

HOMEBUILDERS® Fidelity Measures – Abridged*

Program Structure Standards

Standard: Specific Target Population

Indicators	Performance Measures
Families referred for Homebuilders services have one or more children at imminent risk of placement OR in need of reunification that will not occur without intensive services in place.	<ul style="list-style-type: none"> 90% of sampled referrals (excluding ineligible referrals) meet eligibility criteria, as described in the reason for referral.

Standard: Values-Based Orientation

Indicators	Performance Measures
Staff are behaviorally descriptive, use value-neutral language, and avoid the use of labels and inference when communicating with or about family members.	<ul style="list-style-type: none"> Staff use behaviorally specific, value neutral language and avoid the use of labels and inferences in all communication.

Standard: Immediate Availability and Response to Referrals

Indicators	Performance Measures
Referrals are made and accepted 24 hours a day, 7 days a week.	<ul style="list-style-type: none"> Public agency employees make Homebuilders referrals 24 hours a day, 7 days a week.
Therapists meet with families within 24 hours of referral.	<ul style="list-style-type: none"> 75% of families receive their first face-to-face visit within 24 hours of referral from DCFS; 85% of families receive their first face-to-face visit no later than the end of the day after the referral (based on all eligible interventions).

Standard: Twenty-Four Hour Availability

Indicators	Performance Measures
Therapists live in close proximity to client families.	<ul style="list-style-type: none"> Therapists live within an hour's drive of 80% of clients served.
Therapists, supervisors and other team members are available and accessible to families 24 hours a day, seven days a week.	<ul style="list-style-type: none"> Provider agency policies specifically allow a flexible work schedule, with work hours varying from week to week based on the needs of families. The agency's written program information given to clients includes specific information regarding the therapist's 24/7 availability and back-up. 90% of family members who answer the question "Did your therapist explain 24/7 availability" on the <i>Homebuilders Client Feedback Survey</i> answer "Yes." Of the family members who report on the <i>Homebuilders Client Feedback Survey</i> that they called their therapist, 90% answer "Always" to the question "If you called your therapist asking for help, did he/she respond in a timely manner?"

Standard: Services Provided in the Client's Natural Environment

Indicators	Performance Measures
Sessions primarily occur in the family's home or natural environment.	<ul style="list-style-type: none"> At least 80% of all sessions occur in the client home (including sessions that occur partly in the home and partly in other community settings).

Standard: Service Intensity and Caseload

Indicators	Performance Measures
Therapists typically work with 2 families at a time; periodically therapists may work with 1 or 3 families for a short period of time.	<ul style="list-style-type: none"> Full-time (1.0 FTE) therapists serve 18-22 families per year. (Interventions that close prematurely are credited as 0.25 per week completed.)
Therapists typically meet with each family 3-5 times per week, and provide 40 or more hours of face-to-face service.	<ul style="list-style-type: none"> 80% of families meet with their therapist at least 3 times per week. Interventions average 38 hours or more of face-to-face contact (excluding interventions that close prematurely).

Standard: Brevity of Services

Indicators	Performance Measures
Therapists typically provide services for 4 weeks. Services may be extended up to 6 weeks when an extension will substantially decrease the chance of placement.	<ul style="list-style-type: none"> There is variation in length of service, with at least 60% of interventions closing within 31 days (excluding interventions that close prematurely). 90% of interventions close by the end of 6 weeks (excluding interventions that close prematurely).

Standard: Single Therapist Operating within a Team

Indicators	Performance Measures
Supervisor and team members provide back-up as needed.	<ul style="list-style-type: none"> Homebuilders team members provide back-up services to clients when needed.
Therapists and supervisors meet Homebuilders employment criteria.	<ul style="list-style-type: none"> 100% of therapists are assigned full-time (1.0 FTE) or half-time (0.50 FTE) to the Homebuilders program.

