MIECHV CQI Newsletter:
Family Retention

Data at a Glance

*The Continuous Quality Improvement (CQI) team is a partnership between MIECHV supervisors and the MIECHV Quality Assurance Coordinator. The CQI team focuses on **data-driven quality improvement initiatives** for home visiting programs in Iowa.*

Iowa MIECHV programs have served 1,597 families since beginning services in 2011. **751** of these families have been discharged, while **846** are currently being served.

Of those who have been discharged, **10%** were exited due to completion of services, while **90%** were exited for another reason.

**Barriers to retention** that programs are experiencing include:

◊ Community/policy issues: in one county, funding cuts to a low-income housing program caused many families to move.

◊ Home visitor turn-over.

◊ State benefit differences: some families move back and forth between states depending on which benefits they currently need/ qualify for and what different states offer.

Time Enrolled in MIECHV

	# of families
Currently Enrolled	~850
>1.5 years	~75
1-1.5 years	~125
6 mo.- 1 year	~230
<6 mo.	~330
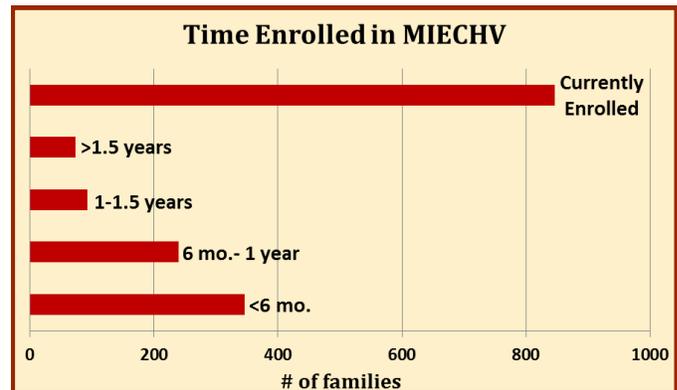
*Data Source: MIECHV REDCap. All data in this report exported 04.27.15.*

The **top 7 reasons** families discontinued services were:

1. Moved out of service area (25%)
2. Lost contact (22%)
3. No longer interested in services (17%)
4. Too busy/ job change (9%)
5. Completion of program/ child aged out (7%)*
6. Other program more appropriate (5%)
7. Lack of engagement (5%)

*10% of home visitors recorded completion of services but 3% of these noted a different reason for discharge.

Which of these do programs have some control over?

Data at a Glance: Education

Time in Program by Education

- >1.5 years
- 1-1.5 years
- 6 mo.- 1 year
- <6 mo.

Education	>1.5 years	1-1.5 years	6 mo.- 1 year	<6 mo.
<12th grade education	12%	14%	32%	42%
High School Degree/GED	8%	12%	36%	44%
Tech training grad/student	14%	16%	41%	30%
Community college grad/student	16%	16%	33%	35%
College grad/student	18%	11%	36%	36%
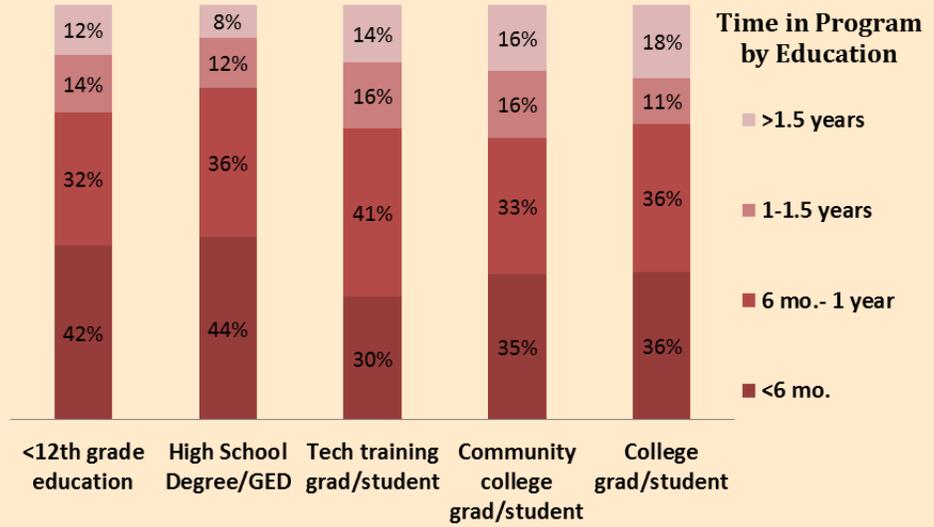
Data at a Glance: Marital Status

Never married

- >1.5 years, 10%
- 1-1.5 years, 13%
- 6 mo.- 1 year, 32%
- <6 months, 45%
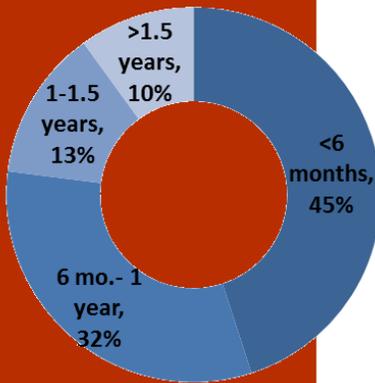
MIECHV data reflects *538* primary care givers who have never been married, followed by *148* who are married, *51* who are divorced/separated, and *4* who are widowed. As the surrounding charts show, divorced/separated primary care givers have a lower rate of retention than the other groups. What are some possible reasons for this? What are some ways these families can be targeted for retention?

