



**Office of Children  
and Family Services**

# **HFNY Accreditation**

***Supporting Selected Sites***



**Office of Children  
and Family Services**



**Prevent Child Abuse  
New York™**



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



## **Today's agenda**

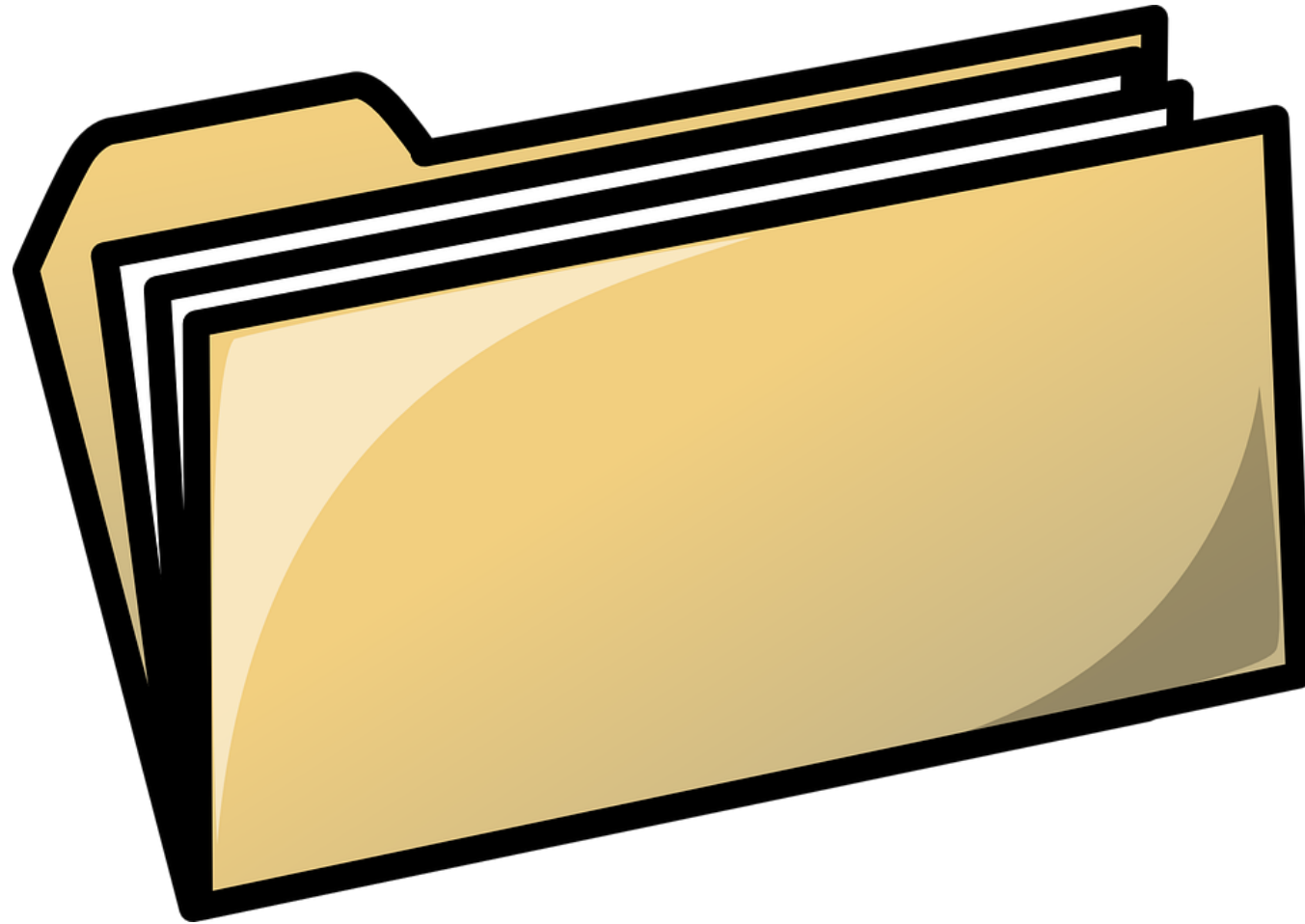
- What to expect for support from your CA Partners
- Closer look at folders in SharePoint
- Pre-Exit Meeting
- Exit Meeting
- Site Visit Report
- Response Period
- Questions

