



MHVI FY19 Family Retention and Engagement Key Driver Diagram

Primary Drivers

Secondary Drivers

Specific Ideas to Test

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.

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

- 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

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

- 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)

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

- 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

PD 4: Embed Families into Programming Infrastructure

- Families are involved as important stakeholders in the program
- Families see opportunity for programmatic input and feedback

- 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.)

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

- 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