



Office of Children  
and Family Services

# HFNY Accreditation 101

*Best Practice Standards 8, 9 & 12 & Accreditation  
Tool updates*



Office of Children  
and Family Services



Prevent Child Abuse  
New York™



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

**August 16, 2023**



## **Today's agenda**

- Updates to the Accreditation Timeline
- Updates to the Accreditation tool with addition of MIS report columns
- Tips and Reminders on Accreditation for 8<sup>th</sup> Edition
- Self Study and BPS 8, 9 and 12
- Questions

# Accreditation Timeline - updates

2023												2024	
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb
Look out for CA's Accreditation Standards of the Month emails, Office Hours!	Review current HFNY finalized policies. Make plan to update site procedures as needed	Review narrative items; updates needed <b>1, 2, 3 Office Hours</b>	<b>Pls</b> Review addtl. finalized policies; site procedures, adherence: <b>4, 5 Office Hours</b>	Review analysis items; Make plan to improve performance as needed <b>Analysis Office Hours</b>	Review ASR template, Accred Tool, SharePoint, timeline <b>Open Office Hours</b>	Review MIS Accreditation reports <b>6, 10, 11 Office Hours</b>	Emphasis on hiring practices Self-Study items <b>8, 9, 12 Office Hours</b>	Focus on child welfare reporting, document., follow-through <b>7, GA Office Hours</b>	<b>Pls</b> Topic TBD <b>Open Office Hours</b>	Topic TBD <b>Open Office Hours</b>	<b>Final Data Entry</b>  Incorporate CA feedback to Self-Study	<b>Final Self-Study due to CA on 1/5/24</b>	<b>CA's Site Visit!</b> Programs to be visited (Spring/Summer) selected by HFA
Accreditation 101 Sessions	2/22	3/15	4/5	5/3	6/7	7/10	8/16	9/6	TBD	TBD			
<b>10am-Noon</b>													



# Accreditation Tool Updates

- The Accreditation Tool has been updated to list the MIS reports needed for each BPS standard, where applicable.
- We'll do a brief overview of the overall updates and delve into the reports listed for BPS 8 & 12.
- Please note that some of the reports and/or forms have been added to the MIS report column, even though they're not **reports** required by HFA in the Tables of Documentation. We're listing them and encouraging you to upload into SharePoint as they will be helpful in sharing with Peer reviewers if your site is chosen. We'll show you some examples of these instances when we look at the updated accreditation tool.



# Accreditation Tool (updated with MIS report columns)

[HFNY Accreditation Tool w-MIS report columns 8-16-23.xlsx](#)



# Healthy Families America Tips and Reminders on Accreditation for 8<sup>th</sup> Edition

- Our partners at CHSR have added a tag to all of the reports related to completing your ASRs and QRs. If you put “ASR” or “QTR” in the search box in MIS a list of reports that will be helpful for completing these reports will come up. (Please note that for the QRs, you do not have to upload all of the reports into CMS, when claiming, just upload the reports listed on the data checklist document.)
- An email was sent to programs providing detailed guidance to help assist with tracking and data entry on trainings. It is embedded here as well.



# Best Practice Standard 8

- All documentation for this standard includes policies, MIS reports and program reports to ensure site staff have limited caseloads to allow them the necessary time with families to build trusting, nurturing relationships.
  - BPS 8 has two policies, 8-1.A and 8-2.A (*ours are combined into one policy*)
  - Consider checking your policy and procedures against the Accreditation tool to ensure you have all you want/need included for procedures. If you do update any procedures, you must send the updated procedure to your PCM for review and approval.



# Best Practice Standard 8

- HFNY Accreditation Tool and Reports
  - 8-1.B – Annual Case weight





# Best Practice Standard 9

- BPS 9 has 8 standards
- Documentation for this standard will be found in policy, HR documentation ,and Narrative Analysis
- Standard 9-1.A includes policy. In the last Accreditation 101 webinar, Allison shared details on screening and selection criteria for all staff. We've included them in the next few slides as well.
- 9-1B,C, & D- If this is a first accreditation visit, submit resumes for all current staff. If this is a reaccreditation visit, submit resumes for all staff hired since the last accreditation visit. Please also provide narrative for staff who do not meet all the criteria as outlined in the standard, including justification for the hiring decision and staff development plans that have been developed and implemented.
- 9-2 – Narrative on Equal Opportunity Employment
- 9-3A – Recruitment & Selection Practices
- 9-3B – Legally Permissible Background Checks
- 9-4 – This narrative is included in your ASR (so there is no need to upload narrative here).



