

**Healthy Families Indiana
Administrative Alert**

DATE: February 16, 2010

TO: HFI CEO's and Program Managers

FROM: Audie Gilmer

SUBJECT: Administrative Alert # 2010-2
Re: Revised HFI Policies

A Policy Manual Work Group has worked diligently over the past year revising HFI policies. On November 30, 2009, the Think Tank approved the revisions listed below to the HFI Policy and Program Manual. In mid January the QA Team e-mailed the approved revisions to all sites. All sites must implement the revised policies effective immediately with the following exception:

- As the Quality Assurance Team has advised, we realize that productivity standards will take some time to put into place. All sites are expected to work toward fulfilling the standards by the new contract year that begins September 1, 2010.

(Note: The central office and advisory groups, in efforts to assist sites in the provision of quality services to families, consistently review program and policy issues. Therefore, the HFI Policy and Program Manual will have updates as the needs arise. Sites will be notified of updated information through Administrative Alerts that will include specific instructions and effective dates and should add/delete clauses/sections as necessary and adhere to all revised policies.)

POLICY REVISIONS

11/09

1. Screening / Referral Process for Assessments Policy (changed from Guideline to Policy)

a. Recommended Operating Procedures

- Monitor those that screen positive and those that were not assessed and develop strategies to address any issues

2. Assessment Policy

a. Recommended Operating Procedures

- Families may be invited to participate in HFI long-term home visitation component of the program if MOB, FOB or MOB's current partner obtains a score of 25 on the KEMPE FSC (current partner or FOB must be present for score to determine eligibility)
- Assessment services may continue when there is an intent to enroll in long-term home visiting services.
- A minimum of 20 assessments must be completed monthly for a 1.0 FRS FTE.

3. Post-Assessment Positive Outreach Guideline

a. HFI Guideline Essential

- At least **three** aggressive and a maximum of eight attempts are made to contact a family who has been assessed and has signed the consent for contact but cannot be reached to schedule a home visit with FSS.
- Each site has a policy defining aggressive outreach

4. Denver II Developmental Screen Policy

a. HFI Policy Essentials:

- A Denver is considered timely if completed no more than two weeks before or two weeks after the appropriate interval

5. Creative Outreach Policy (changed from Guideline to Policy)

a. HFI Guideline Essentials

- A site's caseload cannot exceed 20% of families on creative outreach

6. Program Levels Policy (changed from Guideline to Policy)

a. HFI Policy Essentials

- Sites must have a policy addressing the process of moving families from level to level that emphasizes the discussion and documentation of family progress.
- It is expected that 75% of families receive the appropriate number of visits based upon the individual level of service which they are assigned.

b. Operating Procedures

- Documentation of family progress and intensity of service discussion with families is maintained in the participant file and / or in supervision notes.
- All families are offered weekly visits for at least six (6) months after the birth of the target child or after enrollment, whichever is longer, excluding time on creative outreach.
- Sites provide at least minimum quarterly monitoring of home visit completion rates and have an annual plan for improving home visit completion rates.

7. First Home Visit Completion Timeframe Policy (changed from Guideline to Policy)
 - a. HFI Guideline Essentials:
 - 80% of first home visits occur prenatally or within 90 days after the birth of the baby
8. Length of Home Visiting Services
 - a. HFI Policy Essentials
 - Sites cannot offer families less than three years of service
9. Medical Provider Policy (changed from Guideline to Policy)
10. HOME Inventory Policy (changed from Guideline to Policy)
 - a. HFI Policy Essentials:
 - The H.O.M.E. Inventory is completed according to the following schedule and the scores are entered into HVTIS/OS: 0 months, 3 months, 6 months and 12 months. Sites may choose to continue the inventory past 12 months
11. Integrating Assessment Issues into Home Visiting Policy (new)
12. Parent-Child Interaction, Parenting Skills, Child Development Policy
 - a. Policy:
 - HFI staff promote positive parent-child interaction and positive health and safety practices, positive parenting skills and knowledge of child development with all families.
 - b. HFI Policy Essentials
 - Sites must have specific written guidelines regarding how often information is shared with family
13. Referrals / Linkages to Community Resources
 - a. HFI Policy Essentials
 - Sites consistently use HFI designated method for tracking referrals
14. Supervision Policy
 - a. HFI Policy Essentials
 - Supervisors receive regular, ongoing supervision every other week or at least monthly one-on-one face to face or by phone
 - Supervision includes coaching and providing *feedback* on strength based approaches
 - Supervisors shadow home visitors a minimum of twice a year and may provide additional shadowing based upon site policy.
 - b. Recommended Operating Procedures
 - The Supervisor shadows the FRS's a minimum of two times a year in order to monitor and identify any potential problems and a minimum of three times within the three month orientation period

