



## Introduction to the Beyond COVID-19 Webinar Series

October 7, 2020

**NICHQ**  
National Institute for  
Children's Health Quality

# Agenda



Housekeeping	Tess Pritchard, NICHQ
Welcome & Introductions	Kenn Harris, NICHQ
The Impact of COVID-19 on Healthy Start	Kevin Chapman, DHSPS
Overview: Beyond COVID-19 Webinar Series	TA & Support Center Team, NICHQ
Closing	Kenn Harris, NICHQ



# Meeting Logistics

## Please note the following:



- This session is being recorded, and will be archived for future viewing.



- All participants are muted upon entry. We ask that you remain muted to limit background noise.

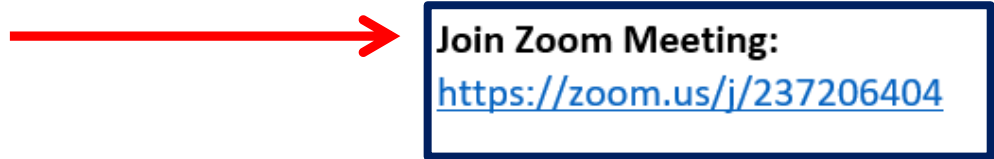


- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

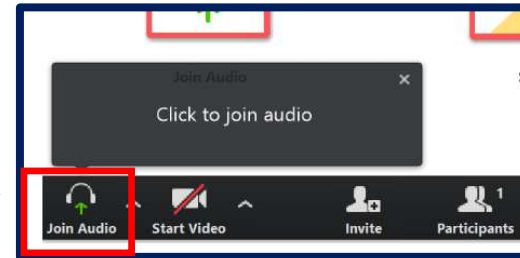
# Connecting to the Audio Conference



- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application



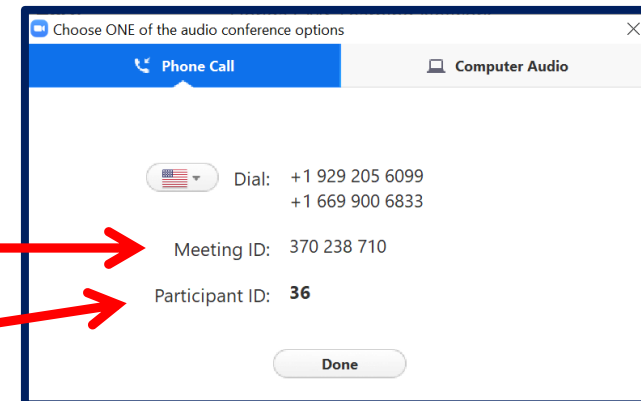
- An audio conference box will appear
  - If you do not see the box click the **'Join Audio' button**



- From the audio conference box: Select to **"Phone Call"** or **"Computer Audio"**

- If using the phone:

- dial the number next to "Dial"
- You will be prompted to enter the **"Meeting ID"**
- Then you will be prompted to enter the **"Participant ID"**

