

**First Steps Leadership Working Meeting Minutes
August 31, 2023
1:30-2:30 pm
Zoom**

Present: North-PalomarHealth: Shirin Strauss; SAY San Diego: Jean Saito; AAP-CA3: Miriah DeMatos, Luis Lechuga

PCA Conference Highlights

- Event was sold out and went over capacity
- Event had DEI focus as well as topics like funding, workforce, HV tools.
- HFA Live next year will be virtual and then PCA will be in-person in 2025 in Portland, OR

Public Health Nursing Work

- MCH nursing will be adopting the HFA model. AAP-CA3 has been tasked with bringing them into the network and training the sites.
- We still need to figure out those details but wanted to inform everyone that First Steps will be bringing them on as new sites.

**First Steps Leadership Working Meeting Minutes
October 12, 2023
1:30-2:30 pm
Zoom**

Present: Home Start- Karen Flores; North-Palomar: Shirin Strauss; SAY San Diego: Jean Saito, Jessica Rathbun; SBCS- Michelle Favela; AAP-CA3: Miriah De Matos, Luis Lechuga

Introductions

- The group welcomed Jessica Rathbun as the new Program Manager from SAY San Diego. Jean continues to be onboard for the next couple weeks.

Family First Preventions Services Act (FFPSA) Pilot

- The group debriefed from their meetings with ICF and shared questions about next steps.
 - F5SD will receive funds from the state to prepare for a decrease in tobacco funds and future contacts in 2025.
 - It appears that families referred from CWS will be cases that are not currently opened.
 - SBCS is part of the Phase 1 pilot but has not yet received any families.
 - The other sites are part of phase 2.
- AAP-CA3 shared with the group that we will host the Child Well-Being Department at the November Ongoing Learning Series to help our staff learn about transitions/vision for CWS.
- PMs shared the need for coordinated training and support for staff to address issues such as:
 - Safety,
 - Vicarious trauma/burnout

Updates

- AAP-CA3
 - will host the end-of-year OLS for gratitude in December.
 - Is releasing our biennial satisfaction survey to develop the Central Administration Comprehensive Analysis. Staff will complete a survey based on role in the system.
 - Updating and releasing draft P&P manual for sites, including visual enhancements to increase accessibility.

- AAP-CA3 shared tentative site visit dates and past visit dates with the regions.

Potential Site Visit Timelines & Visit Week

Site	Family Chart List Due	Notified of Chart Selection	Documentation	Week
?	1/8/24	1/12/24	1/18/24	1/22-1/26/24
?	1/29/24	2/2/24	2/8/24	2/12-2/16/24
?	2/26/24	3/1/24	3/7/24	3/11-3/15/24
?	3/25/24	3/29/24	4/4/24	4/8-4/12/24

In-Person- Entrance
& Exit

Interviews
2-4 Families
2 Supervisors

Previous Site Visit Schedules

Year	1 st	2 nd	3 rd	4 th
2023	Central	East	South	North
2022	East	Central	North	South
2021	South	Central	East	North
2020*	North	Central	East	N/A
2019	Central	North	South	East

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First Steps Leadership Connections Meeting Minutes

October 26, 2023

1:30-2:30 pm

Zoom

Present: North-Palomar: Shirin Strauss; Central- Jessica Rathbun; AAP-CA3: Luis Lechuga, Miriah de Matos, Megan Gietzen, Janelle Cubillo

Winter Site Visit Scheduling

- Entrance (20-30 min) / Exit meetings (1 hour) in-person
 - o Exit: generally just the leads and supervisors
- Jessica (Central): 4/8 – 4/12
- Shirin (North): 2/12 -2/12 OR 3/11 – 3/15
- (East) and (South) not present
- Family Files from the past 12 months
- Supervisor files from the past 6 months (Jul – Dec 2023)
- This year hoping to interview 2 supervisors
- HFA - Shifting away from the word “client” to “family”

New Hire Onboarding & Probationary Period

- Would not recommend new staff seeing families before 90 days
- No rule that they can't serve families until after 6 months
- During onboarding process supervisor leads process of following up with staff about completing trainings
- Staff frustrations: been told to find someone to shadow – needs to be facilitated by leads/supervisors?
- Jessica to connect with Julie about QA templates?
- Are there certain aspects or fields in CMEDS that are required to be entered?
- Variables with families, don't always get the data from families at a particular timepoint
- Out of Network Intake
- HFA's website
- Training tracker as a guide for how we move through the year

FFPSA Updates

- Team at ICF setting up recurring monthly meetings for each site
- AAP-CA3 invited on as needed basis
- ICF proposing monthly meeting with everyone together?
 - o See if we could invite them to leadership meetings (2nd one) instead
 - o Save us from one more meeting on the calendar
 - o Shirin: set a parameter for them – 30 minutes? If they are consistently taking the whole hour, wouldn't be comfortable with that

General Updates

- Skipping Leadership Meeting in November due to holiday
- JPC to coordinate leadership meetings
- Nov 30 (ICF to potentially join this meeting)
- Dec 14 last one of this calendar
- Second week of January

Brief Update from Sarah

- Child and Family Wellbeing
- Talk about these tangibles at OLS
- Will record for those who can't make it
- Restructuring
- Rolling out a new tool – Do I make a report? Do I not make a report?
- Referrals
- Income program \$500 monthly stipend for 24 months

Meeting Adjourned

2:24 PM

First Steps Leadership Connections Meeting Minutes

November 30, 2023

1:30-2:30 pm

Zoom

Present: Central - SAY: Jessica Rathbun, East - Home Start: Karen Flores, North - Palomar: Shirin Strauss, Valerie Martinez (new Senior Director) South - SBCS: Michelle Favela; AAP-CA3: Luis Lechuga, Miriah de Matos, Janelle Cubillo

Referrals from 2-1-1 San Diego

- Palomar reported receiving significantly less 2-1-1 referrals compared to average
- SBCS has also seen a low number of referrals, maybe 3 in the last month
 - Working on building a relationship with 2-1-1
 - Most referrals are for families living in Central region; SBCS forwards all referrals to the correct region.
- Home Start is receiving between 2-4 a month. The majority of East's referrals are word of mouth from family and friends.
- AAP-CA3 shared that it might be helpful to send a recorded training for 2-1-1 to keep for new hires potentially using the First Steps outreach PPT
 - **Action item: Work with FSC team to discuss with 2-1-1 and reach out to contacts.**
- SBCS mentioned that they have been testing the [FSC referral pathway tool](#) and wondered if families who are comfortable expressing "feelings" are only be routed to mental health providers. If they are using this tool would it be impacting 2-1-1 referrals. SBCS was not able to get F5FS recommendations when they selected "sharing feelings".

