

Delaware Multisystem Healthy Action Committee (MSHAC) – Kent County
Meeting Summary

Meeting Type: Multisystem Healthy Action Committee Meeting Summary	Form Completed By: Jen Ettinger Date: 03.05.25
Attendees:	
Lea Attarian (CFF), Marneda Bailey (NFP), Cindy Biederman (Quality Insights), Jen Ettinger (DPH), Debbie Finch (211 HMG), Zakiya Bakari Griffin (CFF), Tynisa Howell (Highmark), Jillisa Johnson (Maternity Care Coalition, DOC), Lynn Mann (Westside), Brittany McBride (Holcomb), Alana Moffa (DFS), Tawanda Morris (NFP), Beverly Passwaters (CFF), Gena Riley (DPH Dental), Anmarie Stiller (PAT), Asia Summers (HFD), Emily Thompson (DPH), Stephanie Wagner (PAT), Gary Webb (DPH)	
Introduction: All in attendance provided introductions and agency location.	
Presentation: Healthy Families Delaware (CFF), Working with Families Dealing w/ Substance Exposed Infants	
<p>Lea Attarian, CFF, HFD NC, Kent . (Slides shared with MSHAC distribution).</p> <ul style="list-style-type: none"> ○ Working with families prenatally, up until the child turns 3. ○ Ultimate goal is to give families more skills and confidence with their babies by providing education, best care practices, obtain resources needed and supporting them through their parenthood journey. ○ In situations where there are issues with substance use, ensure resources extend out further- clothing, housing, shelter etc., might provide transportation to doctors’ visits or medical visits for medication. ○ Families who qualify include low-income families, who reside in Delaware, pregnant or having a newborn under 3 months old. ○ Multiple ways to refer – by calling 211 or referral by provider who will provide them with information as to what CFF can do to help, then enroll, and visits can begin. ○ If it is during pregnancy, we talk about the possibility of the child being born with substance use issues and discuss care. ○ Once the child is born, referring to Birth to 3 which will stay with them until the child turns 2. ○ Make sure they are getting the right nutrition, helping them reach out to the food programs. ○ Getting on and staying on prenatal vitamins. ○ Ensuring parent is attending all follow-up appointments and that they have transportation (can help with bus tickets, Lyft, Uber etc). Can also help with job placement. ○ Getting to know the parent (s) really well by having those conversations, finding out what they need for the baby. Discuss the situation they are in and if housing is an issue. ○ ASQs completed, ensuring they are hitting those developmental milestones. ○ Use <i>Friendship House</i> for clothing, reach out to Salvation Army if furniture is needed. ○ Completing an ASQ-9 if depression or anxiety is a concern. Keeping them connected, reaching out to mental health providers when needed. ○ Make connections with Quality Insights for resources. 	
Program Updates: Home Visiting Programs, Community Health Workers, and 211 HMG	
<p>Providers:</p> <ul style="list-style-type: none"> ● Holcomb (DFS Contractor), Brittany McBride: <ul style="list-style-type: none"> ○ Just hired new staff and continue to hire new staff in Kent County. 	

- No current issues or concerns.
- **HV Community Health Workers, Westside Family Health, Lynn Mann:**
 - Welcomes families prenatally all the way through as resources needed.
 - No ending time for age of children, ultimately want everyone to get the support needed for parents or grandparents.
 - Each month, we bring on a guest or two to discuss topics ranging from nutrition, mental health, and safety concerns.
 - These classes provide an incentive to engage by offering a \$15 gift card in the mail.
 - Also assist clients with car seats or refer them out to the office of highway safety.
 - Cribs for Kids to obtain pack and plays.
 - Refer to home visiting at every chance.
- **Community Health Workers, Community Initiatives at Quality Insights, Cindy Biederman:**
 - Experiencing some staff changes, but still able to serve. Often out in the community trying to find people that need help.
 - Telephonic case management and goal setting, connecting women of childbearing age to resources.
 - Have been out at the Food Bank several times recently and always looking for places where we can meet people.
 - Quality Insights can attend program events to provide information.

Home Visiting Programs:

- **PAT DECC (New Directions and PAT), Anmarie Stiller:**
 - PAT currently hiring with a full-time person starting in mid-March.
 - PAT Kent and Sussex has openings, but just English-speaking families.
 - Any other languages will be put on a waiting list, both Creole and Spanish speaking home visitors are completely full at the moment.
 - NDEHS – currently fully enrolled but still send referrals since it changes from day to day.
 - Offering Stay and Play groups at Milford Parks and Rec and at the DECC Early Childhood Center.
 - Next Stay and Play is in Harrington on March 18th then also one in Milford on March 24th, both are 10 to 11:30 a.m.
- **PAT, Polytech, Stephanie Wagner:**
 - Accepting families in Kent and Sussex, but only English speaking at the moment.
 - Have room for families, so please send referrals their way.
 - Spanish Speaking families that are undocumented are still holding their visits which we are super happy about. These families are very fragile right now, trust and rapport needed to keep these visits.
- **NFP, CFF, Tawanda Morris:**
 - Excited to announce we have had 69 graduates in 2024.
 - Enrolling moms up to 28 weeks and accepting clients in all three counties.