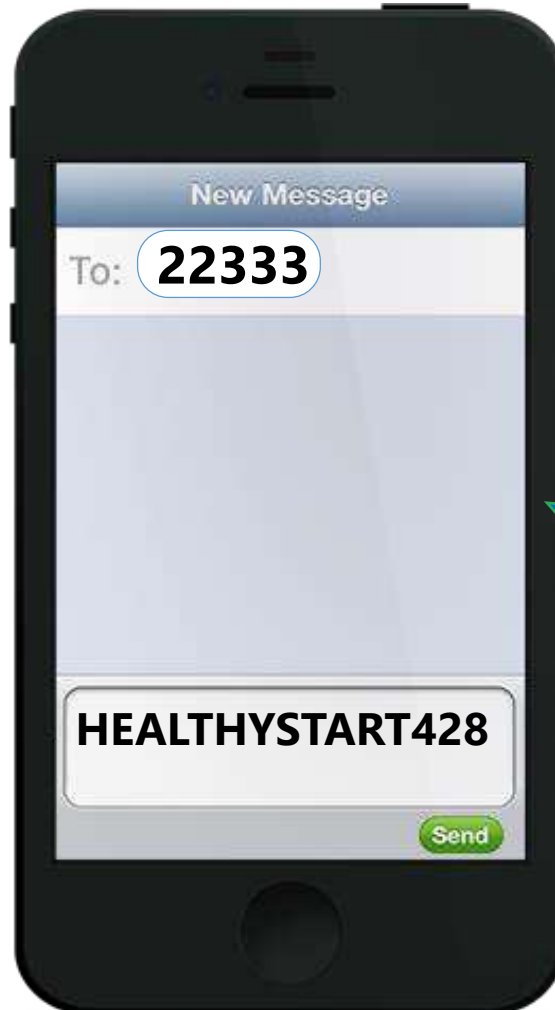


# Ways to Participate: Chat



A screenshot of a Zoom meeting interface. The top bar shows 'Zoom Participant ID: 49 Meeting ID: 617-788-369'. Below this, there's a 'Talking:' bar. The main area displays meeting details: 'Meeting Topic: Healthy Start Webinar', 'Host: HS TA &amp; Support Center', 'Invitation URL: https://zoom.us/j/617788369', and 'Participant ID: 49'. At the bottom, there's a toolbar with icons for 'Join Audio', 'Start Video', 'Invite', 'Participants', 'Share', 'Chat', 'Record', and 'Leave Meeting'. A 'Zoom Group Chat' sidebar is open on the right. A red box highlights the 'Chat' button in the toolbar, with an arrow pointing to the chat sidebar. Another red box highlights the 'Chat' button with the text 'At the bottom of the Zoom window, you will see a 'Chat' button'. A third red box highlights the chat sidebar with the text 'After you click the 'Chat' button, a sidebar will appear where you can chat to all participants'. A fourth red box highlights the chat input area with the text 'Chat here to everyone!'. The chat input area shows 'To: Everyone' and 'Type message here...'. There are also 'Share' and 'Invite Others' buttons in the middle of the interface.

# Participating with via text messaging



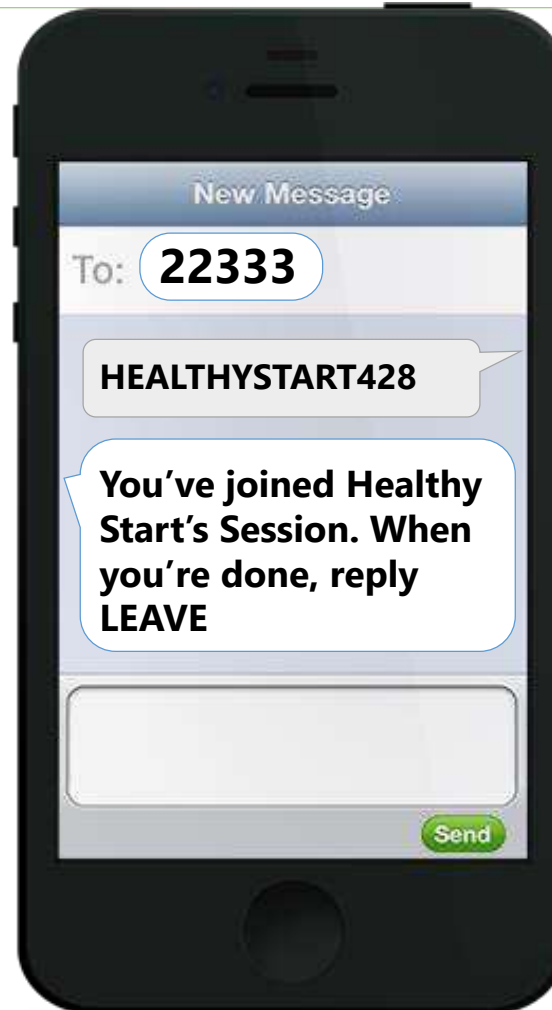
Send all messages to  
this five digit  
number: **22333**

To log in, include in  
body of text the  
word (*you only have  
to do this once*):  
**HEALTHYSTART428**

