

## **Children's Administration Quality Assurance Requirements for SafeCare Providers**

1. Steps to becoming a SafeCare certified coach:
  - a. Complete the 2 day SafeCare coach training.
  - b. Complete the certification process by:
    - (1) Listening to 6 HV sessions, 2 from each module
    - (2) Score the HV's fidelity in the Safecare Portal and complete a coaching session for each HV session you listen to
    - (3) Submit the HV recording and the coaching session recording to a trainer and pass with 85% fidelity
  
2. Ongoing coach fidelity requirements:
  - a. For New Home Visitors, not yet certified: Monitor three sessions from each of the modules: Health, Home Safety and PCI/PII for nine total, if possible observing two of those fidelity monitoring sessions live, in person.
    - (1) Observe and use a fidelity checklist (input into the Safecare Portal) to ensure each Home Visitor's adherence to the SafeCare model; and
    - (2) Review and discuss observations and fidelity checklist of each session with each Home Visitor.
    - (3) Until certified, conduct weekly fidelity monitoring/coaching meetings.
  - b. For Certified Home Visitors: Beyond fidelity monitoring for the first 9 sessions, conduct fidelity monitoring one time per month, ensuring that over one year all modules of SafeCare are observed.
    - (1) This can be done by in-home observation and/or audio-recording review.
    - (2) After becoming certified, conduct monthly meetings to ensure fidelity and review recordings listened to. Input model fidelity reviews into the SafeCare Portal.
  - c. All Home Visitors: Ensure ongoing SafeCare model fidelity by:
    - (1) Providing instruction when necessary to Home Visitors;
    - (2) If a HV falls below 85% in any recording, the coach will meet with that HV and listen to the two following sessions, and any sessions thereafter until

the HV reaches 85%.

- (3) After Home Visitors are certified for two years the coach can listen to recordings quarterly. However, it is still recommended that the coach meet with the Home visitor monthly.
- d. SafeCare Coaches must carry a minimum of one case at any given time.
- e. Participate in bi-monthly quality assurance phone calls with a SafeCare trainer/CA staff.
- f. Submit a minimum of 2 coach recordings per year and achieve 85% reliability. Coaches will be notified 30 days in advance of when they need to submit a coach session and the accompanying HV session via the SafeCare Portal.

### **SafeCare Home Visitor (provider) Fidelity**

1. Steps to becoming and SafeCare Certified Home Visitor (provider)
  - a. Complete the 4 day Home Visitor Training
  - b. Complete the certification process by:
    - (1) Submit 9 sessions to your coach, 2 from each module
    - (2) Complete a coaching session for each of these recordings
    - (3) Pass each session with 85% fidelity

### **Ongoing Home Visitor Certification Requirements:**

1. For Certified Home Visitors: Submit one recorded session per month to your coach and receive an 85% fidelity score.
  - a. Attend monthly meetings to ensure fidelity and review recordings listened too.
  - b. After two years of being certified, the HV can submit recordings to their coach quarterly, but monthly check-ins between coach and HV are still strongly recommended.
2. All Home Visitors: Ensure ongoing SafeCare model fidelity by:
  - a. If a HV falls below 85% in any recording, the coach will meet with that HV and listen to the two following sessions, and any sessions thereafter until the HV reaches 85%.