



FIRST THINGS FIRST
Ready for School. Set for Life.

AGENDA ITEM:

Quality Assurance Report

BACKGROUND:

A grantee in the San Carlos Apache Region was selected to be a part of the initial phase of Targeted Quality Assurance. First Things First wanted to comprehensively measure the success of program for children 0-5 and their families in Arizona. The First Things First quality assurance system aims to effectively and efficiently measure performance and programmatic implementation.

The overall outcomes of quality assurance are:

1. To effectively and efficiently assess if grant partners are meeting performance and programmatic standards as agreed to in the contract, adhering to the standard of practice and scope of work
2. To identify areas of improvement that result in better, more efficient service delivery
3. To identify if additional intervention are necessary to support the programs and services to be delivered effectively
4. To continuously improve the early childhood development and health system by providing and maintaining high quality service delivery, identifying best practices that change outcomes for children

RECOMMENDATION:

The Regional Director is providing this attachment for information purposes only.



FIRST THINGS FIRST





San Carlos Apache Tribe Quality Assurance Site Visit

San Carlos Apache Regional
Partnership Council

August 13, 2013



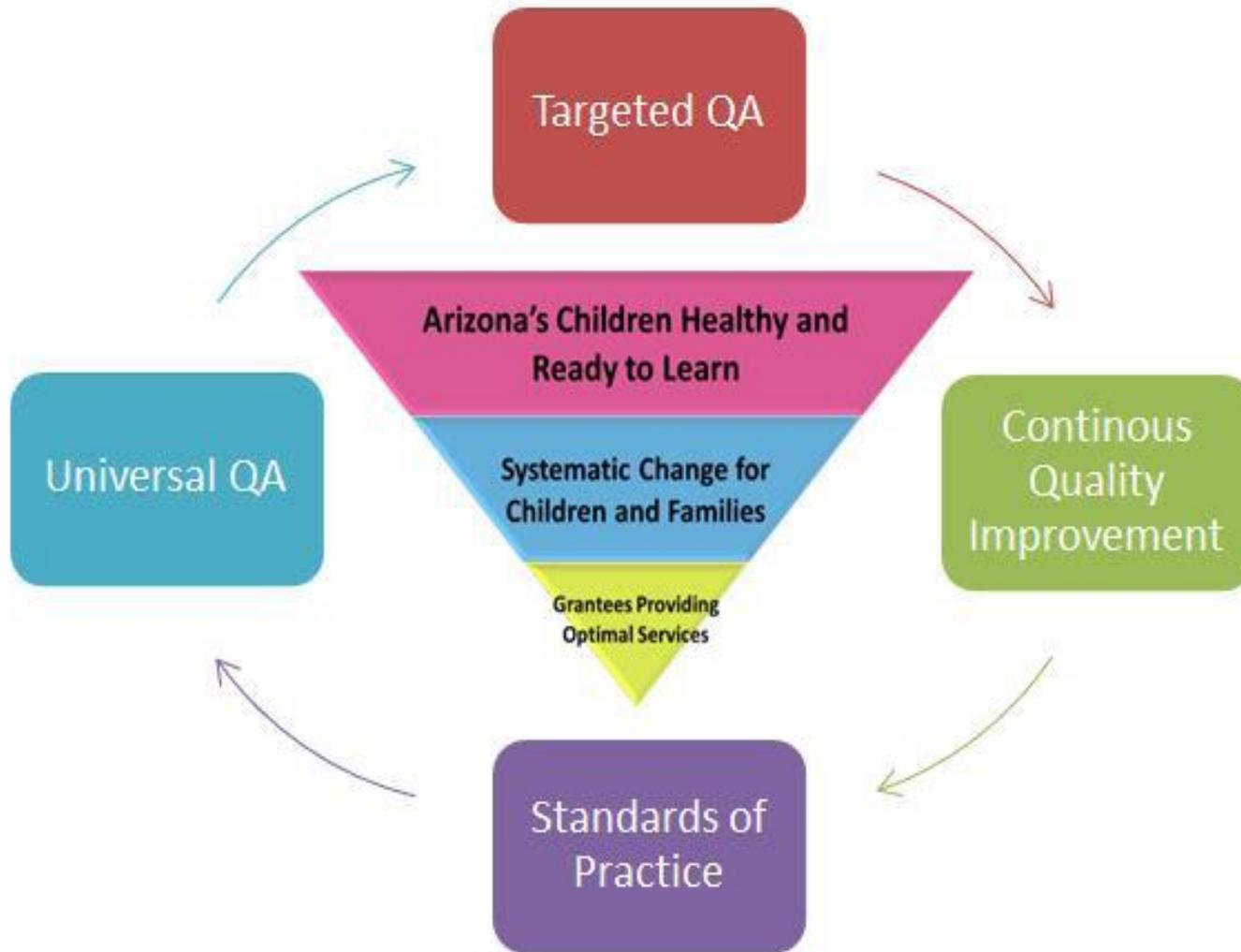
FIRST THINGS FIRST

General Site Visit Information

- Contract #: GRA-RC029-12-0472-01-Y2
- Strategy: Family, Friends & Neighbors
- Date Conducted: June 17, 2013
- Site Visit Contact: Nolita Noline



The Quality Assurance Cycle



Site Visit Assessment Tool

- 7 Content Areas:
 - 1: Target Population and Geographic Area
 - 2: Coordination and Collaboration
 - 3: Data Collection and FTF Evaluation
 - 4: Cultural Competency
 - 5: Additional Items
 - 6: Implementation
 - 7: Staff Qualifications
- Action Plan



Performance Standards

Evidence & Notes

First Things First Quality Assurance Site Visit Assessment Tool

Performance Goal: We are accountable to demonstrate that our work truly improves the lives of children and their families, and promotes support for investing in early childhood development and health.