# Participating with via text messaging



After you have  
logged in, you  
will receive this  
confirmation  
message





# Poll Everywhere: Additional Tips

- Capitalization does not matter; spelling and spaces do
- You only have to text the word "HEALTHYSTART428" the first time. After that, just send a normal text to respond to polls.
- If texting 22333 doesn't work: Visit [pollev.com/HEALTHYSTART428](http://pollev.com/HEALTHYSTART428) to respond to the current poll
- NO charges to your cellphone beyond what your phone carrier typically charges for a text message



# Welcome

Kenn Harris  
Healthy Start TA &  
Support Center

# The Impact of COVID-19 on Healthy Start

Kevin Chapman  
Healthy Start Project Officer  
Division of Healthy Start and  
Perinatal Services

A black and white photograph of a woman with long, dark, curly hair sitting on a dark leather couch. She is wearing a white, pleated face mask and a dark long-sleeved top. She is holding a baby wrapped in a light-colored blanket. The background shows horizontal window blinds.

**In this  
together!**  
#HealthyStartStrong

On behalf of MCHB's Division of Healthy Start and Perinatal Services (DHSPS),  
thank you for responding to questions related to the impact of COVID-19 on the Healthy Start Program!



Data contained in this presentation was submitted by grantees to the Division of Healthy Start and Perinatal Services in August 2020

## Data from the 101 Healthy Start programs analyzed and summarized to answer the key questions below:



- How are Healthy Start programs adapting during the COVID-19 pandemic?
- How are Healthy Start programs engaging their clients?
- How are Healthy Start programs conducting outreach and community events?
- Are Healthy Start funds being used for COVID-19-related activities?



GOOD NEWS!

100% of Healthy Start programs responded to the survey and *are operational*



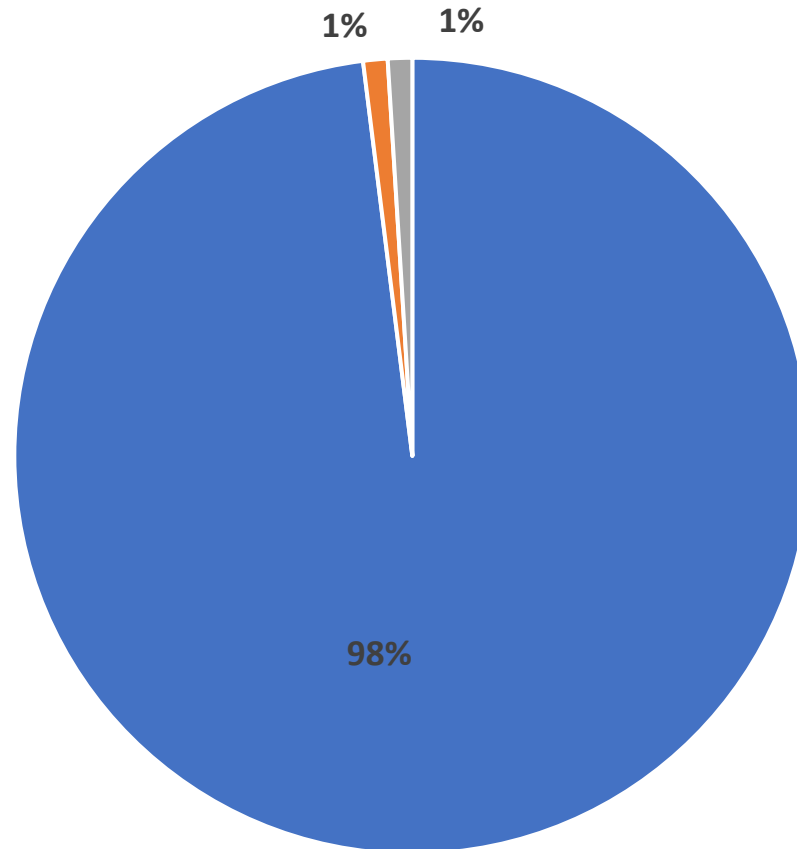
How are Healthy Start Programs adapting during the COVID-19 pandemic?



