

RACINE HEALTHY BABIES DIRECT SERVICES DEFINITIONS

Direct Services – primarily provided one-on-one and may include:

Case-Finding – locates individuals and families with unidentified risk factors and connects them to resources.

Case management – optimizes self-care capabilities of individuals and families and the capacity of systems and communities to coordinate and provide services including assessment and care planning.

Health teaching – communicates facts, ideas and skills that change knowledge, attitudes, values, beliefs, behaviors, and practices and skills of individuals and families. This also includes anticipatory guidance.

Counseling – establishes an interpersonal relationship with a family or individual intended to increase or enhance their capacity for self-care and coping. Counseling engages the family or individual at an emotional level.

Screening – identifies individuals with unrecognized health risk factors or asymptomatic disease conditions in populations.

Referral and follow-up – assists individuals and families to utilize necessary resources to prevent or resolve problems or concerns.

Advocacy – pleads someone's cause or acts on someone's behalf, with a focus on developing the individual, or family's capacity to plead on their own cause or act on their behalf. This also includes accompanying individuals and families on appointments.

Allowable Direct Services Costs:

- Salaries and fringe benefits of staff providing direct services
- Costs to support program staff providing direct services including office/program supplies and equipment, translator services, printing/copying, travel/training and mileage, cell phone, space rent, and IT/computer support
- Costs to directly support families in the program including flexible family funds and participant incentives
- Outreach activities that include direct contact to case find and increase awareness
- Data input, compilation, and analysis on individual clients and in the aggregate