Early Childhood Iowa area serving Buena Vista, Crawford, & Sac Counties

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**Contract Monitoring Review FY 22 - BVCS Early Childhood Iowa Area**

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| **Contractors Name** | Crawford County Home Health, Hospice & Public Health |
| **Date of Family STEPS Review**  | Scheduled for 2.25.2022 at 9:00 am  |
| **Grant Funds/Carve Outs Utilized** | School Ready |
| **Services Contracted** | Family Support | Family STEPS |
| **Contract Time Period**  | July 1, 2021 – June 30, 2022 | Data reviewed through December |
| **DAISEY date & Billing Claims Reviewed** | DASIEY Data pulled on 1.20.2022 | **Billing**: |
| **Review Completed By** | Annette Koster (AK) |
| **Location of Review** | Virtual  |
| **Program Staff in Attendance** |  |
| **Family Support Contractors ‘Questions’** | **Comments** |  |
| Intended client group, as identified in the ‘Contract Purpose’ Prenatal - age five.  |  Serving more 0–3-year-old children4-5 year old children in school-based programs | [x]  Compliant [ ]  Emerging |
| Program/service geographic boundaries consistent with boundaries identified in the ‘Contract Purpose’ BVCS ECI Area | St. Anthony Outreach- helpfulFamily STEPSBaby Boutique | [ ]  Buena Vista[x]  Crawford[ ]  Sac |
| Provide an evidence-based or promising practice educational program | Family Support Credential, currently working on re-credential. How is progress going? Credential requirements always changes, keep re-doing policies even though they met the criteria the time prior. Set up the meeting by the end of July with the review to be scheduled for Sept/Oct. Start charging an annual fee for Credential.  | [ ]  Evidence Based [x]  Promising Practice[ ]  Improvement Plan |
| Collaborating with community agencies |  |
| Scope of Work is defined in the defined deliverable and performance criteria (Contract Deliverables 1.4.1) |
| **Staffing**: Employ direct service staff. Provide 70 staff hours to be dedicated to provide Family STEPS services.  | Budget amendment submitted and approved by AK to include budget item for advertising the vacated position. Workforce is an issue, only had one applicant apply. Trying to admit off the wait list. Will train using the Institute. Key classes identified for new staff to complete, pre-test for competency test, supervisor and virtual trainings are also offered. CEU’s available. | [ ]  Compliant [x]  Emerging* Hiring staff

[ ]  Improvement Plan |
| Ensure Family Support staff are working equivalent hours within the Family STEPS program.  |
| Plan for staff vacancies to be able to serve families in the event of a staff absence. |  Families ae being served. Currently one full time and one part time.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| During the Contract, if there is a change and/or extended staff absence in the personnel providing direct services to the program/services, the Board shall be notified by the Contractor within 7 workdays. The Contractor shall provide a “staff action plan” within 14 workdays. The action plan shall include but not limited to time frame involved, how clients will be served during the staff absence (in-house or by Family STEPS program in Sac or Crawford County), and if relevant the time frame to train new staff. |
| Provide at least monthly one on one supervision with FSP’s who provide direct services.  | Time period July – Dec. Monthly ReportsPeer-to-Peer total of 18.5 hours Nurse Admin. Supervision total of 19.5 hours. Added additional Supervision (Amy) in Dec 3.5 | [x] Compliant [ ]  Emerging[ ]  Improvement Plan |
| * Provide documentation of supervision during site monitoring.
 |
| Supervisor or contact person available to FSP during all hours the FSP are providing direct services. |  Available by phone at all times.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Provide interpretation services as needed to provide services to ELL either through interpreter or language line.  | In-person and Language LineSpanish dialect can be difficult on LL.Karen language no problems. Illiteracy comprehension is an issue.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| **Enrollment Process**: Register and maintain updated Family Support program information in the statewide coordinated intake system (iafamilysupportnetwork.org).  |  Information Family Support Network should be updated, contact name on site is Jennifer Chapman. [Individual Support - Iowa Family Support Network (iafamilysupportnetwork.org)](https://www.iafamilysupportnetwork.org/families/family-support/individual/) | [ ]  Compliant [x]  Emerging* Update contact information

