

Standard 4-1.B ..... 2

- Using PIMS to Provide Evidence of Compliance..... 3
- How to configure your service levels in PIMS ..... 3
- Tips for Monitoring PIMS Data Related to Standard ..... 4
- Example 1 ..... 4
- Example 2 ..... 5
- Example 3 ..... 6
- Summary Info ..... 7

Standard 4-2.A ..... 8

- Tips for Monitoring PIMS Data Related to Standard ..... 8

Standard 4-2.B ..... 10

- Using PIMS to Provide Evidence of Compliance..... 11
- Tips for Monitoring PIMS Data Related to Standard ..... 11

Sites also need to provide a completion rate for all FSWs. There is a second FSW, and her completion summary is shown below:..... 14

Standard 4-3.B ..... 15

- Using PIMS to Provide Evidence of Compliance..... 15
- Tips for Monitoring PIMS Data Related to Standard ..... 15
- Example ..... 16

## Standard 4-1.B

(from Best Practices Standards 2014-2016 effective through 12/31/16)

**4-1.B** The site ensures families remain on a weekly home visiting level for a minimum of six months after the birth of the baby.

*Intent: It is important that when a family's immediate work/school schedule precludes the offer of weekly home visits, or when a family enters a level of creative outreach during the 6 month period, that their service level returns to weekly as soon as the family's schedule permits. It is not intended that families in these situations automatically be moved to Level 2, as progression to less intense services is based on indicators of increased family stability and parent-child well-being as identified in level change criteria versus scheduling conflicts.*

4-1.B	RATING INDICATORS
3	- At least ninety percent (90%) of families remain on a weekly home visiting level for a minimum of six months after the birth of the baby or six months after enrollment (whichever is longer), excluding time on creative outreach.
2	- Past instances may have occurred when less than 90% of families remained on a weekly home visiting level for a minimum of six months after the birth of the baby or six months after enrollment (whichever is longer), excluding time on creative outreach; however, recent practice indicates at least ninety percent (90%) of families remain on a weekly home visiting level for a minimum of six months after the birth of the baby or six months after enrollment (whichever is longer), excluding time on creative outreach.
1	- Families do not remain on a weekly home visiting level for a minimum of six months after the birth of the baby or six months after enrollment (whichever is longer), excluding time on creative outreach.

### Using PIMS to Provide Evidence of Compliance

The report **PIMS14C: Summary of Intensive Services for New Families** addresses this standard. Remember that as with most affiliation standards, you may need to support the quantitative data from PIMS reports with a narrative interpretation.

For each participant in your report, PIMS will determine the sites' compliance by providing intensive service for six months as follows:

PIMS Rating	Explanation
N/A- Terminated before six months	The site is in compliance only because the participant terminated.
N/A- Terminated directly from Prenatal	The site is in compliance only because the participant terminated.
No- Switched to a lower level before six months	The site failed to comply with the standard by allowing the participant to move down to a lower service level before six months.
Yes- Served six months intensive	The site complies with the standard by keeping the participant at an intensive service level for six months after the birth of the target child.
Yes- Served six months intensive but not immediately after birth	The participant stayed in the program at an intensive service level for six months, in compliance with the standard except that they may have been on a prenatal level for some period of time after birth.
TBD- Active at prenatal level	The participant is currently complying with the standard, but hasn't been in the program long enough to potentially reach the six month minimum enrollment at an intensive service level.
TBD- Active at intensive level but not yet six months	The participant is currently complying with the standard, but hasn't been in the program long enough to potentially reach the six month minimum enrollment at an intensive service level.

HFA allows two exceptions to this service progression:

- 1) A participant is allowed an "excusable break" on any service level defined as **creative outreach**. While a participant is on creative outreach, the count of intensive days is temporarily suspended, and resumes again when the participant returns to a regular (non-creative outreach) service level.
- 2) A participant may be on a **prenatal** service level at the time of birth, and might not switch to an intensive service level until a few days after.

### How to configure your service levels in PIMS

You need to configure PIMS' service level definitions so the program knows which service levels are considered creative outreach and which are considered prenatal. To do this:

- 1) Click on the **Site Definitions** button in the navigation bar.
- 2) Click on **Service Level Definitions**.
- 3) Check the **Prenatal** or **Creative Outreach** checkboxes as appropriate for those levels of service.

## Tips for Monitoring PIMS Data Related to Standard

Sites will want to make sure that changes in levels of service are made in a timely fashion.

### How to Run this Report

1. From the **Reports** screen, select **Standard Reports**.
2. Select **Category** "Case History" and **Report** "Summary of Intensive Services for New Families".
3. Choose a date range for "target children born between", a cut-off date of today, and case status of participants "currently presumed active". The date range should include the enrollment date of the participant with the oldest target child.

