

#### Introduction

Sean and Marquita Miller are interested in participating in the New Parent Support Program (NPSP) to see what home visitation may have to offer. They have a 1-month-old son, Samuel, who currently has his days and nights mixed up. As is the case for many new parents, sleep is fleeting for Sean and Marquita. As you will learn, they also have some strengths and challenges in their own life experiences.

In this section, you will:

- Apply the steps of a home visit that you learned about in Part 3 to this young, first-time parent family.
- Practice using the TRHV Intake/Update and Visit Planning & Reporting forms.





#### **Step 1: Intake Sessions**

To record your initial sense of who this family is and to identify Sean and Marquita's hopes for their life together with Samuel, you will use

- the Family Needs Screener (FNS),
- the Protective Factors Survey: Short Form (PFS:SF), and
- Parent Information Form.

Each form is filled out to demonstrate how a beginning case file should be built in order to use TRHV most effectively. Put yourself into the shoes of the Home Visitor (HV) who is making contact with and getting to know Marquita and Sean and baby Samuel:

**HV:** I received a recently completed *FNS* from my supervisor. This is the first contact with this potential client. Marquita and Sean attended a *Meet and Greet* for new and expecting parents at a Child Development Center on their installation. The NPSP personnel offered the *FNS* to all attendees, and Marquita completed the form at the session.

HV: I make phone contact with Marquita and set up a time to come to their home to follow up. My impression from the call is that there is definite interest. I think I can hear her talking to another adult in the background, possibly her husband Sean, checking that a home visit is OK and that the time we have decided on works.

HV (Post-Visit Reflection): I arrived at the Miller's home, and Marquita and the baby, Samuel, greeted me at the door. The home is small, clean, and Marquita and the baby look well. She had just finished burping him as I arrived. Marquita seems open but hesitant. Sean came home near the end of our visit, and I was able to talk with him too. I gave Marquita information about NPSP services, including the home visitation program, and made sure to invite her to ask questions and learn more about us. I went over her FNS with her to

see how things might be the same or different from when it was completed. Marquita completed the *PFS:SF* at this visit, and I explained I would come back with it scored at the next visit. I left a copy of the *Parent Information Form* with Marquita and Sean, so they could complete it for the next visit. Here are some additional pieces of information I learned about the Millers at this visit:

Family Background: Sean and Marquita met at Sean's first duty station and have been married almost 2 years. They recently PCS'ed to this duty station. Sean is an E-3 Diesel Mechanic. The Millers have been here for just 2 months and didn't have an opportunity to meet new people before Samuel was born.

Marquita comes from a large, extended Mexican American family who is now located several hours and states away. Marquita's mother was present for the week before and after Samuel was born but had to return home to her job. Marquita is the third of five children. She completed high school and has worked at least part-time since she was 16. She is fluent in English and Spanish.

Sean spoke about being a role model for his younger brothers, taking on the responsibility of the man of the house, and wanting to be a good father. He wondered whether this program could help him with this goal. Marquita shared later that Sean's father was a harsh and violent person to his children and ex-wife.

**Post-Visit Actions:** Marquita signed the consent for NPSP Home Visitation services, and we talked about the items that were checked as areas of interest. This process helped them write down a few goals and dreams on the *Parent Intake Form* for what they hope to gain from this program and what they want for their family.

A next visit is planned with some beginning information about local resources and the community.



#### Take a Moment: Become Aware of Your First Impressions

Marquita's *FNS* provides your first impression of Marquita and the Miller family. What does her *FNS* tell you as a home visitor?

Hold these impressions gently and see how they may shift as you work through the TRHV process.

