



NH Department of Health & Human Services  
Division for Children, Youth & Families

## DCYF Standard Operating Procedure

### 2600.2 SITE VISITS AND MONITORING

Policy Directive: **21-52**

Effective Date: **October 2021**

Implements Policy: **2600**

Approved:

Joseph E. Ribsam, Jr., DCYF Director

This SOP defines the quality assurance process for monitoring certified residential treatment programs.

#### Procedure

*The following information is to support the implementation of the above referenced policy. This document shall not preclude staff from using their professional judgement based on individual circumstances, consistent with the requirements of the policy.*

- I. The CPS/JJS Supervisor or Field Administrator will engage with the Program Specialist, or designee, to liaise with each certified residential treatment program.
- II. The Bureau of Children's Behavioral Health (BCBH) manages the site visits and monitoring on behalf of DCYF.
  - A. DCYF staff participate and support BCBH in this process.
- III. The Program Specialist or designee:
  - A. Coordinates the logistics and oversees site reviews to monitor the quality of service for programs who serve DCYF youth; and
  - B. Coordinates and collaborates with the DCYF PREA Coordinator in order to determine PREA eligibility for new residential treatment programs and ensure PREA eligible facilities adhere to the PREA Standards for Juvenile Facilities.
- IV. A team facilitated and coordinated by the Program Specialist will conduct bi-annual program site visits for certified in-state programs.
  - A. The Program Specialist will work with DCYF Bureau Chiefs, or designee(s), in order to determine the site review team members.
  - B. Site review teams are at the discretion of the Program Specialist and may include a variety of participants, dependent upon the program size, treatment specialty, population characteristics, location and current status of the program being reviewed.
    1. Members shall include:

(a) A Juvenile Probation and Parole Supervisor, or Juvenile Probation and Parole Officer at a minimum unless another arrangement has been made by the Program Specialist and Field Administrators.

2. Members may include:

(a) An individual with experience in assuring permanency and adolescent development programming;

(b) A parent partner/consultant;

(c) A young adult who was formerly in foster care;

(d) Other Administrators or Program Specialists who may have an interest in residential programming such as Interstate Compact Administrator, the DCYF PREA Coordinator, or Detention Compliance Monitor; and

(e) Others as determined by the Program Specialist.

V. Site review team members are responsible for:

A. Committing for the duration of the review once they accept a position on a review team;

1. Reviewers who have accepted a position but later determine they are not able to meet this commitment must contact the Program Specialist and assist in finding an approved replacement;

B. Completing assigned tasks and remaining on-site for the duration of the review. The Program Specialist must approve any exceptions;

C. Being an active participant in the review process. Team members are expected to provide:

1. Confidential, professional and respectful assessments and observations based on their area of expertise as it relates to the goals of the on-site review;

2. Identification of specific program component's strengths and challenges;

3. Best practice suggestions or program models that will assist in improving a program's practice; and

4. Identification of compliance or performance issues at the Exit Interview;

D. Staying focused on the program's site review without distraction by specific case content; and

E. Providing the Program Specialist with their verbal observations made throughout the process.

1. In addition, team members may be asked to provide a summary of their observations in writing to the Program Specialist.
- VI. When a compliance issue is detected, subsequent site visits may be conducted to support the program in achieving compliance.
  - VII. When a safety, licensing, or accreditation issue is identified, the Program Specialist informs the program of the concern and subsequently contacts the appropriate reporting entity such as Central Intake, child care licensing, or the accreditation body.
    - A. The Program Specialist may follow-up with the program or regulatory agency to determine what the regulatory agency has identified as appropriate corrective action if any.
  - VIII. Staff who have questions regarding the status or Corrective Action Plan of a residential treatment program can inquire with the Program Specialist.
  - IX. DCYF staff collaborate with the Program Specialist to ensure the following:
    - A. Effective identification and tracking of trends across programs through the use of analytical reports with input from subject matter experts;
    - B. Technical support is provided to residential treatment programs;
    - C. Certified residential treatment programs support the Division's mission and vision;
    - D. Compliance with applicable law pursuant to RSA 170-G and RSA 126-U;
    - E. Compliance with applicable rules in accordance with He-C 6350 and He-C 6420;
    - F. Compliance with applicable contracts;
    - G. Compliance with the Reasonable and Prudent Parent Standards in 42 USC 671;
    - H. Outcomes align with best practice and practice efficacy;
    - I. Consumer satisfaction with the services offered by the program; and
    - J. Timely written reports of findings with recommendations to the program.

### Frequently Asked Questions

#### **Q1. How are parents and youth prepared to be part of the onsite team?**

- A** The Program Specialist presents a training to parents and youth and provides any needed guidance. This will be coordinated with the Parent Partner Administrator.

#### **Q2. What do I need to do to be prepared for the onsite review as a staff?**

- A** DCYF staff do not need to prepare any materials. They do need to be available to be onsite for the entirety of the review. The Program Specialist can provide templates for

the interviews prior to the onsite review or a PowerPoint about the process, however that is not necessary as all team members will be provided instruction throughout the process.

### **Glossary and Document Specific Definitions**

A - B    C - D    E - F    G - I    J - L    M - N    O - Q    R - S    T - V    W - Z

### **Document Change Log**

<b>PD</b>	<b>Modification Made</b>	<b>Approved</b>	<b>Date</b>
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