



# FADSS CONTINUOUS QUALITY IMPROVEMENT PROCESS

State Fiscal Years 2024-2025

## **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. Intercultural Development Inventory assessment, consultation and plan development
5. Intensive 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; State 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 program managers, 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.

## **DEI Assessment, Consultation & Plan Development**

Diversity, Equity and Inclusion is an important foundation for our work with families. Every three years, grantees will work with a DEI Consultant throughout the Assessment and Plan Development process. This will be conducted at both the individual and organizational level in two parts.

**Part 1: Assessing the Individual** will include all FaDSS personnel completing the Intercultural Development Inventory to assess their personal intercultural competence. Each staff member will receive a personalized Development Plan template with suggested activities and training based on the assessment results. FaDSS personnel will then create their Development Plan, which will be reviewed during regular supervision sessions in accordance with the FaDSS coaching model.

**Part 2: Consultation & Plan Development** will include the FaDSS personnel engaging with the Consultant to integrate what was learned from the assessments into the continuous quality improvement process. Along with the individual IDI profiles, teams will be provided their aggregate data and profile as a team. The Consultant will use this report to guide the team through creation of an action plan to address short and long term areas of growth.

## **Technical Assistance & Ongoing Monitoring**

State Staff, along with identified third party collaborators, will provide intensive technical assistance to grantees based on the report generated from the model fidelity review. 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                           | DEI Assessment, Consultation & Plan Development |   | Model Fidelity Review                           | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Community Action of Southeast Iowa          | DEI Assessment, Consultation & Plan Development |   | Model Fidelity Review                           | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Community Action of Eastern Iowa            | DEI Assessment, Consultation & Plan Development | Model Fidelity Review                           |   | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Operation Threshold                         | DEI Assessment, Consultation & Plan Development |   | Model Fidelity Review                           | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Four Oaks                                   | DEI Assessment, Consultation & Plan Development |   | Model Fidelity Review                           | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Northeast Iowa Community Action Corporation |   | DEI Assessment, Consultation & Plan Development | Model Fidelity Review                           | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Upper Des Moines Opportunity                |   | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| West Central Community Action               |   | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Mid-Iowa Community Action                   |   | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Mid-Sioux Opportunity                       |   | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Polk County FEC                             | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development |   | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Community Action Agency of Siouxland        | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development |   | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| Sieda Community Action                      | Model Fidelity Review                           |   | DEI Assessment, Consultation & Plan Development | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| North Iowa Community Action Organization    | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development |   | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |
| SCICAP                                      | Model Fidelity Review                           | DEI Assessment, Consultation & Plan Development |   | Organizational Self-Assessment & Contract Measures | Fiscal & Annual Report |

\*FY26 is part of a new grant cycle and dependent upon grant awards.