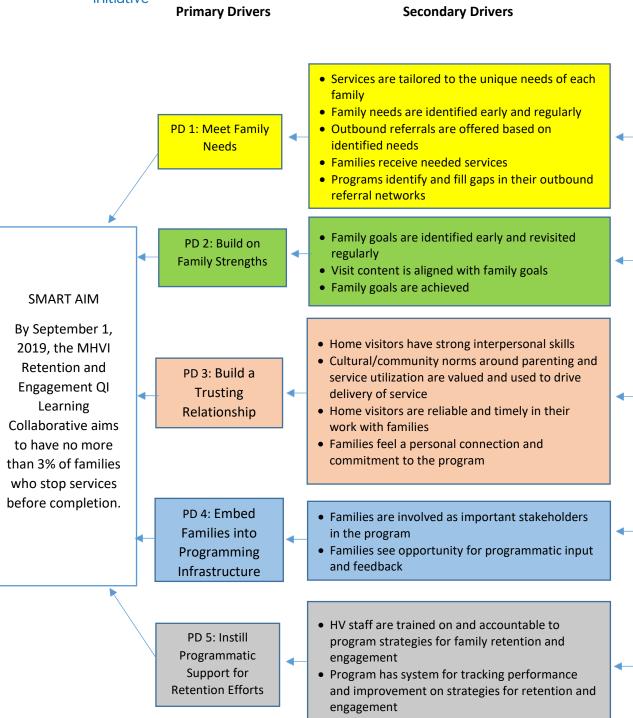


MHVI FY19 Family Retention and Engagement Key Driver Diagram



Specific Ideas to Test

- 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
- 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? How 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, father 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