co take	2 roc	on on		pdate Form Service Plan				
Family ID:	Mille	er, Ma	rquita	Date: 02 7	28/15			
Type of Progra	am Plann	ing: Initial In	take into Active Case M	anagement				
Parent Info Family Ser	vice Plan		6-Month Review  Date: Initial:	12-Month Re			Month Review	
24-Month Review  Date: Initial:			Date:         Initial:         Date:         Initial:           30-Month Review         36-Month Review         Initial:         Initial:		☐ Clo	Closure  Date: Initial:		
Family Needs	Screener	(FNS) score	s:					
Date Complete		02/2		Total Needs Score	14			
Demographics		d		Family of Origin Vio				
Stress		Ϋ́		Self-Esteem		Ø	\ \dots	
Relationship Discord		,	,	Depression		Ø		
Support		<u>a</u>		Prior Family Violence		1		
Substance Abu	se			Number of High-Needs Qualifiers		1		
Violence Appro	oval	2						
Protective Factors	Date (	Completed	Family Functioning/ Resiliency	Social Support	Concrete Su	pport	Nurturing and Attachment	
	02	28/15	4.2 Yellan	3.3 red	3.0	reol	5.75 grean	
From the infor	nation al	nove identify	this family's reported ST	TRENGTHS and ARSEN	ICE OF RISK			
1. FNS Areas w Low Identified maybe 1):	ith Abser	nce or	PDemographics □ Stress	☐ Relationship Discord	□ Support □			
2. PFS Areas wi Protection (sco	_		I Family Functioning/Resilier	ncy Social Support [	Concrete Supp	port Nu	urturing and Attachment	
From the infor	nation al	pove, identify	this family's reported RI	SKS and POTENTIAL F	OR INCREASE	D RESILIE	ENCE:	
1. FNS Areas wi (scores of 1 or Hi			Demographics □ Stress					
2. PFS Areas wit Levels of Protect		1 19	Family Functioning/Resilier	ncy Social Support	Concrete Supp	oort 🗆 Nu	urturing and Attachment	

Example: Marquita's FNS Scoresheet.



a take root home visitation	Intake/Update For Family Service				
Family ID:	Date:	Family Needs Screene	ores:		
Type of Program Planning: Initial Intak		Date Completed		Total Needs Score	
Family Service Plan  Date: Initial:	Month Review         12           Date:         Initial:         Da           10-Month Review         36-	Demographics		Family of Origin Violence	e/ Neglect
	Date:Initial: Da			Self-Esteem	
Family Needs Screener (FNS) scores:  Date Completed	Total Need	Relationship Discord		Depression	
Demographics	Family of C	Support		Prior Family Violence	
Stress	Self-Esteer	Substance Abuse		Number of High-Needs	Qualifiers
Relationship Discord Support	Depression Prior Famil			rumber of riigh-rueeds	Qualifiers
Substance Abuse	Number of	Violence Approval			
Violence Approval					
	Family Functioning/ Social Sup	oort Concrete Support Nurtur Attach			
From the information above, identify th	is family's reported STRENGTHS ar	d ABSENCE OF RISK:			
ow Identified Risk (scores of U.		p Discord □ Support □ Substance Abuse □ Self-Esteem □ Depression □ Prior Fami			
PES Areas with High Level of	nmily Functioning/Resiliency 🔲 Social S	Support Concrete Support Nurturing an			
From the information above, identify th	is family's reported RISKS and POT	ENTIAL FOR INCREASED RESILIENCE:			
		p Discord □ Support □ Substance Abuse □ Self-Esteem □ Depression □ Prior Fami			
2 PES Areas with Neutral or Low		Support □ Concrete Support □ Nurturing an			



#### Step 2: Screener Analyses and Follow-Up Visit

HV Follow-Up Visit Reflection: I returned a week later to the Miller home. Sean was at work. Marquita welcomed me. Baby Samuel stayed sound asleep in a bassinet in the living room. The home is clean, and Marquita looks tired but otherwise appropriate. We eased into conversation about how things are going, and I shared information about the WIC program and how to get to both of the Cumberland County WIC offices. Marquita shared what kind of transportation she has access to and that she has made a few connections with other moms in the Corregidor Courts neighborhood.



I went over the *PFS:SF* with Marquita, shared her scores, and let her reflect on what she feels they represent and how well they reflect her current thoughts. I shared what her answers from the *FNS* and *PFS:SF* are telling me about ways I can support her and her family. Marquita shares the *Parent Information Form* she and Sean completed. Here are some highlights from this visit's conversation:

Marquita is starting to feel lonely and overwhelmed. She is feeling guilty that she isn't contributing to the increased bills for all the supplies and equipment needed by a family with a new baby (e.g., crib, diapers, wipes). It seems that Sean tries to reassure her that caring for their child is contributing so much more to their lives. She is used to working, so this is part of a big set of life changes for the family. The Millers currently have one car, with no plans to purchase another one.

The Millers are thrilled to be parents, but they are nervous. They are also exhausted because Samuel currently "has his days and nights mixed up" and nurses every 2.5 hours. Both Marquita and Sean feel they know a lot about children as they helped with their siblings but are finding it difficult to accomplish daily living tasks like shopping and meal preparation and scheduling and traveling to well-baby visits. Sean used his authorized 10-day Paternity Leave after Marquita's mother returned home 1 week after Samuel was born.

