What do you need to know about your upcoming Prevent Child Abuse NY Quality Assurance visit?

What are the goals of the PCANY QA visit?
- To help sites maintain the quality of their program services and assure they are providing these services in adherence with the HFA model. We do this through practice observations and documentation review.
- PCANY follows best practices for QA and our QA is therefore:
  - Transparent. You will receive all the materials we'll be using in advance. No surprises!
  - Routine and regular. It is an on-going part of the work and not in response to a problem. That would be considered technical assistance.
  - Continuous and systematic. It occurs in a required time frame and has a structure.
  - Supportive of your work. We know that people learn and grow best when they feel safe and secure; we bring the same strength-based approach to our QA work that you bring to your supervision and program management. The parallel process!

How often does my program receive a visit from PCANY?
- Each program is assigned two QA Specialists; a home visit-focused specialist (working directly with the family support specialist supervisor) and a FROG-focused specialist (working directly with the family resource specialist supervisor).
- You will receive one QA visit per year, alternating between the home visiting-focus and the FROG-focus.
- PCANY makes every effort to schedule these visits on or around the same time each year. Plus, we try not to overlap with visits you may be receiving from OCFS.

What happens before the visit and who is involved?
- Your QA Specialist will contact you 3-6 months prior to the projected date of the QA visit and offer you a few dates for the visit to choose from.
- You'll provide the QA Specialist with a list of supervisors and their start dates, so that the QA Specialist can select the staff who will be observed.
- Optimally, staff to be observed will have been on the job for 3-6 months, unless newer staff are the only option. Additionally, when possible, your QA Specialist will avoid selecting staff who were most recently observed by PCANY.
- For FSS visits:
  - You'll schedule @2 days for the visit to allow for an observation and debriefing of a supervision session.
- For FRS visits:
  - You'll schedule @2 days for the visit to allow for an observation and debriefing of an FRS supervision session. Although the QA Specialist will be reviewing FRS documentation, the feedback on the FROG narrative will be provided to the FRS Supervisor to review with the FRS. The FRS is not directly part of the QA visit schedule.

For both FSS and FRS visits, there should be enough time between events to allow all involved to thoughtfully process the observation, yet close enough that the supervision is fresh in everyone's minds for the debriefing.

- Once the dates for the visit and staff to be observed are set, your QA Specialist will set up some calls, ideally at least a few weeks before the visit date.
    - Program Manager call. Your QA Specialist will want to hear generally about how things are going for the program (what is going well and what is challenging) and will review the timetable and format of the visit (virtual, recorded etc.) They will also give the PM time to reflect with them on how their support of the supervisor to be observed is going.
    - Observed Supervisor call. Your QA Specialist will orient the supervisor to the goals of the QA observation, get to know them and reflect on how their work is going in general and with the specific supervisee they will be observed with.

- The QA Specialist will assure that staff have received the observation and documentation review forms to be used during the visit, including "Tips for Recording"

Who is present during the observations?
- For the supervision observation, the QA Specialist, the supervisor and an FSS or FRS.
- If the site has pre-recorded the supervision, the QA Specialist is not present.

Who is present during the debriefings?
- For supervision observations, the direct supervisor of the supervisor (usually the PM) is required to attend. When it is not the PM, the PM also attends this debriefing.
- When the observed supervisor is also the PM, the PM's supervisor is required to attend. However, if scheduling proves impossible or if the PM's supervisor unexpectedly cannot attend, the debriefing may go on without them.

What does my program need to provide to the QA Specialist after the observation?
- At the FSS supervision debriefing, your QA Specialist will remind the observed supervisor to let them know when they have completed the supervision note for the observed supervision. They will also ask for the Unique Identifier of one of the families who was discussed so that they can look at the Service Plan and integrate that review into the feedback given.
- At the FRS supervision debriefing, your QA Specialist will remind the observed supervisor to let them know when they have completed the supervision note for the observed supervision and when the FROG Narrative is ready for review. Your QA Specialist will need the Unique Identifier for the assessed family, once that is available.
- Ideally, staff will contact the QA Specialist within 2 business days to say that documentation is completed and ready for their review. Please support the observed staff to submit this documentation within the requested timeframes.
- Note: for both FRS and FSS visits, this documentation does not need to be completed before the debriefing.

What type of written feedback will be shared, who will receive it and within what timeframe?

- Within 45 days of the debriefing of the visit, you will receive a "QA Letter" which includes:
    - Standardized observation forms with competency-based feedback, strengths, and areas for growth.
    - Standardized documentation review forms which note how the documentation aligns with what was observed, as well as strengths and areas for growth.
    - All of these forms have a box for a "Follow-up plan" for the observed person and their supervisor to use. We invite you to encourage staff to use this box to identify steps for integrating the feedback into their work. Note: it is not necessary to send this "Follow-up plan" to the QA Specialist. The program is welcome to share it if they would like input on the plan.
- The QA Letter is cc'd to the following people:
    - The QA Specialist's Supervisor and the PCANY Training and Staff Development Director if not the same. Your program's other PCANY QA Specialist is also cc'd.
    - Your OCFS Program Contract Manager and their supervisor, and the HFNY Program Coordinator if not the same.

What tasks do I need to complete to finalize the visit and within what timeframe?

- The QA Letter will contain a Survey Monkey link so you can provide feedback on all aspects of the QA visit.
- At the same time that you receive the QA Letter, your QA Specialist will schedule a follow-up call with you to discuss the written feedback and your plans for supporting the observed staff, as well as to explore how you might extrapolate the feedback to the program as a whole. You may want to include the observed supervisor or your own supervisor; you can discuss this with your QA Specialist prior to your call.
- Please be sure to complete the Survey Monkey in advance of this follow-up call.

Is there anything else as a PM I can do to assure a positive QA experience for our program?

- You play a crucial part in setting the tone for the visit. When you project openness and enthusiasm to the process, your staff will likely approach it similarly.
- Staff are often and understandably anxious, especially if it is their first time being observed by PCANY. You can remind them that the observer will be highlighting what is going well in their work, and engaging them in discussion about areas where they want to grow. Remind them about the strengths-based nature of our entire network; being selected for an observation is an opportunity to grow and learn more about effectively supporting families and staff in our important work.