

Regional Home Visiting Coordination & System Building Year 3 Cross-Region Systems Survey Summary December 2019

Context

Beginning in early 2016, The Ford Family Foundation began funding a Regional Home Visiting Systems Coordination (HVSC) project. The vision for the project is for Douglas, Coos, and Siskiyou counties, and their affiliated counties, to have a coordinated home visiting (HV) system that strengthens and benefits all home visiting models as part of each region’s birth-to-five early childhood development system. The long-term goal for the project is to improve outcomes for families and expand the region’s capacity to serve more families.

The HV Systems Survey was developed to gather information about key aspects of the current HV systems, project governance, communication, and collaborative partnerships. The information summarized here shows survey results at baseline and annually at one, two and three years after project start. The project evaluation team distributed the most recent survey at the HV Collaborative convening in Roseburg in September 2019 and distributed an electronic survey to HV System Coordinators in each region, who invited stakeholders not present at the convening to participate electronically. The survey was available in English and Spanish.

Survey Participants

As shown in Table 1a, 74 stakeholders from the three regions participated in the Systems Survey: 19 from Siskiyou County California, 38 from South Central Oregon, and 17 from South Coast Oregon.

As shown in Table 1b, the project achieved an overall 79% response rate, based on the number of stakeholders who were invited to participate.

Additional information about participants is reported in Appendix B.

Table 1a. Counties Served by Respondent Organizations

HVSC Region	Respondents			
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)
Siskiyou, CA	10	21	29	19
South Central, OR (Lake, Klamath, Douglas Counties)	27	32	42	38
South Coast, OR (Curry, Coos, coastal Douglas Counties)	20	12	17	17
Total	57	65	88	74

Table 1b. Response Rates by Region

HVSC Region	Response Rate			
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)
Siskiyou, CA	NR	NR	74%	68%
South Central, OR	NR	NR	81%	75%
South Coast, OR	NR	NR	81%	89%
Total	NR	NR	75%	79%

*“NR” indicates that Response Rate was not reported for 2016 and 2017.

Table 1c shows the counties served by organizations represented by survey respondents. In Year 3, we saw proportionately more respondents who serve Douglas and Curry Counties, and fewer who serve Siskiyou County.

Table 1c. Counties Served by Respondent Organizations

County Served	Respondents			
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)
Coos	17	11	19	17
Curry	9	9	13	15
Douglas	14	18	27	29
Klamath	11	13	20	17
Lake	9	12	22	12
Siskiyou	10	21	29	18

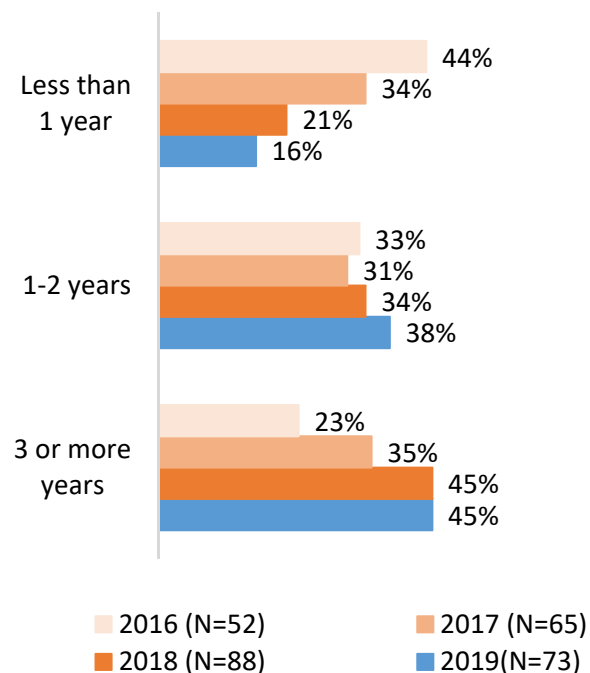
Current Level of HV Coordination

Strengths

A total of 44 respondents (60%) reported that they participate in cross-program HV or early childhood collaborative or governance groups. This is slightly lower compared to baseline (65%), Year 1 (75%), and year 2 (62%) rates of participation in these types of groups.

Compared to baseline, a larger share of respondents in Year 2 and 3 said they had been working on improving HV coordination for 3 or more years.

Figure 1. Length of Time Respondents Have Been Working on Improving HV Coordination



As shown in Figures 2 and 3, respondents rated the current level of HV coordination work at two levels: 1) within each county, based on their organization's service area; and 2) within the region overall. This year, Siskiyou respondents were also asked about their region due to expanded work to coordinate services with Modoc and Shasta Counties in California, and Klamath County, Oregon.

