



**Overview**

On Monday, February 10, 2020, FLOURISH St. Louis – Generate Health’s collective impact initiative created to reduce infant mortality in the region, held its second convening of the Home Visitation Collaborative. This five-hour meeting of more than 30 home visiting service providers, funders and advocates who represented more than 15 organizations provided an opportunity to:

**Workshop Purpose**

- Present an overview of outcomes from the December provider session
- Share findings from the January Consumer Advisory Board meeting
- Discuss insights gained from Promise 1000 Home Visiting for Kansas City trip
- Review the Collective Impact framework
- Finalize core values and practices to anchor relationship building and decision-making
- Identify top priorities for the Collaborative’s three initial focus areas: 1) coordinating intake and referral, 2) strengthening data sharing and measurement, and 3) enhancing efficacy through training

This document serves as the convening’s summary and offers a record of key discussion findings.

**Core Values Discussion**

From the first workshop, participants identified twelve values that were important to the Collaborative for establishing culture, setting partner expectations and decision-making. Initially, the twelve values were:

- Accountability
- Consumer-focus
- Racial Equity
- Dedication & Commitment
- Transparency
- Open Communications
- Trust
- Respect
- Sustainability
- Teamwork
- Vision Aligned
- Willingness to learn and share

Since values should be memorable and easily discernible, participants were asked to select the top five values by eliminating and/or combining them. After a facilitated discussion, participants agreed on the following five values.

Value	Importance to the Collaborative	Possible Practices
Accountability	<ul style="list-style-type: none"> <li>■ Sustains and advances the work</li> <li>■ Enhances momentum</li> </ul>	<ul style="list-style-type: none"> <li>■ Agreed up and workable ways to set goals, execute tasks to ensure HVC’s success</li> <li>■ Consistent and planned quality improvement for optimal course correction</li> </ul>
Open, Clear and Transparent Communication	<ul style="list-style-type: none"> <li>■ Retains partners and creates interests for new partners</li> <li>■ Reduces silo-ed thinking</li> <li>■ Increases trust through shared language</li> <li>■ Increases efficiency</li> </ul>	<ul style="list-style-type: none"> <li>■ Minimize use of acronyms and explain processes clearly</li> <li>■ Distribute an annual report of efforts, successes and learnings (also accountability)</li> <li>■ Share information (i.e., best practices, referrals) freely</li> </ul>

Value	Importance to the Collaborative	Possible Practices
Trust	<ul style="list-style-type: none"> <li>Strengthens relationships among partners, which can provide a foundation for better outcomes</li> </ul>	<ul style="list-style-type: none"> <li>Ensure co-workers and supervisors understand the Collaborative’s mission and actions</li> <li>Freely refer consumers to partners</li> </ul>
Consumer Focus	<ul style="list-style-type: none"> <li>Changes the perspective of home visiting to a partnership between the provider and the consumer</li> <li>Ensures consumers receive the best services needed</li> <li>More impactful individually and regionally</li> </ul>	<ul style="list-style-type: none"> <li>Change practices and processes, if not in the consumer’s best interest</li> <li>Show compassion and empathy, regardless of consumer’s ethnicity (racial equity)</li> <li>Demonstrate awareness of the consumer’s pain points</li> </ul>
Racial Equity	<ul style="list-style-type: none"> <li>Demonstrates focus on the greatest need</li> <li>Aligned with evidence-based research – Health Equity Works and Forward Through Ferguson</li> </ul>	<ul style="list-style-type: none"> <li>Every decision (resource distribution and allocation, budgeting, programming) applies a racial equity lens</li> <li>Ensure all partner employees receive and practice trauma informed training and care</li> </ul>

### Phase I Areas of Focus – Top Priorities

Participants identified three areas of focus during the Collaborative’s formation stage: 1) coordinated intake and referral; 2) strengthened data sharing, measurement and analysis; and 3) increased efficacy through training. For each of these areas, they identified a set of initial priorities that would guide the Collaborative’s work and outcomes that they intend to result from their aligned actions. Insights from their discussions are presented in the accompanying tables.

