**Overview**

Implementing an individualized home visiting model with fidelity can be challenging in the absence of systematic procedures to document encounters between Specialists and program participants. In response to this challenge, the TIES Program, a promising home visiting approach, created an encounter form to document components of encounters. Inclusion of encounter details, goal areas of focus, and encounter activities, allows this form to (1) promote fidelity in implementing home visiting innovations and (2) identify core elements of home visiting. Encounter forms are completed by both the Family Support Specialist and the Parent Resource Specialist.

The goal of TIES is to identify and support pregnant/postpartum women and their families affected by substance abuse to promote child development and healthy family functioning. The comprehensive TIES Program targets intervention to improve (a) parent gains toward a drug-free lifestyle; (b) parenting skills and capacity to support child development; (c) parent response to child health/mental health care needs; (d) parent response to self-health/mental health care needs; (e) access to adequate, stable income; and (f) access to stable, safe, and affordable housing. Progress on goals, as assessed by the Family Support Specialist and participant, serves as a framework for interactions.

**Methods**

To increase accountability for participant outcomes, a continuous quality improvement and performance monitoring process provided opportunity for reflection upon systems and implemented processes. Quality improvement activities included use of participant level encounter data to inform program level practice. Data is completed by Specialists after each visit and compiled quarterly by evaluators.

**Data for Reflection**

Specialists are provided encounter data that include descriptions of the duration, focus, and activities that take place during visits. Data are shared at the program and Specialist level. The following program level data include 53 participants who are served by 6 Family Support Specialists and 2 Parent Resource Specialists.

**Visit Duration**

<table>
<thead>
<tr>
<th>Quarter</th>
<th>Number of Visits</th>
<th>Mean Duration</th>
<th>Mode</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>553</td>
<td>80 minutes</td>
<td>60 minutes</td>
</tr>
<tr>
<td>2</td>
<td>547</td>
<td>73 minutes</td>
<td>60 minutes</td>
</tr>
<tr>
<td>3</td>
<td>555</td>
<td>72 minutes</td>
<td>60 minutes</td>
</tr>
</tbody>
</table>

**Most Frequent Activities**

- **Quarter 1**
- **Quarter 2**
- **Quarter 3**

**Primary Goal Focus of Encounters**

Quarterly discussions included reflection upon data, participant characteristics, and contextual factors to make plans for change. Discussions between evaluators and Specialists resulted in (1) realization that not all Specialists were defining activities in the same way and that (2) additional activity choices needed to be added. To address these results, a definition guide for activities was created.