



NCA Site Visit Guide

NCA Awardee Training

**Department of Health and Human Services
Health Resources and Services Administration
Bureau of Primary Health Care**

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Agenda

- **Site Visit Purpose**
- **Site Visit Process Overview**
- **Site Visit Participant Roles Review**
- **Site Visit Preparation**
- **Pre-Site Visit Reviews Process**
- **On-Site Review Process**
- **Post-Site Visit Process Overview**
- **Site Visit Purpose**





NCA Site Visit Purpose



NCA Site Visit Purpose

The site visit will verify whether and to what extent T/TA activities conducted by the NCA:

- Correspond to the required goals and metrics for their awarded NCA type
- Strengthens health center operations and improves the clinical performance and outcomes of health centers nationwide relevant to the focus area and type of T/TA provided by the NCA.
- Maintains proper policies, procedures and oversight to manage their programmatic and financial obligations to the Federal Government
- Adequately addresses HHS/HRSA Priorities (e.g., Opioid Use/Substance Use; Behavioral/Mental Health; Childhood Obesity) as applicable



NCA Site Visit Purpose: Activity Verification

- The evaluation of whether or not the approved NCA work plan fulfills its intended purpose
- Primary question: “Is the work plan and corresponding activities responsive to the NOFO?”
- Did the NCA meet their established goals? If not, did the NCA adequately address challenges, barriers and develop plans to correct them?

How BPHC Evaluates NCAs

1. Is the NCA fulfilling all requirements as outlined in the most recent NCA NOFO?
2. To what extent is the NCA accomplishing its work plan activities?
3. What is the NCA's impact on health centers?





Site Visit Guide Overview

Site Visit Guide: What's In It?

- A road map for all site visit participants: NCA, Consultant and POs
- Provides background on the NCA Program and key requirements outlined in the NOFO
- Analysis questions are based on NOFO requirements
- Designed to elicit examples and dialogue between NCA and consultants



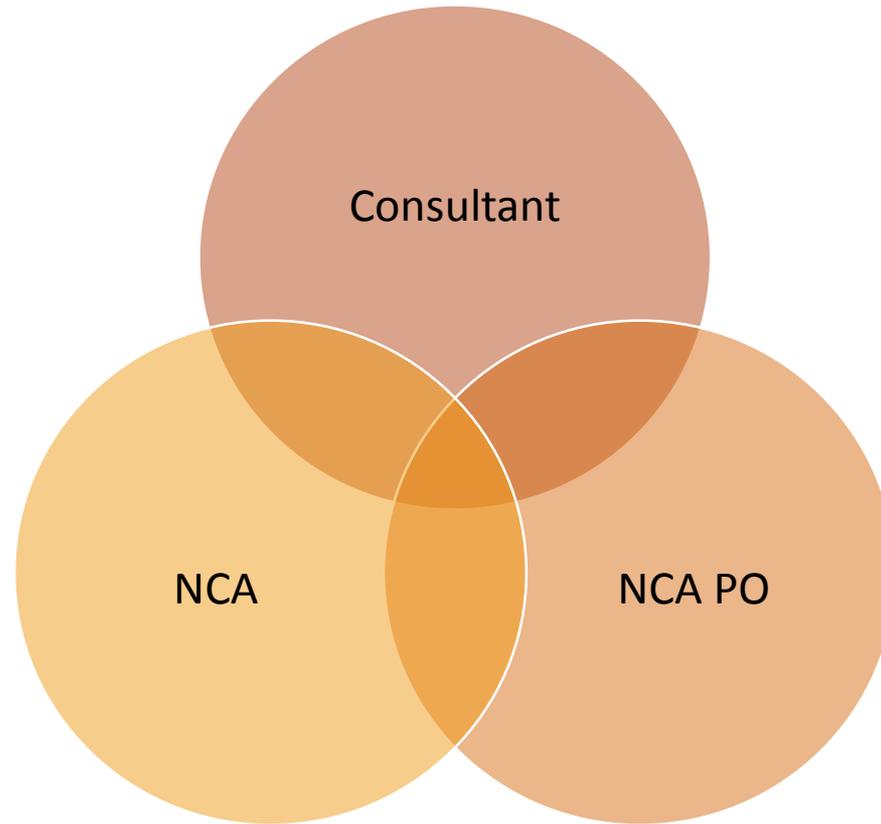


NCA Site Visit Process Overview



Site Visit Participant Roles Overview

NCA Site Visit Team



BPHC NCA Project Officer Role

- **Point of contact for programmatic questions about NCA**
- **Initiate the TATs request for the site visit**
- **Coordinate kick-off conference call**
- **Provide required documents to the consultants**
- **Will attend site visits in person or remotely**
- **Review and approve the site visit report**



