**Action Items**
*(Here’s the Connection)*  
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**NMAIMH competencies addressed**

Theoretical Foundations  
- Infant & young child development and behavior  
- Infant/young child & family centered practice

Direct Service skills  
- Observation & listening

Thinking  
- Analyzing information  
- Solving problems

Being invited into someone’s home is usually regarded as an act of trust. When families allow us, as home visitors, to enter their homes they are extending their trust to us, as well as the agency we work for, and even to the state of New Mexico (i.e. CYFD) which created the home visiting program and provides its funding. In turn, we conduct ourselves in a professional manner, we are reliable, and we develop a supportive, nurturing relationship with each family as we partner with them. In this way we communicate to the family that we are worthy of their trust, and, by virtue of association, also the agency we work for and CYFD.

The family’s connection with their home visitor, the home visitor’s connection to their agency, and their agency’s connection to CYFD, all must have a thread of continuity and consistency running through them that helps to maintain this trust along each aspect of the system. And an often unspoken part of this connecting thread is a trust that we are providing something worthwhile and beneficial through these home visiting services.

This gets us to the action items that are part of the data collection system. After every visit, each home visitor documents their experience in the home visiting data base. Part of that documentation involves choosing from a drop down menu from a list of action items that the home visitor either discussed with the family or observed. Each one of these action items is directly connected to one of the 18 Home Visiting State Outcomes, so that each time one of these is reported on by a home visitor, we know that a step has been taken toward reaching one of these larger outcomes. Over time, by having each home visitor document their work in this way, the connecting thread between each
action item and the state outcome it correlates with becomes thicker and stronger, and we are better able demonstrate how the action items reported by home visitors are indeed leading to positive outcomes for families across the state.

In this way every home visitor is contributing to data that will help us show the effectiveness of the work and the benefits to the families that are participating in the CYFD funded home visiting program. And this is where trust re-enters the discussion because as a result of this data collection we have information that shows that funding for this home visiting program is well spent since the work is leading to the accomplishment of the state home visiting outcomes. This helps demonstrate accountability and effectiveness to our funders as well as to the families we serve. So in the end, entering action items helps to reinforce this well-placed trust in the system at all levels.

Talking points for supervisors

- Supervisors can have a discussion with their staff about entering information in the data base and the connection to the 18 Home Visiting State Outcomes.
- Review action items in the data base with home visitors to be sure they understand what each one is referring to.
- Supervisors can bring the larger topic of trust into any reflective supervision meeting as appropriate in respect to relationships (i.e. home visitor and family, family and agency, home visitor and supervisor).

References/Additional Resources
Leroy Goats – Home Visiting Data Base Team