FSSD CQI Newsletter:

Family Retention

JUNE 2015

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 FSSD programs have served **14,360** families since beginning to use the REDCap system in 2013. **5,827** of these families have been exited, while **8,533** are currently being served.*

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

***Barriers to retention** that some 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:*

Time in Program (for exited families)

>1.5 years

1-1.5 years
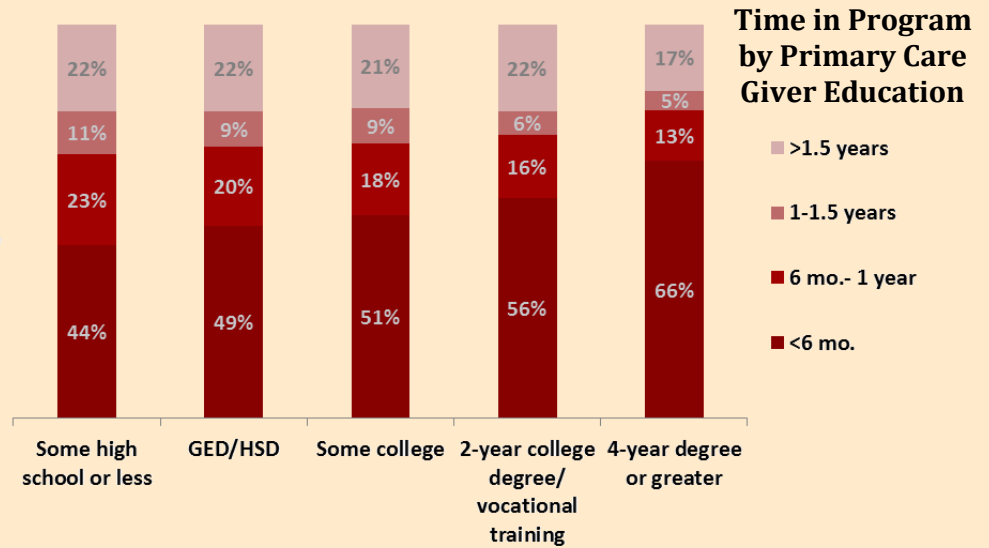
6 mo.- 1 year

<6 mo.
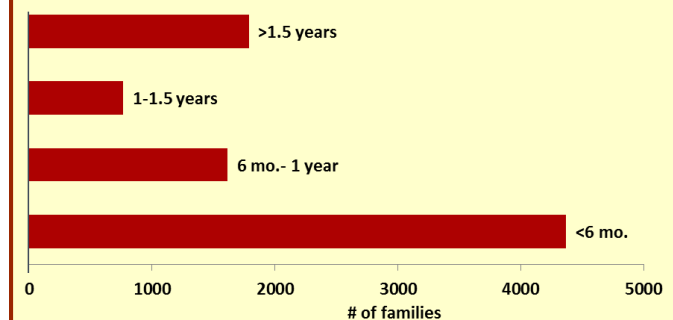
# of families

Data Source: FSSD REDCap. All data in this report exported 05.21.15.

*The **Top 5 Reasons** families discontinued services were:*

1. Family completed program/child aged out (41%)

2. No contact/could not locate (19%)

3. Family moved out of service area (13%)

4. Family requested exit/no longer interested (11%)

5. Family is too busy (6%)

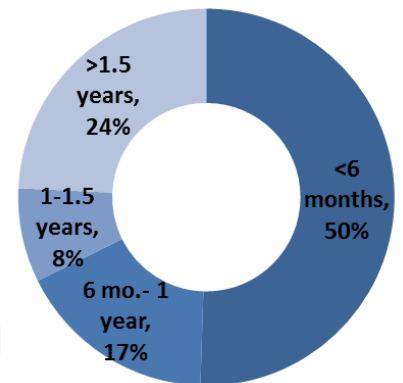*Which of these do programs have some control over?*

Data at a Glance: Education

Time in Program by Primary Care Giver Education

Some high school or less: <6 mo. 44%, 6 mo.- 1 year 23%, 1-1.5 years 11%, >1.5 years 22%

GED/HSD: <6 mo. 49%, 6 mo.- 1 year 20%, 1-1.5 years 9%, >1.5 years 22%

Some college: <6 mo. 51%, 6 mo.- 1 year 18%, 1-1.5 years 9%, >1.5 years 21%

2-year college degree/ vocational training: <6 mo. 56%, 6 mo.- 1 year 16%, 1-1.5 years 6%, >1.5 years 22%

4-year degree or greater: <6 mo. 66%, 6 mo.- 1 year 13%, 1-1.5 years 5%, >1.5 years 17%

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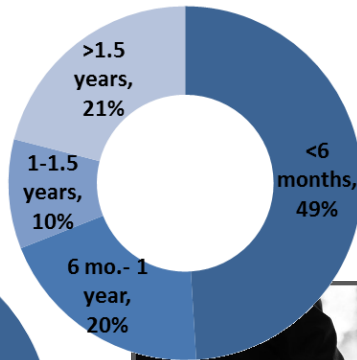- >1.5 years
- 1-1.5 years
- 6 mo.- 1 year
- <6 mo.

