



the Link



healthy families
new york

the children of today are tomorrow's parents ∞ los niños del presente son los padres del futuro ∞ les enfants d'aujourd'hui seront les parents de demain

Participant Retention: What Makes Families Stay?

In This Issue ...

This issue addresses some of the critical aspects of program implementation that impact participant retention. You can read what the current literature says about retention, and learn how HFNY programs has increased retention. This issue's Milky Way focuses on how promoting breastfeeding and supporting participants in their efforts to breastfeed has helped with one program's retention. We have a Spotlight on our colleagues at Healthy Families Suffolk and our OCFS Update takes us down memory lane to acknowledge the 15th anniversary of Healthy Families New York! And, as always, there are program happenings, and photos highlighting the significant and creative work going on in our statewide system.

What Research and HFNY Program Experience Tell Us about Participant Retention

Ellen Butowsky, PCANY

WHAT DO WE KNOW ABOUT RETENTION?
Why do some families take full advantage of Healthy Families New York's services and others leave within the first year? In prevention programs, it is crucial that participants stay involved long enough for services to produce meaningful outcomes for children, yet across the country, home visiting programs struggle to keep families in their programs.

In our Randomized Control Trial (RCT), (see figure on page 4), 70% of the participants who enrolled in HFNY were still active in the program 6 months later, 51% remained in the program for at least one year, and 30% stayed in the program longer than 2 years. The statewide retention rates of HFNY programs are similar to those of other Healthy Families America programs, while we do find variations across individual HFNY programs.

A review of the literature about participant retention reveals studies on family, home visitor, and program characteristics individually, as well as the interplay of these characteristics. At the participant level, Daro et al., 2003, found that older participants, those who were unemployed or in school, and those who enrolled in the program early in the pregnancy stayed engaged in the program longer. Stevens-Simon, et al., 2001, found that those having more involvement from significant others

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HFNY Goals

- To systematically identify overburdened families in need of support
- To promote positive parent-child interaction
- To ensure optimal prenatal care and promote healthy childhood growth and development
- To enhance family functioning by building trusting relationships, problem-solving skills and support systems

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OCFS Update

By Bernadette Johnson, Program Coordinator, OCFS

Over the past fifteen years in Healthy Families New York, we have seen highs and lows. In 2010, Healthy Families New York families are better off for the intervention the program has provided.

So what was the country like 15 years ago? The average monthly rent was \$550, the cost of a gallon of gas \$1.09, a loaf of bread was \$1.15 and a dozen Eggs cost 87¢. The Violent Crime Control and Law Enforcement Act was passed (Megan's Law) which helps to make parents aware of the presence of convicted sex offenders in their neighborhoods.

Healthy Families New York was initiated through a request for proposal process and ten sites started serving families!

By October 1996, one thousand families were served. In 1997, two more program sites joined Healthy Families New York. In 1998, HFNY received a 4-year HFA credential. In 2000, we received support to expand the program into 16 new communities and HFNY had served 5000 families.

In 2004, the program received a multi-site credential from HFA. In 2005, 14,000 families had been served. In 2007, HFNY received support to provide services in 10 additional communities.

In 2008, HFNY began to experience some reduction in funding, but unlike many other programs at the time, HFNY continued and the program persevered. We tightened our belts, and continued to provide the very best services to the families of New York.

As of July 2010, we had served over 25,700 families and completed 777,042 home visits. We have much to be proud of. Look at our HFNY website for research documenting our successes.

Two remarkable women had a tremendous influence in shaping the program: Joy Griffith, former Program Coordinator, and Ann Pitkin, former Training and Staff Development Director at PCANY. With their guidance, Healthy Families New York grew and flourished.

A huge thank you to all of you for working tirelessly on behalf of the families you serve. I offer a special thank you to those who have been here since the beginning. Your work and dedication is commendable.

What is ahead? Things are tough all over right now, but there is movement. Communities, states, and the federal government see the value of getting families off to the right start. If we continue to work on behalf of children and families, I believe we will see the availability of home visiting grow to all families that need us and are willing to invite us into their homes. When they do, we have the opportunity to share in the most important event in their lives: raising their family.

