

HFA Introduces Two New Reflective Strategies James Porter, PCANY

The recently revised Family Support Specialist Core training (Foundations for Family Support; formerly, Integrated Strategies for Home Visiting) features two new reflective strategies. Trainers Isabel DaSilva and Lisa Galatio will begin including them in the trainings in the coming months. Here is a brief overview.



“Feel: Name and Tame” (FNT) replaces “Feel, Felt, Found.” Parents with trauma histories can experience emotional dysregulation: difficulty identifying, understanding, and tolerating strong feelings; they may have no words for what they are experiencing when their feelings arise, and are not able to access the problem-solving/critical thinking functions of the brain. This strategy is based on the idea that naming a feeling helps parents “tame” or regulate that feeling. Through FNT, a family support specialist “holds space” for a parent to safely notice and experience what is happening within them during difficult or challenging times. The FSS facilitates the parent in naming the feeling and offers suggestions where necessary. As this process is repeated, parents can better identify their feelings and learn to regulate them. Here are the steps for FNT:

1. Observe for body language, wording, energy shifts, and/or tone of voice that may indicate emotional content.
2. Guide the parent to focus on their experience in the moment.
3. Reflect back to the parent with empathy what they may be feeling emotionally.
4. Invite the parent to name the emotional experience (feeling) if they haven't already.

Here is an example of how FNT might be used during a home visit:

Step 1 - You observe that the parent's eyes look sad and she appears to be frowning.

Step 2 - "What are you experiencing right now?" PAUSE. "Hold space" for the parent to notice and share their experience.

Step 3 - "I wonder if you're feeling disappointed?" PAUSE. "Hold space" for the parent to self-reflect and respond.

Step 4 - "How would you describe what you're feeling?" PAUSE. "Hold space" for the parent to articulate their feelings.

As home visitors, we can also become dysregulated and overwhelmed when faced with challenging situations, especially in our work with families. “Thoughtful Self-Regulation,” our second new strategy, helps home visitors, supervisors, and program managers re-center under these circumstances. The steps in this strategy are similar to FNT. Whenever staff members recognize internal signs that they are stressed (rapid heartbeat, anxiety, etc.), or are confronted with stressful behaviors in families, they can take these steps:

1. Observe your internal physical and emotional responses in your interactions with families.
2. Implement a regulatory response that is calming for you. It is helpful to identify which regulatory strategies work best for you in advance (deep breathing, counting to 10, feeling your pulse, etc.).
3. Return your full attention back to the parent once you are regulated. Be present and listen.

Role playing in supervision or during team meetings is a great way to familiarize staff with these new reflective strategies and encourage their use during home visits. If you have further questions, please reach out to your FSS QA specialist.

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Healthy Families New York: A look at the current map



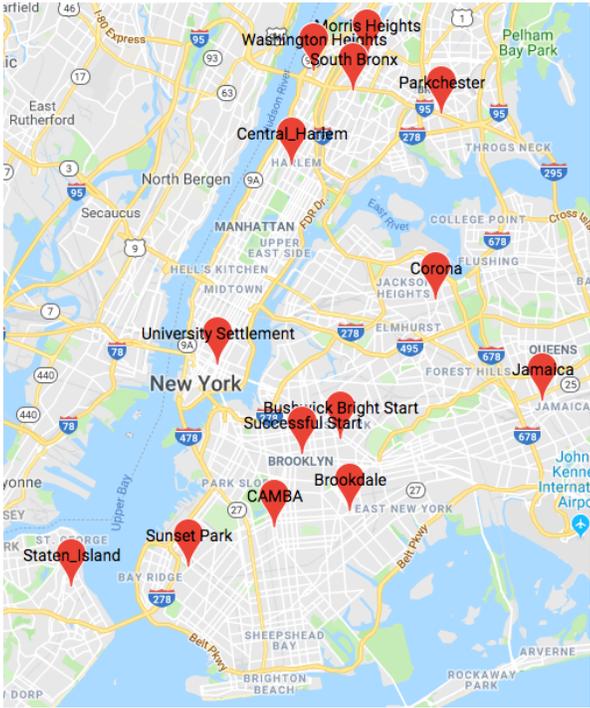
Capital Region HFNY Programs
 Schenectady
 Albany
 Rensselaer
 Delaware
 Madison
 Oneida
 Herkimer
 Otsego
 Clinton/Franklin