- The Supervisor shadows the FSS's a minimum of two times a year and a minimum of three times within the three month orientation period

15. Transfer Families / Participants Policy

a. HFI Policy Essential:

- The receiving site can refuse acceptance only if the program is full or the child is older than three years of age. (Added – Otherwise, the receiving site can refuse acceptance if child is over age three and site only serves children to age three years)
- Program Manager or designee from transferring site makes personal phone call to Program Manager or designee at receiving site.
- A KEMP assessment must have been completed in order to transfer the family if the transfer is in-State.
- Families are transferred on the level the families were on prior to transfer
- The admission date and consent date are the dates completed by the receiving site.

b. Recommended Operating Procedure

- The Supervisor shadows the FRS a minimum of two times a year in order to monitor and identify any potential problems and a minimum of three times a year within the three month orientation period
- The Supervisor shadows the FSS a minimum of two times a year and a minimum of three times within the three month orientation period

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- Families are transferred on the level the families was on prior to transfer
- The admission date and consent date are the dates completed by the receiving site.

b. Recommended Operating Procedure

- When it is established that the family is to be transferred, transferring site sends copies of the following documents (not originals) to the receiving site:
 - Consent to transfer
 - Rights and Confidentiality form
 - Assessment Summary
 - Income Eligibility Form
 - MOB new contact information
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- Most recent Denver
- Most recent IFSP

16. Target Population Policy (changed from Guideline to Policy)

a. Recommended Operating Procedure

- Remove – any family not identified in the target population is considered non-target and will not be served in traditional Healthy Families home visitation services

17. Productivity Policy

a. HFI Policy Essential

- 20 assessment per month per 1.0 FTE
- 44 home visits per month
- Minimum 5:1 employee to supervisor ration and a maximum of 6:1 employee to supervisor ratio
- 75% home visitation completion rate
- If program has a FTE Program Manager, the minimum ratio of Manager to FTE Supervisor is 1:5
 - Sites are to request technical assistance regarding barriers to acceptable productivity standards.
 - A waiver request and justification must be submitted for approval to the HFI State Coordinator to obtain a waiver of minimum productivity standards.

18. Acceptance Rate Policy (changed from Guideline to Policy)

a. Policy

- Acceptance rate- defined as the total number of participants during a specified time period who accepted home visiting and completed a first home visit divided by the total number of potential clients who during the same period verbally agreed to further contact at time of initial assessment.
- At a minimum, the acceptance rate for a program can be calculated by:
 - Count the number of participants during a specified time period who accepted home visiting services and completed a first home visit and,
 - Divide the total number of potential participants who during the same time period verbally agreed to further contact at the time of the initial assessment.
- The program defines, measures and monitors the acceptance rate of families into the program (remove – on at least a yearly basis) every two years. The program will monitor acceptance rates every year and will analyze at a minimum of every two years.
- The program compares accepted families with terminated families and analyzes who refused the program among all those determined to be eligible for and offered services and the reasons for refusal.

- The analysis is completed formally through data collection and informally through conversations with staff members and is documented in team meeting minutes.

