

B 14

Family Start Monitoring Template – October 2011

FAMILY START KPI MONITORING TEMPLATE

Provider Name: Family Start Papakura
 Provider Number: 1916
 Contract Number: 307366

1 December 2011 for period 1 November 2011 to 30 November 2011
 Venue: Papakura marae

Present: 9(2)(a) Regional Advisor Funding, 9(2)(a) Practise Advisor,
 9(2)(a) Whanau & Social Services Manager, 9(2)(a) Supervisor

General discussion

<p>1. Good news stories</p>	<p>Please comment on any good news stories or stories about how the programme made a difference to families / whanau lives.</p> <p>Last month: Three FS mothers are currently completing a Diploma in Early Childhood Education. Seven FS teen parents have graduated from Te Oranga Puumau Programmes facilitated through the Teen Parenting Service.</p> <p>This month: 12 Family Start families graduated AM/BTL and a good news article was published in the Papakura Courier.</p>
<p>2. Issues and trends in the community</p>	<p>What issues or trends have you noticed in the community to date?</p> <p>Last month: Two most noticeable trends are our whanau who are continually accessing budgeting services, and are experiencing financial difficulty.</p> <p>Update if there are changes from last report: Provider advised that families from FVIARS are not aware that they have been referred and when contacted by the provider they are less likely to engage with the service. Papakura Marae in discussion with FVIARS to try and resolve this issue.</p>
<p>3. Issues and trends with the Family Start programme</p>	<p>Are there any further issues identified since my last visit?</p> <p>Last month:</p> <ul style="list-style-type: none"> Weekly visits criteria is still ambiguous if the whanau presents as a high needs whanau in crisis and after 6 weeks of intensive needs assessment it is deemed they are now a low whanau do we reduce visits to monthly <p>Reducing visits from weekly to monthly is at the discretion of the</p>

	<p>providers as there has not been set a threshold although will be monitored by the contract manager. Providers are urged to position themselves at the high end of the spectrum by strengthening their initial screening assessments so that only high families are coming through the service. There will be exceptions, however monthly visiting is fairly low and given your location there should be other more appropriate services within that area that could better service those families.</p> <ul style="list-style-type: none"> • Still have not received eligibility criteria for FS whanau. <p>The new referral criteria is still being worked through - this will involve layers of engagement with national services, regional services and site specific referring agencies. As such the new form and criteria should be implemented by February 2012.</p> <p>Update if there are changes from last report:</p> <ol style="list-style-type: none"> Provider is concerned that when the new referral form and criteria being introduced in February next year could impact on their volumes. Provider advised that monthly stats for December 2011 and January 2012 will be affected as they are closed for the holidays from the 23/12/11 to 09/01/12.
4. Health of the organisation	<p>What is the current health of the organisation? Have there been any changes to the organisation i.e. governance, staffing etc.</p> <p>Last month: There have been no staffing or governance changes.</p> <p>Update if there are changes from last report: No changes</p>
5. CYF Approval review completed	<p>Refer to latest Approvals report – record when this was completed. Is there anything to follow-up? Record when the next visit due.</p> <p>Last assessment completed 15th September 2011. ID 86540 <input type="text" value="9(2)(a)"/></p>
6. Ahuru Mowai visit	<p>Record the last visit from AM/BTL team – anything to follow-up?</p> <p>Monitoring visit completed 22 – 24 February 2011 by <input type="text" value="9(2)(a)"/></p> <p>Next visit due January 2012.</p>
7. Review of the financials for Family Start (annually)	<p>Record the last review of Annual audited accounts Review of annual budget and expenditure on the Family Start programme</p> <p>Audited accounts for 30 June 2011 are near completion and due to</p>

be signed-off.

Family Start Budget shows a direct cost of \$113,473.00 for Services Management Fee. Please provide an itemised breakdown of what this cost covers?

Costs for the Services Management Fee cover:

- Building Lease
- Insurance
- Audit & Accounting Fees
- Wages
 - Operations Managers
 - CEO
 - Finance Manger
 - Caretaker
- Consultancy Fees
- Legal Fees
- Bank Fees
- Trustee Fees

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>1. Number and percentage of contracted volumes delivered (Monthly measure)</p> <p>Why? Tracking volumes contracted as well as demand for the service</p>	95%	<p>99.1% FS-Net Monthly Report Oct 2011</p> <p>Last month:</p> <p>98.5% FS-Net Quarterly Report July to Sept 2011</p>	<p>1. Record the number of whanau workers and supervisors. Note if there are any staff changes since last report.</p> <p>2. The number of incoming referrals in the period:</p> <ul style="list-style-type: none"> Are the key referral agencies engaged? Are the number of referrals declined? Summary of reasons – are the reasons reasonable? Are the referral criteria being applied correctly? What is being done to activate voluntary participation in the programme? The files of longest duration: Are these families still actively engaged in the programme? Waiting list numbers to assess demand for the service. How long do people wait? Are they referred elsewhere? <p>6. FS-Net being maintained:</p> <ul style="list-style-type: none"> Eliminate 'unassigned' active cases in FS-Net if not contacted after 6 weeks <p>7. Leave & training planned to ensure adequate coverage:</p> <ul style="list-style-type: none"> Plan in place to cover unplanned absences 	<p>Monthly report shows a slight increase of 0.6% from the previous quarter.</p> <p>Provider is achieving well above the new KPI standard.</p> <p>There are no actions required for this KPI.</p>

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>2. Percentage of workers who receive at least one hour of one-on-one supervision by a qualified supervisor each week</p> <p>(Monthly measure)</p> <p>Why?</p> <p>Support the professional practice of those working with vulnerable families.</p> <p>Refer to the Family Start advice note: "Qualified Supervisor" October 2011.</p>	<p>95%</p>	<p>67% FS-Net Monthly Report Oct 2011</p> <p>Last month:</p> <p>33% FS-Net Quarterly Report (July to Sept 2011)</p>	<p>The most recent CYF Approvals assessment report should be referenced, and if this has been done recently, avoid duplicating any checks.</p> <p>1. Do supervisors currently meet the "qualified definition"? Note if there are any staff changes since last report</p> <ul style="list-style-type: none"> Sight any plans to achieve qualified status and monitor progress <p>2. Are staff development plans and performance appraisals in place?</p> <p>3. Quality of the supervision (internal):</p> <ul style="list-style-type: none"> Sight supervisor set up and files for frequency of supervision and information that is covered, expect to see a formal note that covers client cases. <p>4. If external supervision is given, sight internal contract between supervisor and whanau worker</p> <p>5. Ensure supervision recorded accurately in FS-Net.</p>	<p>Provider is well below the new standard but has made significant gains this month with a 34% increase in supervision.</p> <p>There are FS Net constraints when calculating this KPI therefore I have suggested if possible avoid supervision sessions which the end and start of the month fall on the same week</p> <p>Provider advised that supervision sessions are done by the Supervisor on a Thursday and Friday. If WW's are not available on these days i.e. sick or holiday leave, it is up to the WW's to make time with the Supervisor to complete before the end of the month.</p> <p>Provider has asked if a drop down box in FS Net could be added to allow for an explanation when WW's are not available for supervision.</p> <p>Action required: Supervisor to monitor weekly supervision taking into account planned and un-planned leave and calendar reminders for WW's.</p>

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>3. Percentage of families who are reviewing and completing their Individual Family Plans (IFPs) at least every three months</p> <p>(Quarterly measure)</p> <p>Why?</p> <p>The IFP is particular to a family and a regular review is required to reflect progress and ensure appropriateness of service provision.</p>	<p>95%</p>	<p>There is no FS Net report for this currently</p>	<p>Review a random selection of client files to ensure that whanau are progressing towards their IFP goals</p> <p>IPF is to include all requirements as laid out in Family Start Manual</p> <p>1. Frequency of review – check dates and review dates?</p> <p>2. Does IFP reflect progress over last 3 months and links/builds on strengths and needs?</p> <p>3. Have intensity levels been set by the supervisor / Revised?</p> <p>4. Have other agencies been consulted in relation to developing IFP?</p> <p>5. Quality of goals: Are they SMART? child focussed? Achievable? Likely to strengthen family against child maltreatment?</p> <p>6. IFP signed by both whanau worker and family?</p> <p>7. Has the supervisor signed off quarterly review within one week of review completion?</p>	<p>Information for this KPI should be available in the next quarterly report. FS Net enhancements will allow this information to be captured.</p> <p>The new referral template being developed should help identify and increase the number of high intensity families participating in this service.</p> <p>Files checked showed that 3 monthly reviews were being undertaken but was not consistent across all whanau worker files. In some cases IFP's did not reflect the needs of the child or were not connected to the child.</p> <p>Action required: Peer review of IFP's needs to be more stringent so that goals are child focused. This is already a standing item at supervision sessions with WW's to ensure that quarterly reviews are undertaken and signed off.</p>

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>4. Percentage of active families receiving at least one hour of AM / BTL per month</p> <p>(Monthly measure)</p> <p>Why?</p> <p>Regular delivery of AM/BTL provides some confidence that families are being regularly assessed in these domains.</p>	<p>95%</p>	<p>94.6% FS-Net Monthly Report Oct 2011</p> <p>Last month:</p> <p>91.5% FS-Net Quarterly Report (July to Sept 2011)</p>	<p>Refer to last Ahuru Mowai report and with AM Advisor – check if any follow up is required? (Avoid duplication)</p> <p>Site random sample of client files FS-Net client notes for AM delivery verifying one hr per month</p> <p>1. All whanau workers have received initial training to deliver AM&BTL</p> <p>2. Supervisors have attended support workshop?</p> <p>3. Sight the visit record sheets (yellow), completed in a timely manner, dated</p> <p>4. Has an annual AM or exit survey been completed?</p>	<p>Provider shows an increase of 3.1% this month and is marginally under the new standard.</p> <p>Manager and Supervisor monitor this KPI weekly and is a standing item for discussion at supervision sessions with whanau workers.</p> <p>Provider advised that absent families make it difficult to deliver this KPI.</p> <p>Action required: No action required should be on track to achieve this KPI next month.</p>
<p>5. Percentage of children 0-3 up-to -date with the developmental milestones checks set out in Ahuru Mōwai / Born to Learn.</p> <p>(Quarterly measure)</p> <p>Why?</p> <p>Adherence to the development milestone checks provides some confidence that children are being regularly assessed in these domains.</p>	<p>95%</p>	<p>The last FS-Net report for this currently</p>	<p>Refer to last Ahuru Mowai report and with AM Advisor – check if any follow up is required? (Avoid duplication)</p> <p>1. Sight milestone checklists are completed and relevant to the age of the child</p> <p>2. Has the check list been ticked or dated?</p>	<p>The majority of milestone checklists I sighted during file checks were up to date. They should rate highly in this area once enhancements are made to FS Net.</p> <p>No action required.</p>

