



## Family Development & Self-Sufficiency (FaDSS) Continuous Quality Improvement Plan

State Fiscal Year 2024-2026

## Introduction

All FaDSS grantees will engage in a Continuous Quality Improvement process. All components of the plan are designed to facilitate a cycle of continuous quality improvement with the overarching goal of achieving improved outcomes for families served in the program. The comprehensive plan will include:

1. Quarterly review of the Organizational Self-Assessment tool, including performance and outcomes indicators and individualized grantee program goals.
2. The use of the FaDSS leadership and supervision practice and FaDSS coaching model at all levels (Coordinators with Specialists and Specialists with families).
3. Model fidelity review based on the core components of the FaDSS model.
4. Cultural competence assessment, consultation and plan development
5. Technical assistance and continued monitoring for programs identified as needing additional support.
6. Fiscal monitoring

State Staff are committed to providing feedback and technical assistance using the following guiding principles:

- Mutual respect
- Open communication
- Joint problem solving
- Commitment to continuous quality improvement of the FaDSS program

## Description of Activities

### Organizational Self-Assessment

The FaDSS Organizational Self-Assessment tool is designed to identify and prioritize areas for program improvement, uncover potential implementation roadblocks, and create benchmarks for measuring progress over time through gathering input from FaDSS personnel at various levels within the grantee agency.

Developed based on research findings along with input from existing FaDSS personnel, the tool incorporates both the performance standards based on home visitor core competencies and performance outcomes and indicators.

### FaDSS Coaching Model

The FaDSS program utilizes a science-informed approach to coaching for change at all levels in the program, HHS staff coach coordinators, coordinators coach specialists and specialists coach families. The supervision practice is grounded in the program performance standards and is inclusive of the specific duties of FaDSS personnel and is designed to identify areas of strength as well as areas in need of improvement. As part

of the CQI process, the implementation of the coaching model will be reviewed quarterly with FaDSS coordinators.

### Model Fidelity Review

To complement insights gained through regular review of program performance and outcomes data, a model fidelity review will be conducted every three years. The review will include an evaluation of the adherence to the core components of the FaDSS model. The review will be conducted by a third-party reviewer and FaDSS state staff.

These reviews will be completed in five phases:

1. Pre-review
2. Onsite visit
3. Model fidelity review report
4. Technical assistance

The pre-review will include collaboration between FaDSS state staff, the fidelity reviewer and the FaDSS coordinator to coordinate the dates and activities of the onsite visit and the transfer of any needed documentation or records. This will include review of performance and outcome measures, family record reviews, supervision and personnel materials, the organizational self-assessment, family feedback interviews, and stakeholder interviews. The onsite visit will include home visit observations, staff interviews and leadership interviews. The report will include a written report summarizing the model fidelity review and recommendations for further action by the grantee, including opportunities for technical assistance. The technical assistance will include individualized support and ongoing monitoring based on the comprehensive model fidelity review.

### Technical Assistance & Ongoing Monitoring

State staff, along with identified third party collaborators, will provide technical assistance to grantees based on the report generated from the model fidelity review and subsequent monitoring activities. State staff will work collaboratively with the local grantee agency to determine the types and frequency of technical support based on the review findings.

### Fiscal Monitoring

Iowa HHS will conduct fiscal monitoring of programs. Fiscal monitoring reports will be provided to the grantee agency.

Continuous Quality Improvement Schedule FY24-FY26					
Grantee	FY24	FY25	FY26	Quarterly	Annually
New Opportunities	Cultural Competence, Consultation & Plan Development		Model Fidelity Review	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Community Action of Southeast Iowa	Cultural Competence, Consultation & Plan Development		Model Fidelity Review	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Community Action of Eastern Iowa	Cultural Competence, Consultation & Plan Development	Model Fidelity Review	Fidelity Review Follow Up TA	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Operation Threshold	Cultural Competence, Consultation & Plan Development		Model Fidelity Review	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Four Oaks	Cultural Competence, Consultation & Plan Development		Model Fidelity Review	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Northeast Iowa Community Action Corporation			Model Fidelity Review	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Upper Des Moines Opportunity		Model Fidelity Review	Fidelity Review Follow Up TA	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
West Central Community Action		Model Fidelity Review	Fidelity Review Follow Up TA	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report

Mid-Iowa Community Action		Model Fidelity Review	Fidelity Review Follow Up TA	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Mid-Sioux Opportunity		Model Fidelity Review	Fidelity Review Follow Up TA	Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Polk County FEC	Model Fidelity Review	Fidelity Review Follow Up TA		Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Community Action Agency of Siouxland	Model Fidelity Review	Fidelity Review Follow Up TA		Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
Sieda Community Action	Model Fidelity Review	Fidelity Review Follow Up TA		Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
North Iowa Community Action Organization	Model Fidelity Review	Fidelity Review Follow Up TA		Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report
SCICAP	Model Fidelity Review	Fidelity Review Follow Up TA		Organizational Self-Assessment & Performance Measures	Fiscal & Annual Report