

CENTRAL ADMINISTRATION QUALITY ASSURANCE PLAN

Goal: Effective, comprehensive and high quality home visiting services are established and will be maintained to support all eligible families in developing to their fullest potential.

Purpose of QA:

Quality Assurance measures review on a regular basis that a statewide system of training, technical assistance, evaluation, data management and program monitoring is assisting sites in meeting New York's standards and the goals of HFNY. The Administrative Team of OCFS, Prevent Child Abuse New York and Rockefeller College provides support so that HFNY sites can meet the goal of providing high quality home visiting services. OCFS is responsible for overall management of the program and will provide technical assistance and monitoring of all sites. Prevent Child Abuse New York is responsible for management of the HFNY Training Team. The Training Team provides HFA core training and advanced training on selected topics. The HFNY Training Team also provides quality assurance visits to all sites focusing on observation of home visits, assessments and supervision. Rockefeller College is responsible for management of the data system and for the ongoing evaluation of the program.

Objective I:

All HFNY sites meet the policy and practice standards established by HFNY and HFA.

Purpose of QA: The policies of HFNY are reviewed on an annual basis. The Administrative Team in collaboration with the affiliated sites develop HFNY policies and best practice standards that are consistent with HFA critical elements and standards, address the needs of diverse communities and populations, and reflect program experience and research on home visiting models.

Strategies:

- ✓ HFNY policies are discussed at statewide program manager meetings as necessary but at least once a year. After the policies are finalized, they become part of the HFNY Policy Manual.
- ✓ The HFNY policies are reviewed at the spring Program Manager meeting to determine if any changes are warranted. Also, policy questions may be raised at any time during the year by any party for discussion at the program manager meetings.
- ✓ Once policies are finalized, they are mailed to each of the site Program Managers and included in the official version of the NY Policy Manual. The official version and any recent changes will be posted on the HFNY website.

- ✓ Each site develops a policy manual that is consistent with HFNY and HFA policies. OCFS Contract Managers review each new site's policy manual within 2 years of operation and give sites written feedback. Sites have 90 days to make any recommended changes to their manual. After the initial 2 year period, sites share any policy changes with OCFS Contract Managers at annual site visits for their review and approval.

Documentation

HFNY Policy Manual

Letters to Sites relaying policy changes

Program Manager Meeting minutes

Policy Manual Review Checklist and letters to sites with recommended changes

HFNY website (under development)

Objective II: All HFNY staff receive the basic training that they need to support families and to meet the goals of the HFNY program.

Purpose of QA:

Quality assurance measures review whether all staff receive basic training regarding their roles within the HFNY system, wraparound training within the specified HFA timeframes, and advanced training based on staff needs. The HFNY Training Team develops training based on best practice, individual site needs, data collected and research results.

Strategies:

- ✓ The HFNY Training Team provides HFA core training and orientation to the multi-site system to all new staff within 3 months of hire. The training includes 4 days FAW training, 4 days FSW training, and an additional 3 days for supervisors and managers. The first day of the training includes orientation training on the multi-site system.
- ✓ The curriculum for the core training includes the basic requirements of HFA and any additional curricula deemed appropriate by the HFNY Training Team.
- ✓ Core Training is scheduled as needed but at least monthly. The location of the training is rotated so that all regions are covered on a regular basis.
- ✓ The HFNY Training Team provides or arranges for advanced training on topics that reflect staff needs, research results and best practices.
- ✓ A training needs survey is administered to all program sites by PCANY each year.
- ✓ HFNY Trainers who deliver Core Training go through a documented process of training, observation, and supervision before training on their own.
- ✓ Core and Advanced Training are evaluated to determine staff satisfaction as well as applicability to their positions. Training is evaluated via Quality Assurance

visits as well as other means to determine whether the concepts relayed in the training are being utilized in practice.

- ✓ All sites are required to provide orientation and wraparound training for their staff either on site or regionally. Training includes all topics listed in the HFA self assessment guide. Training is provided within the required time frames, before the first home visit or assessment, and by either 6 or 12 months depending on the topic.
- ✓ The HFNY data management system collects information from each site on staff training to ensure that staff meet the training requirements within the specified time frames. The system will produce reports by site and on a statewide basis regarding the percentage of staff meeting the training requirements within the specified time frames. The system will also produce ticklers for program managers so that they will know if the 6 or 12 month time frame is coming within the next month or the next two months and staff still need to complete certain requirements.
- ✓ OCFS Contract Managers will review the data reports quarterly to determine if the sites are meeting the requirements.
- ✓ HFNY sites consider alternatives for ensuring ongoing staff development (i.e. Family Development Credential), allowing time off for professional development, support for higher education, training and technical assistance for Program Managers and Supervisors.