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>6. Percentage of all new families who remain on the programme for at least 12 months</p> <p>(Monthly measure)</p> <p>Why?</p> <p>Research suggests vulnerable families need to be actively engaged in intensive home-visitation programmes for at least 12 months for the programme to have a positive effect.</p>	80%	<p>22.22% FS-Net Monthly Report Oct 2011</p> <p>Last month:</p> <p>60% FS-Net Monthly report for Sept (2011)</p>	<p>Print off the list of cases for each whanau worker – randomly select and:</p> <ol style="list-style-type: none"> 1. Check that the family has received minimum of 1 home visit per month and 1 hour of AM&BTL delivered per month 2. Check that the Strength and Needs assessments are reviewed at least 6 monthly <p>Discuss reasons why families are leaving within 12 months:</p> <p>(Refer to monthly FS-Net stats planned and unplanned exits)</p> <ol style="list-style-type: none"> 1. Are proposed exits discussed with Practice Manager? 2. Graduation process – strengths and needs assessment completed, IFP reviewed and plan put in place upon exiting 3. Was the exit within the control of the provider? 4. Is a regular scan done for long periods of non-contact? 5. Is a retention strategy in place? 6. Are families referred elsewhere? (particularly if vulnerable) 7. Transfers: <ul style="list-style-type: none"> • Have family signed consent? • Has transition been managed between Family Start providers (Sight transfer documentation)? 	<p>There has been a considerably drop from the previous month of 37.78% and 57.78% from achieving the new standard.</p> <p>Last months file checks showed a good range of information being captured across all domains and consistent 1 home visit and 1 hour AM&BTL per month.</p> <p>Provider advised that low to Medium new families exiting unplanned impact on this KPI. The reasons these families are leaving within 12 months are due to their transient nature and leaving the area or not committed to the programme and exiting.</p> <p>This appears to be an area that the new Directorate are addressing through the new criteria and referral form.</p> <p>Action required: screening incoming referrals to target high need intensity families and reviewing and exiting low to medium new families in the programme and referring them to other services.</p>

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>7. Percentage of children who have their scheduled immunisation(s) during the quarter it came due</p> <p>(Quarterly measure)</p> <p>Why? Promoting immunisation is a key way of improving children's health.</p>	80%	<p>60.94% FS-Net Monthly Report Oct 2011</p> <p>Last month:</p> <p>61% FS-Net Quarterly Report (July to Sept 2011)</p>	<p>1. How do you promote this?</p> <p>2. Are FS-Net reminders followed?</p> <p>3. Is information collected at the initial contact phase about child's immunisation status?</p> <p>4. Is this part of supervision discussions?</p> <p>5. Refer to monthly FS-net stats/percentages for cannot be determined and Non answered why?</p> <p>6. Check file for completed immunisation schedule</p> <p>Check that in client notes in FS-Net the discussion has been recorded and noted</p>	<p>Not much change when compared to the previous month and still below the new KPI standard.</p> <p>Action required: Weekly monitoring of immunisations and a standing item at supervision sessions.</p> <p>Are there any other contributing factors that impact on this KPI?</p>

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>8. Percent of children who have had their scheduled Well Child visit(s) during the quarter that it came due.</p> <p>(Quarterly measure)</p> <p>Why? Gives us some confidence that family health and well-being is being addressed.</p>	80%	<p>44% FS-Net Monthly Report Sept 2011</p> <p>Last month:</p> <p>44% FS-Net Quarterly Report July to Sept 2011)</p>	<p>1. How do you promote this?</p> <p>2. Are FS-Net reminders followed?</p> <p>3. Is information collected at the initial contact phase about child's Well Child's visits?</p> <p>4. Is this part of supervision discussions?</p> <p>5. Refer to monthly FS-net stats/percentages for cannot be determined and Non answered why?</p> <p>6. Check file for completed Well Child visits</p> <p>7. Check that in Client notes in FS-Net the discussion has been recorded and noted</p>	<p>File checks completed showed that well child visits were up to date however in some cases there was no evidence on file which could result in information not being entered into FS Net.</p> <p>Possibly a buddy/peer review system where a experienced WW is partnered with less experienced WW to ensure schedules and files are up to date and in order.</p> <p>Action required: Ongoing weekly monitoring and discussion during supervision sessions to ensure schedules are up to date and information is entered into FS Net on time and correctly.</p>

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>9. Percentage of children 18 months and over enrolled in a licensed Early Childhood Education (ECE) facility</p> <p>(Quarterly measure)</p> <p>Why? ECE has been shown to be beneficial for a child's development</p>	70%	<p>37.50% FS-Net Monthly Report Sept 2011</p> <p>Last month:</p> <p>38% FS-Net Quarterly Report (July to Sept 2011)</p>	<p>1. Gather information about how many are on waiting lists or enrolled in alternative education facilities.</p> <p>2. Refer to monthly FS-Net stats percentages for cannot be determined and non answered – why?</p> <p>3. Relationship with ECE's and Family Start awareness?</p>	<p>Provider has a relationship with most early childcare centres in the area i.e. Footsteps. Families are given information when enrolled in the programme and waiting lists are monitored</p> <p>Action required: Provision of services to ECE centres on a regular basis & monthly visits to centres.</p>

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Key Performance Indicators for introduction from 1 October 2011

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>10. Percentage of parents who do not use harmful disciplinary practices (Quarterly measure)</p> <p>Why? Measuring the workers proactive approach to identifying safety risks for children and taking action accordingly.</p> <p>Refer to the Family Staff Advice Note "Child Safety Tools" November 2011</p>	75%	Reported in FS-Net	<p>1. Review the implementation plan for the Child Safety Tools</p> <ul style="list-style-type: none"> Should be a tangible document Are the tools included within organisation's processes/norms Are they reflected on every three months <p>2. Confirm that staff have received training in and regular supervision for the use of the Child Safety Tools</p> <ul style="list-style-type: none"> Evidence that the Supervisor has signed off documentation Ensure that the FSNet screen is being completed properly (note in place from 1 Dec 2011). <p>3. Confirm covered in case notes</p>	<p>Action required: An Action Plan or Implementation Plan for the Child Safety Tools.</p>

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>11. Percentage of children assessed as safe from abuse and neglect</p> <p>(Quarterly measure)</p> <p>Why? Measuring the workers proactive approach to identifying safety risks for children and taking action accordingly.</p> <p>Refer to the Family Start Advice Note "Child Safety Tools" November 2011</p>	80%	Reported in FS-Net	As above	Action required: An Action Plan or Implementation Plan for the Child Safety Tools.

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>12. Percentage of parents who demonstrate positive parent-child interactions</p> <p>(Quarterly measure)</p> <p>Why? Measuring the workers proactive approach to identifying safety risks for children and taking action accordingly.</p> <p>Refer to the Family Start Advice Note "Child Safety Tools" November 2011</p>	80%	Reported in FS-Net	As above	Action required: An Action Plan or Implementation Plan for the Child Safety Tools.

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement
<p>13. Percentage of families visited once weekly in the first 6 months (Monthly measure)</p> <p>Why? Frequent home visits in the first three to six months for high needs families are critical for building a strong connection and are a key to good needs assessments and achieving successful outcomes.</p> <p>Refer to the Family Start Advice Note "Weekly Home Visits" September 2014</p>	N/A	<p>25% FS- Net Monthly Report Sept 2011</p>	<p>1. Review those families to determine:</p> <ul style="list-style-type: none"> • If not meeting standard, were there attempted visits • If not high need, should visiting be reduced • Discussion on targeting correct "high need" referrals <p>2. Evidence that the weekly visit was within the definition of a "home visit"</p> <ul style="list-style-type: none"> • Child seen at their residence or if out, child focused Primary Carer to be seen every time • Family members involved in child's care to be seen 	<p>File checks showed that families were only receiving weekly visits in the first 3 months and then monthly thereafter.</p> <p>The reason for this is that these are very few high intensity families in WVV's current case loads. This would explain the drop-off of weekly visits and indicate that there will need to be an exiting of families who do not meet the FS referral criteria. There would need to be a strategy targeting high need families.</p> <p>Action required: A strategy to target high intensity families a head of the referral form and a review and exit of low to medium families.</p>

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Summary of improvements/actions identified in last monitoring/support visit:

Agreed Actions	By Whom	By When	Completed/Update

Summary of improvements/actions identified in this monitoring/support visit:

Agreed Actions	By Whom	By When
Papakura FS and Practice Advisor to meet and formulate an Improvement Plan.	9(2)(a) Practice Advisor and WW's.	December 2014
An Action Plan or Implementation Plan for the Child Safety Tools.	9(2)(a)	January 2012

Overall Comments:

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Sign-off:

Report prepared by: 9(2)(a)

Provider has sighted content: (Record name and date – attach email showing agreed or additional comments)

Copy sent to provider on:
Copy sent to Practise Advisor and Approvals Assessor on:

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Family Start Monitoring Visit File Check Template

Visit Date: 3rd November 2011

RAF: 9(2)(a)

Provider Name: Papakura Marae Family Start

Monitoring Period Covered: 1 Oct 2011 to 31 Oct 2011

File Number	3074	3262	3044	3363
Whanau Worker	9(2)(a)			
1. REFERRALS (Related KPI – Contract Volumes, referral criteria met)				
Date of referral?	18/03/09	27/09/10	16/01/09	21/06/11
How old was child at date of referral?	3 months	5 months	7 months	1 month
Where did the referral come from?	Tamariki Ora – Papakura Marae	Manukau FS	Tamariki Ora – Papakura Marae	Self referral
Does the child/whanau meet the 'high needs' criteria?	Medium	Medium	Low	Low

Comments per file:	
File Numbers	
3074	Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3262	A transfer from Manukau FS without the file. Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3044	This is a low intensity whanau and probably could have been referred to another service. Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3363	Another low intensity whanau. Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.

2. STRENGTHS AND NEEDS ASSESSMENTS / HOME VISIT FREQUENCY

Was the 1 st assessment completed within 6 weeks of the family being made active? ^{1 2}	Yes, completed 29/09/09	Yes, completed 09/11/10	No	No
Have subsequent assessments been completed within the 6 monthly periods?	Yes, complete	Yes, complete	No	No

¹ The date made active is the date a whanau worker was assigned (not Key Contact). It happens after acceptance of the family.

² This question is not applicable if the family has been on the programme for more than 12 months

	d 18/12/09	d 23/11/10		
Has the supervisor signed off the assessment?	Yes	Yes	Yes	Yes
What does the assessment look like? Across the five domains has the whanau worker captured a good range of information?	Good range of info	Good range of info	Assessment based more on parent needs than that of the child	Assessment based more on parent needs than that of the child
Has there been an assessment of the child's safety as a result of the domain work? (Manual pages 58-61)	Yes	Yes	Yes	Yes
Have all whanau in their first year of engagement received weekly home visits?	Yes first three months and then monthly	Yes first three months and then monthly	Yes, first month and then monthly	No, once a month

Comments per file:

File Numbers	
3074	6 week timeframe achieved and a good range of information captured about the clients past.
3262	6 week timeframe achieved and a good range of information captured across all domains.
3044	Record of initial assessment was not held on file. Earliest record on file dated 22/06/10. A concern about record keeping and file structure. It appeared that WWV was struggling to find information at times. Low intensity family.
3363	S&N not completed until 02/09/11 three months after client was referred. Low intensity family.

