

Home Visiting Systems Coordination Systems Survey Summary Year 4 Cross-Region

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The Center for Improvement of Child & Family Services (CCF) at Portland State University integrates research, education and training to advance the delivery of services to children and families. The CCF research team engages in equity-driven research, evaluation and consultation to promote social justice for children, youth, families and communities.

Introduction & Background

The Home Visiting Systems Coordination (HVSC) project aims to create 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. Regions include counties served by First 5 Siskiyou, California; the South Central Early Learning Hub in Douglas, Klamath, and Lake Counties in Oregon; and the South Coast Regional Early Learning Hub in Coos, Curry, and coastal Douglas Counties in Oregon. The long-term goal for the project is to improve outcomes for families and expand each region’s capacity to serve more families.

As part of the HVSC project evaluation, members of the Portland State University (PSU) evaluation team at the Center for Improvement of Child & Family Services (CCF) worked with coordinators in each of the project’s three regions. The CCF evaluation team distributed the electronic survey to HV System Coordinators, who invited their stakeholders to participate. The survey was available in English and Spanish. The CCF evaluation team also invited survey participants to opt-in to random electronic drawing for one of ten \$40 Amazon e-gift cards as a thank you for their time.

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, three, and four years after project start.

Survey Participants

As shown in Table 1a, 66 stakeholders from the three regions participated in the Systems Survey in 2020. Each year, about half of the total number of survey participants across the project, are from the South Central, Oregon region.

Table 1a. Count of survey participants in each HVSC region

HVSC Region	Number of Respondents				
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)	2020 (Y4)
Siskiyou, CA	10	21	29	19	19
South Central, OR Lake, Klamath, Douglas Counties	27	32	42	38	33
South Coast, OR Curry, Coos, coastal Douglas Counties	20	12	17	17	14
Total	57	65	88	74	66

As shown in Table 1b, the project achieved an overall 76% response rate, based on the number of stakeholders who were invited to participate. This is consistent to prior years and exceeds the goal of 75% set by the project.

HVSC Project Counties



Backbone Organizations



Funding Organization



Table 1b. Response Rates by Region

HVSC Region	Response Rate				
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)	2020 (Y4)
Siskiyou, CA	NR	NR	74%	68%	59%
South Central, OR	NR	NR	81%	75%	87%
South Coast, OR	NR	NR	81%	89%	82%
Total	NR	NR	79%	76%	76%

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

Survey participants in 2020 worked in organizations with programs across sectors. Nearly a third of participants (32%) worked in organizations delivering early learning programming, nearly another third (29%) worked in organizations that provide early childhood home visiting supports. One in five participants also worked in organizations that provide health care services.

Table 1c. Type of Program or Organization Represented by Survey Respondents

Type of Program / Organization ¹	Number of Respondents	% of Respondents (n=66)
Early Learning	21	32%
Head Start, preschool, child care		
Early childhood home visiting program	19	29%
Health Care		
Public health, hospitals, Coordinated Care Organizations	13	20%
County, Hub, or regional organization	12	18%
Parenting education	7	11%
Additional types of organizations ²		
Human Services (self-sufficiency, child welfare)	7	11%
Public elementary school or district		
Tribal program		

For more information about participants, find additional details in Appendix B.

Overall Home Visiting Systems Coordination

A total of 39 respondents (65%) reported that they participate in the HVSC project leadership, steering committee, or advisory group for their region, in a similar range compared to prior years.

Table 1d. Leadership & Governance Participation	Number of Respondents	% of Respondents
2016 Survey Participants (n=57)	37	65%
2017 Survey Participants (n=65)	49	75%
2018 Survey Participants (n=86)	62	72%
2019 Survey Participants (n=73)	44	60%
2020 Survey Participants (n=60)	39	65%

¹ Totals do not equal 100% because respondents can endorse more than one category.

² These types of organizations are combined because they had fewer than 5 respondents each.

“Gathering leaders of various HV programs together has allowed us to become more familiar with other resources and services in our community.”

– Survey Respondent

Figure 1. Increasingly, more survey participants (%) report being involved in home visiting systems coordination work for longer periods.