Mid-Hudson HFNY Programs
 Columbia*
 Sullivan
 Ulster
 Dutchess
 Orange
 *locally funded

Central Western HFNY Programs
 Niagara/Oreans
 Erie
 Allegany/Cattaraugus
 Steuben
 Ontario/Yates
 Cayuga/Seneca
 Chemung
 Tioga
 Broome
 Oswego*
 Jefferson
 Monroe
 Wayne
 Cortland
 *locally funded

NYC HFNY Programs
 Westchester
 Suffolk
 South Bronx
 Morris Heights
 Parkchester
 Bed Stuy
 CAMBA
 Bushwick
 Corona
 Brookdale
 Washington Heights
 Central Harlem
 University Settlement
 Staten Island
 Jamaica
 Sunset Park



HFNY Happenings:

Healthy Families Monroe hosts first Community Baby Shower

Clarice Lazary, program manager

On September 29, 2018, Healthy Families Monroe (HFM) of the Society for the Protection of Children (SPCC) held its first outreach event to connect with the community! Families from all of our target area zip codes were in attendance.

Over the span of two hours, 21 pregnant women arrived with 24 guests (including their partners, mothers, children, etc.) and received information about becoming a parent. Fifteen of them showed interest in the program and completed screen forms. Each expectant mother received an HFNY backpack at the registration table. Participants visited tables staffed by 10 community-based organizations, where they received useful information. Each organization also brought an item to be given away in a raffle. HFM gave away post-it notes, pens and onesies with our logo and information about how to enroll in the program.



HFM Supervisor Leticia Alston and FSS, Karen King, are ready to receive visitors at the HFM table.

The Baby Shower was held at the North Street Recreation Center, a high-risk area of the City of Rochester and was held in collaboration with Baby Safe Sleep Coalition, Nurse Family Partnership, ABC Head Start, United Health Care, YWCA-Young Adult Services, Fidelis Care, MVP Healthcare, Shantale's Little Geniuses Daycare and SPCC's TeenAge Parent Support Program.

There was also a "Snack Room" designed to be conducive to families making connections while nibbling on cheese, fruit and popcorn.

The final event of the day was an education session about music and the child. One of SPCC's music therapists provided an overview of the positive ways music can influence children, and ways to foster these benefits in the womb and after birth.



HFM staff created diaper cakes as their door prize for their table.

Program Supervisor Leticia Alston said, "Everyone was so excited to learn about the Healthy Family services. I had many busy days following the event, contacting everyone who was interested in the program! Our caseload is increasing daily. We couldn't be happier!"

For more information, contact CLazary@spcc-roch.org



A young child is busy trying to engage Elmo, while her mother is listening to one of the community providers.

Healthy Families Washington Heights Community Baby Shower, Jasmin Berrios, program manager

Healthy Families Washington Heights, of the Dominican Women's Development Center, in collaboration with New York Presbyterian, Word Up Bookstore, and Urban Arts Partnership, hosted the **Uptown Baby! Community Baby Shower** in October. This event was for pregnant women living in Washington Heights/Inwood (zip codes 10032, 10033, 10034 & 10040) who were due to give birth between November 2018 and May 2019. We had a wonderful turn out of community collaborators, donations for raffles and of course, families! There were over 60 people in attendance, with 42 pregnant women, and the program received 32 screens!

For more information, contact jberrios@dwdc.org



The HFWH Team!

Top Row (left to right): Liz Rendon, Program Supervisor, Jasmin Berrios, Program Manager, Sasha Ramirez, Family Resource & Support Specialist (FRSS), Katherine Diaz, Health Promotions Program Director, Johanna Figari, FRSS

Bottom Row (left to right): Melfi Mena, FRSS & Annie Acevedo, FRSS



Tabling setup at the Uptown Baby! Community Baby Shower.



Prenatal mom at our Baby Mobile Making Station!