Figure 2. Current Level of HV Coordination in the County

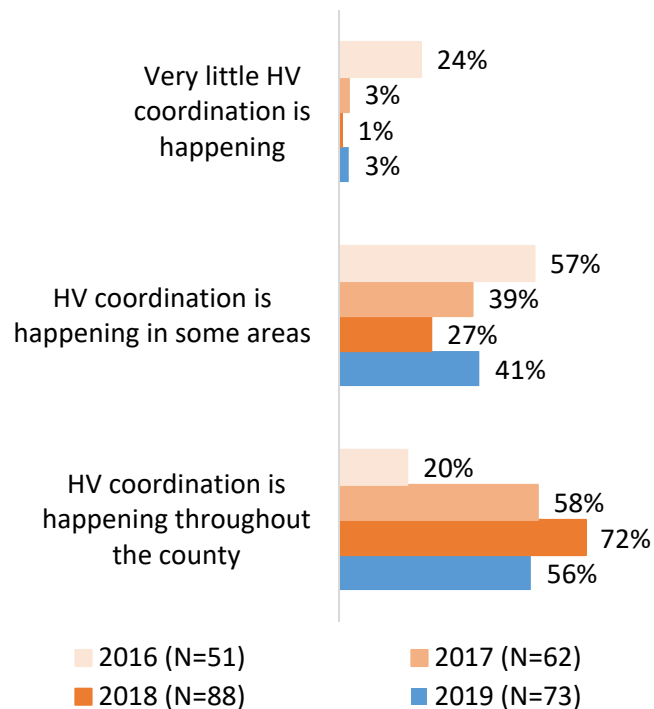
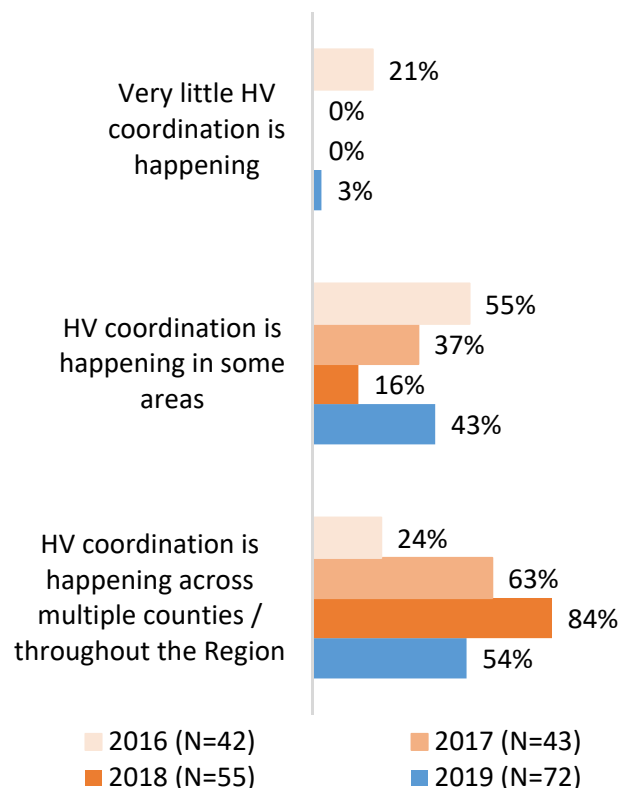


Figure 3. Current Level of HV Coordination in the Region



Survey Domains

The following figures show the percent of respondents in each region who, on average, “Agree” or “Strongly Agree” with the items that make up each domain. Survey items are grouped into different domains that comprise effective HV collaborative groups and a coordinated HV system.