# What supports are available for sites selected?

- Bi-Weekly-Monthly webinars to share information and answer questions
- Updated data chart with individualized information for pulling MIS reports
- Accreditation tool
- Accreditation Prep Guide
- Review Self Study to ensure all elements are included
- Documentation Review and feedback prior to onsite visit

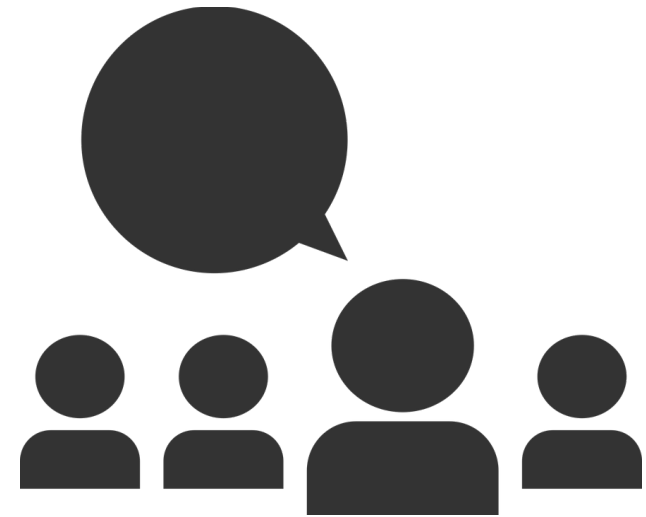


# SharePoint Folders



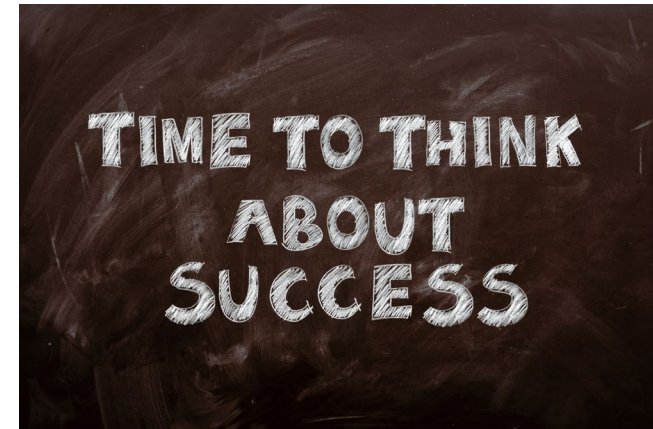
# Pre-Exit Meeting

- Program Manager and Peers will meet
- Program Manager can include others as they choose
- Strengths of the program
- Challenges of the program



# EXIT MEETING

- Who should be there:
  - Peer Reviewers
  - Program Manager
  - Program Team
  - Agency Administration
  - Advisory Board Members



An opportunity to highlight the strengths and successes of the program in a larger setting



# Site Visit Report

- Site Visit report within 4-6 weeks after your visit to your site.
- Our HFA TA Specialist, Shayna Cooper, will review all reports prior to being finalized.
- Shayna will set up a time with each program to review the report and findings.
- Your OCFS Program Contract Manager will be included on the follow up call to help support you with any needed responses



# Accreditation Responses

## No Response:

- Program meets at least 85% of all BPS
- Program meets all 1<sup>st</sup> order BPS Critical Elements (BPS 1, BPS 2, BPS 3, BPS 4 etc...)
- Program meets all safety standards
- Program meets all essential standards

## National Office Response:

- Program meets at least 85% threshold
- Program meets all 1<sup>st</sup> order BPS
- Program meets all safety standards
- Program does not meet any essential standard

## Panel Response:

- Under 85% threshold of all BPS
- Out on any 1st order BPS Critical Elements (BPS 1, BPS 2, BPS 3, BPS 4 etc...)
- Out on any safety standard





# Accreditation Responses


- **No Response:**
  - Nothing further to do
- **National Office Response:** Submit essential response form and documentation to national office related to any essential standards not yet found in adherence during the site visit and as outlined on the report. The evidence submitted will only be reviewed by the national office team to determine adherence to the essential standards that were out. National office is able to upgrade the essential standards to meeting and therefor putting your program into adherence.



