

6 FUNCTIONAL AREAS FOR MULTI-SITE SYSTEMS: A FORMULA FOR MODEL FIDELITY AND QUALITY

§Policy: to guide site operations across the state. These policies describe how all of the components of the system interact and function, as well as how sites within the system are supported in meeting the BPS. The system must review the policy manuals of all the sites within in the system.

§Training: a process to ensure sites have a system to meet needs for training. Systems must have the capacity to provide HFA's Core trainings in-state, by HFA-certified trainers. Sites must be trained on the functionality of the multi-site system.

§TA: a system to continuously improve the quality of services being delivered at the local level. Central Administration must provide ongoing support to ensure continuous quality improvement. It is provided by well-trained staff within the multi-site system.

§QA: a system that determines the degree to which sites are meeting BPS. Central Administration must have a system that determines the degree to which sites within the multi-site system meet all HFA BPS.

§Evaluation: formal, conducted by qualified researchers. Central Administration must have a formal evaluation component that follows a set of general practices consistent with conducting quality evaluation. Research is integrated into the planning process in a way that informs service delivery.

§Administration: follows a set of general practices consistent with responsible administration. Multi-site systems have a statewide advisory group to guide the operation of the system.

Adapted from the HFA Supervisor/PM Training Manual