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coming under state-wide license * Little to no coordination of capacity building activities * Leader data base out of date * High percentage (30% or higher) of workshops starting with less than 10 participants | |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