- Bernadette

(Continued on page 4)

Program Happenings

Healthy Families Suffolk

Makeover Event at Cactus Salon

Jessica Barat, FSW

Cactus Salon of Huntington, NY had its 3rd Annual Family Service League Makeover Event on August 16, 2010. Approximately 45 women from Family Service League were selected to participate in a free salon makeover that included haircut, color, manicure and other salon services. The participants referred for this event were those looking for employment, or were currently employed, or who would benefit from a boost to their self-esteem.

I referred Jacqueline Mendoza, a participant who was trying to return to work. Ms. Mendoza participated in the event and said that she really enjoyed the experience. Not only did she receive a makeover, she also served as a translator for other makeover recipients! She assisted the stylists by explaining each participant's requests for style and color. She had a really good time.

It is great to see participants who are experiencing isolation, depression, or a lack of self-confidence, blossom and be transformed into advocates for themselves and their families.

Healthy Families Broome

Graduation 2010

Carol Peeling, Program Manager

Healthy Families Broome families and staff celebrated their 2010 Graduation on August 13. Twenty-one graduates and 50 family members attended the celebration. Each graduate received a backpack with all the necessary tools to begin their educational journey this fall in Head Start, Pre-kindergarten, or Kindergarten. Parents received a "parenting license" reminding them how important they are in developing their children's future, and that they are their child's most important teacher. Diplomas and a DVD of the event were presented to the families.

This year Aaron Bennett, Fatherhood Advocate, led the children in a rousing sing-along of "If You're Happy and You Know It." Jessica Rosenkrans, FSW, held the microphone for the graduates as they joined in and sang proudly. This was a heartwarming experience and provided time for closure not only to the families but also the home visitors who have built strong relationships with the families over the last several years.

The program, staff, and families would like to give a special thanks to the local Liberty Mutual Insurance office

and Ada Gentile for their generous donations which were used to purchase backpacks for the graduates.



Participant Retention: What Makes Families Stay?

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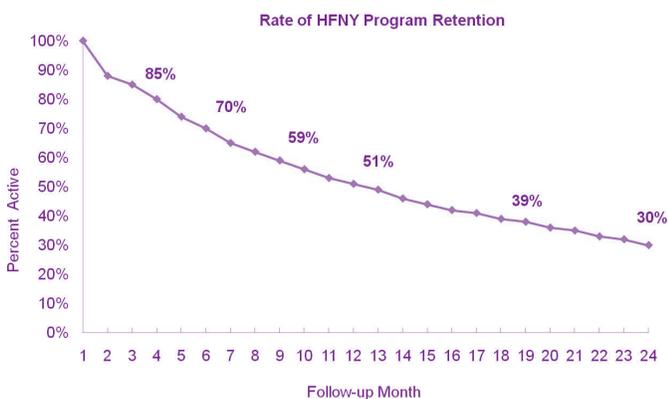
(such as boyfriends or grandmothers) were more likely to stay enrolled longer, and participated in more home visits during the time they were enrolled.

When looking at the interplay between the home visitor and participant characteristics, McCurdy et al., 2006, found that home visitors who match the participants in terms of parenting status and race/ethnicity retained them the longest. Some studies have also found higher retention where the home visitor is older than the participants.

"I like that my home visitor listens and acknowledges both my children, not just the one working with Healthy Families. And, if I need help, she is there."
-- Autumn, Cayuga Seneca Healthy Families participant for almost 2 years

At the program and community level, McGuigan et al., 2003, found that families were more likely to remain in the program when the home visitor received more hours of direct supervision and had a lower caseload, and when participants lived in communities with low levels of violence.

While this national research of other home visiting programs can provide ideas for looking at our own participant retention, it also highlights how the interplay of the different variables makes it really important to do



research on our own sites. The Center for Human Services Research (CHSR) has done some preliminary analysis from the Randomized Control Trial and is looking at how the differences in retention among the RCT sites may be due to site specific differences (i.e., program culture, host agency) rather than differences related to participant and home visitor characteristics.

