2016 Strong Families AZ Home Visiting Conference

The Balancing Act of Home Visiting

September 20th & 21st
Renaissance Glendale Hotel & Conference Center
Glendale, Arizona

STRONGFAMILIES AZ
Arizona’s home visiting alliance
Dear Home Visiting Professional:

I would like to welcome you to the Strong Families AZ Home Visiting Conference, The Balancing Act of Home Visiting! I encourage you to make the most of this conference opportunity. From the nationally recognized keynote speakers to the workshops on best practices in home visiting, this is an opportunity for you to learn, both in the classroom and from one another.

The Balancing Act of Home Visiting is all about the challenges and rewards of being a home visiting professional. We all have seen that faithful replication of evidence-based models increases the chances that the families you serve achieve desired outcomes. But all too often it is the home visitor that bears the pressure of scaling up these programs and adapting the content for new populations.

Your ability to provide high-quality home visiting services while addressing the impact of the work on you and your well-being is the focus of this year’s conference.

These two days are for you: to reflect and reset for the coming year. You will have a variety of opportunities to grow professionally as well as explore self-care techniques that will ensure you have the energy needed for this demanding, yet highly rewarding, work.

We want to thank our conference sponsors for supporting this conference. We also want to thank the state agencies and more than sixty organizations statewide that comprise the Strong Families AZ Interagency Leadership Team and the Strong Families AZ Home Visiting Alliance. Through collaboration and collective action, these groups have built a network of quality services that changes the trajectory of children’s lives every day.

Thank you for attending the conference and investing your time in your professional growth. At the core of all the success we celebrate are the home visitors who work tirelessly to improve the lives of young families.

Sincerely,

Cara M. Christ, M.D., Director
Arizona Department of Health Services

#StrongFamiliesAZConference2016
Welcome Speakers

**Cara M. Christ**  
MD, MS, DIRECTOR  
Arizona Department of Health Services

The Arizona Department of Health Services is responsible for leading Arizona’s public health system including responding to disease outbreaks, licensing health and childcare facilities, operating the Arizona State Hospital, and improving the overall health and wellness of all Arizonans. Dr. Christ led Arizona’s successful responses to the 2009 H1N1 Pandemic Influenza, 2014 West Africa Ebola Outbreak, 2015 Measles Outbreak, and is currently leading the state’s Zika response. During these responses, Dr. Christ coordinated Arizona’s surveillance, implemented public health interventions, recruited and supported hospitals for certification as “Infectious Disease Treatment Centers of Excellence,” and coordinated communications. She oversaw the development and implementation of 20 articles of rules, allowing for integration of behavioral and physical health while streamlining and decreasing regulatory burden for Arizona’s health care institutions.

Dr. Christ provides leadership, public health expertise, and written content for the Arizona State Health Improvement Plan, and one of her priorities is to improve population health by implementing strategies that address the leading public health priorities.

Before her appointment as Director in May 2015, Dr. Christ’s roles with ADHS included working as an Infectious Disease Epidemiologist, State Tuberculosis Control Officer, Bureau Chief for the Bureau of Epidemiology and Disease Control, and leading the Division of Licensing Services. Most recently, Dr. Christ was Deputy Director for Public Health Services and the department’s Chief Medical Officer. Dr. Christ earned a Bachelor and Master of Science in Microbiology from Arizona State University. She earned her Doctor of Medicine from the University of Arizona College of Medicine.

**Irene Burnton**  
CHIEF, OFFICE OF CHILDREN’S HEALTH  
Arizona Department of Health Services

Irene Burnton serves as the Chief of the Office of Children’s Health in the Bureau of Women and Children’s Health at the Arizona Department of Health Services. She coordinates Arizona’s $11 million Maternal, Infant and Early Childhood (MIECHV) grant that funds home visiting and professional development; the High Risk Perinatal/Newborn Intensive Care Program (HRPP/NICP) a statewide system to reduce maternal and infant mortality and morbidity by ensuring transport, appropriate level of care and nursing follow up at discharge for critically ill neonates or pregnant women; and the Children’s Health Information and Breastfeeding Hotlines.

Prior to joining ADHS, Irene was CEO of O’Connor House, begun by retired US Supreme Court Justice Sandra Day O’Connor and staffed the Governor as Director of the Office of Children, Youth and Families and of the State Board on School Readiness.

She received the Distinguished Alumni Award from Rochester Institute of Technology and is a National Governor’s Association-Zero to Three Early Childhood Policy Leadership Fellow. She holds a Master’s in Social Work from ASU. She and her husband have six children and four dogs.
Making of the Movies Paper Tigers and Resilience
OPENING KEYNOTE

For James Redford, storytelling, film, and social change have become the fabric of his life. As a writer, director, and producer for both film and television, he tells stories infused with compassion, optimism and hope, rendering complicated issues into accessible, relatable narratives that inspire positive change.

It all started with a health scare. After a 15-year battle with Primary Sclerosing Cholangitis, a rare autoimmune disorder, Redford faced a grim choice in his mid-20s: either accept a fatal diagnosis or have a liver transplant. After a harrowing ordeal that included two liver transplants, he was inspired to celebrate the everyday heroism of organ donors, thus producing his first documentary, HBO’s The Kindness of Strangers. Over the next two years, Redford bore witness to the power of storytelling to inspire many powerful and positive changes. Within this time period, the film’s message was instrumental in saving several lives. As a result, Redford saw firsthand the power of film to create a broader awareness of crucial issues as well as the greater human experience as a whole. In the last two decades, his dozen groundbreaking films have emerged from this singular vision. In 2012, the HBO film The Big Picture: Rethinking Dyslexia became a cultural rainmaker, upending the current thinking about dyslexia, while giving hope to families around the world who have struggled to educate their dyslexic children. Produced with Karen Pritzker, the experience of The Big Picture inspired them to create KPJR Films.

At KPJR, they continue to take a complex social issue, break it down in ways that people can understand, and put it back together on film while offering moving solutions and empowering messages. Redford and Pritzker have recently turned their compassionate eye toward the dark legacy of childhood trauma. Their award-winning film, Paper Tigers, chronicles one community’s mission to use the latest understanding of the neurotoxicity of stress to heal their troubled teens. Their follow-up film, Resilience, examines how traumatic stress can wreak havoc on the brains and bodies of children – and what can be done about it.

To Redford, filmmaking as a catalyst for change is personal, dovetailing with his role as Co-Founder and Chair of The Redford Center, a non profit organization committed to transforming environmental and social challenges into stories that drive action and greater change.

“I come from a long line of storytellers who see stories as a way to make sense of things. It’s essential to who I am and how I see the world.”
Being Therapeutic with Families When You Aren’t a Therapist
LUNCHEON KEYNOTE

Julie Ribaudo is a Clinical Associate Professor at the University of Michigan School of Social Work. During her 30-year career, she has focused on parent-infant relationships, and consultation with teachers and caregivers regarding young children with difficult behaviors. In addition to teaching, she provides Reflective Supervision for individuals and groups, and is involved in research and intervention with the Women’s Mental Health and Infants Programs through the Department of Psychiatry at U-M. Professor Ribaudo is an Endorsed Infant Mental Health Distinguished Mentor. She was the 2013 recipient of the Selma Fraiberg Award for outstanding contributions to Michigan infants and their families. Ms. Ribaudo provides national and international training on infants and toddlers and their families. She has authored several publications, including a chapter in Case Studies in Infant Mental Health, and a 2016 article, “Restoring Safety: An Attachment-Based Approach to Clinical Work with a Traumatized Toddler”, published in the Infant Mental Health Journal.

How to Connect with Children to Extend Their Learning
CLOSING KEYNOTE

Judy Jablon works nationally and internationally designing and implementing powerful interactions projects for leaders. She has extensive experience as an early childhood teacher, author, and professional development specialist working with educators serving children zero through grade three. She has coauthored numerous books and videos in the field of early childhood education. Her most recent publications are “Powerful Interactions: How to Connect with Children to Extend Their Learning” and “Coaching with Powerful Interactions.”
Keynote Speakers
Wednesday, September 21, 2016

Transforming the Workforce for Children – Birth through Age 8: A Unifying Foundation
OPENING KEYNOTE

Ross Thompson is distinguished professor of psychology at the University of California, Davis, and is director of the Social & Emotional Development Lab. He has served twice as associate editor of Child Development, was a Senior NIMH Fellow in Law and Psychology at Stanford University in 1989-90, and served on the Committee on Integrating the Science of Early Childhood Development (1998-2000) and the Committee on the Science of Children Birth to Age 8 (2013-15) of the National Research Council/Institute of Medicine.