Translation Services

- Home Start needs translation support for Pashto and Dari. Translation in these languages is more costly and less accessible.
- Although the county can bill Medi-Cal for translation services F5FS is not able to do so.
- Other regions offered ideas including seeking students who are working towards becoming translators as part of their practicums or engaging a graduating or near-graduating family in this role.

FFPSA

- The group discussed the frequent meetings with CIF and a lack of clarity on expectations. AAP-CA3 has not received an update on when CIF plans to join leadership meeting.
- SAY shared she spoke with CIF and was told January 25th would be the first leadership meeting where they will use up to 45 minutes of the one-hour meeting.
- CIF will then be meeting with sites individually with the expectation that there will be a focus on the program (training, policy, onboarding) and fiscal.
- The group discussed challenges with the frequency of messages and wondered why these meetings are not specific to our system since we share the same model/BPS, policy and procedure manuals, contract requirements, etc.
- The group was also concerned about staff burnout and additional training needs.
 - AAP-CA3 shared that they will provide training support during transition. SBCS has been in pilot over a year and has not yet received a referral, so the timeline is longer.
- The concern that serving higher needs families would take away from current enrolled families was also shared.
- The group was concerned about CIF meeting separately with CWS to outline referrals and not being included in the conversation.
 - **Action item: AAP-CA3 will reinitiate communication with Sarah Glass at CFWB CWS to continue to build our partnership.**
- AAP-CA3 wondered about CIF completing HFA's new training- "Advancing HFA Home Visiting" which would allow them to better understand the rigor and QA of the model that separates it from other evidenced based models being used under FFPSA and who are not part of a multi-site system.
- AAP-CA3 recommended sites discuss expectations around participation with CIF, FFPSA with First 5 San Diego,
 - FFPSA funds are meant to help declining tobacco dollars in the state and although site funding will not increase these referrals do count towards targets.
 - SBCS shared that they have had many of these discussions and thought that information would also be applied to system wide needs.
 - The group would like to discuss the potential to decrease resources and breaks in communication by having system wide meetings to recognize model alignment. This would include bringing in SBCS to leverage conversations they have already had.
 - **Action Item: AAP-CA3 will follow up with CIF and F5SD.**

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Training Updates

- AAP-CA3 will bring in another Motivational Interviewing consultant to train staff who have been here for more than 1 year in the Foundations of MI.
 - Previously trained Sups can skip this training and only attend future MI and supervision training open to leads and supervisors. North asked that a supervisor join her team to ensure messaging stays consistent following the training.
 - There can be 20 staff per cohort. It will start sometime around March.
- AAP-CA3 is working on identifying training to support partnering with higher needs families in addition to MI.
 - Substance Use
 - Intimate Partner Violence
 - SAY is considering bringing in information on legal system. AAP-CA3 will work more on training related to the model and impact on parent child relationships.
- New F5FS LMS training, “Getting Started with HFA”
 - This training will help new PMs, evaluators or data/QA staff and supervisors get more familiar with the HFA BPS and the P&P. It is not a requirement but a resource that can be reviewed by individual module as needed.
 - Release date mid-December.

Meeting Adjourned

2:40 PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Reach out to contacts if 2-1-1 has new staff that need to be familiar with the program	AAP-CA3	
Reinitiate communication with Sarah Glass at CFWB CWS to continue to build our partnership	AAP-CA3	Done
Follow up with CIF and F5SD	AAP-CA3	

**First Steps Leadership Working Meeting Minutes
December 14, 2023
1:30-2:30 pm
Zoom**

Present: Central - SAY: Jessica Rathbun, East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss, South - SBCS: Michelle Favela; AAP-CA3: Luis Lechuga, Miriah de Matos, Janelle Cubillo

- CMEDS Capabilities: I would like to know more about what CMEDS can do and what it would look like to migrate to CMEDS vs. using various forms for case file documentation. My understanding is that County nurses also use CMEDS/Persimmony – a few examples are:
 - Could HVR be a “Provider Contact”
 - Use of HV:CO with a “Provider Contact” vs. documenting in a separate CO form
- Training Tracker
 - We are targeting new hires to start in January, is there an updated projection of various trainings to attend?

Site Visits

- Hoping to do initial meeting and post-meeting in-person entrance/exit meeting
- Finalize details as we get closer

FFPSA

- Meeting second half of January 25th
- Might have to extend that meeting an additional half hour
- JR out that day, works for SS, KF, MF

Time Study

- Duration: 3 hours
- SBCS experience: didn't take 3 hours
- North expressed concern about South, AAP-CA3 not being in the loop (CC'd) during communication with other leads

Central Service Plan/Case Plan

- Central: we're collecting this information in other places
- For FFPSA would have this same summary worksheet that would summarize everything
- North: concerns about team reaction
- Leadership take the training, ask the questions, clean it up, before relay it to the rest of the team
- South: met with them before they met our team, presented our perspective, adjusting how it was presented to be as clear as possible for the staff

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- North: push for virtual as opposed to in-person meetings

Model itself does allow for families to be seen up to age 5

- Age 3 limit imposed by First 5
- North: need for age 3-4 and 4-5 specific developmental training
- HFA equity: Everyone is offered 3 years regardless of enrollment date
- What is the general timeline of when sites would start seeing CWS cases
 - o North: Hear it was supposed to be in 2026
 - o Moved to 2024
 - o South hasn't heard about specific date

Training

Motivational Interviewing

- AAP-CA3 spoke with MI trainer
- MI contact suggested everyone go back to foundational MI since it's been so long since staff have attended MI training
- 4 sessions total
- Cohort 1 9AM-12PM
 - o Tuesday April 2, 9, 16, 23
- Cohort 2 9AM-12PM
 - o Thursday April 25, May 2, 9, 23
- Cohort 3
 - o Dates TBD
- Virtual training
- Plan is to integrate supervisors
- Revisit leadership training next year

Ongoing Learning Series

- OLS in January canceled
- February – Guest trainer expert in substance abuse

Nursing Integration

- Central: Will branding for nurses remain the same?

