Friday Update
A Peek at the Week

pollywog
Prepared parents. Healthy families.

Progress

Pollywog Meeting

Tuesday, March 7th, a Pollywog Informational Meeting, hosted by the Regional Maternity Care Coordinators and held at the Samaritan Albany Hospital. Twenty-two participants attended, representing a variety of partners, including Old Mill Center, 211, Family Tree Relief Nursery and County Public Health for Nurse Home Visiting Services. Attached to this update are the notes from the meeting that followed a '6 Thinking Hat' feedback format to collect diverse perspectives and views from the participants.

Pollywog on-line

The upload of all prenatal/ parenting classes into Vistalogic for Albany Hospital and Linn Benton Community College has been completed; we are continuing to pilot and test the class sign-up process within and between these two locations.

Contact Information

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Important Dates

Save the date for LBCC 40th Annual Family Fun Day to be held on Saturday, March 11, 2017
10 am- 2 am at the LBCC Activities Center

Snapshot of our Week

Requests

We would love to hear your comments and opinions:

- **For meeting participants of the Pollywog Information Meeting,** 3/7/2017: This link provides an opportunity to share feedback on how well the meeting met your needs: https://www.surveymonkey.com/r/PollywogProject
- **Albany/Linn County:** Help us choose an April Pollywog meeting date by clicking on the Doodle Poll- http://doodle.com/poll/vd75ctzq685b6mxc
- Have a **prenatal or parenting class** to add to the website? Fill out this survey- https://www.surveymonkey.com/r/Pollywog

Stories from the field

Family Connections – We signed up our first parents for prenatal classes this week. This was a nice opportunity to talk with parents so early on in their parenting journey and check-in about any other resource and support needs they might have. With each parent we talked about next parenting steps after their baby is born; as a journey that every parent can do.

Six Thinking Hat Feedback Session, 3/7/2017

White Hat (Informational) – The Facts & Information section began with an overview of the Pollywog Project presented by: 1) Sharing a summary of Julie Manning's testimony at the House Committee on Early Childhood and Family Supports, February 9, 2017 and 2) Reading a packet that included nine 'Frequently Asked Questions' about Pollywog. The group was then asked to brainstorm additional needs around the facts and information section.

Facts & Information	Communication	Process Clarification
- What information do I have? - What information do I need? - What information is missing?	- Choice of texting besides email, phone call - Do parents agree to be contacted for classes that relate to their child as they grow? If so, how?	- Make it clearer on how to access Healthy Families- explanation of services - Agreement to services needs to be more clear and transparent, such as: Parents need longevity information about the services (e.g. they are on a continuum) - How will I be able to follow the 400-500 women that I serve every year?
Website	**Database**	**Common Language**
- An area that gives resources for postpartum depression - Add 'Hope for Mothers' English/Spanish - Clarity for which classes are in Spanish (may be on the left side, top, have Spanish in bold) - Identify which agency is providing classes listed on the website - Breast feeding services, classes and support groups - Add all Health Departments to partner screen- Linn Benton Lincoln for nurse home visiting services - Grief Support Group @ Samaritan Health	- Using 1 screening/ intake tool created from existing tools used by current community partners - Clarify the definition for client and contact - How will ages be tracked? As a child ages from infant to toddler will that be tracked in order to receive appropriate age group classes?	Know protocol to be sensitive and provide support/ resources for families that experience loss (miscarriage, still birth, children taken away, divorce, etc.)

Yellow & Black Hat (Benefits/Cautions) – Participants were asked to form a group and brainstorm ideas around the benefits and concerns of the Pollywog Project. Each group created a T-Chart on paper to collect their ideas. We then shared-out as a whole group.