3. INDIVIDUAL FAMILY PLANS REVIEWED AT LEAST EVERY THREE MONTHS?

	Yes complete d 12/04/10	Yes, complete d 11/10/10	Yes, complete d 13/03/09	No 08/08/11
Was the 1 st IFP completed within the required timeframe? (one month of S&N Assessment)	Yes	Yes	Yes	No
Are the child's needs reflected in the IFP?	Yes	Yes	No	No
Has the IFP been signed by whanau and worker?	Yes	Yes	No	No
Are the family goals consistent with the Family Start goals? i.e. child centred prevention of abuse & neglect?	Yes	Yes	No	No
Do the IFP's include SMART objectives?	Yes	Yes	Yes	No
Have reviews of the IFP taken place quarterly? 1 - reflecting progress over last 3 months, and the link between assessments and IFPs	Yes	Yes	Yes	n/a
2 - assessment of progress made by whanau and goals achieved	Yes	Yes	Yes	n/a
3 - an amended plan setting the goals for the next 3 months and does it reflect needs of the child	Yes	Yes	Yes	n/a

Has the supervisor signed off the quarterly reviews within a week of the review's completion?	Yes	Yes	No	No	
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Comments per file:	
File Numbers	
3074	IFP goals are very child focused and achievable. Quarterly reviews completed in time and signed off by the Supervisor
3262	IFP goals are very child focused and achievable. Quarterly reviews completed in time and signed off by the Supervisor
3044	IFP goals were MOC focused and could have been articulated better to link them to the needs of the child. IFP was completed before the S&N assessment.
3363	IFP not completed until the 08/08/11. Goals were parent focused based on the needs of the MOC

4. AM & BTL					
Does the file reflect that the family has received at least one hour of AM/BTL per month? Is there a case note or Home Visit Record entry for each AM/BTL session?	Yes	Yes	No	Yes	

Comments per file:	
File Numbers	
3074	Consistent delivery of AM/BTL and verification of sessions in case notes
3262	Consistent delivery of AM/BTL and verification of sessions in case notes
3044	WW struggled to find information on file or sessions were not recorded
3363	WW struggled to find information on file or sessions were not recorded

5. AM/BTL DEVELOPMENTAL MILESTONE CHECKS					
Is the child (if aged 0 to 3 years) up to date with developmental milestone checks?	Yes	Yes	Yes	No	

Comments per file:	
File Numbers	
3074	Schedule held on file and up to date
3262	Schedule held on file and up to date
3044	Schedule not on file
3363	Schedule not on file

6. RETENTION OF FAMILIES (all files checked were recent referrals)

Did this family remain engaged in the programme for at least 12 months?	Yes	Yes	Yes	No	
If exited, what was the reason for early exit?	n/a	n/a	n/a	n/a	
If exited, was this referral suitable/appropriate?	n/a	n/a	n/a	n/a	
Is there evidence on file of a retention strategy for this family?	No	No	No	No	

Comments per file:

File Numbers	
3074	Comfortable with the programme which has given them the ability to address their social needs. A good relationship with WW has helped them to achieve goals and longevity on the programme.
3262	Comfortable with the programme which has given them the ability to address their social needs. A good relationship with WW has helped them to achieve goals and longevity on the programme.
3044	A trusting relationship with the whanau and support a key to retaining the family. The family were due to graduate from the programme.
3263	Family are low intensity and WW is looking to do a planned exit.

7. IMMUNISATIONS

Is there an Immunisation Schedule on file?	Yes	Yes	No	No	
Is the Immunisation Schedule up to date? (is there an immunisation due in the relevant quarter?)	Yes	Yes	No	No	
Is their evidence in case notes that Immunisation has been discussed? (at I C Assessment and other HV)	Yes	Yes	No	No	

Comments per file:

File Numbers	
3074	Schedule held on file and up to date.
3262	Schedule held on file and up to date.
3044	Unable to verify WW could not find Imms schedule on file however according to MOC Imms were up to date. WW was not familiar with the Imms Schedule.
3263	Unable to verify WW could not find Imms schedule on file although FS Net confirmed they were up to date. WW was not familiar with the Imms Schedule.

8. WELL CHILD VISITS

Is there evidence on file of completed Well Child visits?	Yes	Yes	No	No	
Is there evidence in case notes that Well Child has been	Yes	Yes	No	No	

discussed?					
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Comments per file:	
File Numbers	
3074	Schedule held on file and up to date.
3262	Schedule held on file and up to date.
3044	Unable to verify could not find well child visits schedule on file. WWW was not familiar with the form.
3263	Unable to verify could not find well child visits schedule on file. WWW was not familiar with the form.

9. EARLY CHILDHOOD EDUCATION					
Is there evidence on file that the child is engaged in ECE?	No	No	No	No	

Comments per file:	
File Numbers	
3074	Financially MOC not in a position to enrol child however child turns 3 and will be entitled to 20 hours free ECE.
3262	On a working visa not a NZ resident and not entitled to free ECE
3044	Not a priority for the MOC although discussed during home visits
3263	MOC will enrol child when eligible for free 20 hours ECE

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B13

Family Start Monitoring Template – October 2011

FAMILY START KPI MONITORING TEMPLATE

Provider Name: Papakura Marae Society
 Provider Number: 1916
 Contract Number: 314442

3 November 2011 for period 1 October to 31 October 2011
 Venue: Papakura Marae

Present: 9(2)(a) Regional Advisor Funding (FACS), 9(2)(a) Whanau
 Workers: 9(2)(a)

General discussion

<p>1. Good news stories</p>	<p>Please comment on any good news stories or stories about how the programme made a difference to families / whanau lives.</p> <p>Three FS mothers are currently completing a Diploma in Early Childhood Education. Seven FS teen parents have graduated from Te Oranga Puumau Programmes facilitated through the Teen Parenting Service.</p>
<p>2. Issues and trends in the community</p>	<p>What issues or trends have you noticed in the community to date?</p> <p>Two most noticeable trends are our whanau who are continually accessing budgeting services, and are experiencing financial difficulty.</p>
<p>3. Issues and trends with the Family Start programme</p>	<p>Are there any further issues identified since my last visit on the 30th August?</p> <ul style="list-style-type: none"> • Would like the new Practice Advisers to provide training around the KPI introduced from 1st October and the Early Start Rollover template. <p>New Directorate advised.</p> <ul style="list-style-type: none"> • Weekly visits criteria is still ambiguous if the whanau presents as a high needs whanau in crisis and after 6 weeks of intensive needs assessment it is deemed they are now a low whanau do we reduce visits to monthly <p>Reducing visits from weekly to monthly is at the discretion of the providers as there has not been set a threshold although will be monitored by the contract manager. Providers are urged to position themselves at the high end of the spectrum by strengthening their initial screening assessments so that only high families are coming through the service. There will be exceptions, however monthly visiting is fairly low and given your location there should be other more</p>

	<p><i>appropriate services within that area that could better service those families.</i></p> <ul style="list-style-type: none"> • Still have not received eligibility criteria for FS whanau. <p><i>The new referral criteria is still being worked through - this will involve layers of engagement with national services, regional services and site specific referring agencies. As such the new form and criteria should be implemented by February 2012.</i></p>
4. Health of the organisation	<p><i>What is the current health of the organisation? Have there been any changes to the organisation i.e. governance, staffing etc.</i></p> <p>There have been no staffing or governance changes.</p>
5. CYF Approval review completed	<p>Last assessment completed 15th September 2011. ID 86540 9(2)(a) 9(2)(a)</p>
6. Ahuru Mowai visit	<p>Monitoring visit 22 – 24 February 2011 by 9(2)(a)</p>
7. Review of the financials for Family Start (annually)	<p><i>Please provide annual audited accounts for 30 June 2011. Accounts received for 30 June 2010 show PMS insolvent.</i></p> <p>Audited accounts for 30 June 2011 are still being prepared. The accounts person is currently on maternity leave.</p> <p><i>Family Start Budget shows a direct cost of \$113,473.00 for Services Management Fee. Please provide an itemised breakdown of what this cost covers?</i></p> <p>Costs for the Services Management Fee cover:</p> <ul style="list-style-type: none"> • Building Lease • Insurance • Audit & Accounting Fees • Wages <ul style="list-style-type: none"> ○ Operations Managers ○ CEO ○ Finance Manger ○ Caretaker • Consultancy Fees • Legal Fees • Bank Fees • Trustee Fees

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
Number and percentage of contracted volumes delivered Why? Tracking volumes contracted as well as demand for the service	95%	98.5% FS-Net Quarterly Report (July to Sept 2011) 100% FS - Net Monthly Report (August 2011)	1. Record the number of whanau workers and supervisors. 2. The number of incoming referrals in the period: <ul style="list-style-type: none"> Are the key referral agencies engaged? The number of referrals declined: Summary of reasons - are the reasons reasonable? Are the referral criteria being applied correctly? What is being done to achieve voluntary participation in the programme? The files of longest duration Are these families still actively engaged in the programme? Waiting list numbers to assess demand for the service. How long do people wait? Are they referred elsewhere? 6. FS-Net being maintained: <ul style="list-style-type: none"> Eliminate 'unassigned' active cases in FS-Net if not contacted after 6 weeks 7. Leave & training planned to ensure adequate coverage: <ul style="list-style-type: none"> Plan in place to cover unplanned absences 	Quarterly report shows a slight drop of 1.5% from the month of August. Provider is achieving well above the New KPI standard.	There are no actions required for this KPI. PFS will need to maintain this level of volume.	N/a