You have your first picture of this family now that all the intake information is complete, and first conversations to get to know each other are underway. Review your notes and, at the same time, be open to see that this first picture may change over time as you move forward to plan specific topics that meet the Miller family where they are and help them grow their capacity for being a healthy and resilient family.



Try It Out: Complete Page 1 of the Intake/Update Form for Marquita.	• take root home visitation		pdate Form Service Plan		
First, add the summary scores from the <i>PFS:SF</i> directly below the <i>FNS</i> scores.	Family ID:		Date:		
Delow the PNS scores.	Type of Program Planning: Initi  Parent Information for the Family Service Plan  Date: Initial:	6-Month Review  Date: Initial:	12-Month Review  Date: Initial:	18-Month Review  Date: Initia	
	24-Month Review  Date: Initial:	30-Month Review  Date: Initial:	36-Month Review  Date: Initial:	Closure  Date: Initia	tial:
	Family Needs Screener (FNS) so	cores:	Total Needs Score		
	Demographics		Family of Origin Violence/ Neg	glect	
Next, use your "strengths lens" to identify which scores on	Stress		Self-Esteem		
the FNS and PFS:SF indicate areas of strength and absence of risk.	Relationship Discord		Depression		
OT HISK	Support Substance Abuse		Prior Family Violence  Number of High-Needs Qualif	ilers	
	Violence Approval				
	Protective Factors Survey (PFS) Scores:	ed Family Functioning/ Resiliency	Social Support Concret	Nurturing an Attachment	
Then, complete the questions that indicate either risk or		entify this family's reported ST	TRENGTHS and ABSENCE OF RIS	SK:	
need for increased support.	FNS Areas with Absence or Low Identified Risk (scores of 0, maybe 1):	□ Demographics □ Stress	☐ Relationship Discord ☐ Suppor	rt Substance Abuse	olence
	2. PFS Areas with High Level of Protection (scores of 5-7):	☐ Family Functioning/Resilier	ncy Social Support Concrete	Support	achmen
	From the information above, ide	entify this family's reported RI	SKS and POTENTIAL FOR INCRE	EASED RESILIENCE:	
	1. FNS Areas with Identified Risk	☐ Demographics ☐ Stress	☐ Relationship Discord ☐ Suppor	rt 🗖 Substance Abuse	

(scores of 1 or High-Need Qualifier):

2. PFS Areas with Neutral or Low

Levels of Protection (scores of 0-4):

☐ Violence Approval ☐ Violence/Neglect ☐ Self-Esteem ☐ Depression ☐ Prior Family Violence

☐ Family Functioning/Resiliency ☐ Social Support ☐ Concrete Support ☐ Nurturing and Attachment



Try It Out: Complete Page 2 of the Intake/Update Form to link the scores and observations to the five Protective Factors.

Which Protective Factors are strengths?

Which Protective Factors are challenges?

Are there *Protective Factors* that are not yet clear? If so, which one(s)?



## Intake/Update Form For Family Service Plan

	Strengths FNS or PFS scores suggest parent(s)	Challenges FNS or PFS scores suggest parent(s)
	(e.g.,has people she can count on for help and to talk to.)	(e.g., currently does not feel she has anyone who supports her or could help if needed.)
Social Connections		
	(e.g.,is able to meet the family's basic needs and knows community resources for help.)	(e.g.,currently does not feel able to meet the family's basic needs or does not know community resources for help.)
Concrete Supports of Families		
	(e.g.,intimate relationship is supportive and they are able to problem solve in healthy ways where there are conflicts.)	(e.g.,intimate relationship currently is not supportive or they are not able to resolve conflicts in healthy ways.)
Parental Resilience		
Knowledge of Parenting and Child Development	(e.g.,has knowledge of positive parenting practices or understanding of their young child's needs and abilities.)	(e.g.,needs support to gain knowledge of positive parenting practices or understanding of their young child's needs and abilities)
Social and Emotional Competence of Children	(e.g.,has understanding of how his actions as a parent can promote his child's social and emotional skills.)	(e.g.,needs support to gain understanding of how his actions as a parent can promote his child's social and emotional skills.)
Notes:		



#### Step 3: Selection of an Everyday Moment or Special Focus Moment

Remember, the Visit Planning & Reporting Form should be used for each visit with a family. These forms guide selection of relevant topics and their associated resources for you and the parents and help you report on how well the planned topic worked and other important information from the visit.

