

RIDOH Family Visiting

HIT SteerCo Meeting

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Introductions

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What is RIDOH Family Visiting?

The Family Visiting Program (FV)

- Long-term, evidence-based Home Visiting provides support from pregnancy through the early years of a child's life
- First Connections (short-term, part of child-find entity system)
- All are voluntary services during pregnancy through early childhood and, administered by the Rhode Island Department of Health (RIDOH) in partnership with agencies statewide



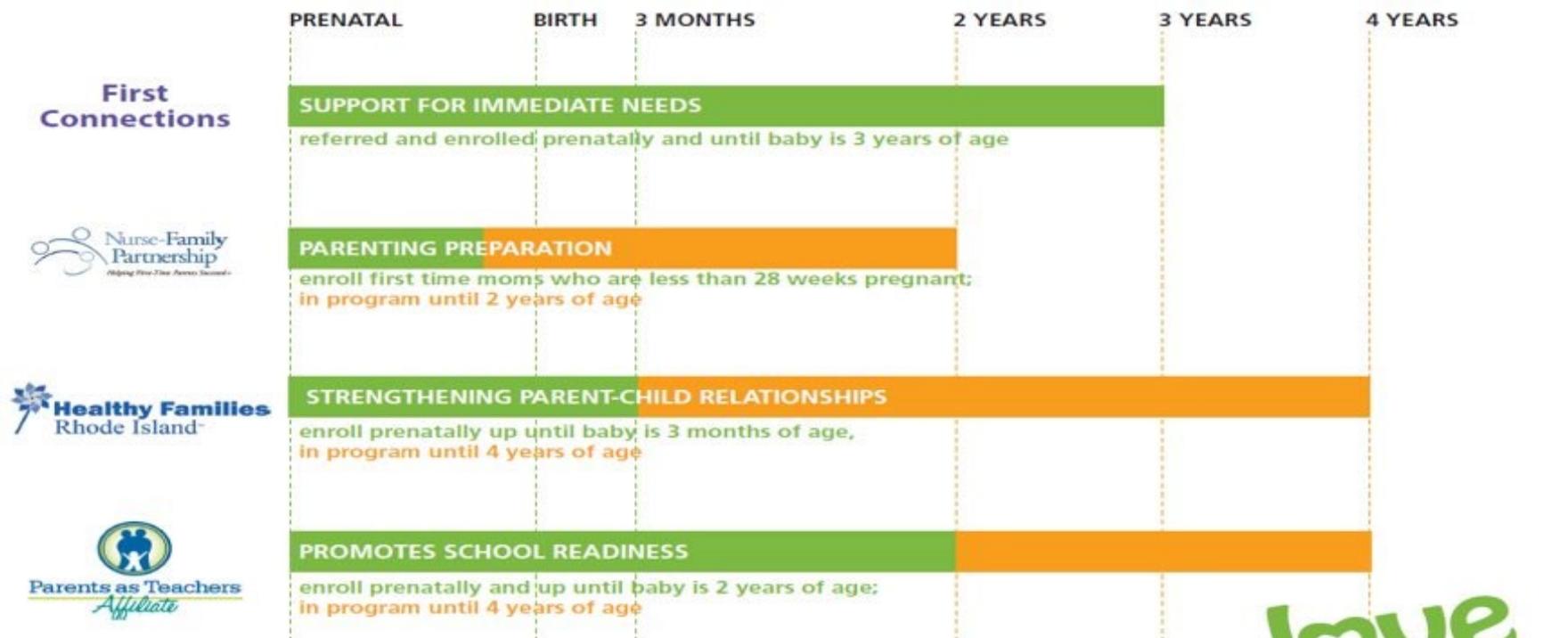
Family Visiting is available statewide :

- Any expectant person or family with a young child may request family visiting
- Evidence-based programs are available statewide and focus on the high-need communities of Central Falls, Cranston, Lincoln, Newport, North Providence, Pawtucket, Providence, Washington County, West Warwick, Warwick and Woonsocket
- Visits occur with the primary caregiver- a mother, father, resource parents, grandparents
- Visits occur anywhere a family feels comfortable and safe



Proprietary and Confidential

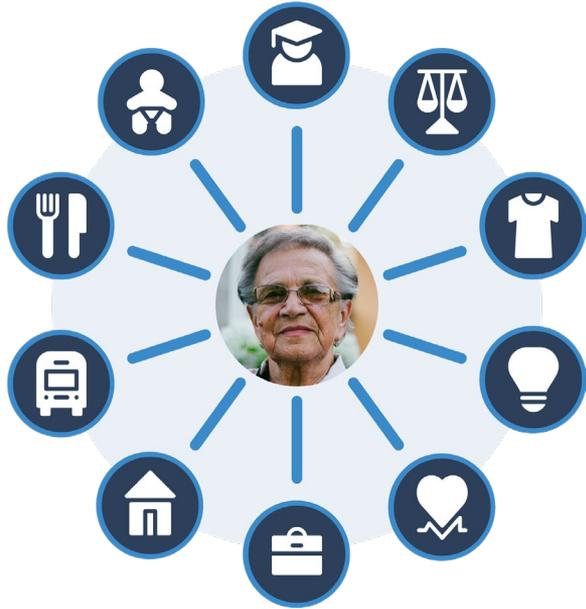
Family Visiting



This project is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under D89MC28279 Affordable Care Act- Maternal, Infant and Early Childhood Home Visiting Program \$9,272,115.00. This information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.

