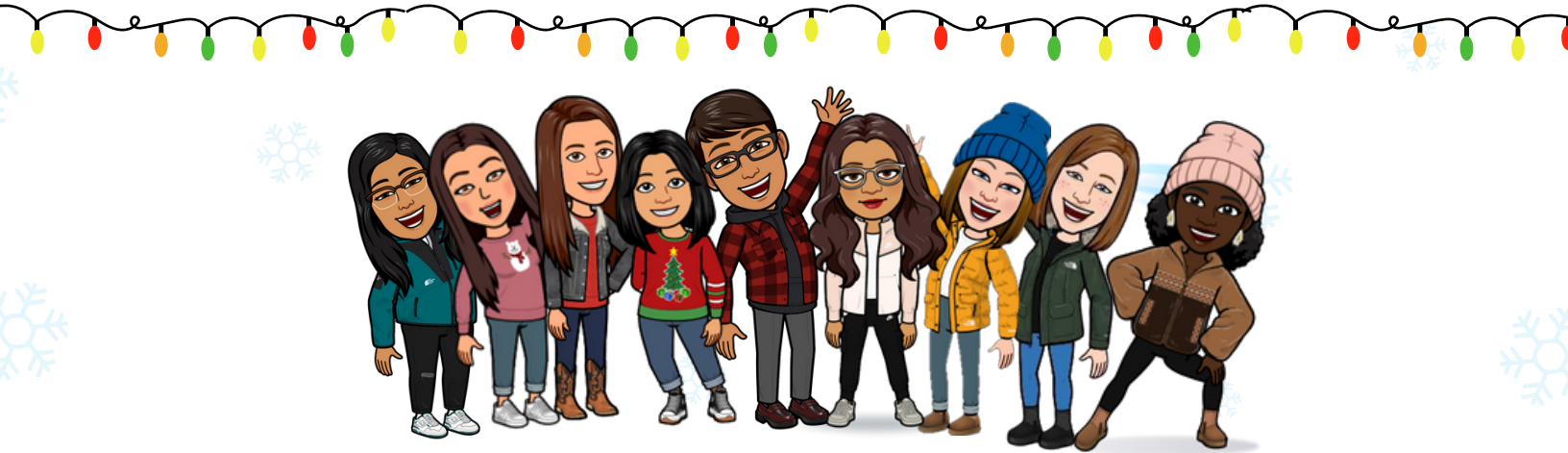




OVERVIEW

AAP-CA3 will conduct the annual Winter Site Visits from **January to April 2024** to **monitor adherence** to the Healthy Families America (HFA) Best Practice Standards (BPS), assess sites' **training and technical assistance needs, and support sites in implementing the HFA model**. This is also an opportunity to identify and celebrate the **strengths** of individual sites and the First Steps system as a whole. Findings will **inform ongoing quality assurance efforts** to build on network successes and maintain adherence to the HFA BPS.

The Winter FY 23/24 site visits will include virtual and in-person elements. This will include a **desk review of family files and supervision records** along with **in-person entrance/exit meetings and supervisor interviews**.

FAMILY FILE AND SUPERVISION RECORD SHARING

Please **choose a designated point person** for file sharing and requests before and during your site visit.

An AAP-CA3 QA team member will individually connect with each site's **designated point person** prior to their visit to determine the best way to safely share electronic family files and supervision records per HIPAA requirements and agency policy. Please encourage your staff to **organize any physical files in electronic format with clear labels**. It is recommended that sites use a **standardized file folder structure** for all electronic family files and supervision records.

If sites would like to have specific files reviewed on-site, please connect with Shelby Smith (ssmith@aapca3.org) to coordinate.

SITE VISIT SCHEDULE AND DUE DATES

Below are the Winter FY 23/24 site visit and due dates. Please notify Megan Gietzen (mgietzen@aapca3.org) of any scheduling conflicts that may interfere with your site visit.

Note: You may submit your family list and other requested documents at any time prior to the due date listed. If your family list is submitted early, AAP-CA3 will attempt to notify you of selected charts within two weeks.

Region	Family List Due	AAP-CA3 Notification on Selected Charts	Charts & Other Documentation Due	Site Visit
South	1/8/24	1/12/24	1/18/24	1/22 (Entrance Meeting) - 1/26/24 (Exit Meeting)
North	1/29/24	2/2/24	2/8/24	2/12 (Entrance Meeting) - 2/16/24 (Exit Meeting)
East	2/26/24	3/1/24	3/7/24	3/11 (Entrance Meeting) - 3/15/24 (Exit Meeting)
Central	3/25/24	3/29/24	4/4/24	4/8 (Entrance Meeting) - 4/12/24 (Exit Meeting)

SITE VISIT AGENDA

Site visits will be conducted over the course of five days.

