

HEALTHY FAMILIES INDIANA

Quality Assurance Plan 2023

Purpose:

To assure comprehensive and consistent high-quality Healthy Families Indiana (HFI) assessment and home visiting services.

The HFI Quality Assurance Contractor will provide a thorough review of documentation, reports, and interviews, which monitors compliance to Best Practice Standards (BPS). Feedback is reported as whether adherence was found and what was expected to show adherence.

The HFI Technical Assistance Contractor will provide support in a timely manner that assists all sites in being adherent to the Best Practice Standards and HFI State Policies or Procedures. It is based on the QA Team report, observation by the TA member, on request of the site, or on request of DCS. TA will be provided on-site during the annual site visit as needed.

Goals:

Quality Assurance

- To annually monitor sites for adherence with HFA accreditation standards.
- To provide meaningful and supportive feedback on the standards to sites.
- To review the QA system and make recommendations for the 2024 QA Plan.
- To implement the new Best Practice Standards, as it relates to Quality Assurance.
- To adhere to accreditation timeline set by HFA.
- To participate in the creation of the Multi-Site System accreditation self-study.
- To conduct a comprehensive analysis of quality assistance (Q-6).

Technical Assistance

- To assist sites in developing quality improvement strategies during site visits or as requested in person or virtually to be adherent to HFA standards.
- To provide updated communications and technical assistance through various media such as e-mail, visits, phone calls, trainings at The Institute for Strengthening Families, webinars and HFI database (Program Manager group in EnLite).
- To utilize the newsletter as a communication tool to distribute information statewide.
- To conduct a comprehensive analysis of technical assistance (TA-6).

Objectives:

Quality Assurance

The HFI Quality Assurance and Technical Assistance Contractor(s), HFI Central Admin, and HFI QA/TA Committee will implement the annual QA Plan developed by the QA/TA Committee.

Sites will have at least one annual visit by QA Contractor. QA contractor will send a pre-site visit confirmation letter. An email outlining the annual site visit that includes the file selection

will be sent six weeks prior to site visit. Sites will send pre-site documentation to QA Contractor four weeks prior to site visit.

Sites will update HFA Community site profile information and QA contractor will review all pre-site reports from the HFI database prior to the scheduled site visit.

During the 2023 annual site visits, sites with 10 or more home visitors are to have one file per worker reviewed. If that file is not adherent, then an additional file will be reviewed. For smaller sites with less than 10 Family Support Specialists, no more than two files per staff member will be reviewed. This is to prevent very small sites from having one or two workers' entire caseloads reviewed.

The following standards will be reviewed during 2023 site visits:

HFA Best Practice Standard & Topic		Pre-Site/On-Site
1-1.A & B Eligibility Criteria & Community Relationships	Engagement Services	Pre-Site
1-1.C Tracking Referrals & Site Capacity	Engagement Services	Pre-Site
1-2.B & C Initial Engagement Process & Strategies to Strengthen	Engagement Services	Pre-Site
2-1.B FROG Uniformity	Essential Standard	Pre-Site
2-1.D FROG Scale Supervision	Supervision	On-Site
3-3.B Post-Enrollment Creative Outreach	Essential Standard	Pre-Site
3-4.A & B Retention Rates and Analysis		Pre-Site Due November 2023
4-2.B Home Visit Frequency	Home Visiting Services	Pre-Site
4-2.C Level Changes in Supervision	Essential Standard	On-Site
5-4 B Equity Plan	Essential Standard Equity Plan	Pre-Site Due February 15, 2023
6-1.B HFA Service Plan in Supervision	Supervision Home Visiting Services	Pre-Site and On-Site
6-1.C HFA Service Plan with Families	Essential Standard	Pre-Site
6-2.B Family Goal Development	Essential Standard	On-Site
6-2.C Family Goals in Supervision		On-Site
6-3.B CHEERS Used to Assess PCI	Essential Standard	Pre-Site
6-3.C PCI Addressed and Promoted	Essential Standard	Pre-Site
6-3.E Supervisor Support Staff in Assessing, Addressing, and Promoting PCI	Essential Standard	On-Site

7-3.C & D Referrals and Referral Follow-up	Home Visiting Services	Pre-Site
9-1.D Screening and Selection of Direct Service Staff	Essential Standard	Pre-Site
9-3.B Legally Permissible Background Checks	Safety Standard	Pre-Site and On-Site
9-4 Staff Retention & Satisfaction	Q-4.6	Pre-Site
10-2.D Staff Child Abuse and Neglect Indicators and Reporting Requirements	Safety Standard	Pre-Site
10-4.A HFA FROG Training	Essential Standard	Pre-Site
10-4.B HFA CORE Foundations Training	Essential Standard	Pre-Site
10-4.C HFA Supervisor Training	Essential Standard	Pre-Site
12-1.B Supervision Frequency and Duration	Safety Standard	Pre-Site
12-1.D Staff to Supervisor Ratios	Q-4.3	Pre-Site
12-2.B Reflective Supervision Provided	Essential Standard	On-Site
12-2.C Annual Shadowing	Supervision	Pre-Site
12-3.B Supervision of Supervisors	Supervision	On-Site
12-3.C Reflective Supervision of Supervisors	Supervision	On-Site
GA-3.A Family Rights & Confidentiality (policy)	Essential Standard	Pre-Site
GA-3.B Family Rights & Confidentiality	Essential Standard	Pre-Site
GA-3.C Informed Consent to Release Information	Safety Standard	Pre-Site
GA-4.A Child Abuse and Neglect Reporting (policy)	Safety Standard	Pre-Site
GA-4.B Reports Suspected Child Abuse and Neglect to Proper Authorities	Safety Standard	Pre-Site