Are you continuing  
to engage with  
clients?

### Continued Client Engagement

■ Yes/Continued/Open ■ Partial ■ No Response



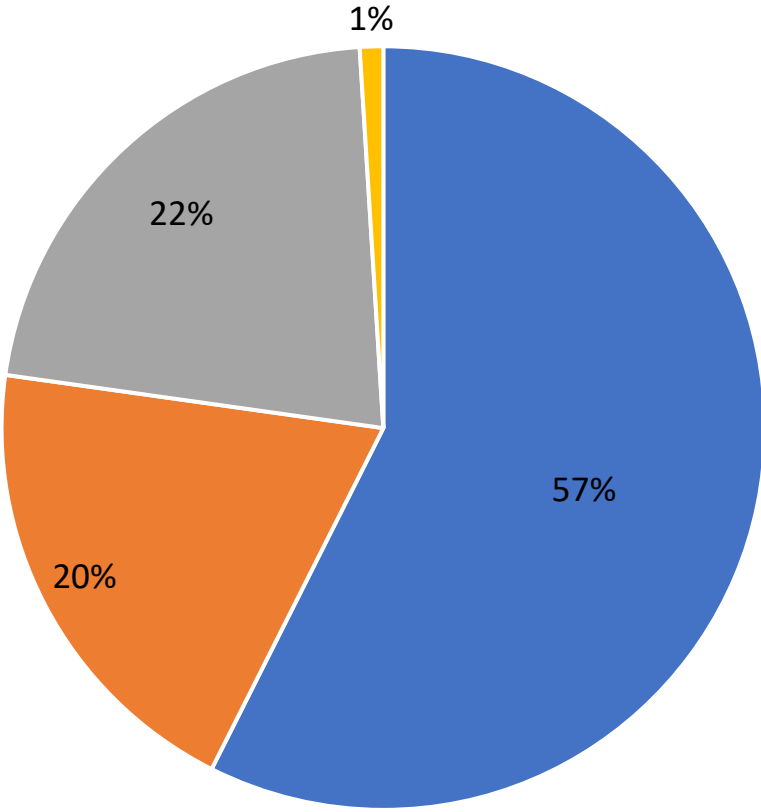




Are staff working from home?

