



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. DEI assessment, consultation and plan development.
5. File reviews of grantee documentation
6. Technical assistance and continued monitoring for programs identified as needing additional support.
7. Fiscal monitoring

FaDSS program managers 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

In PY2023, the FaDSS program adopted a coaching model based on the Goal 4 It! goal-setting framework. This science-informed approach to coaching for change is used at all levels in the program; State program managers coach Coordinators, Coordinators coach Specialists, and Specialists coach families.

The supervision practice is grounded in the program performance standards and 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: Assessing the Grantee's FaDSS Program will include all FaDSS personnel anonymously completing the SpectraDIVERSITY Assessment to reflect on the organization's management, culture, policies, and procedures. These responses will be used to create a personalized report. The DEI Consultant will use this report to guide the team through creation of an action plan to address short- and long-term areas of growth that were identified.

Technical Assistance & Ongoing Monitoring

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

Fiscal Monitoring

FaDSS program managers will confer with fiscal staff within the Department to review findings from the last monitoring visit. Fiscal monitoring is completed annually. Fiscal monitoring reports will be provided to the grantee Executive Director/CEO on an annual basis.

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.