Consultant Role

- Respond to the TATs request
- Participate in a kick-off conference call
- Review documents in the pre-site visit section and complete corresponding questions
- Request follow up information as needed
- Go on site to conduct site visit
- Complete site visit report by deadlines

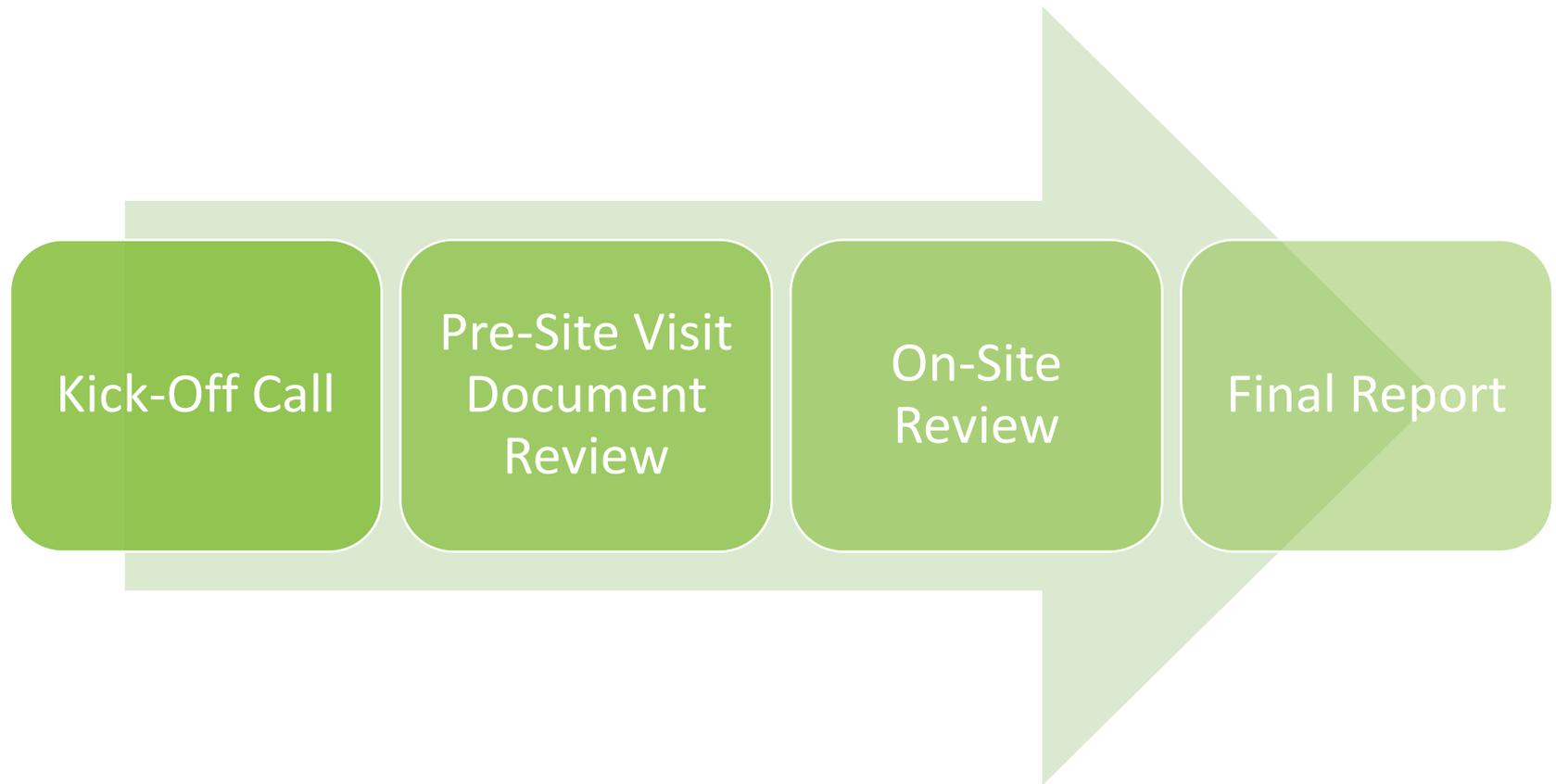


NCA Role

- Provide required documents to the consultants
- Confirm staff availability as relates to the on-site agenda
- Invite the NCA board chair to on-site portion
- Arrange meeting space and Internet connectivity for consultants
- Fully participates in person at the on-site visit



