



# HOME VISITING COMMUNITY ADVISORY BOARD

Joining together to build the foundation for healthier families.

## Home Visiting Community Advisory Board (HVCAB) Meeting Summary

**Date:** 04/07/2025

**Minutes Completed By:** Jen Ettinger

### Attendees

Emily A. Thompson (DPH), Alana Moffa (DFS), Breanna Thomas (Christiana Care), Christine Stoops (DOE), Amber Shelton (DOE), Mary Moor (DHSS), Sue Taylor (HFD), Laurie Joseph (HFD), Asia Summers (HFD), Marneda Bailey (NFP), Christine Olley (PAT), Maricarmen Morales (Birth to 3), Stephanie Wagner (PAT), Asaiah B. Fisher (PCAD), Kelli Turner (PCAD), Noelle Bartkowski (PAT), Kirsten Olson (CFF), Lindsay Zajac (ABC), Jennifer Fromme (211/HMG), Gary Webb (DPH), Jen Ettinger (DPH – Virtual)

### Call to Order

Welcome & Introductions

### Roundtable Discussion

#### **Infant and Early Childhood Mental Health Consultation Pilot w/PAT Update, Amber Shelton:**

- The pilot is complete, and the data is compiled into a report to be shared.
- Continuing to implement the consultation with the affiliates.
- Hoping to be rolling the IECMHC to the other programs supported by MIECHV this calendar year.
- We are working on feedback given during the Pilot, including modifying the model, adding needed pieces, and removing pieces that didn't serve the group. We are beginning to go on board those programs determined by DPH.
- Establishing a partnership with PCAD.
- Involved in an IECMH cohort with Zero to 3 and a leadership team from DE. Conference in Indianapolis with 30 other states that are in different parts of the process from intervention, treatment, policy, etc. Discussed DOJ grants and DOL grants.
- Looking forward to building connections and an improved IECMHC standing in DE.

#### **Follow-up from January Meeting, Emily Thompson:**

- Moving forward with in-person meetings at the Hilton Garden Inn, Dover.
- The remaining meetings for 2025 are Monday, July 7th, and Monday, October 6th, from 10 a.m. to noon.
- The OBGYN Toolkit is currently being updated to reflect recent data. It will be in an HV-branded box to be handed out to various distributions.



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- We will ask NFP and HV Community Health Workers with Quality Insights to hand deliver to all OBGYN offices throughout the state and mail some toolkits.
- Looking to be completed within 2 months.

## **PCAD, Infant and Early Childhood Mental Health Organizational Update, Emily Thompson and Asaiah B. Fisher:**

- PCAD training update: At the last HVCAB meeting, concerns centered around safety and how to stay safe during home visits were discussed.
- The connection was made with the Institute for Childhood Preparedness, and a new training will be posted on Wednesday, May 7<sup>th</sup>, a 90-minute training. Information will be sent out.
- Many people have registered, and we may open it up for others to join.
- Home visitors with preferential registration will be available for birth to 3 and DFS.
- Will be sending another email to ensure we get as many of the HV registered as possible.
- There are 100 spots available. If openings exist, information will be sent out once all home visitors are registered and spots are available.
- **Will this training be recorded?** Asaiah will check on this but request that they send out the curriculum/powerpoint they will use to share with the group.
- Cut off is *April 16<sup>th</sup>* for sign-ups. This is the first time this training has been hosted in home visiting. If there is a need for training, another session could be facilitated.
- If the safety training occurs for a second session, check on the possibility of doing an in-person training for a more hands-on approach. The staff loved that.
- PCAD is super excited to coordinate the Infant and Early Childhood Mental Consultation program, which will be rolled out to the other providers. More **to come soon!**

## **DPH Home Visiting Updates - Emily Thompson:**

- DE Family Support Hub is now live! It is awaiting approval from Google Play for Androids and the Apple App Store, but it can be accessed on a laptop or tablet.
- The intention is to have a centralized hub for all HV resources and to increase ways of communicating with the home-visiting workforce across the state. There is a messaging feature and a resource library where you can send resources via email, download them, and send resources to families while in the home.
- Currently working on different elements, progressing to the 2.0 phase, and working on features such as gamification features and access to our new LMS.