Eunju Lee, a researcher at CHSR, is also interested in looking at what others have found about the impact of participant employment on retention. Preliminary observation of our data seems to indicate that employed mothers are more likely to leave the program, and/or that programs that practice flexible scheduling, including evenings and weekends might have better outcomes with retaining those mothers. In the near future, researchers at OCFS and CHSR will conduct an analysis to identify participant and organizational characteristics that have led to higher retention in HFNY.

LESSONS LEARNED BY SUCCESSFUL PROGRAMS

When looking for tips from successful programs, we have excellent resources right here in our state system. We interviewed programs that had either raised their rates over the past few years, or have consistently exceeded the target of retaining 50% of participants at 1 year.

South Bronx Healthy Families

Each year, Lisa White, Program Manager at South Bronx Healthy Families, and her staff choose a specific program area to focus on. A few years ago, they selected retention because they were not hitting the 50% mark. Lisa saw it as a performance indicator that encompassed all the other indicators. She shared, "Retention rates demonstrate everything-your home visit achievement rate, how happy your staff are, your staff retention rates, how well you're implementing curriculum." South Bronx

"I don't always have the answers, you [FSW] don't always have the answers, but it's nice to know that today we can find the answers together."
-- Adrianna B., South Bronx Healthy Families participant for 1.5 years

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Healthy Families looked at their participant surveys for ideas. One exit survey in particular made Lisa take notice. When asked why she was leaving the program, a participant had written: "I thought I'd be doing more child development and stuff with my kids."

Lisa shared that the program had assumed that families wanted to focus more on their issues and crises, and "Here was a mother saying she left because we did not give her enough child development and activities to do with her child."

Lisa took a look at which home visitors had higher success retaining families and, through home visit observations and videotaping, found that home visitors who retained families the longest were those who implemented curriculum the most consistently and effectively, including with those families who were constantly in crisis. The home visitors who were losing

"Ella siempre me ayudado. Cuando necesito algo, ella siempre ha estado allí, especialmente con el Inglés. Yo se si necesito algo puedo contar con ella. Y por eso me ha quedado por cuatro años con el programa.

-- Petra L., South Bronx Healthy Families participant for over 4 years

Translation: She always helps me. When I need something, she is always there for me, especially with English. I know that if I need something, I can count on her. And for this, I have stayed in the program for four years.

families earlier seemed to be those who were focusing more on concrete needs and less on child development and parent-child interaction. It seemed that once those concrete needs had been met, the family, and sometimes the home visitor, seemed to think: "Okay, we're done."

Lisa said, "I began to really understand that it's the curriculum and activities that keep the family interested. Families want to know how to move their child forward. They see their children as extensions of themselves. On our home visit logs, we now see much less time spent on crisis intervention and now we are meeting the retention target."

The supervisors also started to use more reflection with staff. "We worked with staff to ask more questions and tease out and understand what families want to do in the program. We helped them do more thoughtful planning for each and every home visit. All this keeps staff from

getting burned out. We think it could be connected to goals families are setting. They're more realistic for them, so they follow through more."

Penny Matthews, Clinical Coordinator, added, "We used videotaping to help staff work on their relationships with families to improve retention, but, more important, we created an environment where people can look at this honestly and get the support they need." The program has also spent time attending to the parallel process. Penny added that their high staff retention rate helps their participant rates, "If you want to have a good program you need to support and develop the workers."

Healthy Families Steuben

Lisa Galatio, Program Manager from Steuben Healthy Families, believes that their consistently high retention rates are related to following the HFA model. She says, "The things that work are built right into it. If you stick to that- consistent visits, engaging families in a strengths-based and non-judgmental way-that is what will encourage them to stick with you."

"I like the fact that the workers are friendly and they are helpful in finding services. I think Healthy Families is a wonderful program and has helped me a lot."

-- Theresa, Cayuga Seneca Healthy Families participant for 2 years

Lisa also attributes their high rates to the longevity of her staff, many of whom have been with the program for over ten years. She says they have been well-trained through our HFNY system, and are very well-supported. And she thinks that the program's retention rates are impacted by being in a rural setting. She says, "I don't think it's because we're the only game in town, because there are other services. I think it's that we're a small community and staff takes a lot of pride in representing their community. There is real investment and a sense of mission. Your own kids go to school with your participants' kids. We all have a real stake in succeeding."

