

Purpose: The following table provides a general overview of significant changes in the HFA 8th Edition Best Practice Standards, including impacts by role and general timeframes for implementation in FY 22-23. The updated *First Steps Policies and Procedures (P&P) Manual Edition 9* outlines many of these changes in more detail. This table may be used as a starting point to review general changes and is not a replacement for a thorough review of policy and practice updates. AAP-CA3 will continue to offer guidance and support as the network adopts these changes.

- [Standard 1](#)
- [Standard 2](#)
- [Standard 3](#)
- [Standard 4](#)
- [Standard 5](#)
- [Standard 6](#)
- [Standard 7](#)
- [Standard 8](#)
- [Standard 9](#)
- [Standard 10 & 11](#)
- [Standard 12](#)
- [Governance & Administration](#)

FY 22-23 IMPLEMENTATION

JULY

- Hopping up to the FROG!
 - Personalized Creative Outreach
 - Autonomy for Level 1 families - flexible visits and level transition based on progress
 - Capturing the FROG story in service planning
- Focus on goal-setting throughout services
 - Partnering on CHEERS & reduced documentation!
 - Pacing caseload assignments
 - Reflective supervision

SEPT.

- Tracking initial engagement to plan outreach & address service gaps
- Strategies to improve engagement

OCT.-DEC.

- Promoting Safer Sleep

AS NEEDED

- Flexibility in hiring criteria with HFA experience
- Quick Start Orientation training for new hires
- Enhanced training topics for new hires

SPRING *Updates done by Spring 2023 AAP-CA3 Site Visit*

- Annual service projections
 - Monitor receipt and barriers for well-child visits
 - Promote immunizations with families
 - Reflective supervision for supervisors!
- Annual site quality improvement goal(s)
 - Family rights language
 - Tracking and follow-up on suspected cases of abuse/neglect



HFA overhauled standard 5 with new sections related to staff development, partnering with families, community advocacy, and developing an equity plan.

AAP-CA3 will work with sites and hold conversations throughout FY 22-23 to support the network with this standard.

Stay tuned!

STANDARD 1: INITIATE SERVICES EARLY, IDEALLY DURING PREGNANCY

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
1-1.A Program Eligibility Description	<ul style="list-style-type: none"> Shift from description of “target population” to eligibility criteria with annual projections of number of families to be served. 	Update description and include annual service projections. Ensure advisory board reviews at least every 4 years			Update by Spring FY22-23 AAP-CA3 site visit
1-1.C Tracking Referrals & Capacity	<ul style="list-style-type: none"> Shift from annual tracking of referrals from target population to quarterly tracking of # of referrals by source and family eligibility. Data used to monitor capacity and develop strategies to fill slots or reduce gaps in service availability. 	Work with evaluator(s) to develop process for quarterly tracking and developing strategies. Connect w/ AAP-CA3 for support.			September 2022 to align with release of Acceptance Tableau Dashboard
1-2.B Tracking Initial Engagement	<ul style="list-style-type: none"> Standard adds more specific language for tracking. Site tracks each family referred – length of time from referral to offer of services, whether able to establish initial contact, whether services offered and when. 	Work with AAP-CA3 and evaluator(s) to QA data and Tableau dashboard.			Tableau Dashboard released in September 2022
1-2.C Strategies to Improve Engagement	<ul style="list-style-type: none"> Develop strategies to improve initial engagement (referral to offer of services). 	Review Initial engagement data annually to develop strategies for improvement.			September 2022 following review of data

STANDARD 2: STANDARDIZED ASSESSMENT TOOL (FROG)

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
2-1.A-D FROG	<ul style="list-style-type: none"> FROG replaces PSCO. Reason for missed domains is documented in FROG. Domains not yet discussed are noted for inclusion in later discussions and the FSP and reasons. Caregivers not present are not scored (mark domains w/ UR). 	Ensure all supervisors and staff transition to the FROG in July 2022.	Monitor FROG implementation, provide staff feedback, and support skill development over time.	Fully transition to the FROG in July 2022. Continue to build on skills to engage families.	July 1, 2022
2-2.A-B FROG	<ul style="list-style-type: none"> FROG replaces PSCO as eligibility assessment. 	Support supervisors and staff to fully transition to the FROG in July 2022.	Support staff in developing skill to implement the new FROG tool.	Use FROG as new assessment tool and work with Supervisor to enhance understanding.	July 1, 2022

