JACKIE WALORSKI CENTER
for Evidence-Based Case Management

SUPPORTING HOME VISITING

Welcome!
Listening & Input Session

June 24, 2025

HRSA Maternal & Child Health

EDC.ORG

jba JAMES BELL ASSOCIATES

JOHNS HOPKINS BLOOMBERG SCHOOL of PUBLIC HEALTH

Institute for the Advancement of Family Support Professionals

START EARLY Formerly known as the Ounce
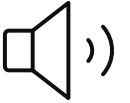
Cómo activar el audio de traducción

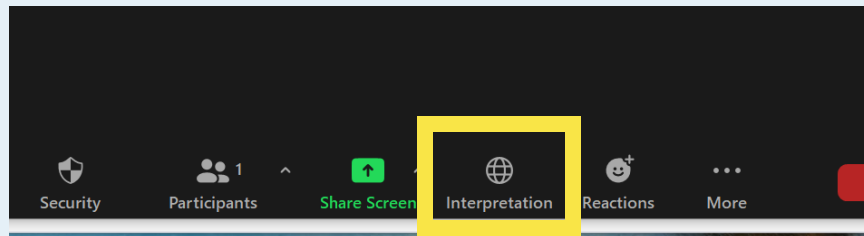## How to Enable Language Interpretation

- Debe unirse al audio de la reunión a través del audio de su computadora!

- You must join the meeting audio through your computer!

1

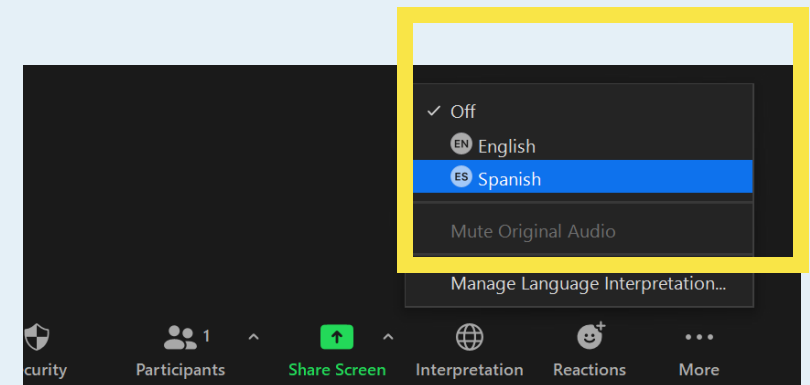Seleccionar "**traducción**" en la parte inferior de la pantalla.

Click "**Interpretation**" at the bottom of your screen

2

Seleccionar "**español**" [o "**inglés**"]

Click "**Spanish**" [or **English**]

Before we get started...

🎧 Join by computer audio (preferred) or phone.

💬 Please either speak or use the chat to submit comments and questions.

🌐 Enable language interpretation.

〰️ We will record the first part of today's session.

Disclaimer

Welcome!

Let's begin with a quick poll: *What is your role?*

Session Purpose and Objectives

- Share overview of Center's work and approach

- Share key findings:

  - Understandings of "case management" and related terms

  - Factors that influence case management

  - Strategies and resources to support case management

- Gather input on priorities for research, professional development and technical assistance

Overview of Approach

We conducted…

- Scoping review of literature

- Scan of grey literature and other sources

- Engagements with key interest groups
  - ✓ Center Community Expert Group (CEG)
  - ✓ Project Technical Work Group (TWG)
  - ✓ Association of State and Tribal HV (ASHTVI)
  - ✓ HV Model Alliance, Rapid Response Team
  - ✓ Broader field (through earlier listening sessions, HV Summit activities, surveys)

