

Getting to the warm hand-off: A study of home visitor referral activities

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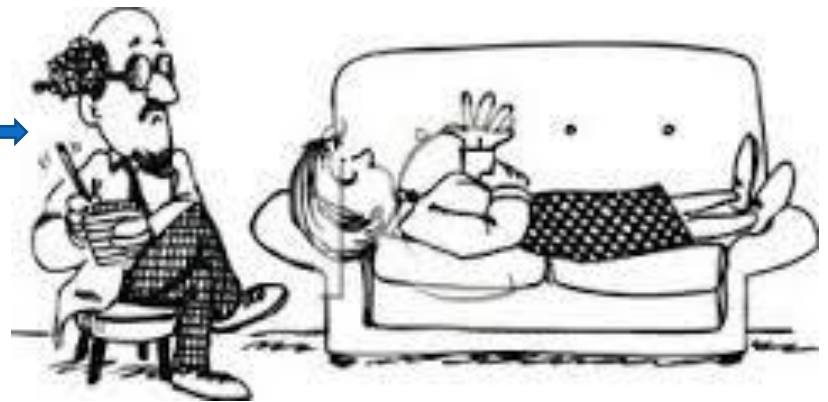
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HRSA Disclaimer

- This study was conducted with funding from the Massachusetts Department of Public Health (DPH), which is the state administrator of the Massachusetts Home Visiting Initiative (MHVI). This project is/was supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under grant number X10MC29474 Maternal, Infant and Early Childhood Home Visiting Grant Program with \$6.8 million. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.



REFERRAL



Example from Home Visit Record

- “MOB scored above cut-off for depression. I asked if she would be interested in Moving Beyond Depression and she said yes and filled out consent. I faxed referral to BHN.”

- I asked Jamie whether or not she had used her WIC membership and she said no she had not. I also asked about whether or not they had applied for food stamps (SNAP) and they said that they had not had time to download the application that I had emailed to them. I encouraged Jamie that she could simply apply online or to go downtown to apply. I also gave them an application that I brought with me which I explained could be simply be mailed in. I also gave them a parent handout " Finding the Help You Need " to reinforce the idea that they should not feel ashamed about applying for assistance.

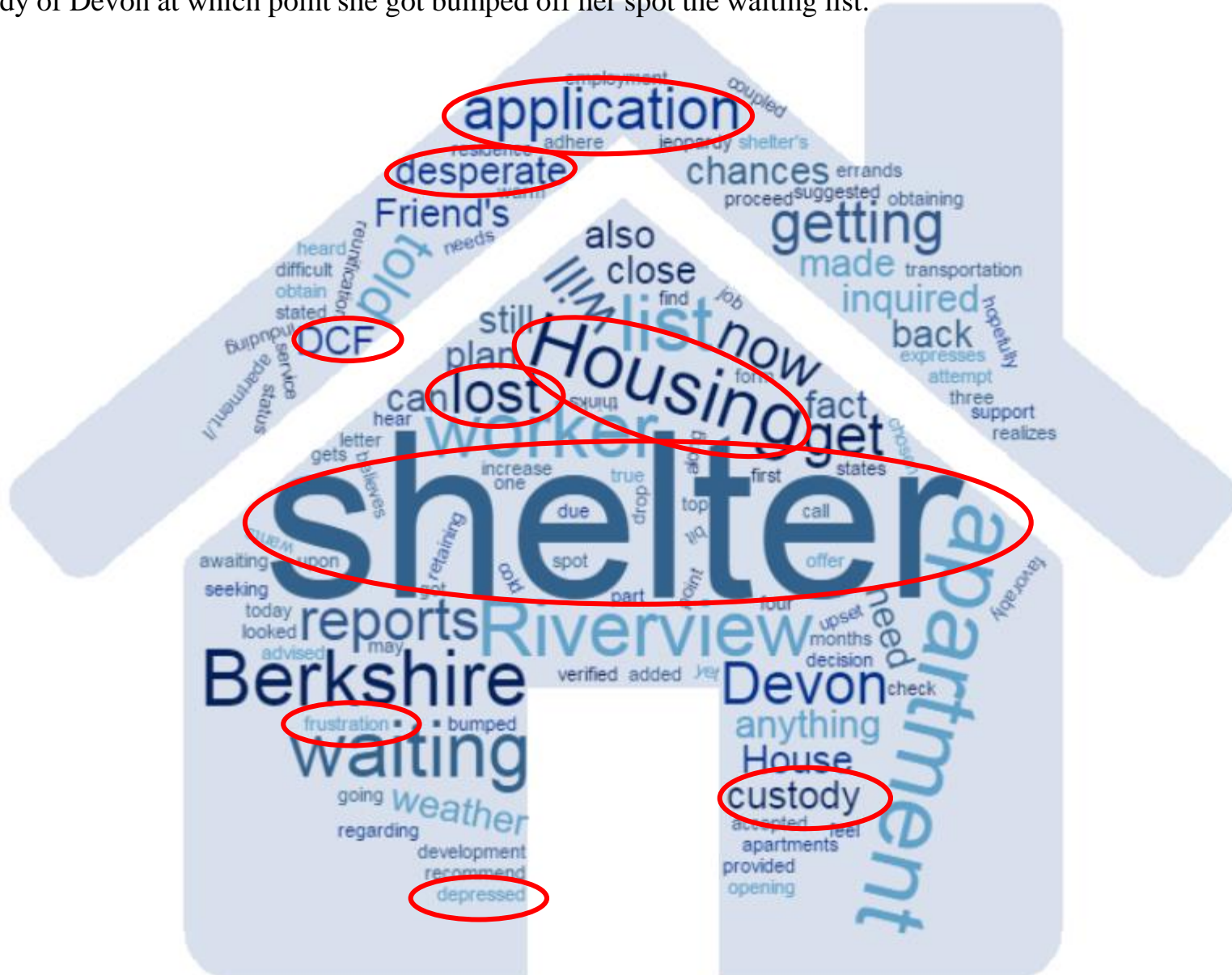
- Jamie texted me to tell me that she and Michael had gone down to the DTA to apply for SNAP (food stamps) and that they do not qualify for anything.