- Has Spanish speaking nurses in all three counties but use the interpreter line when necessary.
- Giving new incentives for moms when they keep their postpartum visits.
- Enrolling moms up to week 28!
- **HFD, Asia Summers:**
 - Openings statewide.
 - New staff in NCC who just started enrolling families the end of Feb. Moving along great.
 - Spanish speaking FSS in NCC is full, but utilizes interpretation services to enroll families where English is not the native language.
- **Help Me Grow, 211, Debbie Finch:**
 - Received grant for diapers, 300 cases of diapers and wipes which have been dispersed to all home visiting programs and local diaper closet.
 - HMG call volume for 2024 was 4680, which is a 17% increase over 2023. Goal set for 10% and surpassed goal hitting 17%.
 - Handled 4900 ASQs process for Birth to 3.
 - For 211, made approximately 45,000 connections: calls, text and live chats.
 - In the past two to three weeks, have seen an uptick with calls from seniors concerned with Social Security and what is going on with that.
 - 211 is now fully staffed, so trying to get caught up on all home visiting matters.
- **Highmark BCBSD Inc., Tynisa Howell:**
 - Tynisa is the Supervisor in the Maternity Care Coordination with Highmark Health Options.
 - They continue to send referrals over to Delaware HMG for home visiting programs.
 - Home visiting programs can get connected with a care coordinator through the insurance and inform families about the postpartum nutrition benefit.
 - As a part of this program, families receive meals for three months after the baby is born.
 - All three MCOs do have the postpartum nutritional benefit which begins immediately after they deliver.
 - The earlier they get connected with the postpartum nutritional benefit the better.
 - Program runs up to 12 weeks postpartum, if family doesn't get enrolled until the 4th week postpartum then they will receive that benefit for eight weeks.
 - If the undocumented participants are enrolled with any of the MCOs they are eligible for the benefit as well.
 - Not just for the postpartum nutritional benefit but also to reach out to the care coordinators to make that connection or collaborate.
 - To get connected the FSS can reach out to the care coordinators to ensure participants are tapped in to all the benefits.
 - Can reach out to member services to get connected or the FSS as the care coordinator can contact Tynisa directly and she can get them referred.

- Encourages the collaboration between the care coordinators (FSS and Highmark).
- Care coordinator with Highmark Health Options, specifically with the maternity pod, but there are several other pods that are available for care coordination, the members are identified during pregnancy and postpartum.
- Also follows newborns who are in the NICU up to 3 months or newborns under three months who may identified needs.
- Once the care coordinator receives a referral, outreach is done within 2 business days based on a contractual requirement to reach out within certain amount of time.
- Once the clients are engaged, they will work with them until the program meets or satisfies their goals and when no other needs are identified.
- Typically, in maternity the program will follow them through three months postpartum. Working on physical and behavioral health needs, identifying health related social needs and create a care plan.
- Urge to collaborate with the FSS and providers in the community.
- Required to do one home visit at least once every six months other than that our communication contact with members is via phone or a virtual visit if needed.
- Contact information shared with the group and the resource will be added to the DE Family Support Hugh into the resource library.

Announcements:

Introduced the newly updated MSCHAC flyer! Shared with group and encouraged them to share with other community partners that may be interested in joining.

Resources Shared: DFS Plan of Safe Care

- Plan of Safe Care (POSC) explanation provided by Alana Moffa, DFS. POSC is required by law for an infant born prenatally exposed to substances. It is a fluid document that is completed by someone, typically a case manager – DFS or one of the contractors. It provides a road map to the families, determine services, provide monitoring and set the family up for success.
- Alana Moffa, DFS doing training on POSC, due to process changes that have occurred in the last few years with the way plan of safe care is completed and initiated and monitored. It is required by Aiden’s Law, state and federally.
- Alana available for training of the POSC to other programs. Contact alana.moffa@delaware.gov if interested in training for your programs.

Next Steps: Presentation Discussion

Birth to 3 – present at future meetings but also discussed the possibility to facilitate training outside of MSHAC.

Future presenter ideas? Please share with Emily, Emily.thompson@delaware.gov and Jen, Jennifer.ettlinger1@delaware.gov.

Dates of Next Meetings:

- Wed., June 4, 2025, 1-3 PM – Presenter will be Ama Amponsah with the De Coalition Against DV
- Wed., Sept 3, 2025, 1-3 PM
- Wed., Dec 3, 2025, 1-3 PM