

Supporting the widespread, effective implementation of evidence-informed family support models: The design and testing of an Intensive Family Support Service Fidelity Framework

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The expansion of Intensive Family Support (IFS) services across Australia has substantially increased the level of public investment at both the state and federal government levels. Fidelity is an important concept to track when taking a more evidence informed IFS model to scale within these funded services. Fidelity can be useful for systematically monitoring implementation to maintain model consistency and quality, better targeting of training and other technical assistance (e.g., in field coaching), and performance reporting. In addition, policy makers and funders can use fidelity data to demonstrate that investments are achieving required service delivery levels associated with positive child and family outcomes. As part of a continuous quality improvement process, the Parenting Research Centre (PRC) developed a common framework used to monitor program implementation and fidelity across multiple community based services sites delivering the IFS service. Based on the work by Koball et al. (2009) and by Henggeler et al. (2002), a set of indicators were derived that fall into four distinct areas of importance: i) program level descriptive data; ii) staff characteristics; iii) program level service data; and iv) participant level service data. The IFS fidelity framework will be presented along with preliminary data from a feasibility study.