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Standard 4-1.B

(from Best Practices Standards 2018-2021 effective through 12/31/21)

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, and develops strategies to improve if the rate less than 90%. [4-1.B Tracking Form.](#)

***Intent:** The site is expected to measure its rate of home visit intensity using the 4-1.B spreadsheet. If using a data system report instead, it must apply the same HFA methodology in its calculation. The site will need to be sure it aggregates and summarizes its data and develop improvement strategies if the rate is below 90%.*

*It is important when a family’s immediate work/school schedule precludes the offer of weekly home visits, or when a family enters moves to creative outreach during the 6 month period, their service level returns to weekly as soon as the family’s schedule permits. It is not intended for families in these situations to 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. **Please Note:** When calculating the percent of families who remained on Level 1 for six months or longer, sites will exempt from the data calculation any family that re-enrolled after previously being closed to services or that [transferred](#) into HFA services from another site when the transfer or re-enrollment occurred postnatally after the baby is 3 months old. Families who [transferred](#) or re-enrolled prenatally or prior to the baby turning 3 months old will be included in the calculation.*

***Please Note:** Families are also excluded from the 4-1.B calculation who meet the criteria for HFA Accelerated - where both parents score 20 or less on the Parent Survey (when both parents have been scored), or the primary caregiver scores 20 or less (when only one parent is scored) AND meet progress criteria to move to Level 2 sooner than six months.*

| | |
|-------|---|
| 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 (CO, TO and TR). |
| 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 (CO, TO, and TR); however, improvement strategies have been developed and the most recent level changes from Level 1 to Level 2 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 (CO, TO and TR). |

- 1 - Less than 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 (CO, TO and TR); or improvement strategies have not yet been developed.

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 not have been switched to Level I immediately after birth, or the participant was a postnatal enrollment. |
| 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. |

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 cut-off date of today, a date range for "target child born between", and case status of participants "currently presumed active". The date range should include the birth date of the oldest target child.

Example 1 – Served six months at intensive service level

| 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 |

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 – Served six months at intensive but not immediately after birth

Microsoft Access window: rpt14C_IntensiveFirstSixMonths

Thompson (FKA Cannon), Pat
 Target Child's Date of Birth: 7/26/02
 First 6 Months at Intensive? **Yes - Served six months intensive but not immediately**

| 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 | 105 | 352 | 352 |
| 7/19/03 | Level II | 105 | 346 | |

In the above example, Pat Cannon Thompson was on Level I for at least 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 – Switched to lower level of service before six months

Microsoft Access window: rpt14C_IntensiveFirstSixMonths

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 | 30 | 122 |

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

Healthy Families ('IL000')

PIMS14C: Summary of Intensive Services for

Includes participants with target child born between 1/1/2000 and 12/31/2006
 Participants Presumed Active at Any Time Between 1/1/02 and 12/31/06
 For unterminated participants, the Cutoff Date is used as the end date for intensive services
 Cutoff Date: 2/28/2006
 Group filter not applied

| Site Summary | | Starting Intensive Services |
|---|-----------|-----------------------------|
| N/A - Terminated before six months | 9 | # Months Late |
| N/A - Terminated directly from Prenatal | 1 | three to six months |
| No - Switched to lower level before six months | 2 | two weeks to one month |
| TBD - Active at prenatal level | 1 | up to two weeks |
| Yes - Served six months intensive | 20 | |
| Yes - Served six months intensive but not immediately after birth | 5 | |
| Total | 38 | |

At the top 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 two participants by allowing a switch to a lower service level before six months (as in Example 3 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 2018-2021 effective through 12/31/21)

4-2.A (MERGED 4-2.D) The site has policy and procedures clearly defining the levels of service (i.e. visit frequency - weekly, bi-weekly, monthly, etc., and corresponding case weight at the various levels). The site's policy and procedures also includes the process for reviewing progress and achievements made by families are involved in the level change decision. [Please download HFA Level Change Forms and Documents.](#)

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 Family Support Specialist. 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 Family Support Specialists 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. Because changes to visit frequency are based on progress, the age of the child or the length of time on a particular level are never the sole basis for level change decisions. HFA has the following levels and associated case weights are provided below:

- Level 2P = 2 points - every other week visits when enrolled during first or second trimester of pregnancy (0-27 weeks gestation). Weekly visits to start for purposes of establishing the relationship may be considered followed by every other week visits until birth. 2pts ensures space is retained to allow move to Level 1
- Level 1P= 2 points - weekly visits when enrolled in third trimester of pregnancy (28 weeks gestation and later), or earlier based on need
- Level 1 = 2 points - weekly visits
- Level 2 = 1 point - every other week visits
- Level 3 = .5 point - monthly visits
- Level SS = additional 1 point added to Level 1, 2 or 3 weight during temporary periods of intense crisis
- Level 4 = .25 point – quarterly visits
- Level CO = .5 point - 2 points
formerly Level X Sites maintain a family's case weight while on Level CO 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](#)
- Level TO = .5 point - 2 points - temporarily out of area for up to 3 months
Sites maintain a family's case weight while on Level TO 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](#)

Level TR = .5 point - temporary re-assignment to another staff person during extended staff leave or turnover up to 3 months, when family is not receptive or able to continue receiving services at the frequency associated with previous level. When family is receptive and able to continue receiving home visits consistent with previous level then they should remain on that level and weight versus moving to TR.

