

# Starting Off Right

A Quarterly Newsletter from  
Healthy Start Coalition of Jefferson,  
Madison & Taylor Counties, Inc.

WINTER 2017



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**15** years  
*Celebrating*  
SERVING MOMS & BABIES  
1992 - 2017

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## Coordinated Intake and Referral Advances

### Building better service delivery systems

Implementing new service systems is rarely met with enthusiasm until the benefits of the new system are realized — especially when staff and resources are already stretched to the limit. Ironically, improving these conditions is often the reason for developing new systems.

When the Coordinated Intake and Referral (CI&R) program was developed and tested, it quickly became clear it was a highly compatible and useful tool for supporting home visiting, while eliminating much redundancy.

Healthy Start Coalition of Jefferson, Madison & Taylor Counties and Healthy Families Seven Rivers are facilitating CI&R locally. Entering the final stages of implementation on Jan. 27, they met team members that included 2-1-1 Help Me Grow, Early Head Start, FDLRS, Head Start, Early Steps, DOH, and others, where referral tools were discussed, each designed to meet the needs of — and be the best fit for — families in terms of service provision. The goal is to have all elements tested, optimized, and in place by Sept. 30, 2017.

“Processes, materials and media are being developed to conveniently refer pregnant women and infants through a secure portal,” Healthy Start Executive Director Donna Hagan explained. “Click and submit” sends



*Several agencies met Jan. 27 to discuss Coordinated Intake and Referral advances. The goal is to have all elements tested, optimized, and in place by Sept. 30, 2017.*



the referral directly to Candida Akins, who is serving as the primary intake specialist, to evaluate the referral and find the best home-visiting service for the family.

“Please stay tuned for more information and findings from our project,” Hagan continued. “We are planning to host a community forum in April 2017 to inform the entire community on the details and progress of our project.”

## ■ Coordinated Intake and Referral Advances coverage continues ...

### ***Building Best Practices***

#### **Parent survey confirms program success!**

A parent survey was conducted to determine success factors and identify challenges regarding both home visiting and group classes. Sponsored by the Coalition and Healthy Families Seven Rivers (HFSR), responses from 40 survey participants were analyzed and then summarized for the Coordinated Intake and Referral (CI&R) team to review. Additionally, a video was produced to further spotlight and advocate home visiting. Quantitative summaries were also provided.

Clients were randomly selected from among HSJMT and HFSR programs and services, ranging from prenatal and maternal health-care, childhood development, parenting, and healthy lifestyle choices. In order to maintain, develop and deliver best practices, these mothers will be periodically surveyed to provide the additional data and feedback needed for planning and proving services that maximize positive outcomes.

Each participant — 40 out of 40 — noted

the positive impact of her respective program(s). All provided multiple positive references. Any negative sentiments centered on obstacles to participation, such as transportation. There was no criticism of programs or staff.

Digging deeper regarding absenteeism, the CI&R team agreed that follow-up surveys should address the reasons behind — and solutions for — visits where clients weren't at home at the appointed time. Still, from the client's viewpoint, the benefits of learning face-to-face with educated and friendly consultants — particularly when discussing topics such as parenting and infant development — were emphasized.

Overall, participants stated that the benefits of their program(s) were crucial to healthy pregnancies, healthy children, and healthy families, as the one- and three-year data separately reinforces. Simply put, developing best practices for home-visiting programs and group classes remains the overarching goal.

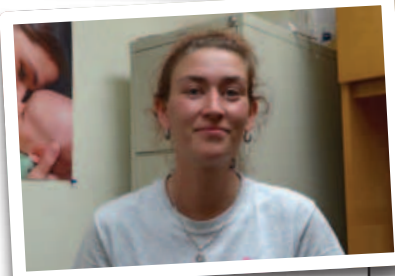
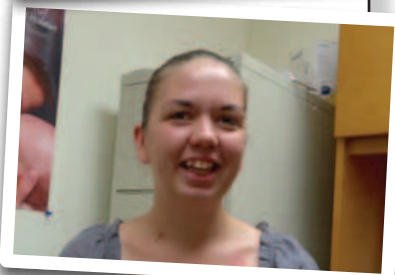
### ***Best Media Practices are Needed to Recruit and Connect to Clients***

Please view our Parent Survey video and tell us what you think:

<https://vimeo.com/197715104/1455c90024>



*Click either the link or the image above to watch the Parent Survey video.*







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## Healthy Families Seven Rivers Praised for Community Service

Healthy Families Seven Rivers gratefully acknowledges Monticello Winn-Dixie and Aaron's for their donations in a recent clothing drive, adding a big thanks to Big Bend AHEC, who provided blood pressure and cholesterol testing; The Sickle Cell Foundation, who did testing for sickle cell trait; Healthy Start of Jefferson, Madison & Taylor Counties; 211 Big Bend; and FL Chain, who were on hand to provide valuable information to attendees.

We also extend thanks to individuals

throughout the community for their wonderful donations, which included over 10 large bags of clothing and several boxes of shoes.

"While it was a very cold day, we had many smiling faces brave the weather to come out and enjoy the event," Program Manager Rebecca Severin expressed thankfully. "We were able to provide quality clothing and information to needy families before the start of the holiday season."



*Thank you, Healthy Families!*