Standard: Supervision and Consultation

Indicators	Performance Measures
Supervisors are available to therapists 24/7 for clinical supervision.	<ul style="list-style-type: none"> On the <i>Therapist Feedback to Supervisor Survey</i>, supervisors receive an average rating of 6.0 or higher (on a 7-point scale) on the question: "How satisfied are you that your supervisor is available for immediate consultation needs on a 24/7 basis?"
Team consultation occurs at least weekly.	<ul style="list-style-type: none"> In-person team consultation meetings occur at least once per week, at least 48 weeks per year. When therapists miss regularly scheduled team consultation meetings, 100% of absences are for excused reasons (e.g., vacation, sick, client crises).
Therapists receive at least weekly consultation regarding client families.	<ul style="list-style-type: none"> 100% of eligible interventions are staffed weekly; staffings preferably occur during team consultation.
Supervisors routinely accompany therapists on home visits.	<ul style="list-style-type: none"> Supervisors accompany each therapist at least quarterly for therapists with fewer than 2 years Homebuilders experience, and at least semi-annually for therapists with more than 2 years Homebuilders experience. (Therapists who did not have an active caseload at least 2 months in the quarter - or 4 of 6 months for experienced therapists - are excluded.)
Team members follow the <i>Homebuilders Consultation Guidelines</i> during team consultation meetings.	<ul style="list-style-type: none"> Team members are rated as achieving fidelity on the <i>Team Consultation Review forms</i>.

Standard: Ongoing Quality Enhancement

Indicators	Performance Measures
Supervisors provide on-the-job training to new therapists.	<ul style="list-style-type: none"> • New therapists shadow the supervisor or experienced therapist on at least one complete intervention. • The supervisor shadows therapists on the equivalent of at least one intervention in which the therapist takes primary responsibility. This can occur during a single intervention or be spread over the first 2 to 4 interventions.
Supervisors have ongoing client contact.	<ul style="list-style-type: none"> • Supervisors without prior Homebuilders experience complete 6 full interventions during their first year (excluding interventions that close prematurely). Supervisors of teams of four or five new therapists may complete the interventions over the first 18 months. • Supervisors have at least 40 hours of direct client contact per year.
Program complies with QUEST requirements.	<ul style="list-style-type: none"> • 100% of therapists, supervisors and program managers participate in all required Homebuilders training and QUEST activities.
Homebuilders services reduce the likelihood of out-of-home placement.	<ul style="list-style-type: none"> • At least 70% of children referred for Homebuilders successfully avoid out-of-home placement 6 months following closure of intensive services (excluding ineligible referrals).
Families show improvement in family functioning.	<ul style="list-style-type: none"> • At least 85% of families who complete the service show progress on goal attainment ratings for at least one goal at service closure (excluding ineligible referrals).
Provider agency gathers feedback regarding services from family members and referents.	<ul style="list-style-type: none"> • 100% of referents are given a <i>Homebuilders Referent Feedback Survey</i> following service closure (excluding ineligible referrals). • 90% of families are given a <i>Homebuilders Client Feedback Survey</i> following service closure (excluding ineligible referrals).

Intervention Activity Standards

Standard: Promoting Safety

Indicators	Performance Measures
When safety concerns are identified, family safety is increased during the intervention.	<ul style="list-style-type: none"> • The NCFAS domain(s) of Family Safety and Parental Capabilities that are identified as high priority and that are related to safety have an improved rating at termination in at least 80% of completed interventions. (Note: this measure is not meaningful unless reviewing a data pool of at least five families.) • On the <i>Homebuilders Referent Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (on a 5 point scale) from respondents who answer the question: "How satisfied were you that the therapist adequately addressed safety issues?" • When a serious, immediate safety concern exists (e.g., self-harm, child abuse or neglect, physical violence between family members) an effective safety plan is always developed with family members. • 75% of families have no new CPS reports during the intervention (excluding ineligible referrals).

Standard: Individually Tailored Services

Indicators	Performance Measures
Therapists provide services that are individually tailored to each family's needs, goals, values, culture, circumstances, learning styles and abilities.	<ul style="list-style-type: none"> • Goals and activities vary from family to family. • On the <i>Homebuilders Client Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (on a 5 point scale) from respondents who answer the question: "How satisfied were you that your therapist was respectful of your family's culture and values."

Standard: Individually Tailored Services

Indicators	Performance Measures
Scheduling and length of sessions vary to match the needs of the family and to ensure the therapist is meeting with families at times when problems are likely to occur.	<ul style="list-style-type: none"> Interventions include sessions at a variety of days and times, including evenings, weekdays, weekends and holidays. When rating performance, consider IFD WA state Homebuilders data below as a guide for variability of session start times and weekend sessions: <ul style="list-style-type: none"> 7 am – 10 am: 14% 10 am – 1 pm: 29% 1 pm – 4 pm: 34% 4 pm – 7pm: 20% 7 pm – 10 pm: 3% Weekend sessions: 12% Session length varies throughout interventions.