### Example 1

**Bailey, Mildred**

**Target Child's Date of Birth:** 8/7/03

**First 6 Months at Intensive?** Yes - Served six months intensive

Date Assigned	Service Level Name	FSW	# Days at Level	Total Days at Intensive from Birth
4/17/03	Level P-1	104	111	0
8/7/03	Level I	104	85	85
11/1/03	Level X	104	60	85
1/1/04	Level X	107	30	85
2/1/04	Level I	105	120	205
6/1/04	Level II	105	316	
4/13/05	termination- Participant refused services/unable to cont			

Page: 1 NUM

In the above example, Mildred Bailey begins service on a prenatal level, **Level P-1**. On the target child's date of birth, 8/7/03, she switches to **Level I**. Note that at this time, PIMS begins counting the **Total Days at Intensive from Birth**. Mildred spends 85 days on Level I, but then switches to **Level X**, a creative outreach level. She returns to **Level I** on 2/1/04, at which time the count of **Total Days at Intensive from Birth** resumes. This time, she spends another 120 days at Level I. Her total time at Level I, allowing for her time on creative outreach, is 120 + 85 = 205 days. As this exceeds 6 months, PIMS credits the site with compliance for this participant ("Yes- served six months intensive").

### Example 2

**Cannon, Patty**

**Target Child's Date of Birth:** 7/26/02

**First 6 Months at Intensive?** Yes - Served six months intensive but not immediately after birth

Date Assigned	Service Level Name	FSW	# Days at Level	Total Days at Intensive from Birth
7/25/02	Level P-1	104	5	0
7/31/02	Level I	104	230	230
3/19/03	Level X	104	48	230
5/6/03	<b>termination- Participant moved out of service area</b>			

Page: 2

Ready NUM

In the above example, Patty Cannon was on Level I for six months, but the switch from Level P-1 to Level I was not made until five days after the baby's birth (i.e., not immediately after birth).

### Example 3

**Carter, Amanda**

**Target Child's Date of Birth:** 11/28/03

**First 6 Months at Intensive?** No - Switched to lower level before six months

Date Assigned	Service Level Name	FSW	# Days at Level	Total Days at Intensive from Birth
10/23/03	Level P-1	104	35	0
11/28/03	Level I	104	33	33
1/1/04	Level I	106	59	92
3/1/04	Level X	107	30	92
4/1/04	Level X	108	29	92
5/1/04	Level I	108	30	122
6/1/04	Level X	108	29	122
7/1/04	Level I	108	30	152
8/1/04	Level II	108	60	
9/30/04	<b>termination- Participant returned to work</b>			

Page: 3

Ready NUM

In the above example, Amanda Carter had participated in the program for more than six months after the birth of her baby, but some of that time was on creative outreach. Her accumulated days on Level 1 totaled only 152 days.

## Summary Info

Site Summary	
N/A - Terminated before six months	12
N/A - Terminated directly from Prenatal	1
No - Switched to lower level before six months	11
Yes - Served six months intensive	20
Yes - Served six months intensive but not immediately after birth	5

  

Summary of Participants Starting Intensive Service After Birth	
# Months Late	n
up to two weeks	2
two weeks to three months	2
three to six months	1

At the bottom of this report is a summary for site-wide compliance. Note that in this example, a total of 25 participants (20 + 5) served six months intensive. The site did not meet the standard for 11 participants by allowing a switch to a lower service level before six months (as in Example 2 above). Note that five participants were rated as “Yes- served six months intensive but not immediately after birth.” Some of these were due to changes from Level P-1 to Level I several days after birth; others were postnatal enrollments.

## Standard 4-2.A

(from Best Practices Standards 2014-2017 effective through 12/31/17)

**4-2.A** The site has policy and procedures that clearly define the levels of service (e.g., weekly visits, bi-weekly visits, monthly visits, etc.) offered by the site and the **criteria** for moving to a different level of service.