- I stopped in to the DTA to speak with the person who processed Jamie's SNAP (food stamp) application...showed my consent form signed by Jamie and met with the caseworker who answered some questions that would be helpful to Jamie. The caseworker said that Jamie should re-apply with just herself on the application and put it back thru the system.

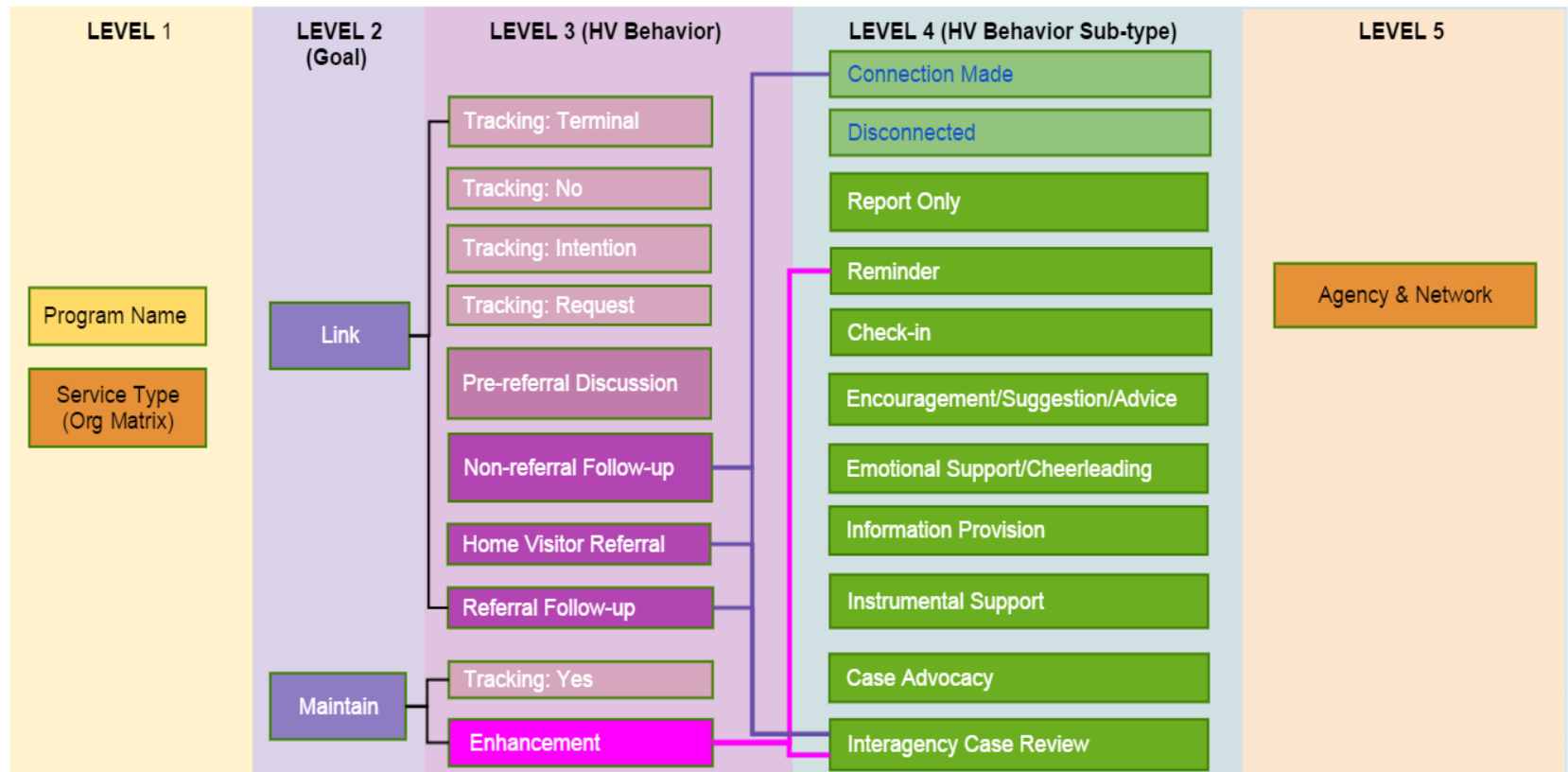
Sofia is desperate to get out of the shelter but has been told that it may be three to four months after she gets her application into Berkshire Housing before she can obtain an apartment./I provided transportation for Sofia to drop off her housing application to Berkshire Housing today. I inquired about Sofia's housing application to Berkshire Housing and she stated that she is still waiting to hear back. I suggested she call them again to check on her status. Sofia is desperate to find housing. She is on the waiting list for more than one housing development apartments. Sofia reports that the cold weather has made it difficult to get out to do anything including errands and this coupled with the fact that she has not heard anything regarding an opening for an apartment yet has made her feel a bit depressed but she realizes that there is a waiting list and that the weather is hopefully going to warm up. Sofia is still awaiting housing and has been advised by her support worker at the shelter along with her DCF worker who recommend her seeking employment which will be looked upon favorably and obtaining a job will increase her chances of being chosen for housing. Sofia reports that she thinks she is very close to getting an apartment at Riverview from what her worker has told her. Sofia reports that she believes she has now lost her chances of getting into Riverview now that she has lost custody of Devon and she is very upset about this. I inquired with her worker there at Our Friend's House and she verified that this was true and she also added that Sofia retaining her residence at Our Friend's House is also now in jeopardy due to this.