Married

- >1.5 years, 9%
- 1-1.5 years, 15%
- 6 mo.- 1 year, 30%
- <6 months, 46%

Divorced/Separated

- >1.5 years, 10%
- 1-1.5 years, 4%
- 6 mo.- 1 year, 31%
- <6 months, 55%
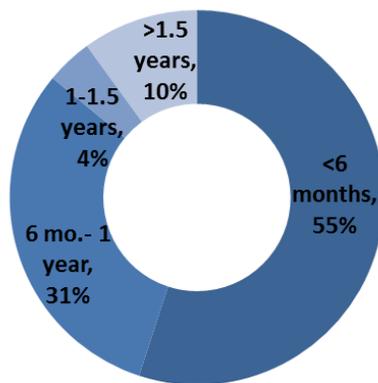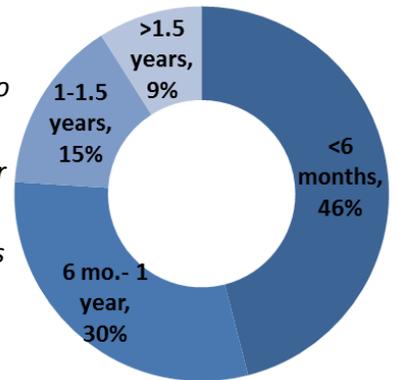
Data at a Glance: Income

Income (measured by the percent of federal poverty level reported at enrollment) has a significant impact on the time a family spends in a program before exiting.
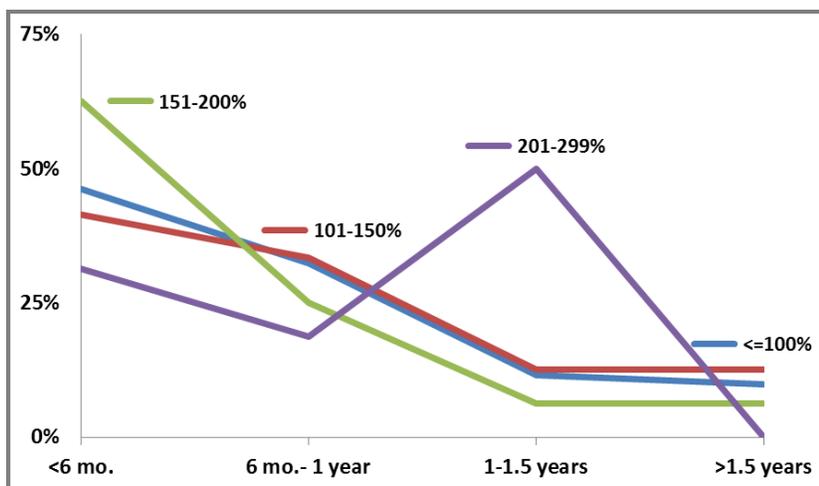
n= 725. Note: Only 16 families each reported incomes at 151-200% and 201-299% of the FPL; no families reported an income higher than this. Due to these small sample sizes, comparisons at these income levels are more likely to be caused by chance.

Data at a Glance: Employment

Employment at the time of enrollment also appears to affect family retention, with better employment positively correlated to staying in a MIECHV program. Scores below are taken from Initial LSPs.

Time in Program	Unemployment, unskilled, or no work experience	Occasional, seasonal, or multiple entry level jobs	Stable employment in low-income job	Stable employment with adequate salary & benefits	Career of choice with potential good salary & benefits
<6 mo.	42%	44%	30%	35%	36%
6 mo.- 1 year	12%	36%	41%	33%	36%
1-1.5 years	14%	12%	16%	16%	11%
>1.5 years	32%	8%	14%	16%	18%
Total	234	289	44	49	28

What other factors have you seen affect family retention and engagement?

Spotlight: Motivational Interviewing

Motivational Interviewing (MI) is a client-centered method for enhancing intrinsic motivation to change. MI is goal-oriented and helps clients to explore and resolve ambivalence.

Spirit of MI:

♦ Collaboration: a partnership that honors the client's knowledge & perceptions.

♦ Evocation: drawing out resources, strengths, reasons for change and intrinsic motivation that already exists in the client.

♦ Autonomy: affirms the client's right and capacity to choose whether and when to change.

General Principles:

♦ Express empathy

♦ Develop discrepancies

♦ Roll with resistance

♦ Support self-efficacy (note client strengths, affirm successes in making other previous changes, etc.)

A Few Methods:

♦ Open questions

♦ Reflective listening

  ♦ Affirming

  ♦ Methods for evoking change talk: eliciting from the client discussions of personal values, goals and strengths; "good and not so good" ideas about changing; looking forward or backward to compare life with or without changes.

Resources:

♦ http://www.motivationalinterviewing.org/

♦ http://www.nova.edu/gsc/forms/mi_rationale_techniques.pdf

What can YOUR program do to increase family engagement & retention?

- Programs: ID characteristics of families who quit the program early. 1 tactic: interview both those who exited early & those who successfully completed services (then use this data!).

- Programs: Train workers on strength-based assessments and practices.

- Programs: Seek to understand cultural and community norms around parenting and service utilization.

- Programs: When possible, include mental health expert on team to assist with high risk families.

- Supervisors: Use reflective supervision, observation of home visits, and open dialogue with staff about where they're struggling.

- Home Visitors: Work with family to plan for key *participant* goals.

- Home Visitors: Involve other caregivers in the home visit (i.e. fathers, grandparents) as appropriate and possible.