*Intent: As a **family-centered** model, HFA endorses the use of a "level system" for managing the intensity of services. A well-thought out system is sensitive to the needs of each family, the changes in family needs and competencies over time, and the responsibilities of the home visitor. Clearly defined levels reflect in measurable ways the capacity of the family, such that families with higher needs are able to receive more intensive services, while less intensive services are provided as stability and progress increases. Not only does an effective "level system" allow for individualized service delivery, it also provides sites a mechanism to monitor more effectively **caseload** capacity, thus promoting higher quality services. It is important for home visitors to know where to locate information regarding levels of service and to be familiar with the process of how a family progresses from one level to another. Typical levels and associated case weights are provided below:*

- Level P = 1-2 points
- Level 1 = 2 points (weekly)
- Level 1SS = 3 points (weekly visits or more during temporary periods of intense crisis)
- Level 2 = 1 point (every other week)
- Level 3 = .5 point (monthly)
- Level 4 = .25 point (quarterly)
- Level X = .5 point - 2 points

*(Sites are encouraged to maintain a family's case weight while on Level X equal to the family's level prior to being placed on creative outreach to ensure space is retained to move family back to that level if re-engaged)*

## Tips for Monitoring PIMS Data Related to Standard

This is a policy and procedures standard rather than one that requires a report. However, in order to follow the recommendation highlighted above, **Site Definitions** for service levels will need to be configured.

To maintain space in a worker's caseload for families on creative outreach, create levels of service as follows:

Family moves from:	Create LOS	# visits	Case weight	Creative Outreach?
Level P-1 to Level X	Level X-P	0	2.0	yes
Level 1 to Level X	Level X-1	0	2.0	yes
Level 2 to Level X	Level X-2	0	1.0	yes
Level 3 to Level X	Level X-3	0	0.5	yes
Level 4 to Level X	Level X-4	0	0.25	yes



## Standard 4-2.B

(from Best Practices Standards 2014-2016 effective through 12/31/16)

**4-2.B** Families at the various levels of service (e.g., weekly visits, bi-weekly visits, monthly visits, etc.) offered by the site receive the appropriate number of home visits, based upon the level of service to which they are assigned.

*Intent: In-home visits (taking place where the family resides) provide the opportunity to experience the family’s living environment, to develop first-hand knowledge of the strengths and stresses of the home environment, to implement home safety assessments with the family, and to engage the family on “their turf”. It is acknowledged that not all visits will occur in the home. At times when the home environment is overly chaotic or unstable, or when social isolation impedes the family’s interaction with the larger community, occasional visits that occur outside the home can be beneficial and are permissible. However, these visits can count as a home visit only when the content of the visit matches the goal of a home visit and can be documented as such. The goal of a home visit is to promote positive parent-child interaction, healthy childhood growth and development, and enhance family functioning. Typically, a home visit lasts a minimum of an hour and the child is present.*

*For those families assigned to a weekly level of service, one parent group meeting per month may be counted as a home visit if the family’s home visitor is present for the group meeting and the goals of a home visit are met and documented. **Please note:** The HFA 4-2.B form (or an equivalent database report) measures home visit completion rates over a period of three months.*

*The home visit completion percentages detailed in the rating indicators are designed to account for situations when staff and/or family may not be available due to illness, vacation, training, etc.*

4-2.B	RATING INDICATORS
3	- Ninety percent (90%) of families receive at least seventy-five (75%) percent of the appropriate number of home visits based upon the individual level of service to which they are assigned.
2	- Seventy-five percent (75%) of families receive at least seventy-five (75%) percent of the appropriate number of home visits based upon the individual level of service to which they are assigned.
1	- Less than seventy-five percent (75%) of families receive at least seventy-five (75%) percent of the appropriate number of home visits based upon the individual level of service to which they are assigned.

**Note:** This is a Sentinel Standard

☺ Tip: Sites are encouraged to set thresholds to measure in-home home visit completion rates, and when in-home visit rates fall below the threshold, supervision time should be used to focus on exceptions, reasons, and problem-solving strategies to increase completion rates. Be sure discussions are documented in supervision notes.

- ☺ Tip: When home visiting staff are away from the office for a period of longer than one week, families should be provided with contact information of who to contact in their absence, if needed. When extended absences occur i.e. due to family or medical leave, a more formal coverage plan should be in place, so that families receive the necessary support and services.

### **Using PIMS to Provide Evidence of Compliance**

The report **PIMS35: Home Visit Completion Summary by Individual** addresses this standard.

### **Tips for Monitoring PIMS Data Related to Standard**

Sites will want to make sure that Home Visit logs or Monthly Contact logs are current for all participants.

### **How to Run this Report**

1. From the **Reports** screen, select **Standard Reports**.
2. Select **Category** "Contacts/Home Visits" and **Report** "Home Visit Completion Summary by Individual."
3. Choose a date range for the most recent quarter and a cut-off date of today.

