



HFNY Site Support Plan 1-2007

On-site visits provided by Training and Staff and Development. These are:

FAW QA visit
Site Support Visit:
Technical Assistance Visit

FAW QA visit:

Your program will receive an FAW QA visit approximately once every 18 months from an FAW Training and Staff Development Specialist. The principle activities of the visit will be:

Observation of an assessment
Observation of FAW supervision
In-person debriefing
Complete documentation and written review will be sent to you within 60 days.

At request of the Program Manager, FAW Supervisor, or Training and Staff Development Specialist, the visit might also include some review or discussion of outreach methods or materials.

Site support visits:

Content For a two-day visit, one day would be spent with an observation of a home visit and on observation of FSW Supervision

A second day could consist of any of the following activities:

- In-service Training for all staff or Supervisors and Manager only
- Observations and feedback on;
 - A second home visit
 - A second FSW Supervision
 - Group Supervision or Case Conferences
 - Team Meetings
- A Nature of Nurturing Follow-up Day
- Individual consultation with Manager on specified topics.
These topics include but are not limited to: program management, supervision, home visitor and supervisor documentation review/discussion, personnel/staffing issues, outreach, assistance with utilizing and integrating DMS reports, developing an effective internal QA system, or preparation for credentialing.
- Individual consultation with Supervisors and Manager around a topic or issue identified by the Manager.

Visit Planning The content of the visits will be tailored to each program's needs as identified in advance via a NEEDS ASSESSMENT. To accomplish the Needs Assessment, the Training and Staff Development person assigned to the site would seek input from: the Program Manager, the Program Contract Manager, Data System staff, and other members of Training and Staff Development.

Prior to a site support visit, the Staff Development person assigned to the site by the Director of Training and Staff Development will contact the Program Contract Manager, review the data reports for the last 2 quarters, contact data system staff, and contact the Program manager. This may be done individually over the phone or via a mix of email and a conference call. It is essential that the program manager be asked what are his or her special requests for the visit and that the manager be included in discussions about what, if any, are the concerns and goals of the Program Contract Manager or any other partner in Central Administration. For those reasons, a three-way conference call with the Manager, the Program Contract Manager, and the Staff Development person is preferable. Following the initial information-sharing and planning discussion, the Staff Development person will draft a plan for the visit and send it to all parties for review. Providing no requests are made for amendment, the visit will proceed according to the plan.

The plan that is developed may require assistance from someone other than a Staff Development Specialist, and in that case, Central Administration partners will attempt to come up with a plan to meet this need.

Documentation Follow-up documentation will be required. Observations of home visits and supervision will be documented as in the past (with on an ongoing effort to be briefer!).

Other activities will be documented by noting:

1. What process and individuals were part of the planning phase
2. What goals were set for the site support plan
3. Who did what when and where with main points/features described
4. What the follow-up plan is, if any
5. And finally, how the manager evaluated the process. A brief written evaluation should be mailed from the program to the Director of Training and Staff Development.

TA Visits

Initial Request Technical Assistance visits can be provided to individual sites at the specific request of a program's Program Contract Manager. Visits are typically 2 days on site with a third day of follow-up either on site or via phone calls and e-mail. Situations that might lead to a TA request include:

- a change in program management/host agency
- on-going challenges meeting performance standards
- new program
- expansion of existing program.

Visit Planning Prior to the visit, the Program Contract Manager will let the Program Manager and Training and Staff Development know of the need for on-site TA. In most cases a three-way conference call will take place, in which the Program Manager's and the Contract Manager's concerns will be clearly identified to the Training and Staff Development Specialist assigned to the program. Following this initial planning call, the visiting staff person may request specific documents, such as the most recent site visit reports from the Program Contract Manager and data reports specific to any identified challenges. A draft plan for the TA process will be developed by the Staff and Development person and shared with the Program Manager and the Program Contract Manager. Once the plan is approved by all parties, the on-site assistance can commence. Each plan is tailored to individual program needs, so it is not possible to describe specific activities here.

Documentation Follow-up documentation must include a description of what the goals were, what occurred during the planning phase and during actual visits. An action plan, which may or may not be a formal corrective action plan, is developed as a result of the visit, and follow-up phone consultation is generally planned for a specific date.

Follow-up ***Please note that any written or corrective action plans requested by Program Contract Managers may be developed by a Program Manager together with a Training and Staff and Development person, but responsibility for implementation and monitoring of the plan is between the Program Contract Manager and the Program Site/ Program Manager and does not involve PCANY.***

However, Training and Staff Development may supply some follow-up assistance, such as an additional day on site, or email and phone consultation. Decisions about follow-up assistance are on a program by program basis and determined by the Program Manager, the Program Contract Manager, and Training and Staff Development.