Smiles from an Uptown Baby! family at our DIY photo-booth!

Research Corner: Healthy Families New York Reduces Maltreatment Recurrence

Rose Greene, director of the Center for Human Services Research Development (CHSR), University at Albany

A recent analysis of data from the randomized, controlled trial of HFNY revealed important findings about the effect of program participation on reducing child abuse and neglect. The study examined a subgroup of mothers who had at least one substantiated child protective services report before enrolling in the program.

By the child's seventh birthday, mothers in the HFNY group were half as likely as mothers in the control group to be confirmed subjects for physical abuse or neglect (Figure 1). The number of indicated reports for mothers in the control group was twice as high as for those in the HFNY group (1.59 reports vs .79 reports).

The HFNY mothers had fewer subsequent births that may have contributed to less parenting stress and improved life course development for mothers. This study emphasizes the importance of reaching an often neglected high-risk population: child welfare involved families. Further information about this study can be found in the Child Abuse & Neglect article "Reducing maltreatment recurrence through home visitation: A promising intervention for child welfare involved families" written by Eunju Lee, Kristen Kirkland, Claudia Miranda-Julian, and Rose Greene. It is available at no cost: <https://www.sciencedirect.com/science/article/pii/S0145213418303673>

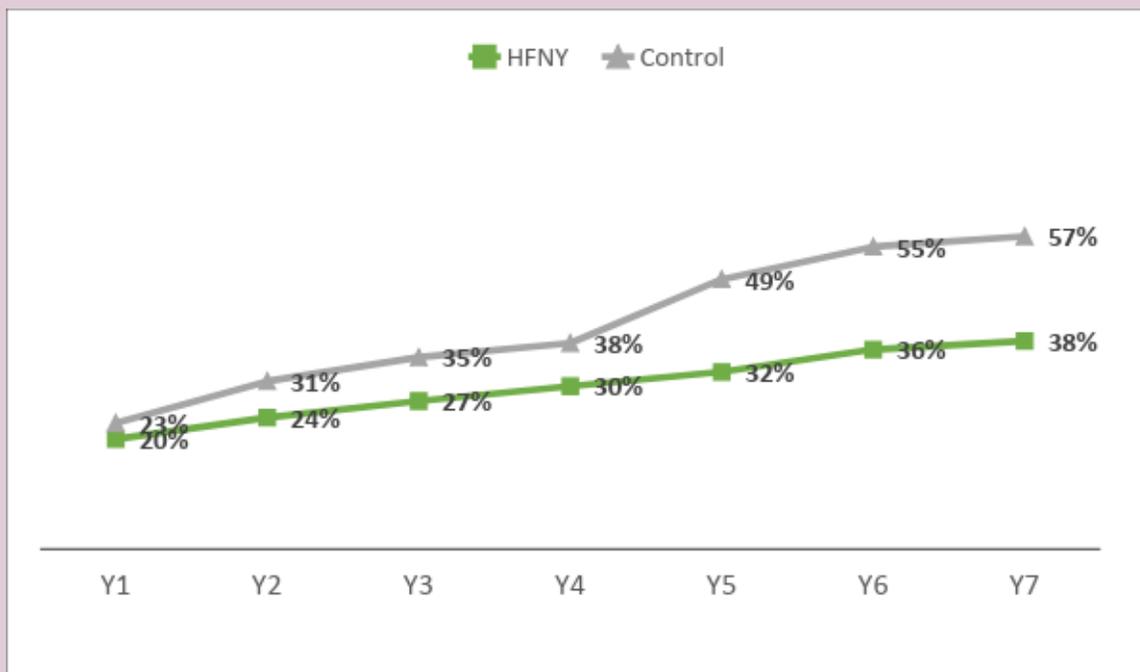
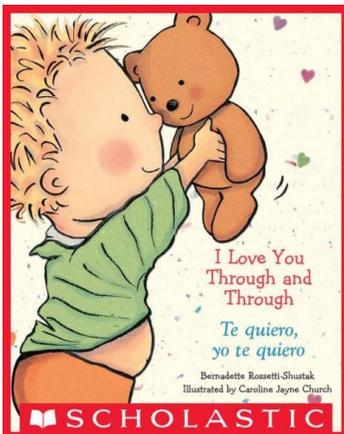