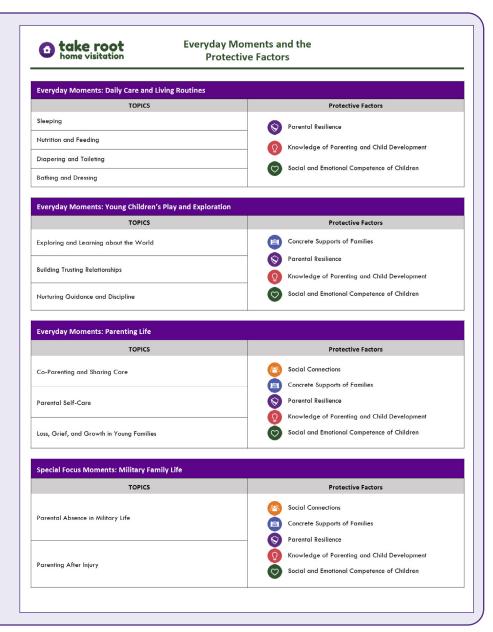
It is important to note that there is not a right or wrong in selecting a Moment. The decision of what Moment to focus on during a home visit is dependent upon your knowledge of a family, the family's expressed needs and interests, and your skills and insights grounded in your experience as a home visitor.

### Part 4 Let's Practice!

Try It Out: Review the list of Everyday Moment Topics and their associated Protective Factors.

Based on the information you have about the Miller family, which topic(s) are most relevant for the first planned-topic visit?

Which topic would you choose and why?





# Steps 4a and 4b: Lesson Preparation and Implementation

Now, it is time to prepare for a visit using your chosen Everyday or Special Focus Moment topic. The next two Try It Out activities are designed to help you move from choosing an overall Moment topic to identifying the details of specific content you want to share in a single visit.

Each *Moment* has multiple learning opportunities for families. You might spend several visits covering the aspects that are most relevant to the family. Or, you might move to a different *Moment* after one conversation about a topic, depending on the family's interests and needs.

Everyday Moment chapters provide background information to inform your conversations with families, and you can select specific information from within the overall Moment to tailor the content to each family. The Moment chapters identify additional resources and recommended activities.

In addition, you will find a collection of Family Pages to support your conversations. Family Pages are designed to be given to the family and build their unique Family Book based on your work together.

The Visit Planning & Reporting Form is a step-by-step guide for you to use as you make decisions for topic focus and related materials and activities you will share with the family.

Try It Out: Explore your chosen Everyday or Special Focus Moment chapter and its Family Pages. Turn to the Moment chapter you chose and review.

What information is particularly relevant to the Miller family? (Think about this single visit.)

Which Family Pages would you select to complement your conversation for this visit?



Try It Out: Use a blank Visit Planning & Reporting Form to write out a first draft of a visit with your planned topic.

As you work through each section, consider the following:

- Protective Factors Focus During Visit:
  - What *Protective Factors* do you want to address at this visit based on the information on the *Parent Information Form*?
- **E** Everyday Moment Topic and Touch Base:
  - What Everyday Moment topic are you choosing for the upcoming visit? <Refer to list of Moment topics on page 38>
  - What topics/concerns/plans that were discussed in the last visit do you want to touch base about at this visit?
- Handouts/Resources/Family Pages:
  - Which Family Pages and additional resources do you need to assemble for this visit?
- Any additional time spent on an item?
  - Remember to create opportunities for parents to share what they know and how they care for their child!
  - What is one or more parent-child activity you can share? Does it support the *Moment* topic?

Using your Visit Planning & Reporting Form, review the Steps of a Home Visit at the beginning of Part 3. Notice how the Visit Planning & Reporting Form supports the different elements of the actual home visit.

