

# Appendix I: Policies and Procedures Checklist

## Organizational Information

### Address:

- |  |  |
|--|--|
| <input type="checkbox"/> Host organization name                          | <input type="checkbox"/> Affiliate's division/department within the organization |
| <input type="checkbox"/> Affiliate name                                  | <input type="checkbox"/> Affiliate Plan  |
| <input type="checkbox"/> Mission statement                               | <input type="checkbox"/> Advisory committee                                      |
| <input type="checkbox"/> Other programs/services within the organization |  |

## Intake and enrollment policy

### These procedures should address:

- |  |   |
|--|---|
| <input type="checkbox"/> The community/families you are designed to serve (including demographics, cultural backgrounds, geographic locations) | <input type="checkbox"/> Resource connections for families that don't meet eligibility criteria or must be placed on a waiting list |
| <input type="checkbox"/> How long services are offered to families (duration)  | <input type="checkbox"/> Required outreach and steps to take to engage families that have not responded (before any visits)         |
| <input type="checkbox"/> Eligibility criteria and process for determining eligibility  | <input type="checkbox"/> Expected timeframe for first foundational visit  |
| <input type="checkbox"/> Intake process steps  | <input type="checkbox"/> Consent for services/enrollment  |
| <input type="checkbox"/> Keeping and managing a wait list  |   |

## Services provided to families policy

### These procedures should address each of the following services including timeframes (e.g., within 90 days) and frequency (e.g., twice monthly):

- |  |  |
|--|--|
| <input type="checkbox"/> Family-centered assessment          | <input type="checkbox"/> Group connections                 |
| <input type="checkbox"/> Goal setting and review of progress | <input type="checkbox"/> Child screening and referral      |
| <input type="checkbox"/> Personal visits                     | <input type="checkbox"/> Resource connection and follow-up |

## Family engagement and retention policy

### These procedures should address:

- |  |  |
|--|--|
| <input type="checkbox"/> Steps that parent educators take to reengage families after gaps in services, or when scheduled visits are missed | <input type="checkbox"/> Participant grievances  |
| <input type="checkbox"/> Ongoing engagement strategies   | <input type="checkbox"/> Maintaining services to families when there is staff turnover   |
| <input type="checkbox"/> Accommodations for disabilities   | <input type="checkbox"/> Ways to increase opportunities for families to provide feedback |
|  | <input type="checkbox"/> Steps a family may take if unsatisfied with service             |

## Transition Planning and Exit

### These procedures should address:

- |   |   |
|---|---|
| <input type="checkbox"/> Exit criteria, including when and how to exit a non-participating family | <input type="checkbox"/> Types of transition supports and services to be considered |
| <input type="checkbox"/> When transition planning begins (planned exits)                          | <input type="checkbox"/> Those included in transition planning                      |

## Confidentiality

### These procedures should address:

- |  |   |
|--|---|
| <input type="checkbox"/> Participant access to their records | <input type="checkbox"/> Personal visit privacy measures            |
| <input type="checkbox"/> Release of information              | <input type="checkbox"/> Legal requirements to disclose information |

## Data collection and documentation of services policy

### These procedures should address:

- |  |  |
|--|--|
| <input type="checkbox"/> Data management system  | <input type="checkbox"/> How and when file reviews are done  |
| <input type="checkbox"/> Family file contents, timeframes for completing each item in the family file and methods of storage | <input type="checkbox"/> Outcomes that are measured, outcome measures used, how/when data is collected, how/when outcomes data is analyzed |
| <input type="checkbox"/> How long records are kept, how they are kept secure and how they are destroyed                      | <input type="checkbox"/> Continuous quality improvement  |
|  | <input type="checkbox"/> Methods for and frequency of family feedback  |

## Orientation and training for new staff policy

### These procedures should address:

- |   |   |
|---|---|
| <input type="checkbox"/> Required training before delivering services to families | <input type="checkbox"/> Shadowing  |
| <input type="checkbox"/> When/how orientation of new staff takes place            | <input type="checkbox"/> Observations   |
| <input type="checkbox"/> Additional training/coaching through the first year      | <input type="checkbox"/> Documentation of orientation and training of new staff |

## Supervision and professional development policy

### These procedures should address:

- |  |   |
|--|---|
| <input type="checkbox"/> Number of parent educators that report to each supervisor   | <input type="checkbox"/> Observations of second year+ parent educators  |
| <input type="checkbox"/> When/how reflective supervision for parent educators and supervisors who carry a caseload takes place, as well as what is covered during reflective supervision | <input type="checkbox"/> Observations of group connections  |
| <input type="checkbox"/> Frequency, length, and general content of staff meetings  | <input type="checkbox"/> Annual performance reviews and ongoing professional development                          |
|  | <input type="checkbox"/> Documentation of staff meetings, supervision, observations, and professional development |

## Parent educator safety policy

### These procedures should address:

- |  |   |
|--|---|
| <input type="checkbox"/> Training on parent educator safety                        | <input type="checkbox"/> Outdoor safety and travel        |
| <input type="checkbox"/> Sharing of schedules and communication while in the field | <input type="checkbox"/> Safety during personal visits    |
| <input type="checkbox"/> Guidance around preparedness                              | <input type="checkbox"/> Communicable disease precautions |