



Healthy Families Highlands Advisory Board Meeting

Sub Committee of Children's Services Council

Florida Department of Health, Sebring, FL

MINUTES

February 26, 2019

Members Present: Holly Parker, Annette Yunck, Marlen Martinez and Cynthia Acevedo

The meeting was called to order by Cynthia Acevedo, Board Chair at 8:04 a.m.

Agenda Item 1: Welcome was led by Cynthia Acevedo

Agenda Item 2: Approval of Board Meeting Minutes of November 27, 2018.

Annette made a motion to approve the minutes as presented and Holly seconded. Motion carried.

Agenda Item 3: Program Managers Report

- A. Quarterly Narrative/Outcome Report: Cynthia shared the report (Oct-Dec. 2018) for the member's review. Cynthia shared highlights of the report including a presentation on HF Highlands to the Lake Placid Noon Rotary Club. The Outcomes for this quarter were reviewed and it was noted that that site continues to exceed the home visiting completion goal. Areas below goal are as follows: Family Goal Plan completion, Edinburgh administration and administration of HF Parenting Index questionnaire (HFPI)
- B. Christmas Event Report: On 12/11/18, HFH hosted the 2018 Participant Christmas event. A big thank you again to the board for helping with planning and donations of their time and resources. We received a total of 10 bicycles donated by Lena Lyall few others that helped her. Toy donations were received from the LPPD. Sgt. Mullins personally baked brownies, served families and assisted with helmet fitting, clean up and more. Holly provided frames for door prizes for the Moms in attendance. Luke Andrews was our guest speaker with the County Fire Services and a fire truck was onsite for the children to enjoy. There were an estimated 100 people in attendance that night.
- C. Quality Improvement Plan (QIP) Update: Cynthia shared the initial QIP and feedback obtained from HFF (Central Office) program specialist. Members reviewed and felt steps were appropriate. Holly asked if another Home visiting program has administered the Edinburgh, could it be shared to help meet this outcome if the FSW has not had success? Cynthia wasn't sure of the answer but will ask HFF. Holly also shared some ways her CI&R staff are engaging families over the phone.

Agenda Item 4: Cultural Analysis Plan Feedback/Discussion

Cynthia emailed to all members the Cultural Plan and Analysis (CAP) prior to today's meeting asking them to review and provide feedback identifying any strengths and strategies for growth identified. Feedback was obtained and discussed during our meeting today. Advisory Board Member feedback/suggestions are as follows:

Marlen Martinez: Looks like you guys are doing a great job hitting your target populations except in the area of serving English speaking white families or families with some college or college degrees. Maybe work with pediatricians and OB/GYNs so that they are aware that your program doesn't have an income requirement, so you may get an increase in referrals for this population. Otherwise you guys are doing a great job.

Holly Parker: I've attached your document with only a couple of typos that I've highlighted in yellow and red text. No big deal. The policy/report is very positive and reflects the sensitivity all HFH clients receive. I do not identify any missing strategy to address culturally sensitive items, terms or practices. Modeling parenting skills is the best practice in changing behaviors with those inexperienced with positive parenting styles and HFH is extremely well versed with this method. The one area that could be included would be to better understand the differences in certain religions, which I have noticed more frequently in our area.

Sgt. Mostyn Mullins: Strengths: I would say I like how the FSW's are from the same areas as the target populations. I think the continual training and assessments of the FSW's is a strong point. I like the bi-lingual aspect, as well as the educating the families for positive outcomes. I think the program is good. The only negatives I see are out of your control: budgetary constraints limit the number of your FSW's, the need for Spanish translators and the education levels of the parents you assist. I know you said you can't solicit donations, but I would like to see non-English books readily available for your FSW's to distribute to the families that your encouraging to read to their children. I agree that there is a need for Spanish speaking translators. That would be a tough obstacle to overcome.

Michelle Ramirez: Strengths: 1. On-going assessment of staff and assignment to families, to best meet their needs. This is documented several times through the narrative. 2. Employment practices which support hiring the right people who will fit with the demographic served. This could also be a strategy however, as there could be more targeted recruitment or relationships with schools to support internships, if there is a program capacity for that. 3. There are several bi-lingual staff available at multiple levels, and field visits are made to support the work done, and for quality control. 4. It is recognized that there is a higher percentage of families who are unmarried and have less than a HS diploma. There is also an indication that referrals are made to local employers and adult education resources. This demonstrates an understanding of the needs of the families, and an advocacy for their growth and development. Maybe this could also be a strategy for further work, if it is identified as a need that can be expanded beyond the current scope. Questions and area for potential strategies:

1. Is the assessment worker still English speaking only? If so, how has that affected the process and the families served?
2. There are a few populations that may be able to be addressed, even if not currently served. These would be males, as well as the LGBTQ population, or families who identify with any portion of this.
3. Creole would also be an area that may need to be developed through staff or translation abilities.
4. Has the CIR process affected the populations served or referred to you? If so, what data is available to support this?

