

COMMUNICATION – HEALTHY START

Community:

- Community partners include DHS, Umatilla County Health, ESD, CAPECO, school district personnel and other community agencies.
- Services are addressed with community partners about teen parents, gaps in services, recruitment of families, and improvement of program and sharing of new information about their specific agency.
- Information affecting the agency is shared via administrative meetings and memos to appropriate staff.
- Meetings usually occur quarterly or by appointment or by project.
- Concerns identified by staff within the agency may be addressed by specific appointment
- If the home visitor learns that another home visitation program, community service, or medical program is providing services to the family, efforts are made to arrange a joint staffing meeting or telephone conversation between the two programs (with the written consent of the family) in order to avoid duplication of services. A lead program is identified and roles are clarified. All ongoing coordination of services is maintained by the home visitors in the family file in the progress notes and by the supervisor in supervision notes.

Coordinated Referral System

- In conjunction with Umatilla County Public Health, UMCHS participates in a coordinated referral system in order to serve the maximum number of children and families the system might allow (without duplication of services).
- All referrals on the “east end” of the county shall be received by the Nurse Family Partnership (NFP) supervisor and all referrals on the “west end” of the county shall be received by the HS~HF supervisor.
- Referrals will be evaluated for appropriateness of program (HS~HF, EHS, NFP) and based on that evaluated sent to the appropriate entity. If the recipient of the referral cannot serve the client referred, a telephone staffing shall occur to determine who may be able to serve the client.

Early Head Start

- If the home visitor is home visiting a prenatal or new born of a teen, the home visitor will work with the EHS program to assess whether the infant is to be enrolled in EHS.
- If the teen parent is to be enrolled in EHS, then Healthy Start will become the lead agency. The home visitors will provide home visiting services for a minimum of 180 days. After that period then the program will jointly decide how services are offered.
- The Healthy Start home visitors and the EHS Teacher/Family Advocate will set up a schedule of meetings to coordinate and communicate joint services.
- All coordination of services will be maintained in both the EHS file and the

Healthy Start family file.

Umatilla County Public Health

- If the local public health department is providing home visitation services, the Healthy Start home visitor will meet with the home visiting nurse to coordinate efforts.
- Umatilla County Public Health will have priority to be the lead agency for those families who meet their criteria.
- The Healthy Start home visitor and Home Visiting nurse will determine a meeting schedule to coordinate services.
- All coordination of services will be maintained in the Healthy Start family file.

Reporting Critical Incidents - participant deaths (child, parent, or other immediate family member), major health and safety issues, and any significant unusual occurrence affecting the integrity and reputation of the program.

- Any critical incidents involving Healthy Start participants will be reported by the home visitors immediately to their Supervisor by phone. If the supervisor is unavailable a message will be sent by email or voice mail. The home visitor will also follow up with a written memo to the Supervisor.
- Supervisors will report all such incidents to the Program manager and Executive Director.
- The Executive Director will report the critical incident to the local CCF Program Director.
- These procedures include protocols for immediate notification of supervisors, program manager, and LCCF director or designee

Revised and updated 09/2012

http://www.umchs.org/umchsresources/administration/pandp/Planning_Management/PM_05_Communication_Systems/Healthy_Start_Communication.pdf