

Empowering Leaders: The Role of Technical Assistance in Family Support Program Success

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Program Goals

LA Best Babies Network supports and connects nearly 40 Home Visiting programs in Los Angeles County whose staff provide family-centered, trauma-informed care.



Scan the QR Code with your camera to visit the LA Best Babies Network website

Their programs offer in-home, non-clinical educational and emotional support to thousands of pregnant and parenting families.

Our Role

Technical Assistance plays a pivotal role in supporting site leadership and ensuring program success by:

- Monitoring data and program performance
- Gathering feedback from staff & clients
- Providing direct technical assistance to leaders
- Identifying trends and areas of improvements in audits and other coaching sessions
- Creating space for discussions

The TA team contextualizes insights for decision makers at funding and policy levels. Through partnership, we cultivate an environment conducive to innovation and continuous improvement, ultimately enhancing the effectiveness and sustainability of Los Angeles County Home Visiting Programs.

Benefits

With technical assistance, site leadership can confidently navigate complexities, overcome obstacles and achieve their goals, ultimately making a difference in the communities we serve! Our TA Team is intentional about designing:

1. Equity-centered, anti-racism community of practice groups for leaders
2. Reflective supervision labs to explore workplace wellness and program excellence
3. Ad-hoc trainings on current trends and relevant topics
4. Brainstorming spaces connecting leaders and peers
5. Presentations of fresh resources and the most up-to-date support available

Approaches

1. Monthly Site Updates

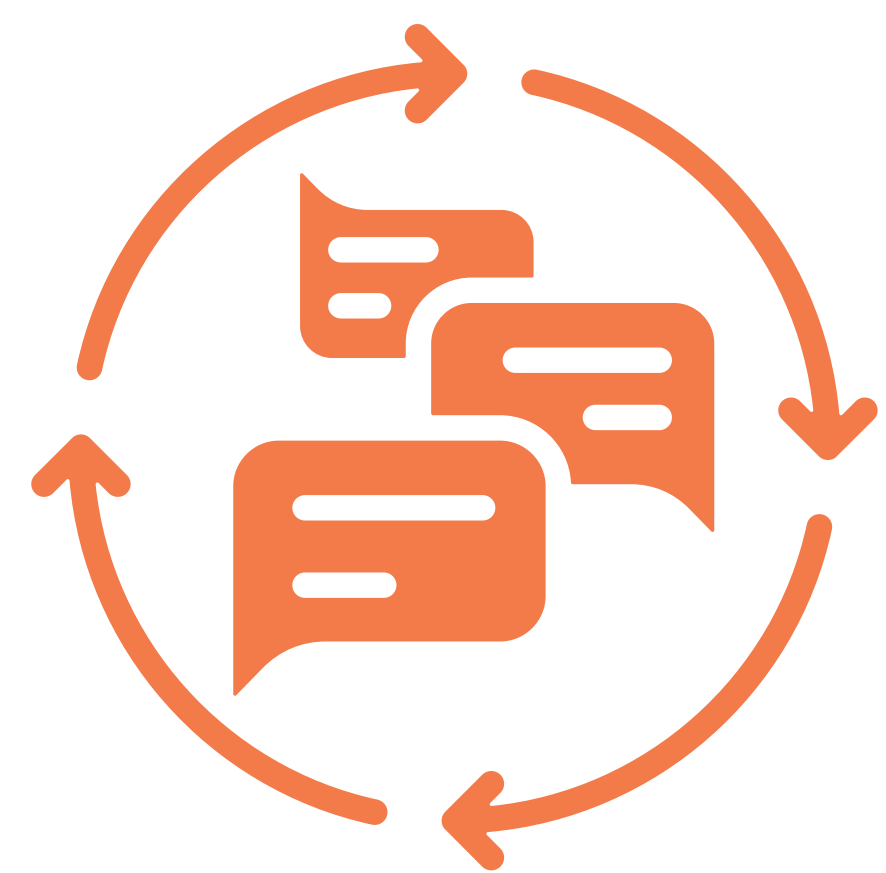
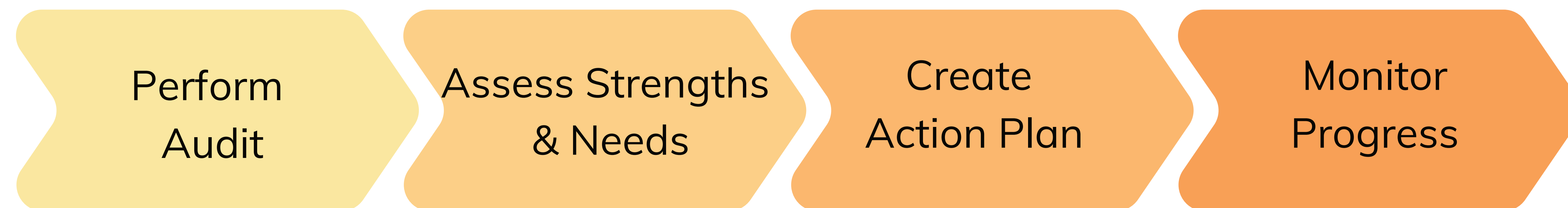
Monthly site updates are a proactive tactic to support leadership with their evolving needs. Each month, site leaders are asked to share success stories and needs so the Technical Assistance team can connect leaders with solutions for training, policy, data, or communication needs.

Solutions: Relevant webinars, trainings, networking opportunities with regional providers, reflective coaching and hiring and retention support.



2. Annual Audits

Annual audits represent one of the most influential moments in identifying programmatic trends. The Technical Assistance team initiates this process by requesting data and a narrative detailing yearly performance for overall site metrics and individual roles. Using a strength-based accountability approach, the TA team diligently uncovers trends, pinpoints challenges, and highlights best practices steering sites towards achieving their performance goals. This approach ensures a comprehensive assessment of site effectiveness, identifies emerging challenges, and evaluates the need for additional support measures. The team uses a collaborative approach to setting goals and collecting best practices.



Results

In fiscal year 2023-2024 families received:

- 61,850 completed visits
- 12,261 hospital screenings at bedside after newborn delivery
- 33,000+ referrals to resources
- 20,103 total families served

Robust TA support helps sustain and elevate home visiting services so that every year thousands of babies in LA County receive access to the compassionate support of a well-resourced home visiting staff who can link families to support, resources, referrals, and ongoing coaching.

The quality of care provided to families boosts parent's confidence in the role of bonding and attachment and provides access to resources they need to help their children thrive.