
California Home Visiting Coordination Learning Network Session 8

February 28, 2022





Participation Reminders



Please use the chat feature to engage in discussion and to reach our support team with any technology questions.

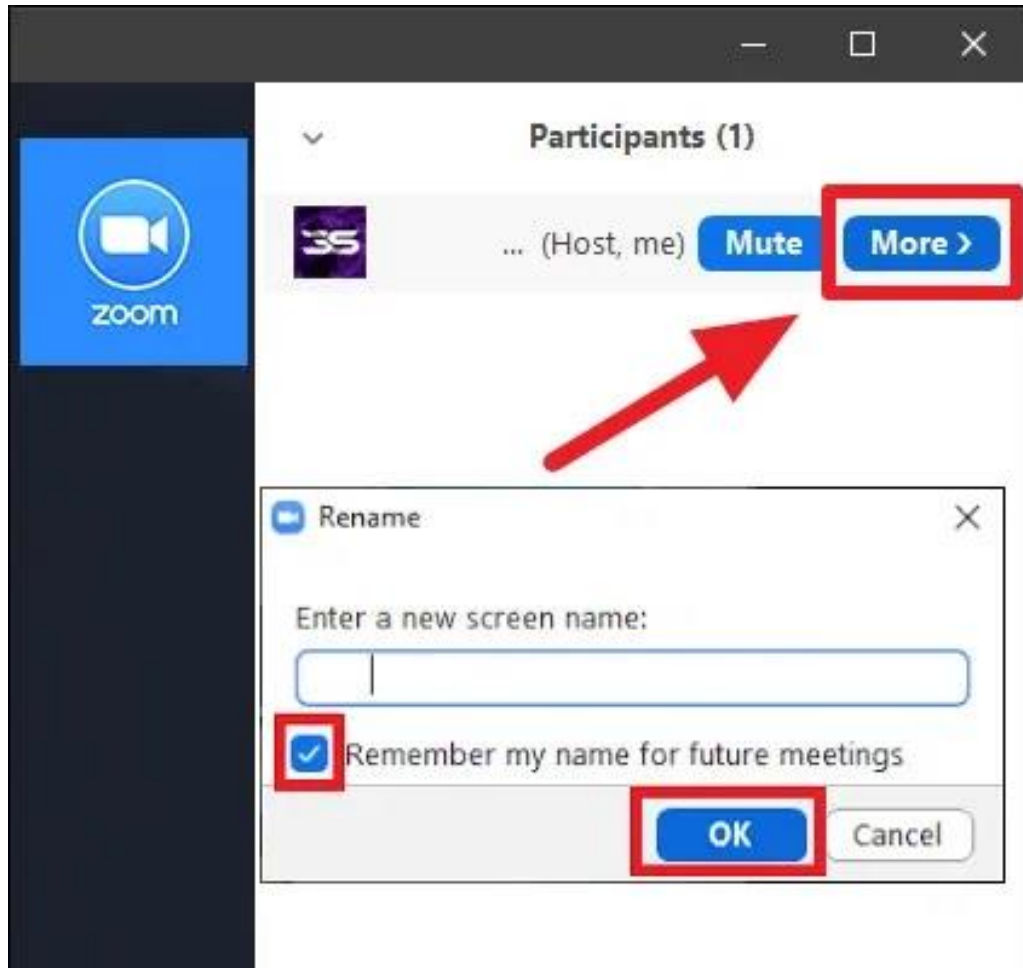


Please mute your computer speakers if you joined by phone and hear an echo.



If available, please turn your video on.

Rename Yourself in Zoom



OR



Example: Hannah, Fresno

Agenda

- Coordination framework
- Shared accountability domain overview
- Peer Spotlight – Tehama
- Peer Spotlight – Mendocino
- Group breakout discussions
- Next steps



Coordination Framework

Early Childhood System of Care



Service Coordination

Coordination between:

- HV programs
- HV and other family-serving organizations



Coordination is on a Continuum



Shared Accountability

Reflections



Shared Accountability: WHAT

Adopting shared values, activities, and priorities that move organizations from being accountable only to themselves toward a system that achieves collective impact (NICHQ)

- All partners are responsible for achieving outcomes
- Requires buy-in
- Requires partners to have a voice in shaping the vision and goals, maintaining partnerships, and developing infrastructure

