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

|  |  |  |
| --- | --- | --- |
| 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) |
| Staff File Review | Yearly | * Provide one month’s notice (minimum of 2 weeks’ notice) * Follow guidelines outlined on Staff File Review tool |
| Vehicle Check | Yearly | * Provide one month’s notice (minimum of 2 weeks’ notice) * Follow guidelines outlined on Vehicle Check tool |
| 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 |
| 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 |
| 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 |
| 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 |

* 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.