

HOMEBUILDERS® Sample Site Development Plan

Public Agency Activities Prior to Program Implementation

| Timeline | Administrative Activities | Quality Enhancement Activities |
|--|--|--|
| Nine months prior to program start up | <p>Provide State Level Coordination</p> <ul style="list-style-type: none"> • Identify a state level Homebuilders Coordinator (FTE based on program size). Responsibilities include: <ul style="list-style-type: none"> o Coordination with training and QA provider; o Working with local offices to ensure referrals; o Monitoring budget utilization; and o Acting as the “champion” for the program. • Determine whether Homebuilders will be implemented within one state system or across multiple systems. • Identify barriers to model fidelity and implementation (e.g., courts, current contracts and contracting procedures, providers, local politics), and develop plans to overcome them. • Assess geographic areas to be served based on placement rates/need and amount of funding available. • Develop a plan for implementation, including sites and timeline. | <p>Develop Outcome Evaluation Process</p> <ul style="list-style-type: none"> • Decide how the state will define placement prevention and re-referral outcomes (e.g., does unofficial “placement” with kin count as a service failure; does respite care count as placement). • Develop a system for measuring placement prevention, re-referral, and other outcomes. • Develop a system for providing individual case outcomes to providers and consultants. |
| Six to nine months prior to program start up | <p>Arrange Funding</p> <ul style="list-style-type: none"> • Provide funding to support required team sizes. • Provide stable funding for teams in order to maintain required therapist capacity. • Provide start-up funding to cover training time and travel costs. | |
| Six months prior to program start up | <p>Provide for Appropriate Referrals</p> <ul style="list-style-type: none"> • Define appropriate referrals for placement prevention including method for meeting the imminent risk standard. • Define appropriate referrals for reunification. • Develop referral processes and pathways, including those for after-hours referrals. Link the referral process to placement decision-making processes. • Identify and engage critical stakeholders (e.g., public agency staff, legislators, judges, local public agencies, community agencies). | |

| | | |
|--|--|--|
| Four to six months prior to program start up | <p>Develop Contracting Procedures</p> <ul style="list-style-type: none"> • Develop provider selection process. • Develop a solicitation and contract that require model adherence and participation in required training and consultation. | |
| Three months prior to program start up | <p>Select and Contract with Providers</p> | |
| Three months prior to program start up | <p>Prepare for Referral Procedures</p> <ul style="list-style-type: none"> • Provide technical assistance and training to referents and contracts managers. • Develop a system for monitoring utilization and intervening when problems occur. | |

HOMEBUILDERS® Sample Site Development Plan

Provider Agency Activities Prior to Contract Start Date

| Timeline | Administrative & Clinical Activities | Quality Enhancement Activities |
|--|---|--|
| Three months prior to therapists full program start up | <p>Hiring</p> <ul style="list-style-type: none"> • Contracted agencies assign program managers and recruit supervisors. Start date for supervisors must be no later than two months prior to full program start up. • Statewide startup / orientation meeting for provider agency administrators, program managers, and supervisors (if hired). At a minimum, the program manager responsible for the Homebuilders program must attend; other administrators and managers are strongly encouraged to attend. The meeting will include the basics of the Homebuilders model, as well as agency requirements and expectations. • Supervisors start work and participate in provider agency orientation. | <p>Preliminary Activities</p> <ul style="list-style-type: none"> • Homebuilders consultants meet with program managers and administrators at each contracted agency (1 day per agency) to: <ul style="list-style-type: none"> o Review model and expectations with agency administration; o Provide hiring materials and information about hiring process; and o Develop plan for hiring supervisors and therapists. • Consultants assist with hiring supervisors. • Consultants assist with other start-up activities, as needed. |
| As needed | <p>Hiring</p> <ul style="list-style-type: none"> • State expedites background clearances for new staff, as needed. | |
| During the two months prior to full program start up | <p>Hiring</p> <ul style="list-style-type: none"> • Supervisors recruit therapists. Start date for therapists must be prior to two weeks before full start up | |

Year One

| | Administrative & Clinical Activities | Ongoing Quality Enhancement Activities | Training |
|--|---|--|--|
| During the two months prior to full program start up | | | Supervisors <ul style="list-style-type: none"> Homebuilders Core Curriculum (4 days). Fundamentals of Supervision Pt 1: Hiring process; NCFAS; Client Records; Online Data Manager (3 days). |
| Six weeks prior to full program start up | Client Services <ul style="list-style-type: none"> Supervisors each accept a referral. | State-wide supervisor consultation team <ul style="list-style-type: none"> Supervisors form a statewide consultation team. Consultant leads weekly consultation via conference call for 4-5 weeks (until supervisors have team consultation with their own teams). | |
| Beginning six weeks prior to full program start up and ongoing | Hiring <ul style="list-style-type: none"> Therapist interviews begin using Homebuilders hiring process. Consultants assist in the hiring process. | Year One Quality Enhancement Activities <ul style="list-style-type: none"> During the supervisor's first intervention, the consultant participates in at least 1 home visit, and reviews video/audio recordings of 1-2 more. ODM clinical documentation review and feedback (review and provide feedback regarding referrals, service logs, assessments, service plans, exit summaries, etc.). Record reviews (3 full records per therapist). Crisis consultation and support – telephone consultation available 24/7 for additional support and crisis consultation on an as needed basis. ODM technical support –telephone consultation available (up to 8 hours per site per year). | |
| Three weeks prior to full program start up | | | Supervisors and Program Managers <ul style="list-style-type: none"> Fundamentals of Supervision Part 2: Roles of Supervision; Referral Issues (2 days). Supervisors <ul style="list-style-type: none"> Ethics (1 day). |