STANDARD 3: OFFER SERVICES VOLUNTARILY

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
3-3.A-B Creative Outreach	<ul style="list-style-type: none"> Greater emphasis placed on documentation of personalized activities used to engage families on CO. 		Ensure CO Level Change Form includes documentation of specific activities used.	Document personalized activities used to engage families.	July 2022

STANDARD 4: OFFER SERVICES INTENSELY

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
4-1.A Weekly visits	<ul style="list-style-type: none"> All families (including transfers and re-enrollments) are offered weekly visits at the start of services. Families no longer need to stay on Level 1 for 6 months as long as all other criteria are met before moving to Level 2 Level 1 families challenged to meet weekly (e.g., school, work conflicts) who request less frequent visits may be placed on Level 1b with biweekly visits <ul style="list-style-type: none"> Must receive weekly visits for a minimum of 3 months 		Ensure all families are offered weekly visits at the onset of services. Discuss level transitions and circumstances when Level 1 families request less frequent visits (e.g., Level 1b) w/ FSS.	Offer all families weekly visits when services begin. Discuss Level changes with supervisor (e.g., Level 1b, Level 2, etc.).	Sites may begin implementing in July 2022
4-2.D Level Changes w/ Families	<ul style="list-style-type: none"> New emphasis on celebrating progress and achievements with families and discussing change in visit frequency prior to level transition 		Discuss family progress and opportunities to celebrate in supervision.	Celebrate progress and discuss change in visit frequency with families prior to level changes.	July 2022 (if not currently in practice)

STANDARD 5: DIVERSITY, EQUITY AND INCLUSION

HFA overhauled standard 5 with new sections related to staff development, partnering with families, community advocacy, and developing an Equity Plan. **AAP-CA3 will work with sites and hold conversations throughout FY22-23 to support the network with this standard. Stay tuned!**

STANDARD 6: PROMOTE PCI, CHILDHOOD GROWTH AND DEVELOPMENT

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
6-1.A-C Family Service Plan	<ul style="list-style-type: none"> • Incorporates language on pacing & prioritization of activities outlined in the FSP • Any item rated 4 or less on CCI will be added to FSP • Domains not discussed during FROG will be discussed with the family and updated in FSP as needed 		Support FSS in identifying discomfort with any FROG domains. Ensure reasons for missed domains are documented and these domains are noted for later discussion and inclusion in FSP.	Discuss pacing and prioritization of activities outlined in FSP with Supervisor and implement with families.	July 1, 2022
6-2.A-C Family Goals	<ul style="list-style-type: none"> • Focus on goal setting as an activity throughout services, with new goals set as previous goals are retired. 		Support FSS in working with families on goal setting as a process.	Focus on the process for goal setting as an activity throughout services.	July 2022
6-3.A-E Parent-Child Interactions CHEERS	<ul style="list-style-type: none"> • Emphasis on “partnering” with families to assess PCI using CHEERS • Documentation reduced from 6 -> 3 domains each visit • Remaining CHEERS are observed at the next visit 		Monitor trends in CHEERS documentation and ensure all domains are observed with all families.	Focus on quality in CHEERS documentation and partner with families in promoting positive CHEERS and addressing concerning CHEERS. A minimum of 3 domains are documented each visit and all 6 across 2 visits.	Sites may begin implementing July 1, 2022

HFA 8th Edition Best Practice Standards Updates Summary Table

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
6-4.D Safer Sleep	<ul style="list-style-type: none"> Added requirement for promotion of safer sleep with all pregnant parents and families with infant birth to 12 months 		Review HVRs to ensure staff promote safer sleep with all pregnant parents and families with an infant birth to 12 months.	Discuss safe sleep with all pregnant parents and families with an infant birth to 12 months and share safer sleep information/resources (e.g., Baby TALK).	October – December 2022

STANDARD 7: HEALTH CARE AND COMMUNITY RESOURCES

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
7-1.C Well-child Visits	<ul style="list-style-type: none"> Adds requirement to monitor receipt of well-child visits and develop strategies to address barriers. 	Review data on barriers in access to/receipt of Well-child visits and develop strategies to address.	Monitor completion of Well-child information on Child Follow-up.	Document completion of Well-child visits on Child Follow-up along with barriers in access.	2023 following release of Tableau Dashboard
7-2.A Immunizations	<ul style="list-style-type: none"> Additional focus on sharing information on immunizations and tracking and following up on missed appointments. 		Work with FSSs to identify opportunities to engage families in conversations about immunizations.	Share information to promote and educate families on the importance of immunizations. Follow-up with families on missed appointments. Document in HVR.	Begin conversations on how to support families in July 2022. AAP-CA3 will review HVRs for discussion with families during 2023 site visit.

