



Le Bonheur NFP is a large urban provider that is connected to Le Bonheur Children's Hospital, part of the Methodist Le Bonheur Healthcare system. Le Bonheur NFP is located in Memphis, TN, and it is comprised of two Nurse Home Visitor teams. Serving families since 2010, Le Bonheur NFP has served over 1,100 families in Shelby County. The NFP Community Advisory Board (CAB) functions as a standalone program CAB. The CAB is run by the Clinical Manager (NFP Administrator) along with a co-chair who is the CEO and founder of a local nonprofit and an assistant co-chair who also heads a local nonprofit. This collaboration works well as they refer clients to each other's programs. The CAB has several members who participate in their meetings such as: former NFP graduates, epidemiologists, healthy home assessors, private funders, OBGYNs, and more. The purpose of their CAB is to connect with community partners by engaging stakeholders who share the importance of supporting NFP families. During their CAB meetings, the CAB members collaborate on how NFP can better serve families in Shelby County, for continuous quality improvement of the program, and also to celebrate their successes. The CAB has been successful in supporting the NFP program in showing a strong united community partnership. Le Bonheur NFP partnered with the NSO's Government Affairs Manager to host a site visit for the Tennessee Department of Human Services Commissioner Clarence Carter. At this site visit, CAB members attended, represented their organization, and shared how they partner alongside NFP to support the nurses and clients. Additionally, two NFP graduates attended and shared about their experiences in the program. The Commissioner pointed out that the partnerships that NFP has are strong and it is something that he wants to support. As a result, there are continued conversations about funding.

The CAB has continued to promote Le Bonheur NFP by signing on to support letters to increase state funding for home visiting which would greatly support NFP.

This CAB and the Methodist Le Bonheur Community Outreach organization are quite unique to NFP. The NFP site began 13 years ago and has longevity of leadership on which they are able to lean. The first-ever NFP Nurse Supervisor now is a Senior Director who oversees all outreach programs within the Partnerships for Wellness department and the Clinical Manager (NFP Administrator) was one of the original Nurse Home Visitors. The relationships and trust they have built with the community are very relevant to the success of their CAB.

Another unique aspect to their CAB is that they have a NFP graduate who is the Community Home Visitation Program Educator (NFP Ambassador) whose primary role is to provide community outreach and client recruitment. This special voice adds to the depth of the CAB by sharing pertinent information and recruitment efforts at the CAB meetings.

TIP # 1 - Community partnerships give insight and offer resources to clients.

TIP # 2 – NFP team members join the CAB and share what they are facing within their caseload.

This allows the CAB members to provide suggestions that later turn into value add where they see their input in team changes.