

Building Lasting Family Partnerships

Agency: DAEOC Early Head Start Home Based

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1. AIM STATEMENT

By September 30, 2017, DAEOC will increase its 12 month retention rate from 59% to 66%.

We will see an improvement by families staying in the program until they have completed it by monitoring COPA and Redcap Reports.

The families will show dedication and responsibility of completing their visits and staying in the program until they have aged out.

Start date-November 1, 2016

End date-September 30, 2017

Team Leader-Chelsea Cross

2. PLAN

DAEOC families are not keeping visits. Some of the families have moved out of the service area, and some families we cannot get in contact with. Also, we have had a lot of staff turnover, so some of the families will drop out of the program because they do not want a different home visitor.

The expected outcome is to enroll families who are really interested in being in the program and who will keep their visits on a weekly basis. Therefore, will ultimately stay with the program until they are ready to age out into a different program. DAEOC would also like to see less staff turnover, which we feel that if families have a good relationship with their home visitor, the families are more apt to comply with the program requirements.

3. DO

Starting November 1, 2016, DAEOC staff will canvass on a monthly basis to try and keep a waiting list.

Staff will set up a booth at WIC offices in Dunklin/Pemiscot Counties to try and get more families, and other outreach facilities as needed.

Quarterly, staff will post flyers about the program in local businesses to spread the word about our program.

Quarterly, Staff will communicate and collaborate with other programs/people in the community about possible clients interested in the program.

As of November 30, 2016, DAEOC has 54 families enrolled in the program. By completing all of the steps mentioned above, DAEOC will hopefully be able to get 60 families enrolled in the program and get the retention rate up to 66%. Supervisor will check COPA reports weekly to measure enrollment.

4. STUDY

As home visitors get applications, they will turn the completed applications into the supervisor, who will then follow DAEOC policy and procedure of entering information into COPA database. When the home visitor has completed the pre-entry visit with the family, then the family will be put into RedCap. The data collected from both of the databases will show the change process and the results.

5. ACT

Since November 1, 2016, DAEOC has increased its 12 month retention rate by 4% (only 3% shy of our goal). Our current retention rate is 63%.

6. FUTURE CQI

Learning how to balance the demands of quantity (enrollment) vs. quality (retention) is the future of this CQI project. The supervisor will be responsible for helping generate new and interesting ideas for home visits, suggesting referrals to meet the needs of families when home visitors need such guidance, schedule appropriate trainings to meet the needs of staff, keep a positive attitude and work diligently to provide a fresh perspective to any unfavorable situations; ultimately, the supervisor will support staff so that staff can support clients. Staff will commit to staying in contact with families by sending weekly reminders about home visits, receive cancellations with an open mind and assume positive intent of the clients, provide variety in lesson planning, implement brain-breaks throughout the duration of visits and follow the family's lead, and form solid connections with families by showing interest in their comments and concerns and asking questions to prompt discussion.

The organizational process map has been updated to reflect these changes, and has been posted on the office bulletin board for reference.

As part of the supervisor's responsibilities, DAEOC's policies and procedures were changed to reflect MIECHV requirements for developmental screenings. This eliminated double duty for staff while still meeting OHS Performance Standards and MIECHV requirements. Supervisor is continuing to attempt to better integrate policies to in an attempt to increase staff retention, which would simultaneously increase client retention.

DAEOC will continue to focus on increasing client retention as a goal.