His books include Preventing Child Maltreatment Through Social Support; A Critical Analysis (Sage, 1995); The Postdivorce Family (Sage, 1999); Toward a Child-Centered, Neighborhood-Based Child Protection System (Praeger, 2002); Socioemotional Development (Nebraska Symposium on Motivation; University of Nebraska Press, 1990), and Infant-Mother Attachment (Erlbaum, 1985). He is currently working on Early Brain Development, the Media, and Public Policy.

Scared Sick: The Role of Childhood Trauma in Adult Disease
LUNCHEON KEYNOTE

To get to the root of many issues facing our nation today—including juvenile violence, adult incarceration, and the looming health crisis—we must look more deeply than our current focus and to the cradle of human formation in earliest development.

As a family therapist and having served more than 20 years in Oregon’s education and child welfare systems, Robin Karr-Morse has drawn together the latest science in psychology, biology, neurology, and genetics to write two popular books that take readers inside the reality of early development. Ghosts from the Nursery looks at the correlations between child abuse and neglect in the first three years of life and later developing aggression and violence. Scared Sick examines the role of early trauma in the later development of heart disease, addiction, and a host of illnesses currently escalating in our nation.

Robin Karr-Morse views the goal of her work as empowering parents and persuading policymakers to reshape social policy so that we begin to support families in building healthy children rather than continuing to build larger and larger systems to fix or contain broken adults. Her message, based on the emerging research, is an optimistic but urgent call to action.
Coming Up for Air: Learning to Manage Stress and Lengthen Your Life

CLOSING KEYNOTE

Born the eldest of five children, Jean Steel spent her formative years in Africa and Asia. That decade on unfamiliar, foreign soil helped her to cultivate the confidence, strength, and resilience many of us work a lifetime to achieve. A born communicator, Jean’s many interests developed into her career path. She earned her Master’s Degree in Wellness Mind/Body Health and has been speaking and teaching across the nation for more than 20 years. The founder of Happy People Win, a wellness training and speaking firm, Jean has also authored two books - I’d Like to Run Wild; A Wellness Action Guide and Need Change? Customer Service Tips to Grow from Good to Great.

Jean Steel
MS
Happy People Win

The Home Visiting Conference is proud to announce the use of 2Shoes App during this year’s event. This application will allow you to ask questions to the presenters, view documents and handouts, view presenter profiles, evaluate sessions, respond to conference survey, and provide feedback during sessions. To access 2Shoes:

1. Using any device (smartphone, tablet, laptop) go to: 2shoesapp.com/homevisitingconf
2. Click on the session you are in.
3. Ask and vote on questions (questions with the most votes will be addressed), access documents and provide feedback through surveys.
4. The presenter will address questions during the Q&A.

2ShoesApp.com
**Agenda at a Glance**

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<th>Time</th>
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<td>Registration and Networking</td>
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<td>8:30 AM</td>
<td>Welcome and Opening Remarks</td>
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<td>by Dr. Cara Christ</td>
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<td>James Redford: The Making of the Movies</td>
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<td>Paper Tigers and Resilience</td>
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<td>Presentation of the Movie Resilience with James Redford</td>
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<td>Luncheon with Keynote</td>
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<td>Julie Ribaudo: Being Therapeutic with Families When You Are Not A Therapist</td>
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<td>1:30 PM</td>
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<td>A1 Client-Focused Reproductive Health Counseling</td>
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<td>A5 Parental Tobacco Use and Family Health</td>
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<td>A12 Breastfeeding: Creating and Keeping the Connection</td>
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<td>3:15 PM</td>
<td>Closing Keynote</td>
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<td></td>
<td>Judy Jablon: How to Connect with Children to Extend Their Learning</td>
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**KEY**

- **BALANCE**
- **CHILDREN WITH SPECIAL HEALTH CARE NEEDS**
- **HEALTH**
- **CULTURAL COMPETENCY**
- **TRAUMA-INFORMED CARE**
- **SKILLS AND RESOURCES FOR HOME VISITORS**

- **ADVANCED WORKSHOP**

*ALL WORKSHOPS ARE FUNDAMENTAL UNLESS MARKED “ADVANCED”*
Wednesday September 21, 2016

7:30 AM  Registration and Networking

8:30 AM  Welcome and Opening Remarks
by Irene Burnton

8:40 AM  Opening Keynote
Ross Thompson: Transforming the Workforce for Children – Birth through Age 8: A Unifying Foundation

10:00 AM  Workshop Bank B19-B36

• B19 Parental Use of Alcohol, Tobacco & Other Drugs
  Aurora A
• B20 Mental Health Wellness and Child Well-Being
  Aurora B
• B21 Empower Home Visiting - Pregnancy Standards
  Aurora C
• B22 Impact of Trauma on Very Young Children
  Aurora D
• B23 Strengthening Families Through Building Competence
  Solana A
• B24 Working With Native American Families
  Solana B
• B25 Violence in Native Communities
  Solana C
• B26 Strengthening Families through Concrete Support
  Solana D
• B27 What Makes Neglect Chronic and What You Can Do About It
  Solana E
• B28 The Science Behind the Child Health Guide
  Solana F
• B29 Parent-to-Parent Connections
  Solana G
• B30 How to Help with Breastfeeding Difficulties
  Solana H
• B31 Stress: Impact on Children, Families, and Home Visitation
  Solana I
• B33 Protective Factors for Self Care
  Cira B
• B34 Resource-Based Capacity-Building
  Cira C
• B35 The Many Faces of Homelessness
  Cascade D
• B36 He Said, She Said
  Cascade E

11:45 AM  Luncheon with Keynote
Robin Karr-Morse: Scared Sick: The Role of Childhood Trauma in Adult Disease

1:30 PM  Workshop Bank C37-C53

• C37 Smooth Way Home: Supporting the NICU Baby
  Aurora A
• C38 Building Resiliency Starts with You
  Aurora B
• C39 Strengthening Families through Social Connections
  Aurora C
• C40 Ways to Master Your Money
  Aurora D
• C41 Understanding Children’s Temperament
  Solana A
• C42 Mental Health Wellness and Child Well-Being
  Solana B
• C43 Law Enforcement and Advocacy
  Solana C
• C44 Is There an (Un)Met Need Behind the Behavior?
  Solana D
• C45 Income Supports and Health Insurance Options
  Solana F
• C46 Lessons Learned in Continuous Quality Improvement
  Solana G
• C47 Breastfeeding: Creating and Keeping the Connection
  Solana H
• C48 Sex Trafficking of the Indigenous
  Solana I
• C49 Examining the Effects of Prenatal Substance Exposure on the Infant and Child through the Lifespan
  Cira A
• C50 Put a Little Play Into Your Day
  Cira B
• C51 Healthy at Home: How to Promote Safety
  Cira C
• C52 Addressing Domestic Violence for Home Visitors
  Cascade D
• C53 Effective Referrals for Children with Special Health Care Needs
  Cascade E

3:15 PM  Conference Closing Keynote
Jean Steel: Coming Up for Air: Learning to Manage Stress and Lengthen Your Life

5:00 PM  Adjourn

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A1: Aurora A
Client-Focused Reproductive Health Counseling
Kristin Stookey, Dania Garcia – Arizona Family Health Partnership

This training focuses on how to provide client-centered counseling on the topics of reproductive health and family planning. During this presentation, participants will gain a basic understanding of how to provide information on reproductive health, contraceptive options, and referrals to low- or no-cost health care providers. This session will assist the home visitor in refining skills to facilitate a dialogue with a client to help achieve their reproductive life plan which will improve health outcomes and strengthen the family unit.

