

One-Step Frequently Asked Questions

	Questions	Answers
U P D A T E D Q U E S T I O N S	Can enrollment occur outside of a home visit?	<p>Yes, enrollment can occur outside of an official home visit. Programs have the ability to enroll families in the context of an engagement interaction, without completing a full home visit.</p> <p>While programs are encouraged to wait to enroll families until the visit at which they start the FROG, it is not required. For example enrollment might occur at a community event or during an engagement visit where the family learns more about what the program offers before agreeing to enroll.</p>
	What is an “enrollment visit”?	<p>An enrollment visit is one where a family meets with the HFNY worker and signs all of the enrollment paperwork.</p> <p>During this visit a worker might do an activity with the family, provide them with a clear understanding of what the HFNY program offers and schedule the first home visit, but this will not count as an actual <i>home visit</i> because it does not meet HFA home visit criteria.</p> <p>An enrollment visit could become the first home visit, if the family is ready to start the FROG or the worker has appropriate training to complete and document a content based home visit in full.</p>

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What is considered a ‘first home visit’?

The first home visit is the first visit completed by the assigned home visitor (FRS or FSS) that occurs after eligibility has been determined, where rights and confidentiality forms are signed (unless already signed), where CHEERS is typically observed, and at least one focus area occurs (unless a FROG is being conducted).

Where in the MIS is enrollment tracked?

When a family enrolls in HFNY services and signs the appropriate paperwork (Service Agreement, Family Rights and Confidentiality Form and MIS Information Consent Form), case status should be updated on the Engagement Log in MIS and date entered.

Once the case status is updated to ‘Parent enrolls’, the ID and Contact form will be available to enter. On the Informed Consent tab, Q 22 will be answered ‘yes’. Only after the ID and Contact form is completed, the FROG, Home Visit Log and Baseline forms will open for data entry.

When should a home visit log be entered?

There are specific criteria which must be met for an interaction between a worker and family to qualify as a home visit.

According to HFA a home visit must occur on or after the enrollment date, and either:

- Include the administration of the FROG

or

- Include observation of CHEERS and at least one focus area is addressed (promotion of nurturing parent-child interaction, healthy childhood growth and development, or enhancement of family

	<p>When should a home visit log be entered ? (CONTINUED)</p>	<p>functioning).</p> <p>If the above items do not occur this does not count as a home visit and a home visit log should not be entered. Instead use case notes to record activity.</p>
U P D A T E D Q U E S T I O N S	<p>When do I place a family on Creative Outreach?</p>	<p>Creative Outreach is used for all families that have received at least one home visit.</p> <p>If the family enrolled, but did not receive their first home visit, you are not required to place them on CO.</p>
	<p>If a family enrolled, but then disengaged before a first home visit occurred, when can I close this case?</p>	<p>If a family enrolls, but then disengages before the first home visit occurs the worker and supervisor should discuss how long to continue trying to reengage a family before closing this case.</p> <p>Programs are encouraged to keep in mind the PI measuring FROG completion within 30 days of intake and make decisions regarding the case before 30 days is up.</p>
O N E S T E P R E S O U R C	<p>How can I access the one-step process webinar?</p>	<p>One-Step process presentation: https://youtu.be/eHas_l8cDWg</p>

E S	Where can I find the one-step resources?	All materials related to one-step can be found under the One-Step tab on the password protected side of the HFNY website.
	Where can I access One-Step MIS Tutorial Videos?	One-step Enrollment Process YouTube Playlist: https://www.youtube.com/playlist?list=PLLbExR7RvO17HunIm7mywWkUutUrhchLt
R E F E R R A L S	What is the difference between a <i>referral</i> and a <i>screen</i> ?	<p>A referral is any information you receive about a family from a community partner, participant or family themselves (i.e. Dad's name and phone number).</p> <p>A screen is the criteria HFNY uses to determine eligibility for program services.</p>
	What do we do with referrals when the program has reached capacity?	The FROG assessments will no longer be offered as a service within itself. However, moving forward when a program is at capacity, it will want to adjust practice around referrals. This can include, referring families elsewhere and communicating with partners that your program is full and that you will update them of availability of services regularly going forward.
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D S C R E E N S	What is the minimum information needed to enter a referral in the MIS?	Once the referral form launches on the MIS, the minimum information required will be a participant's name.
	What happens if we close a screen after a month and a family contacts us later about enrolling in services?	Programs should continue current practice in these situations. If the family still meets the eligibility criteria, they can be enrolled in the program.
E N G A G E M E N T A N D	What is the difference between <i>offering services</i> and <i>enrolling in services</i> ?	<p><i>Offer of services</i> refers to a family's notification of their confirmed eligibility for program services, and is distinct from enrolling in services. Once programs have offered services, there is no set time frame for how long HF Staff can pursue families before they either enroll or close the case.</p> <p><i>Enrolling in services</i> refers to when a family definitively says yes to long term participation and signs the appropriate enrollment paperwork.</p>
	How long should a program pursue families prior to enrollment?	<p>Programs are able to enroll a family up until three months after TC's birth, programs can continue engaging a family up until this point.</p> <p>In the BPS HFA recommends pursuing referrals for no more than 30-45 days.</p>

