates independently of adoption agencies. |
| 310. | Yes | No | The PCC never receives payment of any kind from adoption agencies. |
| 311. | Yes | No | The PCC never arranges adoptions. |
| 312. | Yes | No | The PCC informs clients about the abortifacient nature of some methods of contraception. |
| 313. | Yes | No | The PCC never recommends or refers for abortion in any form, for any reason. |
| 314. | Yes | No | The PCC informs minor clients that no one can legally force them to have an abortion. |
| 315. | Yes | No | The PCC has developed written policies and procedures for handling client complaints. |
| 316. | Yes | No | The PCC offers clients the opportunity to complete a confidential exit survey. |
| 317. | Yes | No | The PCC analyzes client complaints and takes steps to improve client services. |
| 318. | Yes | No | The PCC has developed policies and procedures for managing client records. |
| 319. | Yes | No | PCC volunteers are trained to record detailed, objective information about clients. |
| 320. | Yes | No | The PCC has consulted state laws regarding how long records must be kept, particularly in relation to clients who are minors. |
| 321. | Yes | No | The PCC stores original copies of PCC records in a secure location, labeled for easy reference. |
| 322. | Yes | No | The PCC utilizes a secure off-site server to store electronic records. |
| 323. | Yes | No | The PCC has formulated policies and procedures for the storage and handling of inactive client files, meeting all state and governmental regulations. |
| 324. | Yes | No | The PCC has formulated policies and procedures for the collection, compilation, and dissemination of client statistics, meeting all state and governmental regulations. |
| 325. | Yes | No | Client statistics are readily available for the PCC chief executive's reports to the board and donors. |

Section 7: Other Services

Abstinence-Only Education Program

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| 326. | Yes | No | The PCC has surveyed area schools to learn what, if any, health and sex education programs are currently provided. |
| 327. | Yes | No | The PCC has identified which area schools need an abstinence-only program. |
| 328. | Yes | No | The PCC is cognizant of the state's legal requirements and standards for health and sex education in public schools. |
| 329. | Yes | No | PCC personnel are conversant on the differences between an abstinence-based (choice reduction) and abstinence-only (risk illumination) curricula. |
| 330. | Yes | No | The PCC has obtained each school district's protocol for presenting and approving a change to or addition of an abstinence-only program. |
| 331. | Yes | No | PCC personnel have met with school administrators to gain understanding of the day-to-day challenges related to state and federal mandates, budget constraints, community social and economic issues, etc. |
| 332. | Yes | No | The abstinence-only curriculum used by the PCC meets state standards and requirements, and is free of language that induces shame, guilt, manipulation, scare tactics, etc. |
| 333. | Yes | No | The abstinence-only curriculum used by the PCC is research-based, medically accurate, and doctor-endorsed. |
| 334. | Yes | No | The abstinence-only curriculum used by the PCC includes participatory teaching methods (hands-on activities, discussion, and parental involvement for homework assignments). |
| 335. | Yes | No | The abstinence-only curriculum used by the PCC is both knowledgeable and avoids terminology that should not be used in the curriculum. |
| 336. | Yes | No | The PCC has prepared an information packet about its curriculum so that schools are able to accurately notify parents about the program. |
| 337. | Yes | No | The information packet provides a mechanism by which parents can opt children out of the program. |
| 338. | Yes | No | The PCC provides schools with a note for parents that encourages their involvement with students on take-home assignments. |
| 339. | Yes | No | The curriculum used by the PCC includes a mechanism (survey form) for evaluating the program and abstinence-only educators by classroom host teachers. |
| 340. | Yes | No | The curriculum used by the PCC includes a mechanism (before and after survey forms) for evaluating the program and abstinence-only educators by students. |
| 341. | Yes | No | The curriculum used by the PCC includes a mechanism (survey form) for evaluating the program and abstinence-only educators by parents. |