Retention in HFS may also be related to the opportunities the program provides for social interaction. The program puts a lot of emphasis on making their group events feel more like family outings. Lisa shared, "Participants feel connected to the program and have a sense of being part of the HFS family that, in a sense, is larger than their one-on-one worker relationship. It helps them want to stay

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involved and engaged with us for years.”

Healthy Families Orange County

Lauren Owens, Program Manager at Healthy Families Orange County said they approached their retention rates systematically. “We got input from staff and took an analytical look at what was working or not. We did a brainstorming activity with staff to generate lots of ideas for increasing retention. So, when staff is asked to do these things, they are more invested since the ideas came from them.”

“You’re doing awesome and my FSW helps so much. She always brings information out for me about the baby, and more.”

-- Delaware Healthy Families participant for 11 months (6 months while pregnant)

The program’s protocol for initial engagement includes a case conference with the FSW, FAW and supervisor, and the FAW accompanying the FSW on the first home visit. This helps them get off to the right start with participants. They have also begun doing more frequent outreach with new and established referral services. “Our FAW is continuously re-educating people about our program so we reach those families who might be more likely to enroll- like prenatal families.”

Lauren shared that the program has stepped up their efforts to reach out to families who seem to be losing interest. For example, if two consecutive home visits are missed, a supervisor makes a call or goes out with the home visitor to observe and gather information. Lauren shared, “In some cases, we’re realizing that we can work out the issues, like finding ways to be more flexible. We have lots of teens and maybe a particular worker has all of their 3:30-5:30 slots filled up. We looked at not overwhelming home visitors with all the same kinds of caseload issues and scheduling challenges.”

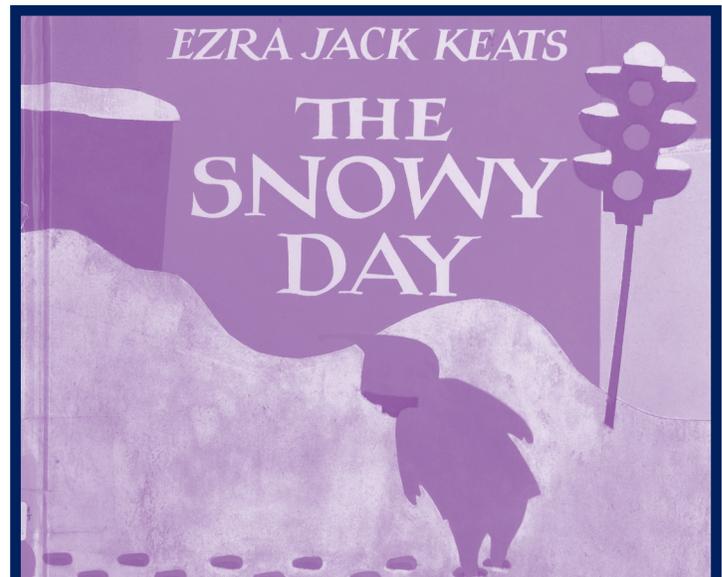
Increasing the frequency of parent groups in response to participant feedback has been hugely important to the program’s improved retention rate. Several previously isolated Hispanic mothers have become friends and are invested in the program, not only in their relationship with their home visitor.

With respect to on-going work, Lauren said, “We’ve always collaborated with other service providers but

we’re doing it more now and having releases signed so we can maintain contact with clinicians to better understand participant needs, like depression. We’re more clued in when we start to see disengagement.”

With the majority of their participants being single parents, Lauren reflected on the role of fathers in retention rates. “Engaging dads is an important piece. We make our parenting group father-friendly and when they attend, we make sure they know they are welcome. We’ve also been acknowledging everyone’s engagement, like sending out something to say ‘Thanks, you’ve been in program for 6 months.’”

Lauren believes their success has come from understanding the value of retention for both families and home visitors. She says, “We think about retention with respect to the participants and how they feel, but staff also has needs and strong feelings regarding their participants staying in the program. We try and support staff and nurture them through this whole process.”