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that
baby™

What is Unite Rhode Island?



A **coordinated network** connects community partners through a shared technology platform to:

- Make electronic referrals
- Securely share client information
- Track outcomes together
- Inform community-wide discussion

Paired with dedicated **customer service and community support.**

What is Unite Rhode Island?

Unite Rhode Island is sponsored by **Rhode Island Office of Veteran Services, Lifespan, Blue Cross Blue Shield of RI**, and and the **Rhode Island Executive Office of Health and Human Services**. The Unite Rhode Island implementation team includes the **United Way of Rhode Island**.



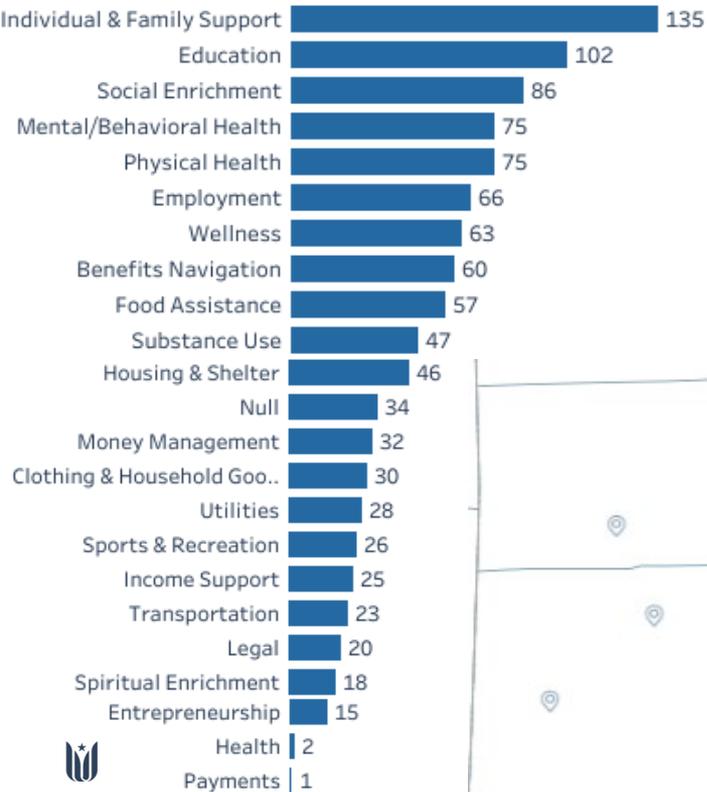
Lifespan



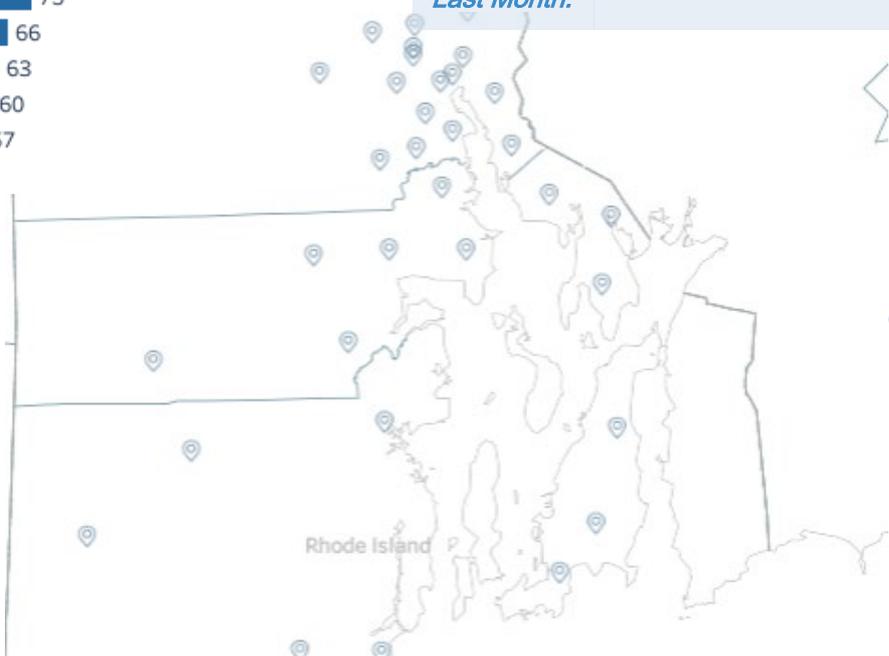
United Way of Rhode Island

Unite RI has grown to include 337 organizations statewide, with 2,200 users

Number of Organizations by Service Type



| | | | | |
|--------------------------------|--------------------------------|---------------------------------|--|-----------------------|
| <i>This Month:</i> | 337 network partners | 468 partner locations | 413 programs open to referrals | 2,216 Users |
| <i>Change from Last Month:</i> | ▲ 8 | ▲ 16 | ▲ 1 | ▲ 45 |