Annette Yunck: Strength- the structure and quality of assessment tools in place of this program are well developed and valuable to assess the effectiveness of this program. These tools should be continued. Growth- partner and develop a relationship with the local acute care facility obstetrical staff for direct referrals.

Lena Lyall: Utilize show and tell situations in order to see if the family is understanding what is being taught/said. Do they actually comprehend what is being explained? Ensure that if a family member brings a topic up on more than one occasion, the worker educate themselves to become knowledgeable on the subject, of not already.

Responses to Feedback: Cynthia thanked all the members for providing the feedback and pointing out areas of strength as well as strategies for improvement. The site's assessment worker has begun outreach activities with the goal of expanding our referral source, especially in light of the recent implementation of CI&R and decline in receipt of direct referrals. Staff will be sure to clarify that the program is not only for low-income families, the less educated, or minority groups. HFH will be glad to explore opportunities to learn more about diverse religious beliefs, and how it may affect parenting, engagement in program services, etc. HFH is happy to receive donations of books for Limited

English Proficient families for the use of reading to their children. Cynthia updated the group to say that the FAW I bilingual and that the HCBOCC does have included in our Auxiliary Aid Plan provisions for translation services including supplying the need for certified language interpreters for families that are limited English proficient. HFH can no longer not serve a family due to a language barrier, but instead offer services with the aid of contracted company, LTC Language Solutions. Cynthia does not know the specific cost involved to utilize this service but will look further into this and report back to the board. The suggestion to address populations including males and LGBTQ was noted. The site current serves one current male primary participant, two Creole/English speaking families and has served LGBTQ families in the past and will continue to offer. In addition, multiple males/significant others/fathers are enrolled as co-participants as they are actively participating in the program. The CIR process has affected the percentage of births we are screening and direct referrals we are receiving. The CI&R process automatically gives the Nurse Family Partnership program referrals of families that meet their program eligibility criteria, regardless if they are eligible for other programs. This may be affecting the number of teen/first time mom referrals to our program. There will be ongoing analysis of the effectiveness of CI&R and HFH continues to advocate for the program and works with the CI&R community partner group during our quarterly meetings. The Program Manager will focus attention on building a relationship with the FL Hospital OB Unit especially now that HRMC no longer has a birthing facility. The suggestion to use an approach of show and tell to assess participant's knowledge and retention of information given by the FSW was noted and will be shared with staff.

Agenda Item 5: Advisory Board Task Survey

Members provide Cynthia with their top 3 proposed tasks for 2019. Cynthia will share the results and plan upcoming meeting agendas accordingly.

Agenda Item 6: Accreditation Onsite Visit

- A. Sample Agenda: was provide to the board for their review. Cynthia asked members to check their schedules to see if they could be available for an onsite interview with a peer reviewer on Monday, March 25 from 9:30 am to 10:00 am. In addition, members were invited to be present at the entry or exit interview.
- B. Cynthia will be sharing via email more details on interviews and surveys
- C. Standards GA-1.A, GA-1.B, GA-1.C were shared with the group to educate our board on the standards we are governed by and how the rating works and what we have submitted in our self-study documentation for accreditation thus far.
- D. Update is needed to the Advisor Board Member List as we have 2 new additions to the group.

Agenda Item 7: Contract Amendment Due

Cynthia shared that the site is preparing Contract Amendment Pieces to reflect FY 19-20 budget and other needed attachments to the already existing 2015-2020 HFH Contract.

Agenda Item 8: April is Child Abuse Prevention Awareness Month

Events related to this were shared and members were encouraged to attend/participate if possible.

Agenda Item 8: Open Discussion

No announcements/Open discussion.

Agenda Item 9: Meeting Adjourned 10:10 am

(Next meeting Tuesday, May 28, 2019 at 8:00 a.m. in Conference Room A at FDOH, Sebring, FL)

Cynthia Acevedo, Program Manager Healthy Families Highlands