# Sample Essential Response Form



## SUBMITTING A SITE VISIT ESSENTIAL RESPONSE:

- 1) Use the National Office for Technical Assistance (TA). Your TA Specialist will review some of your materials and provide feedback as you develop them. We encourage you to take advantage of this opportunity for TA. Essential responses are typically submitted around **three months** after the site visit, or Panel meeting.
- 2) When Submitting the Response:
  - a. Upload or send the response electronically following the guidance provided by your TA Specialist.
  - b. **Label documents/evidence** with the standard being addressed (i.e., 4-2.B spreadsheet, 6-1.A policy).
  - c. Please submit all documents in order according to the standard and have all scanned documents facing upright.
  - d. **Highlight**, **circle** or mark  document to indicate what you want the reviewers to see within the document.
  - e. **Be sure all documents are de-identified/blinded** (no individual names, agency name or location).
  - f. Complete the HFA face sheet provided by your TA Specialist, as your Cover Page of the response.
  - g. Paste the standard language for each standard Essential Standard with a "1" rating directly from the Best Practice Standards to be included in your response.
  - h. Paste directly from the Site Visit Report the reason peers gave for each "1" rating.
  - i. Write a short narrative/site response indicating what changes have been implemented and any other information that would inform the decision.
  - j. **Examples** to include per staffing:
    - 1-9 home visitors: 2 examples per home visitor
    - 10 -30 home visitors: 1 example per home visitor
    - More than 30 home visitors: 60% sample of home visitors; 1 example per home visitor across all supervisors is required

**If you are submitting less than the required examples listed above per worker, please explain why you have submitted less than what is required (i.e., worker has only one level change example within timeframe).**



# Sample Essential Response Form

Here is what sites need to submit by standard.

**2-1.B** The FROG Scale is administered and documented uniformly and in accordance with site policy and procedures.

**Insert Peer Comment:**

**Insert Site Response:**

If 2-1.A was rated a "2", please submit the policy along with documentation for 2-1.B. Submit a narrative explaining any changes implemented to ensure adherence to this Standard. Please submit two examples of completed FROG Scale narratives per staff person who administers the tool.

**3-3.B** The site places families on creative outreach and continues creative outreach for at least three months (or cumulative 3 months), only concluding creative outreach services prior to three months when families have (re)engaged in services, refused services or moved from the area.

**Insert Peer Comment:**

**Insert Site Response:**

Submit a narrative explaining what changes have been implemented since the site visit to ensure adherence to this Standard and describe the site's process for moving families on and off creative outreach. Also provide examples for two families per Family Support Specialist which includes documentation of the date the family began CO, as well as home visit records, monthly logs or progress notes demonstrating outreach methods being used over the course of 3 months or 3 cumulative months. Provide a list of families who closed while on creative outreach. For those who closed prior to 3 months of outreach, indicate the date they were placed on CO and the reason they closed. If you are unable to submit two examples per Family Support Specialist, explain why in the narrative.

**4-2.C** Each family's progress (as identified on HFA Level Change forms) to a new level of service is reviewed by the Family Support Specialist and Supervisor and the family's progress serves as the basis for the decision to move the family from one level of service to another.

**Insert Peer Comment:**

**Insert Site Response:**

Submit a narrative explaining what steps have been taken to ensure adherence to the Standard. Provide examples for two families per Family Support Specialist including the level form reflecting the discussion and decision to move the family from one level of service to another based on family progress. Examples submitted are only to include families moving from Level 1 to Level 2, Level 2 to Level 3 or Level 3 to Level 4. If you are unable to submit two examples per Family Support Specialist, explain why in the narrative.



# Accreditation Responses

- **Panel Response:**
  - Follow up call with HFA to plan for panel response
    - Review the panel response form
    - Will discuss how much documentation needs to be provided (i.e. supervision notes, CHEERS, Service Plans etc...)
    - Instructions on the response form with examples of what is needed
    - Will discuss a reasonable timeframe to go to the panel
  - Panel meets every quarter (March, June, September and December).
  - Evidence/documentation to show adherence to BPS that were not in adherence during site visits are due 12 weeks before the panel meets.
  - HFA TA Specialist, Shayna Cooper, will review documentation and let the program know if anything is missing. Updates are due 6 weeks before panel meets.
  - Central Administration can review documentation prior to submission to HFA.

