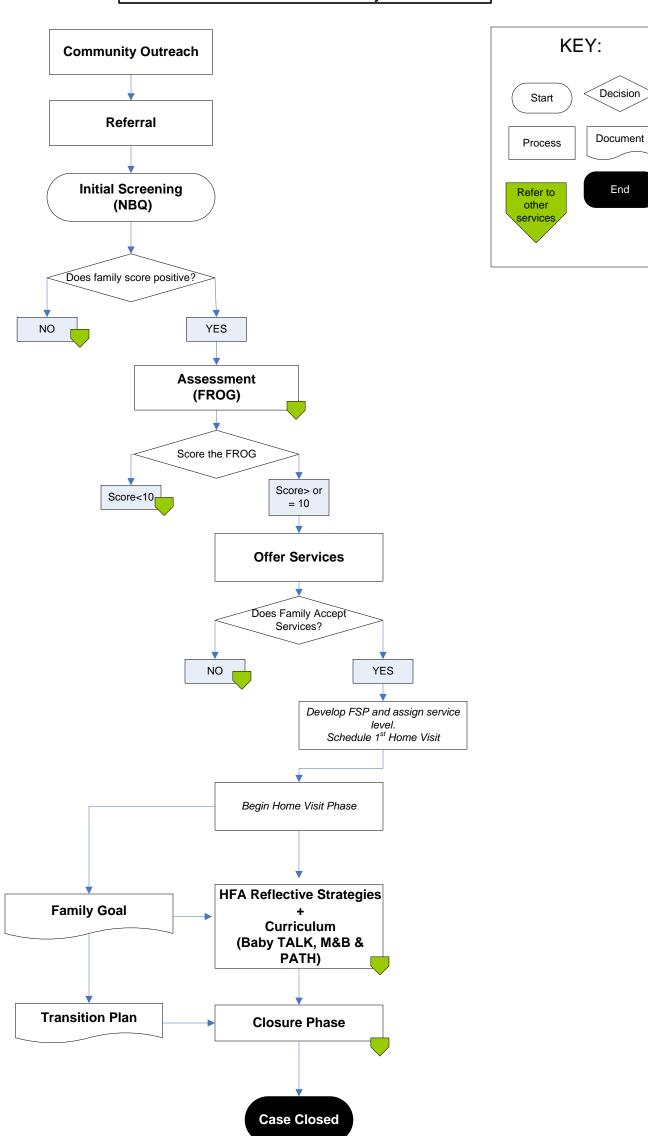


Healthy Families San Diego County Services Pathway



Healthy Families San Diego County

Service Description (Revised 1/10/2024)

Initial Screening

Supervisor receives a referral for a family and contacts family by phone for screening. The New Baby Questionnaire (NBQ) screening is used to determine appropriateness for First Steps assessment based on risk factors. A positive score indicates family qualifies for in-depth psychosocial assessment using Family Resource and Opportunities for Growth (FROG).

Assessment FROG

The FROG is scheduled as soon as possible after the NBQ has been scored positive. Referrals to appropriates services are offered following the FROG.

Score the FROG

The Family Support Specialist (FSS) writes up the narrative and scores the FROG which is submitted to the Supervisor within 3 business days of administration. The Supervisor will meet with the FSS or provide written feedback no later than 3 business days after receiving the write-up and will review the FROG during supervision 1 week after the FROG was administered. A score of 10 or above indicates a family is a good fit for the program. Family strengths and needs are discussed, and it is decided whether family is appropriate for First Steps services.

Offer HFA Services

Services are offered on a voluntary basis. The offer of services can be by a phone call or visit. The first attempt happens no later than 3 business days after the FROG has been scored positive and the FSS and supervisor agree it is appropriate to offer services.

Does Family Accept Services? If a family accepts services, try to schedule the intake visit as soon as possible. If a family actively declines service FSS may offer referrals to other services and close the case. The FSS can continue outreach if there is ambivalence or reluctance without outright decline of service.



All families who complete an NBQ are offered appropriate referrals regardless of enrollment in First Steps. Families are referred to a medical provider for perinatal and/or well-child care. Depending on each family's needs, the family can also be referred to school readiness programs, childcare, job training, housing assistance, substance-abuse treatment, intimate partner violence services, etc.

Develop a Family Service Plan (FSP) and assign service level

Using the information from the FROG, the Supervisor and the FSS partner to develop a Family Service Plan (FSP). This process supports the determination of the family's service level that will determine the frequency of monthly home visits.

Home Visitation: Trust Building

Home visits are initiated no later than one month after the FROG. Establishing trust, clear expectations and communication are key. Discuss that First Steps staff members are mandated reporters. Share Consent to Participate Form, Confidentiality Agreements, etc. during the intake visit. Administer screenings and assessments to inform services and referrals.

Family Goal Process

Family goals are developed and supported until the final six months of service. The first Family Goal Process occurs no later than 60 days after the intake visit. FSS use the HFA Value Card sort and Dreams for my Child activities to help set achievable and measurable goals. The FSS supports the family to develop a plan to meet those goals.

Home Visitation: Skill Building

Regular home visits will take place according to the family's assigned service level. The FSS will work with the family to promote parents' bonding and attachment with their baby. This is where Baby TALK and M&B curricula are implemented. The FSS uses HFA Reflective Strategies including Strategic Accentuate the Positive, Explore and Wonder, Problem Talk, Normalizing, Feel Name and Tame, Accentuate the Positive, and Mindful Self-Regulation at every home visit. A Home Visit Record (HVR) is completed following the completion of each visit and includes parent child interaction observations (CHEERS). Screenings and assessments are administered to inform services and referrals.

Closure Phase

Shift from FGP to transition planning no later than 6 months before the child graduates or completes the program. Use the Transition Plan. Make referrals for any services the family continues to need or would support the families continued growth and success such as preschool enrollment. Conduct any closing/post screenings and assessments.

Case Closed

Family attends graduation ceremony and then the case is closed.