AAP-CA3: a bigger conversation for a later time

North: name should be distinct from nurses if we do rebrand – should be done strategically, partners have known First Steps for the last ten years

End game: Better referral process with the PHNs in the future

Updates

South: Resource fair today – end of the year outreach activity, hope to improve partnerships in the community

New Hires

Central: Anticipating three new hires

North: Anticipating one new hire

Meeting Adjourned at 2:32PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date

**First Steps Leadership Working Meeting Minutes
January 11, 2024
2:00-3:00 pm
Zoom**

Present: East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss, South - SBCS: Michelle Favela; AAP-CA3: Luis Lechuga, Miriah de Matos, Janelle Cubillo

FFPSA Pilot

- CIF will be at the next leadership meeting on the 25th
- Under the FFPSA umbrella you can serve FFPSA referrals up to age 5
 - o The group wondered about our system's current capacity to serve older children
 - o East has shared that many of their families served are larger families – and staff already tailor curriculum to include siblings of target child
- Baby TALK offers preschool age activities and specific content that can be used for older children.
- AAP-CA3 met with Sarah Glass from the Child & Family Well-Being Department (CFWB) who shared updates about shifts that will impact FFPSA
- CFWB will have a team of five staff vetting cases to determine next steps which means there will not be any large or quick influx of referrals. All site staff will complete the time study training with ICF in the next couple of weeks
- South shared that they just recently completed the MOA for serving families in the CWS system
- Sites would appreciate a timeframe in place to establish criteria.
- HFA reminded us that if keeping the case open is preventing new families from getting enrolled, it is preferable to close the case

- Next month's OLS: have a speaker on substance use issues in the perinatal period to support preparing staff for higher-needs families. The training will be recorded and uploaded to the LMS
- AAP-CA3 shared the updates about the Motivational Interviewing cohort series.
 - o Cohorts will have somewhere between 20-22 staff that will attend the entire cohort together.
 - o The group agreed that mixing up cohorts by sites would reduce the strain of having many staff out at once.
 - o Regions requested that supervisors coordinate with teams to determine cohort preference.
- **Action item:** AAP-CA3 will share this update at the February Supervisors workgroup and follow up with a mechanism for staff to identify preferences for cohort dates. AAP-CA3 is working with Futures Without Violence to plan a Connected Parents, Connected Kids training in Q1 or Q2 of FY 24-25.

- The training and curriculum were designed for intimate partner violence (IPV) for maternal infant and early childhood home visiting (MIECHV). The focus is healthy relationships so the frame is broadened for all families.
- This would support IPV screening and improve FROG's around intimate partner relationships.
- AAP-CA3 will provide updates as we receive more details. In the meantime sites can review information for the original curriculum before it was updated here <https://www.futureswithoutviolence.org/healthy-moms-happy-babies-webinar/>

Motivational Interviewing 2024 Cohort Dates

COHORT 1

9:00 AM – 12:00 PM

- Tuesday, April 2nd
- Tuesday, April 9th
- Tuesday, April 16th
- Tuesday, April 23rd

**4 sessions across 4 weeks*

COHORT 2

9:00 AM – 12:00 PM

- Thursday, April 25th
- Thursday, May 2nd
- Thursday, May 9th
- Thursday, May 23rd

**4 sessions across 5 weeks*

COHORT 3

9:00 AM – 12:00 PM

Tuesday, May 28th
Thursday, May 30th
Tuesday, June 4th
Thursday, June 6th

**4 sessions across 2 weeks*

Meeting Adjourned at: 2:44PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Create and distribute survey regarding MI training cohorts	AAPCA3	
Share webinar explaining more about program	AAPCA3	

**First Steps Leadership Working Meeting Minutes
February 08, 2024
1:30-2:30 pm
Zoom**

Present: Central – SAY San Diego: Jessica Rathbun, East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss, South – SBSC: Michelle Favela; AAP-CA3: Miriah de Matos, Janelle Cubillo, Megan Gietzen

Updates

- Annual Updates to CMEDS and Forms
 - First 5 San Diego shifted to be in alignment with Healthy Development Services timeline
 - timeline
 - Send link to submit change requests – 3/1/24
 - Submit requests by 3/12/24
 - AAP-CA3 review starting 3/25/24
 - Final Data Dictionary in CMEDS – 6/28/24

HFA Logos

- AAP-CA3 shared new logo: Healthy Families San Diego County (HFSDC) to replace HFA Affiliate logo, which is required by HFA
 - Our system was given an action item at the last accreditation to ensure all materials include HFA Affiliate logo
- Transition will be slow; no need to make immediate shifts to materials.
- F5FS and organization logos/names do not change
- Goal: Effort to put an umbrella – help recognize us more, help make it clear that we are a broad implementation of the model
- AAP-CA3 will be using them to differentiate content in the LMS as PHNs begin joining self-paced training.

