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| **Fidelity and Quality Assurance – CDSME****Vision:** An integrated structure for program for training and program fidelity for all community partners under statewide license. | Need Addressed: * Required by Stanford, Health Care Systems and Payers
* Completion rate decreasing: Year I 77%, Year II 75%
* Lack of centralized fidelity and quality assurance procedures for organizations coming under state-wide license
* Little to no coordination of capacity building activities
* Leader data base out of date
* High percentage (30% or higher) of workshops starting with less than 10 participants
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| Target: Community based organizations with MOU’s (mandatory), optional for organizations with their own license. |
| **Outcomes****(Changes expected as a result of activities)** | **Activities** **(we will accomplish the following)** | **Outputs** **(evidence of service delivery)** | **Resources or Inputs****(In order to accomplish our activities we need)** |
| -Majority of workshops starting with 10 participants or more (same as Leader Trainings)-Completion rate of at least 75%-Newly trained leaders are either observed or paired with more experienced leaders.-Coordinated training offerings-Higher implementation rate (for newly trained leaders)-Workshop satisfaction data available at the state level-Reduce percentage of workshops starting with less than 10 participants by 20%-Well defined fidelity roles at the local and central level.-Consistent use of Workshop Evaluation Forms and Telephone Drop-out forms | -Workshop observations and calls with program coordinators to discuss challenges related to completion rates and identify best practices.-Offer at least 2 fidelity webinars for leaders and program coordinators (November 14 and January 15)-Request that all partners send a list of CDSME leaders, update data base-Revise MOU to include specific fidelity commitments such as use of evaluations, drop out telephone form and leader self-assessments- Send Weekly newsletter to partner agencies.-Develop protocols for coordination of capacity development activities and role of sponsoring organizations.-Develop internal workflow for coordination of leader trainings.-Website enhancement: make referral button, give universal access to leader training opportunities.-Hire and Train Referral Coordinator | Bi-monthly Webinars for leaders and Program CoordinatorsAnnual SYS Conference# number of active leaders by type of program% all leaders trained implementing workshops within 6 months of training.#of new leaders either observed or paired up with experienced leaders% percentage of workshops starting with 10 participants or more.- # of leaders observed-Leader observation protocols-Workshop and Leader Training request forms | NCOA DataObservation DataWorkshop Satisfaction DataHLCE calendar and Leaders PageHuman Resources:HLCE StaffEOEA: CDSME CoordinatorRegional Coordinators and Community PartnersFidelity Committee |