Home visiting programs use many terms to describe case management functions and activities...or no term at all!
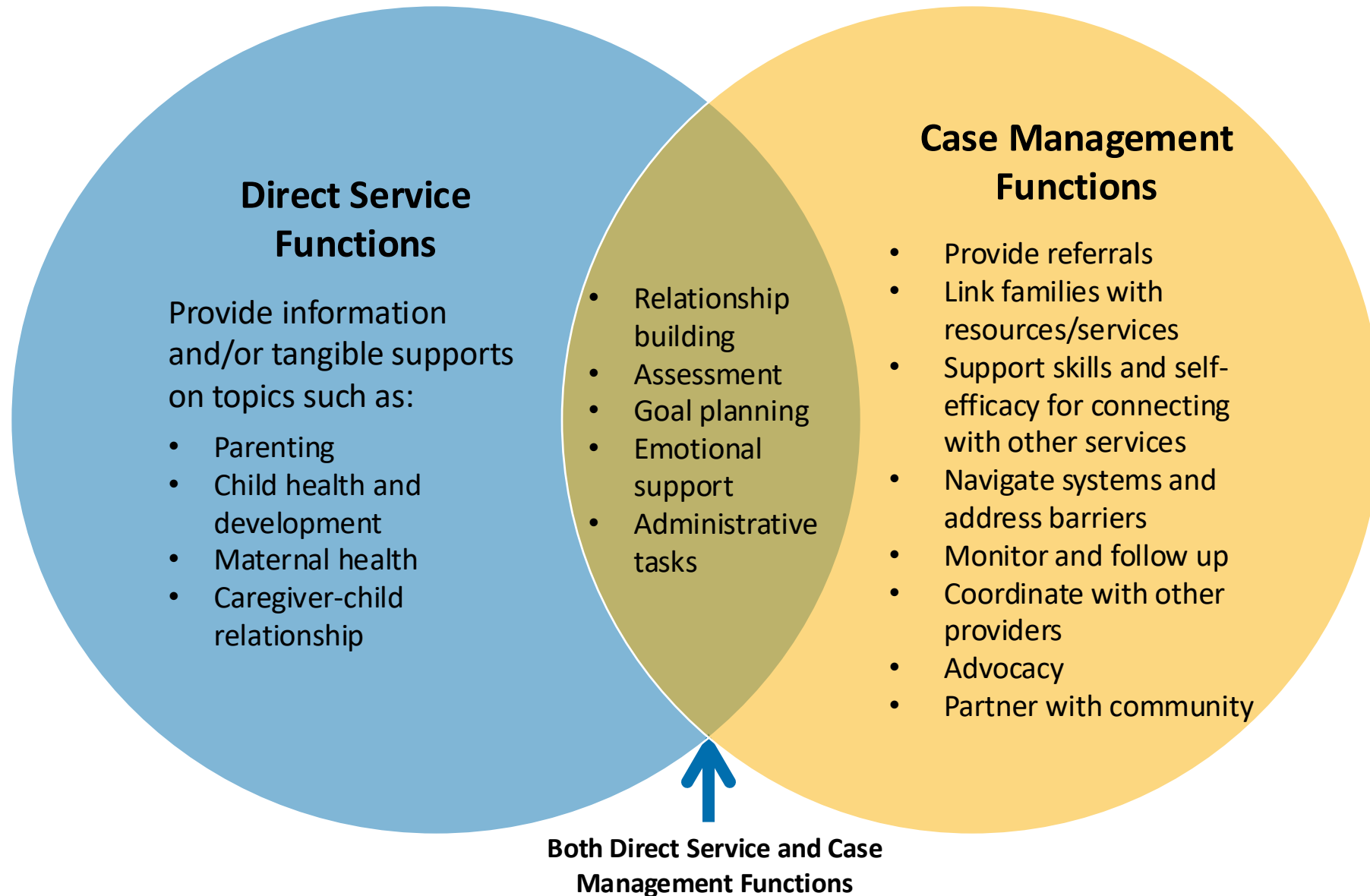
Our working definition of case management highlights some core principles in home visiting...

A family-driven and strengths-based process focused on improving access to needed services and resources in the community.

