



**MIECHV Advisory Board Meeting Minutes**  
**November 5, 2019, 10:00 AM - 12:00 PM**  
**UMBC South Campus**

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**In attendance:**

- Advisory Board Members: Natasha Peterson, Kimberli Hammonds, Valerie Brownlow, Eboni Johnson, Brandi Stocksdale, Nicole Chase-Powell, Tomeaka Jupiter, Pamika Lee, Mary LaCasse
- UMBC Team: Carlo DiClemente, Dave Schultz, June Sutherland, Lyn Dahlquist, Bronwyn Hunter, Elisabeth Groth, Samantha Moran

Carlo facilitated the meeting and started out with introductions. The newest individuals to join the advisory board are Nicole Chase-Powell and Tomeaka Jupiter.

- We are open to suggestions of new members and would like to have both home visitors and supervisors represented on the board.
- Board member Nancy Vorobey has retired but still consults for MSDE. UMBC staff plans to follow up with her.

**Certificate Training Program Update**

- Review on training numbers and demographics of trainees
  - 155 trained
  - We have trained a diverse group including many Latinix HVs
    - Spanish translation of some materials is in the works
- Shift in our training model
  - We used to train whole agencies and always had supervisors with their HV's in sessions. Now we have more and more individuals attending without supervisors, and have to reach back out to previously trained supervisors about practice assignments, etc.
    - If the supervisor of trainees has not been trained there can be confusion on some of the skills/topics in the training.
      - Sometimes the supervisors in the training are not the actual supervisors of the HVs also in the training from the same agency
- We try to have people with one-year experience, but many have 6 months because they need the training.
- Faculty thoughts:
  - Training is going well, people continue to get something out of it, consistently getting good ratings.
  - ***What to do about supervisors who have not been trained? How do we get feedback?***

- Announced that the Spring cohort might be held across the bridge to meet the needs of HV Programs on the Eastern Shore if there is enough interest.

### Website/Mobile App

- SEN and GPS trainings now included in website content
  - SEN videos available to watch in Video library
- It is the training center's goal to have several of our partners **backlink** to our website to both increase viewership and as part of our Search Engine Optimization (SEO) and to rank our site higher in Google.
  - MDH would be happy to and can add instructions for accessing website and the app as well
    - Their website is currently under construction
  - Question: Is this a resource is open for anyone to use? (non HV's/non training completers)
    - It would make most sense if you've been in the training, but it has a lot of good general information on it and shouldn't be limited to just past trainees.
  - Some ITP staff expressed interest in the core training; this could be a new market for training.
  - **\*MIECHV Action Item:**
    - Send an email to program managers who have participated in the training, inquire if they would like to back link to our website.

### Social media idea

- Create a Facebook group for past HVTCP trainees
  - Another way to promote the app
  - Help us stay in touch with trainees and promote new trainings
  - **Challenge:** it would require maintenance from MIECHV team to manage social media account(s) so under consideration.

### Question to Advisory Board: How can we get people to use the app?

- The lack of app usage is not intentional, there are many other things to do in this role it; often falls onto the back burner.
- **Idea:** Increase supervisors' involvement, have them check in with HV's "hey are you using the app?"
  - Can use the app as a tool, go over the information with HV's in team meetings
  - So much to cover during supervision already, it can be easy to forget
  - Add it onto supervision form to keep it on the radar with other competing priorities
- **Idea:** Using a cheat sheet for the supervisors that includes the app
- **Idea:** Mass email (or other correspondence) to remind people that it is out there now it works better.
  - Supervisors can also do a refresher in staff meeting (some of the supervisors agreed they can do this).
  - End of year thank you email
- **Challenge:** App takes up a lot of space in phone
  - One board member has talked to CEO about adding more space on their work phones.
- Can open website link on phone browser as a backup, it works similarly but the layout is just different.

- **Question: Why use app over website? Are there any benefits?**
  - App is configured for your phone for easier usage, more manageable layout.
  - Website does include more information.
- Board Member: is there a downside of advertising the app/website to DSS?
  - No, content can still be relevant.

### **Substance Exposed Newborns Training**

- Review of pilot & six (6) trainings in 2019
- Next steps:
  - 2020 trainings in Montgomery/Howard Counties, Lower Shore, and Baltimore City.
- Board Member: indicated that providers in the Lower shore do communicate a lot and collaborate with their SEN cases, particularly with DSS. Would be interested in the training.
  - Lower shore is involved in a clinical collaborative a few times a year
  - **Challenges of SEN population/ collaboration with other providers:**
    - Because DSS staff changes so often sometimes the rules aren't always explained about what HV's do, can cause problems when collaborating as there are different expectations (DSS thinks that HV's are mandated to report things that HV's are not mandated to do).
    - Board Member: HV's have been getting a lot of SEN referrals, but it's unclear on what they want them to do.
    - When CPS closes case the client then doesn't want home visiting anymore. Hard maintaining cases/follow up.
- Review of SEN content on website, including Rachel's videos on her main influences throughout her recovery.

### **Goal Planning Strategies Training**

- Review of data summary of GPS training
- **Challenge:** How does this training fit into everything else required of HV's (scheduling)?
  - HV's reported difficulties having to arrange additional meetings that require travel to meet with coaches.
- Idea: pilot including coaching as part of the core training
- Board Member: seeing the needs from sites, it could be beneficial to offer one-day standalone GPS training because it was good.
- Coaching
  - Consensus that there needs to be more support for supervisors.
  - Having a system of Uber Coaches that provide support to supervisors for HFA & MI communication strategies to improve skill building of HVs.
  - Site meetings for supervisors already occur, could include group coaching every other month (or month).
- Board Member: agreed that there needs to be more support for supervisors to brush up on skills.
- Board Member: has noted success with coaching when coaches observe supervisor sessions.
  - It can change the dynamic in the room, but has been well received.
- Board Member: HFA recently launched reflective coaching with year-long follow up.
- We are in the process of systematically reviewing existing online trainings for HVs and Supervisors to inform our plans.

## **Other Topics**

- Online communications training modules (9 – 20-30 minute online segments covering all the key elements of communication training) are now ready for use.
  - Could use single module as refresher and to practice some skills in staff meetings
  - Could use entire set as a refresher or for people to take remotely
  - Board Member: could see the online modules serving as an intro to training other topics.
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- **Ideas for other training topics?**
  - Board Member: suggested training on family retention.
    - B: this could be a good training especially for new staff who haven't developed their report building skills yet.
  - Board Member: also compassion fatigue and burnout-- people feel very overwhelmed and the pay is low. This leads to high staff turnover.
- Publication about SEN modules and SEN training in progress.

Thank you for all your assistance, ideas, and support. If anyone who did or could not attend the meeting have some additional suggestions, please let us know.