Site Visit Day - Activity	Location/Method	Who
Day 1 – Entrance Meeting	In-person at site (~30 minutes)*	All Welcome (PM, Supervisors, FSS)
Days 1-5 – File Review; Supervisor & Family Interviews	File Review - Virtual** Interviews - Virtual or In-Person	AAP-CA3 Staff
Day 5 – Exit Meeting	In-person at site (~ 1 hour)*	PM and Supervisors
*Site should have a room available for ~4-5 AAP-CA3 staff and staff joining from the site **Upon request, AAP-CA3 may review select files on site – connect w/ Shelby for coordinating		

A comprehensive **Site Visit Report (SVR)** will also be sent to sites within **4-6 weeks following the visit.**

WHAT TO COMPLETE PRIOR TO WINTER FY23/24 SITE VISITS

The [Family List Worksheet](#) should be completed and submitted to AAP-CA3 **10 days prior to your scheduled site visit**. Selected charts and other requests will be due the **Thursday before your site visit week** (see schedule above):

Family Interviews

AAP-CA3 would like to interview **2-4 families** from your site during the week of your visit. Please secure permission from families and provide the following:

1. **Contact information** for 2-4 families who have agreed to be interviewed.
2. General **availability** for a call during the week of your site visit (e.g., afternoons M/W).
 - a. **Location:** If families would like to meet in person, AAP-CA3 can complete interviews at the site if a private room is available.
 - o **Language:** Selected families may be interviewed in a preferred language other than English if a site Supervisor is fluent and available to join the interview to interpret.

Supervisor Interviews

AAP-CA3 will interview **2 Supervisors**. These interviews may be conducted virtually or in-person at the site if a private room is available. An AAP-CA3 staff member will be in touch to coordinate the time and location for these interviews.

Family Information

Complete the [Family List Worksheet](#). All active families should be listed on the “Active Family List” tab. This includes **all enrolled families at the time of completion** of the worksheet, including those on Creative Outreach (CO), Temporary Reassignment (TR), and Temporary Out of the Area (TO). Please use the worksheet provided by AAP-CA3 and include all First 5 and CalWORKs families. AAP-CA3 will use this document to select family charts to be reviewed during the visit.

Select “Yes” from the dropdown menu in the final two columns to note families with **CWS reports** or a child with a **suspected developmental delay**.

On the “Closed Families” tab of the Worksheet, include the following for your site:

- **Two recent planned exits** (e.g., the family had a planned move, military deployment)
- **Two recent graduations** from the program
- **Two recent unplanned exits** from the program while on CO

You will be notified of AAP-CA3’s **selections via email one week prior to your scheduled site visit**. AAP-CA3 will partner with you to coordinate the transfer of your site’s family files, supervision records, and other requested documents.



WHAT TO COMPLETE PRIOR TO WINTER FY23/24 SITE VISITS

Supervision Files

- Submit [Supervision & Professional Support](#) documentation for all FSSs with family charts selected for review. These should cover the most **recent 6-month period**.
- Submit [Family Progress Review](#) documentation inclusive of discussions on the family charts being reviewed. These should cover the most **recent 6-month period**.

Staff Information

- Complete the [First Steps Roster Template](#) for all staff, including CalWORKs and First 5 team members. Please include the following information in the roster:
 - Staff name
 - Supervisor name
 - Date of hire and start date in First Steps (if these are different dates)
 - Date background check completed
 - FTE (%) by role and funding source

Other Items - Narrative

- **GA-4.B-C Reporting Suspected Child Abuse & Neglect** – Use the [Winter FY23-24 SV Narrative Template](#) to provide a narrative on how your site responded to the **two most recent incidents** of suspected child abuse and neglect for enrolled families within the past year (if applicable*). Be sure to include the following:
 - The timeframe for reporting each incident to a Supervisor or Program Manager
 - The timeframe for reporting each incident to proper authorities
 - How your site tracked and followed up on each incident to ensure safety concerns were addressed

If no reports were made within the past year (12 months), please note that in the narrative.



“Growth is never by mere chance; it is the result of forces working together.”