A2: Aurora B
Balancing Life: Real-Life Hacks from Real People
Shelley Tellez, Rainee Crabtree, Jessica Hartje – Arizona’s Children Association

Today it seems that the world constantly tries to throw you out of balance and sometimes no matter what you do you still feel like your life is going in the wrong direction and even spinning out of control from time to time. We know. We’ve felt that way too. Actually we still do from time to time. Living in balance might seem like one of those theoretical terms that nobody can put into practice, but in fact there should be nothing more simple than living a balanced life. Join us for some real life hacks from real life people who have been learning how to get it right. Sometimes we do. Sometimes we don’t. Accepting that premise is actually one of the first and best steps you can take when finding your own balance. We recognize that it is a journey and we get by with a little help from our friends. Let’s learn some and think some together. Maybe we will even draw and paint and sing and dance and play today.

A3: Aurora C
Crisis Prevention and De-Escalation
Suzanne Schunk – Southwest Human Development

This workshop is designed to be an advanced level course to identify and intervene effectively to prevent the escalation of emotional or behavioral crises and to defuse crises that are occurring. Participants will learn the stages of crisis, methods of calming people to prevent a crisis, and specific crisis intervention techniques that can defuse a crisis and keep everyone safe. These techniques work for emotionally distraught people as well as for agitated, angry, and hostile people. All home visiting relationships are professional and demand a delicate balance between providing support, education, and encouragement to parents with the dual responsibility of providing constructive feedback and intervening when parents are misinformed, use poor judgment, exhibit poor parenting or struggle to manage their own emotions and behaviors. At times, home visitors are faced with parents in emotional or behavioral crisis over something that occurred outside of the home visit; other times, something the home visitor says or does evokes an emotional response. It is critical for everyone’s safety (including that of the home visitor) that all home visitors are able to recognize signs of crisis and effectively manage crises.

A4: Aurora D
Protective Factors: Resiliency
Brandi Samaniego – Child & Family Resources of Arizona

This workshop will present the use of protective factors in your work and personal lives for self-care. This session will address “The Balancing Act of Home Visiting” by learning how to apply the protective factors in your own work and personal lives.

“Live a balanced life – learn some and think some and draw and paint and sing and dance and play and work every day some.”
– Robert Fulghum

StrongFamiliesAZ.com
This session will provide an overview of the family health effects associated with parental tobacco use and will cover four main topics: 1) smoking and exposure to tobacco smoke during pregnancy, 2) types and effects of household tobacco smoke exposure, 3) strategies to discuss tobacco use with families during home visits, and 4) free, evidence-based treatment and resources available to help families reduce or quit tobacco use. Parental tobacco use can affect family health in a variety of ways. Maternal tobacco use during pregnancy and/or maternal exposure to a partner’s tobacco use during pregnancy can have health effects on children both before and after birth. Moreover, adults and children of any age who live in a household with people who smoke are at risk for health effects associated with tobacco smoke exposure (or TSE).

This session will describe two primary types of tobacco smoke exposure – secondhand smoke and third-hand smoke – and the ways they are linked to family health outcomes. In addition, this session will include strategies for discussing tobacco use and linking parents/caregivers to free, evidence-based treatment and resources to help them quit. This session addresses the conference theme, “The Balancing Act of Home Visiting” by offering home visitors practical information about the health effects of parental and caregiver tobacco use, including resources to help families reduce tobacco smoke exposure. This session is designed in acknowledgment of the pivotal role home visiting professionals play in supporting families across Arizona. Session participants will leave with practical tools and concepts that can be applied in their work with families, especially around improving family and child health by promoting health behavior change. Home visiting professionals are tasked with addressing a variety of factors that can impact family outcomes and have a unique opportunity to identify teachable moments in the spaces families live and play. Discussing health behaviors with parents and caregivers isn’t always easy, but having new tools and resources can expand the range of topics and behaviors home visitors are able to address.

This session will explore experiences of working with urban Native American families, including the importance of cultural responsiveness and the challenges of both educating families and linking them to appropriate community services. Serving Native American families requires a balanced and trauma-informed approach to accommodate the needs of the families, the program, and the home visitors. Cultural competence and responsiveness is vital and can sometimes be challenging with such a diverse range of Native American cultures as is seen at NATIVE HEALTH. The ability to adapt programmatically and to stay focused on the needs of the community is a balancing act for every home visiting program, and is very much highlighted when working with Native American populations. This session will explore some of the integral and unique aspects of working with Native American populations through the experiences of seasoned Native American home visitors and NATIVE HEALTH staff.

This session will discuss working together between Law Enforcement and Advocacy within Native communities as well as discuss various Law Enforcement entities within Arizona, which could sometimes be complicated especially in Native communities. This session will also provide important roles each provide to clients, safety planning, working with various programs with a primary goal to assist victims of domestic violence and/or victims of crime. Home visiting may occur in tribal communities as well as servicing tribal members within Arizona, this workshop will help better understand the roles of law enforcement and advocates in assisting victim of crime including domestic violence in general and understanding of various providers who may assist in providing services.
A9: Solana E
Arizona Registry and College Scholarships
Lisa Cobb – Arizona PBS

Become a member of the Arizona Early Childhood Workforce Registry at www.AZEarlyChildhood.org to help you grow your skills, increase your knowledge in early childhood, and advance your career. One benefit of becoming a Registry member is access to college scholarships. Tuition, books and college fees. Financial bonuses awarded upon achievement of educational milestones. CDA, AA, Bachelors and Masters degrees. AA degrees in related fields as well. Scholarships are available to Home Visiting staff. AA degrees are available in the fields of: Child and Family Studies (CFS), Infant Toddler Dev. (ITD) Child Development (CD) Consumer Studies, Developmental Psychology, Home Economics/Family and Consumer Sciences, Human Development, Human Services, Nursing, Psychology, Public Health, Social Work, Sociology, Special Education and other fields as determined by FTF. Volunteering 15 hours per month with children 0-5 or working to support this population.

A10: Solana F
Engaging Families
Karin Kline – Arizona State University Center for Child Well-Being

This course will be a review of strength-based child welfare practice, engagement skills and strategies. The course will also connect the engagement process with readiness for change and strength-based strategies. Achievement of service plan goals does not happen without engaging the family in the service plan. The session will help participants recognize and develop these skills in order to move families forward.

A11: Solana G
Building Resiliency Starts with You
Danielle Garcia – Wellington Consulting Group

As professionals, the quality of our services is directly related to the manner in which we care for ourselves. This presentation will cover the importance of identifying stress, compassion fatigue, and secondary trauma through self-reflection so that we can care for ourselves, to in turn, care for others. The parallel process is an essential foundation for home visiting; learning to conduct self-care and recognize symptoms of stress or compassion fatigue, ensures quality home visiting services. Home visitors must learn to care for themselves personally to better serve their families professionally, which is a balancing act.

A12: Solana H
Breastfeeding: Creating and Keeping the Connection
Christia Bridges-Jones – Registered Nurse & Lactation Consultant

Mothers typically start bonding with their infants in the womb. Breastfeeding supports the continuation of that process. This discussion will include Attachment Theory and how breastfeeding enhances the parent-child relationship and promotes early brain development. Breastfeeding in the context of trauma survival and healing will be included as well. This session gives practitioners the context of how breastfeeding improves familial relationships and promotes child development.

A13: Solana I
Sex Trafficking of the Indigenous
Lynnette Grey Bull – Not Our Native Children

Human Trafficking is the 2nd largest criminal revenue, next to drug trafficking worldwide. The strength of any community is an educated one on the crimes that target the vulnerable. In this workshop, you will learn how sex trafficking of our tribal youth and women is a present-day problem. A research study of 32 cases of sex trafficking victims in Arizona will be
presented. How to identify risk factors and awareness of our missing and exploited American Indian people. The essential part of identifying human trafficking is engagement with people in the community. Home visitation allows a unique glimpse of family orientation. Case study proves the lack of identification of human trafficking in our community and the healing of victims is in the tact of understanding the symptoms. Balancing professional expertise and education of a growing issue promotes social justice. This session will address:

- The Definition of Human Trafficking
- Sex Trafficking: Underworld of Arizona Communities
- Statistical View of Tribal Communities
- Pilot Study: Sex Trafficking of Native American Persons of Arizona (32 cases)
- Strengthening Tribes - Prevention Steps

A14: Cira A
**Being Therapeutic with Families when you are not a Therapist**
Julie Ribaudo – University of Michigan

Most early childhood professionals are not trained mental health professionals, yet they hear about and see parent-child interactions that are troubling and sometimes overwhelming. This workshop will explore how non-mental health trained early childhood professionals can offer the type of support that holds the possibility of strengthening parental capacity and parent-infant relationships, while at the same time respecting the limitations of professional roles and skill sets. Come ready to explore professional use of self in relationships!