Sofia expresses her need of an apartment as part of her service plan which she needs to adhere to if she wants to attempt to get Devon back and her frustration at the fact that she was very close to getting accepted at Riverview until she lost custody of Devon at which point she got bumped off her spot the waiting list. Sofia states that Riverview has told her that she is at the top of their housing list for an apartment but that she will need to have a reunification plan from DCF first in the form of a letter before they can proceed with a decision to offer her the apartment. – BCPAT3195, Berkshire Housing

Sofia expresses her need of an apartment as part of her service plan which she needs to adhere to if she wants to attempt to get Devon back and her frustration at the fact that she was very close to getting accepted at Riverview until she lost custody of Devon at which point she got bumped off her spot the waiting list.

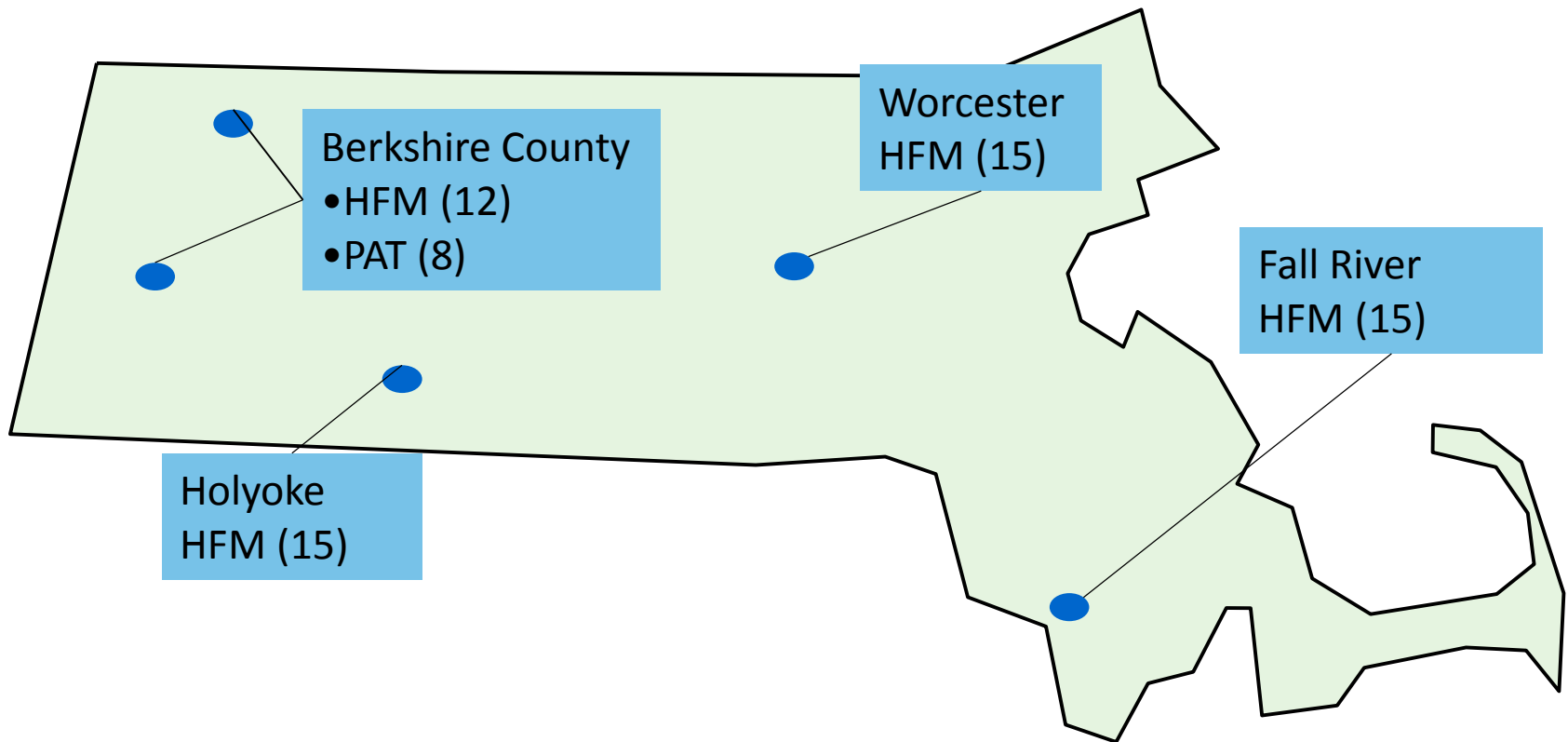


Facilitating Linkages to Community Resources (FLCR).

