



Hello Baby Training

October 31st, 2022

Agenda

- 10-10:10- Referral Pathways
- 10:10-10:30- The Process
- 10:30-10:35- Next Steps
- 10:35-10:50- Case Examples
- 10:50-11- Closing & Questions?

Referral Pathways

- Previously, your center was *mainly* receiving referrals from the hospital
- Now, various referral pathways exist!
- Referrals you are receiving now could be coming from:

Hospitals

Alexa DeStefano
Arianna Boff
Leah Johns

Early Learning
Resource Center
(ELRC)

Robert Piemme
Becky Gloninger

Predictive Risk
Model (PRM)

Camille Posey

Hello Baby Priority
*(Family Checkup &
Healthy Start)*

Tara Law

The Process

- After a baby is born and a referral is made, their first stop is with the Centralized Outreach Team
- The Outreach Team is doing the groundwork and typically works with families for about 2-3 weeks
- The Outreach Team is talking with the family to see what types of supports and services they need, placing initial Year of Cheer orders, and more!
- Based on the family's response, the Outreach Team then makes a referral to a Family Center or other organization
- If the family is referred to a Family Center, the referral will show up as a contact note in Synergy

Things to Note!

- Your center is ONLY receiving referrals for those that the Outreach team connected with successfully
 - That means....once a family shows up in Synergy, they've already been engaged and expressed interest in your services!
- It's important that you engage with the family ASAP (*within 2 business days*) since their interest has already been sparked!
- If a family doesn't respond right away or the number is disconnected, try again in a week
- ***It's very important to document all ATTEMPTED contacts as well***

Year of Cheer

- This is an engagement strategy – a low barrier service that will hopefully draw some families in over the course of the year
 - *Enrollment or ongoing involvement isn't required to receive these items!*
- Use YOC as a reengagement tool if you haven't heard from a family in a while
- The contact note will document whether family has been signed up for YOC
 - *You can still sign up a family later even if they declined once!*
- IMPORTANT – when Paige reaches out about deliveries, please confirm with her if the families are in your system

Next Steps

- Once you receive a referral in Synergy, reach out to the family within 2 business days to introduce yourself and the program. Assist family with any immediate needs.
- Paige from Beverly's Birthdays will reach out
- Set up a time with the family to pick up or drop off YOC items and Welcome Bag within 1 week of receiving the referral
- Continue to engage with the family- determine if they will be "enrolled" or "drop-in" in Synergy. Record all contacts.
- Change the family's status in Synergy approx. 1 month after referral
- Continue engaging the family in YOC, Diaper Bank, programs over the course of the year and beyond

Sample Hello Baby contact note



Dashboard Search Reports Admin

Case Contact-Quick Entry

Emily Bengel

Case Information

Tracking

Contacts

Assessments

Plans

Utilities

Confidentiality

Supervisor Log

Summary

*Denotes Required Fields ** Denotes Half Mandatory Fields Ctrl + Click to Multi-Select and Deselect

HB Priority

High

Provider *

Facility *

Case Name *

Enrollment Status *

Assigned Worker *

Home Visiting Status

Case ID

Status Date *

Assignment Date

Home Visiting Date

54591

09/27/2022

Case Contacts

Add Contact

Search :

	Contact Date	Client	Supports	Worker	Contact Type	Contact Description	Contact ID	Contact Status	
+	9/18/2022		Minimally Involved 3rd Party	HB	Fax	Contact Info	995434	Submitted	Void

Show 10 entries

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	Contact Date	Client	Supports	Worker	Contact Type	Contact Description	Contact ID	Contact Status
-	9/18/2022		Minimally Involved 3rd Party	HB	Fax	Contact Info	1004137	Submitted

Contact Notes:

[REDACTED] (BABY DOB 08/ [REDACTED]/2022)

HELLO BABY REFERRAL NOTE - 10/13/2022

412-479-[REDACTED]

[REDACTED]277@gmail.com

347 [REDACTED] Ave, Pittsburgh, PA 15104

20 yr old mom has newborn and 1 yr old. She has an immediate need for size 1 diapers, wipes, and Similac advance formula but has no transportation and is unable to get to a family center.

CONTACTS

09/08/2022 - [REDACTED] - 412-479-[REDACTED] - Text - Success

[REDACTED] sent me a text after receiving my email. She is interested in hearing more about the family center.

