Appendix E- Delaware Part C Phase II Monitoring and Accountability Implementation Work Plan

Strand of Action: Monitoring and Accountability	
Improvement Strategy 1.1: Improve the process of gathering and measuring information in a systematic fashion	
Outcomes:	
Short-Term	Identify all available data sources
Short-Term	Improve the integrity of data collection
Intermediate	Develop processes, policies and trainings to assist in increasing the integrity of data collection
Long-Term	An increased number of infants and toddlers will be able to demonstrate progress in the area of Social Emotional development Quarterly data review

Implementation Activities and Steps:

Activities and Outcomes	High Priority	System Level		Steps to Implement Activities	Resources Needed	Who is Responsible?	Timelines (projected Initiation & completion dates)	TA Center Support (as appropriate)	Potential Measurement
		State	Local						
Activity One									
Compile an inventory of data sources that is updated				Identify all data sources that produce social emotional child outcomes (CDW, EI contracted providers, Pn, encounter evaluations, etc.?)	In progress- Denise talked to Rosanne	Team	Jun-16		Document Analysis (Meeting Minutes)
Activity Two									
Review the effectiveness of data collection tools and process	x			Review data collection tools for efficacy (is it giving us the data we need? i.e. Child outcomes, timelines, eligibility)		Team	Aug-16		Document Analysis (Meeting Minutes)
				Update tools (Monitoring, COSF, ETC)		Denise, Robert, Jessica	Apr-16		Document Analysis (Actual updated tools w/updated dates in header or footer)
				Review data collection processes (Auditing, COSF, and Family Survey Processes. Are the processes efficient? Are they occurring at times that would produce the richest data? Are the current conductors the best conductors? How to increase parent participation?		Team	Dec-16		Document Analysis (Meeting Minutes) Quarterly Data Review
				Update COSF process in writing with clearly delineated instructions for the correct use to reduce the likelihood of errors occurring. J& J were informed that it wasn't going forward.	Denise will follow-up with CarolAnn as this is affecting many other issues.	Jessica	Jul-16		Document Analysis (Process Memo) Should be monitored quarterly for consistency since it gives us SE child outcomes ??
Activity Three									
Develop a rigorous and detailed training plan on data collection and monitoring				Train B23 staff on what data should be provided on audit tool and where to obtain such data.	Hope and Robert- still in progress	Denise, Robert	Jul-16		Document Analysis (Training attendance records)
				Train key staff on updated COSF process		Robert, Jessica	Jul-16		Document Analysis (Training attendance records)

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Strand of Action: Monitoring and Accountability

Improvement Strategy 1.2: Create an infrastructure of consistent data input and reliable data output

Outcomes:	
Short-Term	Effectively communicate the value of accurate data input
Short-Term	Provide training to staff on data entry
Intermediate	Produce accurate usable reports at regional, state and federal levels
Long-Term	An increased number of infants and toddlers will be able to demonstrate progress in the area of Social Emotional development

Implementation Activities and Steps:

Activities and Outcomes	High Priority	System Level		Steps to Implement Activities	Resources Needed	Who is Responsible?	Timelines (projected Initiation & completion dates)	TA Center Support (as appropriate)	Potential Measurement
		State	Local						
Activity One									
Provide professional development to support staff responsible for data input				Identify training needs and support staff to be trained.	In Progress	Hope	Sep-16		
				Conduct training of support staff		Hope			Document Analysis (Training Log)
				Targeted training & ongoing TA for CDW staff		Robert			Document Analysis (Training Log)Consistent review of timely MDAs, COSF
Activity Two									
Maximize usability of data warehousing system				Create and distribute cheat sheets for all staff who performs any data input in to DHSSCares	In progress- Robert did guidelines and is working on cheat sheets	Hope and Robert	Jun-16		Document Analysis (Cheat Sheets)
				Develop and distribute/make accessible DHSSCares User guide to maximize accurate input		Robert			Document Analysis (User Guide)
Activity Three									
Create a way to communicate staff and program improvement				Create new reports to demonstrate progress	Ongoing- not a development of a formal survey, informal questioning	Denise	Jun-16		Document Analysis (reports) outcomes from Integrity Review
				Effectively communicate the value of accurate data	Will be addressed at meeting scheduled with B23 and leadership	Denise, Robert, Jessica, Pam			Staff meeting minutes?
				Survey staff about training needs, what is and is not working		Denise			survey results
Activity Four									
Increase the reliability of data outputs of queries				Data integrity reviews that include more than one person running any one query	ongoing- monthly to ensure reliability	Denise, Robert, Susan, Hope	Sep-16		Queries

