

## **First Steps / Cluster F & Cluster I Quality Assurance & Supervision Plan**

One-on-one supervision is provided to all Service Coordination staff at a minimum monthly. This is an essential piece of Quality Review. These closed-door supervision sessions provide opportunity for Managers to create an environment that encourages staff to grow and develop their skills while at the same time holding them accountable for the quality of their work. The sessions provide support and motivation and also facilitate clear, open communication between staff and management.

Service Coordinators receive at least one supervision session per month with their region Manager or Assistant Manager. Assistant Managers receive at least one session per month with region Manager. Each session's discussion is recorded on Supervision Documentation forms during the session and those forms are stored in each Manager's regional QR binder. Managers receive supervision sessions with the SPOE Supervisor as needed. The SPOE Supervisor and the LPCC Coordinators also receive supervision sessions with the Director as needed. The First Steps Management Team meets as a group monthly, or more often if needed.

Each supervision session is scheduled in advance and every effort is made to protect that time in order to avoid reschedules (on the Manager's part). This serves a purpose to send a message to staff that their time together is an important part of the Manager's day. Service Coordinators bring their Tracking Tool and/or a completed SC Caseload Quarterly To Do List with them to the session to aid in caseload review. A key part of each session is putting a Staff Development Plan in place for skill development over the following month. At the conclusion of each session, the next session is scheduled and a copy of the completed Supervision Documentation form is given to the staff person.

In addition to supervision sessions, other internal quality review measures are in place to provide comprehensive monitoring of Service Coordinator performance. Assistant Managers and Managers are also responsible for shadowing their Service Coordination staff on home visits at least annually. Copies of these Staff Observation Reports are maintained in each Manager's regional QR binder.

All Service Coordination staff attend staff meeting. More often than not, an in-service training related to early intervention and/or home visitation is provided to aid in professional development.

Managers are responsible for multiple office locations. Each is expected to visit their sites at least one time per month (although they are frequently there several times per month) and provide timely phone and email support.

New staff and staff who are on corrective action receive more than one supervision session per month. The number is determined by where they are in the training process or what type of corrective action is being taken.