<p>Percentage of workers who receive at least one hour of one-on-one supervision by a qualified supervisor each week</p>	<p>95%</p>	<p>17% FS-Net Quarterly Report (July to Sept 2011)</p>	<p>The most recent CYF Approvals assessment report should be referenced, and if this has been done recently, avoid duplicating any checks.</p> <ol style="list-style-type: none"> 1. What level of qualifications do supervisors currently have? 2. Are staff development plans and performance appraisals in place? 3. Quality of the supervision (internal): <ul style="list-style-type: none"> • Sight supervision schedule and times for frequency of supervision and information that is collected, expect to see a journal note that covers client cases. 4. If external supervision is given, sight ledger notes and a written agreement - clause 6.3 X Family Start Manual 5. Ensure supervision recorded accurately in FS-Net. 	<p>Provider is well below the new standard and only achieving 17% for this KPI.</p> <p>However the new Directorate acknowledge that the calculation for this KPI can disadvantage providers. For example, if the 1st and 2nd of September was a Thursday and Friday and the whanau workers/supervision was on the Monday of that week (29 August), the requirement for weekly supervision has been met but it will not be captured to the month of September.</p> <p>The calculation for this KPI is the total number of supervision minutes per whanau worker as at the end of the month divided by the number of weeks in that month (including part weeks).</p> <p>Supervision Log for Oct 2011 shows a total of 21 hours for the month. This should be 24 hours in total to meet this KPI.</p>	<p>The new Directorate are aware that FSNet has certain constraints and N/O is working within those.</p> <p>To mitigate any disadvantage:</p> <ol style="list-style-type: none"> a. The monthly report on FSNet provides details of those whanau workers that did not receive at least 60 minutes of supervision each week and information on how many minutes they did receive. This enables NO to determine if the % is under-reporting. This information will be taken into account in determining whether performance was satisfactory against the key performance measure. You will not be penalised if under-reporting has occurred. b. NO are considering enhancements to FSNet and reporting that will more accurately determine compliance. 	<p>ASAP Manager and Supervisor</p> <p>I have suggested that if possible avoid supervision sessions where the months fall on the same week.</p>
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<p>Percentage of families who are reviewing and completing their Individual Family Plans (IFPs) at least every three months</p> <p>Why? The IFP is particular to a family and a regular review is required to reflect progress and ensure appropriateness of service provision.</p>	<p>95%</p>	<p>There is no FS Net report for this currently</p>	<p>Review a random selection of client files to ensure that whanau are progressing towards their IFP goals</p> <p>IPF is to include all requirements as laid out in Family Start Manual</p> <ol style="list-style-type: none"> 1. Frequency of review – check dates and review dates? 2. Does IFP reflect progress over last 3 months and links/builds on strengths and needs? 3. Have intensity levels been set by the supervisor? Revised? 4. Have other agencies been consulted in relation to developing IFP? 5. Quality of goals: Are they SMART? Child focussed? Achievable? Likely to strengthen family against child maltreatment? 6. IFP signed by both whanau worker and family? <p>Has the supervisor signed off quarterly review within one week of review completion?</p>	<p>A list of WW cases was provided and randomly selected files to be checked for quality and sign-off.</p> <p>Also checked that IFP's were reviewed every three months and that whanau were progressing towards their IFP goals.</p> <p>Files checked showed initial IFP's were not completed within the required timeframe and reviews were not done quarterly.</p> <p>Initial IFP and review have been signed off by the supervisor.</p> <p>Sample of IFP's checked were child-focussed with appropriate child centred goals.</p> <p>Intensity levels seem appropriate. However need to target more high intensity whanau as there are only 6 out of 112 in this category.</p>	<p>MSD: new referral template being developed by the Directorate – 9(2)(a)</p> <p>Manager and Supervisor.</p> <p>Pre-assessment needs to target high intensity families.</p> <p>Manager advised that all FS clients are treated as high intensity families receiving regular weekly visits until such time an intensity rating can be applied.</p>	<p>ASAP</p>
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<p>Percentage of active families receiving at least one hour of AM / BTL per month</p> <p>Why?</p> <p>Regular delivery of AM/BTL provides some confidence that families are being regularly assessed in these domains.</p>	<p>95%</p>	<p>91.5% FS-Net Quarterly Report (July to Sept 2011)</p> <p>98.2% FS – Net Monthly Report (August 2011)</p>	<p>Refer to last Ahuru Mowai report and with AM Advisor – check if any follow up is required? (Avoid duplication)</p> <p>Site random sample of client files FS-Net client notes for AM delivery verifying one hr per month</p> <ol style="list-style-type: none"> All whanau workers have received initial training to deliver AM&BTL Supervisors have attended support workshop? Site home visit record sheets (yellow, completed in a timely manner), dated Has an annual AM exit survey been completed? 	<p>Quarterly report shows provider not achieving this KPI, although monthly reports for the last two months show August (98.2%) and September (96.3%).</p> <p>Provider will need to monitor delivery of AM/BTL to ensure KPI is achieved each month.</p>	<p>Manager and Supervisor are monitoring this KPI weekly and through supervision sessions as a standing item for discussion.</p>	<p>ASAP</p>
<p>Percentage of children 0-3 up-to-date with the developmental milestone checks set out in Ahuru Mōwai / Born to Learn.</p> <p>Why?</p> <p>Adherence to the development milestone checks provides some confidence that children are being regularly assessed in these domains.</p>	<p>95%</p>	<p>There is no FS-Net report for this currency</p>	<p>Refer to last Ahuru Mowai report and with AM Advisor – check if any follow up is required? (Avoid duplication)</p> <ol style="list-style-type: none"> Sign milestone checklists are completed relevant to the age of the child Is the handout list recorded? 	<p>Quarterly report shows provider not achieving this KPI, although monthly reports for the last two months show August (98.2%) and September (96.3%).</p> <p>Provider will need to monitor delivery of AM/BTL to ensure KPI is achieved each month.</p>	<p>Manager and Supervisor are monitoring this KPI weekly and through supervision sessions as a standing item for discussion.</p>	<p>ASAP</p>

<p>Percentage of all new families who remain on the programme for at least 12 months</p> <p>Why?</p> <p>Research suggests vulnerable families need to be actively engaged in intensive home-visitation programmes for at least 12 months for the programme to have a positive effect.</p>	<p>80%</p>	<p>60% FS-Net Monthly report for (Sept 2011)</p> <p>94% Retention rate as per an internal analysis.</p>	<p>[To confirm start date for measurement – likely to be 1 July 2010]</p> <p>Print off the list of cases for each whanau worker – randomly select and:</p> <ol style="list-style-type: none"> 1. Check that the family has received minimum of 1 home visit per month and 1 hour of AM&BTL delivered per month 2. Check that the Strength and Needs assessments are reviewed at least 6 monthly <p>Discuss reasons why families are leaving within 12 months:</p> <ol style="list-style-type: none"> 1. Refer to monthly FS-Net stats planned and uploaded exits. 2. Are proposed exits discussed with Practice Manager? 3. Graduation process, strengths and needs assessment completed, IFP reviewed and plan put in place upon exiting 4. Was the exit within the control of the provider? <ul style="list-style-type: none"> • Is a regular scan done for long periods of non-contact? 4. Is a retention strategy in place? 5. Are families referred elsewhere? (particularly if vulnerable) 6. Transfers: <ul style="list-style-type: none"> • Have family signed consent? • Has transition been managed between Family Start providers (Sight transfer documentation)? 	<p>Sept monthly report shows 60% for this KPI below the new standard.</p> <p>KPI is calculated on the # of whanau active as at the last day of the month and were first made active 12 months prior. Calculates a % of the total # of whanau made active 12 months ago.</p> <p>The quality of referrals is important as these will directly affect this measure!</p> <p>I randomly reviewed/checked files and discussed with WMY their strategy for retaining whanau exhibiting strong and reliable relationships through open and honest communication is a key to getting commitment from whanau and longevity on the programme.</p> <p>In addition the initial contact and assessment is a key to retention. Selling the service to referred whanau, gaining commitment from them at the onset ensuring whanau fully understand the service and benefits.</p>	<p>Manager and Supervisor</p> <p>Will continue to monitor this KPI.</p>	<p>ASAP</p>
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<p>Percentage of children who have their scheduled immunisation(s) during the quarter it came due</p> <p>Why?</p> <p>Promoting immunisation is a key way of improving children's health.</p>	<p>80%</p>	<p>61% FS-Net Quarterly Report (July to Sept 2011)</p>	<p>1. How do you promote this? 2. Are FS-Net reminders followed? 3. Is information collected at the initial contact phase about child's immunisation status? 4. Is this part of supervision discussions? 5. Refer to monthly FS-net stats/percentages for cannot be determined and Non answered – why? 6. Check file for completed Immunisation schedule 7. Check that in client notes in FS-Net the discussion has been recorded and noted</p>	<p>An increase of 9% from the previous quarter but still below the new KPI standard. Provider advised that all whanau receive an immunisation fact sheet during the initial assessment phase. Immunisation is a standing item for regular discussion during WWV supervision. Provider advised that a weekly analysis is completed by manager highlight when immunisations are due. Provider would like to see enhancements to FS to reflect reasons for not immunising children such as a sick child. During the winter months children are not able to be immunised because of sickness yet this information cannot be captured on FS net.</p>	<p>Manager and Supervisor</p> <p>Ongoing weekly monitoring and discussion during supervision sessions</p> <p>MSD: FS-Net to allow WWV to enter reasons</p>	<p>ASAP</p>
<p>Percent of children who have had their scheduled Well Child visit(s) during the quarter that it came due.</p> <p>Why?</p> <p>Gives us some confidence that family health and well-being is being addressed.</p>	<p>80%</p>	<p>44% FS-Net Quarterly Report (July to Sept 2011)</p> <p>52% FS – Net Monthly Report (July 2011)</p>	<p>1. How do you promote this? 2. Are FS-Net reminders followed? 3. Is information collected at the initial contact phase about child's Well Child's visits? 4. Is this part of supervision discussions? 5. Refer to monthly FS-net stats/percentages for cannot be determined and Non answered – why? 6. Check file for completed Well Child visits 7. Check that in client notes in FS-Net the discussion has been recorded and noted</p>	<p>Provider is well below the acceptable standard for this KPI. Provider advised that all whanau receive a fact sheet during the initial assessment phase. Well child checks are a standing item for regular discussion during WWV supervision. Provider advised that a weekly analysis is completed by manager highlighting when Well Child checks are due.</p>	<p>Manager and Supervisor</p> <p>Ongoing weekly monitoring and discussion during supervision sessions</p>	<p>ASAP</p>

<p>Percentage of children 18 months and over enrolled in a licensed Early Childhood Education (ECE) facility</p> <p>Why? ECE has been shown to be beneficial for a child's development</p>	<p>70%</p> <p>38% FS-Net Quarterly Report (July to Sept 2011)</p> <p>33% FS – Net Monthly Report (July 2011)</p>	<p>1. Gather information about how many are on waiting lists or enrolled in alternative education facilities.</p> <p>2. Refer to monthly FS-Net stats percentages for cannot be determined and non answered – why?</p> <p>3. Relationship with ECE's and Family Start – awareness?</p>	<p>Actions implemented to increase participation:</p> <p>Provider advised that all whanau receive a list of ECE within Papakura and Pukekohe at the initial assessment phase.</p> <p>Provider monitors current waiting lists/enrolments by requesting ECE centres to notify them when places become available.</p> <p>ECE factsheet along with MOE web page is discussed and distributed to whanau at the initial assessment phase.</p>	<p>Manager and Supervisor</p> <p>Ongoing weekly monitoring</p>	<p>ASAP</p>
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Key Performance Indicators for introduction from 1 October 2011

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions	Action By Whom	Action by when
Percentage of parents who do not use harmful disciplinary practices	75%		Systems and process to capture areas that need development and planning for how management will support achievement of KPI's (increased)	Provider would like to receive training for this KPI and the new Early Start Rollover template.	MSD	
Percentage of children assessed as safe from abuse and neglect	80%		Systems and process to capture areas that need development and planning for how management will support achievement of KPI's (increased)	Provider would like to receive training for this KPI and the new Early Start Rollover template.	MSD	
Percentage of parents who demonstrate positive parent-child interactions	80%		Systems and process to capture areas that need development and planning for how management will support achievement of KPI's (increased)	Provider would like to receive training for this KPI and the new Early Start Rollover template.	MSD	
Percentage of families visited once weekly in the first 6 months	The target is no threshold at present.	157.6% IFS-Net Quarterly Report (July to Sept 2011)	From 1 July 2011 onwards it is expected that all new and high intensity families will be visited once weekly for the first 6 months.	Provider would like to receive training for this KPI and the new Early Start Rollover template.	MSD	

Summary of improvements/actions Identified in last monitoring/support visit:

Agreed Actions	By Whom	By When	Completed/Update
Systems and process to capture areas that need development and planning for how management will support achievement of KPI's (increased)	9(2)(a)	Ongoing to be reported on at each monitoring visit	This has to date been completed to a satisfactory standard given the delay in information being made available to allow preparation of management and staff

Summary of improvements/actions Identified in this monitoring/support visit:

Agreed Actions	By Whom

Overall Comments:

Family Start Papakura
File Audit Checklists 03/11/11

5 Client files were reviewed in total. Overall these reflected sound practice and adherence to the key components of the Family Start programme.

