



HFNY Service Referrals and Outcomes Arranged vs. Inform and Discuss

HFNY Regional Meetings
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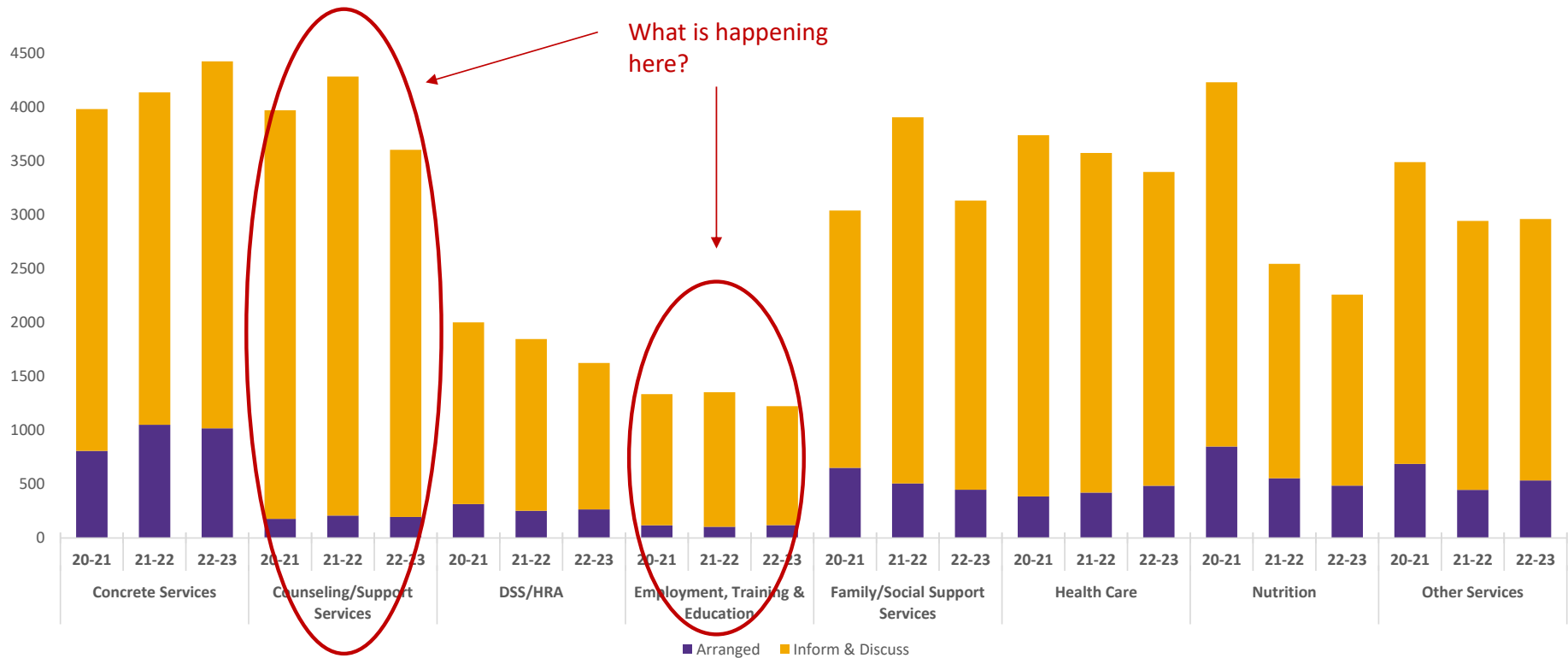
NYS Office of Children and Family Services
Bureau of Research, Evaluation and
Performance Analytics

