



Office of Children
and Family Services

HFNY Accreditation 101

BPS 1, 2, and 3



Office of Children
and Family Services



Prevent Child Abuse
New York™



CENTER FOR HUMAN SERVICES RESEARCH
UNIVERSITY AT ALBANY State University of New York

March 15, 2023

Today's agenda

Questions you may be asking yourself...

- What is the HFNY Accreditation Tool?
- What do I need to know for BPS 1?
- What do I need to know for BPS 2?
- What do I need to know for BPS 3?
- What should I have done by my next office hours?
- What should I have done by our next workshop?

REMEMBER at this time we are working on preparing our **self-study ONLY!**
Site visit preparation (file review and interviews) will occur between February 2024 – May 2024



HFNY Accreditation Timeline

2023												2024	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Look out for CA's Accreditation Standard of the Month emails, Office Hours!	Review current HFNY finalized Policies; Make plan to update site procedures as needed	Review narrative items; Update as needed	<i>PIs</i> Review addtl. finalized policies, site procedures, adherence:	Review analysis items; Make plan to improve performance as needed	Review finalized policies, site procedures, adherence, analyses:	Review finalized policies, site procedures, adherence:	Review finalized policies, site procedures, adherence:	Submit Self-Study items to OCFS by 9/15/23	<i>PIs</i> Incorporate CA feedback to Self-Study		Final Data Entry	Final Self-Study due to CA on 1/5/24	CA's Site Visit! Programs to be visited (Spring/Summer) selected by HFA
		1, 2, 3 Office Hours	6, 10, 11 Office Hours	Analysis Item Office Hours	4, 5, 9 Office Hours	12, GA Office Hours	7, 8 Office Hours	Any Item Office Hours	Open Office Hours	Open Office Hours			
Accreditation 101 Sessions	2/22	3/15	4/5	5/3	6/7	7/19	8/16	9/6	TBD	TBD			
	10am-Noon												



Let's walk through...

HFNY Accreditation Guidance Tool

Standard	Best Practice Standard Number
DONE!	Completed documentation
Type	First, Second, or Third Order
Safety or Essential	Safety or Essential indication
Rating Basis	Self-Study, File Review, or Interview
Rating Documentation	Policy, Narrative, Report, Analysis, Plans
Recent Practice	Review of most recent practice allowed
MIS report	Title of MIS report
Description	Rating indicator description
Tips	Tips as found in BPS
Narrative Detail	Narrative details from Table of Documentation
HFNY CA Tracking	Tracked via ASR, Site Visit, Quarterlies



Let's walk through it!



As you use your tool...

- Keep track of areas you are not YET meeting
- Please remember to reach out to me if you find an error
- Feel free to work ahead BUT only do this if it is helpful to you and your team



Let's talk about BPS 1, 2, & 3!



What do we include in the self-study?

Self-Study: BPS 1, 2, & 3

1-1.A - Narrative

1-1.B - Narrative

1-1.C – Report and Narrative

1-2.A - Policy ✓


1-2.B - Narrative

1-2.C - Narrative

1-3.A - Policy ✓

1-3.B - Report

1-4.A - Narrative

1-4.B - Analysis 

2-1.A - Policy ✓

3-1.A - Policy ✓

3-2.A - Policy ✓

3-3.A - Policy ✓

3-4.A – Report and Narrative

3-4.B - Analysis 

38%
Complete



BPS 1: Initiate Services Early

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Right From the Start***



**Office of Children
and Family Services**

BPS 1-1 – Description of eligibility criteria and community relationships

Self Study Requirements:

- 1-1.A – Narrative – Eligibility criteria for HFNY
- 1-1.B – Narrative – Formal/Informal agreements for orgs that refer (MOU for CWP)
- 1-1.C – Report and Narrative – Tracking of referrals



1-1.A

1-1.A The site has a description of: 1) its eligibility criteria 2) how these criteria were selected, 3) the defined service area, and 4) the number of families the site has capacity to serve. Eligibility criteria are determined based on data collected from one or more sources, e.g., a community needs assessment, kidscount.org, state rankings, vital records, census.gov, etc., and are reviewed by the site's community advisory board at least once every four years.