- 2: meets the standard
- 1: approaches the standard
- 0: falls far below the standard

Scoring

Standards:	2	1	0	Evidence to review:	Standard/Interview Notes:
1a: If there is a specific target population indicated in the SOW, the grant partner is performing recruitment and outreach activities to the specified target population <input type="checkbox"/> Not Applicable <input type="checkbox"/> Exemplary Practice (see notes)	<input type="checkbox"/> Performs recruitment and outreach to targeted population 100% of the time	<input type="checkbox"/> Performs recruitment and outreach to targeted population 50-99% of the time	<input type="checkbox"/> Performs recruitment and outreach to targeted population less than 50% of the time or no system in place to track that recruitment and outreach targets the population identified in the SOW	<input type="checkbox"/> Program Narrative Reports <input type="checkbox"/> Other (make note)	Standard Notes:
1b: Barriers to or supports for recruitment and outreach of the targeted population <input type="checkbox"/> Not Applicable <input type="checkbox"/> Exemplary Practice (see notes)				<input type="checkbox"/> Interview: What are some barriers to or supports for recruitment and outreach of the targeted population <input type="checkbox"/> Any Relevant Documentation <input type="checkbox"/> Other (make note)	Interview Notes:

Target Population and Geographic Area Summary and Analysis:

Standard Example

- Rubric

<p>1a: If there is a specific target population indicated in the SOW, the grant partner is performing recruitment and outreach activities to the specified target population</p> <ul style="list-style-type: none"> <input type="checkbox"/> Not Applicable <input type="checkbox"/> Exemplary Practice (see notes) 	<ul style="list-style-type: none"> <input type="checkbox"/> Performs recruitment and outreach to targeted population 100% of the time 	<ul style="list-style-type: none"> <input type="checkbox"/> Performs recruitment and outreach to targeted population 50-99% of the time 	<ul style="list-style-type: none"> <input type="checkbox"/> Performs recruitment and outreach to targeted population less than 50% of the time or no system in place to track that recruitment and outreach targets the population identified in the SOW 	<ul style="list-style-type: none"> <input type="checkbox"/> Program Narrative Reports <input type="checkbox"/> Other (make note) 	<p>Standard Notes:</p>
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Standard Example

- Yes or No

6d: Provide resource and referral information to participants for working with children and families <input type="checkbox"/> Not Applicable <input type="checkbox"/> Exemplary Practice (see notes)	Yes <input type="checkbox"/> No <input type="checkbox"/>	<input type="checkbox"/> Sample resource and referral information shared with session participants <input type="checkbox"/> Other (make note)	Standard Notes:
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Standard Example

- Interview Question

7f: Proficiency in the language of the participants <input type="checkbox"/> Not Applicable <input type="checkbox"/> Exemplary Practice (see notes)				<input type="checkbox"/> Interview: Please describe how you ensure that staff are proficient in the language of the participants <input type="checkbox"/> Any Relevant Documentation <input type="checkbox"/> Other (make note)	Interview Notes:
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Target Population and Geographic Area

- All standards met
 - “Moving the location of the meetings to the library has resulted in better attendance, some of the participants were picked up by program staff and they will begin looking at using the childcare center van to pick some participants up”



Coordination and Collaboration

- All standards met
 - Regarding regional collaboration meetings:
“There was overlap regarding: transportation, recruitment, outreach and retention”



Data Collection and FTF Evaluation

- All standards met
 - “Program staff adjusted some elements of their implementation by adjusting the wording on the ads”



Cultural Competency

- All standards met
 - “Program staff is considering providing a training in Apache for the program participants”



Additional Items

- All standards met
 - Regarding alignment with programmatic timelines: “Incentive distribution has been inconsistent because the participants have not been consistent”



Implementation

- Most of the standards were marked as N/A or gathered through interview questions. Observation of service delivery completed on July 17, 2013
 - “There has been significant difficulty in getting this program up and running. Program staff came on board in January and have been implementing the program consistently since that point”



Staff Qualifications

- All standards met



Action Plan

- Strengths:
 - Collaboration with local agencies and FTF
 - Advertising
 - Program staff commitment to recruit and retain providers
 - Incentives



Action Plan

- Development Areas:
 - Transportation
 - Retention
 - Renewal of CPR, First Aid, Food Handlers, etc.
 - Submitting program materials to FTF for approval
 - ASCC Kith and Kin Project information





Thank You!