# FACE Technical Assistance Brief

## Penelope for FACE Administrators and Coordinators

**What information will I find in this brief?**
The purpose of this TA Brief is to assist FACE Administrators and Coordinators in understanding how to utilize the Penelope data management system to monitor the fidelity and quality of their FACE home-base program's implementation of the Parents as Teachers model as well as how to use that information to share strengths and advocate for the FACE program.

**Reports to Monitor Quality Services:**
Because you are using the Penelope data management system, service monitoring, supervision, and professional development reports are readily available to you, making it easier to monitor quality assurance activities and share the wonderful things happening within your program with evaluators and key stakeholders.

**Summary Statistics Report**
- Summary of the families served and services provided within the selected date range.
- CSV (Comma Separated Values) Files can be used for data checks.

**Service Alert Report**
- Displays information for active families on each of the Parents as Teachers essential requirements, flagging items that need follow up
- Can be filtered by outstanding items, case worker, or case
- Contains CSV (Comma Separated Values) Files for a more in depth look at each family's services

**My Indirect Event Report**
- Displays a summary for each indirect event type (staff meeting, advisory committee, etc.) within the selected date range
- Shows event type, event date, hours, title, attending individuals and workers
- Can be filtered by event date, event type or specific worker

**Worker Day Sheet**
- Displays scheduled events by worker within a specified time frame
- Shows event date and time, status of event, event type, title, attending individuals and workers
- Can be filtered by event date and specific worker

**Pre-Enrollment List Report**
- Displays wait list within a specified time frame
- Shows date added, days on list, family name, service if assigned, reason/cancellation reason, and priority
- Can be filtered by pre-enrollment reason, worker, and date

**Affiliate Performance Report**
- In addition to year-end reporting, it can be used as a tool to review your program's implementation of the Parents as Teachers model
- Contains CSV (Comma Separated Values) Files for a more in depth look at program implementation


## Quality Assurance Blueprint:  Penelope Version

It is critical to monitor the fidelity and quality of your home-based FACE program's implementation of the Parents as Teachers model.  The QA Blueprint outlines the tasks and activities that FACE Administrators and Coordinators should engage in to monitor and strengthen services, supervision, professional development, and administration.  Part of these activities are specific reports you can run in order to monitor the quality of your FACE programs implementation of the Parents as Teachers model.

### How to use this tool:

To help you document, keep track of and follow up on your quality assurance activities, the Blueprint is divided into three sections:
- Service Monitoring
- Supervision and Professional Development Monitoring
- Administrative Monitoring

To make it easier to fit quality assurance activities into your schedule, the Blueprint covers a 12-month time period, and specifies how often each QA activity should be done.
- Twice monthly
- Monthly
- Quarterly
- Annually

### Where to find this tool:

This tool is located in the Supervisor's Handbook:
- Parents as Teachers Portal
  - ➢ My Tools
  - ➢ Affiliate Administrator
  - ➢ Quality
  - ➢ Supervisor's Handbook
  - ➢ Tools for Ongoing Monitoring of Fidelity and Quality