HFA 8th Edition Best Practice Standards Updates Summary Table

STANDARD 8: LIMITED CASELOAD SIZES

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
8-1.A-B Caseload Size	<ul style="list-style-type: none"> Recommendation for gradually increasing caseloads for new staff: 1) employed 1-2 years = 10-12 families and 2) 3 or more years = 15-20 families Monitoring will only look at max case weight of 30 points 		Consider length of time in role when assigning caseloads.		July 2022

STANDARD 9: SERVICE PROVIDER SELECTION

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
Standard 9 Screening and Selection of New Staff	<ul style="list-style-type: none"> Added flexibility to hiring program managers/supervisors with previous HFA experience. 	Review hiring criteria and update internal job descriptions as needed.			Review hiring practices and update in FY 22-23 if needed

STANDARD 10 & 11: MODEL SPECIFIC TRAINING & TRAINING TO FULFILL JOB FUNCTIONS

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
10-2.A Quick Start Orientation	<ul style="list-style-type: none"> All staff hired after 1/1/22 take HFA's Quick Start training on the HFA LMS 		Ensure new hires take HFA's Quick Start training.	Complete Quick Start training if hired after 1/1/22.	As new staff are hired
Standards 10-11 Training	<ul style="list-style-type: none"> Timeframe/topic shifts further outlined in policy updates Timeframes for completion shortened for Supervisors Many trainings no longer required for new Program Managers 		Review updated training policies and coordinate with AAP-CA3 to ensure staff receive required trainings.	New staff complete all required trainings as outlined in the policy manual.	As new staff are hired and onboarded

STANDARD 12: ONGOING REFLECTIVE SUPERVISION

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
12-2.A Reflective Supervision and Shadowing	<ul style="list-style-type: none"> Greater emphasis on reflective supervision in documentation 		Use the supervision recipe to document reflective conversations in the SPS/FPR		July 2022
12-3.C Reflective Supervision of Supervisor	<ul style="list-style-type: none"> Shift from recommending <i>reflective supervision</i> to requiring at least bimonthly <i>reflective supervision</i> for supervisors. 	Review current practice for providing reflective supervision to supervisors and ensure all supervisors receive a minimum of bimonthly reflective supervision.			Ensure all supervisors receiving at least bimonthly supervision by Spring 2023 site visit

GOVERNANCE & ADMINISTRATION

Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
GA-2.B Quality Improvement Plan	<ul style="list-style-type: none"> Replaces previous standards on developing improvement strategies (acceptance, home visit completion, retention) Instead of creating separate plans for individual standards, sites will annually develop one or more quality improvement goals based on data including steps to monitor progress and follow-up mechanisms 	Review site data including acceptance, retention, home visit completion, etc. to develop at least one quality improvement goal annually with steps to monitor progress and mechanisms for follow-up.			Coordinate with AAP-CA3 to review data and identify goals for improvement in FY 22-23

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Standard #	What Changed	Impact on PMs	Impact on Supervisors	Impact on FSS	Timeframe to Implement
GA-3.A Rights & Confidentiality	<ul style="list-style-type: none"> • Rights and Confidentiality forms must include language: <ul style="list-style-type: none"> ○ The right to be treated fairly, with courtesy and respect 	Ensure Rights & Confidentiality forms include new language.			AAP-CA3 will look for form update during 2023 site visit
GA-4.A-C Child Abuse & Neglect Reporting	<ul style="list-style-type: none"> • Adds requirement for tracking system on reports to ensure safety concerns addressed and follow-through occurs 	Review current process for tracking reports and ensure at a minimum the following is documented: <ul style="list-style-type: none"> • Client ID • Date reported/suspected • Follow-up or date follow-up documented in supervision notes 	Document when child abuse/neglect is suspected or reported along with follow-up.	Report suspected incidents of child abuse/neglect immediately to supervisor or program manager and proper authorities. Work with Supervisor to ensure safety concerns are addressed.	AAP-CA3 will review log during 2023 site visit