Public Health Nursing Update

- They will use this logo but we are unsure how they will brand or title themselves. They do not want to use FSS term but remain PHN
- South shared that PHNs asked F5 COR
 - South prefaced everything that this has been our practice and even within our network there are some variations in implementation
 - The visit was more focused on back end details (e.g. who calls referrals or does NBQ)
- MCH Transition to HFA will be done around April 1 – transition their caseloads
- NFP will take longer to transition but teams are being trained now and all County PHNs from MCH & NFP will be Healthy Families staff.
- Central and North requested to meet to clarify referral criteria.
 - Central received a referral early that was not fit for the program.
 - AAP agreed the meeting is important but likely won't happen until end of Q4. PHNs are not ready to enroll families (e.g., FROG training not

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- complete). Currently, they are working to transition families to HFA Levels of service, shift visit frequency, exit families, and balance supervisor, and staff caseloads.
 - The group anticipated a decrease in referrals as both programs use the same under same model.
 - AAP shared that the current criteria will not differ in that they serve families with medical and high needs based on California Home Visiting Program funding.
- AAP-CA3 will coordinate future meetings with PHNs once they have completed the transition of their current caseloads.

Site Visit Profile

- Check out any HFA resources in advance
 - <https://www.healthyfamiliesamerica.org/network-resources/spr-guide/>
 - Video: Top 10 Things to Know about SPR-
<https://vimeo.com/791368316/00ca5116fd>
- AAP went over Site Profile Report
 - Shared screen to walk through how to locate report on HFAST
 - Family Data – enter for previous fiscal year (FY22-23 – July 1, 2022-June 30, 2023)
 - Financial – current fiscal year 23-24 (July 1, 2023 – June 30, 2024)
 - Only include funding dedicated to First Steps/HFA services
- AAP shared 2024 SPR Dashboard Example
 - 2024 **SPR Dashboard_AAP Example** – includes tips for finding information in CMEDS and highlights new questions
 - A similar dashboard summary excel with site submissions can be downloaded by clicking on “Dashboard” in the Family Data tab when logged into your site’s HFAST Site Profile Report. To ensure all responses are captured, download after all entries have been completed in HFAST
 - 2024 Dashboard tab - includes a graphic summary of entries to share with funders or the team
 - Completion Checker – most important tab for checking completion progress and responses for each question
- Site Characteristics tab in HFAST: new questions were added on screening and FROG use for determining eligibility
- Make sure you select check box and hit save and submit for each SPR tab in HFAST
 - Site Characteristics
 - Family Data
 - Financial
 - Program Policy
 - Data Usage Policy – just a signature to acknowledge

Meeting Adjourned at: 2:30PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
AAP-CA3 will send an email tomorrow for feedback of the 2 forms: Child Follow up and Parent Follow up	AAP-CA3	2/9/2024

**First Steps Leadership Working Meeting Minutes
February 22, 2024
1:30-2:30 pm
Zoom**

Present: Central – SAY San Diego: Jessica Rathbun, East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss, South – SBSC: Michelle Favela; AAP-CA3: Luis Lechuga, Miriah de Matos, Janelle Cubillo

Potential Oral Health Program Partnership

- Central met with a contact from the Oral Health Program.
- They are trying to get back into educating families about oral health
 - Sounds like they want to train our FSSs - Overview on ways to educate about oral health
- They focus on kids but also general oral health
- Oral Health Program mentioned some sort of survey that they would need to collect.
- AAP-CA3 is concerned this could add more to FSSs plate.
- North shared that in the past that Oral Health Program did a couple of general in-services promoting the importance of oral health.
- South shared they have connected with Nidia from the County regarding Oral Health
 - Nidia has done trainings with the South team.
 - She has also attended one of South's parent groups and put on a puppet demonstration
- Sites are open to meeting with the Oral Health Program in the future to learn more about the minimum requirements of a partnership.
- **ACTION ITEM:** AAP-CA3 will get in touch with Oral Health Program contact to see if she could attend a future meeting.

FFPSA Time Study Debrief

- Sites shared that overall time study pilot went well.
 - Shared that staff forgot to include breaks, lunches
 - Shared similar experiences about the barrier in submitting signatures
 - Feedback shared with ICF about adding the date next to each day for clarity
 - North suggested that ICF should standardize breaks
- Central shared questions regarding specific Time Study Pilot Feedback

- Which category would development and updating FSP fall into?
- How should graduation ceremonies be coded?
- AAP-CA3 reminded sites that they should be really anchoring with the model here as graduation is a celebration of a level change
- *Code 20* left on there for activities that have nothing to do with F5FS
- **ACTION ITEM:** South to share desk guide after meeting
- This desk guide being referenced is just for use within our network.
- North is interested to see how ICF will return the information. They are hoping data will be separated by region to be able to identify areas for improvement.

Site Profile Report Check-In

- Sites shared they have been collecting the data for it but have not completely inputted it into the system.

Beyond the Numbers Update

- AAP-CA3 shared Beyond the Numbers will be virtual again this year.
 - They were unable to find a central location large enough to house everyone.
- Sites do not have to come prepared with anything as this is meant to be informational.
- Three-hour time slot will be confirmed once Courtney sends out invite.

South Announcement

- Brenda Durazo, Program Coordinator, will be transitioning to Program Director for HDS beginning March.
- South will be meeting with Juanita tomorrow and discuss the possibility of filling the role.

