

ATTACHMENT I

Healthy Families Indiana (HFI) Technical Assistance Policies Attachment RFP 2016

- HFI Technical Assistance (TA) contractor will work in conjunction with HFI quality assurance (QA) contractor, appointed Department Child Service (DCS) personnel, and the QA Committee.
- All HFI sites may contact the TA contractor at any time to assist with issues related to HFA accreditation standards, HFI policy, and contract compliance.
- As appropriate, sites may be directed to the appointed DCS personnel for assistance.
- Technical assistance may be provided during on-site TA visits, via phone, e-mail, website, or training.
- All technical assistance visits will be documented in a follow-up letter/email to the site (program managers and executive directors). TA contractor will keep a log (spreadsheet to include instances of and type of assistance) of all technical assistance provided which will be reported with the quarterly reports to appointed DCS personnel and QA committee.
- All TA activities will be conducted by qualified staff that are not affiliated with the site or may have a conflict of interest. If conflict of interest arises Grievance Procedure will be used.
- All TA staff will maintain confidentiality on information used for reporting and funding purposes, unless the information is held in the public domain. Quarterly TA reports will be reported to the QA Committee for analysis.
- All TA documents will be maintained by the Technical Assistance Contractor, with a copy of the appropriate documentation to the appointed DCS personnel.
- Based on the HFI Level System, sites may be required to respond to areas on non-adherence in writing or may be referred for additional on-site assistance. The TA staff will be available to assist sites in these situations.
- QA Committee will monitor for excessive usage of request for technical assistance per site. Each site will have one day of TA. Additional TA may be requested and will be distributed according to level system.
- TA Contractor will contact site within two weeks from receiving the QA final report to offer additional assistance.