## **New Learning Management System (LMS) – Emily Thompson:**

- DPH, along with Tapp (vendor), is developing a learning management system. Family Health Systems, the section on home visiting under DPH, has a platform used for training. Developing a platform for training under that system, which will be for onboarding staff,



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includes information on the Institute for Family Support Professionals, PCAD, IECHMHC, DOE, and CFF.

- The purpose is to ensure that new staff coming on board understand the structure of home visiting, where it is housed, its partners, and how it works.
- Once the overarching LMS is created and solidified, DPH will contact each program to help consolidate all their onboarding learning material.

## **Translation pens:**

- No formal testing phase, but program feedback has been mixed.
- The pen helps translate words into a paper document by dragging the pen across the words and translating the words.
- The user can speak it, and the words will be translated; the pen has five or six features.
- DECC PAT discussed a situation with a mom who does not speak English, and they needed to explain the consent form. They were able to take the pen and go line by line, which worked, but it can be time-consuming.
- Pen can also be used to do voice translations. It's just a matter of learning and getting comfortable, it depends on the Wi-Fi connection and the speed of talking.
- Only a few languages are stored in the pen; additional languages have to be downloaded. The Wi-Fi needs to be downloaded and connected to get the other languages.
- Programs are discussed using earbuds that translate language. One can be worn by the visitor and one by the client. The words are translated on the phone.
- It creates barriers when trying to connect and establish trust with families. Visitors could use the earbuds to continue communicating in Korean, Chinese, Turkish, and Haitian/Creole languages.
- These pens are not intended to be a long-term solution, but they hope they will be beneficial in an emergency and can be a tool in their toolbox.
- There were discussions about other alternatives for translation services.

## **Potential of Staffing Translators (attached data provided by Vik):**

- There may be an opportunity to hire translators. DPH partners with PCAD to have the translators under that professional development resource umbrella.
- The translators would be part-time, their schedules would be open, and they could schedule home visits to assist with families.
- DPH recognizes a need for this; the pens are just a temporary solution.



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## **Continued discussion/suggestions around translation:**

*Will the HUB have documents/resources for non-English speaking families?*

*Is there someone doing research for information is out there – models provide curriculum in English and Spanish, but seeing families that speak other languages, and would like to be able to share this information with them.*

- *Currently, some of the information on the HUB is provided in both English & Spanish but in no other languages. Possible issues with different dialects especially with Haitian/Creole.*
- *Request that programs reach out if they have documents that need to be translated.*
- *Asia (CFF) will share resources that she located for a family that speaks French. Those resources can be added and uploaded to the Hub. You can also ask app developers to create a toggle to search by language.*
- *Headstart programs use **Talking Points**, a messaging app for families that does real-time translation of documents and consent forms, which can be saved in different formats. It also allows users to message in English and then translate in a different language. It is being used in schools. Is there a subscription?*
- *The NFP, National Service Office, has been requested to translate materials needed for families, but this has not been done.*
- *Translation in Compass? Maricarmen (Birth to 3) talked about using this program and stated that the translation was in a Spanish-neutral language, which is easier.*
- *Data collection: asking Vik if we have data regarding language barriers with families (data attached).*

## **Overall MCH Updates, Emily Thompson:**

### **Family Connects, Universal Home Visiting:** [Home - Family Connects International](#)

- Family Connects is a universal home visiting program that DPH explores in the Family Health Systems (FHS) Division of Public Health.
- Offered to every person that has a child in the State of Delaware, 2 or 3 visits – one in the hospital and one is in the home.
- It provides a touch point for every mom, and that touch point can be a referral to an HV program if they are interested.
- Typically, there are risk factors that families have to qualify for, but this provides support with no requirements needed. Many families can benefit from this.

## **211/HMG, Data, Updates, and Highlights, Jennifer Fromme (report attached):**

- Looking at the figures for this year, we have already received 8 referrals that were not eligible.
- PAT: We can take a small number of families with no risk factors. When a referral is received and no stressors are found, the program will find room in the family.



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- Families can participate in the Stay & Plays and the group connections, and if they have concerns about their child's development, we will screen the child.
- Reporting for the calendar year, the number of connections is counted, which includes text messages or contacts through the website.
  - March saw almost 400 connections; referrals to partners – Jan - 96; Feb – 53; March – 112, the highest we've seen.
  - Christiana Care referrals increased slightly: Jan – 19; Feb – 16; March - 35. Of those above referral numbers: Jan – 53 refused; Feb – 33 refused, March – 85 refused.
  - The breakdown of why they refused: 'not interested', multiple reachouts (text, emails, call (robo calls). Three attempts are made, and follow-ups are made.
  - 211 will reach out to the program that made the referral and let them know what they did to try and reach the person.
  - In 2024, we had 610 people who were not interested.