# Healthy Families America Tips and Trends on Accreditation for 8<sup>th</sup> Edition

- Job Descriptions for All Staff (9-1A through 9-1D)

***Screening and selection of Program Managers includes, but is not limited to:***

- A solid understanding of and experience in managing diverse staff with humility
- Administrative experience in human service or related field including experience in quality assurance and continuous quality improvement
- Master's degree in public health or human services administration or fields related to working with children and families, or bachelor's degree in these fields with 3 years of relevant experience, or less than a bachelor's degree but with commensurate HFA experience
- Willingness to engage in building reflective practice (e.g., capacity for introspection, communicating awareness of self in relation to others, recognizing value of supervision, etc.)
- Infant mental health endorsement preferred
- Final selection for all Program Managers (resumes) **must be sent to Central Administration** for review and feedback for consideration prior to hire
- If a Program Manager candidate does not meet all the hiring criteria, the site must provide the justification for hire along with the candidate's resume to Central Administration prior to hire. In addition, a Staff Development Plan must be developed, implemented and kept on file at the site



# Healthy Families America Tips and Trends on Accreditation for 8<sup>th</sup> Edition

- Job Descriptions for All Staff (9-1A through 9-1D)

*Screening and selection of Supervisors includes, but is not limited to:*

- Master's degree in human services or fields related to working with children and families, or bachelor's degree in these fields with three years of relevant experience, or less than a bachelor's degree but with commensurate HFA experience
- A solid understanding of or experience in supervising diverse staff with humility, as well as providing support to staff in stressful work environments
- Knowledge of infant and child development and parent-child attachment.
- Experience with family services which embrace the concepts of family-centered and strengths-based service provision
- Knowledge of parent-infant health and dynamics of child abuse and neglect
- Experience supporting culturally diverse communities/families
- Experience in home visiting with a strong background in early childhood prevention services
- Willingness to engage in building reflective practice (e.g., capacity for introspection, communicating awareness of self in relation to others, recognizing value of supervision, etc.)
- Infant mental health endorsement preferred
- Experience with reflective practice preferred
- If a Supervisor candidate does not meet all the hiring criteria the site must provide the justification for hire along with the candidate's resume to Central Administration prior to hire. In addition, a Staff Development Plan must be developed, implemented and kept on file at the site



# Healthy Families America Tips and Trends on Accreditation for 8<sup>th</sup> Edition

- Job Descriptions for All Staff (9-1A through 9-1D)

*Screening and selection of Direct Service Staff (including volunteers and interns performing the same function as paid staff) includes, but is not limited to:*

- Minimum of a high school diploma or equivalent, college coursework preferred.
- Experience in working with or providing services to children and families
- An ability to establish trusting relationships
- Acceptance of individual differences
- Experience and humility to work with the culturally diverse families
- Knowledge of infant and child development
- Willing to engage in building reflective capacity (e.g., capacity for introspection, communicating awareness of self in relation to others, recognizing value of supervision, etc.)
- **Infant mental health endorsement preferred**
- Direct Service Staff **must** meet the **educational** criteria in order to be hired. However, if a direct service staff candidate does not meet all the **experiential** criteria, the site must keep a Staff Development Plan on file at the site along with the candidate's resume.
  - *Justifications for hire are NOT required for Direct Service Staff per the HFA BPS*



# Best Practice Standard 12

- HFNY Accreditation Tool and Policies and Procedures
  - BPS 12 has four policies 12-1A, 12-2A, 12-3A, & 12-4A
    - Consider checking your policy and procedures against the Accreditation tool to ensure you have all you want/need included for procedures. If you do update any procedures, you must send the updated procedure to your PCM for review and approval.



# Best Practice Standard 12

- HFNY Accreditation Tool and Reports
  - 12-1B - Regularly Scheduled and Protected Supervision
  - 12-1D - Supervisor Ratio/Case weight
  - 12-2C\* - Observation by Supervisor
  - 12-3B\* - Supervision of Supervisors



# QUESTIONS??



# Questions on Self Study

- For questions related to setting up an Outlook account to enable use of SharePoint, please reach out to Claudia Miranda-Julian.  
[Claudia.Miranda-Julian@ocfs.ny.gov](mailto:Claudia.Miranda-Julian@ocfs.ny.gov)
- For questions related to interfacing with SharePoint, please reach out to your accreditation OCFS program contract manager.





# By your next Office Hours session

- If you haven't already, start uploading **final** policies and procedures into your SharePoint Self Study Folder
- Run MIS Training reports to check on completion for staff
- Please reach out to your Accreditation PCM with any questions that can't wait
- Please respond to any of your Accreditation PCM's requests (doodle polls, emails, phone calls, etc.)
- Please make sure your Contract Dates are updated in MIS



# Questions?

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## *Supporting Families Right From the Start*



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