Sign-off:

Report prepared by: 9(2)(a)

Provider agreed to content: (Record name and date -- attach email showing agreed)

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Agreed copy sent to provider on:
Agreed copy sent to Approvals Assessor on:

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Family Start Monitoring Visit File Check Template	
Visit Date: 3 rd November 2011	RAF 9(2)(a)

Provider Name: Papakura Marae Family Start
Monitoring Period Covered: 1 Oct 2011 to 31 Oct 2011

File Number	3101	3310	3355	3373	3386
Whanau Worker	9(2)(a)				

1. REFERRALS (Related KPI – Contract Volumes, referral criteria met)

Date of referral?	19/06/09	13/12/10 (Transfer)	27/06/11	05/03/10	24/08/11
How old was child at date of referral?	6 months	10 months	10 months	Unborn	7 weeks
Where did the referral come from?	QYE	Nelson Family Start	Manukau Family Start	Papakura Marae Early Years Service Hub	PAPAKURA MARAE EARLY YEARS SERVICE HUB
Does the child/whanau meet the 'high needs' criteria?	High	Medium	Low	High	High

Comments per file:	
File Numbers	
3101	Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3310	Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3355	Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3373	Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.
3386	Consent form to participate held on file and signed by both parties, Referral has been acknowledged and letter sent.

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2. STRENGTHS AND NEEDS ASSESSMENTS / HOME VISIT FREQUENCY									
Was the 1 st assessment completed within 6 weeks of the family being made active? ^{1,2}	Yes, completed	04/08/09	Yes, completed	22/02/11	Yes, completed	03/08/11	Yes, completed	10/06/11	No
Have subsequent assessments been completed within the 6 monthly periods?	Yes		Yes		No		No		n/a
Has the supervisor signed off the assessment?	Yes		Yes		Yes		Yes		n/a
What does the assessment look like? Across the five domains has the whanau worker captured a good range of information?	Yes		Yes		Yes		Yes		n/a
Has there been an assessment of the child's safety as a result of the domain work? (Manual pages 58-61)	Yes		Yes		Yes		Yes		n/a
Have all whanau in their first year of engagement received weekly home visits?	Yes		No		No		No		No
Comments per file:									
File Numbers									
3101	Good range of information captured across all domains. Good assessment of the child's environment in regards to health & safety. Evidence of frequent weekly visits								
3310	Good range of information captured across all domains. Good assessment of the child's environment in regards to health & safety.								
3355	Range of information light however this is a fairly new whanau assessed at a low intensity. WW currently building rapport with whanau.								
3373	Good range of information captured across all domains. Good assessment of the child's environment in regards to health & safety. Evidence of frequent weekly visits. Subsequent 6								

¹ The date made active is the date a whanau worker was assigned (not Key Contact). It happens after acceptance of the family.

² This question is not applicable if the family has been on the programme for more than 12 months

	monthly assessment not due until Dec 2011.
3386	WW acknowledged that S&N was well overdue and was committed to getting this completed by the end of the month.

3. INDIVIDUAL FAMILY PLANS REVIEWED AT LEAST EVERY THREE MONTHS?					
Was the 1 st IFP completed within the required timeframe? (one month of S&N Assessment)	Not able to verify	Yes, completed 18/03/11	Yes, completed 07/09/11	Yes, completed 08/08/11	No
Are the child's needs reflected in the IFP?	Yes	Yes	Yes	Yes	No
Has the IFP been signed by whanau and worker?	Yes	Yes	Yes	Yes	No
Are the family goals consistent with the Family Start goals? i.e. child centred prevention of abuse & neglect?	Yes	Yes	Yes	Yes	No
Do the IFP's include SMART objectives?	Yes	Yes	Yes	Yes	No
Have reviews of the IFP taken place quarterly? 1 - reflecting progress over last 3 months, and the link between assessments and IFPs 2 - assessment of progress made by whanau and goals achieved 3 - an amended plan setting the goals for the next 3 months and does it reflect needs of the child	Yes	Yes	No	n/a	No
Has the supervisor signed off the quarterly reviews within a week of the review's completion?	Yes	Yes	No	n/a	No

Comments per file:	
File Numbers	
3101	The 1 st IFP was not on file and unable to verify if it was completed in time. WW advised file information gets archived when info exceeds the size of the file. Family goals are very consistent with FS Goals. WW uses an age appropriate checklist and own observations and experience when setting objectives for whanau.
3310	Good objectives used and very child focused and consistent with FS Goals. WW develops

	goals through general discussion with the whanau and building a trusting, open and reliable relationship.
3355	The main objective identified was to have the child enrolled in ECE. WW advised that the MOC had the child's immunisations and well child visits well in hand. Open ended questions centred on the child were used to set objectives.
3373	Family goals are very consistent with FS Goals. WW uses an age appropriate checklist and own observations and experience when setting objectives for whanau. Quarterly review not due yet as this is a new whanau (however a second entry) to the programme.
3386	WW acknowledged that IFP was well overdue and was committed to getting this completed by the end of the month.

4. AM & BTL

File Numbers	Comments per file:	Yes	Yes	Yes	No
3101	Consistent delivery of AM/BTL sessions and evidence held on file.	Yes	Yes	Yes	No
3310	Consistent delivery of AM/BTL sessions and evidence held on file.	Yes	Yes	Yes	No
3355	Consistent delivery of AM/BTL sessions and evidence held on file.	Yes	Yes	Yes	No
3373	Consistent delivery of AM/BTL sessions and evidence held on file.	Yes	Yes	Yes	No
3386	Delivery of AM/BTL sessions not consistent as per evidence held on file.	Yes	Yes	Yes	No

5. AM/BTL DEVELOPMENTAL MILESTONE CHECKS

Is the child (if aged 0 to 3 years) up to date with developmental milestone checks?	Yes	Yes	Yes	Yes	Yes
	Yes	Yes	Yes	Yes	Yes

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Comments per file:	
File Numbers	
3101	Evidence on file shows milestones checks up to date.
3310	Evidence on file shows milestones checks up to date.
3355	Evidence on file shows milestones checks up to date.
3373	Evidence on file shows milestones checks up to date.
3386	Evidence on file shows milestones checks up to date.

6. RETENTION OF FAMILIES - all files checked were recent referrals						
Did this family remain engaged in the programme for at least 12 months?	Yes	Yes	Yes	Yes, new client	Yes, new client	
If exited, what was the reason for early exit?	n/a	n/a	n/a	n/a	n/a	n/a
If exited, was this referral suitable/appropriate?	n/a	n/a	n/a	n/a	n/a	n/a
Is there evidence on file of a retention strategy for this family?	Yes	Yes	No	No	No	

Comments per file:	
File Numbers	
3101	Further IFP plans indicate the whanau wish to continue with the programme. WWV advised that retention of this whanau depends on their needs and how long they need the programme before they are self-dependent to move on.
3310	Further IFP plans indicate the whanau wish to continue with the programme. WWV advised that a strategy used to encourage whanau to remain on the programme for at least 12 months is through building strong relationships through open, clear and honest communication.

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3355	New whanau to FS and a low intensity whanau difficult to determine at this stage if they will be long term.
3373	Second entry to the FS programme. WW advised that retention of this whanau depends on their needs and how long they need the programme before they are self-dependent to move on.
3386	New whanau to FS and a high intensity whanau. WW indicated that there is a high likelihood of them being on the programme for at least 12 months.

7. IMMUNISATIONS

Is there an Immunisation Schedule on file?	Yes	Yes	Yes	Yes	Yes	Yes
Is the Immunisation Schedule up to date? (is there an immunisation due in the relevant quarter?)	Yes	Yes	Yes	Yes	Yes	Yes
Is their evidence in case notes that immunisation has been discussed? (at I C Assessment and other HM)	Yes	Yes	Yes	Yes	Yes	Yes

Comments per file:

File Numbers	
3101	Schedule held on file and up to date.
3310	Schedule held on file and up to date.
3355	Schedule held on file and up to date.
3373	Schedule held on file and up to date.
3386	Schedule held on file and up to date.

8. WELL CHILD VISITS

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Is there evidence on file of completed Well Child visits?	Yes	Yes	Yes	Yes	Yes
Is there evidence in case notes that Well Child has been discussed?	Yes	Yes	Yes	Yes	Yes

Comments per file:

File Numbers	Comments
3101	Schedule held on file and up to date.
3310	Schedule held on file and up to date.
3355	Schedule held on file and up to date.
3373	Schedule held on file and up to date.
3386	Schedule held on file and up to date.