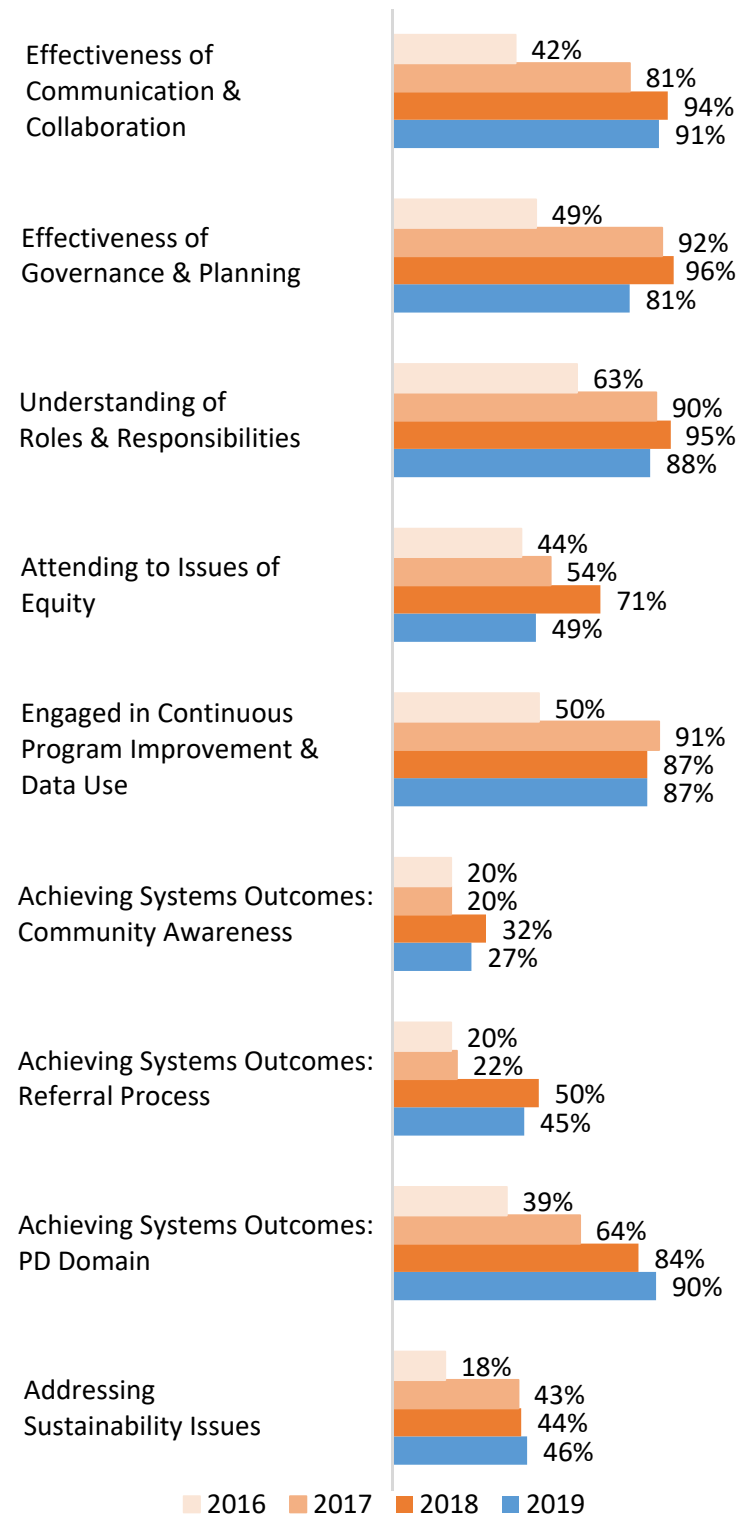
Although there were 74 total respondents, the number of valid responses for each region and domain may vary due to respondents skipping items or reporting they “Don’t Know.” For details on percent of respondents who Agree or Strongly Agree with each item by region, please refer to the Appendix at the end of this summary.

Overall, the areas that showed the largest improvements among respondents from baseline to Year 3 were related to Communication & Collaboration (49% increase), Continuous Program Improvement & Data Use (37% increase), and Professional Development (51% increase). While the level of agreement related to Governance & Planning and Roles & Responsibilities did not show the greatest increase, rates of agreement started slightly higher and have maintained high levels of agreement since Year 1.

Areas that showed the least amount of movement from baseline to Year 3 were related to Equity (1% increase) and Community Awareness (7% increase).

The following tables display the cross-region results at baseline, Year 1, Year 2, and Year 3, highlighting overall HVSC project strengths and opportunities for future work.

Figure 4. Percent Agree/Strongly Agree at Baseline and Years 1-3 by Survey Domain¹



¹ In 2019, additional survey items were introduced, but these are not included in calculation of domains. New items were

added in order to measure change over time in areas that have emerged as important to the HVSC project.

Communication & Collaboration

Strengths

- There is strong agreement that there is effective communication among HV leaders within counties.
- There is a higher level of respect and understanding amongst HV stakeholders.

Opportunities

- Continue to build on strengthening communication among HV leadership and between leadership and home visitors at the regional level.
- Continue to foster networking opportunities for HV providers and programs.

Table 2. Communication & Collaboration Domain (% SA/A²)