I provided her with more information on the supports available to her and her family and reminded her that the program is completely free and voluntary so, however she would like to participate is up to her.

09/30/2022 - [REDACTED] - 412-479-[REDACTED] - Text - Success

Text mom to offer services based on prior texting being used when this was CB referral.

10/03/2022 - [REDACTED] - [REDACTED]277@gmail.com - Email - Success

Sent mom email to offer services.

10/06/2022 - [REDACTED] - 412-479-[REDACTED] - Text - Success

Mom responded saying she could use diapers, wipes and formula. I responded asking when we could talk.

10/10/2022 - [REDACTED] - 412-479-[REDACTED] - Phone - Success

I s/w mom who said "she's going through a lot right now.

10/12/2022 - [REDACTED] - 412-479-[REDACTED] - Text - Success

Mom text and said she cannot get to any of the family centers". I confirmed moms needs which include Enfamil, size 1 diapers, and wipes and told her I'd follow up with her.

REFERRAL SOURCES

Community Birth - 08/31/2022

PRM Referral - 09/18/2022

SOURCE NOTES

lack of supports- declined referral to MCH. FOB not involved - pursuing child support. - (COMMUNITY BIRTH NOTES)

PRM Category: High- (PREDICTIVE RISK NOTES)

COMMUNITY BIRTH NEEDS

Lack of Natural Supports; Support with Bonding; Young Mother; Breastfeeding Support

Case Examples

				Eligibility	Concerning	Program information		
-	9/27/2022		Minimally Involved 3rd Party	HB	Fax	Contact Info	997247	Submitted

 Void

Contact Notes:

[REDACTED] (BABY DOB 08/ [REDACTED] 2022)

HELLO BABY REFERRAL NOTE - 09/30/2022

Hello Baby PRM 9/27/2022 identifies family as moderate risk. Mom's immediate need is formula- says she does not qualify for WIC. Please connect with family.

CONTACTS

09/27/2022 - [REDACTED] - Text - Success

Q: Based on our records, you are eligible for Hello Baby, a service for parents of new babies in Allegheny County! Is this [REDACTED]

A: Y

Q: Thanks for confirming. Someone from our Hello Baby team will be in touch with more information. Have a good one!

09/28/2022 - [REDACTED] - Text - Success

Mom responded with 12:45 on 9/29.

09/29/2022 - [REDACTED] - Phone - Success

Mom interested in connecting with Highlands family center. Has immediate need for formula- good on everything else.

REFERRAL SOURCES

PRM Referral - 09/27/2022

SOURCE NOTES

PRM Category: Medium- (PREDICTIVE RISK NOTES)

SERVICES OFFERED

Year of Cheer;

PHONE

Mother - [REDACTED] - No Test Results

Mother - [REDACTED] - Verified Good

ADDRESS

3/21/2022 (Mother) - [REDACTED] - No Test Results

6/7/2022 (Mother) - [REDACTED] - No Test Results

Show entries

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-	9/22/2022		Minimally Involved 3rd Party	HB	Fax	Contact Info	994119	Submitted
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Session
Void

Contact Notes:

[REDACTED] (BABY DOB 09 [REDACTED] 2022)

HELLO BABY REFERRAL NOTE - 09/23/2022

[REDACTED] would like to enroll in the family center.
She is formula feeding.
I confirmed her contact information and address
I completed a YOC form, she is in need of a baby monitor.

CONTACT

09/22/2022 - [REDACTED] Text - Success
[REDACTED] texted back that she would like to enroll in the family center.
I confirmed her information and added an email address.

REFERRAL SOURCES

DW Address Update - 09/21/2022

SOURCE NOTES

Living with best friend.- (COMMUNITY BIRTH NOTES)

SERVICES OFFERED

Year of Cheer;

COMMUNITY BIRTH NEEDS

Childcare; Employment Support; Financial Support; Food Insecurity; Housing Support; Lack of Natural Supports

PHONE

Mother [REDACTED] Verified Good
Mother [REDACTED] No Test Results

ADDRESS

3/21/2022 (Mother) [REDACTED] No Test Results
9/8/2022 (Mother) - [REDACTED] Verified Good

EMAIL

9/22/2022 (Mother) - [REDACTED] Verified Good

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Questions?