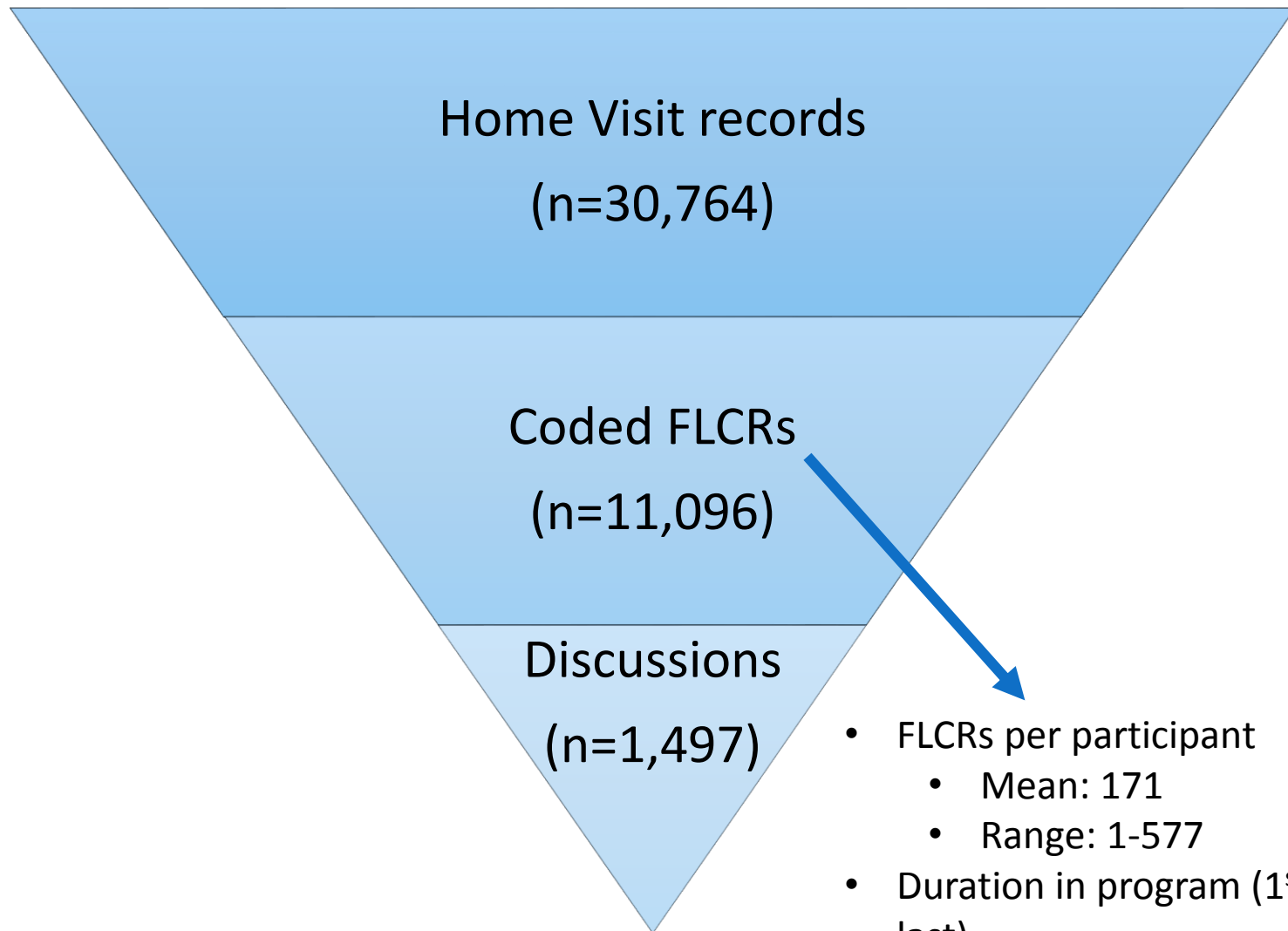


Sample

- 5 Sites
- 2 HV Models
- 65 randomly-selected participants



But the *real* sample was...



- FLCRs per participant
 - Mean: 171
 - Range: 1-577
- Duration in program (1st record to last)
 - Mean: 20 months
 - Range: 2 weeks to 42 months

What is a Discussion?

Activity Date	Program Name: Riverside Child Care Center	Level 1 Service Type	Level 2 Goal	Level 3 HV Behavior	Level 4 Subtype
5/22/2013	mom told hv that she will have her mother help with child care when she first has her son since she doesn't want to get child care right away.	ECP-CC	Link	PreReferral_Discussion	
7/31/2013	hv talked to mom about child care for her son and she told hv that only her and her mother can watch her son she isn't ready to put him in daycare and she will work around their work schedules	ECP-CC	Link	NonReferral_FollowUp	Check-in
1/17/2014	Mom has a job. Mom wants to put her son in a daycare.	ECP-CC	Link	NonReferral_FollowUp	Check-in
2/24/2014	hv brought more applications and asked mom if she followed up with the kids place but mom stated she will go she just hasn't had the time yet.	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
3/11/2014	mom is hoping to find child care so she can enter a nursing program	ECP-CC	Link	NonReferral_FollowUp	Check-in
3/24/2014	hv brought mom some more applications for child care	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
4/10/2014	hv texted mom and confirmed hv talked about work and still needing childcare Hv told mom she would bring another child care application	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
4/14/2014	mom is having a hard time finding child care	ECP-CC	Link	NonReferral_FollowUp	Check-in
5/2/2014	hv brought mom another application for child care and hv told her that she would / mom wants to enter a nursing program but is having difficulty finding child care	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
5/19/2014	hv texted mom to talk about getting on another daycare list so she can have more options hv told mom she was bringing the application.	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
6/6/2014	hv brought more child care applications and hv and mom filled them out together	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
6/20/2014	hv and mom filled another child care applications out during the visit	ECP-CC	Link	NonReferral_FollowUp	Instrumental Support
7/14/2014	mom is still waiting to hear about child care she has filled out many forms and is on the wait list	ECP-CC	Link	NonReferral_FollowUp	Check-in
8/7/2014	hv and mom talked about child care so she can attend college but she will have to go on a wait list because she is not eligible for a voucher	ECP-CC	Link	NonReferral_FollowUp	Check-in
8/13/2014	mom is currently on a couple of wait list so far nothing has come up and mom doesn't have DTA so she isn't eligible for a voucher	ECP-CC	Link	NonReferral_FollowUp	Check-in
12/2/2014	mom wants to get her son into child care to interact with kids his own age	ECP-CC	Link	NonReferral_FollowUp	Check-in
2/4/2015	mom told she'd have to pay for the day care and she can't afford it	ECP-CC	Link	NonReferral_FollowUp	Check-in
9/17/2015	MOB still has not found child care for school.	ECP-CC	Link	NonReferral_FollowUp	Check-in

