Site Visit Overview

Erikson Institute has been contracted by the Governor's Office of Early Childhood Development to conduct quality monitoring site visits of MIECHV funded home visiting programs. The purpose of the site visit is two-fold: (1) to ensure compliance with the HRSA program requirements for MIECHV funded home visiting programs and (2) to give feedback to programs on strengths of their program planning and implementation and ways in which they can improve the quality of their services. To that end, program monitors collect data using online surveys, interviews, and document review and report back on two different tools. The information collected is used to score the MIECHV Compliance Checklist (MCC) and the Home Visiting Program Quality Rating Tool (HVPQRT).

Pre-Site Visit Activities

Online Staff Surveys: Prior to the site visit, two types of online surveys need to be completed:

1) All staff members who conduct home visits are asked to complete the home visitor online survey. The survey should take approximately 20 minutes to complete (for each staff member). Programs will receive a link to the online survey that staff can access to complete the survey. This survey asks staff about their educational and professional background, basic information about their caseload, their workplace environment, and their supervision. The home visitor survey must be completed in one session.

2) In addition, the program director is asked to fill out an online survey that asks about many aspects of program management including staff training and supervision, policies and procedures, and program material. If the program director cannot answer all of the questions, he/she may consult with other staff members; however, only one program director survey may be filled out per site. The program director may save the survey and come back to complete it at a different time. The survey should take approximately 40 minutes to complete.

Documentation Preparation: Programs are asked to provide some documentation for review prior to the site visit. See below for more detail.

Site Visit Activities

Home Visitor Interviews: Up to four home visitors will be interviewed during the site visit (we will help you to select the home visitors). Each interview will take approximately 60 minutes to complete. Home visitors will be asked questions about their work with families and asked to respond to case vignettes.

Program Director/Management Interviews: Program management staff (managers/supervisors) identified by the program director as most suitable to answer questions will be interviewed about a variety of program operations, including: program service delivery, content, supervision, management, and evaluation. This interview will take approximately 3 hours and can be split up across the day of the site visit, if necessary.

Documentation Review: Program directors/management staff will also be asked to help in facilitating reviews of program documents/materials (by identifying location of relevant information, etc.). After discussing documentation with program management, the program monitors will independently conduct a review of program document/materials, including, if necessary, a review of child and family files.

Specific information about accessing the online surveys and preparing for the site visit will be provided through email and phone by your assigned lead program monitor.

Documentation Preparation Guide

The program monitors will ask to review program documents and program data. To make this an efficient process, we ask that, to the extent possible, you prepare, scan and email or upload the various sources of documentation and data **in advance** of the site visit. If this is not possible, you will need to have this information readily available on the day of the site visit.

Program Implementation Documentation

We will need to see documents related to program management and development including:

- Professional development plans for all staff
- CQI documents related to current CQI project
- Policies and procedures about staff supervision
- Supervision notes
- Evidence of model quality endorsement

Service Delivery Documentation

We will also need to see documentation of program service delivery in several key areas primarily related to recruitment and enrollment of families.

Your program tracks most, if not all, of this information in the management information system (MIS), Visit Tracker. To the extent possible, **we would like to see summary reporting** of this information in advance of the visit. Your lead program monitor will let you know what reports to generate and provide for review.

Site Visit File Review: If you are unable to prepare the data reports requested prior to the site visit, we will review approximately 15 files (for currently enrolled families) for a file review that will be done the day of the site visit. Your lead program monitor will provide instructions for file selection. We will also need to evaluate length of family enrollment. Normally this information is found in <u>closed</u> files. We will need to review cases that have been closed in the past year. Your lead monitor will advise you on this file selection as well.

For the file review, we will only be looking at the program service data. We will not be examining anything else about the family and their personal characteristics, nor will be looking at the specific content of the home visitor's notes or topics covered in the visit. Please let the lead program monitor know if you have questions about this process.

If you have questions as you prepare for your site visit, please reach out to your lead program monitor or the project coordinator, Helen Jacobsen at 312-893-7147 OR hjacobsen@erikson.edu.

We encourage you to send as much documentation as you have available electronically for us to review prior to the site visit. This will save time and help make the site visit more efficient.
Thank you!