Shared Accountability: Case in Point

Example: MIECHV Systems Outcomes

- Percent of primary caregivers referred to services for a positive screen for depression who receive one or more service contacts
- Percent of children enrolled in home visiting with positive screens for developmental delays (measured using a validated tool) who receive services in a timely manner

Shared Accountability: Survey Results

Family serving organizations in our county have...	Disagree	Neutral	Agree
... shared <u>child and family outcomes</u> (e.g., preterm birth, child injury, adequate nutrition)	32%	20%	28%
... shared <u>systems outcomes</u> (e.g., timely developmental screening, completed referral for maternal depression)	32%	20%	28%

Shared Accountability: WHY

- Sum is greater than the parts
- Mutual benefits for partners, measurement of joint impact
- Improvements in systems-level efficiency, processes, satisfaction, outcomes
- Strengthens systems, promotes sustainability
- Families are connected to what they want and need

Shared Accountability: HOW

Key principles:

- Transparency – Make all information accessible
- Representativeness – Engage the right people
- Outcome-oriented – Develop targets and evaluate accountability
- Forward-thinking – Meet present needs while anticipating opportunities

Shared Accountability: WHERE TO START

Review your Action Plan with an eye for applying principles of accountability

Principles of Accountability	Example Activities
Transparency	Share data with all partners and discuss extent to which goals have been achieved
Representativeness	Schedule discussions when all partners can attend and provide input
Outcome-oriented	Focus on measurable shared goals
Forward-thinking	Identify potential barriers and strategies to address them moving forward

Chat in...

What strategies have worked for you to establish or encourage shared accountability?

Peer Spotlights

Shared Accountability

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Tehama County Children & Families Commission