9. EARLY CHILDHOOD EDUCATION

Is there evidence on file that the child is engaged in ECE?	Yes	Yes	No	No
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Comments per file:

File Numbers	Comments
3101	Child has been enrolled at Kidz Count in Takanini on the 02/11/11
3310	Child has been enrolled at Kidz Count in Takanini and has been on a waiting list since September 11
3355	A goal in the IFP to have the child enrolled in ECE
3373	Not yet discussed

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3386

Not yet discussed

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B12

Family Start Monitoring Template – August 2011

FAMILY START KPI MONITORING TEMPLATE

Provider Name: Papakura Marae Society
Provider Number: 1916
Contract Number: 314442

29 September 2011 for period 1 September to 30 September 2011
Venue: Papakura Marae

Present: 9(2)(a) Regional Advisor Funding (FACS), 9(2)(a) Whaanau & Social Services Manager, 9(2)(a) Supervisor

General discussion

<p>1. Good news stories</p>	<p><i>Please comment on any good news stories or stories about how the programme made a difference to families / whanau lives.</i></p> <p>Three FS mothers are currently completing a Diploma in Early Childhood Education. Seven FS teen parents have graduated from Te Oranga Puumau Programmes facilitated through the Teen Parenting Service.</p>
<p>2. Issues and trends in the community</p>	<p><i>What issues or trends have you noticed in the community to date?</i></p> <p>Two most noticeable trends are our whanau who are continually accessing budgeting services, and are experiencing financial difficulty.</p>
<p>3. Issues and trends with the Family Start programme</p>	<p><i>Are there any further issues identified since my last visit on the 30th August?</i></p> <ul style="list-style-type: none"> Weekly visits criteria is still ambiguous if the whanau presents as a high needs whanau in crisis and after 6 weeks of intensive needs assessment it is deemed they are now a low whanau do we reduce visits to monthly Still have not received eligibility criteria for FS whanau. <p>What start date is used for families visited once weekly in the first 6 months? <i>The new KPI is for new families only and that the count for weekly visits starts when the family is moved to accepted status. A letter to go out to each FS site next week advising on the decision regarding the threshold and when weekly visits start.</i></p> <p>Does FS Net count AM/BTL and Home Visits prior to client being exited? <i>FS Net counts all visits prior to an exit.</i></p> <p>If a provider is contracted for a volume of 100 whanau but are only achieving 80% of active whanau. Does FS Net then take the 80%</p>

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	<p>and assess Visits and AM/BTL delivery against this figure giving the provider a much higher percentage for these KPI's? <i>FS Net will only assess against active cases.</i> Are children enrolled on a waiting list counted for Early Childhood Education? <i>Enhancements to FS Net will capture those enrolled & attending including those enrolled and on a waiting list.</i> Can AM/BTL be delivered outside of the home i.e. community Link Centres, Parks etc. <i>AM/BTL can be delivered where ever (as long as an hour is delivered each month) and that hour is planned & purposeful.</i> Supervisor Qualifications – A staff member who is CYF trained as a supervisor able to offer supervision to staff? <i>You will need to clarify what their supervision qualification is, and where it's from.</i></p>
4. Health of the organisation	<p>What is the current health of the organisation? Have there been any changes to the organisation i.e. governance, staffing etc.</p> <p>There have been no staffing or governance changes.</p>
5. CYF Approval review completed	<p>Last assessment completed 15th September 2011. ID 86540 <u>9(2)(a)</u></p> <p><u>9(2)(a)</u></p>
6. Ahuru Mowai visit	<p>Monitoring visit 22 – 24 February 2011 by <u>9(2)(a)</u></p>
7. Review of the financials for Family Start (annually)	<p>Please provide annual audited accounts for 30 June 2011. Accounts received for 30 June 2010 show PMS insolvent. Family Start Budget shows a direct cost of \$113,473.00 for Services Management Fee. Please provide an itemised breakdown of what this cost covers?</p> <p>Costs for the Management fee cover:</p> <ul style="list-style-type: none"> • Building Lease • Insurance • Audit & Accounting Fees • Wages <ul style="list-style-type: none"> ○ Operations Managers ○ CEO ○ Finance Manger ○ Caretaker • Consultancy Fees • Legal Fees • Bank Fees • Trustee Fees

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Number and percentage of contracted volumes delivered</p> <p>Why? Tracking volumes contracted as well as demand for the service</p>	95%	100% FS - Net Monthly Report (August 2011)	<p>1. Record the number of whanau workers and supervisors.</p> <p>2. The number of incoming referrals in the period:</p> <ul style="list-style-type: none"> Are the key referral agencies engaged? <p>3. The number of referrals declined:</p> <ul style="list-style-type: none"> Summary of reasons - are the reasons reasonable? Are the referral criteria being applied correctly? What is being done to achieve voluntary participation in the programme? <p>4. The files of longest duration:</p> <ul style="list-style-type: none"> Are these families still actively engaged in the programme? <p>5. Waiting list numbers to assess demand for the service:</p> <ul style="list-style-type: none"> How long do people wait? Are they referred elsewhere? <p>6. FS-Net being maintained:</p> <ul style="list-style-type: none"> Eliminate 'unassigned' active cases in FS-Net if not contacted after 6 weeks <p>7. Leave & training planned to ensure adequate coverage:</p> <ul style="list-style-type: none"> Plan in place to cover unplanned absences 	<p>Provider is at 100% for this KPI. Well done Papakura FS on achieving this milestone.</p> <p>The current client ratio to whanau workers is 1 to between 18 and 20 clients</p>	There are no actions required for this KPI. PFS is tracking well and likely to maintain this volume level.	

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of workers who receive at least one hour of one-on-one supervision by a qualified supervisor each week</p> <p>Why? Support the professional practice of those working with vulnerable families.</p>	95%	<p>85 to 90% based on discussion with the provider at the last monitoring visit in August (FS Net stats for April to June 2011 not correct)</p>	<p>The most recent CYF Approvals assessment report should be referenced, and if this has been done recently, avoid duplicating any checks.</p> <ol style="list-style-type: none"> 1. What level of qualifications do supervisors currently have? 2. Are staff development plans and performance appraisals in place? 3. Quality of the supervision (internal): Sight supervision schedule and files for frequency of supervision (any information that is covered, expect to see a formal note that covers Client cases.) Sight internal contract between supervisor and whanau worker 4. If external supervision is given, sight ledger/invoice and a written agreement - clause 6.3.4 Family Start Manual 5. Ensure supervision recorded accurately in FS-Net. 	<p>Provider is below the new standard achieving 85 to 90% for this KPI.</p>	<p>Manager and Supervisor: To confirm with FACS National Office, 9(2)(a) that Manager and Supervisor qualifications meet the requirement for supervisor. Provider will seek further clarification and discussion at FS hui held at FSM Tuesday 25th October. Both supervisor and manager have supervision qualification to level 5. If this along with other qualifications does not reach the required standard than further training will be under taken. In the event that manager and supervisor are not available to offer supervision an external supervisor will be engaged.</p>	ASAP

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of families who are reviewing and completing their Individual Family Plans (IFPs) at least every three months</p> <p>Why? The IFP is particular to a family and a regular review is required to reflect progress and ensure appropriateness of service provision.</p>	95%	There is no FS Net report for this currently	<p>Review a random selection of client files to ensure that whanau are progressing towards their IFP goals</p> <p>IPF is to include all requirements as laid out in Family Start Manual</p> <ol style="list-style-type: none"> 1. Frequency of review – check dates and review dates? 2. Does IFP reflect progress over last 3 months and build on strengths and needs? 3. Have intensity levels been set by the supervisor? Revised? 4. Have other agencies been consulted in relation to developing IFP? 5. Quality of goals. Are they SMART? child-focused? Achievable? Likely to strengthen family against child maltreatment? 6. IFP signed by both whanau worker and family? <p>Has the supervisor signed off quarterly review within one week of review completion?</p>	<p>A list of WW cases was provided and randomly selected files to be checked for quality and sign-off.</p> <p>Also checked that IFPs were reviewed every three months and that whanau were progressing towards their IFP goals</p> <p>Files checked showed initial IFPs were not completed within the required timeframe and reviews were not done quarterly.</p> <p>Initial IFP and review have been signed-off by the supervisor.</p> <p>Sample of IFP's checked were child-focussed with appropriate child centred goals.</p> <p>Intensity levels seem appropriate. However need to target more high intensity whanau as there are only 6 out of 112 in this category.</p>	<p>MSD: new referral template being developed by the Directorate – 9(2)(a)</p> <p>Manager and Supervisor: Pre-assessment needs to target high intensity families.</p>	ASAP

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of active families receiving at least one hour of AM / BTL per month</p> <p>Why? Regular delivery of AM/BTL provides some confidence that families are being regularly assessed in these domains.</p>	95%	<p>98.2% FS Net Monthly Report (August 2011)</p>	<p>Refer to last Ahuru Mowai report and with AM Advisor – check if any follow up is required? (Avoid duplication)</p> <p>Site random sample of client files FS-Net client notes for AM delivery verifying one hr per month</p> <ol style="list-style-type: none"> 1. All whanau workers have received initial training to deliver AM/BTL 2. Support visits have attended support works App? 3. Site home visit record sheets (yellow) completed in a timely manner dated 4. Has an annual AM or exit survey been completed? 	<p>Provider has made excellent progress and is well above the new KPI standard. Congratulations Papakura FS. The provider has two AM/BTL champions (G/2/a). They can do orientation training for any new staff (delivery of AM/BTL consistent each month and evidence held on file. Home visit record sheets completed with good information and observations.</p> <p>FS Net has the ability to add alerts for WW's this could help with AM/BTL and other areas of under delivery. However FS Net is limited to a maximum of 4 alerts.</p>	<p>There are no actions required for this KPI. PFS is tracking well and likely to maintain this volume level. Weekly monitoring seems to be working.</p>	ASAP

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of children 0-3 up-to-date with the developmental milestone checks set out in Ahuru Mōwai / Born to Learn.</p> <p>Why? Adherence to the development milestone checks provides some confidence that children are being regularly assessed in these domains.</p>	95%	There is no FS Net report for this currently	<p>Refer to last Ahuru Mowai report and with AM Advisor – check if any follow up is required? (Avoid duplication)</p> <p>1. Sight milestone checklists are completed relevant to the age of the child 2. Is the handout list recorded?</p>	<p>Senior Advisor 9(2)(a) visited PFS in February and had no concerns or issues with performance in this area. A sample of milestone checklists reviewed showed that WW's needed to keep checklists updated</p>	Manager and Supervisor.	

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of all new families who remain on the programme for at least 12 months</p> <p>Why? Research suggests vulnerable families engaged in intensive home-visitation programmes for at least 12 months for the programme to have a positive effect.</p>	80%	94% retention rate as per an internal analysis.	<p>To confirm start date for measurement – likely to be 1 July 2010]</p> <p>Print off the list of cases for each whanau worker – randomly select and:</p> <ol style="list-style-type: none"> Check that the family has received minimum of 1 home visit per month and 1 hour of AM&BTL delivered per month Check that the Strength and Needs assessments are reviewed at least 3 monthly <p>Discuss reasons why families are staying within 12 months: (Refer to monthly AS-Net status planned and unplanned exits)</p> <ol style="list-style-type: none"> Are proposed exits discussed with Practice Manager? <ul style="list-style-type: none"> Graduation process – strengths and needs assessment completed, IFP reviewed and plan put in place upon exiting Was the exit within the control of the provider? <ul style="list-style-type: none"> Is a regular scan done for long periods of non-contact? Is a retention strategy in place? Are families referred elsewhere?(particularly if vulnerable) Transfers: <ul style="list-style-type: none"> Have family signed consent? Has transition been managed between Family Start providers (Sight transfer documentation)? 	<p>This KPI has never been measured before.</p> <p>The quality of referrals is important as these will directly affect this measure. Cases were randomly reviewed and it was identified that there was no evidence on file of a retention strategy for whanau.</p>	<p>Manager and Supervisor: What is the retention strategy for families? Provider advises that initial contact and assessment is a key to retention. Selling the service to referred whanau gaining commitment from them at the onset ensuring whanau fully understand the service and benefits.</p>	ASAP