Intent: Communities choose to implement the HFA model as a mechanism to improve family and child outcomes and do so because there is local, state, and/or federal interest in providing supportive home visiting services in partnership with parents of infants and young children. It is important for the site to focus on creating equitable access to services for families experiencing barriers to resources and to base its eligibility criteria on community data, ensuring a systematic process for identifying families is in place.

The site's eligibility criteria are reviewed at least once every four years and updated as changes in funding, site infrastructure, or community demographics warrant. When the site is approved to implement HFA's Child Welfare protocols for families referred from child welfare, this must be referenced in the site's eligibility criteria description.



1-1.A – What is needed for a “2”?

- A description of:
 - Eligibility criteria
 - Community data (include source and year) used to determine criteria
 - Geographic service area
 - Total number of families projected annually to be served
- Above has been reviewed by CAB within the last 4 years and adjusted as needed based on changes in community and program infrastructure
- **Tracked** in ASR and Site Visit. How else do you track it?



1-1.A BPS example

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For example, I work with my community advisory board and we determine teen parents are the eligibility criteria we will use, because teen parents are an underserved demographic in our area and there are very few existing services in our community to support them. We know from the Kids Count Data Center (kidscount.org), in the most recent year data is available, a total of 1,000 women under the age of 20 gave birth in our area. We also know 780 women under the age of 20 gave birth in our city's largest birthing hospital last year. We therefore define our eligibility criteria as pregnant or parenting teens (with an infant less than 3 months old), who reside in Babyville County. We have ten full-time Family Support Specialists able to serve a total of 200 families each year.



1-1.B

1-1.B The site establishes organizational relationships with community providers for purposes of identifying families and receiving referrals (e.g., local hospitals, prenatal clinics, high schools, centralized intake systems, etc.). Please Note: for sites approved to use HFA's Child Welfare Protocols, a formal Memorandum of Understanding (MOU) between the HFA site and local child welfare office is required. [HFA has a sample MOU.](#)

Intent: In addition to the site's description of its eligibility criteria and process for determining eligibility, the site will indicate the community providers who identify and refer families to HFA services. In order for sites to engage families, it is essential to create relationships with community entities who come into contact with families. In some cases these community partnerships may require formal Memorandums of Understanding/Agreement (MOU/MOA), and in other cases these relationships may be verbal agreements or informal in nature. In either case, it is important these relationships allow site staff to initially engage with families. The site will decide if a formal agreement would be beneficial with some of its referral sources. Some sites may have only formal agreements in place, while others will have only informal (verbal) agreements in place, and others still may have a mix of both formal and informal.



1-1.B What is needed for a “2”?

- NO 3 rating
- Site identifies community organizations that will refer families
- Agreements with these orgs (formal or informal) are in place
- CWP sites have an MOU established with their LDSS
- **Tracked** in ASR, Site Visit, and Quarterlies. How else do you track it?



1-1.B BPS example

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Continuing with the example in 1-1.A for Babyville County, the HFA site there reaches out to the largest birthing hospital where 780 births to women under the age of 20 occurred last year. We establish a Memorandum of Agreement with the hospital's social work department to identify and refer teen parents to our HFA site. We invite the hospital's Social Work Department director to participate on our Community Advisory Board to ensure ongoing communication, and we coordinate in-service meetings with key hospital unit staff to provide them with materials and information about our HFA services, including how to describe HFA services to families. Similarly, we engage our local WIC provider, though in a less formal way (without an MOA) so they too are aware and can refer teen parents who meet our criteria (pregnant or with a newborn, and living in Babyville County). We track each month how many referrals are coming in from each referral partner and from any other sources.



1-1.C

1-1.C The site tracks the number of families identified or referred by referral source, and their eligibility status. The site implements strategies to help maximize existing program capacity and support family needs in the community. Please Note: An HFA Spreadsheet is available for this standard.

Intent: Tracking the number of families identified or referred allows the site to utilize data effectively to advocate for families in the community whose needs may go unmet. For example, there may be many more potential families than can be served owing to the site's current capacity. This data provides the site with valuable information to maximize existing staff capacity, allowing the site to determine what dynamics might be getting in the way of engaging families in services.

Monitoring the system of organizational relationships is a key component to understanding how families are identified or referred. The site will use this data to develop strategies to improve its identification and referral processes (e.g., form new community provider relationships, strengthen existing provider relationships, provide in-service training for referral agencies including how to describe services in ways that may be more appealing to families, create more effective ways to identify families in the service area, etc.).