Family ID:	Visit Date	Scheduled:		Complete Yes
	Visit Date	Completed (If	Different):	
Protective Factors Focus During Visit	:	Planned		Addressed
Social Connections		Yes	□ No	☐ Yes ☐
Concrete Supports		Yes	□ No	☐ Yes ☐
Social and Emotional Competence of C	Children	☐ Yes	□ No	☐ Yes ☐
Parental Resilience		☐ Yes	□ No	☐ Yes ☐
Knowledge of Parenting and/or Child [	Development	Yes	□ No	☐ Yes ☐
Everyday Moment Topic and Touchin Planned (e.g. Safe Sleep/Sleep Routines)	g Base (from Last Visit):			Completed
a)				Yes N
b)				☐ Yes ☐ N
c)				Yes N
Actual, if different:				Completed
				Yes N
				☐ Yes ☐ N
Handouts/Resources/Family Pages:				
Planned (e.g. Resource/Safety Sheets, Family a)	/ Pages)			Completed  Yes
b)				Yes N
c) Actual, if different:				Yes N
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	Please explain.			
Any additional time spent on an item?	DI ID (OLULI	Activity:		Completed
Any additional time spent on an item? Parent Shares and/or Shows:	Planned Parent/Child	,		Yes 🗆
	Planned Parent/Child	,		
	Planned Parent/Child	,		
	Planned Parent/Child	,		
		,		



#### Step 4c: Post-Visit Documentation and Planning

Following a home visit, the appropriate fields in the *Visit Planning & Reporting Form* should be reviewed and/or completed. As mentioned in the previous part of the manual, this form enables you reflect on what actually happened in the visit and provides initial direction for next steps with a family.

The following example illustrates how this form can be used for a visit, with the Millers, that goes according to plan.

## Take a Moment: Sometimes Things Don't Always Go as Anticipated

Have you ever arrived to a visit and had to change what you planned to do? What changed and how did you adapt to the needs of the family at that visit?

What is an example of how you might need to change your plans when you arrive at the Miller family home?

Look at the Visit Planning & Reporting Form. Think about how you can use it to document those changes and make plans for the next visit.

Family ID: Miller, Marc	quita Visit Date	e Scheduled:	03,12.1	_	Yes No
	Visit Date	e Completed (If	Different):		
Protective Factors Focus During Visit:					
Social Connections		Planned  Yes	I□ No	Address  Yes	ed No
Concrete Supports		☐ Yes	□ No	☐ Yes	□ No
Social and Emotional Competence of Chi	Idren	☐ Yes	□ No	☐ Yes	□ No
Parental Resilience		Yes	□ No	☐ Yes	□ No
Knowledge of Parenting and/or Child De	velopment	Yes	□ No	☐ Yes	□ No
Everyday Moment Topic and Touching	Base (from Last Visit):		7.45 OF		
Planned (e.g. Safe Sleep/Sleep Routines)			3737	Completed	1
a) sleep - share int	ormation, scott	ing, ide	ntify	Yes	□ No
	rks for each	person	١	Yes	No
c) Actual, if different:	· · · · · · · · · · · · · · · · · · ·			Yes	□ No
Actual, if different:				Completed Yes	□ No -
			1	L 165	L 140
				□ Yes	III No
Planned (e.g. Resource/Safety Sheets, Family Pa				Completed	1
Planned (e.g. Resource/Safety Sheets, Family Pi a) What is your ch b) Ø-4 months: Le c) Focus on You: S	arning diff. T				No No No
	illd's sleep po exning diff. T leep			Completed Yes Yes Yes Completed Yes	No   No   No   No   No   No   No   No
Planned (e.g. Resource/Safety Sheets, Family Pro a) What is your ch b) \$\phi - \phi  \tau \tau \tau \tau \tau \tau \tau \tau	asse explain.  Planned Parent/Child	sad Indi	nt .	Completed Yes Yes Yes Completed Yes Completed Completed	No No No No No No
Planned (e.g. Resource/Safety Sheets, Family Pr a) What is your ch b) Ø-4 months: Lec c) Focus on You: S Actual, if different:	asse explain.  Planned Parent/Child	sad Indi		Completed  Yes  Yes  Yes  Completed  Yes  Yes  Yes	No No No No No No No
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Example: Completed Visit Planning & Reporting Form after a visit with the Millers, Page 1.