NCA Site Visit Process



NCA Site Visits 2019

- **Special Populations NCAs**
 - **Migrant, Seasonal Agricultural Workers**
 - MHP Salud
 - Migrant Clinicians Network
 - Farmworker Justice
 - **Residents of Public Housing**
 - National Center for Health in Public Housing
 - **Homeless Populations**
 - National Health Care for the Homeless Council
- **Vulnerable Populations NCAs**
 - School-Based Health Alliance
 - National LGBT Health Education Center/Fenway



NCA Site Visits 2019

- **Health Center Development Areas NCAs**
 - Association of Clinicians for the Underserved
 - Medical Legal Partnerships
- **National Resource Center NCA**
 - National Association of Community Health Centers (NACHC)





Site Visit Preparation



Site Visit Kick-Off Call

- **NCA PO will coordinate the call**
- **Kick-off call purpose:**
 - Introduce site visit process, roles, and responsibilities of all participants
 - Familiarize consultant with NCA and key points of contact
 - Confirm site visit timing and participants
 - Confirm who will provide what materials and by when
 - Confirm on-site logistics

Site Visit Kick-Off Call: Logistics



- **Participants:**
 - Consultant
 - Key NCA staff
 - NCA PO
- **NCA PO will brief the consultant prior to call with NCA**
- **NCA PO should provide all call participants with the NCA Site Visit Guide**

Site Visit Kick-Off Call: Consultant Role



- **Confirm logistics with NCA:**
 - Site address and parking availability
 - On-site space and Internet connectivity
- **Confirm pre-site visit materials delivery:**
 - Who is responsible for what materials?
 - Deadlines for materials receipt?
 - How materials will be sent (e.g. EHB, DropBox, email)

****If the consultant changes during the site visit planning process a new kickoff call must be scheduled between the NCA and new consultant**

Site Visit Kick-Off Call: Project Officer Role



- **NCA PO will coordinate and schedule a kick-off site visit call with the consultant and NCA. The kick-off call should occur a minimum of six weeks prior to the site visit.**
- **NCA PO will meet with the consultant prior to kick-off call to provide an overview of the NCA and determine which NCA activities will be reviewed as part of the review.**
- **NCA PO and consultant will meet with NCA to provide a review of the site visit process and discuss logistics**

Site Visit Kick-Off Call: Sample Agenda

Appendix B: Sample NCA-Consultant-PO Kickoff Call Agenda

25 minutes	Introductions Participants and roles Site visit purpose Overview of site visit process components Confirm who will provide what documents, by when
10 minutes	Logistics Visit and meeting dates, spaces, and times Confirm who will be on-site and remote Review agenda and who will see it, by when
5 minutes	Staff Availability Confirm key NCA management staff will be available Review staff who will be interviewed during the visit





Pre-Site Visit Review Process



Pre-Site Visit Reviews: Purpose

Document and Materials Review

BPHC and NCA to Provide Materials



In-Depth Understanding of NCA

- * Review the documents using the questions in the Site visit Guide
- * Identify Additional Questions to Ask On-Site