A15: Cira B
**Arizona’s Efforts Around Zika**
Dianna Contreras – Arizona Department of Health Services

This presentation will provide a description of Zika; its history, where it has been found, where it is now and the incidence in the United States and Arizona. The presentation will also discuss the association between Zika and microcephaly and other morbidities as well as include guidance for home visitors on how to help families reduce risk.

A16: Cira C
**Building up the Armor of the Heart**
Kavita Bernstein – First Things First

Each year, organizations lose a number of staff due to burnout, compassion fatigue and secondary trauma; all bring a degree of pain and suffering caused by either the work environment and/or frequent exposure to those that are sharing their own stories of hardship and suffering. Most individuals are not equipped with the knowledge of how to mitigate the symptoms. Likewise, when compassion fatigue hits critical mass in the workplace causing high turnover, recurrent sick days and a tense work environment, organizations can be left feeling helpless and unsure of how to re-stabilize their workforce. Utilizing video, individual/small group activities, practicing assessment tools and polls, session participants are guaranteed to leave feeling empowered and equipped to implement positive changes. The session is interactive and integrates humor as appropriate to lighten the load of the topic at hand. In this session, we will cover the definition of burnout, compassion fatigue and secondary trauma, symptoms of individual and organizational compassion fatigue, the risk factors that may propel an individual further into their own suffering, the use of effective assessment tools and how to implement strengths-based resiliency strategies. Staff frequently interfacing with families are often emotionally impacted by the work of home visiting due to the nature of their role to listen to families, understand their story and provide support and guidance. Balancing their role as a home visitor with how their role emotionally impacts them is a delicate dance that must be navigated carefully and thoughtfully to ensure minimal negative effect. Building a strong workforce requires supervisors and employees to have a strong knowledge of the causes, symptoms and care for those suffering from burnout, compassion fatigue and secondary trauma.
A17: Cascade D
Addressing Domestic Violence for Home Visitors
Erin Callinan – Arizona Coalition to End Sexual and Domestic Violence

When a home visitor is made aware that a family they are assisting may have domestic violence occurring in the home, it can be scary and difficult. Participants will expand their knowledge of how domestic violence may impact home visitation goals, while gaining tools and skills that can be implemented directly in the field. We will focus on the many ways a child’s physical and emotional development may be impacted by adverse childhood experiences, and provide information to identify possible exposure to violence. This workshop will address the connection between power and control, identify forms of reproductive coercion, and the effects of abuse on pregnancy outcomes as means to provide tools to facilitate conversation around these issues. Home visitors will gain support in screening for and responding to survivors who may disclose domestic or sexual violence. This workshop will help home visitors balance the importance of offering support to families in a way that is helpful but also identify their own safety needs when it is known that domestic violence is happening in the home. It is a balancing act all in itself to do the work of home visitation, which each family being different, having unique needs, and a variety of cultural or religious backgrounds. Home visitors are on the line regularly to modify and enhance services to families constantly, and when domestic violence is disclosed, their walk on the balance beam may become even more difficult.

A18: Cascade E
Assisting Fathers of Children with Special Needs
Neil Tift – Child Crisis Arizona

Children develop best when given the opportunity to form close relationships with two caring, highly involved parents. This is especially true in a family with a child with special needs. Many times, fathers are not actively included in family care plans in early childhood programs, schools, foster care, hospitals, health clinics, or service agencies. This “invisibility” is typically due to a wide range of individual, institutional and societal barriers that fathers face. This workshop will address the emotional impact that a child with special needs may have on a father and what staff working in community service agencies addressing child abuse prevention can do to encourage father involvement and how to employ father-friendly practices and father-inclusive attitudes in their family service delivery system. The content of this workshop provides information to assist home visitors to connect with fathers and father figures who are raising children with special needs. Because so many visitors are female, they may benefit from recognizing how paternal instincts affect how dads interact with their children in ways that are different from how mothers interact.

Learning Outcomes:
• To examine current research about the dynamics that the birth of a child with special needs has upon a father.
• To explore the unique role that fathers play in their child’s life and the challenges he faces in nurturing his child, parent-child bonding, advocating for family assistance, pursuing family dreams, and sharing parenting responsibilities.
• To propose techniques and strategies in providing services to work effectively with fathers of children with special needs.
Wednesday, September 21, 2016
Workshops B19- B36 (10:00am – 11:30am)

B19: Aurora A
Parental Use of Alcohol, Tobacco & Other Drugs
Sara Rumann – Arizona Department of Health Services

This workshop session will review the incidence and prevalence of substance use among women and pregnant women (including alcohol, tobacco, other drugs and marijuana) and will examine the effects on newborns, including neonatal abstinence syndrome. The evidence-based self-report prenatal screening tools for home visitors will be introduced. Attendees will practice using the tools and scoring the results utilizing the SBIRT model. Information will be shared by a local treatment provider on how to conduct a brief counseling intervention as well as how to access treatment services. Many handouts and brochures will be available as well as copies of the screening tools. This session addresses the “Balancing Act of Home Visiting” by providing a deeper understanding about the common prevalence of substance-using clients; how to have compassion and empathy for those women and families and how to not immediately take a punitive course of action but provide brief counseling and seek treatment resources to help the client.

B20: Aurora B
Mental Health Wellness and Child Well-Being
DeAnn Davies – Postpartum Support International, Arizona Chapter

One of the leading predictors of child well-being lies within the mental wellness of the mother. Potential for successful full-term and healthy pregnancies, secure attachment, and realization of cognitive, behavioral and developmental milestones can be profoundly altered when maternal mental health is compromised. Surprisingly few systems approach the mental health of mothers with measures that insure education, screening and resource management. Yet educational materials, the determinants of risk factors and a user-friendly risk assessment are readily available and can alter the impact of untreated maternal mental illness on the entire family. Untreated perinatal mood and anxiety disorders can lead to neglect, abuse and even infanticide or suicide. This presentation will offer an overview of perinatal mood and anxiety disorders, associated risk factors and symptoms. Prevention themes will focus on: 1) parent education, 2) therapeutic conversations that foster open discussion and partnership in developing plan of care, and 3) advocacy and education as it relates to families already served by child protection agencies. Home visitors are often challenged when a parent presents with signs of mental health distress. Understanding what to ask and how to respond when a parent reports having a perinatal mood disorder will provide home visitors with meaningful and appropriate responses that serve to support the distressed parent. Upon completion of this workshop home visitors will have tools to use during encounters.

B22: Aurora D
Impact of Trauma on Very Young Children
Suzanne Schunk – Southwest Human Development

This workshop will define trauma and chronic neglect and explain their impact on the developing brain, on child development, and on the caregiver-child relationship. Because the first three years of life include an enormous amount of brain development as well as the infant’s survival need to establish a secure attachment relationship, trauma and chronic neglect during this period of time can have lifelong consequences. These will be explained in detail. Specific interventions to assist both caregivers and children will be explored in depth so that home visitors will have the tools they need to effectively intervene with these families. Most home visiting programs are meant to be preventive in nature and are successful in achieving this outcome. However, some families enter home visiting programs after trauma has already occurred—with older children, with SENs, or with the newborn, but prior to services being initiated. Many home visitors and parents believe that very young children will either not be impacted by trauma, due to their inability to remember events with words, or they will simply “outgrow” any impact. In actuality, consequences can be long-term and impact the family
functioning. This results in the home visitor having to balance the meeting the program’s services and requirements as well as the addressing the special needs of the children and families impacted by the trauma.