Central Announcement

- Central shared there might be a possibility for funding so therapists can provide services for families versus waiting to see if rollover funds will be approved each year.
 - Therapists provided case consultation with FSSs
 - General support for parents that scored high on the PHQ9

Meeting Adjourned at: 2:21PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Get in touch with Oral Health Program about attending a future meeting	AAP-CA3	
Share desk guide after meeting	SBCS	

First Steps Leadership Working Meeting Minutes

March 28, 2024

1:30-2:30 pm

Zoom

Present: Central – SAY San Diego: Jessica Rathbun, North – Palomar Health: Shirin Strauss;
South – SBCS: Michelle Favela, AAP-CA3: Luis Lechuga, Janelle Cubillo

- **Child Welfare Protocols (CWP)**
- **Potential impacts of FROG as an eligibility tool**
- **Outreach Strategies**

Referral Criteria

- AAP-CA3 has been meeting with the nurses (PHNs)
 - PHNs officially transitioned to HFA. They are officially our fifth site.
 - They transitioned all of their current caseloads and are at capacity already.
- Will continue working on better defining referral criteria between First Steps and PHN, e.g. age line for teen parents.
- What is the age of consent for participation in First Steps?
 - For SAY – as young as 12 for minors to consent
 - For SBCS - would need consent for those under the age 16
 - Palomar Health – have had 12 and 13 years olds in their program, will need to go back and confirm
- Centralized intake for HFA might be the direction we will have to go in. We will revisit after the results of the pilot in Central region.
- PHNs concerned that they already have double the caseload of what HFA allows
- Group expressed concerned about reduced funding – to fund more PHNs, but First 5 funds are protected, although potentially reducing as prop 10 revenues decrease.
- SBCS shared that nurses have come out and shadowed their staff.
- South expressed a concern that we are going to become an overflow referral source for PHNs rather than a first good fit
 - North expressed agreement with this sentiment
- Central wondering - where does our liability begin? Shared example of a mother who shared medical concerns
 - Had a high FROG Score – 24
- What is the distinction between First Steps and PHNs and how are we going to communicate these distinctions to referring partners ?
- Key: educating our partners on who should go to First Steps and who should be going to PHNs

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- Discussed centralized intake system pilot
- The YMCA will be staffing it
- South shared that PHNs moving towards a centralized intake system as well
- South shared that historically for the last few years have been struggling to hit our targets
- Hopeful for collaboration with one another

Future Funding

- First 5 San Diego Commission meeting on April 18, 2024
 - There may be an announcement at that meeting that impactst future funding past 2025.
 - Members of AAP-CA3 team will be attending.
- All Contactors meeting takes place May 23 – further details will be laid out there
- Central shared per conversation with Juanita that rollover requests might not be granted next year.

Outreach Materials

- South shared that they received feedback from the advisory board about updating their outreach materials.
- Current outreach materials were created by AAP jointly with sites.
- Central wondering who is in charge of funding the network-wide outreach material translation
- AAP-CA3 can cover the cost of translating these materials.
- **ACTION ITEM:** Central to share with AAP which outreach materials they would like and specify what languages they need.

Rebranding

- Sites nationally use a standard name “Healthy Families-Site Name” such as Healthy Families New York.
- There is concern that with PHNs adopting Healthy Families San Diego County (HFSDC), that First Steps won’t be easily identified as an HFA program.
- This is an ongoing conversation for future meetings.

FFPSA

- AAP-CA3 is in touch with other programs – Healthy Families Indiana
- Folks in Indiana shared a document that crosswalks the FROG with FFPSA eligibility.
- Central wondered if there is a cheat sheet of FFPSA eligibility.
 - How are we determining the eligibility of FFPSA on the backend?
 - How is it documented within CMEDS?
- Advised for now, to internally keep tabs that it is a potential case that could convert to FFPSA but outside of that conduct business as usual.
- Meetings with ICF
 - Central has a meeting next Tuesday.
 - South meets Thursday.
 - North doesn't have one until April 10th.

Current Outreach Strategies

- Referrals have fallen for Central, North and South
- North sets up tables at the front door of partner sites with their permission.
- Suggestion to make outreach a standing item at these meetings.

Teaching Strategies

- South will send an email to sites regarding Teaching Strategies.
- Program offers free services for families – can do a presentation for the team. South will send out an e-introduction for sites.
- Could be a resource for our families.

Meeting Adjourned at: 2:43PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Send email to AAP-CA3 regarding outreach materials and what languages you would like them to be translated for.	SAY San Diego	4/12/24
SBCS to e-introduce folks from Teaching Strategies with sites.	SBCS	

**First Steps Leadership Working Meeting Minutes
January 25, 2024
1:30-2:30 pm
Zoom**

Present: East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss; AAP-CA3: Luis Lechuga, Miriah de Matos, Janelle Cubillo; ICF: Kay Casey, Lindsay Lafferty

- HFA Site Profile Report (SPF) has been released. Please let Luis or Megan know if you did not receive it. The SPF will be due to HFA by or before February 29th. We will walk through the guide together at the February 8 Leadership meeting.
- AAP shared they are hiring for a total of three positions, Project Coordinator, Project Specialist, and Senior Project Specialist.

FFPSA

- The time study will take place from February 5-18. ICF shared that the time study is meant to be a document that reflects each site individually
 - o North proposed identifying only 5 families for the time study as opposed to their entire caseload across the 2-week period. This will help staff grow accustomed to future time studies where they will only code for actual FFPSA families. (non FFPSA families will go into a separate code).
 - ICF will take this request back to CFWB and communicate back a decision.
 - **ACTION ITEM:** ICF will make revisions to the time study and get it out to everybody by Monday
 - o ICF is not familiar with the Family Resilience and Opportunities for Growth (FROG) scale and would need assistance with translating it into time survey code
 - o It was requested that at a future meeting, sites go over how they record activities together to ensure consistency across sites
 - o Travel to and from an activity - should be captured as part of that activity's time
- ICF responded to questions regarding time study and audits
 - o ICF advised sites to update their time study so that it reflects the information needed to log staff time correctly.
 - o ICF described future audits align very closely to MAA audits and may include a random report that had costs incurred.
 - o North requested that only Leadership attend future time study training so information can be processed before being shared with FSSs
 - o ICF recommends meeting with the four leads again to discuss time study cards
- Serving FFPSA Families

- North asked if they were required to enroll all FFPSA referrals, then would the New Baby Questionnaire (NBQ) still be necessary, and would the FROG still be used for eligibility. ICF said not all referrals need to be enrolled. They can still be processed and placed through existing eligibility factors if the network decides. Leadership may need to discuss this topic in future meetings.
- Each agency also has discretion in determining whether safety concerns may cause the referral to be denied enrollment. The referral can be sent back to the hub.
- ICF will discuss with F5SD about giving each entity a cap on the number of FFPSA families they can serve at the time
- FFPSA is developing a training plan and sites will not incur additional costs.
 - AAP-CA3 shared that we oversee the training plan for local HFA sites and adherence to HFA BPS requirements for training for the four sites.
 - AAP-CA3 requested to be included in draft training plans to reduce the burden and duplication of staff time.