Overview

Service Referrals

15% of service referrals are **Arranged**

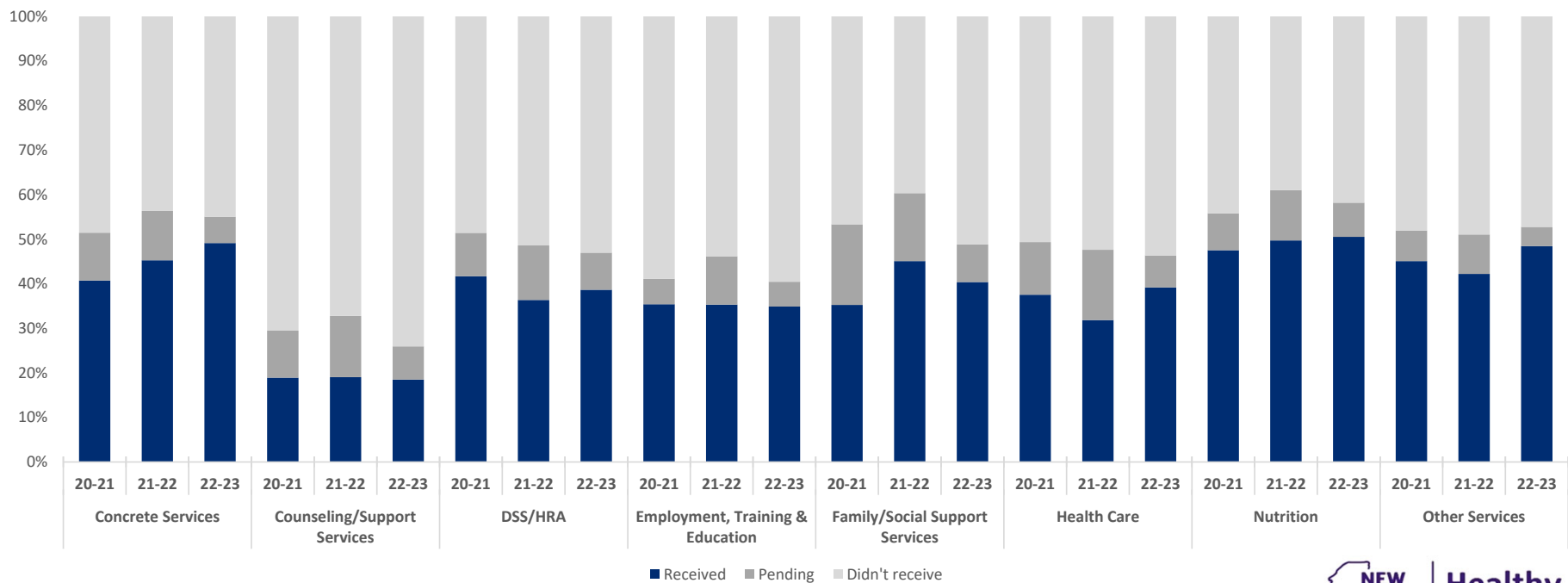
85% of service referrals are **Inform and Discuss**



Healthy Families NY

Referral Outcomes

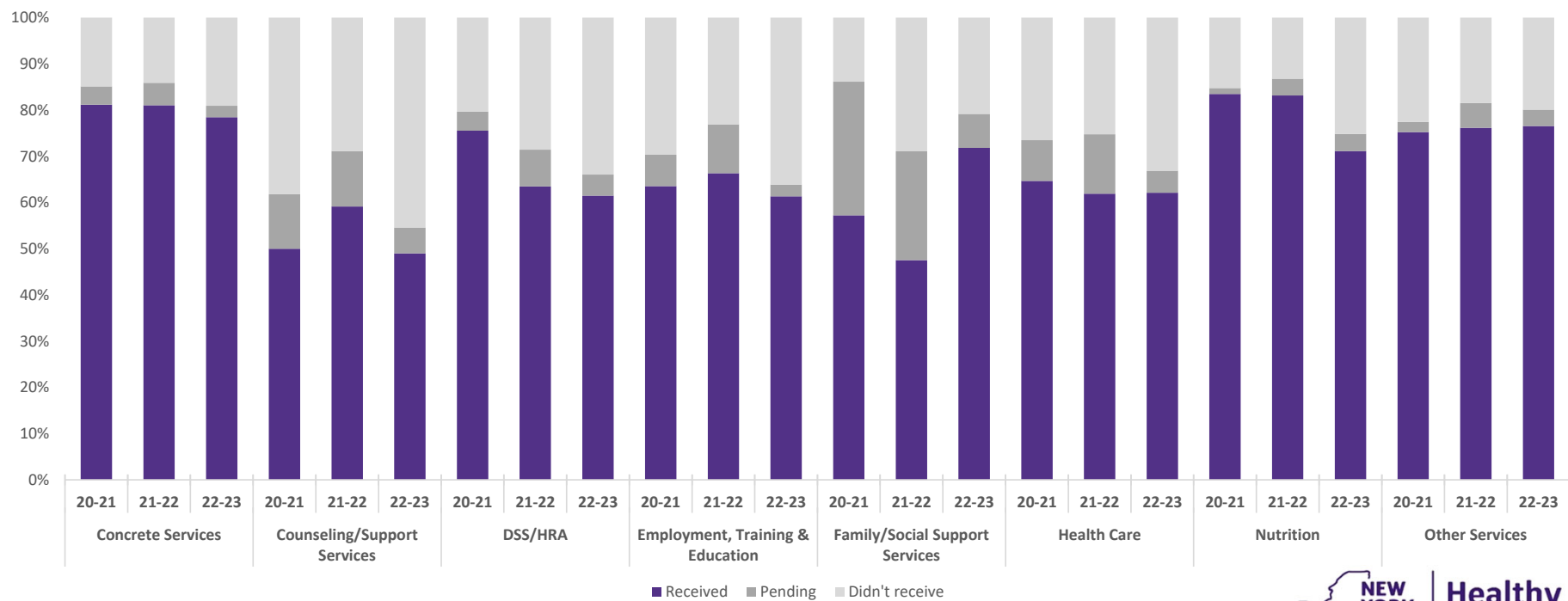
All Referrals 40% of All referrals are received