B23: Solana A

**Strengthening Families through Building Competence**

Sandi Cimino, Christi Maltos – Child and Family Resources of Graham/Greenlee Counties

The Strengthening Families™ Protective Factor Framework is a research-informed approach to increase family strengths, enhance child development and reduce the likelihood of child abuse and neglect. It is based on engaging families, programs and communities in building five protective factors: Parental Resilience, Social Connections, Knowledge of Parenting and Child Development, Concrete Support in Times of Need and Social and Emotional Competence of Children. This breakout session will focus on the protective factor Social Emotional Competence of Children. Through group discussion and experience-based activities, workshop attendees will learn about the protective factor of Social Emotional Competence of Children and share ideas about how to promote this protective factor through their work with families. Participants will: 1) Define the protective factor of Social Emotional Competence of Children; 2) Learn the connection between building social emotional competence of children and prevention of child maltreatment; 3) Understand how cultural factors impact building and strengthening the Protective Factors and 4) Generate practical and actionable ideas for incorporating the protective factor of Social Emotional Competence of Children into their life and work. The Strengthening Families™ Protective Factor Framework not only applies to the children and families that conference attendees serve, they directly impact the professionals themselves. In the course of learning more about the Protective Factors, specifically Social Emotional Competence of Children, attendees will gain greater understanding about how keeping the Protective Factors strong in their own lives and their own families enables them to help the families they work with to grow and strengthen their own Protective Factors.

B24: Solana B

**Working with Native American Families**

 Ember Tahy, Carri Chischilly, Samantha Highsmith – NATIVE HEALTH

This session will explore experiences of working with urban Native American families, including the importance of cultural responsiveness and the challenges of both educating families and linking them to appropriate community services. Serving Native American families requires a balanced and trauma-informed approach to accommodate the needs of the families, the program, and the home visitors. Cultural competence and responsiveness is vital and can sometimes be challenging with such a diverse range of Native American cultures as is seen at NATIVE HEALTH. The ability to adapt programmatically and to stay focused on the needs of the community is a balancing act for every home visiting program, and is very much highlighted when working with Native American populations. This session will explore some of the integral and unique aspects of working with Native American populations through the experiences of seasoned Native American home visitors and NATIVE HEALTH staff.

B25: Solana C

**Violence in Native Communities**

Tania Harvey – Southwest Indigenous Women’s Coalition

This workshop is Native-specific and will discuss historical trauma in relation to domestic and sexual violence, statistics on violence among Native communities, VAWA Act & Implementation, networking with Native service providers, and how we can all work together and partner with non-native organizations and native service providers in Arizona to better serve Native clients. Arizona includes 22 Native communities with half of tribes surrounded by a metropolitan city where non-partners and/or programs such as home visiting caretakers provide services to Native clients. Each topic under the Native track will help in understanding tribal communities.
Strengthening Families through Concrete Support
Michelle Simmons – North Country HealthCare, Healthy Steps

Strengthening Families is a research-informed approach to increase family strengths, enhance child development and reduce the likelihood of child abuse and neglect. It is based on engaging families, programs and communities in building five protective factors: Parental resilience; Social connections, Knowledge of parenting and child development; Concrete support in times of need; and Social and emotional competence of children. This breakout session will focus on the protective factor: Concrete Support in Times of Need through group discussion and activities. Workshop attendees will learn about the protective factor of Concrete Support in Times of Need and share ideas about how to promote this protective factor through their work with families. By participating in this interactive session, you will cultivate ideas about how you and your organization can support families by strengthening your connection with local area resources and provide families access to Concrete Supports in Times of Need.

The Science Behind The Healthy Child Guide
Elena Pollard – Neurological Health Foundation

The Healthy Child Guide is part of an innovative and exciting strategy applying current scientific knowledge to preconception and prenatal health, brought to you by the Neurological Health Foundation (NHF). When you are having a child, understanding the diverse recommendations regarding what to eat and how to live can be daunting. The NHF Scientific Advisory board consists of over 20 physicians, scientists and researchers that have integrated current research findings with best practices in maternal health into an easy-to-read guide. Following the NHF Recommendations increases the likelihood of birthing healthier children free of chronic health conditions such as asthma, diabetes, autism, allergies, eczema and more. Currently, 30% of American children suffer from a chronic health condition. In this presentation we will briefly review the content of The Healthy Child Guide, which is designed for families during preconception and pregnancy. Then we will dive in deeper to review some of the 150 research studies that were involved in making the 17 recommendations proposed by the NHFs Scientific Advisory Board. You will leave with a broader knowledge base of the most current research in prenatal health, so that you can help clients/patients make informed decisions about their health and environment to protect their developing child. The Healthy Child Guide could become an important part of any home visit with families, especially those planning first pregnancies or expanding their family. The guide is
available to download free, so families can access the information and learn how to protect their unborn children from health risks and environmental triggers that science tells us are contributing to the chronic health conditions that affect 30% of American children.

B29: Solana G
Parent-to-Parent Connections
Janna Murrell – Raising Special Kids

Why Peer Support? For 35 years, Raising Special Kids has seen and documented the benefit of parent training and education provided through a model of Peer Support, from parents of children with disabilities. This Peer-to-Peer support model, sometimes referred to as Parent-to-Parent support, is an evidence-based practice with outcomes that are supported with data. Research findings show parents of children with disabilities will seek highly value support from someone who has a shared life experience, and that is one of their most effective sources of knowledge and information. Home visitors have the immense responsibility and privilege of being in a family home to help with resource connectivity and developmental support and guidance. Their expertise is essential. Meanwhile, having the resource and knowledge that connects a young parent with a trained parent mentor that has had a shared life experience could be the resource and influence that could nudge the family’s need to improved resiliency and improved outcomes for the child and family.

B30: Solana H
How to Help with Breastfeeding Difficulties
Christia Bridges-Jones – Registered Nurse & Lactation Consultant

Have you ever had a client with breastfeeding questions or issues, but you didn’t know where to start? This is a case study based talk for those with little to no experience helping with breastfeeding. We will touch on basic assessment, positioning and latch, counseling skills, and address common myths about lifestyle, diet, milk production and more. It will also provide a list of resources for the home visitor to access and refer clients. Attendees will leave with an evidence-based cheat sheet for breastfeeding helpers. Home visiting is a balancing act of meeting the client’s needs and helping to advance public health goals. This will facilitate the development of new competencies to accomplish that end.

B31: Solana I
Stress: Impact on Children, Families, and Home Visitation
Ross Thompson – University of California Davis

With half the population of children under 5 living in families in economic difficulty, and many more young children in families with other problems, chronic stress is a sadly typical feature of their lives. In this workshop, we discuss the causes of stress in families with young children, and the effects of stress on parents and children. Recent research shows how stress goes “under the skin” to influence children and adults biologically as well as behaviorally, and that many of the behavioral problems shown by young children may be stress-related. Studies also show that the effects of chronic stress can begin prenatally, and have surprisingly early consequences for the developing brain and for developing capacities for learning, thinking, emotional management, and self-regulation. We then consider together the implications of this for home visitation, including the importance of understanding signs of chronic stress in children and adults and avenues of assistance.
B33: Cira B  
**Protective Factors for Self-Care**  
Brandi Samaniego – Child and Family Resources  
This session will demonstrate the best methods for using protective factors in your work and personal lives for self-care.

B34: Cira C  
**Resource-Based Capacity-Building**  
Maureen Casey, Karie Taylor, Docia Rojel – Department of Economic Security – Arizona Early Intervention Program (AzEIP)  
Supporting families requires more than a list of resources. Using evidence-based help-giving practices, professionals can engage families to develop a plan. We’ll show how this works and practice using some tools. Our shared focus should be on empowering individuals and families to achieve their goals, not just in the present, but in the future through the use of participatory help-giving practices. Research indicates that many help-givers are good at using relational help-giving practices, but are not as proficient at using participatory help-giving practices. At DES/AzEIP we use reflective coaching questions to support families and professionals to develop plans. Our practices include actively and adaptively involving family members to make informed decisions, building on their existing strengths and abilities. Using evidence-based practices, tools and checklists practitioners can improve their ability to use participatory help-giving practices to support families.

B35: Cascade D  
**The Many Faces of Homelessness**  
Kresta Horn – UMOM New Day Centers  
We each are faced with our own judgements of those that are homeless and simply what homelessness is. When face-to-face with this we have to confront what we believe and look beyond with a different lens to shed those judgements and learn the complexities. Through this workshop be ready to leave with a different lens... a greater understanding of the layers... of the trauma... of the needs that families facing homelessness have. And with the new lens be ready to have new tools in your belt to best meet the needs of the “Many Faces of Homelessness”. Balancing our own beliefs and our own triggers when facing adults and children that exhibit challenging behaviors that coincide with trauma...the impact of homelessness is tricky. As a home visitor meeting families where they are in their journey and finding commonality to bridge the relationship to best support the family...and ultimately the children, is imperative. The work of home visiting is going to the ‘hard places’ and meeting people where they are. Sometimes that means meeting them without a home. How do you do that? And what are some strategies to be effective in this all too common epidemic in our society? Balancing our own beliefs, balancing how to work with families that in a heightened state because of the impact of homelessness, balancing the ability to follow them and bridge the relationship so that the home visitor can be that one constant in that family’s life - this is the art and act of balancing home visitation.