342. Yes No The PCC measures and evaluates the abstinence-only programs effectiveness and/or success by testing students before and after completion of the course.
343. Yes No The PCC has a method and means of reporting evaluation results of their abstinence-only program.
344. Yes No The PCC has trained qualified individuals who represent and teach the abstinence-only curriculum in a professional manner.
345. Yes No As part of the PCC's abstinence education training program, potential instructors roleplay various scenarios.
346. Yes No As part of the abstinence education training program, trainees shadow current abstinence educators before the PCC allows them to independently instruct in a classroom.
347. Yes No As part of the abstinence education training program, the PCC prepares educators to address controversial issues that may arise in the classroom – sexual behaviors, gay and lesbian relationships, etc.
348. Yes No The PCC has developed a policies and procedures manual for staff and volunteers who serve in the abstinence education program.
349. Yes No The PCC has established a policy on how educators will be evaluated by the students, school, and ministry.
350. Yes No The PCC requires abstinence education staff to participate in local certification for STD training.
351. Yes No The PCC has explored the advantages and disadvantages of running its abstinence-only education program independently from the center.
352. Yes No The PCC has developed relationships with parents, teachers, administrators, and school sex education committees.
353. Yes No The PCC invites community leaders, pastors, parents, etc. to visit the center for informational meetings about the abstinence-only program.
354. Yes No The PCC solicits support for its abstinence-only education program by presenting it to churches and other community organizations.
355. Yes No The PCC provides abstinence-only education to youth groups, parent groups, Sunday school classes, etc.

Medical Services

356. Yes No The PCC surveyed the surrounding community to ascertain whether a pregnancy-related medical services (pregnancy-verification ultrasound, STD testing, prenatal care) was needed.
357. Yes No The PCC medical center is in compliance with state requirements for licensed medical clinics.

358. Yes No The PCC medical center is in compliance with federal laws governing the operations of medical clinics (federal Office of Safety and Health Administration standards and Clinical Laboratory Improvement Amendments).
359. Yes No The PCC medical center is in compliance with local zoning and building codes.
360. Yes No The PCC medical center is under the supervision/direction off a licensed physician.
361. Yes No The PCC's medical services are available to clients during hours that meet the community's needs.
362. Yes No The PCC's medical center is fully staffed.
363. Yes No Each member of the PCC's medical clinic staff has an up-to-date job description.
364. Yes No The PCC medical center offers only "limited" ultrasounds.
365. Yes No The PCC medical center has a list of pro-life doctor to which it can direct clients.
366. Yes No The PCC has developed a manual spelling out medical policies and procedures for the medical center.
367. Yes No PCC leaders review and update the medical center's policies and procedures manual on a regular basis.
368. Yes No The PCC has filed all necessary documents with the proper authorities in order to operate a medical center.
369. Yes No The PCC ensures that all required filings and licenses to operate a medical center are up-to-date.
370. Yes No The PCC has obtained all necessary insurance coverage for operation of its medical center.

Post-Abortion Ministry

371. Yes No PCC personnel are trained to recognize signs and symptoms of post-abortion trauma in clients.
372. Yes No The PCC has assessed available community resources relating to post-abortion recovery (church programs, Bible studies, professional counselors, other programs for post-abortive women and men).
373. Yes No The client intake procedure enables PCC personnel to identify clients who have had abortions and may be in need of post-abortion recovery.
374. Yes No The PCC offers resources (literature, DVDs, a support group, one-on-one counseling) to clients struggling with post-abortion trauma.
375. Yes No The PCC effectively meets the needs of clients who have had or participated in abortion(s) in the past.

THE ASSESSMENT TOOL

376. Yes No The post-abortion program used by the PCC is Bible-based and has been reviewed by the center's board and/or pastoral advisory council for theological accuracy and soundness.
377. Yes No The post-abortion Bible study used by the PCC principally focuses on how all sin (including abortion) affects a person's relationship with God, and secondarily on how abortion affects him or her.
378. Yes No The post-abortion materials used by the PCC teach that the reason abortion is so distressing to the individual is that it violates the biblical principle of the sanctity of human life.
379. Yes No The materials used in the PCC's post-abortion ministry point clients to Jesus Christ as the sole source of forgiveness from sin and healing from the pain of abortion.
380. Yes No The post-abortion Bible study used by the PCC does not engage in extra-biblical speculation.

Men's Ministry

381. Yes No Men are made to feel welcome at the PCC.
382. Yes No The decor of the PCC is appealing to men.
383. Yes No The PCC's name is appealing to men.
384. Yes No The PCC has materials geared for men in the waiting room – magazines, books, brochures – that uphold the sanctity of human life and marriage.
385. Yes No The PCC actively recruits men from local churches to be involved in reaching men through the center.
386. Yes No PCC personnel are trained and equipped to work with men, and are comfortable doing so.
387. Yes No The PCC encourages men to participate in decisions about a child's future.
388. Yes No The PCC hosts events geared toward male clients, volunteers, and donors.
389. Yes No The PCC hosts training seminars specifically for men who wish to minister to and mentor other men under the auspices of the center.
390. Yes No The PCC utilizes curricula or Bible studies aimed at men, taught by men.