

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**

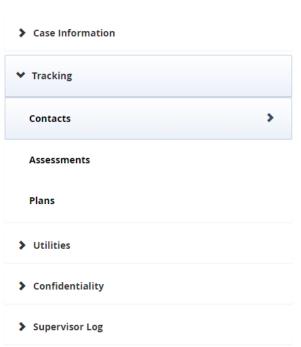
Year of Cheer

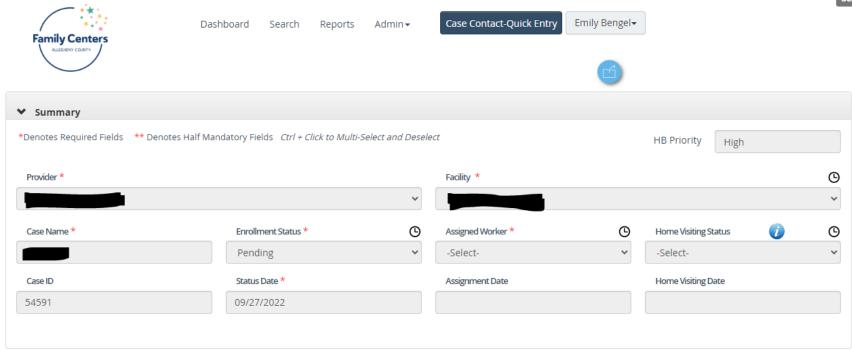
- •This is an engagement strategy a low barrier service that will hopefully draw some families in over the course of the year
- Enrollment or ongoing involvement isn't required to receive these items!
- •Use YOC as a reengagement tool if you haven't heard from a family in a while
- •The contact note 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

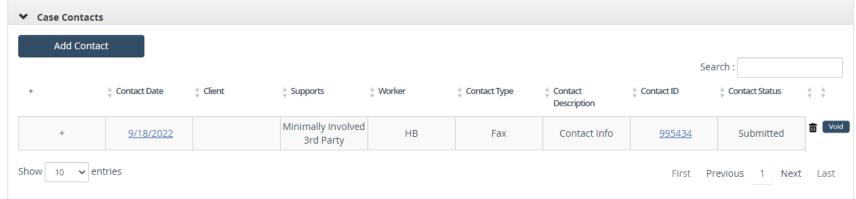
Next Steps

- 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







+	Contact Date	dient	Supports	→ Worker	Contact Type	Contact Description	Contact ID	Contact Status
-	9/18/2022		Minimally Involved 3r d Party	НВ	Fax	Contact Info	1004137	Submitted

Contact Notes:



HELLO BABY REFERRAL NOTE - 10/13/2022

412-479

277@gmail.com

347 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

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 - / - 412-479- - Text - Success

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

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

Sent mom email to offer services.

10/06/2022 - . Text - Success

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

10/10/2022 - . - 412-479-: - Phone - Success

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

10/12/2022 - / - 412-479-5 - 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

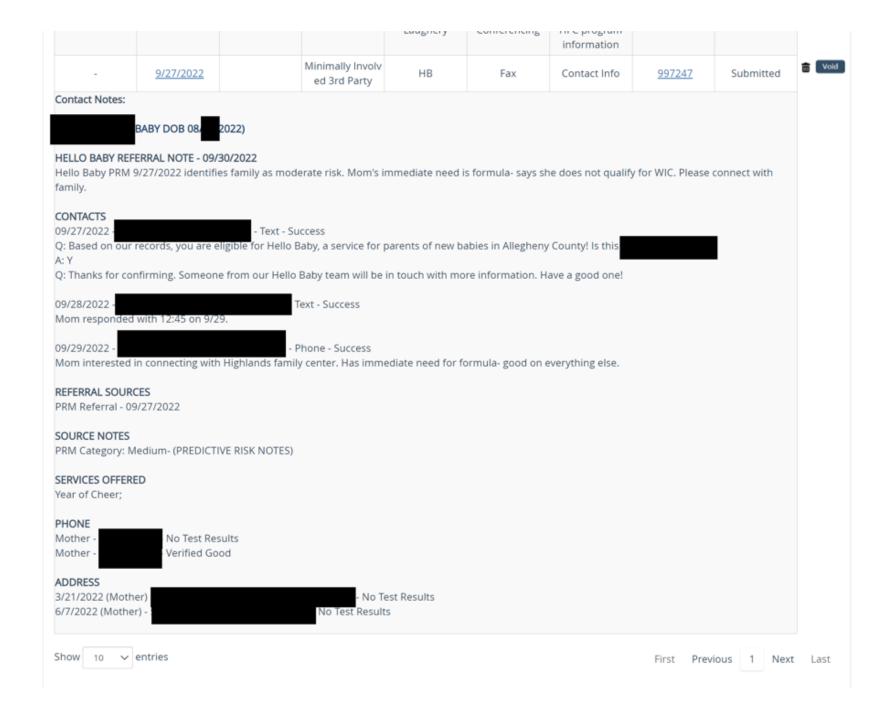
SOURCE NOTES

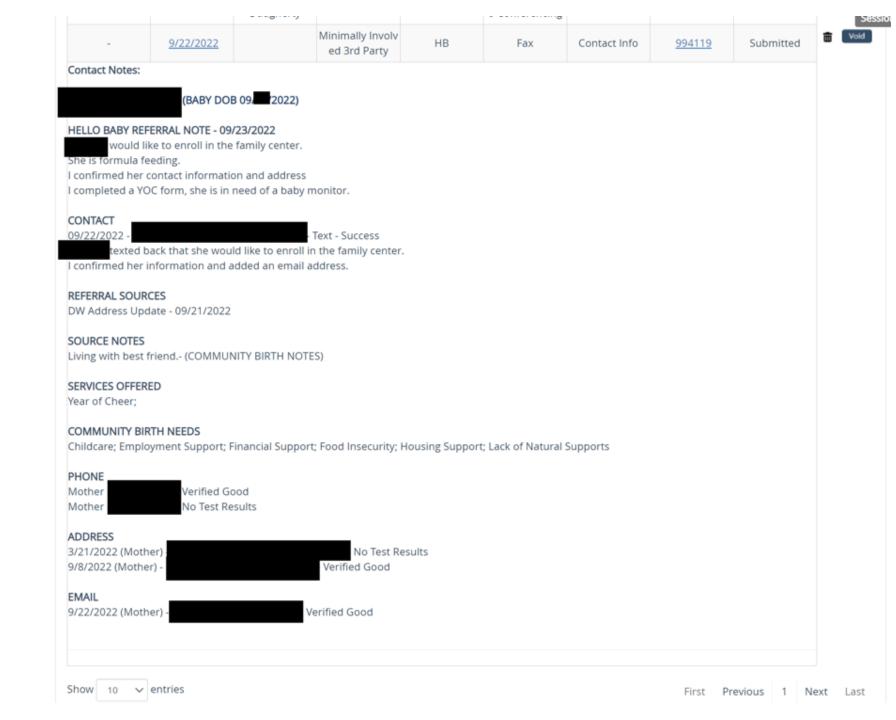
lack of supports- declined referral to MCH. FOB not involved - pursing child support. - (COMMUNITY BIRTH NOTES)
PRM Category: High- (PREDICTIVE RISK NOTES)

COMMUNITY BIRTH NEEDS

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

Case Examples





Questions?