

ATTACHMENT J

Healthy Families Indiana Quality Assurance Expectations RFP 2016

Healthy Families America State/Multi-Site System Central Administration Standards 1/1/15-12/31/17 Reference ¹	Healthy Families America Multi-Site Requirement	Additional Comments
Q-1, Q-1.1, Q-1.2 & Q-1.3	The central administration has a written quality assurance plan.	Quality assurance contractor will work with the Quality Assurance Committee to develop a Quality Assurance Plan to ensure all HFI sites practice and policies are reviewed and in adherence with HFA. This plan will be reviewed at least every 2 years.
Q-3	Q-3. - The central administration reviews the HFA Policy & Procedure manual of each site initially and any changes thereafter to ensure policies and procedures are comprehensive, up-to-date, and consistent with the overall policies of the multi-site system and the HFA Critical Elements outlined in the Best Practice Standards. Sites are aware of criteria for this review and how feedback is provided.	All local implementing sites will have their policy and procedure manual reviewed and provided feedback with any policy that is not in accordance with HFA standards. There are 36 manuals (due to multi-contracted counties) and 54 sites. Some agencies have multiple sites and combine their QA reviews, which lowers the site review number to 47.
Q-4	At a minimum, the central administration annually monitors sites within its system for ongoing adherence to the standards identified in the HFA Best Practice Standards.	All HFI sites will have a QA site visit annually or at the request of DCS. Sites will be monitored via quarterly reports and provided feedback.
Q-4.1	The central administration monitors initial assessment services for ongoing adherence to the standards identified in the HFA Best Practice Standards.	QA team is responsible for monitoring sites via quarterly reports, providing feedback to the sites regarding incompliance to HFA Best Practice Standards. QA is responsible for having a plan to support sites to adherence to HFA standards. If applicable, QA will review plans of correction from sites and provide feedback.

¹ Healthy Families America State/Multi-Site System Central Administration Standards 1/1/15-12/31/17 pages 27-41.

Q-4.2	The central administration may utilize a variety of materials and mechanisms to monitor assessment services. Documentation of each of the mechanisms used should include feedback loops to the program manager/supervisor of the staff conducting assessments and incorporate follow-up to improve the process.	QA team is responsible for monitoring sites via quarterly reports, providing feedback to the sites regarding non-compliance to HFA Best Practice Standards. QA is responsible for having a plan to support sites adherence to HFA standards. If applicable, QA will review plans of correction from sites and provide feedback.
Q-4.3	The central administration monitors the Cultural Sensitivity Review (CSR) completed by each site within its system at least every other year to identify and address any changes that may be needed to ensure ongoing adherence to the standards identified in the HFA Best Practice Standards.	QA will ensure all sites complete the CSR bi-annually and provide support in addressing any areas that are not in adhere QA is responsible for having a plan to support sites to adherence to HFA standards. If applicable, QA will review plans of correction from sites and provide feedback.
Q-4.4 & Q-4.5	The central administration monitors staff to supervisor ratios for sites within its system; the content, frequency, and duration of supervision; the professional support and skill development provided to direct service staff, as well as to program managers and supervisors, to support adherence to the standards identified in the HFA Best Practice Standards.	QA team is responsible for monitoring sites via quarterly reports, providing feedback to the sites regarding non-compliance to HFA Best Practice Standards. QA is responsible for having a plan to support sites to adherence to HFA standards. If applicable, QA will review plans of correction from sites and provide feedback.
Q-4.6	The central administration monitors review of all Safety and Sentinel Standards to support adherence to the HFA Best Practice Standards.	QA team is responsible for monitoring sites via quarterly reports, providing feedback to the sites regarding non-compliance to HFA Best Practice Standards. QA is responsible for having a plan to support sites to adherence to HFA standards. If applicable, QA will review plans of correction from sites and provide feedback.
Q-4.7	The central administration reviews the monitoring of site level personnel satisfaction and retention to support adherence to the standards (9-4 standard) identified in the HFA Best Practice Standards.	The central administration reviews each sites monitoring of personnel satisfaction and retention to support adherence to the standards at a minimum of at least once every two years (consistent with BPS 9-4).
Q-4.8	Sites within the multi-site system receive at least one on-site visit annually for monitoring purposes.	Each site will receive an annual site visit. Supervisors who were not observed during the previous year's QA shall be observed during the next years visit. There are 54 sites;

		however, some agencies have multiple sites and combine their QA reviews, which lowers the site review number to 47.
Q-5	The central administration provides verbal and written feedback to sites regarding adherence to HFA Best Practice Standards.	Sites shall receive feedback at time of QA exit with formal report to the sites within 30 days of visits. DCS is to receive and approve all reports prior to sites receiving their formal report.
Q-6	The central administration has a system to provide technical assistance (TA) to all sites in a timely manner. Allocation of technical assistance is based upon the site-identified needs, information gathered about the site through the quality assurance system, training, and evaluation.	QA will work with the site in connecting to TA and assist in the creation of a plan of action to correct any standards found out of compliance. Sites shall receive a timely review of all follow-up from sites to any program aspect found out of adherence.
Q-7	The central administration ensure quality assurance/technical assistance is provided to sites by qualified individuals.	QA will work with the sites in connecting them to TA and assist in the creation of a plan of action to correct any standards found out of compliance.

- **Per DCS, all sites shall receive a site visit survey after all site visits with quarterly reports of survey results being provided to the Quality Assurance Committee.**
- **Per DCS, quarterly reports shall be sent to DCS and the Quality Assurance Committee regarding quality assurance activities.**
- **Per DCS, when sites transfer contracts, quality assurance will be diligent with the site visits to ensure receiving sites do not receive corrective action for any non-compliance issues that could not be corrected prior to the contract transfer.**