* Verification support



Pre-Site Visit Reviews: Documents

BPHC Documents	NCA Documents
<ol style="list-style-type: none">1. FY 2017 NCA Notice of Funding Opportunity (NOFO)2. Competing cooperative agreement application3. HRSA-Initiated Supplemental Funding Opportunity or Federal Register Notices (FRN) (if applicable)4. All work plans from the current project period, including the work plan from the most recent Non-Competing Continuation Progress Report5. Year 1 and Year 2 Non-competing progress reports6. Most recent Federal Financial Report (SF-425) for this project period7. Most recent budget narrative and staffing plan	<ol style="list-style-type: none">1. NCA website2. Most recent organization chart, staffing plan, position descriptions, and staffing bios3. Needs assessment documents*4. Documentation of two (2) sample T/TA activities from each of the required goals and metrics per NCA type. Depending on the NCA type, two (2) to fourteen (14) sample TA activities are expected. T/TA activities documentation should include:<ol style="list-style-type: none">i. Course Evaluationsii. Attendance recordsiii. All materials shared with participants including: slide deck, handouts, course materials, etc.5. Statement of work and budget for contracts paid with BPHC funding for each budget period within the current project period.6. Work plans related to any approved supplemental funding activity (if applicable).7. All publication plans with links to posted publications for the current project period. Consultant should document that the provided publication links are active and accessible to the widest possible audience.



Pre-Site Visit Reviews: Project Officer Role



- **Work with NCA to identify supporting documentation for the two (2) activities per goal selected by BPHC to be reviewed from the total project period & two (2) separate collaborations to be reviewed**
- **Ensure NCA documentation are submitted to the consultant a minimum of two (2) weeks prior to the scheduled site visit**

Pre-Site Visit Reviews: Consultant's Role



- **Upon receipt of materials:**
 - Ensure all required materials are received
 - Send confirmation of receipt to NCA/NCA PO
 - Review materials and ask clarifying questions as needed
 - Note any red flags or areas that may need further clarification during the on-site portion of the site visit



On-Site Review Process

On-Site Review Process: Consultant's Role



Consultant will:

- Consultant will develop an on-site and send a final copy to NCA PO at least one week prior to the site visit and will share it in advance with the NCA.
- Facilitate the Entrance Conference, invite and accommodate remote staff as necessary
- Recommend NCA have any documents/tools it would like to present on-site prepared and accessible

On-Site Review Process: Consultant's Role (continued)



Consultant will:

- Conduct on-site analysis using the questions in the Site Visit Guide
- Facilitate Exit Conference
- Explain the Consultant Evaluation Form to the NCA

On-Site Review Process: Sample Agenda



Day 1:

<p>9:00 a.m. – 9:30 a.m.</p>	<p>Introductions (PO/or other HRSA Representative if PO unavailable) Discuss purpose of the site visit Roles and responsibilities BPHC Update & Overview (as needed) Staff Attendance List staff expected for this portion Prior to site visit consultant should confirm with NCA what staff will be present for each portion of the site visit. Once the agenda is set, consultant and NCA will coordinate with staff to block off their time.</p>
<p>9:30 a.m. – 11:00 a.m.</p>	<p>NCA Showcase Presentation BPHC Funded Activity Successes Innovations Staff Attendance List staff expected for this portion</p>
<p>10:30 a.m. – 12:30 p.m.</p>	<p>Verification (Consultants) Staff Attendance List staff expected for this portion</p>
<p>12:30 p.m. – 1:30 p.m.</p>	<p>Lunch</p>
<p>1:30 p.m. – 4:30 p.m.</p>	<p>Verification (Consultants) Staff Attendance List staff expected for this portion</p>



On-Site Review Process: Sample Agenda



Day 2:

9:00 a.m. – 11:30 a.m.	Verification (Consultants) Staff Attendance List staff expected for this portion
11:30 a.m. – 12:30 p.m.	Lunch
12:30 p.m. – 3:00 p.m.	Verification (Consultants) Staff Attendance List staff expected for this portion
3:00 p.m. – 3:30 p.m.	Debrief CEO prior to exit conference (optional) Staff Attendance List staff expected for this portion
3:30 p.m. – 4:30 p.m.	Exit conference Staff Attendance List staff expected for this portion



Post-Site Review Process Overview

Site Visit Reports

- **NCA will receive a final site visit report within 60 calendar days of site visit completion**
- **Report will inform ongoing monitoring between the PO and NCA**



Site Visit Report: Content

- **Verification status for each goal**
- **Identified innovations**
- **Actions recommended for improvement will be given whether the goal is verified or not**

Site Visit Report: Follow-Up

- If areas are found to be not-verified, the NCA PO will work with the NCA on a Corrective Action Plan
- If areas are found to be verified, but have room for improvement, the NCA PO will work with the NCA on a Performance Improvement Plan





NCA Experience from Year 1 Site Visit

QUESTIONS



Thank You!

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