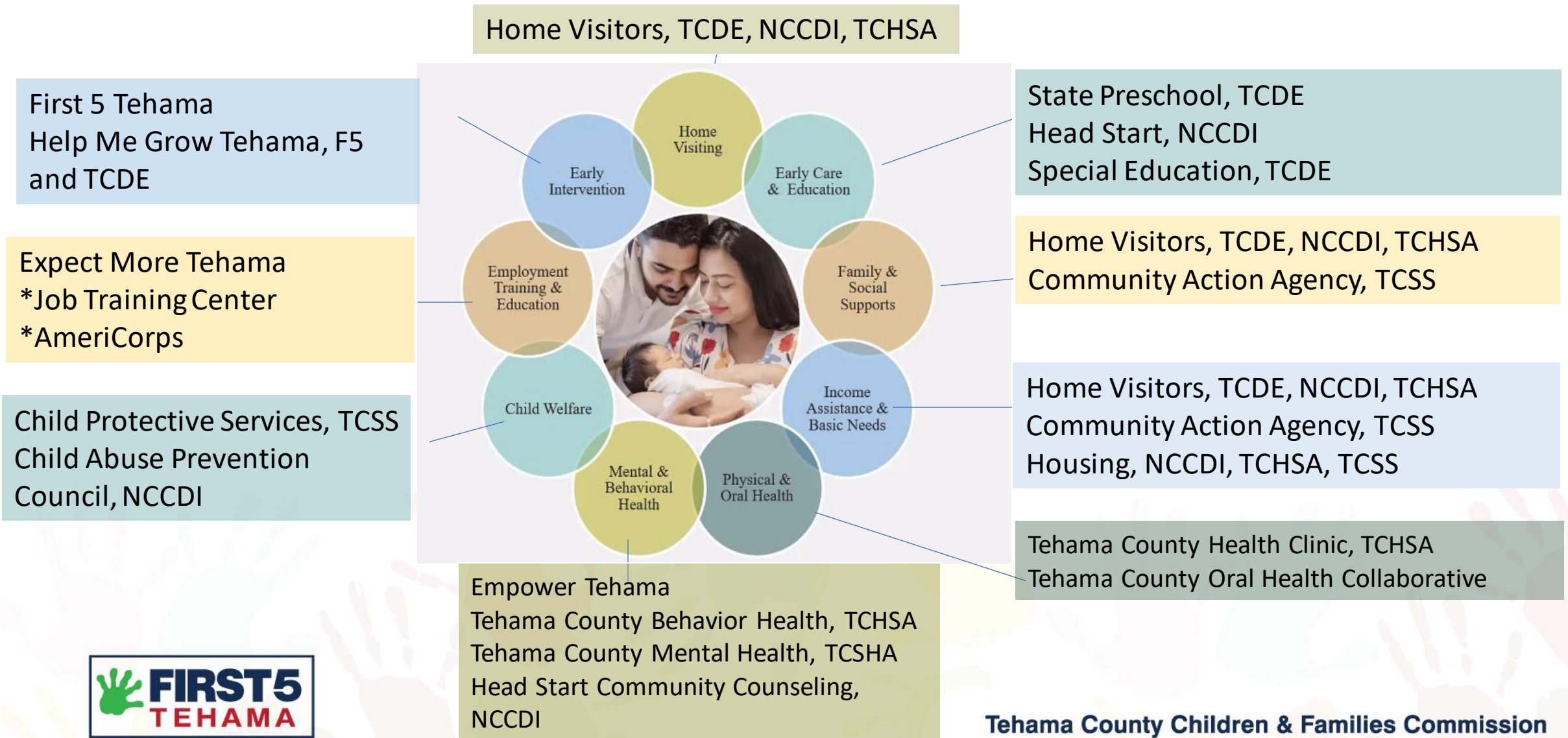
Pregnancy to Preschool Partnership

Collaborative that aims to provide increased access and smooth transitions between 0-5 services through increased partnership.



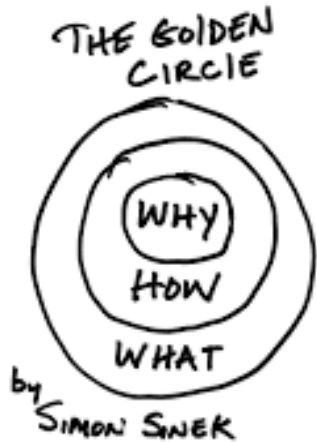
- **First 5 Tehama**
 - Systems Support
 - Book Club
- **Northern California Child Development, Inc.:**
 - Early Head Start
 - Head Start
 - Community Counseling