**Example**

D:\Program Files\pims7\training2015.mdb - [rpt35A\_HomeVisitC... File Export View Window

**Healthy Families ("IL000")** HFA Credentialing Standard 4-3 B

### PIMS35: Home Visit Completion Summary by Individual

Includes home visit activity between 1/1/2003 and 3/31/2003

As specified in site definitions, this report is tabulated from the Monthly Contact Log

*Note that home visits are ignored for any period during which a service level has not been assigned either through the intake form or an info change form.*

**FSW: 104**

**Aguilar, Verna**

Start Date	End Date	Service Level	# Days at Level	Visits Expected per Month	Total Visits Expected	Visits Completed	Completion Rate	Visits in Home	In Home Rate
1/1/2003	1/31/2003	Level P-1	31	2	2.0	2	100%	1	50%
2/1/2003	2/28/2003	Level P-1	28	2	2.0	2	100%	2	100%
3/1/2003	3/31/2003	Level P-1	31	2	2.0	4	100%	4	100%
Debug: 1 1 1			<b>Total</b>	<b>90</b>	<b>6.0</b>	<b>8</b>	<b>100%</b>	<b>7</b>	<b>88%</b>

**Dennis, Kristy**

Start Date	End Date	Service Level	# Days at Level	Visits Expected per Month	Total Visits Expected	Visits Completed	Completion Rate	Visits in Home	In Home Rate
1/1/2003	1/9/2003	Level P-1	9	2	0.6	1	100%	0	0%
1/10/2003	1/31/2003	Level I	22	4	2.8	3	100%	3	100%
2/1/2003	2/28/2003	Level I	28	4	4.0	4	100%	4	100%
3/1/2003	3/31/2003	Level I	31	4	4.0	4	100%	4	100%
Debug: 2 2 2			<b>Total</b>	<b>90</b>	<b>11.4</b>	<b>12</b>	<b>100%</b>	<b>11</b>	<b>92%</b>

**Glover, Antoinette**

Start Date	End Date	Service Level	# Days at Level	Visits Expected per Month	Total Visits Expected	Visits Completed	Completion Rate	Visits in Home	In Home Rate
1/1/2003	1/31/2003	Level I	31	4	4.0	4	100%	4	100%
2/1/2003	2/28/2003	Level I	28	4	4.0	4	100%	4	100%
3/1/2003	3/31/2003	Level I	31	4	4.0	5	100%	5	100%
Debug: 3 3 3			<b>Total</b>	<b>90</b>	<b>12.0</b>	<b>13</b>	<b>100%</b>	<b>13</b>	<b>100%</b>

Page: 1

Ready NUM

In the above example, three of FSW 104's participants and their home visit completion rates are shown for the first quarter of 2003. All three of these participants meet the standard of completing at least 75% of expected home visits for the date range. Looking further into the report, we see a summary for FSW 104's completion rate for the quarter:

D:\Program Files\pims7\training2015.mdb - [rpt35A\_HomeVisitC...]

File Export View Window

2/4/2003	2/28/2003	Level X	25	0	0.0	2	2	100%
3/1/2003	3/31/2003	Level X	31	0	0.0	4	2	50%
Debug: 8 7 7			<b>Total</b>	<b>90</b>	<b>4.4</b>	<b>12</b>	<b>10</b>	<b>83%</b>

Tate, Yvette

Start Date	End Date	Service Level	# Days at Level	Visits Expected per Month	Total Visits Expected	Visits Completed	Completion Rate	Visits in Home	In Home Rate
1/23/2003	1/31/2003	Level P-1	9	2	0.6	2	100%	2	100%
2/1/2003	2/28/2003	Level P-1	28	2	2.0	2	100%	2	100%
3/1/2003	3/31/2003	Level P-1	31	2	2.0	5	100%	5	100%
Debug: 9 8 8			<b>Total</b>	<b>68</b>	<b>4.6</b>	<b>9</b>	<b>100%</b>	<b>9</b>	<b>100%</b>

<b>Total for FSW 104</b>	<b>788</b>	<b>74.1</b>	<b>97</b>	<b>100%</b>	<b>86</b>	<b>89%</b>
		<b># of participants served by this FSW</b>	<b>9</b>			
		<b>with at least 1 visit expected</b>	<b>8</b>			
<b>Of those participants with at least 1 visit expected...</b>						
		<b># completing 75% of visits</b>	<b>8</b>			
		<b>% completing 75% of visits</b>	<b>100%</b>			

**Warning: due to a glitch in the MS Access "running sum" function, these totals may be off by one if the summary occurs immediately after a page break. The correct total for # served, # with 1 visit, and # completing 75% will appear next to "debug" in blue text after the last participant listed for each FSW.**

Page: 3

Ready NUM

Her completion summary shows that she had nine participants in her caseload. Of those, eight had at least one home visit expected in the quarter; one participant was on Level X (creative outreach) for the entire quarter, so had no home visits expected and thus was eliminated from the calculations. The remaining eight participants completed at least 75% of their expected home visits.