| | Administrative & Clinical Activities | Ongoing Quality Enhancement Activities | Training |
|--|--|--|---|
| Two weeks prior to full program start up | Hiring <ul style="list-style-type: none"> Hiring of therapists is completed. | | |
| Two weeks prior to full program start up | | | Therapists <ul style="list-style-type: none"> Homebuilders Core Curriculum (4 days). |
| One week prior to full program start up | Local Relationships <ul style="list-style-type: none"> Regional kick-off meetings: consultants, supervisors and therapists meet with referents to begin building relationships. | | Therapists <ul style="list-style-type: none"> Client Records; NCFAS; Online Data Manager (2.5 days). Support Staff <ul style="list-style-type: none"> Use of web-based Online Data Manager (1 day). |
| First month of full program start up (when therapists begin accepting referrals) | Client Services <ul style="list-style-type: none"> Therapists shadow the supervisor or a senior therapist Therapists take their first referral. Supervisors attend intake session with each therapist. Supervisors begin facilitating weekly case consultation meetings with the team. Supervisors begin accompanying each therapist on one full intervention (first one therapist, then another, etc.). The supervisor's role during the initial training intervention varies depending upon the therapist's skills and training needs. | Year 1 Quality Enhancement Activities <ul style="list-style-type: none"> Weekly clinical and program support provided by the consultants, which includes attending the team case consultation meeting by phone or on-site (up to 2 hours per week), and providing feedback and support to the supervisor (up to 1 hour per week). Consultants help identify which therapists the supervisor will accompany initially for a full intervention, and what the supervisor role should be with each of the interventions. | |

| | Administrative & Clinical Activities | Ongoing Quality Enhancement Activities | Training |
|---------------------------|---|---|---|
| First month | <p>Professional Development Plans</p> <ul style="list-style-type: none"> Supervisors develop an initial professional development plan with each therapist, including a timeline for taking 2nd referrals. <p>Client Services</p> <ul style="list-style-type: none"> When approved by consultants, therapists take a 2nd referral. | <p>Professional Development Plans</p> <ul style="list-style-type: none"> Consultants assist supervisors in developing initial professional development plans for each therapist. Consultants and Children's Administration staff meet quarterly via conference call to address implementation issues. | |
| Fourth month | | <p>Year 1 Quality Enhancement Activities</p> <ul style="list-style-type: none"> Site visits (2 visits per site; 2 days per site). The initial site visit must be completed within 4 months of full start up. The second must be completed by the end of the first year. During the site visits the consultants will: <ul style="list-style-type: none"> Accompany each therapist on at least one home visit; Attend case consultation; Meet with the supervisor and program manager; and Produce Homebuilders Site Visit Report; Assist site in developing a Quality Enhancement Plan. Consultants develop Quality Improvement Plans as needed for therapists, supervisors, and agencies. Supervisors, program managers (optional), CA staff and consultants meet twice per year to foster mutual support and address implementation issues. | |
| Third through ninth month | <p>Client Services</p> <ul style="list-style-type: none"> Supervisors accept their remaining five referrals. | | <p>Supervisors and Therapists</p> <ul style="list-style-type: none"> Cognitive / Behavioral Interventions (September 2008: 2 days). Relapse Prevention / Motivational Interviewing (3 days). Advanced Assessment and Outcome-Based Service Planning (2 days). |

Year Two

| | Ongoing Quality Enhancement Activities | Training |
|-------------|--|--|
| Second year | <p>Year 2 Quality Enhancement Activities</p> <ul style="list-style-type: none"> • Bi-weekly clinical and program support by the consultant, which includes attending the team case consultation meeting by phone or on-site (up to 2 hours per week), and providing feedback and support to the supervisor (up to 1 hour per week). • Online Data Manager clinical documentation review and feedback (review and provide feedback regarding referrals, assessments, service plans, service logs, exit summaries). • Record reviews (1-2 full records per therapist). • Crisis consultation and support – phone consultation available 24/7 to the supervisor for additional support and crisis consultation on an as needed basis. • Online Data Manager technical support – phone consultation as needed, up to 8 hours per site per year. • Site visit (2 days per site). Must be completed by the end of the fourth month of full implementation. During the site visits the consultants will: <ul style="list-style-type: none"> ○ Accompany each therapist on at least one home visit; ○ Attend case consultation; ○ Meet with the supervisor and program manager; ○ Produce Homebuilders Site Visit Report; ○ Assist site in developing a Quality Enhancement Plan • Site review (3 days per site, depending on size of team). The review must be completed by the end of the first year.. The review will include a comprehensive assessment of model fidelity and program outcomes. • Consultant develops Quality Improvement Plans as needed for therapists, supervisors or the agency. | <p>Supervisors and Therapists</p> <ul style="list-style-type: none"> • Improving Decision Making through Critical Thinking (2 days). • Self-Advocacy for Family Members (1 day). • Addressing Domestic Violence: Strategies for In-Home Practitioners (2 days). <p>Supervisors</p> <ul style="list-style-type: none"> • Fundamentals of Supervision Part 3: Implementing ongoing quality enhancement processes (supervisors only; 2 days). <p>Newly Hired Therapists</p> <ul style="list-style-type: none"> • Replacement Fundamentals (5 days) offered twice during the year. |

Year Three and Ongoing

| | Ongoing Quality Enhancement Activities | Training |
|------------|---|---|
| Third year | Quality Enhancement Activities <ul style="list-style-type: none">• Individualized schedule of site quality enhancement activities based on staff and program performance.• Individual sites may be returned to year 1 & 2 quality enhancement activities based on supervisor or significant therapist turnover in a site. | Supervisors and Therapists <ul style="list-style-type: none">• Supervisors and therapists participate in at least 1 day of Homebuilders training per year.• Replacement trainings, as needed.• Newly developed trainings, as needed. |