- **Tehama County Health Services Agency-Public Health:**
 - Healthy Families Tehama
- **Tehama County Department of Education:**
 - State Preschool
 - School Readiness/ Home Visiting
 - Help Me Grow
 - Special Education Services
 - FCHEN

Benefits of Rural Partnerships (one person three hats)



Tehama County Children & Families Commission

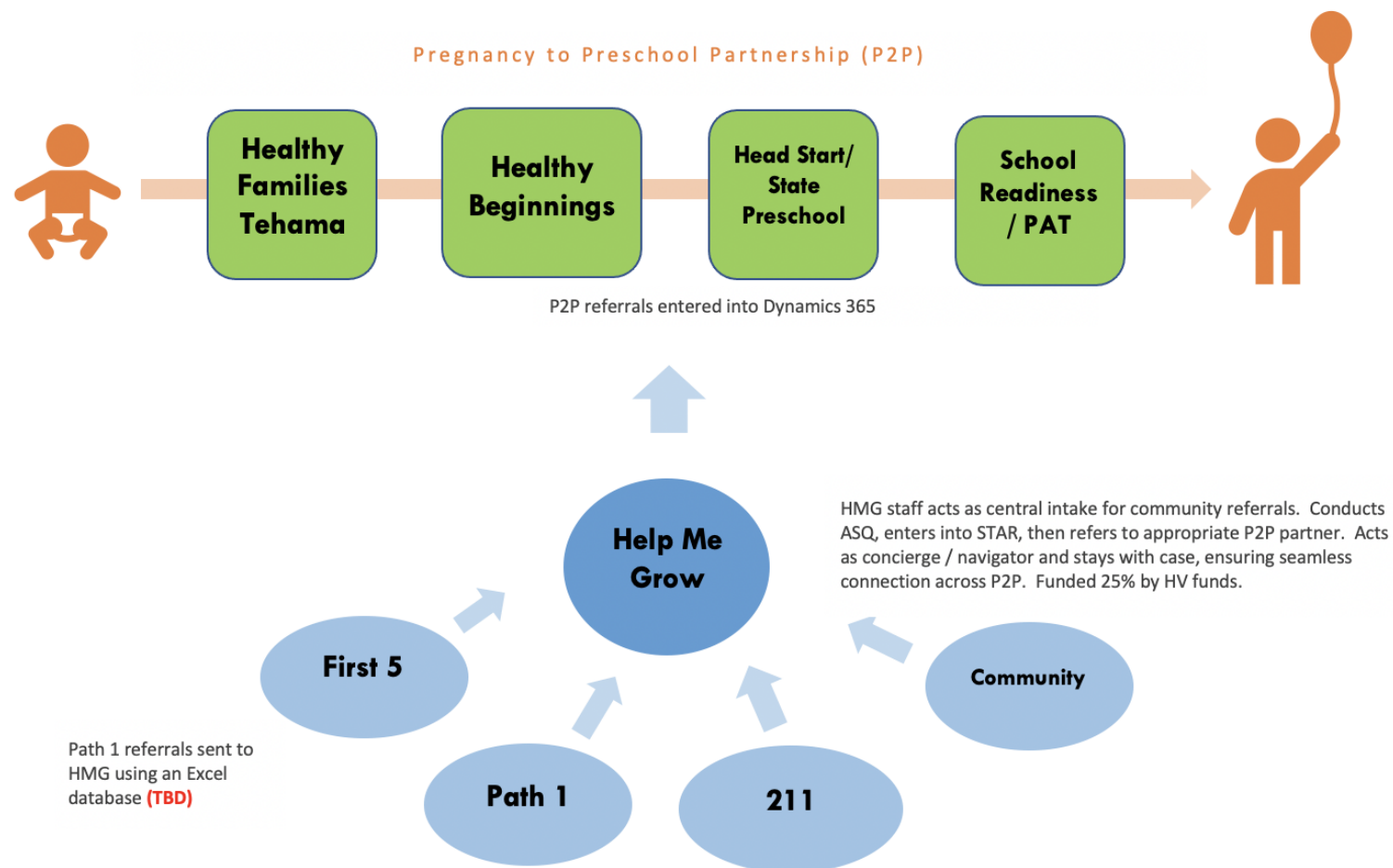
Shared Vision, Shared Accountability, Shared Data-(almost)