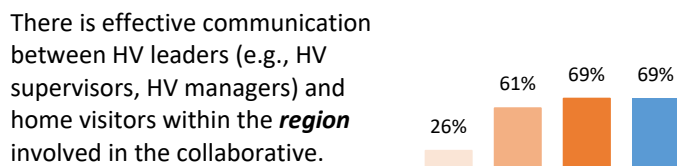
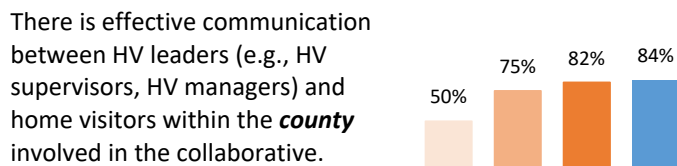
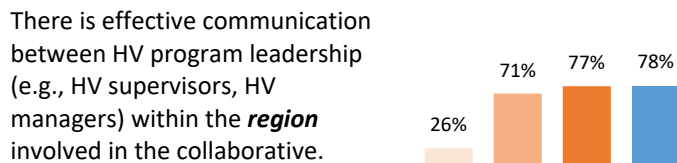
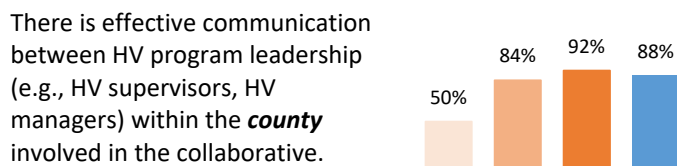
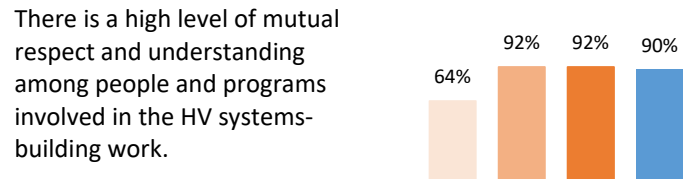
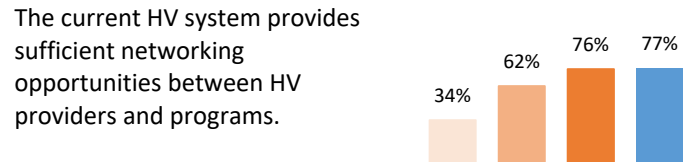


Table 2. Communication & Collaboration Domain (% SA/A²)



Governance & Planning

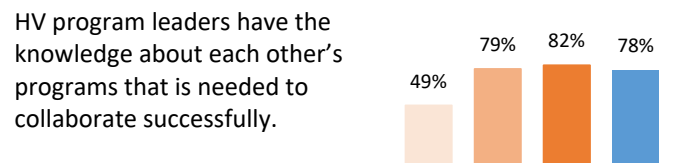
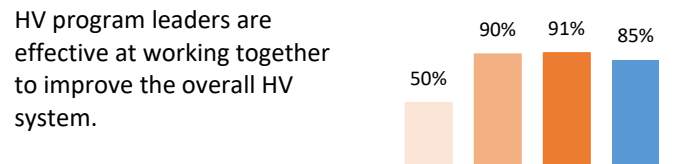
Strengths

Respondents largely agree that HV program leaders are effective at working together, there is a shared, common vision, and that regions have established clear action plans with early- to mid-term objectives to achieve longer-term goals.

Opportunities

- Some of the clarity around the action plan guiding the HV systems improvement has been lost over the past year.

Table 3. Governance & Planning Domain (% SA/A)

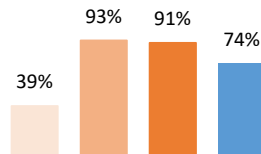


² "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

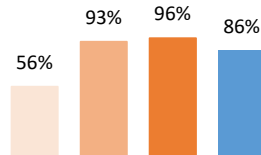
Table 3. Governance & Planning Domain (% SA/A)

'16 '17 '18 '19

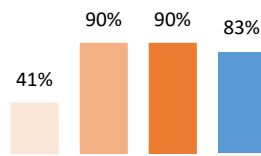
The group that is working on HV systems-building has a clear action plan that guides the steps for improving the HV system.



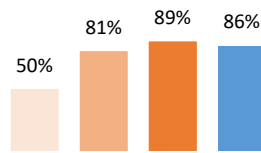
The HV collaborative has a shared, common vision.



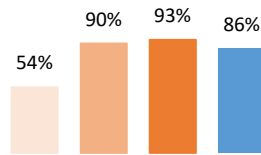
The HV collaborative has identified early- to mid-term objectives that will set the stage for attainment of longer-term goals.



People and organizations that are critical to the success of the HV collaborative are actively engaged.



Members of the HV collaborative have a clear understanding of how system building supports better outcomes for children and families.



Roles & Responsibilities

Strengths

HV collaborative groups report that they are knowledgeable about local needs and resources.

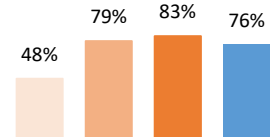
Opportunities

- Clarifying roles and responsibilities may need to be an ongoing process with stakeholders.
- Onboarding new stakeholders to orient them to roles and responsibilities may be helpful.

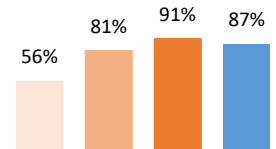
Table 4. Roles & Responsibilities Domain (% SA/A)

'16 '17 '18 '19

All those involved in the HV systems work have a clear sense of their roles and responsibilities.



The HV collaborative group has ample knowledge of local needs and resources.



Equity

Strengths

Most respondents feel that HV programs work to effectively prioritize services to families.