B36: Cascade E  
**He Said, She Said**  
Neil Tift – Child Crisis Arizona  
Most people learn their conversation styles by observation of the adults and older siblings in their household as they grow up. Typically, they observe and model their communication preferences copying older family members of the same gender. As a result, when men and women talk to each other, they don’t always speak the same language. They tend to use different approaches that are neither better nor worse than the other, merely different. There is a growing awareness that some of the communication problems that arise in families and in the workplace reflect differences between women’s approaches and men’s approaches to understanding our language and its many nuances. Many times when women and men converse, they operate from the model of speaking to the “opposite sex”. That is, they end up speaking in oppositional and opposite ways from one another. This workshop will pursue means for men and women, mothers and fathers, to try to become bi-lingual, by exploring communication patterns (verbal and non-verbal), speaking and listening styles, and early influences on individual conversational patterns. This workshop will address the subject of connecting with families. When female home visitors recognize some of
the distinctions between male and female communication patterns, it may help smooth the process during their home visit.

At the conclusion of this presentation, participants will be able to:
• Understand socialization factors that contribute to different styles of female and male communication.
• Analyze individual communication styles that reflect distinctions between conversation content and intent.
• Propose techniques to improve their personal skills in cross gender communication in families and in the workplace.

Wednesday, September 21, 2016
Workshops C37 – C53 (1:30pm – 3:00pm)

C37: Aurora A
Smooth Way Home: Supporting the NICU Baby
Ashley Flowers, Rachael Cervantes – Southwest Human Development

This session will describe the Smooth Way Home program which works to give fragile infants a smooth and successful transition out of the neonatal intensive care unit to the community. SWH provides parent support (both in the hospital and through home visitation), systems building and professional development to those who work with and have a NICU infant. Smooth Way Home works with families and other professionals both in the home and in the hospital. It is a balancing act to ensure that the multiple instructions, advice, and therapies that the family receives while transitioning home are coordinated across specialists. The families are many times overwhelmed with everything going on and SWH is there to help them make sense of it at both while still in-patients and through home visitation follow-up.

C38: Aurora B
Building Resiliency Starts With You
Danielle Garcia – Wellington Consulting Group

As professionals, the quality of our services is directly related to the manner in which we care for ourselves. This presentation will cover the importance of identifying stress, compassion fatigue, and secondary trauma through self-reflection so that we can care for ourselves, to in turn, care for others. The parallel process is an essential foundation for home visiting; learning to conduct self-care and recognize symptoms of stress or compassion fatigue, ensures quality home visiting services. Home visitors must learn to care for themselves personally to better serve their families professionally, which is a balancing act.
C39: Aurora C
Strengthening Families through Social Connections
Sandi Cimino, Christi Maltos – Child and Family Resources of Graham/Greenlee Counties

The Strengthening Families™ Protective Factor Framework is a research-informed approach to increase family strengths, enhance child development and reduce the likelihood of child maltreatment. It is based on engaging families, programs and communities in building five protective factors: Parental Resilience, Social Connections, Knowledge of Parenting and Child Development, Concrete Support in Times of Need and Social and Emotional Competence of Children. This breakout session will focus on the protective factor Social Connections. Through group discussion and experience-based activities, workshop attendees will learn about the protective factor of Social Connections, Community Cafes and share ideas about how to promote this protective factor through their work with families. Participants will: 1. Learn to define the protective factor of Social Connections; 2. Understand how cultural factors impact building and strengthening the Protective Factors; 3. Generate practical and actionable ideas for incorporating the protective factor of Social Connections into their life and work and 4. Participate in a real-time Community Cafe that will enhance their understanding of the five Protective Factors as well as provide a role model for conducting cafes in their communities and organizations. The Strengthening Families™ Protective Factor Framework not only applies to the children and families that conference attendees serve, they directly impact the professionals themselves. In the course of learning more about the Protective Factors, specifically Social Connections, attendees will gain greater understanding about how keeping the Protective Factors strong in their own lives and their own families enables them to help the families they work with to grow and strengthen their own Protective Factors.

C40: Aurora D
Ways to Master Your Money
Christina Herrera – Community Investment Corporation

This workshop will provide the essential tools for home visitors, support educators, and home supervisors to be able to openly discuss money matters with clients. Learn how these tools can assist families to adapt smart financial choices, live within their means and creditworthiness. Families struggle to balance their everyday finances. Learning to understanding wants versus needs, setting savings goals, budgeting, types of household expenses, creditworthiness and how to save money by shopping wisely, planning, and stepping down on household expenses can help families balance life.

C41: Solana A
Understanding Children’s Temperament
Neil Tift – Child Crisis Arizona

Temperament is a set of traits that determines a child’s personality and, in turn, their behavior. Temperament is neither good nor bad. It is an inborn trait that all children are born with and does not change over the course of our lifetime. But we can teach and instill coping skills, communication techniques and relationship qualities that may modify our children’s temperament. Temperament significantly affects how a child behaves and how the world sees that child. According to contemporary research, there are three main temperament styles: the easy-going child, the slow-to-warm child and the feisty or spirited child. This workshop will present information to help home visitors and parents to assess the temperament of children and to understand why they react to certain situations differently (quiet, busy, finicky, cuddly, harsh, compliant, and distant). It will also propose suggestions regarding how to adjust discipline styles to address children’s distinct temperament.

Learning Objectives:
• Examine the three temperament styles and how those affect children’s behavior
• Provide an opportunity to assess the ten traits of children’s temperament
• Generate suggestions regarding how to tailor discipline styles to reduce conflict by reflecting and respecting distinct temperaments in children

#StrongFamiliesAZConference2016
**C42: Solana B**  
**Mental Health Wellness and Child Well-Being**  
DeAnn Davies – Postpartum Support International, Arizona Chapter

One of the leading predictors of child well-being lies within the mental wellness of the mother. Potential for successful full-term and healthy pregnancies, secure attachment, and realization of cognitive, behavioral and developmental milestones can be profoundly altered when maternal mental health is compromised. Surprisingly few systems approach the mental health of mothers with measures that insure education, screening and resource management. Yet educational materials, the determinants of risk factors and a user-friendly risk assessment are readily available and can alter the impact of untreated maternal mental illness on the entire family. Untreated perinatal mood and anxiety disorders can lead to neglect, abuse and even infanticide or suicide. This presentation will offer an overview of perinatal mood and anxiety disorders, associated risk factors and symptoms. Prevention themes will focus on: 1) parent education, 2) therapeutic conversations that foster open discussion and partnership in developing plan of care, and 3) advocacy and education as it relates to families already served by child protection agencies. Home visitors are often challenged when a parent presents with signs of mental health distress. Understanding what to ask and how to respond when a parent reports having a perinatal mood disorder will provide home visitors with meaningful and appropriate responses that serve to support the distressed parent. Upon completion of this workshop home visitors will have tools to use during encounters.

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**C43: Solana C**  
**Law Enforcement and Advocacy**  
Jeremiah Barber – Consultant

This session will discuss working together between Law Enforcement and Advocacy within Native communities as well as discuss various Law Enforcement entities within Arizona, which could sometimes be complicated especially in Native communities. This session will also provide important roles each provide to clients, safety planning, working with various programs with a primary goal to assist victims of domestic violence and/or victims of crime. Home visiting may occur in tribal communities as well as servicing tribal members within Arizona, this workshop will help better understand the roles of law enforcement and advocates in assisting victim of crime including domestic violence in general and understanding of various providers who may assist in providing services.