- The Early Years Matter!
 - **4,016** under 5-year-olds in Tehama County Census April 2020
 - Quality experience in the early years lead to an economically healthy community.
 - High rural prevalence of ACEs.
 - The Child Development Knowledge, Social Emotional Understanding, Relationships made with Healthy Adults is the biggest predictor of resilience.
- The WHY Lives Beyond P2P
 - Interagency Leadership Team
 - First 5 Commission
 - Expect More Tehama
 - Promise Neighborhoods

Where We Were in 2020

First 5 Tehama: Integrated Framework for HMG, Home Visiting, P2P



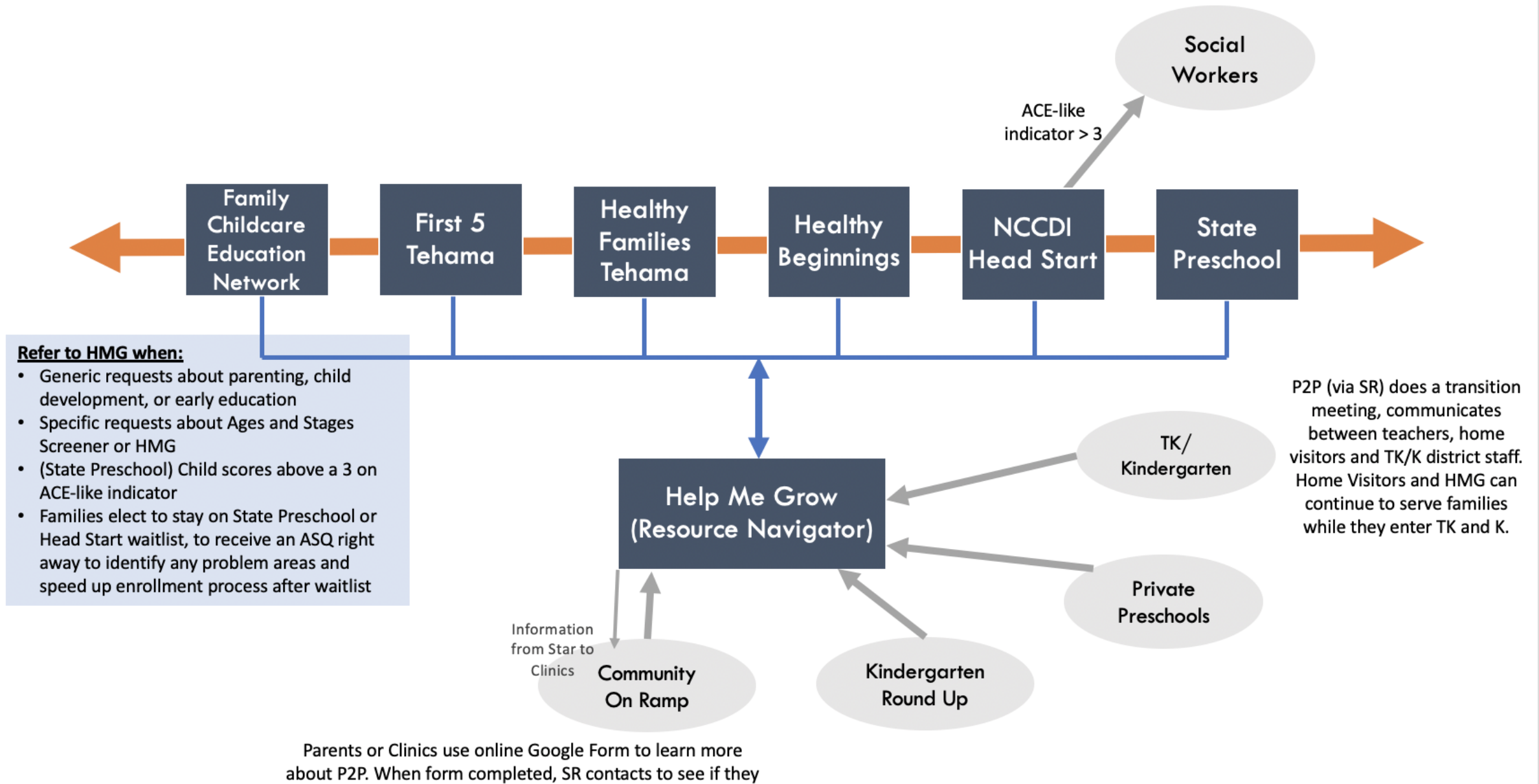
Our “Tracker” and Referral System

- **Referrals to P2P are quick and easy!**
 - Fax / Email / Use Tracker Referral Form to a P2P partner agency/program
- **No wrong door entry**
 - P2P partners find the family and child(ren) best program fit possible
- **Community Access through**
 - 211, Online google form, Call P2P number, Fax / Email / Use Tracker Referral Form posted on website

Tutorial:

<https://www.first5tehama.org/tehama-aces-aware-strengthening-families/>

Where We Are Now



Accountability via Monthly Shared Data

FY 2021-22 Tracker Data **October 27, 2021, through December 15, 2021**

Total number of parents referred: 6

Total number of referrals given: 7

Referrals coming FROM:

- F5 Tehama: 2
- Healthy Families Tehama: 2
- School Readiness/HMG: 3

Referrals going TO:

- NCCDI: 2
- School Readiness/HMG: 4
- State Preschool: 1

Referral status:

- Waitlisted: 1 *
 - Not enrolled: 1
 - No outcome listed: 5
-
- Not yet marked as received: 0!



Shared Vision via Continuous Improvement

Agenda



Item 1: General Tracker Info

All Participants

9:00 a.m. -9:20 am

Send out numbers; and Sankey chart to group

Questions: how we may visualize and track CCRE referrals that were eligible may be on individual basis.

Can the NON P2P resource value be included in our active referral export

Can we create drop down or choice of non-p2p referral

Can we simplify submit/ save and continue screen



Lessons Learned

“Start where you are, use what you have, do what you can.” – Arthur Ashe

- Train *all* staff at an agency
- Consider how the community gets their information to build awareness
- Increase communication across county systems
- Coordinate continuum of services from cradle to career
- Standardize monitoring, CQI, and information sharing
- Systematize referral training



