



Smart Aim



Family Engagement

85% of families receive expected home visits.

Primary Drivers

Primary Driver 1:

Competent and skilled workforce to support enrollment and retention

- ### Changes/Interventions
1. Support to develop interpersonal relationships and adult attachment
 2. Clear policy and protocols for enrollment and for intense early engagement and retention for current and new home visitors
 3. Observation by supervisor of home visits
 4. Focused supervision on key points in home visitor (HV)-client relationship (i.e., enrollment, intense early engagement, ongoing retention)
 5. Materials available to facilitate engagement with families

Primary Driver 2:

Comprehensive data-tracking system

1. Initial and ongoing training for HVs on policies and procedures for data tracking and management
2. Process for reviewing and using improvement data (e.g., weekly team meeting)

External Sources

1. Outreach and education to referral sources for eligibility of families to home visiting (e.g., access criteria, identifying "goodness of fit")
2. Outreach to home visiting clients to "refer" a friend to home visiting services
3. Streamlined process from referral source to home visiting program (i.e., warm handoff for families)
4. Policy and protocol (with guidelines) for assessing and determining eligibility of families

Primary Driver 3:

Prompt and appropriate enrollment of eligible families

Internal Processes

1. Policy and protocol (with guidelines) for assessing and determining eligibility of families
2. Standardized and welcoming intake process
3. Protocol in place for process steps, from assessment to first home visit
4. Completed family checklists on the family's wants and needs for home visiting

Primary Driver 4:

Intense early engagement (i.e., during first 3 months)

1. Program flexibility in time and location of service delivery to meet family preferences
2. Process for early linkage of families to other community supports and services that includes assisting families with reducing barriers and following up on effectiveness of referral
3. Focus group/follow-up surveys with families that are both in and leaving the program
4. Check-in at 3 months ("How is home visiting going for you?")
5. Communication strategies that enhance HV-family relationships
6. Protocol for addressing missed visits

Primary Driver 5:

Active involvement of families in home visiting program

1. Process for family to meet other team members to increase connection with program staff
2. Parents included as members of policy council
3. Parents included as members of QI teams
4. Parent-led support groups (e.g., father involvement)
5. Program flexibility in time and location of service delivery to meet family preferences
6. Reliability on the part of home visitors to schedule and keep visits (not rescheduling/cancelling frequently)
7. HV information routinely gathered from families about their needs, personal goals, and expectations of the program; services then provided based on this input