**MHVI FY19 Family Retention and Engagement Key Driver Diagram**

**Primary Drivers**

- **PD 1: Meet Family Needs**
  - Services are tailored to the unique needs of each family
  - Family needs are identified early and regularly
  - Outbound referrals are offered based on identified needs
  - Families receive needed services
  - Programs identify and fill gaps in their outbound referral networks

- **PD 2: Build on Family Strengths**
  - Family goals are identified early and revisited regularly
  - Visit content is aligned with family goals
  - Family goals are achieved

- **PD 3: Build a Trusting Relationship**
  - Home visitors have strong interpersonal skills
  - Cultural/community norms around parenting and service utilization are valued and used to drive delivery of service
  - Home visitors are reliable and timely in their work with families
  - Families feel a personal connection and commitment to the program

- **PD 4: Embed Families into Programming Infrastructure**
  - Families are involved as important stakeholders in the program
  - Families see opportunity for programmatic input and feedback

- **PD 5: Instill Programmatic Support for Retention Efforts**
  - HV staff are trained on and accountable to program strategies for family retention and engagement
  - Program has system for tracking performance and improvement on strategies for retention and engagement

**Secondary Drivers**

- **Assess family’s preference in receiving reminders for home visits and use preferred methods**
- **Develop and utilize a screening and outbound referral protocol**
- **Provide training on screening tools program uses to access family needs**
- **Use evidence based screening tools to access family’s needs**
- **Explain screenings used to access family needs and discuss results with caregivers**
- **Establish and utilize outbound referral follow-up procedures**
- **Keep a clear, up-to-date list of referral sources in the community to address family needs**
- **Develop relationships with additional outbound referral sources**

**Specific Ideas to Test**

- **Establish and utilize a family goal planning protocol**
- **Provide training for Home Visitors on goal planning with families**
- **Regularly (at each or every other home visit) ask families about their wants, needs, and goals**
- **Base goal plans on identified family strengths**
- **Set short-term and long-term goals with the family and revisit them at least every other visit**
- **Discuss family goal plans as part of regular, ongoing supervision**
- **Recognize families when they reach milestone goals (e.g. certificate)**
- **Utilize communication strategies that enhance home visitor-family relationships (e.g. motivational interviewing, active listening, texting to support families’ goals “how is it going?” etc.)**
- **Check-in with families regularly, asking “How is home visiting going for you? Is the home visitor match working?”**
- **Build awareness of cultural and community norms through observations, trainings, and staff dialogue**
- **Maintain flexibility in time of service delivery to meet family preferences (e.g. evening visits, weekend visits, maintaining scheduling space to provide visits when family needs them, etc.)**
- **Create a “participation charter/agreement” consisting of expectations of the home visitor, family, and what they will do together**
- **Include caregivers receiving home visiting services on QI teams**
- **Incorporate family voice into protocol/policy creation**
- **Involve families as leaders of activities, events, etc. (e.g. socializations, celebratory events, family groups)**
- **Train and support families as champions for Home Visiting (e.g. attending conferences, speaking to decision makers, recruiting other parents/families, as an advocate within the community, etc.)**
- **Create systems for family feedback (e.g. customer satisfaction surveys, brief check-ins, focus groups, etc.)**
- **Provide feedback on interpersonal skills in supervision based on home visit observation (using a tool such as the HVORs, videotaping) that supports utilization of strategies that meet families’ needs, build on family strengths, and support trusting relationships**
- **Discuss strategies and resources for continued family retention and engagement in HV supervision sessions**
- **Train home visitors on motivational interviewing**
- **Establish procedures/protocol to transition home visitors when staff turn over**
- **Establish procedures/protocol to follow up on missed visits and reschedule**
- **Establish and utilize a system to track HV completion**
- **Create and utilize a tracking mechanism for screenings and referrals, following up with HVers re: gaps and/or delays**

**SMART AIM**

By September 1, 2019, the MHVI Retention and Engagement QI Learning Collaborative aims to have no more than 3% of families who stop services before completion.