Q&A



Shared Accountability



Accountability in our Home Visiting Consortium

Who: Individuals, organizations, community, and our systems

What: Show up and do what we say we are going to do

When: within an agreed upon timeline

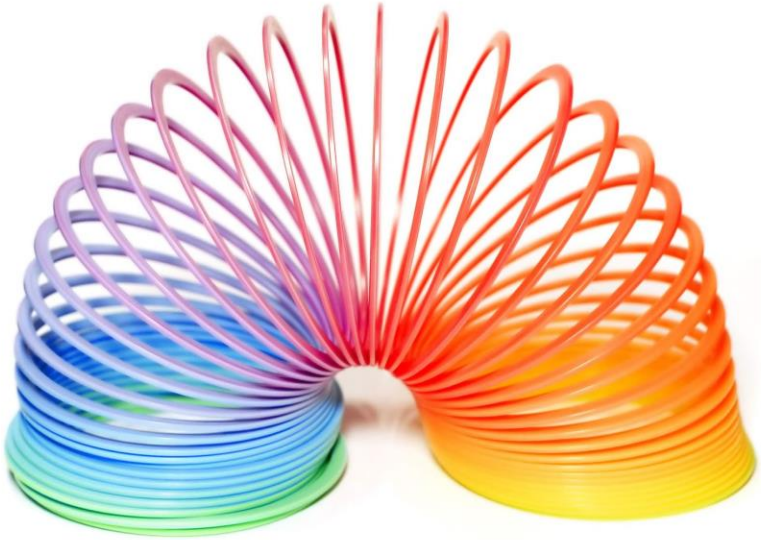
Where: in Mendocino County

Why: To improve home visiting integration in our local systems and provide services to vulnerable families with young children.

How: by setting achievable goals and working towards them together.



Getting Started



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Flexibility – meet teams where they are in ability to participate

Set monthly meetings with space for all voices ensuring that direct service staff are represented

Catch up 1:1 meetings offered for those who could not attend.

Check-ins during month

Establish objectives- #1 the Action Plan

Follow up



Values and Purpose Statements

We meet families where they are to help them grow.

Our Vision is to see our programs seamlessly built into early childhood support systems. We envision families of all kinds enrolling in our programs with ease, living the benefits, and thriving. Through our services, we see families and a community more prepared to bounce back from challenges -big and small.

Our purpose is to build and strengthen family-centered in-home support systems to improve the lives of children and their families. We recognize the beauty in our differences and endeavor to expand support services to meet the needs of more families to build a more just, fair, and equitable community.

Family Support Home Visiting (FSHV) is a service that centers around families and supports them in their needs.

Memorandum of Understanding

Partners formalized participation expectation and responsibilities around

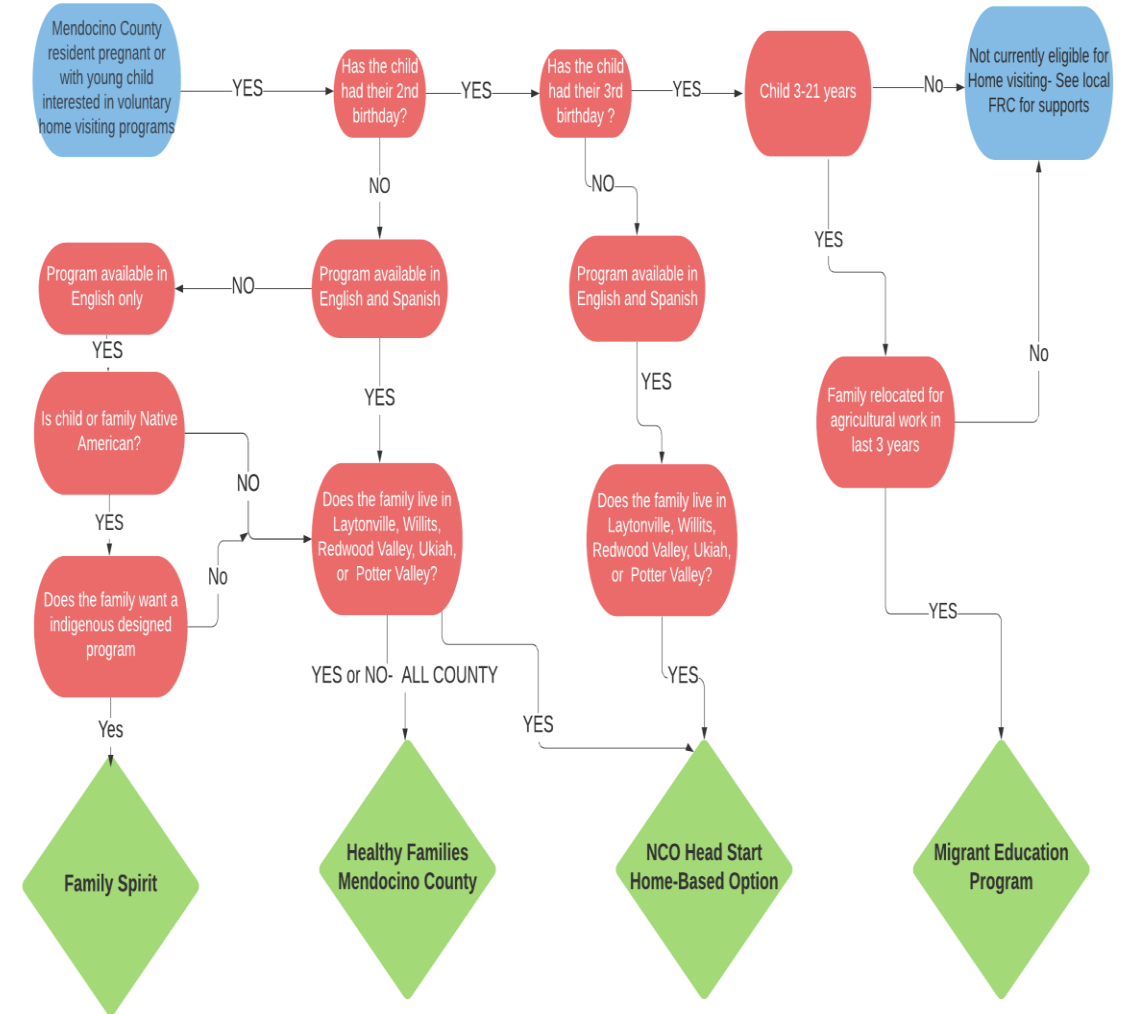
- Meeting attendance
- Annual Action Plan Development
- Coordinated intake, referral processes, and response time
- Shared training opportunities
- Information sharing
- Grant lead responsibilities



