

## 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"> <li>90% of accepted referrals meet eligibility criteria.</li> </ul>

### Standard: Values-Based Orientation

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

### 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"> <li>Provider agency makes at least 20% of all openings available to after-hours referents.</li> </ul>
Therapists meet with families within 24 hours of referral.	<ul style="list-style-type: none"> <li>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.</li> </ul>

### Standard: Twenty-Four Hour Availability

Indicators	Performance Measures
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"> <li>Provider agency policies specifically allow a flexible work schedule, with work hours varying from week to week based on the needs of families.</li> <li>100% of clients have information about 24-hour availability and how to access therapist.</li> <li>On the <i>Homebuilders Client Feedback Survey</i>, 95% of family members answer “Yes” to the question: “Did your therapist explain 24/7 availability?”</li> </ul>

### Standard: Services Provided in the Family’s Natural Environment

Indicators	Performance Measures
Sessions primarily occur in the family’s home or natural environment.	<ul style="list-style-type: none"> <li>95% of sessions occur in the home or natural environment.</li> </ul>

### 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"><li>• Full-time (1.0 FTE) therapists serve 18-19 families per year.</li></ul>
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"><li>• 95% of families meet with their therapist at least 3 times per week.</li><li>• 85% of families receive at least 40 hours of face-to-face service per intervention.</li></ul>

### 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"><li>• 95% of all interventions close by the end of 6 weeks.</li></ul>

### Standard: Single Therapist Operating within a Team

Indicators	Performance Measures
Each family receives services from a single therapist.	<ul style="list-style-type: none"><li>• 95% of all client visits are made by a single therapist (not including training or quality assurance activities).</li></ul>
Therapists and supervisors meet Homebuilders employment criteria.	<ul style="list-style-type: none"><li>• 100% of therapists are assigned full-time (1.0 FTE) or half-time (0.50 FTE) to the Homebuilders program.</li></ul>

### Standard: Supervision and Consultation

Indicators	Performance Measures
Supervisors are available to therapists 24/7 for clinical supervision.	<ul style="list-style-type: none"><li>• 100% of therapists are satisfied that the supervisor or designated back-up is available when needed.</li></ul>
Team consultation occurs at least weekly.	<ul style="list-style-type: none"><li>• In-person team consultation meetings occur at least once per week, at least 48 weeks per year.</li><li>• When therapists miss regularly scheduled team consultation meetings, 100% of absences are for excused reasons (e.g., vacation, sick, client crises).</li></ul>
Therapists receive at least weekly consultation regarding client families.	<ul style="list-style-type: none"><li>• 100% of open interventions are staffed weekly; staffings preferably occur during team consultation.</li></ul>
Supervisors routinely accompany therapists on home visits.	<ul style="list-style-type: none"><li>• 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.</li></ul>

## Standard: Ongoing Quality Enhancement

Indicators	Performance Measures
Supervisors provide on-the-job training to new therapists.	<ul style="list-style-type: none"> <li>• Therapists shadow the supervisor or experienced therapists on at least one complete intervention.</li> <li>• Supervisors accompany 100% of new therapists on at least 80% of client sessions during the first intervention assigned to the therapist.</li> </ul>
Supervisors have ongoing client contact.	<ul style="list-style-type: none"> <li>• Supervisors without prior Homebuilders experience complete 6 full interventions during their first year.</li> </ul>
Program complies with QUEST requirements.	<ul style="list-style-type: none"> <li>• 100% of therapists, supervisors and program managers participate in all required Homebuilders training and consultation activities.</li> </ul>
Homebuilders services reduce the likelihood of out-of-home placement.	<ul style="list-style-type: none"> <li>• At least 70% of children referred for Homebuilders successfully avoid out-of-home placement 6 months following closure of intensive services.</li> </ul>
Families show improvement in family functioning.	<ul style="list-style-type: none"> <li>• At least 85% of families show progress on goal attainment ratings for at least one goal at service closure.</li> </ul>
Provider agency gathers feedback regarding services from family members and referents.	<ul style="list-style-type: none"> <li>• 100% of referents are given a <i>Homebuilders Referent Feedback Survey</i> following service closure.</li> <li>• 100% of families are given a <i>Homebuilders Client Feedback Survey</i> following service closure.</li> </ul>

