**Family Center (and Affiliated Home Visiting programs) Monitoring Reference Guide**

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| Item | Occurrence | Process |
| Continuous Quality Improvement meetings | Quarterly (June, September, January, April) | * OCS program manager will schedule. Join virtually or in-person as often as possible (minimum two a year)
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| Staff File Review | Yearly | * Provide one month’s notice (minimum of 2 weeks’ notice)
* Follow guidelines outlined on Staff File Review tool
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| Vehicle Check | Yearly | * Provide one month’s notice (minimum of 2 weeks’ notice)
* Follow guidelines outlined on Vehicle Check tool
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| Synergy File Review | Yearly | * Provide one month’s notice (minimum of 2 weeks’ notice)
* For Family Centers/Hybrids – approximately 50% drop-ins/50% enrolled or home visiting
* Follow guidelines outlined in Synergy Required Info document
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| Site Visit/Program Observation | Yearly | * Provide one month’s notice (minimum of 2 weeks’ notice)
* Use Program Observation tool
* Ongoing observations should be recorded based on information gathered during CQI visits or other visits to the center throughout the program year
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| Participant Feedback | Quarterly | * Report provided during quarterly CQI meetings
* OCS Program Assistant will follow up with survey participants at their request
* Monitors and Program Manager will address with programs as needed
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| Verbal Debrief | Yearly (at the conclusion of the yearly visit if possible) | * Can be done in-person, virtually, or over the phone
* Should be done at least one week prior to documents being uploaded onto IMT to allow the center time to address any issues
* Both monitor and program director must sign off on the review
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* Arrive on time to all scheduled meetings/site visits. In the event that a monitor or site needs to reschedule, please make all attempts to reschedule 24 hours in advance.
* Reports must be completed and uploaded to IMT within 30 days of the visit.
* Use a strengths-based approach during visits and reviews.
* Family Centers must communicate closures to monitors as soon as possible once the decision to close has been made.
* All centers and home visiting programs must communicate any changes in staffing to monitors and program manager as soon as possible.