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Decision Aid for Referral

- Develop consensus on coordinated intake
- Decision Aid inspired by Sacramento County's example shared in an early TA session
- Reviewed and revised with input at meetings
- Reviewed again for ease of use and satisfaction with use 3 months later
- Increased referral sharing for best fit for families
- Led to revision of in-house referral form at HFM



Accountability and Community Connection through Collaboration and Training



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- Partnerships in early childhood systems grew through shared participation in various coalitions- such as Breastfeeding Coalition, Child Passenger Safety Coalition, Childcare Council, and Policy Council on Children and Youth.
- Gaps identified in Breastfeeding Coalition with consensus from WIC, L&D, Home Visiting and others led to the 1st cross agency 12-hour lactation training in May 2021
- 2nd 12-hour lactation training for new WIC and Home Visiting Staff with last minute additions of Public Health students in February 2022

Celebrate Successes

On December 15, 2021, we held our first in person meeting to celebrate the 1- year anniversary of our first meeting, and the progress we have made in our first full year working together.



Challenges on the Way



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The Covid-19 Pandemic stretched programs thin.

Delays, Response times and deadlines: allow for adaptation

Staffing changes due to illness and burnout in small county where few are holding many roles (see above).

Varying level of buy in on action goals.

Buy-in constrained by anticipated short term funding

Lessons Learned

- Take time to develop connection through shared activities and space
- Make space and invite participation from quieter voices
- Bring ideas, brainstorm, draft, revise and review together
- Set deadlines and support with reminders and follow up
- Show up for partners
- Celebrate progress – every bit counts

Contact information

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Q&A



Breakout Group Discussions

Group Discussion Topics

- What challenges have you had or do you anticipate in building shared accountability with partners?
- What is working well to develop shared accountability?
- What resources or support might you need to strengthen your ability to advance shared accountability in your coordination efforts?

Next Steps

HVC TA Liaisons



Heather Johnson

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Southern Region



Leah Childress

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Sacramento Region

Northwest Region



Hannah Simmons

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Central Region



Colleen Morrison

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Bay Area Region

Northeast Region



Katie Brennan

brennan@jbassoc.com

Select counties in Central,
Northwest, and Southern
Regions

Next Steps

- Follow-up email with:
 - Post-session survey
 - Slide deck and breakout discussion notes
- Session 9 on March 28, 2022
 - Topic: Shared Accountability
 - Please email simmons@jbassoc.com with any questions you have in advance

Thank You!

Hannah Simmons

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