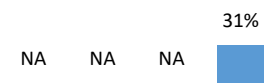
Opportunities

The HV systems could benefit from increased capacity-building to meet cultural and linguistic needs of families.

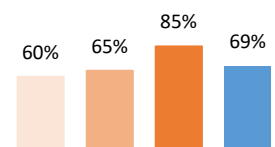
Table 5. Equity Domain (% SA/A)

'16 '17 '18 '19

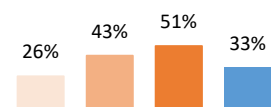
The HV system currently meets the needs of all families in our region who are interested in services, through HV or connecting to the other family support programs.*



HV programs have effective ways to prioritize services to families.



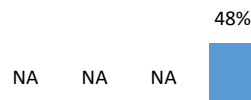
HV programs currently have the capacity to meet the needs of culturally and linguistically diverse families in our community.



**Table 5. Equity Domain
(% SA/A)**

'16 '17 '18 '19

HV program staff currently reflect the diversity of families in the region.*



*"NA" indicates that the survey item was not included in prior years, so we report Not Applicable for those time points.

Continuous Program Improvement & Data Use

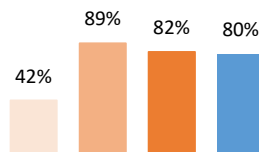
Strengths

- HV collaborative groups have benefited from learning from similar initiatives to share information about effective practices.
- HV collaborative groups have been more reflective on the effectiveness of their collaborative group structures and processes.
- HV collaborative have benefitted from periodically collecting and assessing data about community needs.

Table 6. Continuous Program Improvement & Data Use Domain (% SA/A)

'16 '17 '18 '19

The HV collaborative has sought out information from similar initiatives in other communities and continues to gather and share information about effective practices.



The HV collaborative takes time periodically to reflect on what we are learning, including the effectiveness of our collaborative structures and processes.

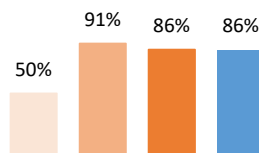
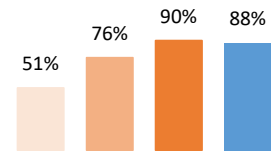


Table 6. Continuous Program Improvement & Data Use Domain (% SA/A)

'16 '17 '18 '19

The HV collaborative has collected and assessed data about the needs and resources for children and families in our region.



Systems Outcomes

Strengths

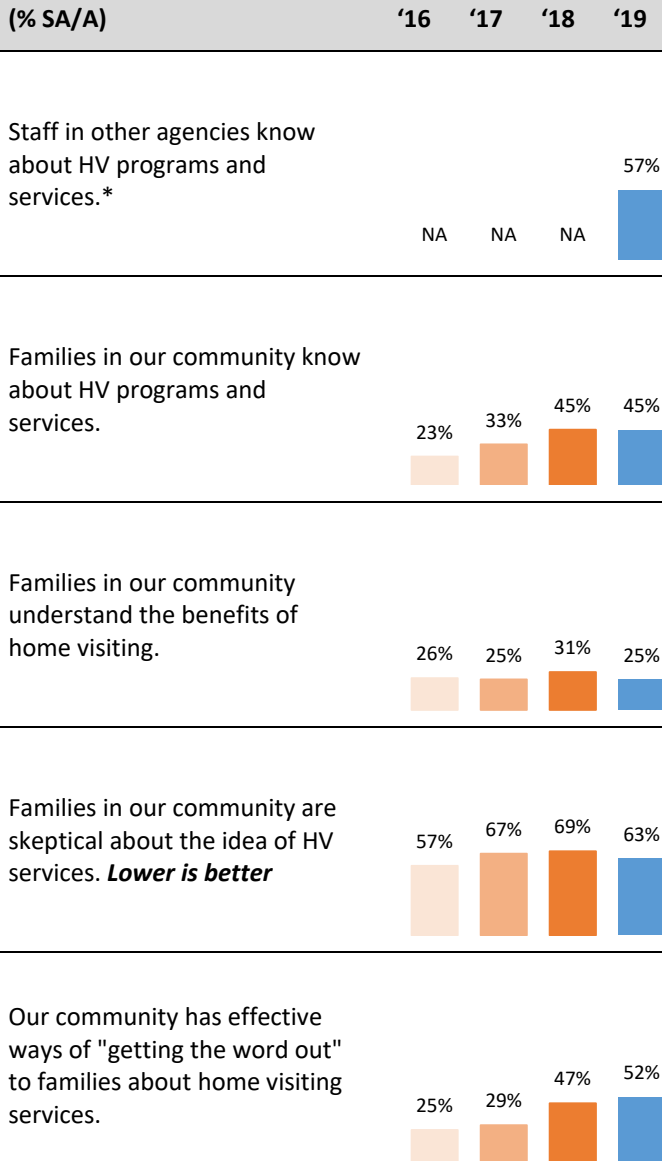
- HV collaborative groups have improved MOUs/MOAs and formal agreements between HV programs.
- Professional development opportunities are reaching more stakeholder groups, and improving access.
- Progress has been made to continue utilization of shared referral form and process (or to establish and approach a pilot phase, for regions that have not yet piloted).
- More community partners are aware of home visiting and other family support programs available in the community.

