



# Network Quality Improvements

Lessons Learned from Program Review Findings



# Network Quality Improvements

- Training Needs
- Relationship with the LMHC
- Program Monitoring
- Fiscal Responsibility
- Collaborations



# Program Review Process

## **Phase I**      May 2021 –November 2021

- Review of program responses
- Request additional documentation when needed

## **Phase II**      November 2021 – February 2022

- Schedule site visits to share findings
- Provide a written summary of next steps
- Assist program in developing goals

## **Phase III**      February 2022-June 2022

- Development of individualized workplans to start July 1, 2022



# Workplan timeline – tentative



- Request volunteers to utilize the workplan format and provide feedback. January- February 2022
- Participate in conversations/training on the workplan format February – March 2022.
- Workplan format released to the FRC network April 2022
- Trainings on how to complete the template April – May 2022
- Completed workplans submitted to CSM due June 1<sup>st</sup>, 2022
- FY 23 Workplan starts July 1, 2022

# Training

- New Staff Orientation – 9 half days to cover essential elements
- Managers and Directors Orientation (in process)
- Evidence Based Evidence/Informed practice
- Family Strengths and Needs Assessment (FSNA)
- Family Support Planning (FSP)
- Other trainings as needed to improve practice



# Relationship with LMHC

- We have identified best practices and the essential elements of what constitutes a good agreement
- Will provide guidance on best practices to strengthen the agreements and relationship between the FRCs and their LMHC



# Program Monitoring

- Provide Program Managers and Directors with the tools to better understand their data.
- CRM updates to offer a variety of reporting formats and increase access to CRM data
- Development of a workplan to better understand FRCs progress in meeting the required benchmarks and their needs for technical assistance and training.
- Next steps in DEI practice, FRCs will identify individual goals within their workplan to support the development of more inclusive programs.



# Fiscal Responsibility

- Resources allocated to the FRCs are utilized to strengthen the programs, improve practice and meet the needs of their communities.
- Encourage dialog between Program Directors and Fiscal Managers to identify and support program needs.





# Staffing Pattern

Review existing staffing patterns to operate programs that meet the demand of their communities by hiring additional staff beyond the minimal requirements.

	Program Director	Program Manager	Family Support Worker	Clinician	Family Partner	School Liaison
Full-Service FRC	0.5 to 1.0 FTE preferred	1.0 FTE preferred	2.0 FTE	1.0 FTE	1.0 FTE	1.0 FTE
Micro FRC	0.5 FTE preferred	1.0 FTE preferred	1.0 FTE	.5 FTE	.5 FTE	.5 FTE



# Collaborations

The FRCs have developed an extensive network of local collaborations to support their families reach needed services

- Strengthen relationships by developing written MOUs that identify roles and responsibilities that benefit both parties