1-1.C What is needed for a “2”?

- Quarterly tracking of all families identified/referred and includes:
 - Eligibility status
 - Source of referral
 - Uses data to monitor capacity and apply strategies to fill slots or reduce gaps in service
 - Discusses opportunities for improvement with advisory board annually
- Past instances may have occurred when the site did not engage in above, however recent practice indicates this is now occurring
- **Tracked** in ASR, Site Visit, and Quarterlies. How else do you track it?



1-1.C BPS example

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For example, over the past four quarters, the Babyville HFA site received a total of 350 referrals, with 210 referrals from the birthing hospital, 90 from WIC, 46 from a local food pantry, and 4 self-referrals; however, 100 of these referrals were duplicates or did not meet eligibility criteria because they either resided outside the county or were not teens. As a result 250 referrals received in the past year met eligibility criteria. With ten full-time Family Support Specialists, we have capacity to serve 200 families at any given time, and have remained at capacity each of the last four quarters. One hundred twenty (120) of the 250 referrals could not be served given current capacity limitations. Since we have seen similar trends over the past two years, Babyville's community advisory board has helped identify potential funding sources to support an additional 1-2 Family Support Specialists. We are in the process of applying for these funds.



1-1.C – HFA Spreadsheet Tip



Things to consider when looking at your data!

Be on the lookout for patterns or trends, or anything that changes or surprises you.

This standard has a requirement to collaborate with your community advisory board to develop strategies to maximize existing program capacity and support family needs in the community.

- In what ways can they help improve how families are connected to your site?
- Do they have ideas about increasing your site's capacity or creative ways to improve the number of eligible families referred?
- How can you use your data to advocate for families in your community?
- Are there opportunities to strengthen relationships with other community providers?
- Is there anything else that stands out to you or that you should consider?

The Intent for standard 1-1.C has great ideas!

Be sure to document these conversations, strategies that were developed, what you tried out, and if it helped!



BPS 1-2 – Site ensures referrals are tracked and monitored

Self Study Requirements

- 1-2.A – Policy – Initial engagement processes and mechanisms
- 1-2.B – Narrative – Monitoring initial engagement
- 1-2.C – Narrative – Strategies to strengthen initial engagement



1-2.A What is needed for a “2”?

- No 3 rating
- Policies and procedures includes information about how site ensures the following :
 - Activities and expected timeframe between receipt of referral and initial contact with family
 - Activities and expected timeframe between initial contact with family and offer of services
 - How and when eligibility is determined
 - Mechanisms to track and monitor each step of the initial engagement process, whether able to establish initial contact or not, whether services were offered or not, and the timeliness of these activities
 - Documentation of reasons why families are not offered services
- Not currently tracked by CA. How do you track it?



1-2.B What is needed for a “2”?

- The site monitors its initial engagement process by tracking the following for each family referred:
 - Time from referral to offer of services
 - Initial contact made
 - If services were offered
 - Reasons why families not offered services
- Past instances may have occurred when the site did not track any of above however recent practice indicates this is now occurring.
- **Tracked** in ASR and Site Visit. How else do you track it?



1-2.C What is needed for a “2”?

- The site develops strategies, based on data from 1-2.B to strengthen its initial engagement process, aiming to reduce barriers and provide equitable access
- Note that a “3” rating would include the following:
 - Strategies above are implemented OR
 - 90% of families receive initial contact and are offered services
- **Tracked** in ASR, Site Visit, and Quarterlies. How else do you track it?



1-2.C HFA Spreadsheet Tips



Things to consider when looking at your data!

How do the time frames look?

- Does anything surprise you?
- Is there a way to establish contact sooner after referral?
- Should you think about ways to shorten the time between initial contact and the offer of services?
- How can your referral sources help with engaging families quickly?
- What things could you try?

How successful is your team at establishing first contact with families?

- What things could you try to improve the number of families you successfully contact?
- Are your methods and materials welcoming?
- Are there opportunities for education or skill building?
- What are some creative ways you can reach out to and engage new families?

Look at the reasons why families are not offered services.

- What stands out to you?
- Is your screening process broad enough or narrow enough to be able to offer services to the families you wish to serve?
- Explore the categories that have a larger number of families- what could be going on?

Is there anything else that stands out to you or you should consider?



