HFNY Accreditation March 2024 Webinar

Questions and Answers

1. If families are signed up to interview, but do not show - what happens if less than 8 families show up to be interviewed? Should we plan for more like 10 families just in case?
   * Peers are understanding if something comes up for a family last minute and they are unable to attend in person, by phone call, or Zoom. Sites will often check in with each family prior to the interview date to confirm they still plan to participate. When a family doesn’t show up, the peers just interview parents who are available. Of course, it would be fine to have a family or two on standby if the site anticipates some families not showing up, but it is not necessary. Consider if families on standby might be disappointed if they are unable to participate.
2. If we have families in the Adv. Board would they want to conduct family interview in the same meeting? or would those families only count for advisory board?  Do you want families to be considered for Advisory Board interviews?
   * Since the time allotted for each interview is brief, HFA suggests the site consider keeping the Advisory Board interviews separate from the family interviews. This will also allow more participants to have a voice during the interview process. Of course, it is fine for a parent to be interviewed in either their Advisory Board role or in the parent role (or both roles if time permits and if the peers are aware this is the plan in advance). Sometimes Advisory Board interviews may be conducted with a couple of CAB members at the same time. If this should happen, there might not be sufficient time for the peers to ask the parent about both roles.
3. Can we have a family recently graduated participate in the interviews as one of the families?
   * For family interviews, it should be an enrolled family. If, for example, the site is very small and is not able to engage 8 families that are still enrolled, a very recent graduate (within in the last few months prior to the site visit) could be ok. The program manager would want to make sure the peer reviewers know that the family is no longer enrolled. If you are able to schedule all 8 families as still enrolled, that is the preference.
4. Assistant PMs where do they fit in interviews for that role?
   * The input of the assistant program manager is valuable. When the peer reviewers send the agenda template for the PM to fill for interviews, peers will add a spot for the assistant PM for sites that have that role. If no slot is included, the PM should respond to the peers to ask if a time slot may be added so the assistant program manager can participate in the interview process.
5. For electronic files, when will we know the family files selected? How many days in advance?
   * Sites should anticipate being informed of the family files selected for review about 1 week prior to the site visit.
6. If we have interview conflicts, what should we do?
   * When you receive the agenda from the peers and see a conflict, you will communicate that with the peers. Please note you will not be able to switch interviews to day 1 as this is reserved for documentation review only.