With winter here in full force, don’t forget to share [The Snowy Day](#) with HFNY participants. This award winning children’s book follows the adventures of a small boy named Peter on a snowy day.

Find a copy to take out on your home visits!

Program Happenings

Dutchess County Healthy Families and Ulster County Healthy Start Partner With Community to Help Mom in Jail Keep Her Baby

Nikki Pison, Program Director

Through a recent linkage agreement with the Dutchess County Jail, a pregnant incarcerated woman was referred to our program. Although it was not the typical "home" visiting scenario, Alithia Owens, FSW, met with the mom in jail bi-weekly for months, helping her to bond with the child inside her womb, and addressing many other parenting concerns, including guardianship rights. The mother was surprised to learn that she had the right to maintain custody of her child within the prison system for up to 18 months (NY State Corrections Law § 611). No one at the jail had notified her of this right, and we found that it is standard practice to remove babies born to women in jail and place them with a family member or in foster care at birth. Women also have the right to keep their babies with them if they are breastfeeding at the time they are incarcerated, but this is not well-publicized either.

After receiving information about her rights, the mother decided she wanted to keep her baby with her as long as possible, and despite ambivalence and even resistance from some jail and local hospital staff, we were able

to coordinate with the many systems involved to help the mom retain custody of her child. The mother was transferred to Ulster County, and DCHF staff worked closely with staff at Ulster County Healthy Start to keep the mother and her baby together, with the aid of Reproductive Health lawyers from the New York Civil Liberties Union.

At DCHF, we discovered that the idea of women being allowed to keep their babies in jail brings up some very strong reactions. But our belief is that, regardless of one's personal feelings about whether incarcerated women ought to have their babies with them, perhaps all can agree that babies deserve to have the opportunity to be with their mothers if there are no clear safety issues, and the law supports this perspective. Since we often serve the most vulnerable in our communities-including the incarcerated-it is our obligation to know the rights of our population, and to inform them and advocate for their rights when needed.

Healthy Families Parkchester

International Food Day

Soraya Lithgow, Program Manager

On June 30, 2010, HFP held an International Food Day. Families brought dishes representing their native countries. Each family shared how the dish was prepared and then served it so everyone could have a taste. Children and families colored pictures of their country's flag, and it was clear that the children were very proud of their flags. One of the best things about the event was that families had the opportunity to teach staff and other families something about their culture, and the families seemed so happy to know that our program staff was interested in their culture. It was a successful and fun day for all.



Dutchess County Healthy Families participates in Dutchess County Breastfeeding Awareness Walk August 2010



Spotlight on Healthy Families Suffolk

Giselle Cosme, Program Manager and staff

In 1891, Anna Paulding started a Coffee Room in Huntington, New York. This was a forerunner of today's soup kitchen, and a mini-counseling center. Anna was deeply troubled by the poverty, hunger and loneliness she saw in her community, and took action by planting the seeds for what would grow into the Family Service League (FSL) 39 years later.

In 1925, three of Anna's closest friends decided to continue and expand the seminal work that Anna had started. Three years after her death, they began a Service Committee of nine people who set about to establish an actual social welfare agency which, a year later, became the Service League, a legal entity. The founders of FSL had set the standard for a wonderful legacy. They saw a need and they gave of themselves. For 85 years, Family Service League has been building stronger communities by helping individuals and families. Today, FSL fulfills its mission by providing services through a wide array of programs, including Healthy Families Suffolk.

In early 2007, FSL responded to the Healthy Families New York Request for Funding Proposals in order to establish Suffolk County's first Healthy Families program. Key people visited a variety of HFNY programs throughout the state to learn from them, and recognized the need for this program in our own county. After much research and an arduous grant writing process, Family Service League was awarded the HFNY grant.



Baby Shower, October 2010



FSL Staff Recognition Luncheon.

Back row left to right: Jessicka Barat (FSW), Sulay Garcia (FSW), Ashley Umanzor (FSW), Lyzbette Torres (FAW), Jo Anne Collins (Division Director). Sitting left to right: Maria Perez (FSW), Vanessa Espinoza (FSW), Jaisy Reyes (Program Supervisor, and Giselle Cosme (Program Manager).