**Tip: highlight where you want them to see the evidence and if you can, label it by standard.**



# Sample Panel Response Form

## Guidelines for Submitting a Response to the Panel for Accreditation

Your complete Panel Response is due to your Training and TA Specialist **12 weeks** prior to the Accreditation Panel meeting (your Training and TA Specialist will provide specific due dates). You are encouraged to send particular sections much earlier if you would like guidance in certain areas before you finalize your materials. Upon receipt of your complete Panel Response, your Training and TA Specialist will look it over in preparation for sending to Panel members, and may suggest you send additional material to better support the Panel's decision-making process. Any additional materials requested must be received no later than **6 weeks** prior to the Panel meeting.

### Response is due: \_\_\_\_\_

Panel Responses include a response to all Standards with a 1 rating. This document has been customized for your site, including every Standard with a 1 rating, including specific guidance indicating how to respond to each standard (in column E- Instructions for Site Response).

The first document to submit as part of this response is the **Panel Face Sheet**. Your T&TA Specialist will share a blank version of this form with you. The Panel Face Sheet will include specific site and staff information that the Panel uses to determine adherence to Standards and whether to Panel response is complete. Staff initials or first name, last initial may be used in the Staff Name column. The names used on the Panel Face Sheet to list your staff will need to match the names or initials on the documentation submitted representing the work of staff, such as FROG Scales or home visit records. Note any name changes or alternate names (i.e., marriages or nicknames used) on the Face Sheet.

A general rule of thumb for submitting examples for most standards is "two examples per worker". The Panel will use the Face Sheet to confirm documentation received. If a worker is not providing documentation for a standard, include in your narrative reasons for not including this worker's documentation. If you have 10 or more workers, you will need to submit examples for 60% of the workers and we need examples from workers across all Supervisors. The timeframe of the documentation submitted will represent work completed by the site since the site visit, in most cases. If there are standards that you plan to include older examples, confirm this with your T and TA Specialist.

### Please follow these instructions:

Submit this document, edited to include a narrative that includes a description of what your site is submitting and any changes to practice at your site related to the Standard in column F (Site Response) for each Standard on the form. Your narrative will describe changes you have made since the site visit, and your progress so far to bring the standard into adherence. You will also use the narrative section to describe the documentation you are submitting to demonstrate your progress, such as a spreadsheet or data report. Be sure to include the reason if any staff person does not have two examples included.



# Sample Panel Response Form

6-2.C

Provide examples for two families per FSS:

Worker A: Family #1 *(If 6-2.B and 6-2.C are out of adherence, add supervision notes to each example for 6-2.B)*  
Family Goal sheet

Supervision notes: 2-3 supervision notes demonstrating the review of progress regularly. Highlight or provide an \* to the section in the note clearly demonstrating adherence. Please also be sure FSS and Supervisor initials are clearly displayed on each form.

Worker A: Family #2 *(If 6-2.B and 6-2.C are out of adherence, add supervision notes to each example for 6-2.B)*  
Family Goal sheet

Supervision notes: 2-3 supervision notes demonstrating the review of progress regularly. Highlight or provide an \* to the section in the note clearly demonstrating adherence. Please also be sure FSS and Supervisor initials are clearly displayed on each form.

6-3.B

Provide examples for two families per FSS: *Please Note: If 6-3.C and/or 6-3.E are also rated out of adherence, you can combine the response for each family.*

Worker A: Family #1  
Home Visit notes: two home visit notes demonstrating the use of CHEERS. Highlight or provide an \* to the section in the note clearly demonstrating adherence.

Worker A: Family #2  
Home Visit notes: two home visit notes demonstrating the use of CHEERS. Highlight or provide an \* to the section in the note clearly demonstrating adherence.

6-3.C

Provide examples for two families per FSS: *Please Note: If 6-3.B and/or 6-3.E are also rated out of adherence, you can combine the response for each family.*

Worker A: Family #1  
Home Visit notes: two home visit notes including the CHEERS observation and the activities (i.e. reflective strategies, curriculum, etc.) used to address and promote PCI.



# Accreditation Response

The panel will review your response to ensure:

- The 85% threshold is met
- All 1st orders are all met
- All safety standards are met
- All essentials are met



# YOU ARE ACCREDITED





# QUESTIONS??



# Questions on Self Study

- For questions related to interfacing with SharePoint and completing your self study, please reach out to your OCFS program contract manager.
- 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)



# Questions?

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## *Supporting Families Right From the Start*



Office of Children  
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