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**C44: Solana D**  
**Is There an (Un)Met Need Behind the Behavior?**  
Kresta Horn – UMOM New Day Centers

Have you come face-to-face with children, maybe even adults, that have exhibited behaviors that you just don’t know how to handle? All of us, everyone around us, have behaviors that we exhibit. Sometimes more outward than others. When working with children that have experienced trauma however the behaviors can be flagrant and outward, and sometimes they are quiet and withdrawn. As a home visitor or an administrator of a home visitation program, how do you work with the behaviors? What do they mean? Through this workshop, attendees will gain tools in their belts to finding and meeting those (un)met needs behind the behaviors. The more tools in our belt we have to be more equipped to meet the needs of children the more impactful our work will be and the deeper connections we will build with children and families. As a home visitor there is a delicate balance to figure out how to meet the needs of the child and their family but more importantly how to provide the family with tools to do so. Children that are homeless often exhibit behaviors that are simply from the sheer impact of that one traumatic event...losing their home. But often there are many other things that have added to the trauma. This session will support home visitors as they figure out just what those needs are and how to meet them through the support of the whole family wheel.
C45: Solana F
Income Supports and Health Insurance Options
Allen Gjersvig – Arizona Alliance for Community Health Centers

This session will cover how AHCCCS, KidsCare and the Health Insurance Marketplace work together to provide access to healthcare for parents and children. Other public benefits such as SNAP (food assistance) and TANF (cash assistance) will also be covered. The basics of who is eligible and how to find local help (statewide) will be covered. Resources on how to understand health insurance and how to use health insurance will be shared. The content and resources from this session will assist home visitors in prescreening families and in referral to licensed Navigators/Assisters who can help families apply for benefits and health coverage. Home visitors do not have to “do” everything and can improve their “balance” by developing resources and an effective referral network. This session will provide information that can be used to make a “good referral” to trained and licensed Assisters who can provide expertise in applying for public benefits and health coverage.

The session also includes lessons learned in:
• Involving teams in decision-making
• Sharing resources home visitors need to screen and support families on sensitive topics like domestic violence, breastfeeding and participating in home visiting services
• How to build local relationships to increase chances that referrals will be made
• How to recognize when families are likely to end services and how to integrate multiple strategies to maintain strong relationships
• How to support and reinforce key messages from training
• The importance of supervisors in improving quality
• And celebrating and building on success

C46: Solana G
Lessons Learned in Continuous Quality Improvement
Amy Kemp – Dynamic Analysis, LLC

The MIECHV Continuous Quality Improvement (CQI) Team works together to use data-based decision making to improve outcomes for families and children throughout Arizona. This session will provide an overview of the Team and highlight one statewide project and three local projects: domestic violence prevention, breastfeeding, client recruitment and client retention. For each project, we will review:

• How the CQI process is used by local teams to create inclusive and active participation of all home visitors and staff
• Overview of the selected projects, what was done to make an improvement and how data was used to monitor improvements
• The outcomes and how the CQI process informed future improvement projects and next steps

The session will highlight innovative strategies that balanced data-based decision making, statewide and local planning, and local expertise and relationships.

C47: Solana H
Breastfeeding: Creating and Keeping the Connection
Christia Bridges-Jones – Registered Nurse & Lactation Consultant

Mothers typically start bonding with their infants in the womb. Breastfeeding supports the continuation of that process. This discussion will include Attachment Theory and how breastfeeding enhances the parent-child relationship and promotes early brain development. Breastfeeding in the context of trauma survival and healing will be included, as well. This session gives practitioners the context of how breastfeeding improves familial relationships and promotes child development.

C48: Solana I
Sex Trafficking of the Indigenous
Lynnette Grey Bull – Not Our Native Children

Human Trafficking is the 2nd largest criminal revenue, next to drug trafficking worldwide. The strength of any community is an educated one on the crimes that target the vulnerable. In this workshop, you will learn how sex trafficking of our tribal youth and women is a present-day problem. A research study of 32 cases of sex trafficking victims in Arizona will be
presented. How to identify risk factors and awareness of our missing and exploited American Indian people. The essential part of identifying human trafficking is engagement with people in the community. Home visitation allows a unique glimpse of family orientation. Case study proves the lack of identification of human trafficking in our community and the healing of victims is in the act of understanding the symptoms. Balancing professional expertise and education of a growing issue promotes social justice. This session will address:

- The Definition of Human Trafficking
- Sex Trafficking: Underworld of Arizona Communities
- Statistical View of Tribal Communities
- Pilot Study: Sex Trafficking of Native American Persons of Arizona (32 cases)
- Strengthening Tribes - Prevention Steps

C49: Cira B
Put a Little Play Into Your Day
Ryan Lang – Arizona Department of Health Services

The Arizona Nutrition Network has released a Physical Activity Campaign with the focus on families entitled, “Put a Little Play Into Your Day”. The goal is to keep families physically active and healthy by enjoying their favorite activities and a reminder that being active is fun. Physical activity examples and demonstrations will keep the audience energized while learning ways to help families stay active! The strategies and resources discussed will help home visitors “put a little play” into each families’ day. Physical Activity is a crucial component to overall health. Many people in Arizona are overweight and obese, resulting in a variety of complications. Providing home visitors with resources and examples to help families be more physically active.

C50: Cira C
Healthy @ Home: How to Promote Safety
Sara Rumann – Arizona Department of Health Services

This workshop session will cover the major causes of injury and disease in and around the home impacting young children and families. It will provide home visitors with examples of home safety checklists including the Arizona Department of Health Services Healthy @ Home Assessment tool. Home safety checklists provide a mechanism for families and Home Visitors to identify potential sources of injury and disease at home and at play in an effort to prevent unintentional child injury or death. In 2014, 832 children under the age of 18 died in Arizona from injuries. More than 36% of those injuries were determined to be preventable. Home safety for home visitors will also be covered and an example of a Home Visitor Site Safety checklist will be provided. Home Visitors will increase their knowledge and awareness of hazards and take proper safety precautions in homes to reduce and eliminate their risks of unintentional injuries. This workshop session addresses the theme of “The Balancing Act of Home Visiting” by recognizing that many at risk families reside in unsafe environments and those situations may impact the overall health and learning abilities of the children. The safety of the home and community needs to balance with the safety of the Home Visitor as well so that the Home Visitor and family can benefit from the supportive education and case management services.
that is helpful but also identify their own safety needs when it is known that domestic violence is happening in the home. It is a balancing act all in itself to do the work of home visitation, which each family being different, having unique needs, and a variety of cultural or religious backgrounds. Home visitors are on the line regularly to modify and enhance services to families constantly, and when domestic violence is disclosed, their walk on the balance beam may become even more difficult.

C52: Cascade E

Effective Referrals for Children with Special Health Care Needs

Rita Aitken – Arizona Department of Health Services / Office for Children with Special Health Care Needs

Do you touch families of children with health conditions and/or disabilities? Then this session is for you! We know that one in five families has a child with some type of condition or disability. In this session we will discuss common conditions/disabilities, explore appropriate linkages and referrals for services and supports, and discuss strategies for increasing families’ capacity to care for their child. The session will include discussion scenarios, resources handout and tools to assist families to make the most of life. Families whose children have physical/behavior/developmental conditions or disabilities are challenged in navigating the complex systems of care. At the same time, they are learning to live life in a different way; frequently experiencing challenges to their basic values around being a parent, parenting, health, disability, etc. Assisting families in linking to the right resource at the right time is the first step in building confidence around parenting their child. Through hands on learning we will explore how having a child with a condition or disability impacts families and how to build families’ capacity to not only survive but thrive in this new adventure!
Celebrating Improvement!
Poster Session

Contact People for CQI posters will be available to answer your questions at the following times:

**Tuesday, September 20**
9:45am - 10:00am Break
1:15pm - 1:30pm Break

**Wednesday, September 21**
7:00am - 8:30am Networking Time
1:15pm - 1:30pm Break

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**Improving the Maricopa County NFP Community Advisory Board**

NFP/Maricopa County Department of Public Health

A steering committee was created to improve the Maricopa County Nurse-Family Partnership Community Advisory Board. Several process improvement tools were used to inform group discussions about the current function of the CAB and to identify areas for improvement. As a result the committee was able to re-establish a diverse membership, defined operating structure, and clear mission, goals and action plan to positively impact NFP families.