Opportunities

- Although improvements in MOUs/MOAs have occurred, this remains an opportunity for continued growth as well.
- HV collaborative groups could continue to develop a range of strategies to help families learn about the HV services available, understand the benefits of HV, and build trust with families to feel comfortable accessing HV services.
- Piloting a shared referral process in some regions.

Community Awareness

Table 7. Systems Outcomes, Community Awareness Domain (% SA/A)



*"NA" indicates that the survey item was not included in prior years, so we report Not Applicable for those time points.

Referral Process

Table 8. Systems Outcomes, Referral Process Domain (% SA/A)

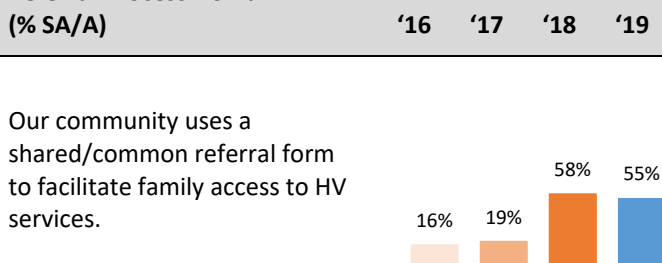
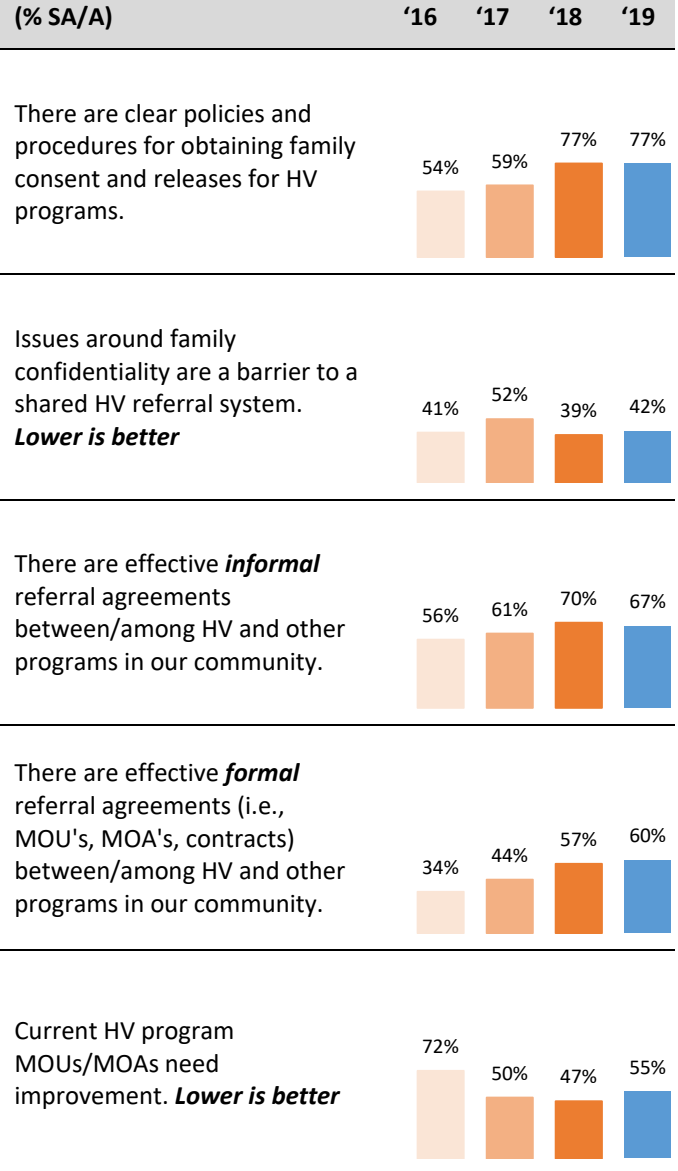


Table 8. Systems Outcomes, Referral Process Domain (% SA/A)



Professional Development

Table 9. Systems Outcomes, Professional Development Domain (% SA/A)

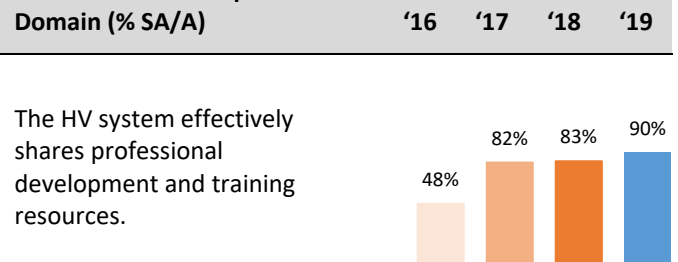
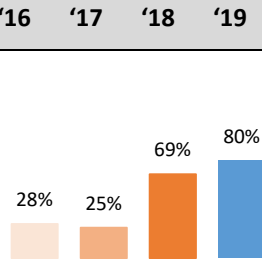


Table 9. Systems Outcomes, Professional Development Domain (% SA/A)

The HV system has a cross-program professional development and training plan.



