<table>
<thead>
<tr>
<th>SMART Aim</th>
<th>Primary Drivers</th>
<th>Changes</th>
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<tbody>
<tr>
<td></td>
<td><strong>Critical system elements that are necessary and sufficient to achieve the aim</strong></td>
<td><strong>Ideas that will result in improvement</strong></td>
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<tr>
<td><strong>PD1. Workforce</strong></td>
<td>• Support to develop interpersonal relationships and adult attachment</td>
<td>• Initial and ongoing training for HVs on policies and procedures for data tracking and management</td>
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<td></td>
<td>• Clear policy and protocols for enrollment and for intense early engagement and retention for current and new home visitors</td>
<td>• Process for reviewing and using improvement data (e.g., weekly team meeting)</td>
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<td>• Observation by supervisor of home visits</td>
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<td>• Focused supervision on key points in home visitor (HV)-client relationship (i.e., enrollment, intense early engagement, ongoing retention)</td>
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<td>• Materials available to facilitate engagement with families</td>
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<td><strong>PD2. Data-tracking system</strong></td>
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<td><strong>External Sources</strong></td>
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<td></td>
<td>• Outreach and education to referral sources for eligibility of families to home visiting (e.g., access criteria, identifying “goodness of fit”)</td>
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<td></td>
<td>• Outreach to home visiting clients to “refer” a friend to home visiting services</td>
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<td></td>
<td>• Streamlined process from referral source to home visiting program (i.e., warm handoff for families)</td>
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<td><strong>Internal Processes</strong></td>
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<td></td>
<td>• Policy and protocol (with guidelines) for assessing and determining eligibility of families</td>
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<td>• Standardized and welcoming intake process</td>
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<td>• Protocol in place for process steps, from assessment to first home visit</td>
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<td>• Completed family checklists on the family’s wants and needs for home visiting</td>
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68% of families receive expected home visits by September 30, 2018.
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<td>PD4. Early engagement (i.e. during first 3 months)</td>
<td>• Program flexibility in time and location of service delivery to meet family preferences&lt;br&gt;• Process for early linkage of families to other community supports and services that includes assisting families with reducing barriers and following up on effectiveness of referral&lt;br&gt;• Focus group/follow-up surveys with families that are both in and leaving the program&lt;br&gt;• Check-in at 3 months (“How is home visiting going for you?”)&lt;br&gt;• Communication strategies that enhance HV-family relationships&lt;br&gt;• Protocol for addressing missed visits</td>
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<td>PD5. Involvement and retention of families</td>
<td>• Process for family to meet other team members to increase connection with program staff&lt;br&gt;• Parents included as members of policy council&lt;br&gt;• Parents included as members of QI teams&lt;br&gt;• Parent-led support groups (e.g., father involvement)&lt;br&gt;• Program flexibility in time and location of service delivery to meet family preferences&lt;br&gt;• Reliability on the part of home visitors to schedule and keep visits (not rescheduling/cancelling frequently)&lt;br&gt;• HV information routinely gathered from families about their needs, personal goals, and expectations of the program; services then provided based on this input</td>
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