

**Quarterly QA Activities Calendar: PMs and Supervisors**

	Domain	Week 1	Week 2	Week 3	Week 4
Month 1	FRS	Observations Plan to increase screens, acceptance over next Q	Observations Review Pre-Assessment Activity Forms, Service Referral follow-ups	Observations Check in on open screens	Observations Review outreach activities, referral sources
	FSS	Case file review	Case file review Review Service Plans, Service Referral follow ups	Case file review Check on anticipated level changes Review home visit activities over last month	Case file review Review pre-intake activities, referral sources
	MIS: Data Entry	All data entry due	All form review due	All Training data entry due	All Supervision data entry due
	MIS: Track & Plan	PHQ2/9 referrals, ASQ referrals	Review CHEERS Check-In, caseloads	Review HV Rate, QA Report for outstanding data entry	Review program training needs; Review supervision activities over last month
	Reporting	QPTs: Last call for data entry		Write Quarterly Report for last Q	Review last Q's QPT results with staff
Month 2	FRS	Review acceptance rate information	Review Pre-Assessment Activity Forms, Service Referral follow-ups	Check in on open screens	Review outreach activities, referral sources
	FSS	Observations Plan to increase screens, acceptance over next Q	Observations Review Service Plans, Service Referral follow ups	Observations Check on anticipated level changes Review home visit activities over last month	Observations Review pre-intake activities, referral sources
	MIS: Data Entry	All data entry due	All form review due	All Training data entry due	All Supervision data entry due
	MIS: Track & Plan	PHQ2/9 referrals, ASQ referrals	Review CHEERS Check-In, caseloads	Review HV Rate, QA Report for outstanding data entry	Review program training needs; Review supervision activities over last month
	Reporting			Check in on QPT "problem areas" with staff	Review culturally sensitive trainings (prep for ASR)
Month 3	FRS	PS Review, QA calls	PS Review, QA calls Review Pre-Assessment Activity Forms, Service Referral follow-ups	PS Review, QA calls Check in on open screens	Review outreach activities, referral sources Fatherhood involvement
	FSS	QA calls Review retention rate information	QA calls Review Service Plans, Service Referral follow ups	QA calls Check on anticipated level changes Review home visit activities over last month	Review home visit activities for last Q; Review pre-intake activities, referral sources
	MIS: Data Entry	All data entry due	All form review due	All Training data entry due	All Supervision data entry due
	MIS: Track & Plan	PHQ2/9 referrals, ASQ referrals	Review CHEERS Check-In, caseloads	Review QA Report for outstanding data entry	Review program training needs; Review supervision activities over last month
	Reporting	Run all PI reports to prepare for next cycle	Check in on PI "problem areas" with staff	Check in on QPT "problem areas" with staff	

Annually: Prepare ASR (Annual Service Review) and CAP; Share with Advisory Board

**Quarterly QA Activities Calendar: Suggested MIS Reports**

	Domain	Week 1	Week 2	Week 3	Week 4
Month 1	FRS	Analysis/Data Report, Capacity Building Report, Aggregate Counts Report	Review Pre-Assessment Activity Forms; Accreditation/Service Referrals needing follow up	Analysis/FRS Monthly Report, Elapsed Time Between Key Dates Report; FRS Tickler	12-2B Parent Survey Observ. Report; Analysis/Screen Referral Outcome Summary; Check your list of referral sources
	FSS	FSS Summary Tickler; Analysis/Parent Survey PC1 Issues Report	Review Service Plans Accred/Service Referrals Needing Follow-Up	Lists/Level Change History Report; Analysis/Summary of HV Log Activities	FSS Pre-Intake Case Tickler; Analysis/Pre-Intake Summary Report
	MIS: Data Entry	Analysis/Quality Assurance	Check the Form Review Dashboard	Training/Training Required Topics	12-1B Supervision (Detail)
	MIS: Track & Plan	Accred/Referrals for Elevated Depression Screen, ASQ Developmental Screening	Accred/6.3D Use of CHEERS Check-In; Lists/Program Caseload Summary; FSS Case List OR Supervisor Case List	Run and review 4-2B HFA Home Visiting Completion Rate <i>for each staff</i> ; Analysis/Quality Assurance	Training Tickler; 12-2B Summary of Supervision Activities
	Reporting			Run the Quarterly Performance Targets Report for full program	Review last Q's QPTs with all staff
Month 2	FRS	1-2C Assessment Information, 1-4 A.B Acceptance Rate & Analysis 1-3 B Timing of First Home Visit	Review Pre-Assessment Activity Forms; Accred/Service Referrals needing follow up; Quarterlies/Quarterly Pre-Assessment Engagement	Analysis/FRS Monthly Report; FRS Tickler	Analysis/Screen Referral Outcome Summary
	FSS	FSS Summary Tickler; Analysis/Parent Survey PC1 Issues Report; Quarterlies/Quarterly Pre-Intake Eng.	FSS Pre-Intake Case Tickler; Accred/Service Referrals Needing Follow-Up; Review Service Plans	Lists/Level Change History Report; Analysis/Summary of HV Log Activities	12-2B Home Visitor Observation Report; Analysis/Pre-Intake Summary Report
	MIS: Data Entry	Analysis/Quality Assurance	Check the Form Review Dashboard	Training/Training Required Topics	12-1B Supervision (Detail)
	MIS: Track & Plan	Accred/Referrals for Elevated Depression Screen, ASQ Developmental Screening	Accred/6.3D Use of CHEERS Check-In; Lists/Program Caseload Summary; FSS Case List OR Supervisor Case List	Run and review 4-2B HFA Home Visiting Completion Rate <i>for each staff</i> ; Analysis/Quality Assurance	Training Tickler; 12-2B Summary of Supervision Activities
	Reporting			Run the Quarterly Performance Targets Report <i>for each staff</i>	Training/5-3 Culturally Sensitive Practices
Month 3	FRS	PS: Inter-Rater Reliability Assessment refusal call or Observation of assessment call	PS: Inter-Rater Reliability Accred/Service Referrals needing follow up	PS: Inter-Rater Reliability Analysis/FRS Monthly Report; FRS Tickler	Analysis/Screen and Referral Outcome Summary; Quarterlies/Quarterly Enrolled Program Caseload Info
	FSS	Review participant satisfaction surveys Accred/3-4A.B Retention Rate Analysis; FSS Summary Tickler;	FSS Pre-Intake Case Tickler; Accred/Service Referrals Needing Follow-Up; Review Service Plans	Lists/Level Change History Report; Analysis/Summary of HV Log Activities	Quarterlies/Quarterly Home Visit Log Summary Check on Curriculum use Review HV Logs- Completion of CHEERS
	MIS: Data Entry	Analysis/Quality Assurance	Check the Form Review Dashboard	Check that trainings entered have proper MIS Code (Code List Report)	12-1B Supervision (Summary & Detail)
	MIS: Track & Plan	Accred/Referrals for Elevated Depression Screen, ASQ Developmental Screening	Accred/6.3D Use of CHEERS Check-In; Lists/Program Caseload Summary; FSS Case List OR Supervisor Case List	Run and review 4-2B HFA Home Visiting Completion Rate <i>for each staff</i> ; Analysis/Quality Assurance	Training Tickler; 12-2B Summary of Supervision Activities
	Reporting	Search "indicator" and run all reports		Run the Quarterly Performance Targets Report <i>for each staff</i>	