

Site Visit Overview

The purpose of the site visit is two-fold: (1) to ensure compliance with the state's requirements for Prevention Initiative (PI) programs and (2) to give feedback to programs on strengths of their program planning and implementation and ways in which they can improve the quality of their services. To that end, we will be collecting data using online surveys, interviews, and document review in order to score three different but compatible tools – the Prevention Initiative Compliance Checklist (PICC), the Prevention Initiative Quality Rating Instrument (PIQRI), and the Home Visit Observation Rating Scale (HOVRS). We will also observe a scheduled parenting group.

Pre-Site Visit Activities

Online Home Visitor Staff Surveys: Prior to the site visit, all staff members who conduct home visits are asked to complete an online survey. Each survey should take approximately 20 minutes to complete. The surveys are found through the main monitoring website:
<http://isbepi.erikson.edu/>

In order to maintain home visitor confidentiality, home visitors DO NOT need to register on the site to complete the survey, although they will enter their program site name. This survey asks staff about their educational and professional background, basic information about their caseload, their workplace environment, and their supervision.

To access the survey, home visitors will go to the main website (listed above) and click on the link for Home Visitor Survey. Then, they will verify the program to which they belong using the dropdown boxes and continue on to take the survey. Only home visitors from programs that have a visit scheduled will be allowed to take the survey.

Please note that sites are additionally being asked to voluntarily participate in a validation research study for parts of our monitoring activity. For this reason, we ask for home visitors to provide their date of birth at the end the survey. This will allow us to link that survey to the home visitor's other information (without requiring their name), if they agree to let us use this information for the additional research.

Online Program Director Survey: Prior to the site visit, program directors are also asked to complete an online survey. This survey asks program directors about program training and about program materials. If the program director cannot answer all the questions, we encourage him/her to consult with other people who share management responsibilities. However, only one director survey is allowed per site. Program directors will be sent email directions on how to register to the ISBE monitoring project site. Once registered, they will be able to access the Program Director Survey link.

Home Visit Recordings: As part of your participation in the ISBE Birth to Three Prevention Initiative Program Monitoring process, a number of your home visitors will video record home visits with two families on their caseload. Video recordings are an important part of the monitoring because they allow us to see what your actual home visits look like. We would like the recordings to capture typical home visits that occur within your program. **The tool we will use to assess these videos focuses on parent-child interaction. It does not work well with pre-natal visits or visits where a structured assessment is being performed, so please avoid recording these types of visits.** In order to make sure the videos represent an accurate sample from your program, your monitor will assist you in determining which home visitors and families to recruit for this component of the monitoring process. Your monitor will be in touch with you by phone to do this, as well as to answer any additional questions you might have about the video recording process.

Recording and Downloading Video

Shortly after your visit is scheduled, your program will receive a video camera and instructions for recording and downloading recorded visits. Once you have recorded a visit, you will connect the Go Pro camera to a computer using the provided USB cord and download the file(s) on the provided flash drive. Then, you will either return the flash drive on the day of your site visit or use the self-addressed, stamped, padded envelope that will be provided in the initial packet to return the flash drive via mail delivery to PI Monitoring staff. Programs may wish to make and keep a copy of the videos in order to use the recordings for supervision and professional development. Cameras will remain with programs for future use.

Consent and Confidentiality

Consent from the participating home visitors and families is required prior to video recording a home visit. Erikson monitoring staff will provide the consent forms which detail the purposes and uses of the recordings and a FAQ sheet for you to share with families. You may give the home visitor and family consent forms to your lead monitor during the site visit or scan and email them back to your program monitor.

Returned videos will be kept confidential and only identified by an assigned code number. Project staff will score the home visit using the HOVRS-A+ tool for assessing the quality of recorded home visits and provide systematic summary feedback to the programs.

Documentation Preparation: Programs are asked to review the documentation preparation guide and prepare the documents/materials outlined prior to the site visit (see page 4). ISBE requires a review of both program documents and child/family files in order to meet the state's compliance requirements. If your program uses a data management system to record child and family data, this information can also be provided electronically for several areas of compliance (see page 4 for more information). **We encourage you to send as many documents as are available electronically to Erikson for review ahead of your site visit.** This will save time and help the site visit be more efficient.

Site Visit Activities

Program Director/Management Interviews: Program management staff (managers and/or supervisors) identified by the program director as most suitable to answer questions will be interviewed about a variety of program operations, including: program service delivery, content, supervision, management, and evaluation. Program directors/management staff will also be asked to help in facilitating reviews of program documents/materials (by identifying location of relevant information, etc.).