## **Continued discussion/suggestions around the data around 'not interested':**

- *Discussion around when parental permission is needed.*
- *The text messages that are sent out are personalized.*
- *Parental permission for home visiting, what do the models say?*
- *Questions about the referral form re: teen parents. Is there any perspective of what it is like to serve a teen parent?*
- *We need more clarification on this matter. It may be a question for the DPH attorney and/or an inquiry on the federal level.*

## **Home Visiting Program Updates:**

### **Healthy Families Delaware, Asia Summers:**

- 20 openings in Kent and Sussex and 10 openings in NC.
- New FSS started on March 31st, works out of New Castle, and speaks Spanish. We will be able to take families in June.

### **PAT Polytech, Stephanie Wagner:**

- Openings for English-speaking families in Kent and Sussex, up to 20 slots in each.
- New staff that went through training. One is a Spanish speaker who will be able to take cases at the end of May in Sussex.

### **PAT DECC and EHS, Christine Olley:**

- **NDEHS**, for the first time since COVID has a waitlist! Can take English/Spanish.
- **PAT**, Kent is full; Sussex can take 20, but all are subject to change.



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- Playgroups are ongoing, and there will be a special event on the 29th of April. We have started a STEAM series, so each month, we will highlight a different subject. This month, they are highlighting Science.
- On the 29<sup>th</sup>, they will be having a parent group event on financial literacy. HVs will watch the kids, and the financial advisor will be there for the parents. All families are welcome!

## **NFP, Marneda Bailey:**

- Kent and Sussex have 15 to 20 openings. NC has 10 to 15 openings.
- Has 1 Spanish-speaking nurse who serves Kent and Sussex.
- Good news to share: First quarter of 2025; 25 births; 1 born at 35 weeks; all other born at 37 weeks or greater which is considered term; 1 infant had a NICU stay. NFP attributes these positive birth outcomes to encouraging consistent prenatal care along with supportive nurse education during pregnancy.

## **PAT Christina, Noelle Bartkowski:**

- Has capacity for 40 openings in both English & Spanish. Our parent educators are at capacity.
- Has two hires that aren't quite ready to take families yet.

## **Christiana HV CHW, Breanna Thomas:**

- This program can help families in need of certain baby items.
- Currently, we have car seats and pack-and-plays to give to families.
- If the HV program has a mom who needs support in lower DE, Christiana Care can help if she comes to Christiana to have her baby or if she can meet the HV-Community Health Worker somewhere in NCC.

Alana Moffa, DFS Plan of Safe Care: Reach out to Alana. I will give it to anyone who will take it. If anyone has a POSC, training is in person for two hours.

Maricarmen Morales, Birth to 3: Available to present regarding the program and about our services. We will go anywhere. Last year, we contacted them and made sure they had our resources. We will be back to strengthening our connections with the HV Program.

## **Additional Announcements:**

### **Asaiah Fisher, PCAD:**

- Conflicting dates for April, so we will have to cancel the reflective supervision for this month.
- The next meeting will be Oct. For HV, we will be back in Dover for a 2-part training series about abuse and neglect.
- Kellie will be doing more in-depth training.





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- Will be dropping the July-December schedule. Many requests for the in-person training. Do we have a hybrid format at all?

## **Feedback regarding Next Steps, Presentations/Speakers:**

- We are looking for feedback on topics. Our retreat last year was on safe care, and the symposium in January's training was on integrating consultation and connecting HV CHW.
- Any Interesting topics? Ideas for Presenters? Please reach out to Emily or Jen.

## **April is Child Abuse Awareness Month!**

Thank you for all your programs and everything you do! We know that these programs help with child abuse and neglect every day!

## **Next Meeting**

*Monday, July 7th, 2025; 10:00 AM – 12:00 PM*

*Monday, October 6th, 2025; 10:00 AM – 12:00 PM*

Hilton Garden Inn, 1706 N. Dupont Hwy, Dover, DE 19901

## **Adjournment**

The meeting adjourned at 11:40 am.