19. Caseload Size Policy

a. HFI Policy Essentials

- No more than twenty-five families at any combination of service levels per full-time home visitor (except in extenuating circumstances and only temporarily)

Cultural Competency – changed from Guideline to Policy

Participant /Family Satisfaction – changed from Guideline to Policy Program

Retention Rate – changed from Guideline to Policy

Hiring – changed from Guideline to Policy

Training – changed from Guideline to Policy

QA Plan – changed from Guideline to Policy

20. Participant / Family Satisfaction / Family Input / Staff Input Policy

(changed from Guideline to Policy)

a. HFI Policy Essentials

- Program evaluate family satisfaction and allow formalized family and staff input into the program
- The results of the survey are analyzed and an action plan is developed as necessary to improve services. The results of the survey and the action plan are reported to the Advisory Group

21. Program Retention Rate Policy (changed from Guideline to Policy)

a. HFI Policy Essentials

- The program defines and measures its retention rate according to HFA approved methodology
- HFA approved methodology for calculating a program's retention rate is to:
 - Select a specified time period, e.g., January 2, 2004 to December 31, 2004
 - Count the number of families who received a first home visit during this time period
 - Count the number of families in this group that remained in services over specified periods of time (e.g., six months, 12 months, two years or more, etc)
 - Divide this number by the total number of families that received a first home visit during this time period.
 - For accuracy, a time period must be selected that ended at least one year ago for one year retention rate, two years ago for two year retention rate, three years ago for three year retention rate, and so on. This is to ensure that all families beginning services during the specified time period have had the opportunity to stay for the full retention period being measured

- The definition of retention rates includes all families who (remove – received outreach) enrolled in home visitation program
- Retention rates are measured (remove – on an ongoing basis) at least annually
- Analysis must include comparison of those who stay in the program to those who leave and must draw conclusions. Analysis must include formal and informal methods.
- If in the past two years no families have dropped out of the program, no analysis is required.

22. Hiring Policy (changed from Guideline to Policy)

a. HFI Policy Essentials

- Interviewing – The interview questions and vignettes used are a standard set of questions and provide written documentation that a face-to-face interview was conducted
- Each applicant has a minimum of two references prior to employment
- Each applicant has a Criminal History Check completed prior to employment

Interviewing – HFI site uses standard questions and vignettes in all interviews and maintains documented responses

b. Recommended Operating Procedures:

- Best practice standard is that all applicants have Child Abuse Checks Completed

23. Training Policy (changed from Guideline to Policy)

a. Policy

- Program staff also receives intensive training specific to their role or the roles of those supervised to understand the essential components of family assessment and home visitation

b. HFI Policy Essential

- Employees hired after training at another HF site must repeat training if the employee has not worked in Healthy Families for a period of three years or greater
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24. Quality Assurance Policy (changed from Guideline to Policy)

a. Policy:

- Each site has a quality assurance plan (which includes assessment, home visiting and supervision shadowing) to ensure families receive quality services and HFA and HFI standards are maintained

26. Family Grievance Policy

a. HFI Policy Essential

- The program has signed documentation that the grievance policy was reviewed with the participant at enrollment

27. HVTIS/OS Data Collection Policy

a. HFI Policy Essential

- All HFI staff using HVTIS/TTS are required to be trained locally on the proper use of HVTIS OS and assigned a level appropriate password.
- All HFI staff are required to have email access and have an individual email address
- Services/information to be documented in the HVTIS/OS include but are not limited to: assessment, maternal record screen, target child data, home visits, Denver II screens, IFSP, well child, immunizations, referrals, medical provider information for (remove family) child, and all required evaluation fields
- Remove: All non-family secondary activities/information are to be documented in HVTIS OS and can be found on the non-family secondary activity screen. The non-family secondary activities are tracked by FRS, FSS, date and time spent. Specific activities are found in the activity drop down list.

28. Advisory / Governing Group

a. HFI Policy Essentials:

- Remove – There are written by-laws or operating procedures for the Advisory/Governing Group

b. Recommended Operating Procedures

- Advisory Group should meet at least (remove four) two times a year

29. Affiliation with HFI / HFA

a. HFI Policy Essentials:

- All sites comply with all first order standards and at least 85% of all second order and third order standards of HFA