There are effective formal professional development and training agreements (i.e. MOU's, MOA's, contracts) between HV programs in our community.*



*"NA" indicates that the survey item was not included in prior years, so we report Not Applicable for those time points.

Sustainability

Strengths

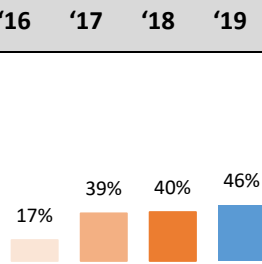
Collaboration among HV programs has increased, and respondents largely report less competition for resources and funding.

Opportunities

HV collaborative groups could benefit from continuing to work together to increase funding and support to all HV programs.

Table 10. Sustainability Domain (% SA/A)

HV programs work together to increase funding and support all home visiting programs.



There is competition between HV programs for resources and funding. **Lower is better**

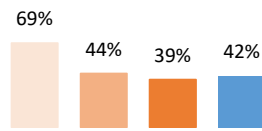
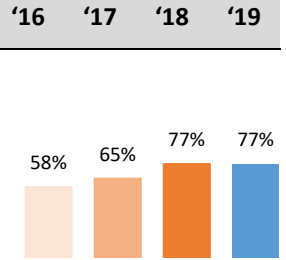


Table 10. Sustainability Domain (% SA/A)

There are multiple sources (e.g., state, federal, private, foundation) of HV program funding in our community.



Reflections on Year 3 of the Project

Finally, survey respondents were invited to share their thoughts on key accomplishments of Year 3 of the HVSC project, as well as what they thought was most important to accomplish in the coming year. This feedback is summarized below.

Key Accomplishments

- Maintaining structures for communication and coordination, such as decision-making or advisory groups.
- Increased and stronger relationships among staff and between programs, as well as improved understanding of one another's HV programs.
- Building referral data system and continued use of shared referral form in one of the regions.
- Sharing professional development opportunities.
- Increase in presentations with community partners to raise awareness of home visiting and other family support programs.

Hopes for Coming Year

- Two regions are planning to pilot a shared referral form and process.
- Continue to implement regional professional development plan strategies.
- Improve outreach and communication with families to raise awareness of supports and find supports that are the best match for families.

Appendix A: % Agree/Strongly Agree for Items & Domains by Region, Year 3

Although there were 74 total respondents, the number of valid responses for each region and domain may vary due to respondents skipping items or reporting they “Don’t Know”; these cases are omitted in the percent calculations.

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the county involved in the collaborative.	89%	85%	94%	88%
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the region involved in the collaborative.	82%	74%	81%	78%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the county involved in the collaborative.	94%	81%	79%	84%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the region involved in the collaborative.	88%	62%	64%	69%
The current HV system provides sufficient networking opportunities between HV providers and programs.	90%	70%	75%	77%
There is a high level of mutual respect and understanding among people and programs involved in the HV systems-building work.	100%	80%	100%	90%
Communication & Collaboration Domain (% SA/A³)	95%	83%	100%	90%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
HV program leaders are effective at working together to improve the overall HV system.	94%	88%	67%	85%
HV program leaders have the knowledge about each other’s programs that is needed to collaborate successfully.	90%	71%	77%	78%
The group that is working on HV systems-building has a clear action plan that guides the steps for improving the HV system.	79%	76%	63%	74%
The HV collaborative has a shared, common vision.	100%	77%	88%	86%
The HV collaborative has identified early- to mid-term objectives that will set the stage for attainment of longer-term goals.	100%	80%	73%	83%
People and organizations that are critical to the success of the HV collaborative are actively engaged.	95%	77%	94%	86%
Members of the HV collaborative have a clear understanding of how system building supports better outcomes for children and families.	100%	81%	80%	86%
Governance & Planning Domain (% SA/A)	95%	76%	77%	81%

³ “% SA/A” is the percent of respondents who reported they Agreed or Strongly Agreed with the item. Domain rates reflect the percent who on average, Agree/Strongly Agree for the items comprising that domain. Each item can be rated on a scale from 1 to 5. If the sum of the two items is a total of 3.5 or higher, the respondent is coded as “Agreeing/Strongly Agreeing” with the Domain. The percent reported for each Domain is the percent of respondents for whom this is true.