-James Cash Penney

STANDARDS

The below standards will be reviewed during this Winter 23-24 Site Visit.

Family Files and Supervision Records			
Topic or Documentation	What AAP-CA3 Reviews	Method or Document(s)	HFA Standard(s)
FROG	1. Completion timeframe and in no more than 2 visits 2. All domains have a narrative and score or reasons for missing domains 3. Parents not present are scored w/ UR 4. Supervisors review and provide feedback on every FROG (FROG/FPR)	FROG, FPR	2-1.B** 2-1.C 2-1.D
Creative Outreach (CO) Form	1. Level CO form completed with unique activities used to engage family documented 2. Families remain on CO for a minimum of 3 months unless re-engaged or declined to continue services	CO Form	3-3.B**
Weekly Visits	1. All families (with exception of 2P) are initially offered weekly visits (including transfers and re-enrolling families)	Supervisor Interview, Intake HVR	4-1.B
Level Changes	1. Families change levels based on criteria in level change forms 2. Level change forms are completed each time there is a level change 3. FSS and Supervisor review level change forms and agree on progress 4. The change in visit frequency is discussed with the family and progress is celebrated	Level Change Form, Certificates, HVR	4-2.C 4-2.D**
Transition Planning	1. Sites create a transition plan when families leave the program (typically 3-6 months prior to closure) including date, reason for closure, and date discussion with family 2. Resources or services for the family are identified with steps to access and follow up	Transition Plan, HVR	4-4.B
Family Service Plan	1. The initial service plan is developed within 2 weeks of the first visit 2. All risk factors and strengths from the FROG are documented 3. Plans are developed to address areas with concern with appropriate pacing and prioritization based on family readiness 4. The service plan is updated regularly, and new concerns are added as they arise 5. Implementation progress is documented in HVRs	FSP, HVR	6-1.B 6-1.C**
Family Goals	1. All families have at least one current goal or the FSS is actively working with them to develop one 2. Identified goals have a completed Family Goal form (i.e., projected dates, steps, strengths, support, importance, plans for celebration) 3. FSSs regularly support families with their goals and document how they provide this support in the HVR 4. FSSs document how they celebrate progress/goal completion with families 5. Supervisors review family goal progress with FSS regularly	Family Goal Plan, HVR, FPR	6-2.B** 6-2.C

*Safety Standard, **Essential Standard

STANDARDS

The below standards will be reviewed during this Winter 23-24 Site Visit.

CHEERS	- At least 3 domains of CHEERS are documented each visit (or 1 starting in 2nd trimester and 2 in 3rd trimester) - Positive CHEERS are promoted and concerning CHEERS are addressed; strategies used are documented - Supervisors provide ongoing support for observing, promoting, and addressing PCI based on CHEERS and document this support	HVR, FPR, SPS	6-3.B** 6-3.C** 6-3.E**
	- HVRs include documentation of information shared with parents on: - Healthy Child Development, Nurturing Parent-Child Relationships & Parenting Skills - Health & Safety - Safer Sleep (all families with a child under 12 months)	HVR	6-4.B-D
Referrals & Follow-up	- All families receive information and referrals to health care and healthcare resources, when necessary - All families are connected to community services when needed - FSSs track and follow up on referrals to determine if families receive needed services	Referral Log, HVR	7-3.B-D
Background Checks	Background checks are completed for all staff at the time of employment	Site Roster	9-3.B*
Supervisor Ratio	The ratio of Supervisors to direct service staff does not exceed 1:6	Site Roster	12-1.D
Reflective Supervision & Staff Development	All direct service staff receive reflective supervision and are provided opportunities for skill development and professional support	SPS, FPR	12-2.B**
Family Rights	Families are informed and receive a copy of their rights and confidentiality on or before the first visit verbally and in writing	Family Rights Form	GA-3.B**
Release of Information	Families provide written consent each time information is shared with a new external source or the same source after 12 months	Release of Info Form	GA-3.C*
Child Abuse & Neglect	- The site has policies and procedures to report all suspected cases of child abuse and neglect - Staff report all suspected cases to the proper authorities - Staff immediately notify the program manager or supervisor of all suspected cases and there is a tracking mechanism in place to ensure safety concerns are addressed and follow-up occurs	HVR, Site Log, Narrative	GA-4.A* GA-4.B* GA-4.C

*Safety Standard, **Essential Standard

If you have questions about the site visit process, don't hesitate to get in touch with Megan Gietzen at mgietzen@aapca3.org.

