Healthy Families New York

1995 - started with 9 programs
Now 37 programs with 4 in the wings

Funding – New York State General funds, MIECHV

2013-14
$24.5 million from OCFS (NYS general funds) and MIECHV
- Programs (91%)
- Training, TA and QA (3%)
- Research, Evaluation and MIS (6% - This includes the 15 year RCT)
Healthy Families New York Organizational Chart
An attempt to describe a complex and fluid system in two dimensions

New York State Office of Child and Family Services
Primary Program Oversight and Funding

Central Administration

Center for Human Services Research
SUNY Albany
RCT/Data Collection/Evaluation

Prevent Child Abuse
New York
Training and Staff Development

HFNY STATE LEADERSHIP GROUP
Program Managers, OCFS, CHSR, PCANY

37 HFNY SITES
4 Regions
New York City, Capital, Central/Western, Mid-Hudson

Other funders and Advisory Groups of Individual Sites

NYS Department of Health
Collaborating State Partner
MIECHV

Prevent Child Abuse America/Healthy Families America Critical Elements & Standards
The foundation for our statewide system of programs
HFNY Central Administration

OCFS – Primary Funder (Development and Prevention Services and Bureau of Research and Evaluation)

CHSR – Research, Evaluation and Management Information System

Prevent Child Abuse New York – Training, QA and TA
25 Programs Upstate
and Long Island

12 Programs in NYC
HFNY State Leadership Group

3 statewide meetings in Albany a year
3 regional meetings a year
  New York City
  Capital District (Albany)
  Mid-Hudson Valley
  Western New York

Attended by Program Managers and CA
Multi-Site Accreditation
Research and Evaluation

15 year RCT preparation (begins 10/1/14)
Research to Practice Example: Prenatal enrollment
   Eunju Lee, PhD.
   Seven prenatal home visits improve birth weight of target child
   http://healthyfamiliesnewyork.org/Media/pdf/HFNY_low_birth_weight_article.pdf

CHSR Yearly projects
   Worker survey, breastfeeding, fatherhood, assessment/intake pilot
Management Information System

Choosing a software
   PIMS – HFA
   FamilyWise - Datatude, Inc.
   Off the shelf
   Do-it-yourself

Developing a Management Information System
For Healthy Families America model

Chart of HFNY MIS reports
Business Rules

The beauty of the HFA model to a software designer is the specificity of the business rules. The standards provide the framework for gathering information about the service that are clear, in most cases, and provide structure and guidance to the worker in delivering that service. This is unique in human service.
Usefulness and Lessons learned

One of the goals in designing the HFNY information system was to make it useful to program staff for planning, for quality assurance and for monitoring program performance targets and HFA model standards. We realized after our second multi-site accreditation visit that we had not designed a good mechanism for tracking worker training. We responded to this feedback by incorporating a training module into our MIS that has greatly improved our state’s and program’s ability to monitor and meet training accreditation standards.
Developing a Management Information System
For Healthy Families America model

CQI

Data collection can drive the service intervention and occupy too central a role in service delivery. However, a good balance is essential. In training our workers, I tell them our software is a tool to use in monitoring their fidelity to the HFA model and to measure their ability to meet performance measures established by the multi-site system. However, I tell them the software is only a tool. One needs to interpret data in context and use it to validate work or to provide guidance for improvement (CQI). Only believe what the data says when you can trust the source. Be wary of using computer generated information to evaluate a worker’s performance. Use it as a starting point for discussion. Our sites play a large role in their own quality assurance because of the tools we have given them. My support has been to make them aware of these tools and train and educate them as they develop a deeper understanding of the model and a deeper appreciation of the utility of the software tools.
<table>
<thead>
<tr>
<th>HFNY Continuous Quality Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Monthly</strong></td>
</tr>
<tr>
<td>Quality Assurance, Performance Targets Review</td>
</tr>
<tr>
<td><strong>Quarterly</strong></td>
</tr>
<tr>
<td>14 Quarterly Data Reports including 21 Performance Targets submitted to funder</td>
</tr>
<tr>
<td><strong>Every Six Months</strong></td>
</tr>
<tr>
<td>12 Performance Indicators, combination of accreditation standards and NYS standards (partially used for funding decisions)</td>
</tr>
<tr>
<td><strong>Yearly</strong></td>
</tr>
<tr>
<td>Annual Service Review</td>
</tr>
<tr>
<td><strong>Every Two years</strong></td>
</tr>
<tr>
<td>Site visit by OCFS program contract manager and TA/QA visit by PCANY (OCFS and PCANY alternate years)</td>
</tr>
<tr>
<td><strong>Every Five years</strong></td>
</tr>
<tr>
<td>Multi-site Accreditation</td>
</tr>
</tbody>
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Report Design in HFNY

Report Categories

Lists
Ticklers
Analysis
Quarterlies
Accreditation
Training

(additional handout – Reports by Attributes)
## HFNY Data

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessments this past year</td>
<td>3,192 (95% positive)</td>
</tr>
<tr>
<td>Served this past year</td>
<td>5,993</td>
</tr>
<tr>
<td>Active workers as of 10/31/13</td>
<td>503</td>
</tr>
<tr>
<td>Assessments prenatally or with 14 days of target child’s birth this past year</td>
<td>83%</td>
</tr>
<tr>
<td>Acceptance rate after positive Kempe this past year</td>
<td>68%</td>
</tr>
<tr>
<td>First home visit prior to target child reaching 3 months this past year</td>
<td>98%</td>
</tr>
<tr>
<td>Prenatal enrollment this past year</td>
<td>72%</td>
</tr>
<tr>
<td>Home visit rate last 3 months</td>
<td>79%</td>
</tr>
<tr>
<td>Level X on 9/30/13</td>
<td>8%</td>
</tr>
<tr>
<td>Program capacity on 9/30/13</td>
<td>70%</td>
</tr>
<tr>
<td>Retention rate at one year</td>
<td>55%</td>
</tr>
<tr>
<td>Home visits this past year</td>
<td>30,076</td>
</tr>
</tbody>
</table>
Analysis Challenge for Individual Programs

1. Screening process monitoring
2. Acceptance and Refusal of Services Analysis
3. Retention Analysis
4. Cultural Sensitivity Review

HFA has analysis tools to help with these reviews

3-4.A Retention Measurement Worksheet
3-4.B-C Analysis Grid
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