Figure 1. Cumulative Rates of Subsequent Indicated Child Maltreatment Reports by Group (Mother as Confirmed Subject)

The Book Corner

We're bringing The Book Corner back to the Link! If you have a favorite book that you like to use with families in your program, or with your own family, please share the title with us! Thank you to staff from Healthy Families Washington Heights, Healthy Schenectady Families, and Healthy Families Steuben for submitting their experiences reading these wonderful books with the important children in their lives.



I Love You Through and Through/Te Quiero Yo Te Quiero
(Spanish and English Edition) by Bernadette Rossetti-Shustak and illustrated by Caroline Jayne Church

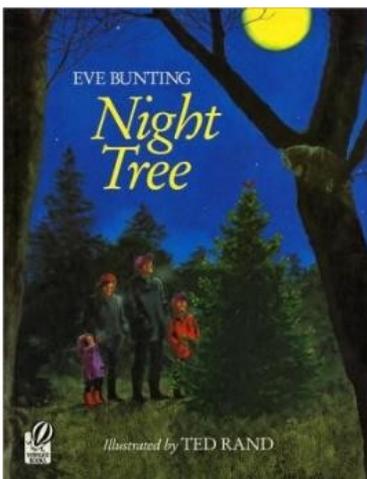
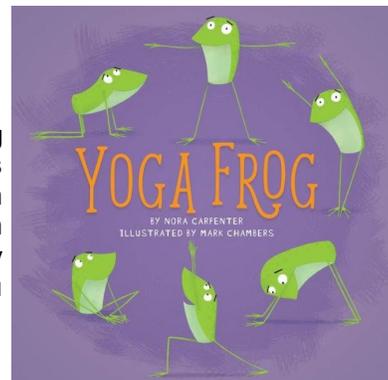
Submitted by Ann Figueroa, family resource/support specialist at Healthy Families Washington Heights

This book is very special to both my daughter and to me. A toddler and his teddy bear illustrate all the different emotions of a young child: the happy side, sad side, silly side, mad side, and so on. This book is a declaration of love to the child. What is so wonderful about this book is that any loved one can read it because it does not label the characters as mother and child, but instead it simply reaffirms to the child how much you love him or her. When my daughter cries or is upset, I can always go back to this book and remind her I love her whether she cries, or she's acting silly or she's mad. Because of our Hispanic heritage, I only speak to my daughter in Spanish, so this book being in both languages is a big plus for bilingual households!

Yoga Frog by Nora Shalaway Carpenter

Submitted by Lauren Daniel, family support specialist at Healthy Schenectady Families

Yoga Frog is one of my favorite books to read with my 3-year-old son. In this book, Frog teaches simple yoga poses to children using fun illustrations. Each page includes instruction on how to properly hold a pose and encourages positive emotional regulation through breathing and yoga. We've read many books in my home but my son repeatedly asks for this one! I like that he now incorporates yoga into his everyday routine without being prompted by me or the book. Hearing him say "Mom, how do you like this yoga pose?" shows me he's learning while having fun through reading.



The Night Tree by Eve Bunting

Submitted by Tammy Stewart, family support specialist at Healthy Families Steuben

This book tells a wonderful story of a tradition that I have adopted into my family. When my children were small, I wanted to have a family tradition that meant something to my family and that my children could carry on into their own families. We love the outdoors and animals, so this was the perfect book to use in creating a tradition. The story is about a family that goes out into the woods on Christmas Eve and decorates a tree for the animals. Together, my family and I would make ornaments using pine cones, birdseed feeders and sliced oranges on string. We would find the perfect tree and just like in the book, make hot chocolate and decorate the tree for the animals. My children loved it, and as the years went by, we would invite friends and family to join us. The Healthy Families Steuben program was able to provide this book to participants along with a kit to decorate their own tree a few years ago in the hope that it would become a family tradition for them as well. The making of edible ornaments encourages quality time together and can create lasting memories.