Key Takeaways:

- Individual & Family Support, Mental/Behavioral Health, and Education have been the most provided service types in RI throughout 2022

In August 2022, RIDOH Family Visiting began accepting Family Visiting referrals from BVCHC on Unite Us

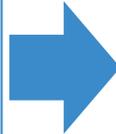
In July 2022

Unite Us built the RIDOH referral form into the platform

Unite Us and RIDOH built workflow to minimize double documentation

Since August 2022

32 referrals have been sent to RIDOH on Unite Us



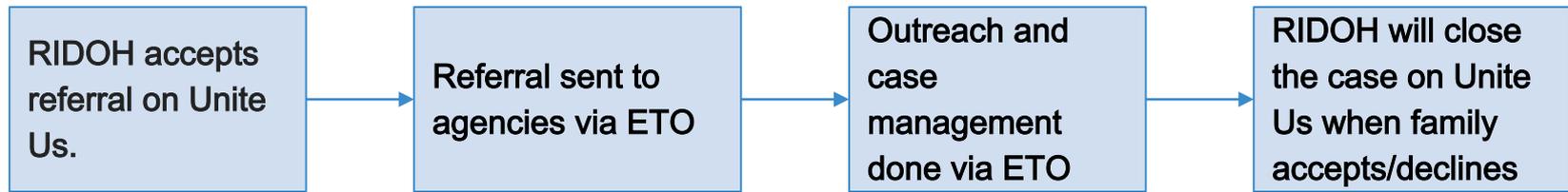
RIDOH has accepted **30 referrals** on Unite Us



RIDOH has **connected 13 families** to Family Visiting programs (so far!)

RIDOH Family Visiting Unite Us Workflow

- **Step 1: Referral accepted on Unite Us.** RIDOH will accept the referral from Unite Us and enter the information received in the UniteUs intake form into ETO.
- **Step 2: Referral sent to agencies via ETO.** The referrals will be sent to the providers via ETO.
- **Step 3: Outreach and case management done via ETO.** Providers begin the workflow's outreach and case management component in ETO and document touchpoints, etc. in ETO.
- **Step 4: RIDOH will close the case on Unite Us.** RIDOH will monitor the outcome of the referral (e.g., was family has accepted or declined services, etc.) in ETO, go back into UniteUs, and indicate the outcome of the referral so that UniteUs has a closed loop on each referral. Case will be closed when a family is engaged in a program model (e.g. NFP, PAT)



RIDOH Family Visiting Referral Form - In Unite Us (Pg 1)

Is this a prenatal referral? *

Yes

What is your due date? *

First Time Mother *

Choose...

What is the age of your youngest child? *

What is the name of your youngest child? (First and Last Name) *

What is the date of birth of your youngest child? *

MM/DD/YYYY

Is this a prenatal referral for a minor? *

Choose...

RIDOH Family Visiting Referral Form - In Unite Us (Pg 2)

Is this a prenatal referral for a minor? *

What is the name of the parent/guardian of the pregnant minor? (First and Last Name) *

What is the relationship to the pregnant minor? *

What is the address and phone number of the parent/guardian? *

What is the reason for the referral? (Can choose more than one) *

- Basic Needs
- Community Resources
- Social and Emotional Support
- Breastfeeding Support
- Comprehensive Evaluation (EI only)
- New Parent
- Child Development Questions
- Developmental Screening

RIDOH Family Visiting Referral Form - In Unite Us (Pg 3)

What is the reason for the referral? (Can choose more than one) *

- Basic Needs
- Community Resources
- Social and Emotional Support
- Breastfeeding Support
- Comprehensive Evaluation (EI only)
- New Parent
- Child Development Questions
- Developmental Screening
- Parent Education/Support
- Other

Other

Are there any other reasons for the referral?

Does the client consent to a home visiting referral? *

Does the client have a preferred program? (e.g. HFA, PAT, First Connections) *

Lessons Learned & Next Steps

1

Frequent communication during onboarding and pilot phase supports strong change management when introducing new technologies

2

Unite Us is an opportunity to expand the referral base and strengthen the “no wrong door” so that families can more easily be connected to Family Visiting programs

3

RIDOH wants to work more closely with Unite Us to get priority referral partners engaged and using the Unite Us platform

Thank you!

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