Amount of Time Spent On:	Planned topic and activities	Back-up topic and activities	Addressing immediate needs (*not crisis)	Additional resource sharing	Crisis management for safety, food, shelter	Assessment or paperwork with parent	Assessment of child
annot exceed 00% total across ategories	90	φ	5	φ	\$	φ	5
eflection on Re	silience/Strength	ns Seen in Paren	t/Family:				
-very	connect	ed w	baby.				
	not p						
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	uld into			-		-	
	quita		, positi	nely a	part 15	dations	ships
an	d para	nting					
	*						
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ae	t out 1						
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- NO-							
- NO-	ay be	wary	of sa	me se	enices	5	,
- NO-		wary	of sa	me se	enices	s s-new Ovr	ato
- NO-	ay be	wary	of sa	me se	enices	s - new Our -no	ato ca t narkino
- NO-	ay be	wary	of sa	me se	enices	s es-nec or -no -tro	ota

Follow-up Action Items:	Completed	Date	Internal to 10/1/6 to Discovery	C 1	Date
External to HV Visit Planning:	Completed:	Completed:	Internal to HV Visit Planning:	Completed:	Completed:
Follow-up with	Yes	4		Yes	1
supervisor/colleague	No No		Follow-up call with parent	No	_
	N/A			□ N/A	
2	Yes			☐ Yes	
Start a mandated reporting query	□ No	1	Plan next visit sooner	No	1
47	N/A	1		□ N/A	
	`-			1	T
	Yes	-		Yes	
Make a referral	No	4 .	Gather resources to share	□ No	-
	□ N/A		Transportation	□ N/A	_
	Yes			Yes	
Engage crisis management team	□ No		Select curriculum for next visit to start addressing issue	□ No	03. 15.15
	N/A			□ N/A	
Other:	☐ Yes		Other:	☐ Yes	T
	□ No	-		□ No	i
	□ N/Ā	-	,	□ N/A	-
tems to Revisit at Next Visit:  Topics/Concerns/Plans					
continue wi	th sie	ep and	bring FP and	into.	9
self-care.		1		,	

Example: Completed Visit Planning & Reporting Form after a visit with the Millers, Page 2.

Example: Completed Visit Planning & Reporting Form after a visit with the Millers, Page 3.



#### Steps 3 through 4c: Routinizing

As you begin to implement this curriculum, take time to practice using the different elements of TRHV with your colleagues.

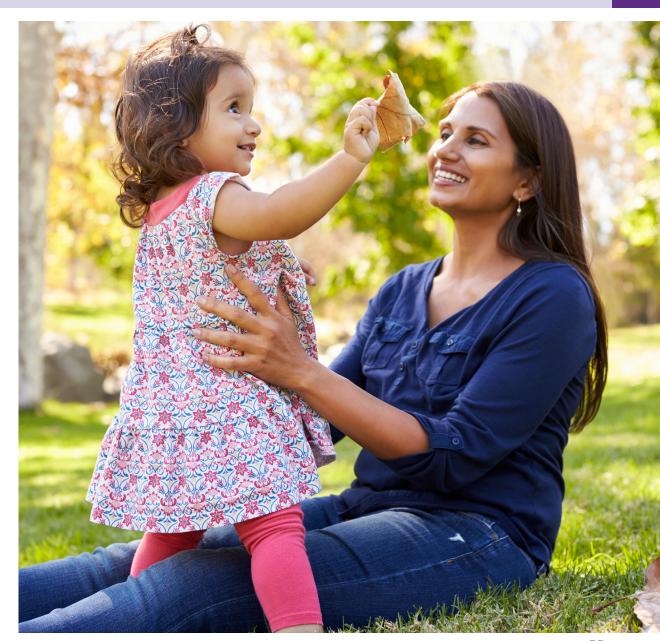
The connections between the forms and curriculum materials will become clearer and more seamless as you integrate your knowledge of the *Protective Factors* and strengths-based practice. In turn, this practice will strengthen your skills in selecting appropriate *Everyday or Special Focus Moments* that meet the goals of your visits with the families you serve.

#### **Step 5: Repeat Assessments**

Families may stay active in a home visitation program for just a few months, several months, or leave as a child ages out of the program only to return when a new infant comes into the family.

This variability in program participation can make it difficult to determine if and how a program can create change for families.

- TRHV strongly recommends repeat assessments for the FNS and the PFS:SF and an update of the Parent Information Form every 6 months while continuing participation.
- When a family closes participation, these assessments should be used as part of the closure process whenever possible.





#### In Summary

A primary purpose of TRHV is to provide a strong, research-informed framework for home visitors to develop consistent planning, implementation, and reporting routines. TRHV provides support to guide home visitors' decisions of how best to work with a parent's strengths and address challenges while also providing the ability to help form a strong parent-home visitor alliance.

Because it is you and your decisions that will bring this curriculum to life during a home visit, the final section of this introductory material comes back to where we began: to you. Part 5 focuses on *Taking Care of You*.

