

# COIIN Family Engagement

Marion County

# Team Members

- ❖ Christine Haas – Senior Leader
- ❖ Kim Dodd – Home Visitor/Team Lead
- ❖ LaToya Tyler – Home Visitor
- ❖ LeAnn Bosley – Home Visitor
- ❖ Angie Meade – Community Partner/Evaluator
- ❖ Marci Muciek – Early Intervention Specialist

# Focus Points

❖ Retention

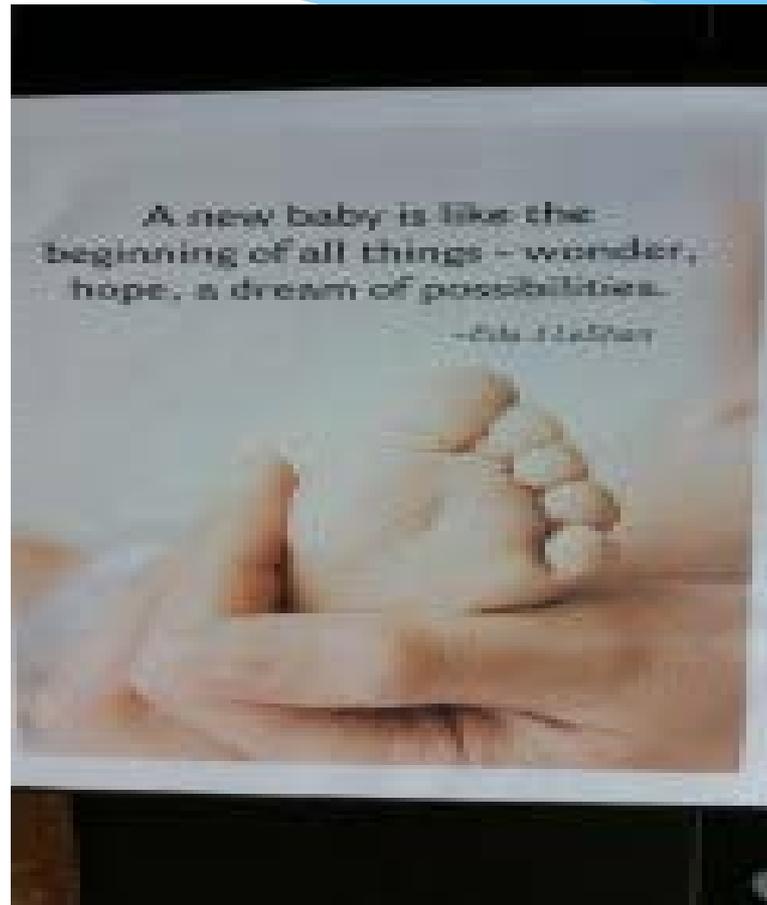
❖ Timely Enrollment

❖ Home Visitor Support Working With Families

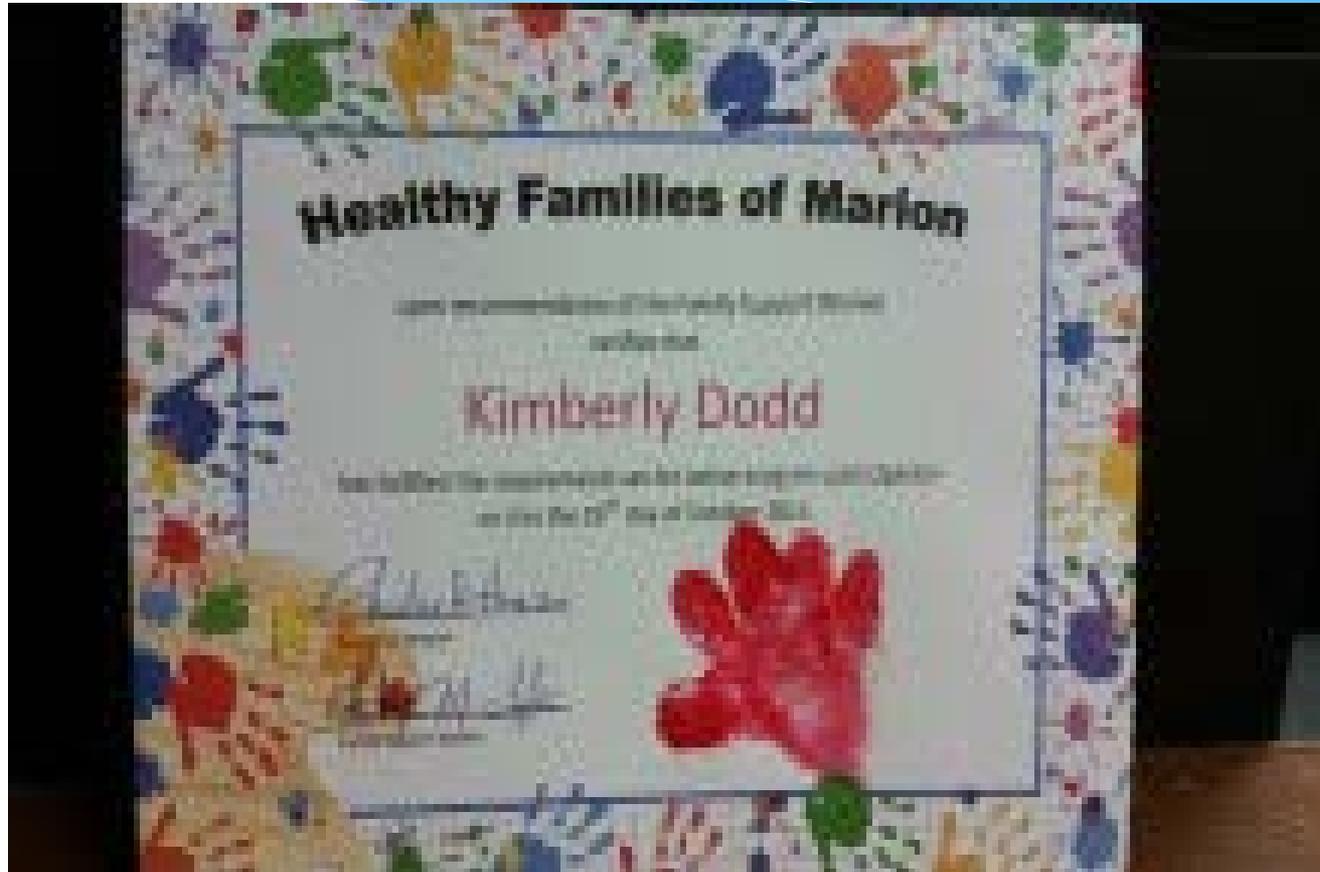
# Retention

- ❖ We identified families that were “at risk” for disengaging from services and began a certificate celebration program.
  - \* “At Risk” families received a certificate of recognition with their child’s foot or handprint after 4 consecutive visits.
  - \* Family also received a special binder with a poem to keep the certificates for a keepsake.

# Back of Family Binder



# Celebration Certificate



# Feedback

- ❖ Families were excited and engaged.
- ❖ Only one family remained at risk and continued to miss appointments.
- ❖ Families enjoyed choosing paint color and watching child's growth.

# Timely Enrollment

- ❖ Plan – to increase the number of families that receive their 1<sup>st</sup> home visit within 10 days of referral
- ❖ Home visitors were struggling to meet new families within the first 10 days of referral
- ❖ Home visitors were losing time trying to contact new referrals
  - Due to phone number changes

# Changes?

Each positive pregnancy test at MAPP begins the referral process:

- \* Home visiting services are offered
- \* Home visitor assigned and is immediately connected to client within the office (HMG and HFM are housed within the MAPP office)
- \* Program information is given, services explained and 1<sup>st</sup> home visit is scheduled

# Changes?

- If Home Visitor is unavailable:
  - Central Intake Coordinator references home visitor's calendar
  - Identification of first available opening within 10 days
  - Appointment is scheduled for Home visitor

# Results

- \* Home visitors have spent less time trying to contact families
- \* There has been an increase of the initial home visit occurring within the first 10 days of referral
- \* More families have followed through with the program

# Home Visitor Support Working With Families

- \* Home visitors wanted families to feel more engaged with the program and goal setting so they would feel ownership of their goals
- \* Home visitors wanted families to feel self accomplishment as goals were set and achieved by setting smaller steps to reach the bigger picture
- \* Home visitors used the branch system with families to outline the smaller steps to reach the larger goal

# Do

- \* 100% of reflective supervision focused on goal setting and planning per family
  - All Home visitors received reflective supervision specific to goal setting
  - 30 minutes of supervision time focused on goal setting
- \* Supervisor helped Home visitors explore the needs of each family to help identify topics for meaningful goals

# Outcome

- \* Home visitors felt more comfortable setting achievable goals with families
- \* Most families were able to achieve their short-term goals by taking smaller steps
- \* Families felt more accomplished and less overwhelmed by taking small steps towards the end goal

# Final Cycle

- \* Home visitors decided to test a no call and no text policy to see if the number of cancellations decreased
- \* Home visitors would not call or text for one month then would call or text all families for the next month and track the change
- \* This cycle was discontinued due to difficulty in tracking and fear that visits would decrease during the month of calling and texting