Home Visitor Interviews: Up to four home visitors will be interviewed during the site visit (we will help you to select the home visitors). Each interview will take approximately one hour to complete. Home visitors will be asked questions about their work with families and asked to respond to case vignettes.

Documentation Review: After discussing documentation with program management, the program monitors will independently conduct a review of program documents and materials (see Documentation Preparation Guide on page 4). We will also review the professional development plans for up to 4 home visitors and up to 2 leadership staff.

Child/Family File Review: The program monitors will review approximately 15 active and 15 closed participant files that will be randomly selected (see File Review Sampling Guidelines on page 4).


Observation of Parenting Group: The program monitors will observe a regularly scheduled parenting group and talk briefly with the group leaders.

Additional Information and Resources on ISBE PI Monitoring

In conjunction with our state counterparts, we have created various webinars on the [Monitoring Process Overview](#), the [Prevention Initiative Quality Rating Instrument \(PIQR\)](#), and the [Home Visit Rating Scales \(HOVRS\)](#) to assist programs in preparation for their site visit.

We are linking to the current version of the [Prevention Initiative Compliance Checklist \(PICC\)](#) for your review to ensure that you have the necessary information easily available to verify your compliance with the state's mandate. Please review [ISBE's Accountability page](#) for additional details and the latest information about accountability for Prevention Initiative programs.

See additional web links below:

- PI Monitoring and Compliance Information:
<https://www.isbe.net/Documents/pi-monitoring-compliance-info.pdf>
- Prevention Initiative Continuous Quality Improvement Plan Training and Technical Assistance Resources:
<https://www.isbe.net/Documents/picc-resources.pdf>
- On ISBE's Accountability Page, under Monitoring and Continuous Quality Improvement, locate the following link for the Prevention Initiative Spreadsheet (for Service Initiation, Completion of Intended Visits, Frequency and Length of Services):
[Prevention Initiative Program Information for Monitoring](#) 

Please let us know if you have any questions about the visit and your participation. We want to be helpful and ensure the best and most accurate information is collected about your program.

Documentation Preparation Guide

File Review and Documentation Sampling Guidelines

Documentation Review: Program monitors will assist programs in identifying program documents and materials required for monitoring. Typically we will review program procedures that guide staff and programming which may be found in Policy and Procedure manuals or Employee Manuals. In addition we will review documentation such as supervision records, referral systems, collaboration policies and procedures, MOU's, community engagement plans, continuous quality improvement documentation, and the professional development plans for staff.

On-Site Review of Active Case Files: Program monitoring staff will randomly select up to 15 child/family files from your active (open) case load lists from all home visitors. We will be conducting a file review for their entire enrollment period, not just the information for the current year.

On-Site Review of Closed Case Files:

Program monitoring staff will randomly select up to 15 child/family files from cases that have closed in the past 12 months. If programs do not have 15 files that have closed in the last 12 months, the lead program monitor may advise programs to go back an additional year.

Options for Submitting Data Management Reports



The following tables are intended to assist sites with options for providing documentation for PICC and PIQRI requirements. Programs using a data management system such as Visit Tracker, Penelope, or NewOrg will find guidance on reports that can be sent electronically, when applicable. Unless otherwise specified, data reports provided should be for the last 12 months of program operation.


If electronic documentation and data reports are not available, monitors will conduct the review of child and family files and documentation such as policies and procedures on site. Program monitors will request caseloads lists and work with programs to get a representative sample. Refer to the PICC for full descriptions of documentation requirements for ISBE compliance items.


Confidentiality



In order to protect the confidentiality of your clients, if possible we ask that you remove names or other identifying information from the documents that you send us. If you do send us documentation with identifying information, we will redact that information when we store the document. For detailed descriptions of documents and required documentation, please refer to the PICC and related resources such as the PI Monitoring and Compliance Information manual (see links above).


Email documents to ISBE@Erikson.edu or **upload** to the website <http://isbepi.erikson.edu/> under your site name.