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
All those involved in the HV systems work have a clear sense of their roles and responsibilities.	89%	72%	69%	76%
The HV collaborative group has ample knowledge of local needs and resources.	88%	83%	93%	87%
Roles & Responsibilities Domain (% SA/A)	94%	83%	93%	88%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
New Item for 2019, not included in Domain calculation: The HV system currently meets the needs of all families in our region who are interested in services, through HV or connecting to the other family support programs.	56%	28%	7%	31%
HV programs have effective ways to prioritize services to families.	77%	69%	60%	69%
HV programs currently have the capacity to meet the needs of culturally and linguistically diverse families in our community.	31%	28%	47%	33%
New Item for 2019, not included in Domain calculation: HV program staff currently reflect the diversity of families in the region.	60%	43%	43%	48%
Equity Domain (% SA/A)	59%	39%	60%	49%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
The HV collaborative has sought out information from similar initiatives in other communities and continues to gather and share information about effective practices.	94%	71%	83%	80%
The HV collaborative takes time periodically to reflect on what we are learning, including the effectiveness of our collaborative structures and processes.	94%	81%	87%	86%
The HV collaborative has collected and assessed data about the needs and resources for children and families in our region.	94%	85%	87%	88%
Continuous Program Improvement & Data Use Domain (% SA/A)	100%	79%	87%	87%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
Families in our community know about HV programs and services.	53%	42%	40%	45%
Families in our community understand the benefits of home visiting.	35%	24%	13%	25%
Families in our community are skeptical about the idea of HV services.	53%	68%	63%	63%
Our community has effective ways of "getting the word out" to families about home visiting services.	59%	49%	53%	52%
New Item for 2019, not included in Domain calculation: Staff in other agencies know about HV programs and services.	69%	52%	56%	57%
Systems Outcomes, Community Awareness Domain (% SA/A)	35%	27%	19%	27%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
Our community uses a shared/common referral form to facilitate family access to HV services.	31%	75%	31%	55%
There are clear policies and procedures for obtaining family consent and releases for HV programs.	93%	74%	71%	77%
Issues around family confidentiality are a barrier to a shared HV referral system.	33%	37%	64%	42%
There are effective <i>informal</i> referral agreements between/among HV and other programs in our community.	82%	65%	54%	67%
There are effective <i>formal</i> referral agreements (i.e., MOU's, MOA's, contracts) between/among HV and other programs in our community.	67%	71%	29%	60%
Current HV program MOUs/MOAs need improvement.	67%	46%	62%	55%
Systems Outcomes, Referral Process Domain (% SA/A)	35%	57%	27%	45%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
The HV system effectively shares professional development and training resources.	94%	88%	88%	90%
The HV system has a cross-program professional development and training plan.	87%	71%	93%	80%
New Item for 2019, not included in Domain calculation: There are effective formal professional development and training agreements (i.e. MOU's, MOA's, contracts) between HV programs in our community	73%	42%	50%	51%
Systems Outcomes, Professional Development Domain (% SA/A)	94%	82%	100%	90%

Domain	Siskiyou CA (N=19)	South Central OR (N=38)	South Coast OR (N=17)	Cross-Region (N=74)
HV programs work together to increase funding and support all home visiting programs.	78%	38%	27%	46%
There is competition between HV programs for resources and funding.	13%	66%	25%	42%
There are multiple sources (e.g., state, federal, private, foundation) of HV program funding in our community.	86%	78%	64%	77%
Sustainability Domain (% SA/A)	83%	31%	33%	46%

Appendix B: Survey Participants, Year 3

1. What best describes your organization? (respondents could select all that apply)

34%	25	Early learning (Head Start, preschool, child care, EI/ECSE)
31%	23	Home visiting program
22%	16	Health care, including health, hospitals, CCOs
19%	14	County, Hub or regional organization
14%	10	Parenting education
12%	9	Human services (self-sufficiency, child welfare)
1%	1	Public elementary school or district

2. What best describes your role? (respondents could select all that apply)

36%	27	Direct service provider or home visitor, including outreach & case management
27%	20	Program manger
19%	14	Program director
12%	9	Supervisor
9%	7	Other: Coordinator, development, program assistant

3. Which previous HVSC project convenings have you participated in?

39%	29	September 2019 Leadership Gathering in Roseburg
28%	21	November-December 2018 Regional PD Gatherings
30%	22	August 2018 Leadership Gathering in Roseburg
28%	21	July 2017 Annual Gathering in Roseburg
26%	19	September 2016 Annual Gathering in Roseburg
24%	18	June 2016 Kick-Off Gathering in Roseburg
35%	26	None of the above

4. Do you currently participate on a HVSC project leadership group, steering committee, or advisory group for your county or region?

60%	44	Yes
27%	20	No
12%	9	Not sure