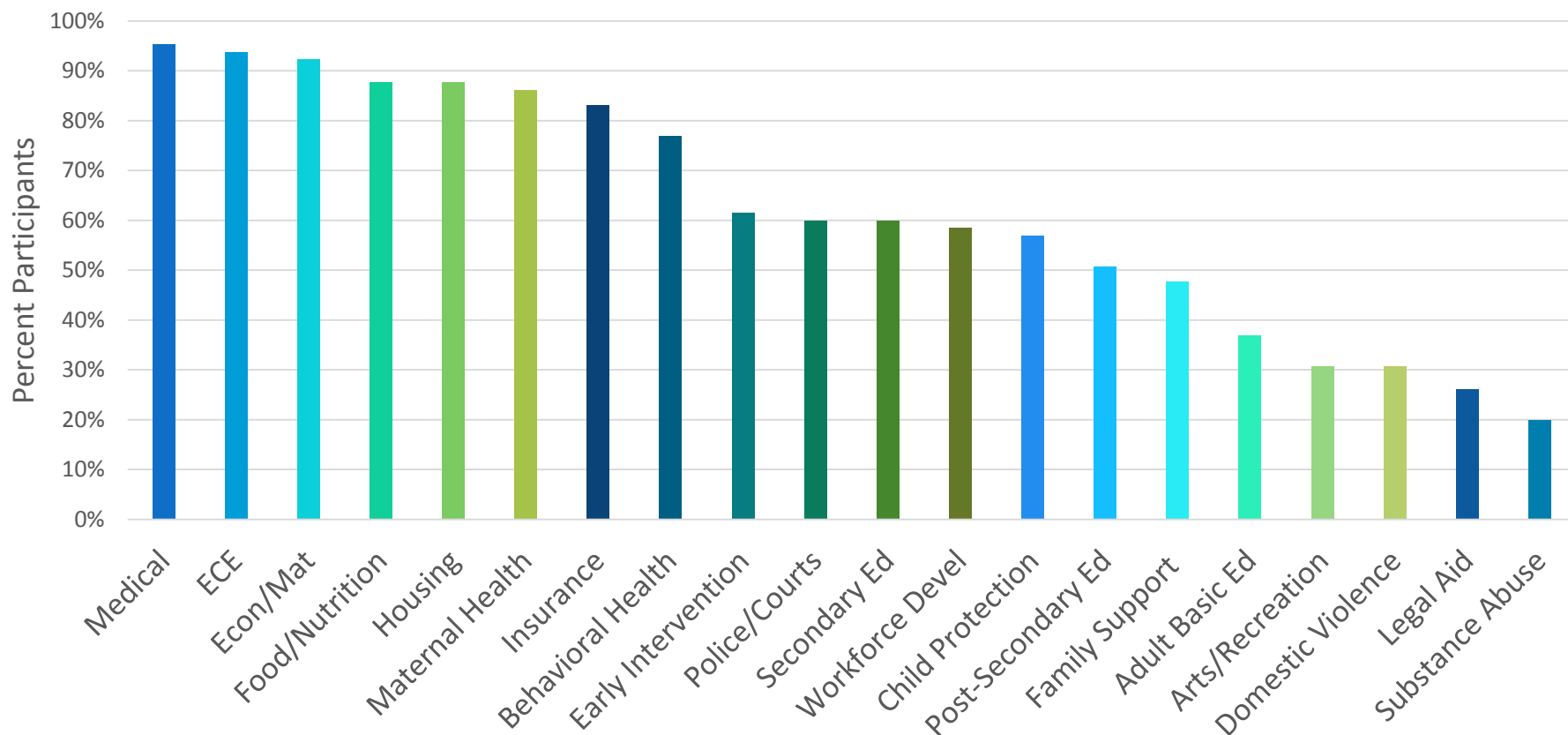
A closer look.....

Activity Date		Program Name: Riverside Child Care Center	Level 1 Service Type	Level 2 Goal	Level 3 HV Behavior	Level 4 Subtype
1 year	5/22/2013	mom told hv that she will have her mother help with child care when she first has her son since she doesn't want to get child care right away.	ECP-CC	Link	Pre-Ref Dis	n/a
	5/2/2014	hv brought mom an application for child care--mom wants to enter a nursing program but is having difficulty finding child care	ECP-CC	Link	Follow-up	Instr Support
1 year	6/6/2014	hv brought more child care applications and hv and mom filled them out together	ECP-CC	Link	Follow-up	Instr Support
	7/14/2014	mom is still waiting to hear about child care she has filled out many forms and is on the wait list	ECP-CC	Link	Follow-up	Check-in
	2/4/2015	Mom found out she's not eligible for a voucher so she'd have to pay for the day care and she can't afford it	ECP-CC	Link	Follow-up	Check-in
	9/17/2015	MOB still has not found child care for school.	ECP-CC	Link	Follow-up	Check-in

