

## **Essential Checklist for Developing a Health Partnership Program**

### ✓ **Identify key partners with mutual goals**

- Is there funding?
- Sign MOUs
- Create systems to allow for communication between agencies- ie. shared calendar, paper trail, database, excel screening tool

### ✓ **Develop strategies to target students without coverage**

- Both the uninsured and those who have failed to re-new
- Survey to families asking them about insurance status
- Data files from state Dept of Health Care Services to identify students that have fallen off M/C in past 3 months (available to all school districts in California)
- Data sharing between County and School District to improve retention

### ✓ **Develop family-friendly materials**

- Plain and accessible language
- Represent the languages of the population you serve
- What to bring (documentation), clear directions to site
- Address immigration status and what is available for mixed families

### ✓ **Think Inclusively**

- Design the program to have something for everyone (ie. undocumented immigrants; open to County residents beyond the school district)
- Consider access issues for families- transportation, working hours, languages, cultural assumptions, familiarity with programs and institutions, expectations about how the process of enrollment works

### ✓ **Outreach Outreach Outreach!**

- Hit from all angles!
- Phone calls
- Presentations to school sites, parent groups, school-based staff working with families, ESL classes (Adult Ed.), district departments. Ask: Where are families gathering?
- Email blasts
- Coordinate with student assignment/enrollment
- Website

### ✓ **Make personal connections**

- Being friendly, compassionate and caring makes a difference!
- You want people to remember you fondly and feel good about sending parents and friends to your program

✓ **Prepare for no-shows**

- Remind Remind Remind! (phone calls, appointment reminders, follow up)
- Over-book appointments

✓ **Identify priority schools**

- Develop a system to be accountable to when targeting outreach to school sites

✓ **Be flexible!**

- People working at schools are stressed and busy!
- Adapt to different cultures at various school sites
  - Different levels of support available from staff
  - Different abilities of families to keep appointments
  - Think creatively about what will work for each site!

✓ **Develop your knowledge of resources to help families**

- Families coming in for assistance with social services will also need help with other things: have a list of resources to refer them to
- Have a welcoming attitude: families may be coming to you frustrated after having been turned away from other departments in large bureaucracies
- Consider performing a needs assessment survey at intake to identify other ways you can offer support (if this is in the scope of your program)

✓ **Make the space warm, friendly, culturally-inclusive, safe**

- Sharing personalized information with agency staff can be scary for some folks, such as undocumented immigrants
- Language access matters!

✓ **Reach out if you need help:**

Eliza Schiffrin, LCSW

Program Coordinator  
OUSD Central Family Resource  
Center  
746 Grand Ave. Portable 1  
Oakland, CA 94610  
Ph: 510.273.1514  
Fx: 510.273.1519  
eliza.schiffrin@ousd.k12.ca.us  
www.ebac.org

east bay agency for children