Item #	Topic	Documentation Description	Options to provide documentation <i>*Choose best option*</i>
PIQRI B1.2	Guidelines for service initiation	Written formal guidelines with timelines and services. Policy and procedures manual, employee handbook.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PIQRI B1.3	Service initiation	Program data tracking the time lapse between initial contact and service initiation for currently enrolled families for the last 12 months.	<ul style="list-style-type: none"> • Provide electronically before site visit: <ul style="list-style-type: none"> Program Monitoring Information Spreadsheet: <u>Prevention Initiative Program Information for Monitoring</u>  Visit Tracker report <i>Visit Frequency Report by Child</i> Penelope report <i>Family Info Record</i> NewOrg report <i>Initial Contact/Enrollment/1st Date of Service</i> • Otherwise, On-Site Active File Review
PIQRI B2.2	Prenatal enrollment	Percentage of families enrolling prenatally for the last 12 months.	<ul style="list-style-type: none"> • Provide electronically before site visit: <ul style="list-style-type: none"> Program Monitoring Information Spreadsheet: <u>Prevention Initiative Program Information for Monitoring</u>  Visit Tracker report <i>Family Report w/ enrollment date & DOB</i> Penelope report <i>Family Info Record with enrollment & DOB</i> NewOrg report <i>Initial Contact/Enrollment/1st Date of Service & Child DOB</i> • Otherwise, On-Site Active File Review

Item #	Topic	Documentation Description	Options to provide documentation <i>*Choose best option*</i>
PIQRI B3.3	Length of enrollment	Average length of family enrollment for the last 12 months.	<ul style="list-style-type: none"> • Provide electronically before site visit: Program Monitoring Information Spreadsheet: <u>Prevention Initiative Program Information for Monitoring</u>  Visit Tracker report: <i>Child Exit Summary Report</i> Penelope report: <i>Open/Closed Service File Report</i> NewOrg report: <i>Enrollment to Exit Report</i> • Otherwise, On-Site Closed File Review
PICC 1.2 1.2.1 1.2.3	Programming framework	Evidence of year round or partial year programming, months of limited service and service offered during limited programming, if applicable.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 2.1 3.1	Program model, Model fidelity and quality	Identification, alignment and level of compliance with the chosen program model.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 4.1 4.1.1	Mission statement	Copy of mission statement, evidence it has been developed cooperatively and is publicly available.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 5.1	Collection of fees	Evidence the program does not charge for participation in the program and/ or provides reimbursement/paper trail.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 6.1	Qualified staff	Evidence the program employs qualified staff according to program model, staff lists and education level, certifications, credentials and transcripts.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 6.2 6.2.1	FTE status of direct service providers	Organizational chart, time cards, time and effort documentation.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 6.3	Administrative supervision	Administrative supervision records and/or case notes.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 6.4 6.4.1	Reflective supervision	Reflective supervision records and/or case notes and person who provides supervision.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 7.1 7.2	Mandating Reporting laws for Child Abuse, Written Policies and procedures	Employee handbook and/or Policy and Procedure manual with guidance for staff on program delivery (7.2.1-7.2.9) and mandated reporting.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review

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PICC 7.3	Family and Community Engagement Plan	Written Family and Community Engagement plan describing aspects of program delivery (7.3.1-7.3.9).	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 8	Eligibility screening & enrollment procedures	See PICC for details	On Site Active File Review
PICC 9.1 9.2 9.2.1- 9.2.5 PIQRI B3.1 C3.2	Frequency and intensity of services, intended and completed visits, caseload size	Program data tracking numbers of families receiving weekly, biweekly and monthly home visits, and the percentage of intended visits families completed, caseload size range for last 12 months.	<ul style="list-style-type: none"> • Provide electronically before site visit: Program Monitoring Information Spreadsheet: <u>Prevention Initiative Program Information for Monitoring</u>  Visit Tracker report: <i>Caseload reports, Visit Frequency Report by Child.</i> Penelope report: <i>Family Info Record with personal visit show in events.</i> NewOrg report: <i>PI-Family Agency (frequency & intensity) Child Personal Encounters (Intended to completed)</i> HFI report: Report 4.2.b and caseload/leveling information • Otherwise, On-Site Active File Review
PICC 9.3-9.4 14	Parent/child interaction groups or workshops, ISBE's 8 areas of instruction	Evidence of parent/child interaction groups or workshops, frequency and content. Evidence that ISBE's 8 areas of instruction are used in groups and home visits.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 10.1 10.2	Developmental Screening procedures and documentation	Broad based development screening instrument, social emotional screening instrument, updated every six months, permission signature from parent/guardian for ongoing screening.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review

