**Coordinated Intake Program Standards** – the DHS QA Site Visit team will ask to review agency records related to these standards (which were included in agency contracts).

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Program Standards** | **N/A** | **Present** | **Compliant** | **Corrective Actions Required** | **Comments** |
| 1. **Agency Caseload Capacity** (CI, HVA)
 |  |  |  |  |  |
| 1.1 Maintain 85% of the agency caseload capacity  | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 1. **Supervision (CI)**
 |  |  |  |  |  |
| 2.1 Provide at least one hour of reflective supervision per week to each CI (the supervision hours may be pro-rated for CIs who work less than 1.0 FTE). |  |  |  |  |  |
| 2.1.a. Weekly supervision is documented in the record. (Supervision may be documented by the worker or the Supervisor).  | □ | □  **Y □ N** | □ Y □ N | □ **Y** □ N □ **Completed** |  |
| 2.1.b. Documentation of supervision is clear, specific, and reflective. | □ | □  **Y □ N** | □ Y □ N | □ **Y** □ N □ **Completed** |  |
| 2.1.c. The record contains documentation of supervision regarding ongoing service provision and progress toward program plan goals/objectives. | □ | □  **Y □ N** | □ Y □ N | □ **Y** □ N □ **Completed** |  |
| 2.1.d. The record contains action steps and progress to address any challenges or barriers that were discussed. | □ | □  **Y □ N** | □ Y □ N | □ **Y** □ N □ **Completed** |  |
| * 1. The supervision must be provided by someone who has a demonstrated knowledge of home visiting as well as the role of the CI worker.
 | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 1. **Data Collection (CI and HVA)**
 |  |  |  |  |  |
| 3.1 Agencies must collect benchmark data and data should be entered into MIECHV database by the last day of each month. ***Note: CI function has not been built into Visit Tracker, but CI agencies are asked to submit monthly data using an excel form.*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 1. **Coordinated Intake (CI and HVA)**
 |  |  |  |  |  |
| 4.1 100% of home visiting referrals should be processed by the coordinated intake worker. ***Are 100% of MIECHV and non-MIECHV home visiting referrals being processed by CI?*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |

**Additional Coordinated Intake Deliverables** - While these deliverables are included in agency contracts, there are no corresponding performance standards listed in the contracts, so agencies may not be measuring and documenting these items. These items should still be discussed with each agency’s CI team to find out if these deliverables have been met, and if not, what are the barriers and strategies to overcome them.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Deliverables** | **N/A** | **Present** | **Compliant** | **Corrective Actions Required** | **Comments** |
| 1. **Staff Hiring and Training** (CI, HVA).
 |  |  |  |  |  |
| 1.1All staff hired should receive core training within 90 days of hire (CSD, CI, HVA). ***Are there unmet staff training needs? If so, on what topics?*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 1. **Coordinated Intake (CI)**
 |  |  |  |  |  |
| 2.1 Coordinated Intake will gather a brief screen from potential participants using the Coordinated Intake Assessment Tool and refer 100% of positive screens to most appropriate program model within 48 business hours and ensure screen is received by provider. ***Are CIATs complete and signed by clients to authorize sharing of information between agencies? Does each CIAT include the reason (or risk factors) for the referral?*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 2.2 If all home visitors are at capacity, Coordinated Intake will refer to appropriate community resources and place participants on a waiting list for home visiting services. Waiting list participants will receive a minimum of monthly contact to monitor availability of services and eligibility of participant (CI). ***How are waiting lists maintained by the CI? (If there is no current waiting list, what is the plan for maintaining one?)***  | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 2.3 Provide immediate referrals to community resources for 100% of clients presenting with emergency needs (CI). ***Is this indicated on the CIAT or elsewhere in the client’s file?*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 2.4 Refer 100% of negative screens to other community and parenting services as indicated (CI). ***Is this indicated on the CIAT or elsewhere in the client’s file?*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |
| 2.5 100% of families screened by Coordinated Intake will be entered into database within 2 business days of screening (CI). ***Until Visit Tracker is built out, this should be modified as follows: 100% of families screened by CI will be referred to an HV agency within 2 business days of screening.*** | □ | □ Y □ N | □ Y □ N | □ Y □ N □ **Completed** |  |