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**Reducing Subsequent Pregnancy at 6 Months Post Partum**

NFP/Southwest Human Development

We decided to undertake a CQI project aimed at reducing our subsequent pregnancy rates by 6 months post partum, hoping to provide our first time moms with the information they needed to make informed choices when setting life goals and planning their family. We began discussing Contraception and Family Planning with our first time mothers at their 28 week prenatal visit. We developed a 28 week packet with information about contraception and explored the client’s ideas on Family Planning and knowledge of contraception. We re-viewed this again with the mom at her 36 week prenatal visit and during her first 6 week post partum visit with her obstetrician. Our hope was to reduce our rate of subsequent pregnancy at 6 months post partum, thereby providing clients with more time to allow their body to heal and work towards their goals. We decided to allow 1 year for this project.

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**Breastfeeding Support: Strong Starts and Continued Success**

NFP/Casa de Los Niños

“If every child was breastfed within an hour of birth, given only breast milk for their first six months of life, and continued breastfeeding up to the age of two years, about 800,000 child lives would be saved every year,” according to the World Health Organization. Learn how the Nurse-Family Partnership program at Casa de los Niños has piloted a home visit lactation program to help moms and babies in Pima County achieve a strong start and continued success with breastfeeding.

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**Improved Connection with Rural and At-Risk Parents**

NFP/Pima County

Nurse-Family Partnership and Parenting Support Referral collaborated to increase home visiting referral intake from rural communities in Pima County by using different media marketing methods. Data was collected to compare the number of referrals received and the marketing methods used to evaluate the effectiveness of the impact in rural communities. Findings included traditional marketing methods had less of an impact in rural areas compared to urban areas due to how these communities received information. Marketing methods need to be tailored to rural communities in order to increase the number of home visiting referrals.

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StrongFamiliesAZ.com
Balancing Home Visit Rates – Making Every Family Count
HFA/Pima County

Program directors, Supervisors, and Home Visitors all really focus on home visit rates. Funding depends upon it. Families benefit from it. What happens when you realize that you have some growing to do with home visit rates? You can look at rates by worker, by team, or by individual family. When completing our CQI self study for our national accreditation with Healthy Families America, Pima County realized we had lots of opportunity for growth with home visit rates. Individual teams and staff had high home visit rates, but when we looked at it by family, we realized that families were receiving less than 75% of their required visits. Supervisors, staff and program director met to explore ways to ensure that we were maximizing our energy to provide excellent services with each family. In order to take a closer look at home visit rates, in collaboration with home visitation staff, Healthy Families Pima County designed and began implementation of a tracking method that allowed staff and supervisors to keep tabs on the home visit rate of each worker, by family. The resulting outcomes are from having implemented this tracking method over the last two quarters.

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Growing a Solution, the Healthy Families Way
HFA/ Mohave County

Starting at the ‘roots’ of the problem and working upwards towards the ‘fruit’ of the solution, the Mohave County Healthy Families Team explores the complex issue of keeping families engaged once enrolled. Using an apple tree as a visual, the roots indicate the challenge – too many families disengage prior to a first home visit (% to be included) or close before 12 months of service (% to be included). Using the trunk of the tree we look at data using our current statistics – the solid foundation on which we base our problem solving efforts. Here we recognize issues/challenges and identify possible solutions. The team then branches out and takes action based on these solutions. The lower branches will describe possible solutions and the upper branches will highlight those that have been implemented. That leaves us with reflection – what worked, what didn’t, and what else can we try? Finally, the fruit of our labor, the apples, hold future initiatives and strategies ripe for the picking.

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Supporting Breastfeeding Mothers in Cochise County
HFA/ Cochise County

Our poster will focus on identifying and working to address how to provide the best support and information to help new mothers be successful with breastfeeding their newborns. Out of 29 mothers in the time period during which data was collected, 22 of the mothers at least started breastfeeding their new infant. This data will be displayed in graph form for easy readability. We will also include several examples of the variety of handouts that we give to families that present information about breastfeeding support resources available in the community.

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Taking the Depression out of the Edinburgh Depression Scale, (For FSS’s)
HFA/Graham County

Family Support Specialist did not feel qualified to advise mothers who had high scores on the Depression Scale. FSS’s felt they understood the Edinburgh and how to administer it. Low scores caused no concerns, but when a high score was calculated our FSS’s did not feel qualified to advise or help the mother. The FSS’s know they are not “therapist” although just talking with a mom can sometimes lessen her stress. They wanted more training on what to “do” with a high score. We have addressed this issue and have helped lessen the ‘stress of the stress tool’ for our FSS’s. They have watched webinars about Post Partum Depression, they have discussed concerns in supervision, and they have handouts to share with moms that address Post Par-
Supporting Staff Retention
HFA/ Pinal County

Healthy Families Pinal County recognizes that supporting staff retention has an overall positive impact on many aspects of program services including improving staff morale and productivity and family engagement and retention. While there are many things that we cannot improve such as benefits, salary and paperwork, we have identified some areas we can positively impact. The program has enhanced the interview process for new staff to include a home visit observation and more reflective questions regarding the nature of the work. We are now providing our current staff with additional training and have increased the level of accountability, while providing more hands-on support, in order for them to feel more confident and successful in their roles. We have increased the frequency and duration of team meetings to provide more group interaction and team building. These include highlighting successes and celebrating birthdays and other accomplishments. We continue to look for ways to strengthen the supervision process and support ongoing growth for all staff.

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Revising supportive processes to improve length of breastfeeding within families at 6 months, and 12 months postnatal: an intervention study in Healthy Families Maricopa County
HFA/Maricopa County

Healthy Families America (HFA) is a national evidence-based program that aims to promote the health of pregnant women and their babies, improve birth outcomes, strengthen the parent-child relationship, and prevent child abuse and neglect. Breastfeeding, with its many known health benefits for infants and mothers, is an important strategy to help accomplish those goals. In 2014 Maternal Infant Early Childhood Home Visitation (MIECHV) grant posted results that families have decreased in length of time they are breastfeeding their children with the average length stopping at 11 weeks. Using a Continuous Quality Improvement approach, Healthy Families is looking to increase the average length of families breastfeeding their infants through supportive supervision and additional specialized training.

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HFA MIECHV Team 90 strives to increase retention
HFA/Coconino/Navajo

To increase retention:
- Offer services voluntarily, culturally, systematically and culturally to all parents of new-borns or prenatally until the child turns 5 years old
- Utilizing and building a trusting relationship with role model consistency and routine and using consistent curriculum and tools for the HFAZ program so the family knows what to expect.
- Engage families and provide activities to promote parent child interaction and child development. Recognizing and validating family strengths.
- Strategies to prevent premature closure of families included, but not limited to, discussions evolved during staff supervision and team meetings, requesting and obtaining permission from Central Administration and Jessica Stewart to follow families onto the reservation to provide services for a short period of time and if necessary, changing funding sources.

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StrongFamiliesAZ.com
Improving Participant Recruitment: The Family Spirit Program
Family Spirit/Whiteriver

The White Mountain Apache Tribe (WMAT) Family Spirit Program started implementing Continuous Quality Improvement (CQI) in May 2015 to improve recruitment and enrollment. The Family Spirit team hosted monthly “Team Rallies” dedicated to brainstorming new/creative approaches to improving recruitment and enrollment. Successful strategies implemented during the CQI cycle included: 1) identifying new community partners who could facilitate referrals; 2) relationship building with partners; 3) increasing community awareness via newspaper advertisements and radio public service announcements; 4) encouraging peer-referrals; 5) maintaining a comprehensive tracking sheet to ensure prompt follow-up after referral is received; 5) adjusting working hours of home visitors 7) attending local health fairs.

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Notes:
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The Strong Families AZ network focuses on collaboration among providers to maximize resources, build local capacity and improve accessibility for families to the services they need to grow strong and happy children. Many thanks are due to the courageous leaders who united to strengthen Arizona’s young families through this network. Strong Families AZ grew from the interagency collaboration between the Arizona Department of Health Services, Arizona Department of Education, Arizona Department of Economic Security, Native Health, Inc. and First Things First. Guided by the needs of Arizona’s young families, these agencies have pledged to work together to build a system of home visiting that is seamless and community-driven.

IN PARTNERSHIP WITH:

ARIZONA DEPARTMENT OF HEALTH SERVICES
NATIVE HEALTH
FIRST THINGS FIRST

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