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of children who have their scheduled immunisation(s) during the quarter it came due</p> <p>Why? Promoting immunisation is a key way of improving children's health.</p>	80%	Information not available	<p>1. How do you promote this?</p> <p>2. Are FS-Net reminders followed?</p> <p>3. Is information collected at the initial contact phase about child's immunisation status?</p> <p>4. Is this part of supervision discussions?</p> <p>5. Refer to monthly FS-net stats/percentages for cannot be determined and Non answered - why?</p> <p>6. Check file for completed immunisation schedule</p> <p>7. Check that in client notes in FS-Net the discussion has been recorded and noted</p>	<p>Is weekly monitoring effective and are there any issues or challenges?</p> <p>Provider would like to see enhancements to FS to reflect reasons for not immunising children such as a sick child. During the winter months children are not able to be immunised because of sickness yet this information cannot be captured on FS net.</p>	<p>Manager and Supervisor.</p> <p>Development of an action plan with a staged approach to achieving this KPI</p> <p>Provider advised that all whanau receive an immunisation fact sheet during the initial assessment phase.</p> <p>Immunisation is a standing item for regular discussion during VW supervision.</p> <p>A weekly analysis is completed by the manager highlighting when immunisations are due.</p>	ASAP

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percent of children who have had their scheduled Well Child visit(s) during the quarter that it came due.</p> <p>Why? Gives us some confidence that family health and well-being is being addressed.</p>	80%	52% FS -Net Monthly Report (July 2014)	<ol style="list-style-type: none"> 1. How do you promote this? 2. Are FS-Net reminders followed? 3. Is information collected at the initial contact phase about child's Well Child's visits? 4. Is this part of supervision discussions? 5. Refer to monthly FS-net stats/percentages for cannot be determined and Not answered - why? 6. Check file for completed Well Child visits 7. Check that a client notes in FS-Net the discussion has been recorded and noted 	Is weekly monitoring effective and are there any issues or challenges?	<p>Manager and Supervisor.</p> <p>Development of an action plan with a staged approach to achieving this KPI</p> <p>Provider advised that all whanau receive a fact sheet during the initial assessment phase.</p> <p>Well child checks are a standing item for regular discussion during WW supervision.</p> <p>A weekly analysis is completed by the manager highlighting when Well child checks are due.</p>	ASAP

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of children 18 months and over enrolled in a licensed Early Childhood Education (ECE) facility</p> <p>Why? ECE has been shown to be beneficial for a child's development</p>	70%	<p>33% FS-Net Monthly Report (July 2017)</p>	<ol style="list-style-type: none"> 1. Gather information about how many are on waiting lists or enrolled in alternative education facilities. 2. Refer to monthly FS-Net stats percentages for cannot be determined and non answered – why? 3. Relationship with ECE's and Family Start awareness? 	<p>Provider advised that all whanau receive a list of ECE within Papakura and Pukekohe at the initial assessment phase. PFS monitor current waiting lists/engagements by requesting ECE centres to notify PFS when places become available. ECE factsheet along with MOE web page is discussed and distributed to whanau at the initial assessment phase.</p>	Manager and Supervisor:	ASAP

Key Performance Indicators for introduction from 1 October 2011

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions	Action By Whom	Action by when
Percentage of parents who do not use harmful disciplinary practices	75%				Manager and Supervisor	
Percentage of children assessed as safe from abuse and neglect	80%				Manager and Supervisor	
Percentage of parents who demonstrate positive parent-child interactions	80%				Manager and Supervisor	
Percentage of families visited once weekly in the first 6 months	TBC ¹			From 1 July 2011 onwards it is expected that all new and high intensity families will be visited once weekly for the first 6 months.	Manager and Supervisor	

¹ We will confirm the expected standard for this measure prior to its proposed introduction in October 2011. We need to test the impact of tighter referral criteria (which signal that Family Start is not open to lower risk families) and providers will need to work through the implications on whānau worker caseloads.

Summary of improvements/actions Identified in last monitoring/support visit:

Agreed Actions	By Whom	By When	Completed/Update
Systems and process to capture areas that need development and planning for how management will support achievement of KPI's (increased)	9(2)(a)	Ongoing to be reported on at each monitoring visit	This has to date been completed to a satisfactory standard given the delay in information being made available to allow preparation of management and staff.

Summary of improvements/actions Identified in this monitoring/support visit:

Agreed Actions	By Whom	By When

Overall Comments:

Family Start Papakura

File Audit Checklists 29/09/2011 and 10/10/2011

5 Client files were reviewed in total. Overall these reflected sound practice and adherence to the key components of the Family Start programme.

Sign-off:

Report prepared by: 9(2)(a)

Provider agreed to content: (Record name and date – attach email showing agreed)

Agreed copy sent to provider on:
Agreed copy sent to Approvals Assessor on:

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Family Start Monitoring Visit File Check Template
Visit Date: 29 th Sept
RAF:9(2)(a)

Provider Name: Papakura Marae Family Start
Monitoring Period Covered: 1 August 2011 to 31 August 2011

File Number	3356	3159	3292	3180	3210
Whanau Worker	9(2)(a)				

1. REFERRALS (Related KPI – Contract Volumes, referral criteria met)

Date of referral?	12/05/11	04/02/10	23/11/10	05/05/10	02/07/10
How old was child at date of referral?	1 month	2 months	10 months	9 months	4 months
Where did the referral come from?	CYF Care & Protection	9(2)(a) FVIARS	Self Whanau referral	9(2)(a) Whanau Services	Self referral
Does the child/whanau meet the high needs criteria?	Yes	No	Yes	Medium	Low

Comments per file:

File Numbers	3356
	Copy of service agreement signed by WW and Whanau. Referral form on file and has been acknowledged. Initial Contact info on file, S&N Assessment completed by WW due to the unavailability of client. There is a lack of evidence to show progress made. No IFP completed. This client has left the area and is being transferred to Manukau FS. Client intensity medium but identified as a high need family.
	Signed copy of Service agreement held on file. Referral form and other referral information on file. Initial contact info on file, S&N Assessment completed. Medium to Low intensity whanau.
3159	Consent to participate signed by WW and MOC. Initial assessment and referral held on file. S&N Assessment and IFP completed.
3180	File well set out and organised making it easy to find all relevant information. Initial assessment and consent to participate in the programme held on file.
3210	Copy of service agreement signed by WW and Whanau. Referral form on file and has been acknowledged. Initial Contact info on file, S&N Assessment completed.

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2. STRENGTHS AND NEEDS ASSESSMENTS / HOME VISIT FREQUENCY					
Was the 1 st assessment completed within 6 weeks of the family being made active? ^{2,3}	No	No	No	Yes	No, not complete until the 13/09/10
Have subsequent assessments been completed within the 6 monthly periods?	No	Yes	No	Yes	Yes
Has the supervisor signed off the assessment?	No	No	Yes	Yes	Yes
What does the assessment look like? Across the five domains has the whanau worker captured a good range of information?	Very brief notes under all domains	Good range of info across all domains	Excellent range of notes across all domains	Good range of info captured	Good information but brief
Has there been an assessment of the child's safety as a result of the domain work? (Manual pages 58-61)	Yes detail in brief under domains 3 & 4	Yes covered all aspects of child safety in domain 4	Yes but very brief	Yes good notes	Yes
Have all whanau in the first year of engagement received weekly home visits?	No	No	No	No	Yes

Comments per file:	
File Numbers	
3356	S&N Assessment was not completed until 12/08/11 outside the 6 week time frame. Subsequent assessment not completed as the client left the area and transferred to Manukau FS on 24/09/11. Unsure how Medium intensity rating was determined.

² The date made active is the date a whanau worker was assigned (not Key Contact). It happens after acceptance of the family.

³ This question is not applicable if the family has been on the programme for more than 12 months

3159	S&N Assessment was not completed until 07/05/10 outside the 6 week time frame. Subsequent assessment not done within 6 months and completed on the 03/11/10.								
3292	S&N Assessment not completed until the 24/01/11 outside the 6 week time frame. The 6 monthly reviews not conducted until 01/09/11.								
3180	S&N Assessment initial and subsequent review completed in time.								
3210	S&N Assessment initial and subsequent review completed in time.								

3. INDIVIDUAL FAMILY PLANS REVIEWED AT LEAST EVERY THREE MONTHS?

Was the 1 st IFP completed within the required timeframe? (one month of S&N Assessment)	Not on file	No	No	Yes	Yes	Yes	Yes
Are the child's needs reflected in the IFP?	Not on file	Yes	Yes	Yes	Yes	Yes	Yes
Has the IFP been signed by whanau and worker?	Not on file	Yes	Yes	Yes	Yes	Yes	Yes
Are the family goals consistent with the Family Start goals? i.e. child centred, prevention of abuse & neglect?	Not on file	Yes	Yes	Yes	Yes	Yes	Yes
Do the IFP's include SMART objectives?	Not on file	Yes	Yes	Yes	Yes	Yes	Yes
Have reviews of the IFP taken place quarterly?	Not on file	No	No	Yes	Yes	No	No
1 - reflecting progress over last 3 months, and the link between assessments and IFPs	Not on file	Lacks detail	No	Yes	Yes	Yes	Yes
2 - assessment of progress made by whanau and goals achieved	Not on file	Yes	No	No	No	Yes	Yes
3 - an amended plan setting the goals for the next 3 months and does it reflect needs of the child	Not on file	Yes	Yes	No	No	Yes	Yes
Has the supervisor signed off the quarterly reviews within a week of the review's completion?	N/a	Yes	No	Yes	Yes	No	No

Comments per file:

File Numbers

3356	IFP not on file and unsure if it was completed or entered into FS Net.
3159	Initial IFP not completed until the 27/05/10. IFP has good information and is very focused on the health and well-being of the child. Review was not completed until 12 months time (29/03/11) and lacks detail. There were also no new goals set for the next 3 months.
3292	IFP not completed until the 15/03/11. IFP reflects the needs of the child but are focused on AM/BTL. Quarterly review conducted and signed off 21/07/11. No comments regarding progress made towards achieving health goals mentioned.
3180	IFP quarterly due and goals need to be reviewed and planning for the next 3 months.
3210	IFP completed within the required time frame.

4. AM & BTL

Does the file reflect that the family has received at least one hour of AM/BTL per month? <i>is there a case note on Home Visit Record entry for each AM/BTL session?</i>	No	Yes	Yes	Yes
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Comments per file:

File Numbers

3356	No Evidence of AM&BTL visits on file. However has been recorded in FS Net.
3159	AM&BTL is very consistent and good information on Home Visit Records
3292	Home Visit Records show a consistent delivery of AM&BTL each month
3180	Records show a consistent one hour of AM/BTL per month
3210	Records show a consistent one hour of AM/BTL per month

5. AM/BTL DEVELOPMENTAL MILESTONE CHECKS

Is the child (if aged 0 to 3 years) up to date with developmental milestone checks?	No	Yes	No	Yes
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Comments per file:	
File Numbers	
3356	Child Health and Development Sheet on file but incomplete. AM/BTL milestone checks not recorded.
3159	Development milestone check sheet held on file but has not been updated since 23/04/10.
3292	Milestone Summary on file but not completed
3180	Milestone checklist on file has not been updated since 15/06/10.
3210	On file and up to date.