E N R O L L M E N T	Who is responsible for completing enrollment engagement?	Enrollment engagement will now occur prior to the FROG. For a single-role program (those with separate FRS and FSS staff), the FRS will be responsible for engaging the family, enrolling them and completing the FROG. Once the FROG is completed families are paired with their FSS and begin regular home visits at the appropriate level frequency.
	Are we still required to review and complete the Consent to Assessment form with families?	No, all necessary pieces from the Consent to Assessment form will be carried over into the broader consent paperwork completed for enrollment.
	While tracking pre-enrollment engagement in case notes, can more than one “activity type” be selected?	A worker can only select one <i>activity type</i> per case note. If they have completed various outreach activities at one time and want to ensure all of this is captured in the Engagement Log, they should log them as separate case notes. (i.e. HF Staff calls a family and leaves a voicemail, they also drop off outreach materials on the same day). Recording these activities as different case notes will ensure they are counted as unique activities in the engagement log.
O N E	Why have we switched to a one-step enrollment process?	The biggest reason for the change is that one-step allows us to determine eligibility by the screen and not the FROG. This change should help to streamline the enrollment process and it provides a more trauma informed approach with families, by not asking them to go through a very in-depth and personal assessment process before they are deemed eligible and enrolled in our services.

S T E P	How does one-step impact observation requirements for direct service staff?	Observation requirements are determined based on staff role (FRS, FSS or Dual-Role). One-step does not change these observations requirements at all.
	How will one-step impact the home visit rate calculation?	<p>The home visit rate calculation will be based on the enrollment (intake) date. Once a family has signed the HFNY Service Agreement Family Rights and Confidentiality Form and MIS Informed Consent Form, and the ID and Contact form is completed in the MIS the FROG, Home Visit Log and Baseline forms will open for data entry.</p> <p>The enrollment (intake) date is used as the start date for the home visit rate calculation. Once a family enrolls, home visit rate expectations begin. If enrollment occurs before the first home visit, then programs should attempt to schedule the visit within one week of enrollment to align with HVR expectations.</p>
	With one step, we're likely only screening a referral if we have the room to potentially enroll them. Does this change the HFNY goal of achieving universal screening?	<p>Currently there is no measure of universal screening for HFNY, programs <u>will not be</u> held accountable for achieving screening of 75% of referrals.</p> <p>When programs are at capacity they should respond by communicating this to families and referring them to other community services as necessary.</p>

F R O G	Does the FRS need to complete FSS CORE training to be able to complete the 'first home visit' where the FROG is completed?	<p>To complete a home visit, where the FROG assessment occurs, staff are not required to complete FSS training.</p> <p>However, as a part of the 8th Edition BPS Healthy Families America is requiring all staff hired after January 1, 2022 complete Foundations Training; including FRS staff. For staff hired prior to 2022, this training is encouraged, but not required.</p>
	Will the FROG change to save partial entries?	<p>If your FROG takes more than one visit to complete, you will need to open a HV Log first, note that a FROG was completed, and then open the FROG and enter the completion date. A tutorial showing the process of how to "LOG before you FROG" can be accessed through the MIS or via the One-Step Youtube Playlist.</p>
	Will the scoring of the FROG change, since it is no longer a qualifier for the program?	<p>No, the scores of the FROG will not change. These are important as they will help to populate the Service Plan and prioritize what to work on with the family at the onset of services.</p>
F R O G	What happens if they do not complete the FROG within the 30 days?	<p>If a family enrolls, but then disengages before the first home visit occurs the worker and supervisor should discuss how long to continue trying to reengage a family before closing this case.</p> <p>Programs are encouraged to keep in mind the PI measuring FROG completion within 30 days of intake and make decisions regarding the case before 30 days is up.</p>