**From the Desk of Susan Atwell, HFNY Unit Manager,
Office of Children and Family Services**



Hello everyone,

As I write this note to you three days before Thanksgiving, I can't help but reflect on the last three years of working in Healthy Families New York. It certainly has been a whirlwind of accreditation activities! I wanted to let you know how thankful I am for all the work you do every day to help families. I am thankful for my OCFS team and all Central Administration (CA) partners that keep HFNY moving in the right direction. I am especially thankful to have Allison Contento promoted as a new supervisor at OCFS! Allison has been a great support to me with all the new Healthy Families America (HFA) initiatives we must implement in the next year. Please join me in congratulating her.

In January 2018, HFA released the new Best Practice Standards for sites and for CA. As a result, your CA team has developed several committees to begin implementation of the new standards, and I wanted to let you know what is going on with them.

The Policy Manual Committee steers the development and approval of all new policies and is comprised of members from OCFS, PCANY, CHSR, and program managers and supervisors. Once the new policy language has been drafted by the committee, it is sent to CA and all program managers for comment. The committee discusses this feedback and incorporates it before a final policy is released. Each HFNY program then writes its own procedures, identifying how the team will implement and follow state policy. Once all of the site-specific program policies are completed, the long-range plan for the committee is to take up the *Central Administration (Multi-Site) Policy Manual* updates.

The Quality Assurance/Technical Assistance Committee was formed to examine how CA is currently meeting our state's QA/TA needs and what we might implement to address HFA's new requirements. This committee is comprised of members from OCFS, PCANY and CHSR and has reviewed all of HFA's QA requirements and looked at how different CA partners' visits help us meet those requirements. There are specific standards that must be reviewed by CA every year – you will find most of these on OCFS's safety and sentinel tool. In addition, CA partners look at trends and incorporate program feedback to develop statewide technical assistance for our system. After every QA or TA visit or scheduled call, our evaluation team sends surveys to programs. This feedback is used to develop and enhance our QA and TA visits and protocols.

The Forms Committee was developed to update the documentation forms we use and to have them all included in the Management Information System. This committee is comprised of CA partners, program managers and program supervisors. Our experience with accreditation, as well as what we heard from supervisors, has shown us that the form used to document supervision could be redesigned to better meet your needs. As a result, the committee has been working hard to develop a new supervision form that will be tested across the state, providing programs the opportunity for feedback. When the form is complete, the committee will turn its attention to other forms.

As always, let me know if you have questions, comments and especially, ideas!

