

Nurse-Family Partnership

Closing the Loop through
the Listen for Good Grant

Benny Samuels



Nurse-Family
Partnership

Helping First-Time Parents Succeed®





What we Do:

Nurse-Family
Partnership (NFP)
changes the future for
the most vulnerable
babies born into
poverty in the U.S.

Families served since replication began in 1996: **Over 250,000**

Families currently enrolled: **32,628**

Nurse home visitors: **1,884**

Counties where the program is serving clients: **590**

States where the program is serving clients: **42 + U.S. Virgin Islands**



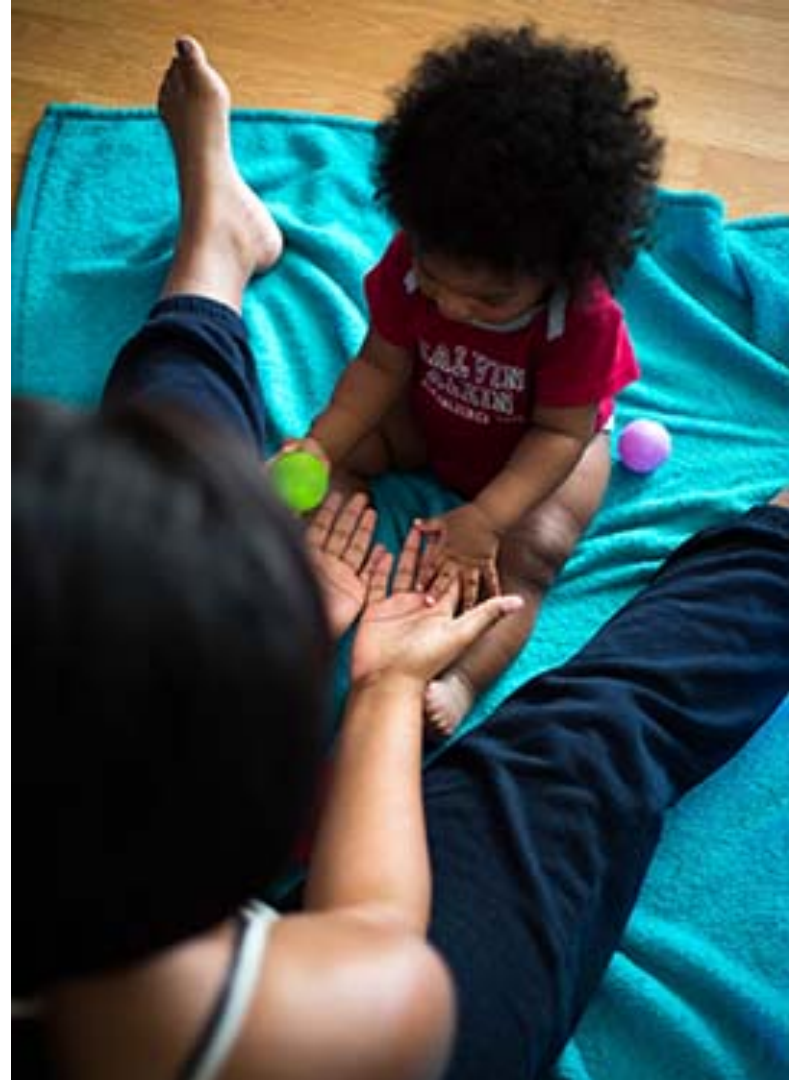
Our Feedback Loop

Who: 6,500 first-time moms currently enrolled
(response rate=16%)

How: Survey invitation sent via text message; clients had the option to complete the survey in English or Spanish.

What We Are Learning: Moms want to connect other moms in program; they want to do more electronically; and they want more flexibility around how and when they meet with their nurse.

Closing the Loop: Moms, staff, NFP's board of trustees, Innovations Advisory Council, 260 local implementing agencies, and 1800 nurses.

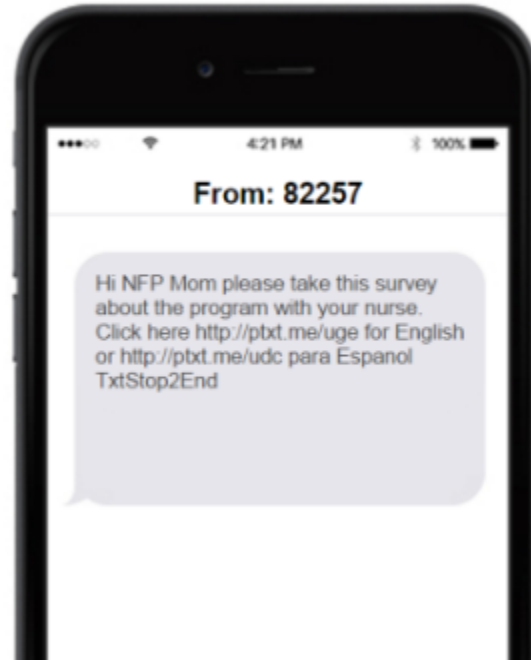


How it has Changed Us

- Breaking the mold of the past: *first customer satisfaction survey at the national level*
- Becoming relevant in the market place with technology: *cell phone added to national NFP intake form*
- A culture shift for NFP: *opportunity to demonstrate integration of high-touch model with mainstream technology*



Closing the Loop with Clients



CONTACT INFORMATION

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