Sites also need to provide a **completion rate for all FSWs**. There is a second FSW, and her completion summary is shown below:

The screenshot shows a Microsoft Access report window titled "D:\Program Files\pims7\training2015.mdb - [rpt35A\_HomeVisit...". The report is for "Whitmore, Trinity".

Start Date	End Date	Service Level	# Days at Level	Visits Expected per Month	Total Visits Expected	Visits Completed	Completion Rate	Visits in Home	In Home Rate
1/1/2003	1/31/2003	Level I	31	4	4.0	1	25%	0	0%
2/1/2003	2/28/2003	Level I	28	4	4.0	4	100%	0	0%
3/1/2003	3/31/2003	Level I	31	4	4.0	3	75%	0	0%
<b>Total</b>			<b>90</b>		<b>12.0</b>	<b>8</b>	<b>67%</b>	<b>0</b>	<b>0%</b>

Debug: 18 18 12

**Total for FSW 105**      1512                      176.3      132      75%      115      87%

# of participants served by this FSW      18

with at least 1 visit expected      18

Of those participants with at least 1 visit expected...

# completing 75% of visits      12

% completing 75% of visits      67%

Warning: due to a glitch in the MS Access "running sum" function, these totals may be off by one if the summary occurs immediately after a page break. The correct total for # served, # with 1 visit, and # completing 75% will appear next to "debug" in blue text after the last participant listed for each FSW.

Page: 8

Between the two FSWs, there were a total of 26 families with at least one home visit expected (8 + 18), with a total of 20 completing 75% or more of expected visits (8 + 12). Therefore, the site's overall completion rate is 77% (20 divided by 26). The site meets the standard.

**Note:** In addition to the statistical data in the reports, sites need to provide a written narrative that includes an analysis and a plan for improving home visiting completion.

## Standard 4-3.B

(from Best Practices Standards 2014-2016 effective through 12/31/16)

**4-3.** The site offers services to families for a minimum of three years (or up to five years when sites are funded to do so), after the birth of the baby.

**4-3.A** [This standard applies to policy.]

**4-3.B** Services are offered to families for a minimum of three years after the birth of the baby.

4-3.B		RATING INDICATORS
3	-	Services are offered for a minimum of three years after the birth of the baby.
2	-	Services are offered for a minimum of three years after the birth of the baby. Past instances may have occurred when the site did not offer services to families for at least a minimum of three years; however, recent practice indicates the site is offering services for a minimum of three years; or the site has not yet been in operation for 3 years.
1	-	Evidence indicates the site is not offering services for a minimum of three years.
<b>Note:</b>		<b>This is a Sentinel Standard</b>

### Using PIMS to Provide Evidence of Compliance

The report **PIMS11: Length of Services** addresses this standard, listing families who have participated three or more years after the birth of the baby, at least two years but less than three, at least one year but less than two, and those who participated less than one year.

### Tips for Monitoring PIMS Data Related to Standard

Sites will want to make sure that Home Visit records or Monthly Contact Logs are current for all participants.

### How to Run this Report

- From the **Reports** screen, select **Standard Reports**.
- Select **Category** "Retention" and **Report** "Length of Services".
- Choose a date for "participants with target children born up to", and a cutoff date of today. Optionally, you can choose to exclude families who terminated services due to moving out of the service area.

**Example**

**Healthy Families (IL000)**  
**PIMS11: Length of Services** Best Practice Standard 4-3  
 Includes participants with target child born on or before 3/31/2006 (n = 61)

Group filter not applied  
 Participants are labeled as Active if they are unterminated as of Cutoff Date (3/31/2007)  
 Target Child Age calculated as the time from birth to latest home visit  
 Target Child Age calculated as the time from birth to latest home visit or Cutoff Date, whichever occurs first

**A. Participants with target child  $\geq$  3 years old (n = 7)**

Active Participants (n = 6)	Target Birth Date	Latest Home Visit	Target Child Age	Termination Date	Reason for Termination
Chase, Latasha	8/14/02	1/16/06	41		
Maldonado, Pat	1/5/03	1/16/06	36		
Pope, Nichole	12/10/02	1/16/06	37		
Sandoval, Krystal	7/31/02	1/16/06	41		
Santos, Alison	9/1/02	11/16/05	38		
Todd, Whitney	8/14/02	1/16/06	53		

Page: 1 NUM

In the above example, six of the site's 61 participants were enrolled for more than three years as of 3/31/2006. The site meets the standard.