Meeting Adjourned at: 3:00PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Revise time study guide	Kay Casey	Complete

First Steps Leadership Working Meeting Minutes

April 11, 2024

1:30-2:30 pm

Zoom

Present: Central – SAY San Diego: Jessica Rathbun, East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss; South – SBSC: Michelle Favela, AAP-CA3: Luis Lechuga, Janelle Cubillo

Monica Step?

- Replaced Nathan?
- She has shown greater interest in our program

Child Welfare Protocols (CWP)

- South received a CWP approval letter from HFA
- Started thinking about how we can start partnering with CFWB
- South and North have met with Juanita who shared with them that more than likely, there wouldn't be an amendment for this fiscal year.
- Counting families under First 5, Calworks vs FFPSA
- Put them in either before we count them as FFPSA
- Numbers will count towards our total benchmarks ultimately
- Worried there might not be enough FFPSA numbers to bring in significant revenue

FFPSA

- ICF will be joining the upcoming Leadership Meeting on April 25th.
 - ICF didn't mention that they have an agenda for this meeting.
 - We can put questions for them on the agenda.
 - Suggestion to create a guideline about what would be appropriate to discuss during the meeting
 - Suggestion for them to join us 15 or 30 minutes into the meeting - quick check in with us first, let them in after
 - Could we ask ICF to give us an agenda of what they would like to discuss?
 - **ACTION ITEM:** AAP-CA3 will F/U with Lindsey to see if ICF has any agenda items

- South shared meeting with Sarah Glass and Amy making sure ICF does take the lead on creating the tools that we need
- North shared they relied on the guide South tailored for F5FS during time study.
- First 5 will be in charge of the invoicing
 - How much data will they need from us?
 - Will they pull data directly through CMEDS?
- Sites questioned: What is ICF role versus First 5 role?
- North shared per meeting with ICF that they plan to collect time studies 8 quarters before we can start billing October 2026.
- There is potential to back bill before that date.
- Another 2-week time study will likely take place next quarter or in the Fall.
- Minnesota shared with AAP-CA3 one of the tools they use for eligibility
 - Pulled a few domains from the FROG
 - They made it so there wouldn't be a separate assessment from the FROG
- North advocates using the exact same FROG tool as long as we are all providing the required fields

Use of PHQ9 and ASQ in Other Languages

- A staff member from Central found the PHQ-9 translated in other languages including: French, Portuguese, Haitian Creole, Chinese, Vietnamese
- Staff member used French-translated version with one of their families. She shared that mom began crying from happiness/relief while reading it.
 - Translations seemed to be accurate
- These tools aren't officially translated by the original source.
 - We would have to check with Harder and Co
- AAP-CA3 doesn't think HFA would take issue with this as using it with a family for the purposes of getting them services
- AAP-CA3 will check with First 5 first.
- **ACTION ITEM:** AAP-CA3 will ask JH to discuss the use of unofficially translated tools with Harder and Co
- **ACTION ITEM:** Central will forward testimonial of staff member using translated materials to AAP

Outreach Strategies

- AAP-CA3 asked group if they have received referrals from PHNs?
 - Central shared they have received referrals but had to refer some back. Referrals were not appropriate, they had high medical needs.
 - North confirmed they have received a handful of referrals as well and that they have been appropriate. All 3 moving towards enrollment.
 - South has received some referrals as well. PHNs have started to send them more Spanish-speaking families.
- We are continuing to work out what the referral criteria will be between F5FS and PHNs.
- North 1:1 meeting with Juanita – her understanding is eligibility requirements remain the same between First Steps and PHNs
- South shared that families have expressed disinterest in participation after being referred over from PHNs. Families expressed wanting home visits with a nurse.
- Identified a need to prepare the team with talking points about how our program can still provide high-quality services despite different professional backgrounds (FSS, PHN).
- Central shared that they recently rolled out outreach expectations with staff.
 - They received a referral from Balboa Hospital.
 - They plan to ask if they can set up shop on a regular basis.
 - Wondered if anyone from our network or county doing that – could be doing rounds at the Labor & Delivery
 - Central plans to outreach at Mary Birch.
 - Central is reconnecting with Operation Doula for military families.
 - Central shared they recently learned through a staff member that Family Health Centers have a home-visiting service
- North shared outreach strategies they have utilized in the past.
 - They have met with NICU and Maternity Care social workers and have attended quarterly meetings.
 - They have attended meetings for day/night shift nurses and have done in-service/ 10-minute presentations – would receive a flurry of referrals
 - Could also target mid-wives at the clinics. They are much more inclined to remember us and refer than doctors are.
 - North shared another strategy – called local market (Vallartas), let them put table in front of the market for 2 hours during lunch time
- South is also trying to revamp their outreach. They have experienced a significant drop in program enrollments from the number of referrals they receive.
 - Central experiencing similar challenge of referrals translating to enrollment. Hoping teams could work together to collaborate on solutions

Meeting Adjourned at: 2:31PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Email Spare the Film Conversation Guide	AAP-CA3	Done
F/U with ICF if they have an agenda for the next meeting	AAP-CA3	4/17/24
Ask JH to discuss the use of translated tools with Harder and Co	AAP-CA3	4/15/24
Share testimonial of staff using translated tool with a family	SAY San Diego	4/29/24
Send out Form Updates Infographic with Leadership	AAP-CA3	5/15/24

First Steps Leadership Working Meeting Minutes

April 25, 2024

1:30-2:30 pm

Zoom

Present: Central – SAY San Diego: Jessica Rathbun, East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss; South – SBCS: Michelle Favela, AAP-CA3: Luis Lechuga, Janelle Cubillo, ICF: Jennifer Cannell Pyle, Lindsay Lafferty, Child Family Well Being-Office Of Child & Family Strengthening:
Amy Isiaho, Nikki Kelsay

