



# FACE Technical Assistance Brief

## The FACE Home-Based Model Utilizing the Quality Assurance Blueprint

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### What information will I find in this brief?

The purpose of this TA Brief is to assist FACE Supervisors in understanding how to utilize the Quality Assurance (QA) Blueprint to monitor the fidelity and quality of their FACE home-base program's implementation of the Parents as Teachers model.

### What is the Quality Assurance Blueprint?

FACE home-based programs use the Quality Assurance (QA) Blueprint to monitor and track the activities necessary to implement the Parents as Teachers model with fidelity. Engaging in the QA activities outlined in the Blueprint helps your program maintain and continually strengthen the quality of services your FACE program provides.

### How is this tool used?

The quality assurance activities detailed in the Blueprint are based on the Parents as Teachers Essential Requirements and Quality Standards.

- To help you keep track of and document your quality assurance activities, the Blueprint is organized, and color-coded by how often each task should be done.
- The frequencies outlined in the table are designed to provide overall guidance. However, certain QA activities may require greater frequency by FACE than what is suggested by Parents as Teachers National Center.
- The Blueprint covers a 12-month time period. Each program year, you should begin tracking and recording your quality assurance activities on a new Blueprint.
- For QA activities that pertain to individual parent educators, space is provided for up to five parent educators.
- For each QA activity, type or write the date the activity was done and enter notes/comments as applicable in the space provided.
- Some of the activities ask that you review a report or summary data to assess whether or not your program is on track to meet a particular item at the nationally defined minimum criteria. You will run reports in the manner that aligns to how data is collected in your program. Because all FACE programs are now utilizing the Penelope data management system, the report would be run from there.

### What are the Quality Assurance Activities?

In this TA Brief, we want to give you a snapshot of the Quality Assurance Activities and how you can utilize the QA Blueprint to improve your FACE home-based program. You will find the Quality Assurance Activities below listed by the frequency for which the activities should be completed.



More detailed information about each of the activities can be found within the Quality Assurance Blueprint.

Quality Assurance Activities for the New Parent Educator: Complete these QA activities for any parent educator hired within the program year covered by this blueprint and document the date they occurred.

- Personal Visit Observation: The new parent educator will have observed an experienced parent educator conduct a personal visit.
- Personal Visit Observation: The supervisor will have observed the new parent educator conduct a personal visit at 6 months and 1 year following training.
- Screening Observation: The new parent educator will have observed an experienced parent educator conduct a screening.
- Screening Observation: The supervisor will have observed the new parent educator conduct a screening at 6 months and 1 year following training.
- Group Connection Observation: The new parent educator will have observed an experienced parent educator conduct a FACE Family Circle.
- Group Connection Observation: The supervisor will have observed the new parent educator conduct a FACE Family Circle at 6 months and 1 year following training.

Twice Monthly Quality Assurance Activities:

- New Families: First visit completed within three weeks of initial request for service
- Reflective Supervision: Two hours of individual reflect supervision per month
- Team Meetings: Weekly Team Meetings, along with concerns/issues and follow up

Monthly Quality Assurance Activities:

- Initial Family-Centered Assessment: Within 90 days of enrollment
- Ongoing Family-Centered Assessment: Completed annually (FACE requirement: every 6 months)
- Initial Screening: Within 90 days of enrollment (FACE requirement: within 45 days of enrollment)
- Annual Screening: Completed annually (FACE requirement: 2 ASQ-3s each program year)

Quarterly Quality Assurance Activities:

- Family File Review: One Family File reviewed from each parent educator's caseload for accuracy, completeness and overall quality
- Group Connection Observation: The supervisor observes one FACE Family Circle quarterly, and reviews corresponding planning/delivery documentation, and evaluations for each
- Goals: Families should each have at least one goal documented
- Resource Connections: All families should have at least one resource connection documented
- Group Connection Attendance: Review FACE Family Circle attendance rates
- Personal Visit Frequency: Review number of visits completed to monitor visit completion rates



Semi-annual Quality Assurance Activities:

- *Professional Development Hours: Review hours earned and planned to monitor hours needed for PAT certification*
- *Group Connection: Review the number of FACE Family Circles held to monitor the total number that will be offered during the year (10 required)*
- *Advisory Committee: Review the number held to monitor the total number that will be held during the year (2 required)*

Annual Quality Assurance Activities:

- *Personal Visit Observation: Experienced parent educators are observed delivering a personal visit and provided with feedback annually*
- *Self-Assessment: Parent educators complete an annual self-assessment*
- *Professional Development: Review professional development hours earned and renew certification with the National Center.*
- *Evaluation: Assess competencies and performance, set professional development goals*
- *Penelope data management system: Review the following areas - enrollment information, assessment, goals, personal visits, group connections, child screening, resource connections, contact history, exit/transition*
- *Feedback: Review feedback from families, use for program improvement*
- *APR / PMR: Review data and use for continuous quality improvement.*
- *Policies and Procedures: Review and update*
- *Resource Network Directories: Review and update as appropriate*