BPS 1-3 – 1st HV occurs within 3 (standard) or 24 (CWP) months

Self Study Requirements

- 1-3.A – Policy – 80% of families receive a 1st HV within stated timeframe for their program
- 1-3.B – Report – Practice ensures families receive 1st HV within stated timeframe



1-3.A What is needed for a “2”?

- No 3 rating
- Policies and procedures include information about how site ensures the following :
 - 80-94% of 1st HV occurs within expected timeframe
 - HFNY’s target is 85%
- Not currently tracked by CA. How do you track it?



1-3.B What is needed for a “2”?

- Data indicate that 80-94% of 1st HV occurs within expected timeframe (report)
- Sites are encouraged to set goals/benchmarks (for Standard GA-2.B) when rates fall below the 80% threshold, and supervision time is used to focus on exceptions, reasons, and problem-solving strategies to increase rates
- **Tracked** in Site Visit and Quarterlies. How else do you track it?



BPS 1-4 – Site measures and analyzes acceptance rate

Self Study Requirements

- 1-4.A – Narrative – Measure acceptance rate
- 1-4.B – Analysis – Acceptance analysis



1-4.A What is needed for a “2”?

- Measures acceptance rate annually
- Uses HFA spreadsheet/methodology
- Measurement is based on 1st HV date
- Includes % and numbers
- **Tracked** in ASR and Quarterlies. How else do you track it?



1-4.B What is needed for a “2”?

Analysis includes:

- Large
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- 2) Incl
- 3) Ane
- 4) Cor
- factors
- 6) Wh
- reason
- 7) Nar

Analysis includes:

Remember...we will NOT be working on analysis standards until May!

families for a two-

services to any families in the last two years, or if less than 10 families declined in the last two years.



1-4.B HFA Spreadsheet Tips



Things to consider when looking at your data!

Be on the lookout for patterns or trends, or anything that changes or surprises you. Did any of the data confirm your assumptions?

What factors are different for families who accept HFA services and families who decline? What stands out to you?

Are there other community, site level, or individual factors involved in why families do not receive a first home visit?

Explore and Wonder with others! "I noticed xyz, what do you think might be going on?"

Think about the groups that your site appears to be more successful with. Are there lessons from this group that can be applied to others?

Be sure to document your analysis conversations, ideas you come up with, strategies you have implemented, and how they went!



BPS 2: FROG

Standardized Assessment Tool

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BPS 2 – What is needed for a “2”?

FROG Scale Policy (2-1.A)

- Only 1 self-study standard for BPS 2!
- Policies and procedures include information about how site ensures the following about the FROG:
 - Completed on or before 4th HV; no later than 30 days from enrollment
 - Ideally one HV
 - Narrative format
 - All responses scored and if not explored, why?
 - Areas not yet documented, identified for later and included in Service Plan (SP)
 - Timeframe for documentation and scoring
 - Timeframe for supervisor review and feedback
- Not currently tracked by CA. How do you track it?



BPS 3: Offer Services Voluntarily

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BPS 3 – Offer services voluntarily

- 3-1.A – Policy - Service offered voluntarily
- 3-2.A – Policy – Trust building (pre-enrollment)
- 3-3.A – Policy – Creative Outreach (post-enrollment)
- 3-4.A – Report – Measure retention
- 3-4.B – Analysis – Retention analysis



3-1.A What is needed for a “2”?

- No 3 rating
- Policies and procedures include information about how site ensures the following :
 - Services are voluntary
 - How information is shared with families
- Not currently tracked by CA. How do you track it?



3-2.A What is needed for a “2”?

- No 3 rating
- Policies and procedures include information about how site ensures the following :
 - A variety of positive methods are used to build family trust
- Not currently tracked by CA. How do you track it?



3-3.A What is needed for a “2”?

- No 3 rating
- Policies and procedures include information about how site ensures the following :
 - When to place a family on CO
 - Activities carried out and documented during CO
 - On CO minimum of 3 months (consecutive or cumulative # of days over 6 months)
 - Case weight is maintained while on CO
 - Conclude CO when family is engaged, refuses services, moves, other allowable reason, or staff assignment established
- Not currently tracked by CA. How do you track it?



3-4.A What is needed for a “2”?

