

COMMUNICATION – HEALTHY START

Community:

- **Community partners include DHS, Umatilla County Health, ESD, CAPECO, school district personnel and other community agencies.**
- **Services are addressed with community partners about teen parents, gaps in services, recruitment of families, and improvement of program and sharing of new information about their specific agency.**
- **Information affecting the agency is shared via administrative meetings and memos to appropriate staff.**
- **Meetings usually occur quarterly or by appointment or by project.**
- **Concerns identified by staff within the agency may be addressed by specific appointment**
- **If the FSW learns that another home visitation program, community service, or medical program is providing services to the family, efforts are made to arrange a joint staffing meeting or telephone conversation between the two programs (with the written consent of the family) in order to avoid duplication of services. A lead program is identified and roles are clarified. All ongoing coordination of services is maintained by the FSW in the family file in the progress notes and by the supervisor in supervision notes.**

Early Head Start

- **If the FSW is home visiting a prenatal or new born of a teen, the FSW will work with the EHS program to assess whether the infant is to be enrolled in EHS.**
- **If the teen parent is to be enrolled in EHS, then Healthy Start will become the lead agency. The FSW will provide home visiting services for a minimum of 180 days. After that period then the program will jointly decide how services are offered.**
- **The Healthy Start FSW and the EHS Teacher/Family Advocate will set up a schedule of meetings to coordinate and communicate joint services.**
- **All coordination of services will be maintained in both the EHS file and the Healthy Start family file.**

Umatilla County Public Health

- **If the local public health department is providing home visitation services, the Healthy Start FSW will meet with the home visiting nurse to coordinate efforts.**
- **Umatilla County Public Health will have priority to be the lead agency for those families who meet their criteria.**
- **The Healthy Start FSW and Home Visiting nurse will determine a meeting schedule to coordinate services.**

- **All coordination of services will be maintained in the Healthy Start family file.**

Reporting Critical Incidents - participant deaths (child, parent, or other immediate family member), major health and safety issues, and any significant unusual occurrence affecting the integrity and reputation of the program.

- **Any critical incidents involving Healthy Start participants will be reported by the FSW immediately to their Supervisor by phone. If the supervisor is unavailable a message will be sent by email or voice mail. The FSW will also follow up with a written memo to the Supervisor.**
- **Supervisors will report all such incidents to the Program manager and Executive Director.**
- **The Executive Director will report the critical incident to the local CCF Program Director.**

These procedures include protocols for immediate notification of supervisors, program manager, and LCCF director or designee