Healthy Families NY

Referral Outcomes

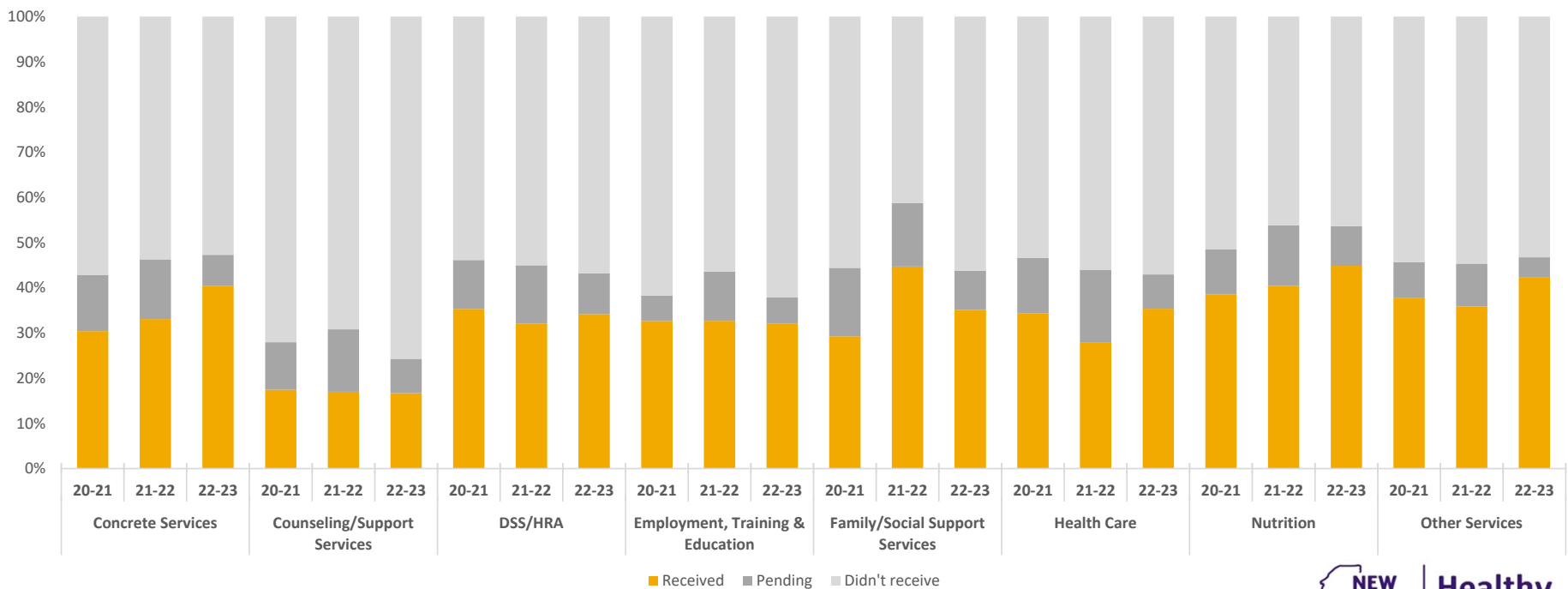
Arranged Referrals 71% of Arranged referrals are received