## HOMEBUILDERS® Fidelity Measures 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"> <li>The NCFAS domain(s) identified as the highest priority (when related to safety) have an improved rating at termination in at least 80% of interventions.</li> <li>On the <i>Homebuilders Referent Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (5 point scale) on the question: "How satisfied were you that the therapist adequately addressed safety issues?"</li> <li>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.</li> </ul>

### 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"> <li>Goals and activities vary from family to family.</li> <li>On the <i>Homebuilders Client Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (5 point scale) on the question: "How satisfied were you that your therapist was respectful of your family's culture and values."</li> </ul>
Scheduling and length of sessions vary to match the needs of the family and to ensure the therapist is available at times when problems are likely to occur.	<ul style="list-style-type: none"> <li>Each intervention includes sessions at a variety of days and times, including evenings, weekdays, weekends and holidays.</li> <li>Session length varies throughout each intervention.</li> </ul>

### Standard: Engagement and Motivation Enhancement

Indicators	Performance Measures
Therapists engage with family members.	<ul style="list-style-type: none"> <li>85% of families have no more than 2 missed or no-show appointments throughout the intervention (excluding serious illness or other unavoidable emergency situations).</li> <li>On the <i>Homebuilders Client Feedback Survey</i>, therapists receive an average rating of 4.0 or higher (5 point scale) on the question: "How satisfied were you that your therapist listened to you and understood your situation?"</li> </ul>

### Standard: Comprehensive Assessment

Indicators	Performance Measures
The therapist completes a comprehensive assessment.	<ul style="list-style-type: none"> <li>Every family assessment includes information about family strengths, values, skills, problems, needs, and barriers to goal attainment.</li> </ul>

### Standard: Goal Setting and Service Planning

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

### 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"><li>• Therapists use research-based behavioral strategies with all families to increase and/or decrease behavior.</li><li>• Therapists use research-based cognitive strategies with all families to effect change.</li></ul>

### Standard: Teaching and Skill Development

Indicators	Performance Measures
The therapist approaches problems in terms of skill excesses and deficits.	<ul style="list-style-type: none"><li>• When discussing family problems, the therapist frames them in terms of skill excesses and deficits.</li></ul>
Therapists use a variety of teaching methods.	<ul style="list-style-type: none"><li>• Therapists utilize direct and indirect teaching methods with all families.</li><li>• Therapists assign homework and encourage frequent practice of new skills.</li></ul>
Family members acquire needed skills during the Homebuilders intervention.	<ul style="list-style-type: none"><li>• On the <i>Homebuilders Client Feedback Survey</i>, at least 85% of families report they utilize new skills as a result of the Homebuilders intervention.</li></ul>

### 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"><li>• Therapists help family members identify and access items, supports and services needed to reduce the likelihood of placement.</li></ul>

### Standard: Collaboration and Advocacy

Indicators	Performance Measures
Therapist maintains frequent communication with the referent.	<ul style="list-style-type: none"><li>• On the <i>Homebuilders Referent Feedback Survey</i>, 85% of referents answer Yes to the question: "Did you have adequate contact with the therapist?"</li></ul>
Therapist collaborates and advocates with others in the family's social support network.	<ul style="list-style-type: none"><li>• 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.</li></ul>

### 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"><li>• The therapist completes goal attainment ratings for each intervention.</li><li>• At least 80% of families rate their goal attainment.</li><li>• The therapist develops a plan with at least 80% of families for maintaining intervention progress.</li></ul>
Families have access to limited post-intervention contact with their therapist.	<ul style="list-style-type: none"><li>• 100% of families are informed of the availability and process for accessing post-intervention booster sessions.</li></ul>

\*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.