In home visiting, case management has many functions…

Direct Service Functions

Provide information and/or tangible supports on topics such as:

- Parenting
- Child health and development
- Maternal health
- Caregiver-child relationship

- Relationship building
- Assessment
- Goal planning
- Emotional support
- Administrative tasks

Case Management Functions

- Provide referrals
- Link families with resources/services
- Support skills and self-efficacy for connecting with other services
- Navigate systems and address barriers
- Monitor and follow up
- Coordinate with other providers
- Advocacy
- Partner with community

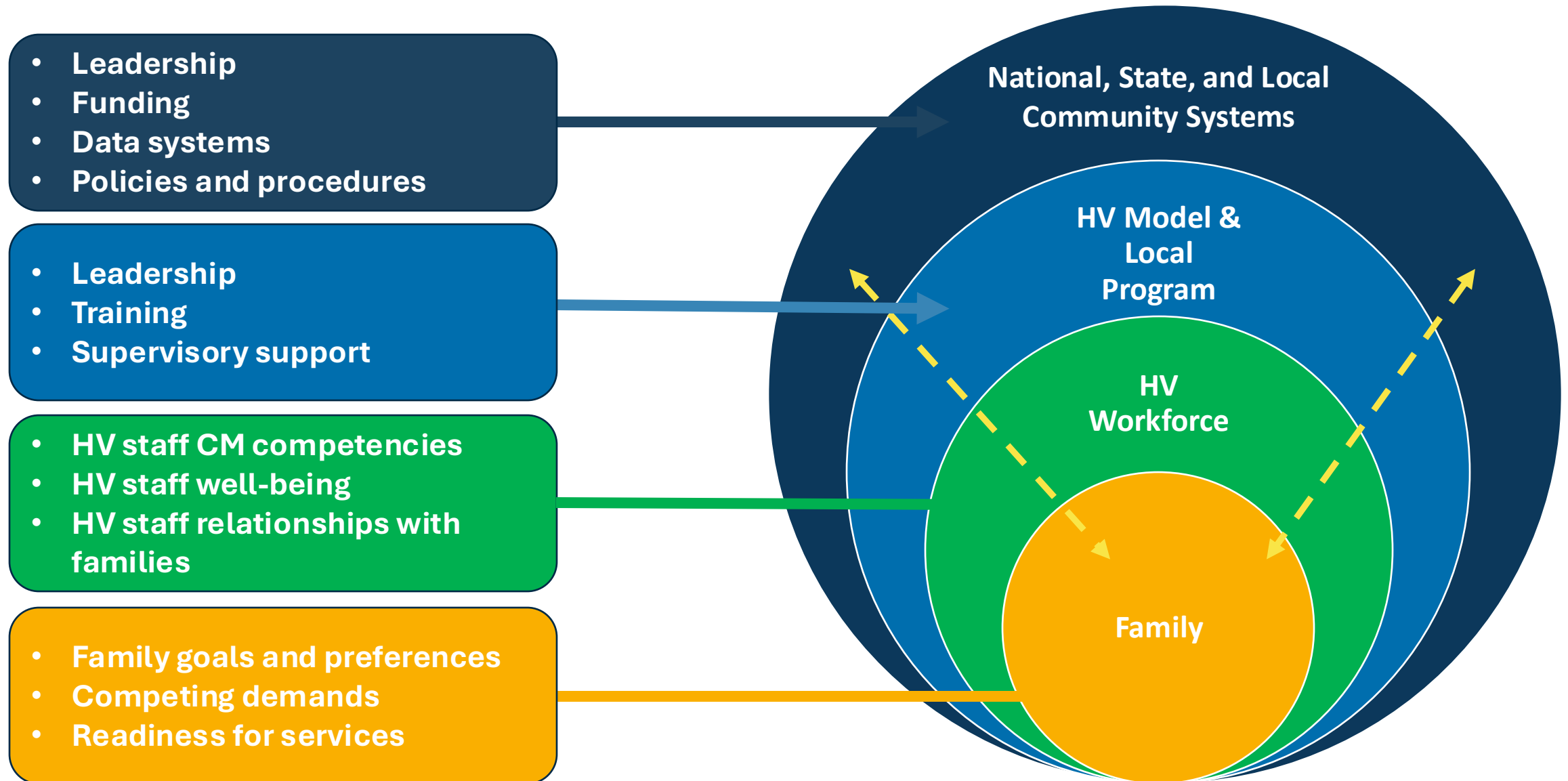**Both Direct Service and Case Management Functions**