Benefits of Pollywog	Cautions of Pollywog
- Closing gaps - Help families go from prenatal to families-staying connected with friends you made in those classes - Keep families learning by moving class to class - Can keep us from duplicating services - Streamlining information - Will be able to refer people to services, such as the County, directly from Pollywog, then see how it went - Normalizing parent education - Great to start with prenatal class - Website is visual and pleasing to look at - Good that we are starting small and going slow - More continuity and easier access to information - Avoiding wait lists/ families not receiving services - Destigmatizes education - Captures that '1-point access' ideal - Able to see the community needs - Realize community referral system success and needs - One-point access for parents - Hopefully reach more people	- We need to get access to the database soon - Could be redundancy and duplication error - Could be a problem getting people to answer the phone, answer emails, respond to text - Could be a problem with unmotivated parents refusing to sign up for classes and falling out of the system - Website or database complications- could frustrate users - How do we notify parents about new classes, ASQ's or immunizations? - Parents will need to be reminded that they have a new child and need to get added in Pollywog. Is that going to be a problem? - What is there for child loss? Do we have a way of documenting that in the database? We want to be sensitive - How will we be merging with 211? - Will we have problems with people from small communities not wanting to give information to a stranger on the phone? Protecting local contact points - Privacy questions- Privacy policy is not transparent (how long do you keep family information for?) - Risk of screening families out of appropriate services - The feedback loops to and from agencies - We need clarity about goals and types of resources (what is 'parent education?') - Collaboration with 211 and other referrals - Updating and sustainability (who? when?) - Is Pollywog capable of receiving data from anchor partners to help diminish redundancy in data entry for these partners?

Green Hat (Creativity & Idea Generator) - At this point in the meeting we wanted to hear from the participants about things that we might not have considered or things that could improve the Pollywog Project: What new ideas are possible? What are the suggestions? What do we need to consider & think about as we move forward?

To Do	To Understand & Clarify
- We would like to get together again as a group for more information meetings to discuss Pollywog - We would like to have field trips for meetings at various partner sites (learn more about the culture/services of each partner agency) - Present information to Family Tree - We need to meet with community partners/agencies as a group to make sure we have all of the different programs, group support, classes etc. (aquatic center, YMCA B&G Club) - This group should meet monthly to discuss issues that come up - To help us better understand the process, I would like to 'mock' through it with a fictional family (entering profile, getting call, etc.) - We need to discuss MOU or Business Agreements to share/give information - Before moving forward, I would love a 1-on-1 meeting with a Pollywog person to walk through how Pollywog fits in with our organization and our current processes with Vistalogic, etc. - Have Family Connections (Sheri) tell us examples of some of the calls or problems/issues she is experiencing as she provides the follow-up for contacts - We need agreement that Pollywog is one way of doing referrals; not the only referral process in place	- For those referral systems currently in place, how does Pollywog work with them (i.e. Healthy Families referrals for new families in Lincoln City thru HD)? - Before we move forward we need to better define Pollywog goals - Are we overloading parents? - Are there financial barriers? Costs included with qualifications? - Should 211 information refer to Pollywog a family that knows exactly what they want or just to families that have a lot of needs? - How will Samaritan use referrals? Is Samaritan going to use this program universally? - Is it taking place of Parent Success Network? - More clarity is needed for long term goals - I need to see how this layer fits or does not fit with what I am currently doing - I still feel in the dark about this project - How is the nurses 'Family Connect' model going to be incorporated into Pollywog? - What required documentation is needed from partners? - How will you distinguish between multiple programs that can be appropriate referrals?

Database - Referrals	On-line
• To better understand who will enter data and referrals • To know how to close the loop- between parents entering information to registration/referrals to signups (all while the child ages, referrals and follow-ups) • To better understand how to get information on the database, how it works, how the instructors will access • How to keep track of tens of hundreds of my clients • What information is included in a referral and is it sent to resource via e-mail, phone, etc.; confidentiality issues • Will Pollywog know that the client is referred by Family Tree or other agency? • To understand the referral intake procedures	• Create an App • A way to do something on line- maybe don't want to do a live class • Explore idea of things coming in electronically, data download • Has to be able to pull up phone • Adding not only parenting classes, but supports (i.e. Grandparents' Group, Grief Group, D&A groups and other partner classes • To move forward we need more transparency for parents on what they are signing up for • In the 'About Us' on-line site, ask general questions for users to ask themselves to generate a need for services • I need more promotional materials for families • To promote Pollywog to the Spanish speaking families maybe Lynette can come to the main groups that offer service in Spanish since she will be that contact person
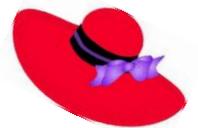
Red Hat (Feelings & emotions): How do I feel about this? What do I like about the idea? What do I not like about this? What do I care about most?

• We do not want to do any harm and I am not sure how to implement this with the mothers I serve
• We need buy-in from everyone to make this work
• We would like to have more meetings with this group to discuss Pollywog
• Albany/Linn County Pollywog partners are wanting to set a date/location to meet as a group