

First 5 San Mateo County Home Visiting Planning Group: Recap Lean Process Improvement Charter Discussion
(October 2020-February 2021)

Will ensure feedback in first 2 informational meetings in August and September are reflected in ongoing planning and discussions.

Topic	Barriers	Potential Solutions
<p>Program Eligibility/Flexibility</p>	<ul style="list-style-type: none"> • Desired outcome of Home Visiting varies between staff and program <ul style="list-style-type: none"> ○ Intensity and length of service varies across programs • Program focus may be narrow: one person vs. whole family/household • Eligibility restrictions <ul style="list-style-type: none"> ○ Hard to know what eligibility requirements are, change often with funding streams ○ Not everyone who can benefit is eligible • Families may need to be served by multiple programs at once • Funding available for some buckets of eligibility and not others • Data collection doesn't crosswalk between programs- definitions 	<ul style="list-style-type: none"> • Creating landscape of programs within San Mateo County context utilizing existing data <ul style="list-style-type: none"> ○ Capacity, dosage, outcomes ○ Eligibility, demographics funding ○ Family facing tool: frequency, commitment, duration, program requirements ○ Integrating data
<p>Communication</p>	<ul style="list-style-type: none"> • Inter-Agency Communication <ul style="list-style-type: none"> ○ Lack coordination between programs when one is full ○ Different approaches to confidentiality and sharing information ○ Lack of coordination between programs ○ Don't know who else is working with family-systems don't talk to each other 	<ul style="list-style-type: none"> • Way to see each program's availability/waitlist <ul style="list-style-type: none"> ○ IT Solution ○ Family Centered Approach ○ Family Passport • Shared data systems <ul style="list-style-type: none"> ○ Systems that can talk to each other ○ High level dashboard on client status ○ Build on existing systems: Clarity ○ Ensuring non-duplication • Universal Consent/Paperwork

	<ul style="list-style-type: none"> ○ Includes potential agencies ○ Familiarity with other programs- Training for staff on inter-agency communications ○ Shared assessments/results ● Case Conference- Continuity of Care ● Regular check ins to maintain communication between all HV Programs ● Ongoing communication as child ages into other systems: Education
<ul style="list-style-type: none"> ● Agency-Family Communication <ul style="list-style-type: none"> ○ No ongoing communication for families to know status of referral (waitlist) ○ Families don't know who they are working with- different programs case managers (duplication of services) ○ Programs require a lot of personal information- Starts from very beginning, may cause fear or mistrust ○ Families having to retell stories- trauma inducing 	<ul style="list-style-type: none"> ● Develop trauma informed approach to service delivery <ul style="list-style-type: none"> ○ "I've read your information is there anything that has changed or that you want to share?" ○ Exploring trauma informed approaches/training
<ul style="list-style-type: none"> ● Referent Communication <ul style="list-style-type: none"> ○ Providers don't understand program ○ Referral sources may under/over refer- Referral sources may not know where to refer/what services are available ○ Lack of communication around status of referral 	<ul style="list-style-type: none"> ● Exploring standard ways to respond to references
<p>Workforce</p> <ul style="list-style-type: none"> ● Staff Retention <ul style="list-style-type: none"> ○ Hard to maintain workforce with training in Mental Health and language/cultural specifics ○ Staff Turnover 	<ul style="list-style-type: none"> ● Learn from First 5 Statewide survey recommendations: wages and compensation- Further understanding what is a living wage throughout San Mateo County

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- Keeping compensation (salary/benefits) at a living wage
 - Career Ladder
 - Lack of reflective supervision/practice
 - Staff Development
 - Qualifications for Home Visitors differ across programs- Core competencies?
 - Capacity of home visitors to handle different stories and needs- May not have proper training
 - Language/cultural background of families may create barriers- lack of resources/materials
 - Lack of reflective supervision/practice
 - Clarity around need/desire for specific age group training
 - Monetary/Other incentives for staff Training- Support for staff certifications
 - Home Visitor training institute- Agreement on best practices/core competencies
 - Building in resources to support reflective supervision/ practice in all agencies
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Family Engagement

- Barriers for families
 - Families don't understand programs- Parent's expectations not met
 - Hard for families to find the time for a home visit- family capacity to engage in services
 - People don't want to meet in their home- miss knowledge of what happens in home; COVID-19 impact- discomfort with televisits (families and home visitors) no face to face visits
 - Families may not have privacy at home for a home visit- location can be distracting (books, plants, phones)
 - Difficult to convince other family members that child needs additional developmental support
 - Stability: Housing
 - More flexible programming to allow for appropriate hours and people involved in home visit- experiment what each family needs
 - Statement of shared Home Visiting values
 - Marketing plan for common messaging around value of home visiting services
 - Mapping of welcome/screening assessments
 - Create universal welcome tool/common language, guidelines, framework- Visit 0, family driven, map of services and connections between families
 - Reimagining how we define spaces where services happen
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- We may miss including third caregivers, fathers, grandparents, anyone who spends time raising child in Home Visits
- Many people/steps before family begins participation in programs
- No pathway to escalate for front line home visitors and parents
- Barriers for Staff/Programs
 - Hard to establish trust when program criteria is rigid
 - Staff may not have capacity to address family language/cultural barriers- program demographics match countywide demographics/need
 - Tension between program curriculum and family driven needs
 - Mismatch between needs of family and the services we can provide
 - Families having to retell stories- trauma inducing

**Technology issues/
Challenges to
delivering televisits due
to COVID-19**

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| <ul style="list-style-type: none"> ● Families don't have devices, have to share ● What you see visually is limited ● Technology skills of staff member and families ● Access to equipment/software- connectivity/WiFi/ bandwidth ● Challenging to facilitate groups ● Hard to feel connected- don't always have visual feedback | <ul style="list-style-type: none"> ● Technical assistance around how to use equipment ● Advocacy for better connectivity and resources ● Survey families about what technology they use and how they stay connected |
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