[ ]  Improvement Plan |
| Update the statewide coordinated intake system annually or if the event of a program change.  |
| Screen clients on enrollment and identify eligibility for the program. 75% will meet eligibility requirements set by Early Childhood Iowa - Family Support.  |  9 of 9 or 100% newly enrolled families met eligibility requirement. | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Maintain required records for Early Childhood Iowa on Iowa’s approved data collection system DAISEY. (Follow most recent Tool FF & DASIEY Dictionary) | Data is entered into DASIEY – time and procedure for entering? Entered after completion ASQ & LSP. System is slow when entering data.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| * *Record client information into DAISEY. Following timelines, deadlines and reports as described in Tool FF and identified in the most recent DAISEY Iowa Family Support, Data Dictionary. Including Caregiver Profile, Child Profile, Caregiver Quarterly Report, Child Quarterly Report, Life Skill Progression Instrument, ASQ-) scores. (Revised 7.26.2021)*
* *EPDS shall be an additional DAISEY entry required by BVCS Early Childhood Iowa. (Revised 7.26.2021)*
* *The ASQ:SE scores are an* **optional** *entry into DAISEY. (Revised 7.26.2021)*
 |
| **Case Reviews**: Shall seek to maintain a planned family service capacity of 58 families served throughout the year. FT - FSP estimated max families =20PT - FSP estimated max families = 10 | DAISEY # of unduplicated families 31.**Comments**: Trying, Covid Virus impacted. STEPS is a long-term program, still have Level 3 families that still need services, not a lot of turn over still struggling.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Each Family Support Professional shall seek to maintain a family case weight of a minimum of 20 and maximum of 25 to determine the caseload related to levels/intensity of visits. (**Note**: two part time positions making up one full time position. Case weight part time goal is 8 to 10 based on PTE). | Monthly Report, Case Weights. AT low was 18.25 currently at 24. CL (pt) low 5 currently 9.5, MS (pt) low 5 Nov. 7.5 resigned position.**Any updates**:Currently Amy & Cheryl are currently in the middle case weight range.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Monthly review the number of clients on caseload and determine case weight is appropriate.  |
| Shall seek to have a minimum number of 140 home visits will be completed each quarter 560 for year.  | Monthly Report # of visits: 1st QRT at 126, 2nd QRT at 130. DAISEY: visits 257.**Comments**: Half way through year, serving over half. | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Screen eligible children using the Ages and Stages Questionnaires (ASQ) 3rd Edition. Family STEPS will follow the intervals for screening as outlined in the DAISEY Data Dictionary.  | DAISEY: Children eligible for ASQ screening 42 # screened 27 or 64% – screened positive 7, # referred 1, already in service 2 or 29%. **Comments**: Families in crisis mode, will help with intervention. Family management, not just education, focus on clientele and family unit.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| * ASQ screening results shall be entered into the state administered internet-based data collection system (DAISEY Family Support Services Data).
* Refer children scoring below child developmental norms identified in the Ages & Stages Questionnaire “cut off” for further assessment with a professional.
 |
| Assure charting by Family Support Worker follows the home visitation model.  | Chart audits are good, have found little stuff. Credential provided a sample for chart audits, may review current process and update methodology.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Chart reviews reflect compliance with the home visitation model.  |
| Assess all clients using the Life Skill Progression tool to obtain outcome measures, following the fidelity of the Life Skill Progression tool. | DAISEY: Healthy Functioning 95%, Social Supports 100%, Concrete Supports 91% (22 LSP Completed). Nurturing Attachment 89% & Child Development 95% (19 LSP completed). Outcome measure accurate at the end of the year. Shows being entered into data system.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| DAISEY records the Output, Quality /Efficiency, and Outcome Measures**- Refer to ECI Performance Measure handout.** | Enter required items in DAISEY. | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| **Reports submitted**[x]  Monthly Reimbursement Claim[x]  Monthly Reporting Form[x]  Narrative Quarterly  |  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| **Staff Training:** [x]  Trained for family support services[x]  Trained in curriculum used[x]  Pass the Family Support Direct Worker Competencies[x]  Refer to Staff Qualification Worksheet | Use the Institute for training. Curriculum during orientation process, peer to peer discuss & train, plan a visits and shadow. Current FSW have passed the exam.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| * Contractors’ office has verified job qualifications, completion of training and continuing education.
* Contractor uses the approved curricula during each home visit unless a family is in a crisis.
* Contractors’ direct staff providing family support will have passed the National Family Support Certification by the successful completion of the National Family Support Certification exam.
 |
| **Office Management**: Storage of files for [x]  5 yrs. or longer depending on agency | CCHHH&PH in the case of a minor 1 year past the age of majority (19 yrs.). 10 years of date of the last services whichever is longer. IDPH rule – adapt for everything. Sent letter to Legislators in Fall and last month. Last month picture of a family and a letter the family wrote.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| [x]  Submit monthly claims for payment |
| [x]  Promote program to community |
| [x]  Acknowledge funding source BVCS ECI |
| [x]  Rep./Info. at Coalition meetings |
| [x]  Letters to Legislators no later than Sept. 20, 2021 & Jan. 31 2022 |
| * Assure the electronic database is operational.
* Assure DAISEY data is entered following required due dates.
* Provide claims report, identify expenditures based on the budget approved by the Board.
* Provide proof to the Board of the activity used to promote the program to the community.
 |
| Barriers to success? Explain: | Workforce50/50 families in-person and virtually. Virtual is great if family will join. When they have a crisis while attending virtually, they tend to cut the visits short to go deal with baby. Some like having this option, some can’t get off.  |
| Additional Comments:  |  |
| To the best of my ability, I find Family STEPS to be in compliance with the Scope of Work 1.4 - Deliverables 1.4.1 |  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
|  |  |  |
| **Financials** | **Comments** |  |
| **Insert Month** claim please include all supporting documentation to support the amount requested for payment. Example: timesheets for all staff included in billing, mileage, receipts, phone, copies, etc. |  |
| Buena Vista Public Health & Home Care  | Date of Desk Audit Review:  | Date: |
| 1. Proof of $1 million general liability insurance as required in section 1.5 and Insurance 2.8 of contract?
 | Need an up-to-date form on file to show proof of insurance.  | [ ]  Compliant [ ]  Emerging |
| 1. Proof/copy of financial audit completed and date of last audit?