### Staff Working from Home

■ Working from Home ■ Working in Office ■ Mixed ■ No Response

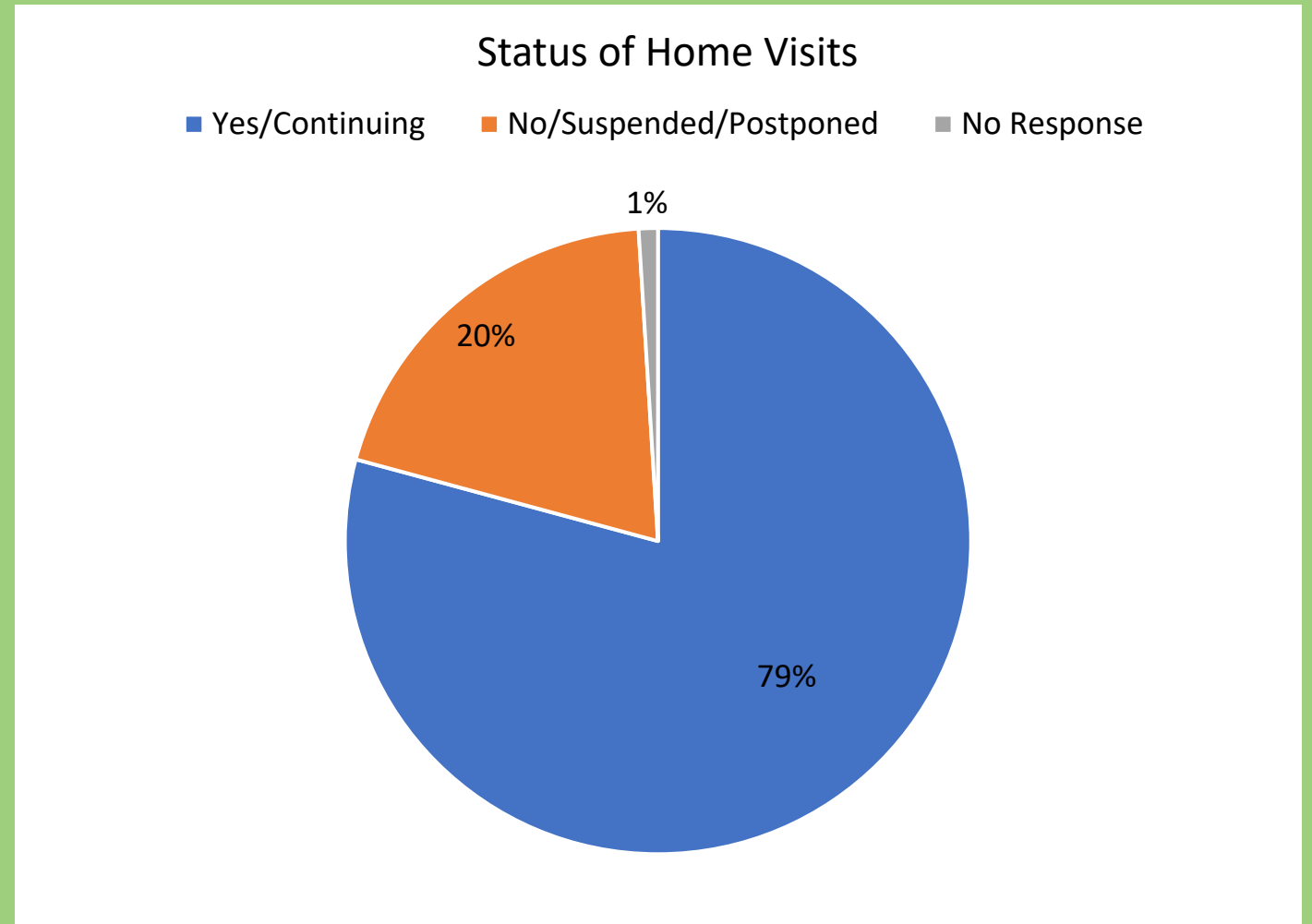




How are Healthy Start Programs engaging their clients?

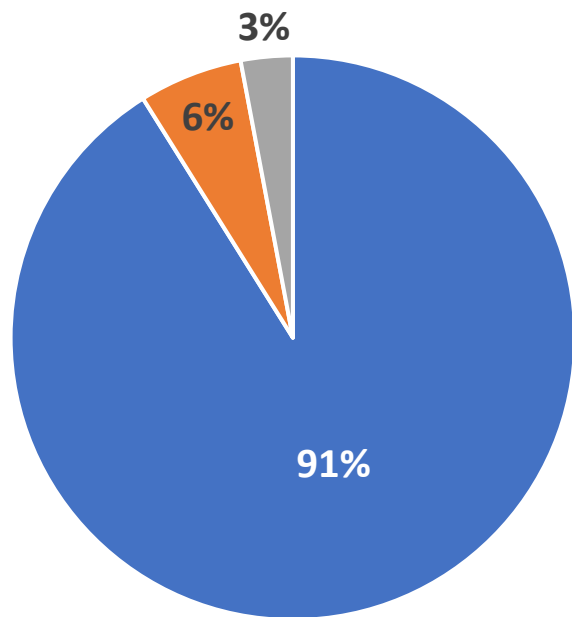


What is the status of home visits?