<b>COORDINATED INTAKE &amp; REFERRAL</b>	
<b>Principal Goal: Establish a coordinated intake and referral platform that maximizes consumer choice and convenience while advancing provider collaboration.</b>	
<b>Initial Priorities</b>	
<p><b>A.</b> Standardize intake and referral processes across HV provider organizations</p> <p><b>B.</b> Determine how best to align IT infrastructures across providers. [What is the best means for getting different systems to talk i.e. API (automated program interface)]</p>	<p><b>C.</b> Adopt more empowering intake and referral practices that sustain consumer participation over time</p> <p><b>D.</b> Ensure that the online platform: minimizes agency bias, maintains a “no wrong door” approach, centers consumer choice; screens for eligibility; and is mobile responsive</p>
<b>Desired Outcomes</b>	
<p><b>Consumer Outcomes</b></p> <ul style="list-style-type: none"> <li>Increased utilization of home visitation services</li> <li>Better alignment between consumers’ needs and providers’ services i.e. improved program matching</li> <li>Easier consumer experience, including quicker connections to needed services and resources</li> <li>Implementation of a system that tracks consumer progress from referral through enrollment so that consumers are not lost. This places the locus of responsibility for follow-up and follow-through on providers, where there are greater resources, instead of on consumers</li> </ul>	<p><b>Provider Outcomes</b></p> <ul style="list-style-type: none"> <li>Development of a user-friendly, HV provider platform that strengthens data collection, analysis and utilization for providers and the collaborative</li> <li>Reduced duplication of services</li> <li>Increased collaboration across providers to braid and customize services for families</li> <li>An intake and referral website or accessible platform</li> <li>Establishment of shared referral agreements</li> <li>Clarity on the minimal necessary information required</li> <li>Launch of a pilot</li> </ul>

## STRENGTHENED DATA SHARING, MEASUREMENT & ANALYSIS

**Principal Goal: Implement shared measures of success that improve the quality and effectiveness of HV decision-making and service delivery**

### Initial Priorities

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| <p><b>A.</b> Evaluate the assessment tools HV organizations currently use to understand what is required, tracked and measured across the provider/funder landscape</p> <p><b>B.</b> Obtain agreement on how data will be used and the contexts around the data via trust-building and transparency efforts</p> <p><b>C.</b> Establish a standard set of data measures that HV providers will utilize to track the delivery of their services and consumer impacts</p> | <p><b>D.</b> Determine data reporting protocols and methods for both participating organizations and the collaborative as a whole</p> <p><b>E.</b> Implement formal CQI processes (continuous quality improvement)</p> |
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### Desired Outcomes

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| <ul style="list-style-type: none"> <li>■ Review of utilized tools and assessments</li> <li>■ Outputs and outcomes finalized / consent</li> <li>■ Research on best data practices</li> <li>■ Establishment of shared success measures across the HV field of practice</li> <li>■ Improved data utilization and analysis in HV decision-making</li> </ul> | <ul style="list-style-type: none"> <li>■ Database development</li> <li>■ Adoption of a data collection and measurement system that makes reporting accurate, quick and easy at both the agency and collaborative levels</li> <li>■ Development and piloting of data agreements</li> </ul> |
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## INCREASED EFFICACY THROUGH TRAINING

**Principal Goal: Heighten HV provider efficacy and consumer advocacy**

### Initial Priorities

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| <p><b><i>For Providers:</i></b></p> <p><b>A.</b> Determine the baseline skills that HV providers need to possess for effective service delivery</p> <p><b>B.</b> Establish a standard training plan / program and infrastructure for HV providers. Areas of training focus might include:</p> <ul style="list-style-type: none"> <li>➔ Electronic platform / database training</li> <li>➔ Motivational interviewing</li> <li>➔ Cultural competence</li> <li>➔ Trauma training</li> <li>➔ Racial equity / anti-bias / anti-racism training</li> <li>➔ Home visitor safety</li> <li>➔ Family / consumer focus training</li> <li>➔ Outcomes-based trainings</li> <li>➔ Domestic abuse</li> <li>➔ Mental and behavioral health</li> <li>➔ Mandated reporting</li> <li>➔ Self-care</li> <li>➔ Pre-natal, post-partum, breast feeding, safe sleep</li> </ul> | <p><b><i>For Consumers:</i></b></p> <p><b>C.</b> Ascertain the competencies and resources needed to advance effective consumer education and advocacy</p> <p><b>D.</b> Establish a shared consumer advocacy training program and corresponding infrastructure</p> |
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**INCREASED EFFICACY THROUGH TRAINING CONT'D**

**Principal Goal: Heighten HV provider efficacy and consumer advocacy**

**Desired Outcomes**

***Provider Outcomes:***

- Industry agreement on a baseline set of skills for effective home visitation
- Development of an outcomes, field topics and data platform training plan

***Consumer Outcomes:***

- Empowered consumers who are able to advance positive transformation in the field