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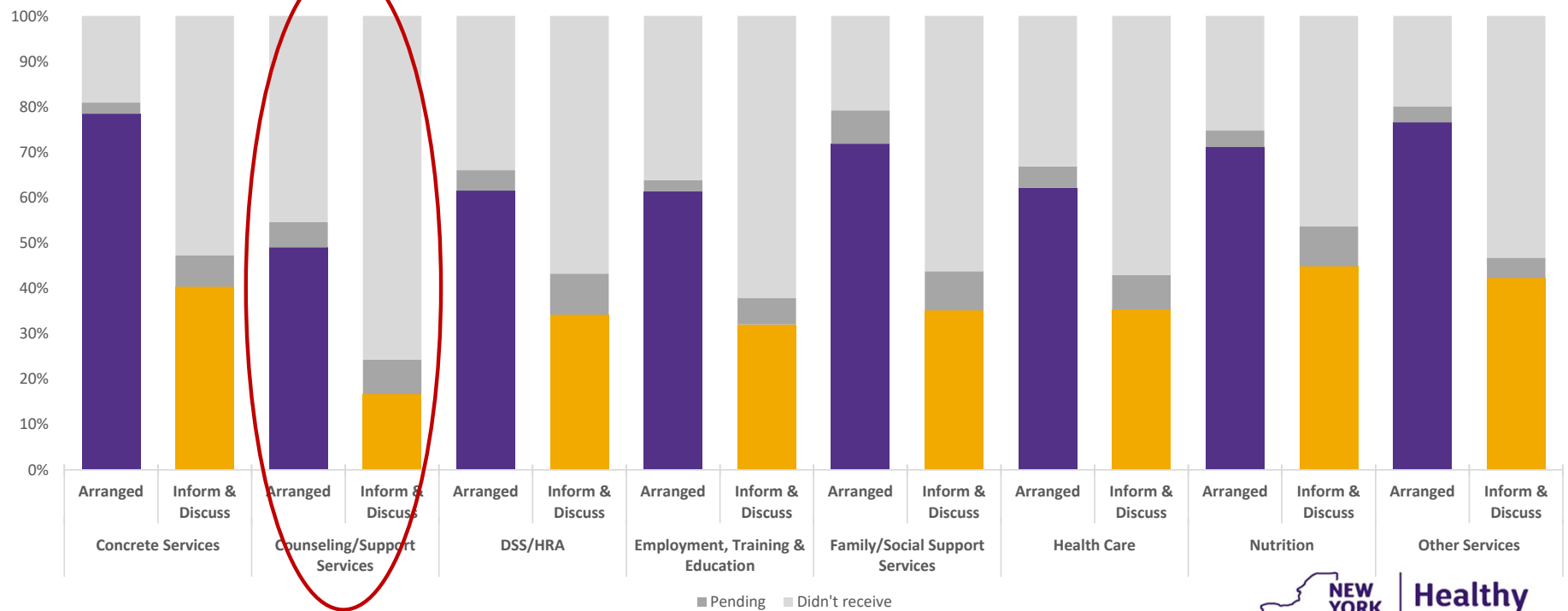
Referral Outcomes

Inform & Discuss Referrals 34% of **Inform and Discuss** referrals are received



Arranged vs. Inform and Discuss

Comparing Service Referrals Received in 2022-2023



Healthy Families NY

Discussion & Next Steps by Regional Meeting

Discussion

Discussion (Albany/Mid-Hudson)

- How are staff oriented and trained to make and follow-up on referrals in your program?
 - Does your program provide specific referrals to all families (at enrollment or some other time)?
- How do staff determine which type (arrange vs. inform and discuss) to provide?
 - Defining arranged vs. inform and discuss

Discussion (Western/Syracuse)

- How are staff oriented and trained to make and follow-up on referrals in your program?
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 - Defining arranged vs. inform and discuss

Discussion (NYC)

- How are staff oriented and trained to make and follow-up on referrals in your program?
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- How do staff determine which type (arrange vs. inform and discuss) to provide?
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Next Steps

Next Steps (Albany/Mid-Hudson)

- Explore collaboration with PICHC programs to support families' case management needs then referring to HFNY when stable (Ulster/Dutchess, North Country)
- Get releases from referral partners to support outcome notification
- Connect with programs utilizing Unite Us to learn more about how that is going to facilitate referral to other services

Next Steps (Western/Syracuse)

- Explore PICHV/HV program relationship (Jefferson), Chemung 1st 100 days
- Assess referral patterns at individual level (more arranged at beginning of services, more inform and discuss in 2+ years “Do for, Do with, Cheer On”)

Next Steps (NYC)

- Challenge/struggle when need to use consent/release form
 - Next step: Add to MIS or create visual “Arranged (with family-family present)” vs “arranged (for family-family not present)” or something along those lines? With a tip in the MIS that lets staff know the second option requires a consent; Messaging related to Do for (consent), Do with, Cheer On as it relates to making referrals
- Explore PICHC relationships with HFNY