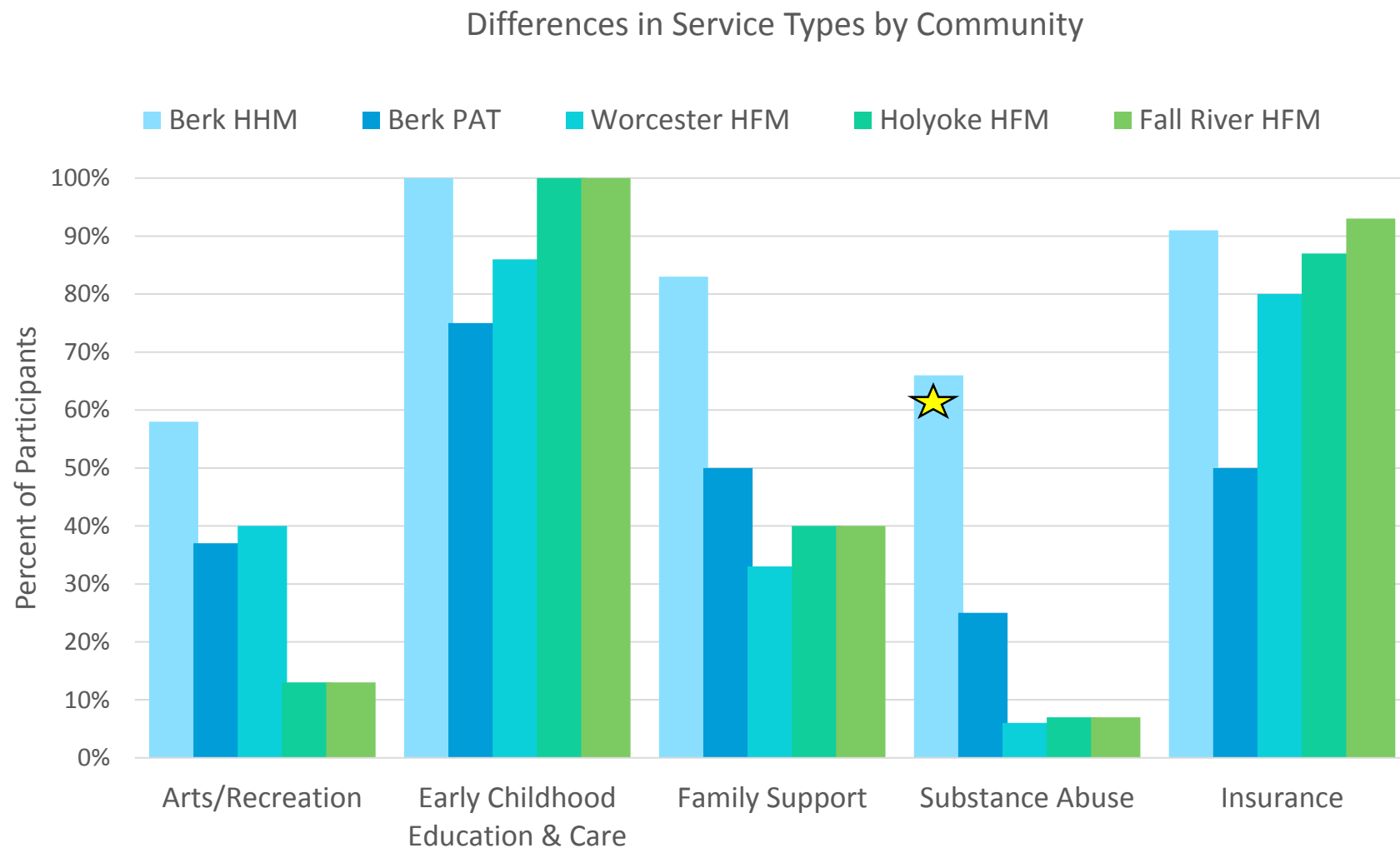
What services are they talking about?

- Average of **30 specific programs per participant** (Range: 1-65)
- 20 service types