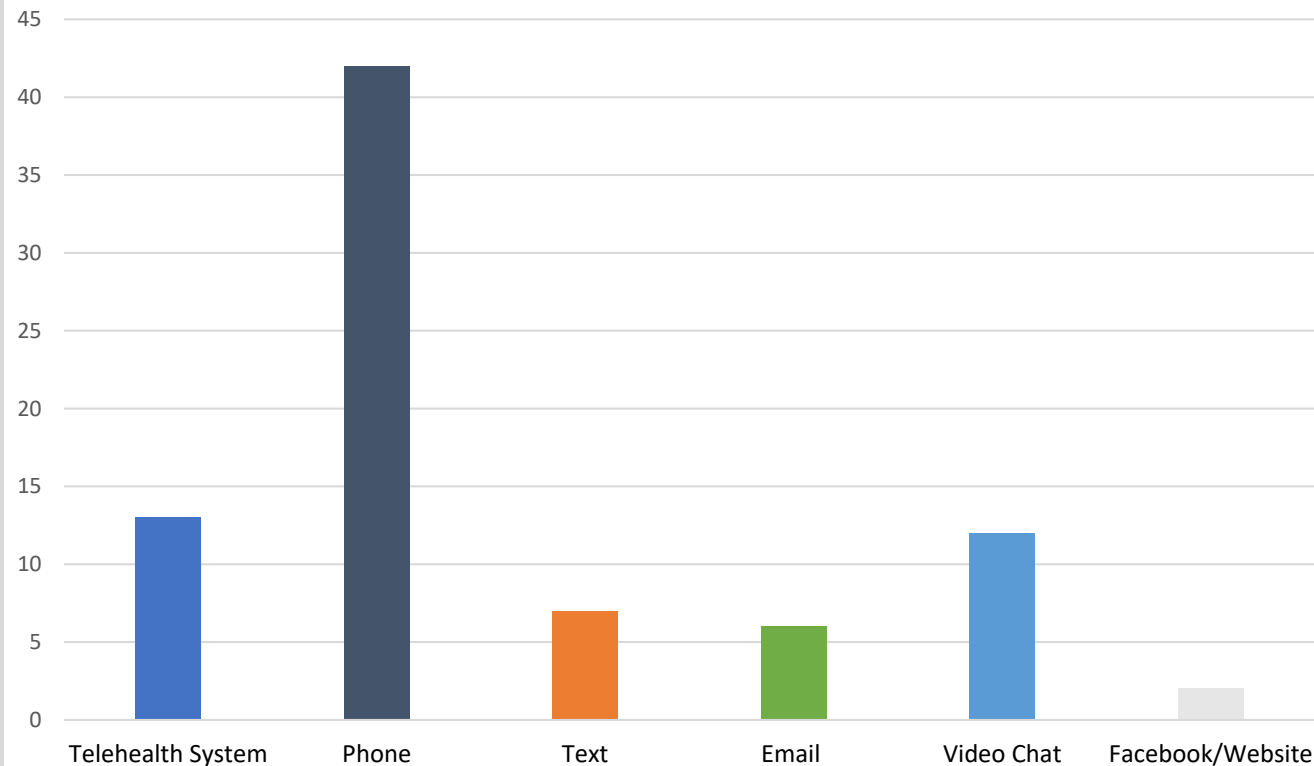


### Home Visit Delivery Method

■ Remote/Modified ■ Remote & In-person ■ None



### Home Visiting Methods Used



## Home Visit Delivery Method & Home Visiting Methods Used

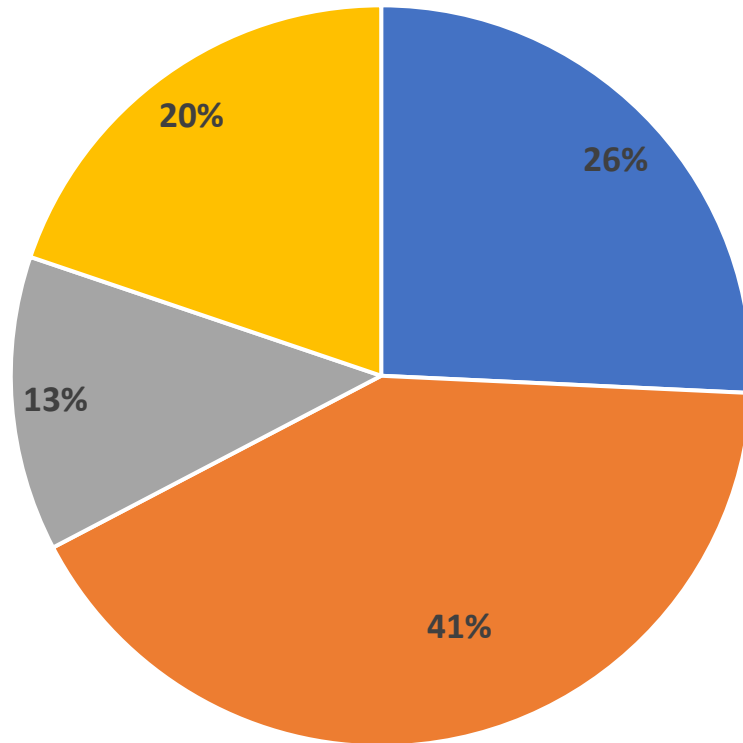




How are Healthy Start Programs conducting outreach & community events?

## Status of Outreach Services

- Continuing (unspecified)
