

American Samoa Early Intervention Program General Supervision System

Quality Assurance/Compliance Chart Review¹

The Helping Hands Program Manager/Compliance Officer, Program Coordinator, and the Data Entry Tech conducts chart reviews of all charts of each Service Coordinator. Chart information will be cross referenced with the database for reliability.

Group Supervision

- A. Weekly staff meetings are conducted every Mondays to discuss clinical issues, programmatic updates, case consultations, and present weekly service/caseload reports. The Part C Coordinator and Compliance officer/Program Manager will be present at weekly staff meetings. Compliance officer/Program Manager will have time during weekly staff meetings to discuss specific findings of noncompliance, correction of noncompliance and other issues related to ongoing compliance monitoring. During these staff meetings, service coordinators are given the time to discuss updates or any issues with their weekly services. The data entry tech also provides a report of any data that is missing within the child's physical charts and in the database to which the service coordinators are given the next staff meeting to complete what is reported missing; this internal report is called Return Tracking List (RTL).

- B. Staff development: Part C Coordinator, Program Manager/Compliance Officer, and the SSIP Coordinator will carry out quarterly staff development sessions with service coordinators and service providers. Topics are determined utilizing the DEC checklist assessments. Possible topics/exercises include:
 - Natural environments and family-centered service delivery models
 - IDEA regulations and changes
 - Documentation
 - Team building
 - Sharing information on specific diagnoses/disorders
 - Assessment/Evaluation procedures

*Other training and personnel development will be identified and implemented as needed. This could include professional training, both onsite and off-island and individualized training based on identified staff' needs.

Weekly Service/Caseload Reports (WCRs)

Each staff person who provides home visits/services to Helping Hands families' track the number of home visits/services completed and names of each child visited/serviced during each week. Each staff person is required to carry out their weekly scheduled services and report it to the group at staff meetings. The Helping Hands Program Manager/Compliance Officer cross checks home visits listed on Weekly Service Reports with progress and service delivery notes on the database. The Helping Hands Program Manager/Compliance Officer totals weekly targets to verify if monthly goals have been met. Helping Hands Staff Members who miss their monthly goals by 25% or more receive verbal or written notice, accordingly.

Individual monthly Supervision

Compliance officer/Program Manager performs individual supervision meetings with service coordinators, child find coordinator, and the data entry tech after monthly chart reviews and home visits and on an "as needed" basis. This supervision can include the following:

- Review of all individual cases
- Review task list and develop future task list, when necessary

*All supervision will be documented in administrative files. The administrative files will include:

- Dates and descriptions of staff development topics
- Supervision notes from individual and group supervision
- Task lists, including dates assigned and completed

IFSP Data Entry and Reviews

Service Coordinators are expected to submit each IFSP after development to the Data Entry tech for database input and review before it is submitted to the Program Manager/Compliance Officer for final review. The Helping Hands Program Manager/Compliance Officer and Data Entry tech reviews all IFSPs that are developed for proper completion and for quality assurance. Each newly

developed IFSP or IFSP with changes is forwarded to the Helping Hands Data Entry Tech for input into the database and the Manager/Program Manager conducts a final review before filing. Service Coordinators receive individual verbal and written feedback promptly after the review.

Supervised Home Visits

The Helping Hands Program Manager/Compliance Officer will accompany service coordinators and service providers on selected home visits. Each service provider and service coordinator will participate in a supervised home visit each month.

Verification of Contractors/Contract Services:

Contractors submit invoices for services provided to the Program Manager/Compliance Officer for initial review and approval. The Program Manager/Compliance Officer reviews the progress notes and evaluation reports submitted for quality assurance and cross reference physical chart with the database. Upon completion of the initial review, the service provider invoice is submitted to the program coordinator for final review and approval. The Program coordinator may return to the service provider if an issue is found, i.e. question regarding amounts or totals reflected on invoice. The invoice is then submitted to the Lead Agency finance office to be routed to necessary American Samoa government agencies for final payment processing.

Exit Record Review:

Data Entry Tech reviews all exit records to ensure that all required documents are in the physical chart and properly synchronized with the database. An audit form is used to document the results of the audit and all audited charts are returned to the Program Manager/Compliance Officer for final review. The Program Manager/Compliance Officer will review the documentation and determine if action will be taken in regards to any issues found. In an effort to manage the exit audit process a data field has recently been added to the child record in the database to record the exit audit date.

Quarterly APR Indicator Data Review:

APR Indicator data reports are generated on a quarterly basis to evaluate performance on APR indicators and to identify possible noncompliance. The Program Manager/Compliance Officer works closely with the Data Consultant to generate necessary reports. The Program Manager/Compliance Officer will review all reports and develop a summary related to each indicator. This

summary will include any noncompliance identified, progress/improvements from previous quarter, correction of previous noncompliance, slippage from previous quarter, corrective action plans for any noncompliance identified. The Program Manager/Compliance Officer will review the summary with the Part C Coordinator and will also report such findings to program staff during staff meetings. The Program Manager/Compliance Officer will also conduct individual monthly supervision meetings with necessary program staff to discuss findings of quarterly reviews and corrective action plan.

Family Survey

In an effort to effectively measure family involvement, the American Samoa Early Intervention Program (ASEIP) administers the Family Survey tool developed by the Early Childhood Outcomes Center (ECO). A survey is conducted to all families who exit the program who have been receiving services for six consecutive months. During the 90-day transition meeting, the Program Manager/Compliance Officer in partnership with the local EHDI program, meets with the parent and/or caregiver to administer the family survey. The family survey is available both in English and Samoan and families are given the option to complete the surveys via phone call, email, be sent in their mailbox. The Program Coordinator reviews each survey and examines specific responses which may indicate concerns with family involvement and concerns regarding services received by families. Upon completion of the family survey review, the Program Coordinator forwards the completed family surveys to the Data Consultant for data entry and analysis. The Program Coordinator uses information gathered from the family survey review to develop training priorities and program improvement activities. This information is used to plan, developed and implement necessary training and improvement activities to address results of the family survey reviews.