Standard: Engagement and Motivation Enhancement

Indicators	Performance Measures
Therapists engage with family members.	<ul style="list-style-type: none"> Therapists utilize the strategies outlined in the standards to enhance engagement with family members Fewer than 10% of families drop out of services (excluding ineligible referrals). On the <i>Homebuilders Client Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (on a 5 point scale) from respondents who answer the question: "How satisfied were you that your therapist listened to you and understood your situation?"
Therapists help families increase their motivation to change.	<ul style="list-style-type: none"> Therapists utilize clinical strategies that are appropriate for the family members' stage of change, and that are designed to increase motivation to change.

Standard: Comprehensive Assessment

Indicators	Performance Measures
The therapist completes a comprehensive assessment.	<ul style="list-style-type: none"> The NCFAS scores are congruent with the narrative description in the assessment and other information regarding the family situation. Assessments cite relevant information from multiple sources, including family members' perspectives Assessments include family members' values, strengths, skills, problems, needs, barriers, and readiness for change. Assessments are focused on behaviors, and include a functional analysis of behaviors targeted for change.

Standard: Goal Setting and Service Planning

Indicators	Performance Measures
Service plans focus on goals that reduce the danger of placement or barriers to successful reunification, and that can be realistically accomplished during the intervention.	<ul style="list-style-type: none"> On the <i>Homebuilders Referent Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (on a 5 point scale) from respondents who answer the question: "How satisfied were you that the goals were appropriate for this family and addressed the concerns you identified in the referral?" The <i>Homebuilders Service Plan</i> addresses the prioritized problems and barriers identified in the <i>Homebuilders Family Assessment</i>. Indicators of goal achievement are specific, attainable and accurate measures of progress. Clinical strategies included in the <i>Homebuilders Service Plan</i> have been shown to have an impact on the targeted behaviors and are adequate to address the goals.

Standard: Cognitive and Behavioral Approach

Indicators	Performance Measures
The therapist applies cognitive and behavioral principles and research-based strategies to facilitate behavior change.	<ul style="list-style-type: none">Therapists use research-based behavioral strategies to increase and/or decrease behavior.Therapists use research-based cognitive strategies to effect change.Therapists help family members learn how to utilize behavioral and cognitive strategies to increase or decrease behaviors.

Standard: Teaching and Skill Development

Indicators	Performance Measures
Therapists use a variety of teaching methods.	<ul style="list-style-type: none">Therapists utilize direct teaching methods with all families.Therapists assign homework and encourage frequent practice of new skills.
Family members acquire needed skills during the Homebuilders intervention.	<ul style="list-style-type: none">At least 85% of family members who answer the question regarding utilization of new skills, on the <i>Homebuilders Client Feedback Survey</i>, answer "Yes" or "Sometimes".

Standard: Provision of Concrete Services

Indicators	Performance Measures
Families receive items, supports and services needed to reduce the likelihood of placement.	<ul style="list-style-type: none">Therapists help family members identify and access items, supports and services needed to reduce the likelihood of placement.

Standard: Collaboration and Advocacy

Indicators	Performance Measures
Therapist maintains frequent communication with the referent.	<ul style="list-style-type: none">On the <i>Homebuilders Referent Feedback Survey</i>, 85% of referents answer "Yes" to the question: "Did you have adequate contact with the therapist?"
Therapist collaborates and advocates with others in the family's social support network.	<ul style="list-style-type: none">When appropriate, therapists consult and advocate with other service providers and members of the family's support network to help family members meet their goals.

Standard: Transition and Service Closure

Indicators	Performance Measures
Prior to conclusion of services, the therapist and family members assess goal attainment, plan for the maintenance of progress, and collaborate with the referent to address ongoing service needs.	<ul style="list-style-type: none">At least 85% of families rate their goal attainment (excluding interventions that close prematurely).The therapist develops a plan with at least 85% of families for maintaining intervention progress (excluding interventions that close prematurely).
Families have access to limited post-intervention contact with their therapist.	<ul style="list-style-type: none">The agency's written program information given to clients includes specific information regarding the availability of post-intervention booster sessions.

*For a complete list of measures, see the *Homebuilders Fidelity Measures*. These abridged measures will be the primary measures used in determining fidelity to the Homebuilders model.