- Continuing (virtually)
- Limited
- No/Suspended/Postponed



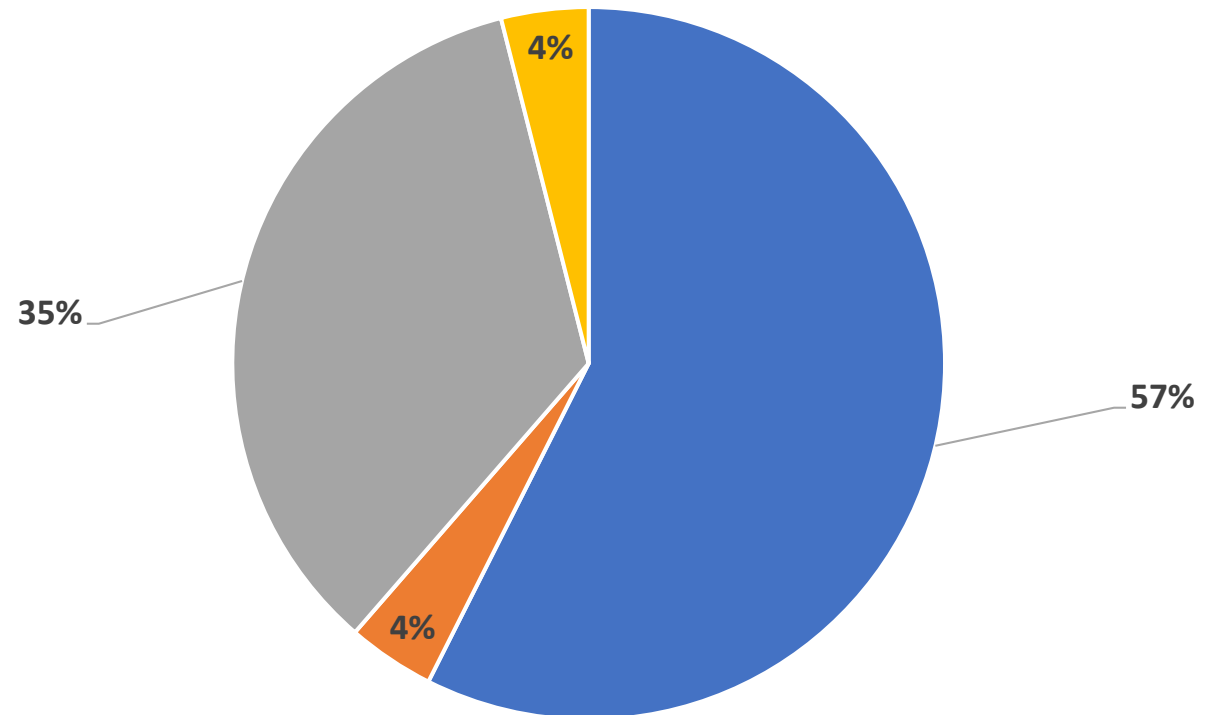
What is the status of outreach services?



What is the status of community events?

### Status of Community Events

- Postponed/Canceled
- Continuing (unspecified)
- Continuing (virtually)
- Continuing (virtual and some in-person)





Are Healthy Start funds being used for COVID-19-related activities?