Program/Agency conducts which of these fiscal activities Annual Audit:  | Gronewold, Bell, Kyhnn<https://auditor.iowa.gov/reports/audit-reports/> | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| 1. Are funding “silo” are tracked? Identified in Section
	1. School Ready Quality
	2. School Ready General
 | Silos tracked by BVCS ECI director, funded from the School Ready funds. | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan[ ]  N/A |
| 1. Claims submitted on time and accurately, as stated in section 1.4.3 Contract Payment Clause: 1.4.3.1, 1.4.3.2, 1.4.33, 1.4.3.4
 |  Claims are submitted monthly. | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan[ ]  N/A |
| 1. Does the program/service receive funds other than from BVCS ECI?
 |  Prevent Child Abuse Iowa | [x]  Yes [ ]  No |
| 1. Does the program/service anticipate spending all of the fiscal year allocation?
 | Will look at closer to the end of the year.  | [ ]  Yes [ ]  No[x]  Unsure |
| 1. What amount of the contracted funds will be unspent?
 |  | [ ]  $\_\_\_\_\_\_\_\_\_\_\_\_[ ]  N/A |
| 1. Financials reviewed? Based on program budget able to identify expenses based on receipts, time sheets, indirect cost rate/admin. Fees are able to be verified for compliance with claims.
 | See Expenditure Verification Monitoring Worksheet.  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan[ ]  N/A |
| 1. Time Sheets complete and show activity for employee time related (time study) to BVCS ECI.
 |  | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan[ ]  N/A |
| 1. To the best of my ability, I find the contractor to be in compliance with Monitoring, Review and Problem Reporting 1.4.2 of the contract?
 |   | [x]  Compliant [ ]  Emerging[ ]  Improvement Plan |
| Comments: **Financial**: Need an updated General Liability Insurance document. **Staffing**: In the process of hiring a Family Support Professional, keep updated. **Enrollment Process**: Update the IFSTAN website iafamilysupportnetwork.org |
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| **Agency: Buena Vista Public Health & Home Care** |
| Program: Family STEPS |
| Monthly Claims submitted for Services: |
| Timeframe | July – December  |
| Contract Amount:  | $ 130,548.00  | Expended  | Remaining | Comments |
| Funding type(s):  |  |  |  |  |
|   | School Ready (SR) Admin | N/A |  |  |  |
| x | SR Quality Improvement | $ 1,891.00 | 0.00 | $1,891.00 |  |
| x | SR General | $ 128,657.00 | $49,190.18 | $79,466.82 |  |
|  | Early Childhood Admin | N/A |  |  |  |
|  | EC Programming  | N/A |  |  |  |
|  | EC Programing  | N/A |  |  |  |
|  | Total | $ 130,548.00 | $49,190.18 | $81,357.82 | Through December 2021 |
| **See attached worksheet details.** |
|  |

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| **Evaluation** | **Comments** |  |
| 1. Program improvement plan needed
 |  | [ ]  Yes [x]  No[ ]  Conditional |
| If an improvement plan is needed the follow up is completed. |  | [ ]  Yes [ ]  No[x]  N/A |
| 1. Corrective action plan needed? If yes, a plan will be drafted by BVCS ECI will within 30 days.
 |  | [ ]  Yes [x]  No |
| 1. To the best of my ability, I find the contractor to be, in compliance with the contract.
 | Follow up with minor items noted in the comments.  | [x]  Yes [ ]  No |
| 1. Contract renewal recommended?
 |  | [x]  Yes [ ]  No |

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| Name  | Title |
| Annette Koster | Annette Koster, Program Director | 2.25.2022 |
| Signature of reviewer:  | Title:  | Date of Review:  |