Data at a Glance: Marital Status

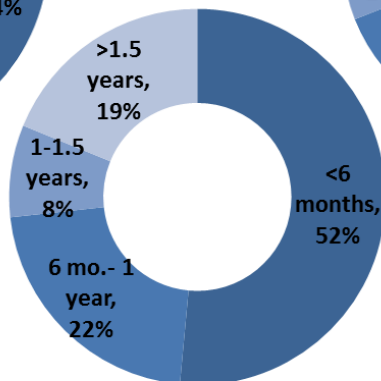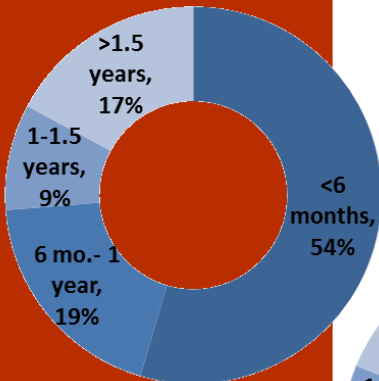*FSSD data reflects **3,518** married, **2,625** single, **1,791** partnered, and **566** separated/divorced primary care givers.*

Single
- <6 months, 54%
- 6 mo.- 1 year, 19%
- 1-1.5 years, 9%
- >1.5 years, 17%

Partnered
- <6 months, 49%
- 6 mo.- 1 year, 20%
- 1-1.5 years, 10%
- >1.5 years, 21%

Married
- <6 months, 50%
- 6 mo.- 1 year, 17%
- 1-1.5 years, 8%
- >1.5 years, 24%

Separated/Divorced
- <6 months, 52%
- 6 mo.- 1 year, 22%
- 1-1.5 years, 8%
- >1.5 years, 19%
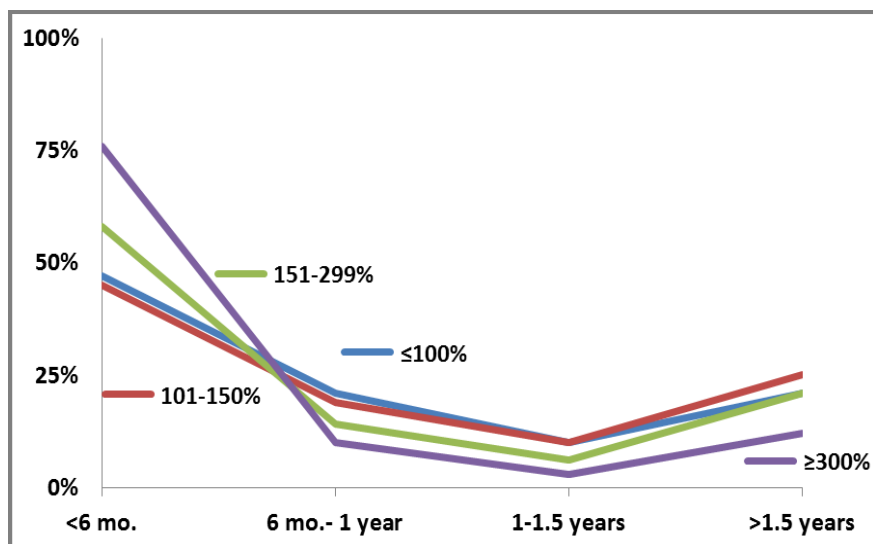
Data at a Glance: Income

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. Since families in poverty have less access to resources, it is encouraging that these families have the highest retention rates.

151-299%

≤100%

101-150%

≥300%

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

n= 8,390

Data at a Glance: Race

Time in Program by PCG Race	White	African American or Black	Asian	Multiracial
<6 mo.	51%	60%	34%	62%
6 mo.- 1 year	18%	18%	26%	19%
1-1.5 years	8%	9%	18%	4%
>1.5 years	22%	12%	22%	15%
Total	**6813**	**833**	**512**	**99**

69 Native American/Alaskan Native and 16 Native Hawaiian/Pacific Islander. Scores taken from Initial LSPs.

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.