| 4-2.A | RATING INDICATORS |
|-------|---|
| 3 | - No 3 rating indicator for standard 4-2.A. |
| 2 | -The site's policy and procedures: - define levels of service, - describe the process for reviewing progress and achievements made by families using HFA Level Change Forms, - include the involvement of the Family Support Specialist, the family, and the supervisor in making level change decisions based on family progress. |
| 1 | - The site does not yet have policy and procedures; or the policy and procedures do not yet address the requirements listed in the 2 rating. |

Tips for Monitoring PIMS Data Related to Standard

This is a policy and procedures standard rather than one that requires a report. However, to comply with the recommendations above, **Site Definitions** for service levels will need to be configured for caseload management reports to run correctly. For more information, see the PIMS Resource Center document, "Changes to Service Levels in PIMS" at http://www.hfapims.org/downloads/pims_service_levels_2018.pdf

Standard 4-2.B

(from Best Practices Standards 2018-2021 effective through 12/31/21)

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. [Sites can use Home Visit Completion and Caseload Management worksheet.](#)

***Intent:** 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 not all visits will occur in the home. When the home environment is overly chaotic or unstable, or when social isolation impedes the family's interaction with the larger community, or when visits happen in conjunction with transporting to medical appointments, etc., these visits occurring outside the home can be beneficial and are permissible (at Supervisors discretion). These visits can count as a home visit, but only when the content of the visit matches the goal of a home visit and can be documented as such, including documentation of [CHEERS](#). 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 documented individually on a home visit record in the family file. The home visit documentation of the group meeting must be documented by an HFA trained staff (does not have to be the assigned Family Support Specialist) and includes CHEERS observations when the group includes parent child interaction time.

Some sites work in collaboration with other multi-disciplinary team members, such as doulas, lactation consultants, child development specialists, mental health therapists, etc. The site may count one home visit per month conducted by these team members if the provider has received HFA Integrated Strategies core training, documents the visit on the site's home visit record, including observation of CHEERS, and receives supervision in accordance with standards 12-1 and 12-2.

***Please note:** The HFA 4-2.B form (or an equivalent database report) measures home visit completion rates over a period of three consecutive months (one quarter).*

The [home visit](#) completion percentages detailed in the rating indicators are designed to account for situations when staff 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 |

Using PIMS to Provide Evidence of Compliance

The reports **PIMS35A: Home Visit Completion by Individual** and **PIMS35E: Home Visit Completion by Individual – Summary** address 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

4. From the **Reports** screen, select **Standard Reports**.
5. Select **Category** “Contacts/Home Visits” and **Report** “Home Visit Completion by Individual” or “Home Visit Completion by Individual – Summary”.
6. Choose a date range for the most recent quarter and a cut-off date of today.

Examples

In the above example, two of FSW 104’s participants and their home visit completion rates are shown for the last quarter of 2003. Verna Aguilar meets the standard of completing at least 75% of expected home visits for the date range. Mildred Bailey, however, does not. Although she completed seven home visits while on creative outreach, these visits are excluded from the completion rate. In the example below, Katherine Rivera was on creative outreach for the entire period, so she is excluded from the completion rate calculation:

Looking further into the report, we see a summary for FSW 104's completion rate for the quarter:

| | | | | |
|--------------------------|-------------|-------------|-----------|-----------|
| Total for FSW 104 | 1051 | 94.6 | 99 | 90 |
|--------------------------|-------------|-------------|-----------|-----------|

of participants ser
served exclusively with at least
Of those participants served exclusively with at least 1 vis
completi
% completi

Her completion summary shows that 82% of her participants completed 75% or more of their expected home visits.

Summary Info

Healthy Families (IL
PIMS35E: Home Visit Completi
Includes home visit activity between 1
As specified in site definitions, this report is tabu

| FSS | # Families Served | # Exclusive Families with 1+ visit | # completing 75% of visits | % completing 75% of visits |
|-----|-------------------|------------------------------------|----------------------------|----------------------------|
| 104 | 11 | 11 | 9 | 82% |
| 105 | 24 | 24 | 19 | 79% |

PIMS35E summarizes the site-wide completion rates.

Standard 4-3.B

(from Best Practices Standards 2018-2021 effective through 12/31/21)

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 | - Site is not yet offering services for a minimum of three years. |
| Note: | This is a Sentinel Standard |

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

7. From the **Reports** screen, select **Standard Reports**.
8. Select **Category** "Retention" and **Report** "Length of Services".
9. 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, and to exclude families who were transfers or re-enrollments.

Example

Healthy Families ('IL000')
PIMS11: Length of Service
 Includes participants with target child born on or before :

Group filter not applied
 Participants are labeled as Active if they are unterminated as of
 Target Child Age calculated as the time from birth to la
 Target Child Age calculated as the time from birth to latest home visit or C

A. Participants with target child \geq 3 years o

| Active Participants (n = 6) | Target Birth Date | Latest Home Visit | Target Child Age | Termination Date | Reas |
|--------------------------------|----------------------|----------------------|---------------------|---------------------|------|
| Chase, Latasha | 8/14/02 | 1/16/06 | 41 | | |

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