6. RETENTION OF FAMILIES (all files checked were recent referrals)

Did this family remain engaged in the programme for at least 12 months?	Yes	No	Yes	No	Yes	No
If exited, what was the reason for early exit?	n/a	n/a	n/a	n/a	n/a	n/a
If exited, was this referral suitable/appropriate?	Yes	Yes	n/a	n/a	n/a	n/a
Is there evidence on file of a retention strategy for this family?	No	No	n/a	n/a	No	No

Comments per file:	
File Numbers	
3356	Moved out of the area and transferred to Manukau FS 14/09/2011
3159	Client is looking to move to Australia 9(2)(a) interview due 23/09/11 but no record on file. Exit
3292	Active client still on the programme.
3180	Active client still on the programme
3210	Active client still on the programme

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7. IMMUNISATIONS						
Is there an Immunisation Schedule on file?		No	Yes	Yes	Yes	Yes
Is the Immunisation Schedule up to date? (is there an immunisation due in the relevant quarter?)		n/a	Yes	Yes	Yes	No
Is their evidence in case notes that immunisation has been discussed? (at I C Assessment and other HV)		Yes	Yes	Yes	Yes	Yes

Comments per file:	
File Numbers	
3356	Immunisation Schedule not on file but recorded in FS Net
3159	Immunisation Schedule not on file but recorded in FS Net
3292	Immunisation Schedule on file
3180	Held on file and up to date
3120	Held on file and up to date

8. WELL CHILD VISITS						
Is there evidence on file of completed Well Child visits?		No	Yes	Yes	Yes	Yes
Is there evidence in case notes that Well Child has been discussed?		Yes	Yes	Yes	Yes	Yes

Comments per file:	
File Numbers	
3356	No Schedule held on file.
3159	Entered in FS Net but not on file.
3292	Held on file but not up to date.

3180	On file and up to date
3120	On file and up to date

9. EARLY CHILDHOOD EDUCATION				
Is there evidence on file that the child is engaged in ECE?				
	No	Yes	No	Yes

Comments per file:				
File Numbers				
3356	No evidence of ECE participation on file.			
3159	9(2)(a)	Exit interview-23/09/11		
3292	Currently not enrolled			
3180	Not enrolled			
3120	Enrolled			

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B11

Family Start Monitoring Template – August 2011

FAMILY START KPI MONITORING TEMPLATE

Provider Name: Papakura Marae Society
 Provider Number: 1916
 Contract Number: 314442

30th August 2011 for period 1 July 2011 to 31 August 2011
 Venue: Papakura Marae

Present: 9(2)(a) [redacted] Regional Advisor Funding (FACS), 9(2)(a) [redacted] Whaanau & Social Services Manager

General discussion

The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract. It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.

<p>1. Good news stories</p>	<p><i>Any good news stories or stories about how the programme made a difference to families / whanau lives.</i></p> <p>Not completed by PFS.</p>
<p>2. Issues and trends in the community</p>	<p><i>What issues or trends have you noticed in the community and what are they?</i></p> <p>The provider advised that whanau are still struggling to meet day to day financial needs and are still requiring assistance with basic needs such as food, power etc.</p>
<p>3. Issues and trends with the Family Start programme</p>	<p><i>What are some of the issues and trends with FS?</i></p> <p>New performance measures are causing some concern for PFS many workers are fearful that PFS have been set up to fail with unrealistic targets.</p>
<p>4. Health of the organisation</p>	<p><i>What is the health of the organisation as a whole are there any areas of concern.</i></p> <p>There are no capacity or capability issues.</p>
<p>5. CYF Approval review completed</p>	<p><i>When was the latest Approvals report completed?</i></p> <p>The last Approvals report was completed 15th September 2011. CYF report no issues or follow ups required and all</p>

	standards have been met.
6. Ahuru Mowai visit	<p><i>When was the last visit from AM/BTL team?</i></p> <p>Provider advised that 9(2)(a) [redacted] from the AM/BTL team last visited on the 18th October 2010. Also attached Monitoring Visit report conducted on the 22 & 24 February 2011. No follow up required and next visit due December 2011.</p>
7. Review of the financials for Family Start (annually)	<p>Annual Audited Accounts provided for the period 30 June 2010. Accounts show PFS has been in a deficit for the last 2 years 2010 shows \$44,766.00 and 2009 \$183,390.00. PFS has \$1,724,542.00 equity to mitigate this deficit. Provision of annual accounts for 30 June 2011 to be requested.</p>

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Number and percentage of contracted volumes delivered</p> <p>Why? Tracking volumes contracted as well as demand for the service</p>	95%	98.2% FS -Net Monthly Report (July 2011)	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.</p>	<p>Provider is achieving this KPI and well above the new standard.</p> <p>Provider advised that contracted volumes for the period of August 2011 were above the 95% benchmark and at 100%.</p>	Manager and Supervisor	
<p>Percentage of workers who receive at least one hour of one-on-one supervision by a qualified supervisor each week</p> <p>Why? Support the professional practice of those working with vulnerable families.</p>	95%	100% FS-Net Quarterly Report (April to June 2011) Provider advised figure is incorrect and they are achieving 85 to 90%	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.</p>	<p>How do you plan to achieve the new standard?</p> <p>Provider advised that all workers have signed supervision contracts and have regular weekly supervision scheduled for all workers carrying a case load. However it is evident that not all workers received the minimum of 1 hour one to one supervision per week for the month of August. Trying to achieve new KPI has contributed to the statistic.</p>	Manager and Supervisor	

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of families who are reviewing and completing their Individual Family Plans (IFPs) at least every three months</p> <p>Why? The IFP is particular to a family and a regular review is required to reflect progress and ensure appropriateness of service provision.</p>	95%		<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required</p>	<p>How often are plans reviewed and monitored by the supervisor?</p> <p>What plans are in place to align your systems and processes for this KPI?</p> <p>Provider advised that client files are carried out by the supervisor and all staff are aware of the new KPI and looking forward to FS Net enhancements.</p>	Manager and Supervisor	

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of active families receiving at least one hour of AM / BTL per month</p> <p>Why? Regular delivery of AM/BTL provides some confidence that families are being regularly assessed in these domains.</p>	95%	98.2% FS -Net Monthly Report (August 2011)	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.</p>	<p>Provider is achieving this KPI and well above the new KPI standard.</p>	<p>Manager and Supervisor</p>	
<p>Percentage of children 0-3 up-to-date with the developmental milestone checks set out in Ahuru Mōwai / Born to Learn.</p> <p>Why? Adherence to the development milestone checks provides some confidence that children are being regularly assessed in these domains.</p>	98%		<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.</p>	<p>What plans are in place to align your systems and processes to capture information for this KPI?</p> <p>Provider advised that at the beginning of this quarter staff are aware of the importance of maintaining KPI's.</p>	<p>Manager and Supervisor</p>	

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of all new families who remain on the programme for at least 12 months</p> <p>Why?</p> <p>Research suggests vulnerable families need to be actively engaged in intensive home-visitation programmes for at least 12 months for the programme to have a positive effect.</p>	80%	<p>PFS Internal analysis indicates 94% retention rate</p>	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required</p>	<p>What plans are in place to align your systems and processes for this KPI?</p> <p>Are proposed exits discussed with Practice Manager?</p> <p>Provider advised that all transfers are signed off by the Supervisor where ever possible although all participate in an exit interview.</p>	<p>Manager and Supervisor</p>	

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New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of children who have their scheduled immunisation(s) during the quarter it came due</p> <p>Why? Promoting immunisation is a key way of improving children's health.</p>	80%	57 % FS -Net Monthly Report (July 2011)	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.</p>	<p>What plans are in place to achieve the new KPI standard? Provider advised weekly monitoring is taking place. Internal analysis indicates no immunisations were due for active clients at the end of August.</p>	Manager and Supervisor	
<p>Percent of children who have had their scheduled Well Child visit(s) during the quarter that it came due</p> <p>Why? Gives us some confidence that family health and well-being is being addressed.</p>	80%	52% FS - Net Monthly Report (July 2011)	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.</p>	<p>What plans are in place to achieve the new KPI standard? Provider advised weekly monitoring is taking place. Internal analysis indicates no immunisations were due for active clients at the end of August.</p>	Manager and Supervisor	

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions for improvement	Action By Whom	Action by when
<p>Percentage of children 18 months and over enrolled in a licensed Early Childhood Education (ECE) facility</p> <p>Why? ECE has been shown to be beneficial for a child's development</p>	70%	33% FS – Net Monthly Report (July 2011)	<p>The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract.</p> <p>It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required</p>	<p>What plans are in place to achieve the new KPI standard?</p> <p>Provider advised that achieving this KPI is always going to be difficult-ongoing issues are (availability of places), lack of basic resources such as transport and finances.</p>	Manager and Supervisor	

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Key Performance Indicators for introduction from 1 October 2011

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comments and actions	Action By Whom	Action by when
Percentage of parents who do not use harmful disciplinary practices	75%		What plans are in place to align your systems and processes to capture this information to this new performance measure?	Provider advised that these issues are captured in the Needs Assessment tool and are recorded in whanau case notes. Identified during supervision looking forward to FS Net enhancements.	Manager and Supervisor	
Percentage of children assessed as safe from abuse and neglect	80%		What plans are in place to align your systems and processes to capture this information for this new performance measure?	Provider advised that these issues are captured in the Needs Assessment tool and are recorded in whanau case notes. Identified during supervision FS Net enhancements.	Manager and Supervisor	
Percentage of parents who demonstrate positive parent-child interactions	80%		What plans are in place to align your systems and processes to capture this information for this new performance measure?	Provider advised that these issues are captured in Needs Assessment tool and are recorded in whanau case notes. Identified during supervision FS Net enhancements.	Manager and Supervisor	

New KPI Performance Measure	New KPI Standard	KPI Achieved	What information will be checked/verified? What information will be gathered?	Comment and actions	Action By Whom	Action by when
Percentage of families visited once weekly in the first 6 months	TBC ¹		What plans are in place to align your systems and processes to capture this information for this new performance measure?	Provider advised that an internal analysis indicates 49% of whānau registered with FS since February 2011 have received at least 1 visit per week for the month of August.	Manager and Supervisor	

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¹ We will confirm the expected standard for this measure prior to its proposed introduction in October 2011. We need to test the impact of tighter referral criteria (which signal that Family Start is not open to lower risk families) and providers will need to work through the implications on whānau worker caseloads.

Summary of improvements/actions Identified in last monitoring/support visit:

Agreed Actions	By Whom	By When	Completed/Update

Summary of improvements/actions Identified in this monitoring/support visit:

Agreed Actions	By Whom	By When

Overall Comments:

The purpose of this visit was to discuss the new reporting template and what information will be reviewed and gathered to in order to verify and assess the organisation's performance against the key performance measures in the contract. It was also an opportunity to get some context behind the current statistics and an understanding about some of the issues and challenges for this provider and identify areas where improvements need to be made and what actions are required.

Sign-off:

Report prepared by: 9(2)(a)

Provider agreed to content: (Record name and date – attach email showing agreed)

Agreed copy sent to provider on: 27/09/2011

Agreed copy sent to Approvals Assessor on:

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