Prevalence of FLCRs by Service Type

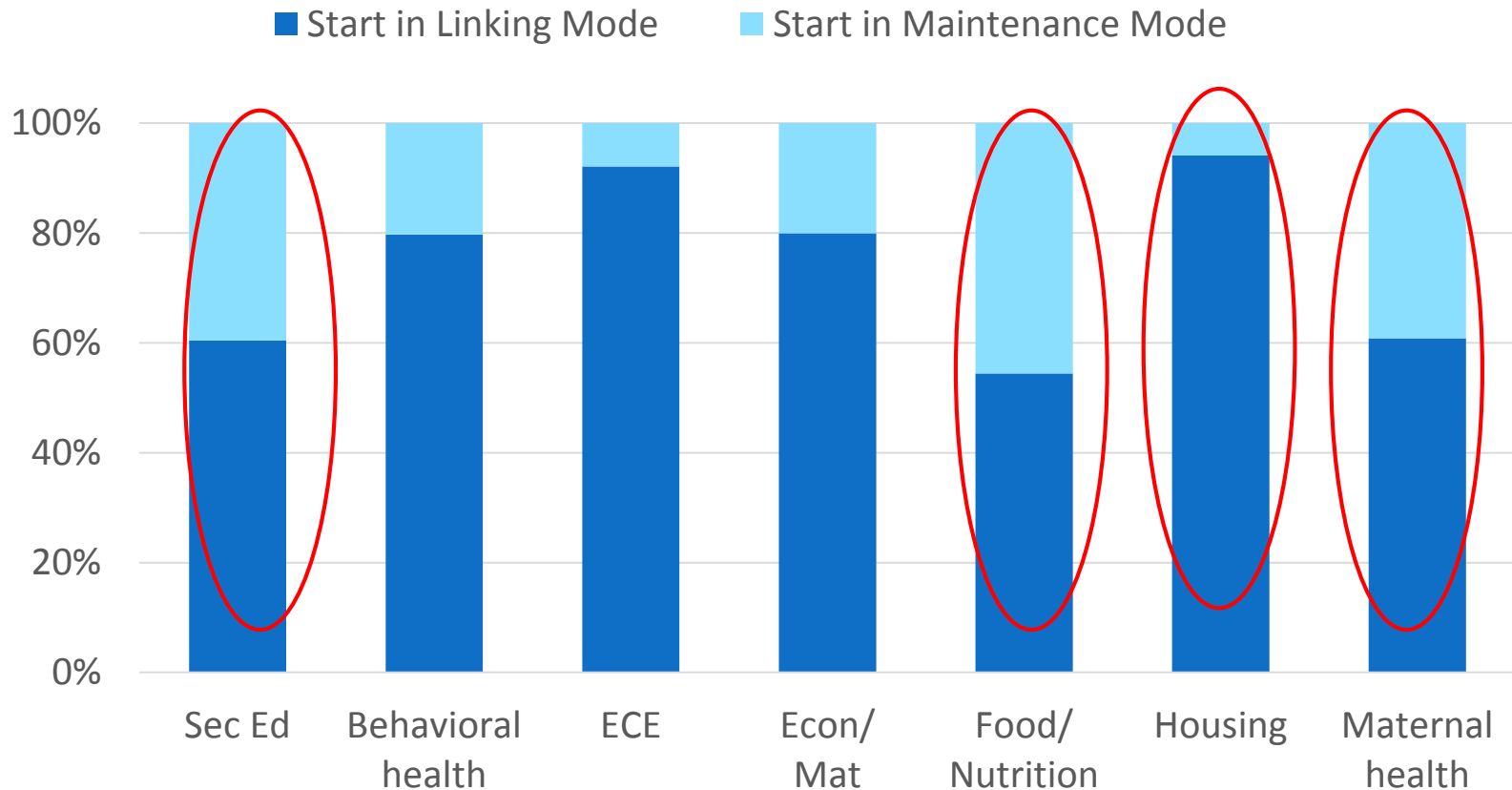


Local context matters



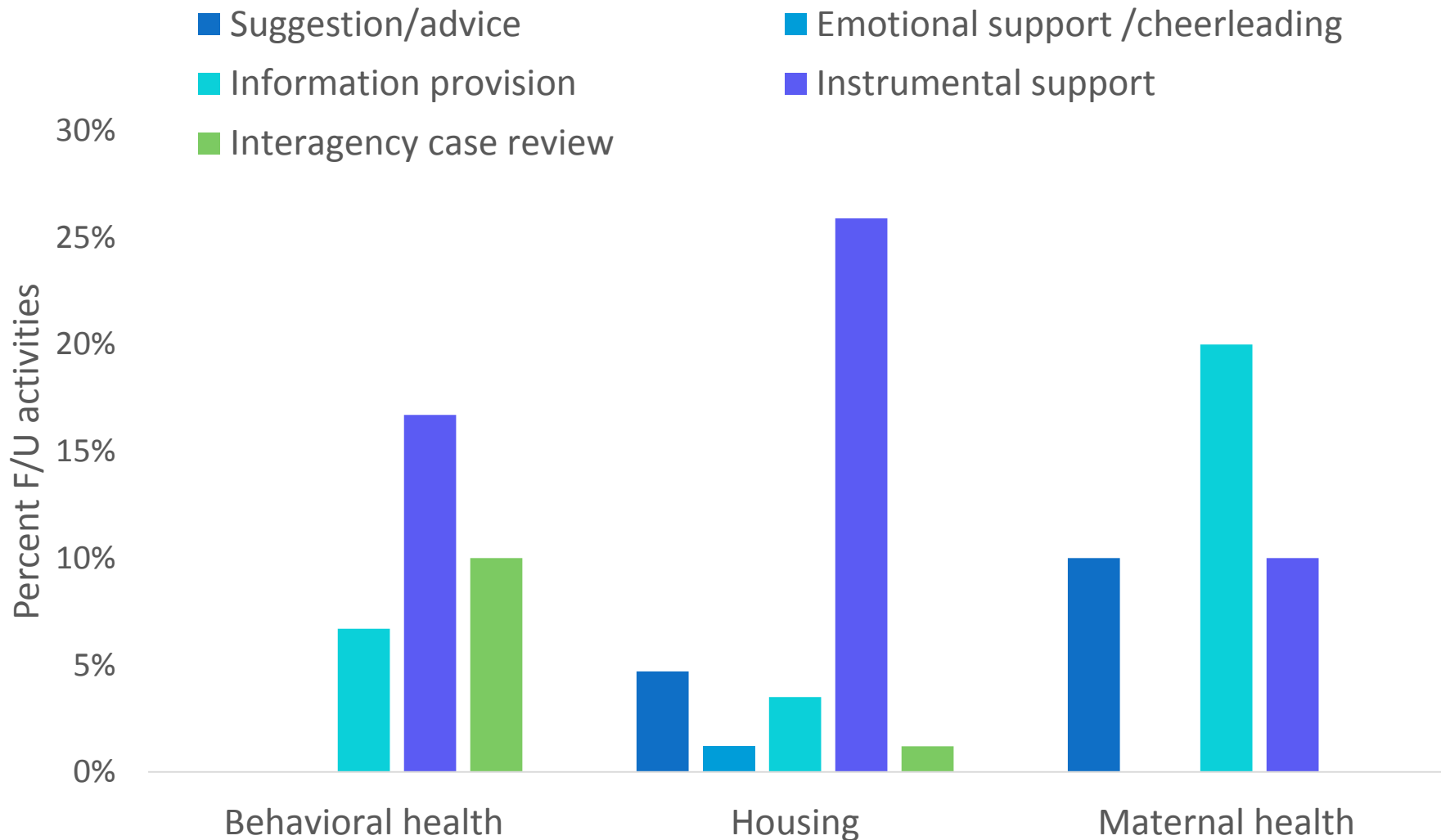
- For many service types, participants already connected to program.
- For others, not so much.