- No 3 rating
- Policies and procedures include information about how site ensures the following :
 - Measures and analyzes retention for families enrolled during a single 1-year period
 - Analysis includes multiple intervals (6, & 12 months)
- **Tracked** in ASR and Quarterlies. How else do you track it?



3-4.B What is needed for a “2”?

Analysis includes:

Larger site

1) Once e

2) Include

3) Anecdote

4) Compar

6) Who left

7) Narrative summary

Analysis includes:

Remember...we will NOT be working on analysis standards until May!

ve families

no-year

es over

NA if there were less than 10 families who left services in the two year period.



3-4.A and B HFA Spreadsheet Tips



Things to consider when looking at your data!

Be on the lookout for patterns or trends, or anything that changes or surprises you.

Explore and Wonder with others! "I noticed xyz, what do you think might be going on?"

Are there other community, site level, or individual factors involved?

In addition to what the families have self-reported as reasons for leaving services, what does your team and advisory group think could be reasons why families leave services.

Are there groups that you are more successful at retaining? What could be the reason and can that be a strength you can build on?

Be sure to document your discussions, any strategies developed, and if any were implemented. Be sure to check back after implementing an improvement strategy to see if it helped!



Boilerplate Language provided for...

- 1-1.A – Eligibility Criteria
- 1-4.A – Measure Acceptance Rate
- 3-4.A – Measure Retention

* Those templates will be provided by the end of March



Narrative Boilerplate Language

So, remember to...



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When do I run my reports?

- HFNY CA encourages you to run your reports as often as possible
- Knowing your status now will help you address any standards not yet meeting a “2” rating
- A lot of the narratives for your self-study already exist, so its really about tweaking the narrative to better meet the standard and updating your data



Timelines to consider

ASR

Use your data and narratives from your most recent ASR

Quarterlies

Use your most recent and completed quarter data and narratives

Most Recent

Use data from the most recent last 3 months



Saving documentation for self-study



SharePoint



HFNY Accreditation 2024 site

- Once site is up and running we will walk through it
- Please sign up for an Outlook account (only PMs need to do this)
- Once you have signed up for an account please add your information to the contact spreadsheet
- I will send a link to this spreadsheet in an email with today's materials
- The spreadsheet will ask for additional info. Make sure you provide all of it as it will be needed to build our Sharepoint site



Follow this link to sign up for your Outlook account:

<https://outlook.live.com/owa/>



What do I need to start doing now?

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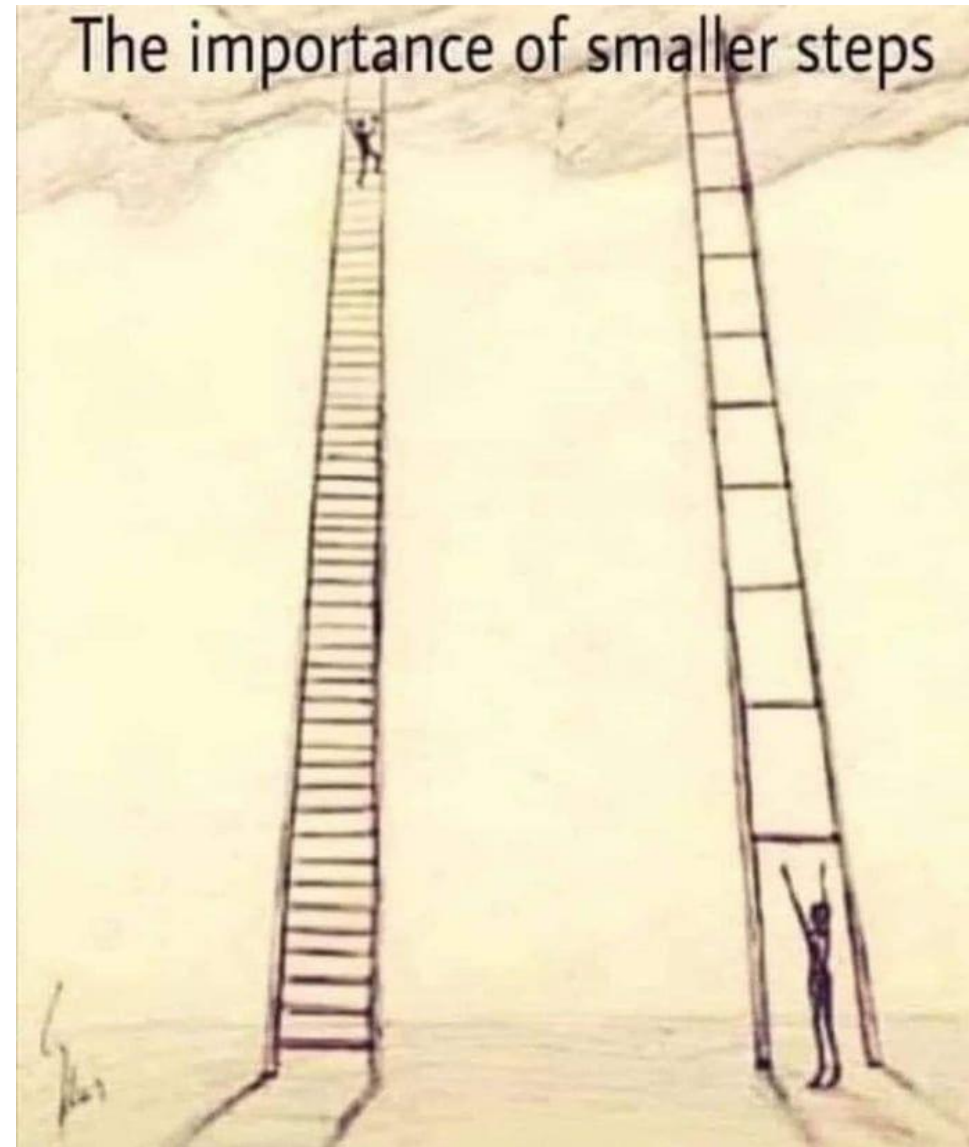