In September 2007, Healthy Families Suffolk began operating in the Brentwood community. We can still recall the excitement we felt when we enrolled our very first family in December 2007, and the birth of our first HFS baby shortly afterward. By September 2008, we had expanded our services to the Bay Shore community. So far, we have provided home visiting services to 134 families and have experienced very little participant turnover. Our program has been successful due to the hard work and dedication of the staff at Healthy Families Suffolk. We are the only Healthy Families program on Long Island and we hope to continue expanding to serve other communities in Suffolk County that are in need.

Throughout the year, we work to encourage families to participate in activities they would not otherwise have the opportunity to enjoy. Over the last year, we have had several family events, including trips to the Long Island Children's Museum, White Post Farms, and Fun for All. We have also hosted several Baby Showers and a 2-year-old Birthday Celebration, and recently held our 4th Annual HFS Thanksgiving luncheon. Many families on Long Island live in isolation for a variety of reasons including poverty and lack of transportation, and are unable to access museums and other interactive educational facilities. Our program has been lucky enough to have the opportunity

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to provide our families with these wonderful experiences and memories.

Healthy Families Suffolk is fully staffed, with 5 Family Support Workers, 1 Family Assessment Worker, 1 Program Supervisor and 1 Program Manager. Staff members have brought a unique flavor to our program with their diverse backgrounds and experience. Here is what some of them said about our program.

Ashley Umanzor, FSW says: I have been an FSW for a year and a half. I have seen participants grow and accomplish more than they ever dreamed. To be able to be part of that experience, watch families grow closer and witness big strides toward personal goals, brings me so much happiness. I feel privileged to be able to serve the community and put so much of myself into my work.



Fun for All, August 2010



Long Island Children's Museum, August 2010

Vanessa Espinoza, FSW shared: I have been a Family Support Worker for three years. During this time, I have been able to assist participants in learning more about their families and their new babies. During visits, I have heard participants say, "I never knew this about babies" and "The information you gave me was so helpful to me and my family." Many of the participants also have become more self-sufficient and are more confident when advocating for themselves.

Personally, it has been a great learning experience to work with HFS. I have learned about different cultures and parenting styles. It makes me happy to know families have us to help their babies start their journey.

Maria Perez, FSW says: Although I have only been here for 2 months, I can see how wonderful it is working with people that really care for others and for people that are in need. This program gives me a great sense of pride to know that we can make a difference in other people's lives. I'm very excited to be part of the Healthy Families Suffolk team. I feel honored knowing that I work with people who are devoted to supporting their participants, and I am touched by how the staff has embraced and supported me.



White Post Farms, October 2010



The Milky Way

Guest Writer Rebeca Lucret, FSW,
Certified Lactation Consultant,
Bushwick Bright Start

Breastfeeding and Participant Retention

A newborn baby has only three demands. They are warmth in the arms of its mother, food from her breasts, and security in the knowledge of her presence. Breastfeeding satisfies all three.

~Grantly Dick-Read

Bushwick Bright Start uses a wide variety of tools to support participants and to keep them engaged in the program. Some of the tools are an expression of each unique staff member, and others are tools that we can pull out of our “bag of tricks” when needed. One tool that stands out is the willingness to invest in the welfare and success of others, a powerful tool for helping professionals. Promoting and supporting breastfeeding is a primary example of investing in the success of others in a way that retains families in our program.

We know the power of meeting participants where they are, and the importance of respecting culture. If breastfeeding their newborn is “where they’re at” and if breastfeeding is something a family desires to do, then home visitors have a special opportunity to provide critical support and information that can contribute the family’s success. Many of our families have a strong desire to breastfeed their babies but find their commitment challenged when they don’t have support in their families or communities. Home visitors with extensive training in cultural competence as well as knowledge about breastfeeding are able to support families during this unique and irreplaceable time between mother and child, and they are able to provide families with all the information they need.