Proportion of Discussions that Start in Linking Mode Compared to Maintenance Mode, by Service Type



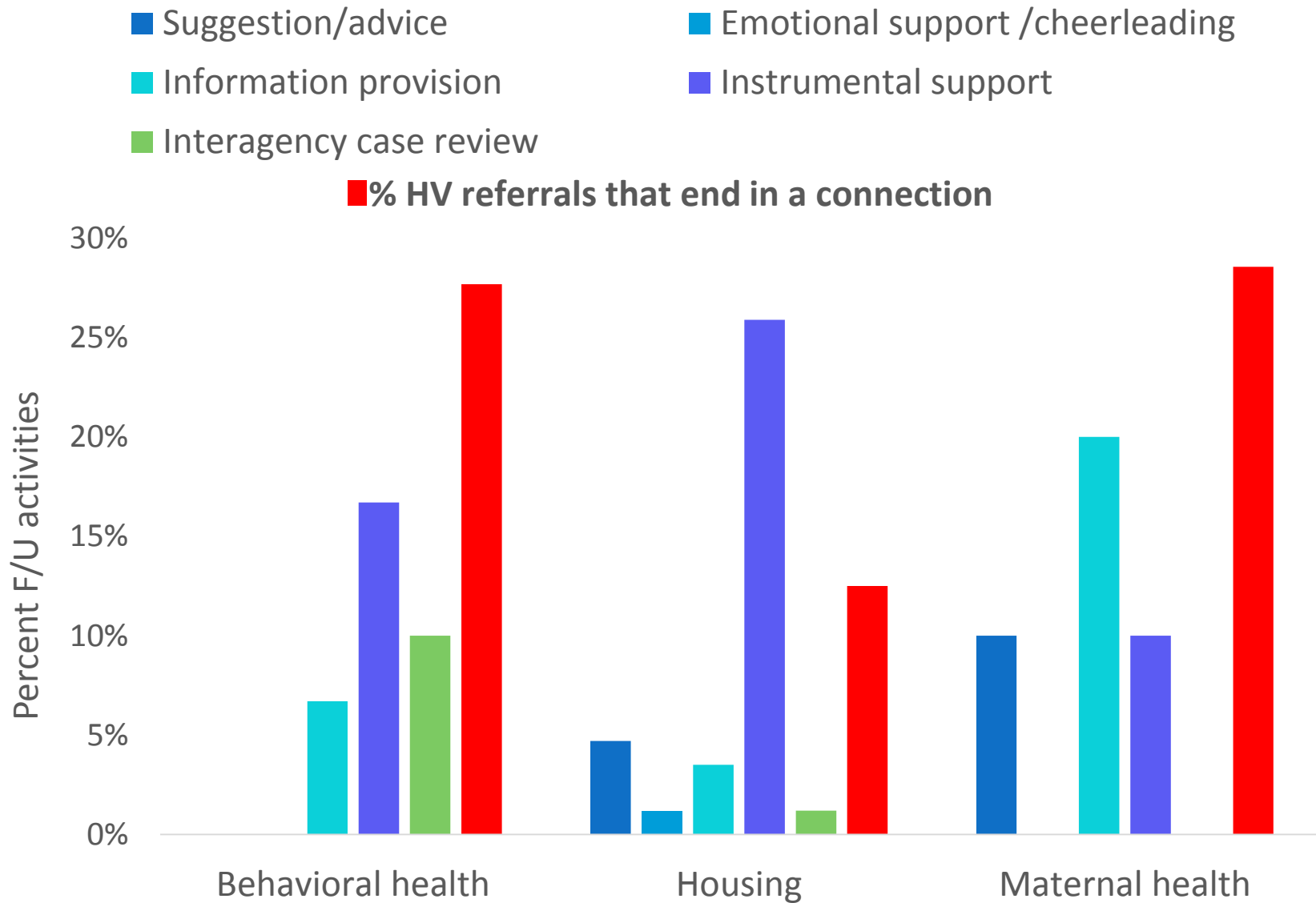
Other than checking in (50-60%), what do HVs do after making a referral?

Distribution of Follow-up Activities, by Service Type



Does it work?

Distribution of Follow-up Activities, by Service Type



Final thoughts...

- Summary

- Participants involved in a HUGE number of programs
- Local context seems to matter in terms of service foci
- Home visitors spend A LOT of time FLCRing
 - And more often than not, the “effort to yield ratio” is disheartening

- Implications

- Home visitors are not case managers
 - But they could sure as heck use one
- Service coordination works best when there are services to coordinate.
 - In some communities, it can be hard to get to a hand-off, let alone a warm one
- Need more deliberate cross-sector collaborations with service coordination focus