What did we find in our searches?

- 59 research studies in home visiting

- 243 research studies in adjacent fields

- 36 sources, including:

  - Federal project reports

  - Evaluations reports

  - Toolkits

  - Change packages

  - Trainings

Factors that Influence Case Management

- **Leadership**
- **Funding**
- **Data systems**
- **Policies and procedures**

- **Leadership**
- **Training**
- **Supervisory support**

- **HV staff CM competencies**
- **HV staff well-being**
- **HV staff relationships with families**

- **Family goals and preferences**
- **Competing demands**
- **Readiness for services**

National, State, and Local Community Systems

HV Model & Local Program

HV Workforce

Family

Top Challenges that Emerged from Interest Groups

- Balancing model fidelity and curriculum requirements with family needs for CM
- Supporting families when resources are not available or have long waitlists
- Navigating barriers to service access, such as transportation, childcare, and complex enrollment processes
- Tracking referrals and following up to ensure services were received
- Maintaining personal and professional boundaries when families have extensive needs for case management
- Improving coordination and information sharing across agencies/providers while maintaining confidentiality*
- Obtaining adequate funding for CM

Identified Strategies in HV

- **Strategies:** *A planned action or method to improve CM implementation or outcomes*

- We found:
  - 8 strategies to improve family referrals <u>to</u> home visiting
  - 18 strategies to improve CM in HV
    - Examples include trainings, co-location of providers, statewide or multi-state collaboratives
    - Promising strategies to support <u>broad</u> family needs and <u>specific</u> family needs (IPV, MH, DD)
  - 4 change packages with practical strategies
    - <u>Organizational level</u> – Focus on community partnerships and referrals (e.g., standardized referral process, crisis response protocol, feedback loops)
    - <u>Systems level</u> – Focus on cross-sector coordination (e.g., MOUs, coordinated intake and referral)
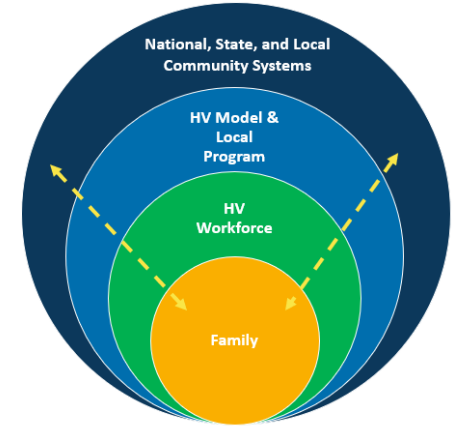
We'd like to hear from you!

To help us understand your priorities...

1. Select the breakout group that best fits your role

2. Participate in 2 polls

3. Discuss your priorities for case management research, professional development, and technical assistance (depending on role)

One last poll!...

What types of professional development and technical assistance would be most useful to you, you team, or your network?

Interested in <u>participating</u> in research, technical assistance, or professional development on a specific topic?

Complete the brief form in the chat or follow the QR code.

Next Steps

- Developing brief topical summaries of findings

- Planning research projects

  - *We will be seeking interested partners - more on this soon!*

- Exploring professional development and technical assistance opportunities

What did you think of this session?

Please complete this Listening Session feedback survey:

Case Management Center Listening Session Post-Call Survey

From the Center Team!

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