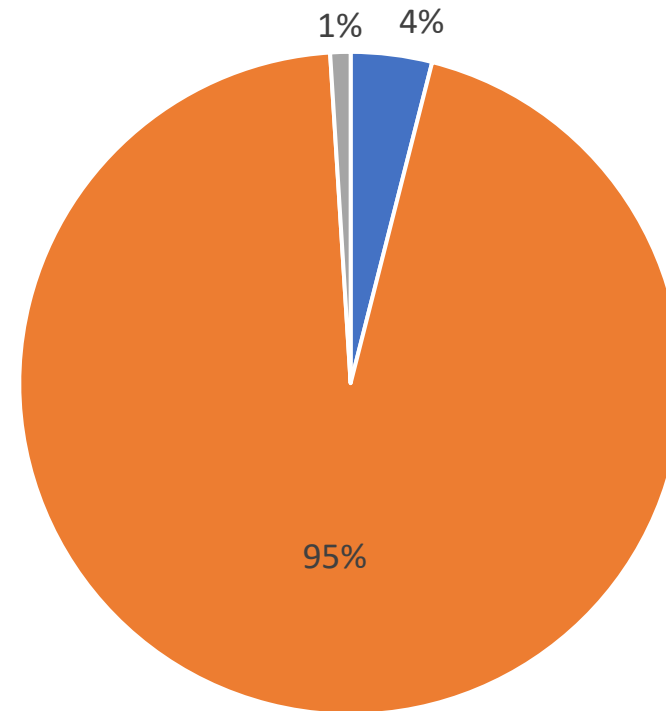




Are Healthy Start funds being used for COVID-19-related activities?



### Use of Healthy Start Funds for COVID-19 Activities

■ Yes ■ No ■ No Response or Unknown





**Thank  
You!**



# **Use one word to describe your experience serving Healthy Start clients during the COVID-19 pandemic**

**As a Healthy Start Staff member, what has been your biggest obstacle during the COVID-19 pandemic?**



# **What information and types of support do you need to better serve your clients during this challenging time?**

# Overview: Beyond COVID-19 Webinar Series

Healthy Start TA &  
Support Center Team

# Goal

- The goal of this webinar series is to **strengthen and enhance grantees' capacity to meet their clients' needs** (and consequently, the Healthy Start benchmarks) via virtual platforms in the midst of the COVID-19 pandemic



# Webinar Series Speakers



Wendy Davis, PhD, PMH-C  
Postpartum Support  
International (PSI)



Jana Glass, LPC, MAC,  
PMH-C, BC-TMH  
Supportive Solutions Inc.



Jane Taylor, Ed.D.,  
MBA, MHA  
Improvement Advisor



# Webinar Series Structure

- 5-part series
- First Wednesday of the month from 12-1:30 p.m. EST
- October 2020 through February 2021



# Webinar Series Schedule



Introduction to the Beyond COVID-19 Webinar Series	October 7, 2020
A Deep Dive into Providing Teleservices for Healthy Start	November 4, 2020
Healthy Start Best Practices During and Beyond COVID-19	December 2, 2020
Quick Tests of Change for Healthy Start	January 6, 2021
Reconnecting & Reengaging Healthy Start Clients	February 3, 2021

# Webinar Series Topics

- Best practices for providing case management virtually
- Safety, liability, and HIPAA concerns
- Success stories and challenges
- COVID-19-related change ideas for Healthy Start projects
- Fostering connections with clients virtually



# What else would you like to hear?

Please write your suggestions in the chat box!



# CoLab Engagement

NICHQ Collaboratory

## Healthy Start Performance CoLab

- Connect with other grantees and subject matter experts
- Share and receive resources
- Ask questions and learn best practices



Questions?

# We are #HealthyStartStrong

Do you have a success story about staying connected with existing clients or building relationships with new clients virtually during the COVID-19 pandemic?

Email your story  
to [healthystart@nichq.org](mailto:healthystart@nichq.org)!



Thank You!

