





Engagement

Cross-program support of one another

Follow-up with referral agencies for those we can't reach initially

Making a strong relationship to engage

Use office phone number and make calls around 3-6pm

Converting home visits to zoom or phone visits if there is illness

Engage other members of the child's family

Offering an incentive if doing a drop-off

Referrals go to the prescreening process - outreach worker or supervisor, then assign HV

Reduce paperwork at the beginning

Focus on relationship in the beginning, not topics

Retention

Texting a client to confirm right before the visit ex: "see you in an hour"

Monthly checklist with those who are on the waitlist (referrals, resources, events, etc)

Group connections for families to get to know all staff. This helps when there is turnover

Flexibility with schedules and locations (hybrid, in person, etc)

Community events

text flyers of upcoming events throughout the month

Gift cards (with rescue funds) (Walmart, Safeway, Orca)

Supplies/incentives (car seats, diapers, wipes, etc.)s

Arts and crafts

Clear and consistent boundaries up front

Developmental skill building - bring in toys (that they get to keep) to help with developmental skills

Send a follow-up text after the visit with pictures taken during the visit

Monthly baby photos to put in an album

Make baby food