Many of our programs are able to provide a welcoming space for breastfeeding so participants have a haven outside their homes where breastfeeding isn’t just normal, it’s even cool! The accepting place we provide and the trusting relationships we build are important parts of what keeps families engaged in the program!



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WELCOME JEANNE CRAMER



Hello Healthy Families New York! I am Jeanne Cramer, Program Contract Manager with the Office of Children and Family Services. I am happy to be joining the Healthy Families Team at OCFS, working with Bernadette Johnson and Tom Dwyer as a Program Contract Manager. I recently transferred from the Prevention Unit. I previously worked in a community reunification/aftercare program for at-risk youth and their families. Some of my professional experiences include working at private and public agencies, schools, and a professional mental health journal, and as an accountant. I earned bachelor's degrees in both Psychology and English at SUNY Albany, and an MSW at Springfield College. I come from a large extended family and I cherish my role as a mother, having raised a son and daughter who are now adults. I look forward to working with all of the HFNY programs.

Deborah Daro is Opening Plenary Speaker at NYS Child Abuse Prevention Conference

Strengthening Families: Connecting Prevention with Intervention, the 16th annual NYS Child Abuse Prevention Conference, will take place April 11-13. Once again, the conference will be at the Marriott Hotel in Albany.

The conference promises to offer something for everyone. Workshop tracks include: parenting education and support, effective prevention strategies, skills for direct services provision, collaboration within and across systems, and not-for-profit management and leadership. This array of workshops focuses on helping practitioners further develop the skills needed to thrive in today's complex environment.

The opening plenary speaker is Deborah Daro, Ph.D. Dr. Daro is a Chapin Hall Research Fellow with over 20 years of experience in evaluating child abuse treatment and prevention programs and has directed some of the largest multi-site program evaluations completed in the field. Currently, she is leading the development of the Doris Duke Fellowships for the Prevention of Child Abuse and Neglect. Her plenary session will look broadly at the child abuse prevention field and consider how we can learn from the past to build for the future.

Jodi Pfarr, a Bridges out of Poverty and aha! Process Consultant, will join the conference for the second plenary

session. Jodi brings to her audiences the knowledge gained from direct experience with not-for-profit organizations. Pfarr is Executive Director of Emma Norton Services, providing housing to single women with low incomes. She worked for years for Catholic Charities, most recently as a consultant assisting the program staff with the development of their skills and the enhancement of their programs. She has been a consultant for aha! Process since 2001. She'll deliver a keynote and a follow-up institute focused on their Bridges out of Poverty training.

Closing keynote speaker Milton Creagh is a nationally renowned motivational speaker with a deep understanding of parenting and family dynamics. Milton is the former host of the national PBS series, Parenting Works. He hosted two prime time specials for WPBA Channel 30, Atlanta: *The Black Male: An Endangered Species* and *Atlanta Facing AIDS*. Milton was featured in three nationally syndicated television specials, various magazines, and hundreds of newspapers around the country. He is the author of *Nobody Wants Your Child*, a guide for parents who wish to teach their children the principles of successful living.

Registration for the conference will open in early February. For more information call 518-445-1273 or visit www.preventchildabuseny.org.



Roving Reporter!

Think about a family who has been in your program a long time. If you had to choose one thing that you think helped them stay involved, what would it be?



Betty Rodriguez
FSW Supervisor

Buffalo Home Visiting Program

A couple of things come to mind: focusing on their strengths and accomplishments in the program, motivating them to stay engaged, and making sure they feel my passion about this program and my commitment to their family.



Jannen Garcia
FSW Supervisor

Healthy Families Morris Heights

I think the family trusts me. I am consistent with my visits, always following through to do what I've said I'll do.



Stephanie Rosario
FSW

Best Beginnings

I think the family has stayed involved because I am open-minded and a good listener. Also, they feel validated and that I respect their feelings, culture and values.



Dorothy Gordon
Supervisor

Healthy Families

I believe that the one thing that has helped this family stay involved is my willingness to listen in a non-judgmental way before offering different ideas so the mother could decide for herself what would work best for the family.

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Winter 2011

The children of Albany are becoming parents more and more and the future of our state depends on the parents we train.



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