All sites, at the end of the QA visit, will receive a written and verbal summary. Sites can choose to notify the QA contractor that they will submit follow-up information to show adherence/address questions, but must do so within 10 working days after the visit.

The QA Contractor completes a written report which is sent to the Program Manager, CEO, and DCS Prevention Team within four weeks after the site visit.

The QA/TA contractor follows up with the site regarding their plan to address any Safety and Essential Standards that were out of adherence at time of the site visit. If a site continues to be out of adherence to a Safety or Essential Standard, DCS will be informed.

To meet the HFA Multi Site standards for the biannual comprehensive analysis of QA, the QA Contractor will send a link to the survey via Survey Monkey to the Program Manager after the site visit, for feedback regarding the QA process. In addition, the QA/TA Committee will seek other ways to get input from Program managers regarding QA process.

QA Contractor will submit a monthly report to DCS Prevention team and a blinded report prior to the QA/TA Committee meetings that encompass trends in site visit results.

In addition to the annual site visits, the QA Contractor, QA Committee and the DCS prevention team will monitor the DCS Statewide reports, bi-annually on April 15 and October 15. The following reports will be run:

- First home visit timeframe (1-3.B) Engagement Services
- Length of service (4-3.B) Home Visiting Services
- Use of CCI tool (6-3.D) Home Visiting Services
- Developmental Screening (6-5.B, 6-6.B) Home Visiting Services
- Immunizations (7-2.B, 7-2.C) Home Visiting Services
- Depression screening (7-4.B & C) *currently in process

The HFI QA contractor may be asked by the site or the DCS Prevention Team to make additional QA site visits as follow-up to previous visits, and/or as follow-up to issues brought to the attention of the DCS Prevention Team.

Technical Assistance

All sites will be encouraged to utilize technical assistance as needed. The TA contractor will contact sites at a minimum once annually, outside of the QA visit and follow up, by phone or email to determine what unmet TA needs exist.

All HFI sites will have access to technical assistance based on the site-identified needs, information gathered about the site through the quality assurance system, training, evaluation or site request. TA may be provided via phone, email, site visits, or training. All HFI sites may contact the TA contractor at any time to assist with issues related to HFA best practice standards. All requests for TA will receive an initial response of acknowledgement within three business days of the TA contractor receiving the request. (TA-1)

The QA/TA contractor will develop an improvement plan with the site for any Essential or Safety Standards that are out of adherence while on-site. Follow up by the QA/TA contractor will occur as cited in the plan. (TA-3)

The QA/TA contractor will provide TA to support sites with follow-up activities identified as part of the annual site visit. (TA-3)

The new policy manuals were revised and submitted for review and feedback in the fall of 2022. The TA contractor will provide technical assistance and support sites with implementing new policies and procedures. (TA-5)

TA contractor will provide training at the Institute for Strengthening Families to support sites with their efforts to implement the 5-1, 5-2, 5-3, and 5-4 HFA Best Practice Standards, to build capacity and opportunities to promote equity through staff self-awareness, partnerships with families and community-based activities, and develop a site Equity Plan. (TA-2)

TA contractor will provide training at the institute for Strengthening Families to help sites with their continuous quality improvement efforts related to Best Practice Standard GA-2.B. (TA-4)

TA contractor will keep track of TA provided on each BPS and report to the QA committee on a quarterly basis. Feedback from sites is also included in the biannual comprehensive analysis of TA. (TA-6)

Additional Information

All QA and TA activities will be conducted by qualified staff that are not affiliated with the site and do not have a conflict of interest. If a conflict of interest arises, the HFI Conflict resolution/appeals process as part of the HFI Statewide/Multi-system Central Administration Policy and Procedure manual will be used.

All QA and TA staff will maintain confidentiality on information used for reporting and funding purposes unless the information is held in the public domain.

All QA and TA documents, including site visit review documents, will be maintained by the QA and TA Contractor, with a copy of all reports sent electronically to the DCS Prevention Team and the specific HFI site as described above.

Linkages:

The QA/TA Committee will collaborate with Training, Policy, Leadership, Evaluation Work Group, Forms and Database Committees.

HFI QA/TA contractor will work in conjunction with the DCS Prevention Team, the HFI Leadership Committee and the QA/TA Committee.

The QA/TA Committee will invite the HFI Central Administration including the QA and TA Contractor(s) to the meetings.