Item #	Topic	Documentation Description	Options to provide documentation <i>*Choose best option*</i>
PICC 11.1 11.2 11.3	Ongoing developmental monitoring	Health history, immunization records, updated annually, hearing and vision screening records, updated every 6 months. Reports for currently active children should show monitoring for the entire enrollment period.	<ul style="list-style-type: none"> Provide electronically before site visit: Program Monitoring Information Spreadsheet: <u>Prevention Initiative Program Information for Monitoring</u>  Visit Tracker report: <i>Visit Frequency Report by Child (summary)</i> <i>Child Service Record (individual child)</i> Penelope report: <i>Family Info Record w/enrollment date</i> <i>Child Health Record w/enrollment date, Developmental Screening Records</i> NewOrg report: <i>Screening Assess History</i> Otherwise, On-Site Active File Review
PICC 11.4 11.5	Authentic assessment	Evidence of checklists, case notes, and other observational data collection for developmental monitoring, goal planning and visit planning.	<ul style="list-style-type: none"> On Site Active File Review
PICC 12.1 12.2 PIQRI C4.1	Family Centered Assessments, Individual Family Service Plans	Evidence of Individual Family Service Plans and published family centered assessments.	<ul style="list-style-type: none"> Provide electronically before site visit: Program Monitoring Information Spreadsheet: <u>Prevention Initiative Program Information for Monitoring</u>  Visit Tracker report: <i>Goal Plan Report & Family Assessment and Compliance Report</i> Penelope report: <i>Family Info Record</i> NewOrg report: <i>FRA Data (Family Resource Assessment Report) listed by family, by date</i> Otherwise, On-Site Active File Review
PICC 13	Curriculum alignment with IELG	Visit Plans, Group lesson plans.	<ul style="list-style-type: none"> One Site document review
PICC 14.9, 14.12	Schedule for parent/ child interaction, newsletter	Evidence of schedules for group and newsletters for parents.	<ul style="list-style-type: none"> Provide electronically before site visit On Site Document Review
PICC 14.13	Screen time	Evidence of policies and procedures about screen time/use of technology.	<ul style="list-style-type: none"> Provide electronically before site visit On Site Document Review

Item #	Topic	Documentation Description	Options to provide documentation <i>*Choose best option*</i>
PICC 15	Supplemental curricula	Evidence of supplemental curricula if applicable and IELG alignment.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 16.1	Referral and follow-up system	Evidence of a written referral and follow-up system.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC PIQRI B5.2	Guidelines for Transition planning	Policy and procedure manual, guidelines and policies detailing process for transitioning families from the program.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 16.2 16.2.1 PIQRI B5.2	Transition Plans	Individualized transitions plans or detailed IFSP or case-note entries detailing process for families leaving, transitioning to school, aging out of program or leaving for other reasons.	<ul style="list-style-type: none"> • Provide electronically before site visit: Program Monitoring Information Spreadsheet: Prevention Initiative Program Information for Monitoring  Visit Tracker report: <i>Family Report</i> Penelope report: <i>Family Info Record</i> NewOrg report: <i>Initial Contact/Enrollment/1st Date of Service</i> • Otherwise on-Site Closed File Review
PICC 16.3 16.4	Referrals	Evidence program formally tracks access and use of services and provides follow up, including transition referrals.	<ul style="list-style-type: none"> • Provide electronically before site visit: Visit Tracker report: <i>Resource and Connection Report</i> Penelope report: <i>Resource Connections</i> NewOrg report: <i>Referrals by Family</i> • Otherwise, On-Site Active and Closed File Review
PICC 17.1, 17.2	Plan to guide collaboration with programs in the community.	Evidence of Program Community Collaboration, Formal agreements, Memorandum of Understanding with agencies. Policy and procedure manual or staff guidelines.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 18.1	Annual Written Program Evaluation	Evidence of Annual Written program evaluation with service descriptions and outcomes.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review

Item #	Topic	Documentation Description	Options to provide documentation <i>*Choose best option*</i>
PICC 18.2 18.2.1, 18.2.2, 18.2.3 PIQRI C1.2	Continuous Quality Improvement Plan	Evidence of recent or active Continuous Quality Improvement Plan, updated annually. Areas of deficiency, actions to remedy, person(s) responsible.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 18.3 PIQRI C1.1	Framework for evaluation and Continuous Quality Improvement	Written framework or logic model with area(s) of data to be collected, measures, anticipated outcomes.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 19.1 19.1.1 PIQRI E2.1	Professional development	Supervision records, professional development plans, including lists of trainings attended in the past year, training goals for staff, progress toward goals.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 19.2	Professional development needs assessment	Evidence staff needs are assessed: Surveys or interviews, PD plans.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review
PICC 19.3	Staff registered in the IDHS Gateways to Opportunity Registry.	Current Registry Care/number, Gateways records.	<ul style="list-style-type: none"> • Provide electronically before site visit • On Site Document Review