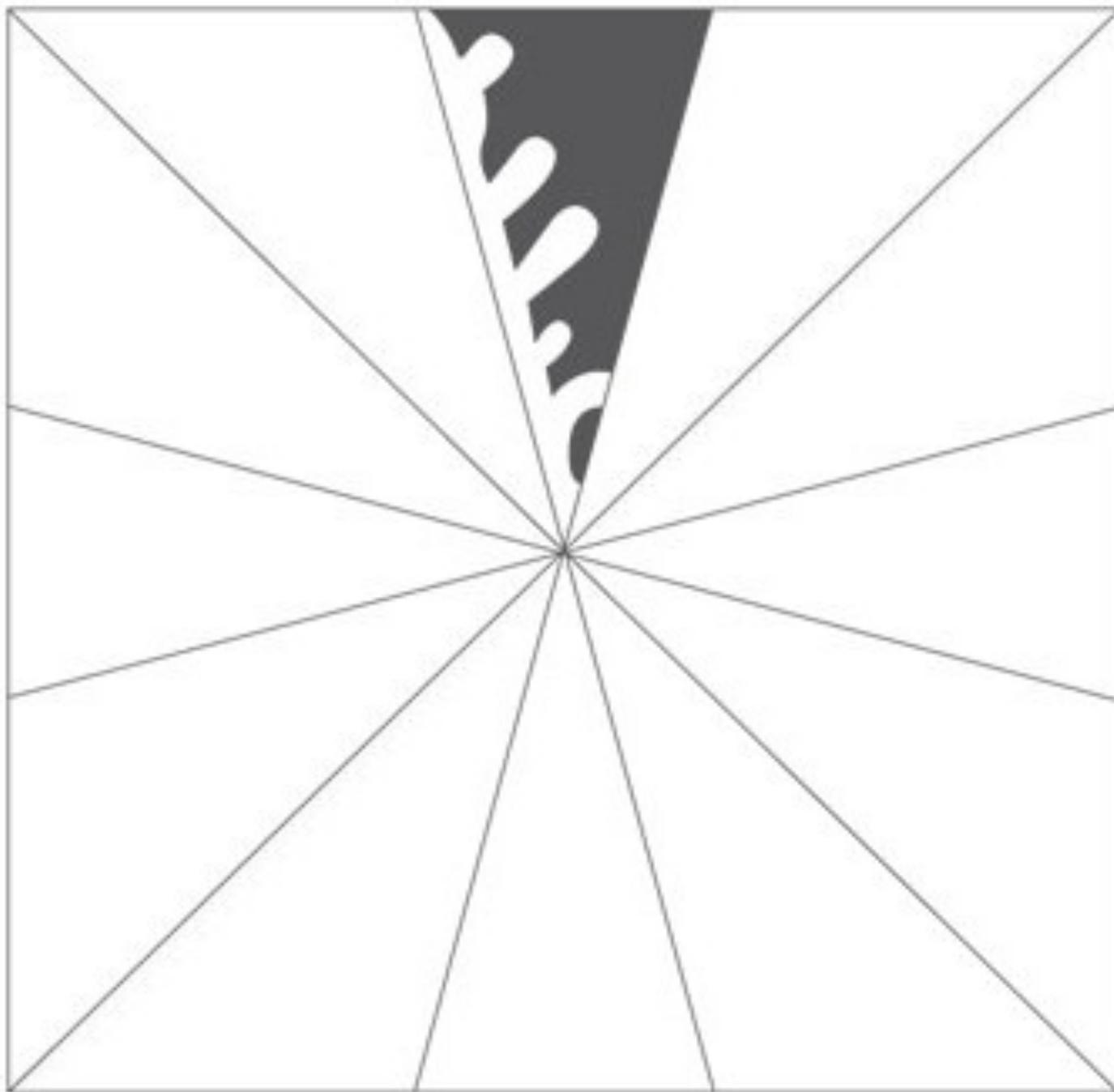


Best wishes to you all for the upcoming holiday season and the new year!

~Sue

Ready, Set, GO:
Tina Tison, PCANY

It's winter in New York, and we all know what that means—snow! Whether you enjoy the snow or not, this is a fun activity to do with older children, and all you need is the template below printed on paper and some scissors. It could also be a New Year/new beginnings activities with family members writing their hopes and dreams for the coming year on their snowflakes. This might even be incorporated into writing a FGP with a family! Cut out the square. Fold diagonally in half to come up with a triangle. Fold once more in half to get a smaller triangle. Fold the left section towards the back. Fold the right section towards the back as well. Cut away the grey area. Unfold the paper to reveal the snowflake.



WARM WELCOME

Moira Riley-Center for Human Services Research

I joined the HFNY evaluation and research team in June. I am working on HFNY data analysis and reporting, and the evaluation of HFNY Family Goal Planning trainings. I am originally from Tampa, Florida. I received my B.A. in psychology from the University of South Florida and my Ph.D. in applied developmental psychopathology from the University of New Orleans. After graduate school, I spent some time working as a field site coordinator on the Gulf Coast of Alabama conducting research projects to investigate how the stress from the Deep Water Horizon oil spill impacted families. Over the past few years, I was a junior research investigator at the Bassett Research Institute in Cooperstown where I worked on a variety of research and evaluation projects focused on rural health. When I am not working, I enjoy cooking, movies, spending time with my dogs, and preparing for Mardi Gras. I am a member of the Krewe of Nyx and I travel down to New Orleans to ride in the Nyx parade during carnival season.



I am looking forward to working with HFNY on this interesting project.



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The Link is published twice a year as a joint venture of Prevent Child Abuse New York and the New York State Office of Children and Family Services.

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What We Need to Know:
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