• **Updates**

- Chapin Hall is partnering with the Child Family Well-Being Department and the in the efforts around FFPSA and evaluation.
 - The meeting was rescheduled for 5/13/24 with Jessica, Karen, Shirin & AAP-CA3
 - Michelle will schedule separately
 - **ACTION ITEM:** AAP-CA3 will determine which documents are appropriate to share considering HFA proprietary materials.
- Form Updates – Sites received communication about form updates. Two additional forms that need to be addressed.
 - The Staff Satisfaction survey is required every two years to develop the Staff Retention and Analysis Plan for each site.
 - AAP-CA3 will share the previous version via email with these minutes.
 - An updated draft will be shared on 5/23
 - **ACTION ITEM:** Sites review and make suggestions for updates.
 - The final survey will be released 6/7/24 via SurveyMonkey
 - AAP-CA3 will clean and analyze all de-identified data. Then disseminate to each region who will build their Retention & Analysis Plan using this data and turn over data since 2019 or the previous two years.
 - The NBQ requires some updates based on the shift in criteria for Public Health Nursing. These shifts will likely not impact CMEDS.
 - **ACTION ITEM:** AAP-CA3 will send leads the updated draft for review/recommendations.
- Updates from commission meeting – Luis shared via email.

• **ICF & CFWB Meeting**

- The goal of this meeting was to further refine the desk guide to reflect the HFA model elements and streamline the process for staff.
- The group agreed the scenarios would not be necessary.
- The group reviewed the Time Study Desk Guide
- Items 5-9 are all HFA model components based on the HFA Best Practice Standard

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- Items 5-9 are a part of the HFA model or evidence based services.
 - While F5FS can collapse these as one item other sites need them separated. ICF will update the document to reflect unique needs for F5FS.
 - IE: this code will not be used for F5FS, these activities fall under #6- evidenced based service”
 - Several other items might also fall under this category since our model requirements begin with program explanations, eligibility and required consents.
- One of the ICF team members would be making amendments to the desk guide as each scenario is gone over. ICF will share this information with their team and reminded group about the next meeting.

Closing

- Central region shared they have been receiving referrals from PHN and met with the Centralized Intake team. They shared they need more completed information for referrals- DOB or estimated DOB, eligibility. Central learned PHN is at capacity, but wondered about the appropriateness of the referral.
- **ACTION ITEM:** AAP-CA3 will discuss Centralized Intake with leadership to try and schedule a meeting that ensures F5FS referral form is being used.
- AAP-CA3 shared update about upcoming IPV training August 27th and August 28th
 - [Connected Parent, Connected Kids](#);: *A Frame for Centering Equity & Healing to Address IPV and ACES in Home Visitation*
 - Video description: <https://www.youtube.com/watch?v=JOmj5VVYyF0>
 - August 27th – Full day training- each region will have spots for members of their teams
 - August 28th – Train the trainer – some of those participants will join the T3 day
 - AAP-CA3 will host another training later in the fall or January to train reminder of the network although each site will have capacity to train
 - **ACTION ITEM:** AAP-CA3 will share more information in F/U email about training
- The group agreed to cancel May 23rd meeting due to all contractors meeting

Meeting Adjourned at: 2:42 PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
AAP-CA3 will determine which documents are appropriate to share at Chapin Hall Meeting considering HFA proprietary materials	AAP-CA3	5/8/24
AAP-CA3 will share previous version of Staff Satisfaction survey. Sites review and make suggestions for updates. (attached to email)	Sites	5/01/24
AAP-CA3 will discuss Centralized Intake system with PHN leadership and try to schedule a meeting to ensure F5FS referral form is being used.	AAP-CA3	In process- update next leadership
Send F/U email with more information about Connected Parents, Connected Kids IPV training.	AAP-CA3	05/01/24

First Steps Leadership Working Meeting Minutes

May 9, 2024

1:30-2:30 pm

Zoom

Present: Central – East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss;
South – SBSCS: Michelle Favela, AAP-CA3: Miriah DeMatos; Luis Lechuga, Janelle Cubillo

FFPSA Check-In

- Group debriefed on May 2nd joint FFPSA meeting
- The County's involvement has improved the dynamic
- Left meeting feeling like we accomplished some things we've been working on in terms of the time survey
- There were feelings that some of the content was repetitive.
- Group discussed feelings over a concerning comment made from an ICF that "illegals were not eligible" for FFPSA reimbursement.
- Eventually ICF will likely be transitioning to fiscal vs. programmatic operations

Updates from PHN

- First Steps can take first time parents; We will need to ensure staff know what to look for in pregnancy that may indicate health concern that needs nurse.
- PHNs will be focused more on families who already have identified risks
- Question was raised as to whether PHNs will now take all teen parents. Any teen under 16 considered high-risk pregnancy, but some teens could still be appropriate for First Steps.
- Still working out further details to clarify differences in referral criteria
- PHNs are still in the process of restructuring to centralized intake
- AAP trying to get a meeting with centralized intake team
- Nurses losing case capacity due to the shift to HFA – their families will need a place to go

Referrals Update

- North shared they are full
 - Their region has many community event coming up
- East shared they are also full – referrals continue at a high pace

- South shared they haven't experienced significant changes either though they are not full
 - Experiencing spurts of referrals – not a steady stream
 - Had a few new enrollments this past quarter
 - **ACTION ITEM:** South F/U with email sharing the thank you card

Annual Form Updates Process

- PSS time points (needed for DEIB; 1 year annual HFA requirement)
 - Leads were comfortable with moving towards an annual requirement?
 - Originally conducted 14 months after enrollment and again at 30 months
- NBQ is being updated to reflect feedback from MI training and shifts in home visiting landscape will be shared with draft forms
 - Goal is to streamline and make it a more sensitive, family-friendly process
- Staff Satisfaction Survey is being updated
- Drafts released May 17th for review/final feedback
- Forms finalized in June
- Eval Framework-
 - HFPI still not the best measure; consider revisiting questions as new Eval Framework is built based on F5 San Diego Strategic Plan which will be revised 2025.
- July-
 - Once we finalize forms we can move towards translating these forms
 - Conversations Guides- NBQ, PFU, CFU

Updates from the Commission Meeting?