Documentation:

Core Training Outline
Policy on Training
Training Schedule
Training evaluation forms
Training Needs Surveys
Training log forms
Data Reports (under development)

Objective III: All new program sites receive technical assistance and monitoring necessary to implement a quality home visiting program.

Purpose of QA: Quality assurance measures review whether technical assistance and monitoring meets the needs of new and existing sites. Technical assistance/monitoring reflect best practice experience.

Strategies:

- ✓ All new HFNY sites receive at least 2 site visits per year for the first 2 years by OCFS Contract Managers. New sites are given technical assistance on topics such as an overview of HFNY, hiring and training staff, building community relationships, developing the referral system for their site, creation of advisory boards, establishing linkages with medical providers, coordinating with other community services, development of site-specific policy manuals, and site

quality assurance measures. After each technical assistance site visit, OCFS Contract Managers send a site visit report with identified strengths and recommendations. Sites are asked to respond within 60 days to any significant findings.

- ✓ Each new site Program Manager and each new Program Manager of existing sites are assigned an experienced Program Manager to act as a mentor. New Program Managers are encouraged to visit their mentor's sites, and discuss program management practices. Staff from the new site may also shadow existing site home visitors and supervisors, attend staff meetings or meetings with community partners or advisory boards.
- ✓ All existing sites receive at least 1 site visit per year to monitor program implementation and provide technical assistance as appropriate and as requested. Technical assistance is based on individual program requests, information collected through quarterly program reports, QA visits, and data reports. Monitoring focuses on performance standards, adherence to HFA standards, participant file reviews, supervisor logs, review of enrollments, staffing, staff turnover, QA procedures, service review plan, and a review of records to determine if records reflect staff efforts to meet the HFNY goals (at least one per staff person for the new sites and one worker per supervisor for the older sites if time permits). After each site visit, a site visit report is shared with the programs. Programs have 60 days to respond to recommendations made in the report.
- ✓ Each site submits quarterly reports that include data on the participants served, standard performance targets and staff training activities, an annual review of services delivery, and a final annual report.
- ✓ OCFS, Prevent Child Abuse, and Rockefeller College provide technical assistance and support to communities interested in starting a HFNY program as requested and as resources permit.

Documentation:

Agenda for site visits for new and existing sites
Participant File Review Form
Site Visit Reports
Site Visit Responses
Quarterly and final reports

Objective IV: Quality assurance visits are provided to all sites to determine if staff are providing home visits that focus on the goals of the program. Supervisors are observed to determine if they are providing adequate support to staff.

Purpose of QA: Quality assurance visits are reviewed by sites to determine if the QA visits and reports are meeting staff, supervisors' and program managers' needs. The training team and OCFS Contract Managers review the QA reports to determine technical assistance and training needs.

Strategies:

- ✓ All sites receive one quality assurance visit per year to observe home visits and supervision. Additionally all sites receive one quality assurance visit every other year to observe assessments. A written quality assurance report is sent to the site and to the OCFS Contract Manager.
- ✓ Program Managers are given the opportunity to respond to the recommendations made in the report and to reflect on whether the observations were helpful.

Documentation:

QA Reports

Site Response to QA Reports

Objective V: The HFNY program is being evaluated to determine if the goals of the program are being met, the most effective methods of providing services and the target populations that appear to benefit from the services.

Purpose of QA: Quality assurance measures review whether data submitted is accurate and timely, technical assistance on the data management system is responsive to site needs, and information gathered from the evaluation can be utilized to improve practice.

Strategies:

- ✓ A comprehensive data management system is installed at all sites. Sites input data on all participants including demographic information and outcome information.
- ✓ Rockefeller College staff install the data system in all affiliated sites, train staff on data forms and data entry, review data on a regular basis for omissions and errors, and provide technical assistance to sites on the management of the system.
- ✓ The data management system produces quarterly reports on standard performance targets, participant characteristics, and program operations.
- ✓ The data management system produces reports every 6 months on site performance related to credentialing standards. These reports are shared with the sites and with the OCFS Contract Managers.
- ✓ Rockefeller College produces quarterly reports for OCFS Contract Managers that includes information on enrollments, home visits, prenatal enrollments, and length of participation in the program.
- ✓ Rockefeller College with OCFS produces reports at least every 3 years with information regarding the effectiveness of the program to be submitted to the Governor and Legislature.

- ✓ Rockefeller College makes reports at more frequent intervals when information is available.
- ✓ Information regarding best practices and evaluation results is shared with program managers at the program manager meetings. Program Managers are given the opportunity to discuss findings and to review with the Administrative Team the best way to incorporate the information into practice.

Documentation:

Data Manual

Data Reports

Rockefeller College Schedule of Visits to Sites

Evaluation Reports

Program Manager Meeting Minutes