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Strand of Action: Monitoring and Accountability

Improvement Strategy 1.3: Ensure policies are in place to support high quality early intervention

Outcomes:	
Short-Term	Document processes in a consistent and manageable form for CDW and Providers
Short-Term	Processes are recorded in a dependable, available format
Intermediate	Updated Policy manual is accessible for CDW and Providers
Long-Term	An increased number of infants and toddlers will be able to demonstrate progress in the area of Social Emotional development.

Implementation Activities and Steps:

Activities and Outcomes	High Priority	System Level		Steps to Implement Activities	Resources Needed	Who is Responsible?	Timelines (projected Initiation & completion dates)	TA Center Support (as appropriate)	Potential Measurement
		State	Local						
Activity one									
Create a standardized protocol for monitoring of CDW (Look at DEC Recommended Practices)				Update monitoring process in writing with clearly delineated instructions for their correct use reduce the likelihood of errors occurring during electronic and hard chart monitoring		Denise and Robert	May-16		Document Analysis (Process Memo) (Family centered care, child outcomes) (Parent observations, FSC surveys, family survey)
				Perform periodic chart review for timeline compliance		Denise and Robert			Document Analysis (Audit tool)
				Meet with clinic managers to encourage periodic peer chart reviews		Team			
				identify what observation data may be useful		Team			
				Research and obtain or create observation protocol		Team			
				Ongoing data integrity review of timelines		Denise, Robert, Susan			
Activity Two									
Create a process to monitor providers				Chart review?		Team Discussion	Aug-16		
				obtain logs from FSC's of specific issues that arise?		Team Discussion			
				Survey FSCs		Team Discussion			
				Observe some implementations?		Team Discussion			
				Research and obtain or create observation protocol		Team Discussion			
				Obtain service delivery/availability logs from providers?		Team Discussion			
Activity Three									
Put policies in place that support consistent and accurate data entry and foster high quality early intervention.				Identify frequent data errors and reasons		Team	Sep-16		
				Create process/policies based on identified issues		Denise			Document Analysis (Policies)
				Insurance policy?		Denise			Document Analysis (policy #)
				Toy Bag policy		Denise	Jan-16		Document Analysis (policy #)
				Communication policy		Denise	Mar-16		Document Analysis (policy #)
									RBI

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Strand of Action: Monitoring and Accountability

Improvement Strategy 1.4: Develop a stakeholder driven model for data sharing

Outcomes:	
Short-Term	Summarize other data sharing group's data (ICC, DECC, Help Me Grow, Kids Count, etc.)
Short-Term	Create program evaluation report
Intermediate	Increase awareness and expand the sharing for appropriate data to stakeholders
Long-Term	An increased number of infants and toddlers will be able to demonstrate progress in the area of Social Emotional development

Implementation Activities and Steps:

Activities and Outcomes	High Priority	System Level		Steps to Implement Activities	Resources Needed	Who is Responsible?	Timelines (projected Initiation & completion dates)	TA Center Support (as appropriate)	Potential Measurement
		State	Local						
Activity One									
Create a systematic method for using monitoring data to answer questions about efficiency.				Use monitoring tool to identify what data to report on		Denise	Dec-16		
				identify what other things we want to know		Team			
				Produce and distribute report that reveals if timelines are being met and recommendations for improvement		Denise			
Activity Two									
Expand data sharing				Explore reasons why we would want to share data		Team	Dec-16		
				Identify audience to share our data with.		Team			
				Identify how we can share data with stakeholders (written report, presentations, brochures, etc)		Team			
				identify other ways we can use our data (other than APR and monitoring)		Team			