- The group debriefed on the April 18th commission meeting.
- All Contractors meeting is on May 23rd – next leadership meeting is canceled.
- Group discussed experience with registration process with VEBA as being excessive and burdensome.
- Group is unsure if there is an option to attend this meeting virtually

Resources

- **Bright Life Kids**
 - Free virtual behavioral health service
 - Target population: Families with children 0-12
 - South attended one of the community meetings and connected with someone through Bright Life
 - Someone from Bright Life did a 20-minute presentation for the South team
 - Coaching service
 - Offers 17 other languages they can provide through an interpreter
 - Depending on age of the child, they can also work with the child
 - If they feel the need is higher than what they can offer they do refer to partners
 - Consider this to be “bridging” to greater services in mental health
 - They serve all of California.
 - No limit for sessions as long as they feel they have a need.
 - **ACTION ITEM:** South will share more information with the group

Additional Updates

- North moving an FSS candidate to the next level. Could potentially their first male FSS hire

Meeting Adjourned at: 2:30 PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
South F/U sharing Thank You Card	South	May 15 th , 2024
Share more information about Bright Life Kids	South	May 10 th , 2024

First Steps Leadership Working Meeting Minutes

June 13, 2024

1:30-2:30 pm

Zoom

Present: Central – SAY San Diego: Jessica Rathbun, East - Home Start: Karen Flores, North – Palomar Health: Shirin Strauss; AAP-CA3: Miriah de Matos; Luis Lechuga, Janelle Cubillo

FFPSA Check-in

- SAY shared some of their staff are enrolling in the Community Resource Guide (CRG) presentation
- The CRG is a tool for the online mandated reporting resource.

Cal Works funding check-in

- The amount of CW funding for next fiscal year remains undetermined, pending decisions on statewide budget cuts and decisions locally.
- SAY shared they have put a pause on the hiring of a supervisor at this time.
- The percentage of budget cuts will be determined at the county level with input from S-SS.

New HFA Affiliate Site

- A new HFA affiliate site has popped up in the north region called Acorns to Oak Trees.
- They cover Pala and Fallbrook regions and serve tribal lands.
- They will be invited into the FSC – potential for opportunities to collaborate in the future
- Their funding source is not yet known.

PHN Update

- Nurses are experiencing a lot of turnover.
- Want to explore FSS being the primary home visitor and nurses would then supplement medical services
- Nurses will still prioritize those referrals with the highest level of acuity.
- The group discussed the need for a mental health service partnership.

- Funding is the primary challenge

Training Updates

Elevate Leadership Series

- Self-paced training
- Starts August 1st
- Three in-person meetings on Tuesday, 10/15, 12/3, and 2/4 from 12:00 – 1:30PM
- Followed by 3 follow-up trainer calls

Connected Parents, Connected Kids (CPCK)

- New date for CPCK training: Tuesday, 10/29/2024
- Will now take place on one day instead of two
- Morning session for 4 hours and train the trainer session second half of the day
- Limited capacity: Sites can send 3 – 5 staff that can attend the morning session and 2 can go on to train the trainer
- Sites will then have the capacity to train the remainder of their team on-site

HFA Levels Training

- Training should be ready in the next 2-3 weeks.

ACTION ITEM: AAP-CA3 can share a list from HFA regarding CHEERS resources

Announcements

- Home Start will be having graduation tomorrow. 33 families are graduating!
- SAY shared that they met with PCG. They are coming together in July and would like to meet with other Program Directors then.
- Palomar Health shared they will be hosting a Summer Family Fun Day and Resource Fair on August 9th in place of their usual large winter event
 - Partnering with local partners including the Super Dentists
- Oral Health project will be presenting at the July 25th Leadership Meeting.

Meeting Adjourned at: 2:17 PM

ACTION ITEMS		
Action Item	Responsible Party	Due Date
Share list from HFA regarding CHEERS resources.	AAP-CA3	7/1/24

First Steps Leadership Working Meeting Minutes

June 27, 2024

1:30-2:30 pm

Zoom

Present: Central – SAY San Diego: Jessica Rathbun, North – Palomar Health: Shirin Strauss;
South: Michelle Favela, AAP-CA3: Luis Lechuga

Forms Updates:

- The revised date for final forms to be released is July 8th since updates will not be available in CMEDS until July 16th.

Referrals to Public Health Nursing

- It seems sites are already set up in the PHN referral portal. If not, please email PersimmonySupport.HHSA@sdcounty.ca.gov to be added to the PHN referral portal and get a referral partner account in Persimmony. This should make referrals to PHN a bit easier.

Cal Works funding check-in

- The original proposed cut of almost 50% was rejected by the state legislature. It is anticipated that the final cut will be significantly smaller. That said, there is still no final word on local CW budgets.
- The uncertainty is making it difficult to sign subcontracts, hire staff, etc.

PHN Update

- AAP-CA3 will be working to set up meetings to bring partners together to work out the details of a nurse consultation model with First Steps.
- AAP asked who from the sites would ideally participate in this planning.
- It was suggested that in addition to program managers, at least one supervisor attend at some point, as leadership deems appropriate. We may even want to consider inviting seasoned FSSs to participate in some meetings, as appropriate.

Staff Coverage when FSSs are on leave or out for extended periods

- The group shared some approaches for handling longer than expected staff absences.
- One idea was to set up a buddy system where an FSS would normally be ready to take on their buddy's caseload when needed. This can be challenging when caseloads are high.
- It was also pointed out that supervisors may be a better fit since they already have some familiarity with each family.

Meeting Adjourned