Take it STEP-BY-STEP

“The secret of getting ahead is getting started. The secret of getting started is breaking your complex overwhelming tasks into small manageable tasks, and starting on the first one.”



- Mark Twain

Remember: HFNY CA is here for you!



First what do you have done?

Self-Study:
BPS 1, 2, & 3

1-1.A - Narrative
 1-1.B - Narrative
 1-1.C – Report and Narrative
 1-2.A - Policy ✓
 1-2.B - Narrative
 1-2.C - Narrative
 1-3.A - Policy ✓
 1-3.B - Report
 1-4.A - Narrative
 1-4.B - Analysis 
 2-1.A - Policy ✓
 3-1.A - Policy ✓
 3-2.A - Policy ✓
 3-3.A - Policy ✓
 3-4.A – Report and Narrative
 3-4.B - Analysis 

38%
Done!



By your next Office Hours session

Come prepared to discuss your findings on the following:

- **BPS 1**

1-1

Review your most recent ASR and quarterlies for 1-1.A, 1-1.B, and 1-1.C (quarterlies) and determine if they meet BPS 8.3 guidelines for a score of 2. Make changes as necessary.

1-2

Review your most recent ASR and quarterlies narratives for 1-2.B and 1-2.C and determine if they meet BPS 8.3 guidelines for a score of 2. Make changes as necessary.

1-3

Review your most recent quarterly report for 1-3.B and determine if it meets BPS 8.3 guidelines for a score of 2. Make changes as necessary.

1-4

Review your most recent ASR narrative for 1-4.A and determine if it meets the BPS 8.3 guidelines for a score of 2. Make changes as necessary.

- **BPS 3**

3-4

Review your most recent ASR narrative for 3-4.A and determine if it meets the BPS 8.3 guidelines for a score of 2. Make changes as necessary.



By your next Office Hours session (cont'd)

- Reach out to your Accreditation PCM with any questions that can't wait
- Respond to any of your Accreditation PCM's requests (doodle polls, emails, phone calls, etc)
- Review current finalized HFNY policies (specific focus on BPS 1, 2, & 3)
 - Make any necessary changes to site procedures



By our April 5th Accreditation 101

- CREATE a brand new OUTLOOK account to access Sharepoint
- Have anyone who will be helping you with accreditation watch this recording
- Reach out to your Accreditation PCM with any questions that can't wait for Office Hours or 101
- Respond to any of your Accreditation PCM's requests (doodle polls, emails, phone calls, etc)
- Review finalized HFNY policies for BPS 1, 2, & 3
 - Make any necessary changes to site procedures
- Review standards 6, 10, and 11



Questions?

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