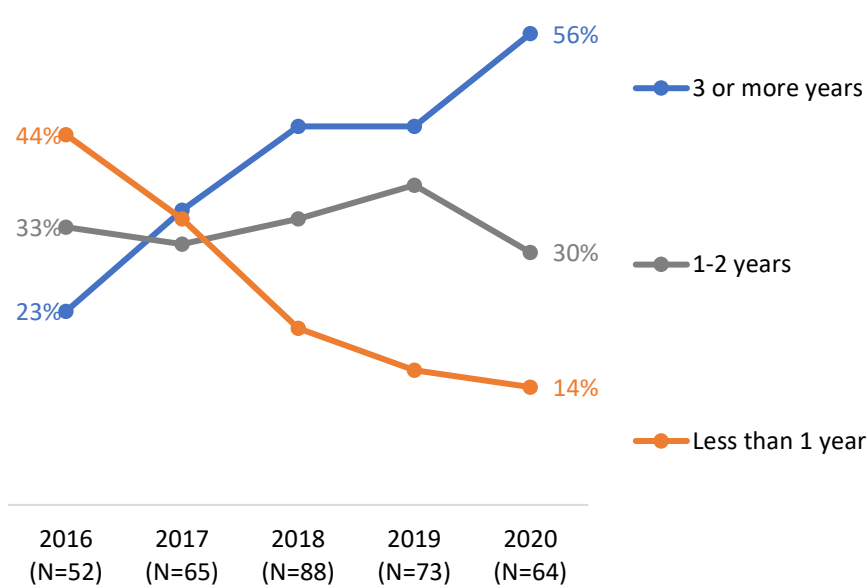
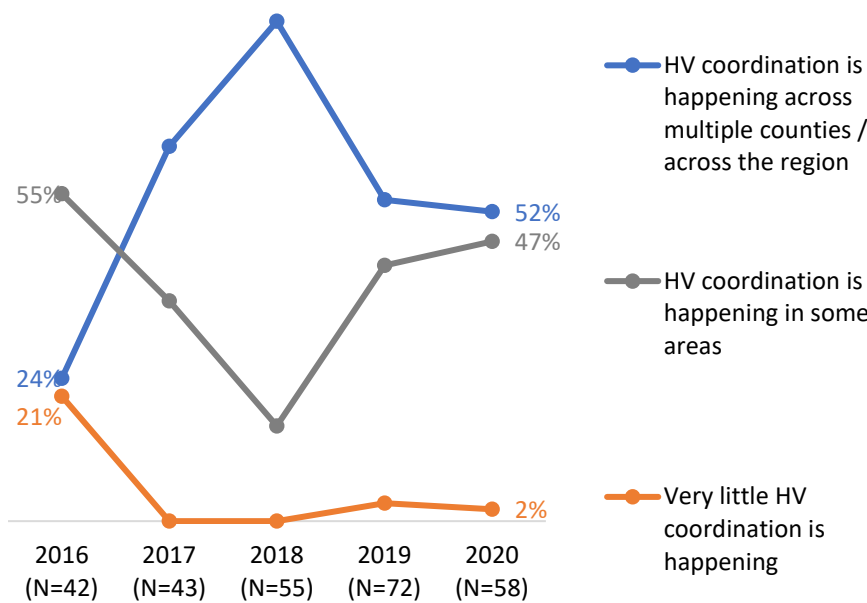


Figure 1 shows the percent of survey respondents who report being involved in home visiting systems coordination. At the start of the HVSC project, nearly half (44%) reported being involved for less than a year, while 23% reported being involved in systems coordination work for 3 or more years.

By 2020, more than half of survey respondents (56%) report being involved in home visiting systems coordination work for 3 or more years. At the same time, 14% of respondents newer to systems coordination work in 2020 were also involved.

This suggests that many participants remain involved in working towards HVSC project goals over longer periods, while new participants continue to be engaged in the work each year.

Figure 2. Survey participants increasingly report regional coordination, but change has occurred unevenly over the course of the project so far.



Compared to the first year of the project, when 24% of survey respondents reported that home visiting coordination was happening across multiple counties or their region overall, this has nearly doubled, to 52% of survey respondents in 2020.

Similar rates of respondents report home visiting coordination happening within some areas within the region, while very few respondents felt that very little coordination was happening regionally. These results suggest improved overall communication and home visiting coordination over the course of four years of the project.

Survey Domains

The following tables show the percent of respondents across regions 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 66 total survey respondents in 2020, 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 Appendix A.

Communication & Collaboration

Table 2. Communication & Collaboration Domain (% SA/A ³)	'16	'17	'18	'19	'20
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the county involved in the collaborative.	50%	84%	92%	88%	93%
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the region involved in the collaborative.	26%	71%	77%	78%	82%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the county involved in the collaborative.	50%	75%	82%	84%	90%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the region involved in the collaborative.	26%	61%	69%	69%	78%
The current HV system provides sufficient networking opportunities between HV providers and programs.	34%	62%	76%	77%	79%

Communication & Collaboration Highlights

A higher percentage of survey participants in 2020 agreed that **there is effective communication overall**, both within counties and across the region, as well as between leadership and direct service providers.

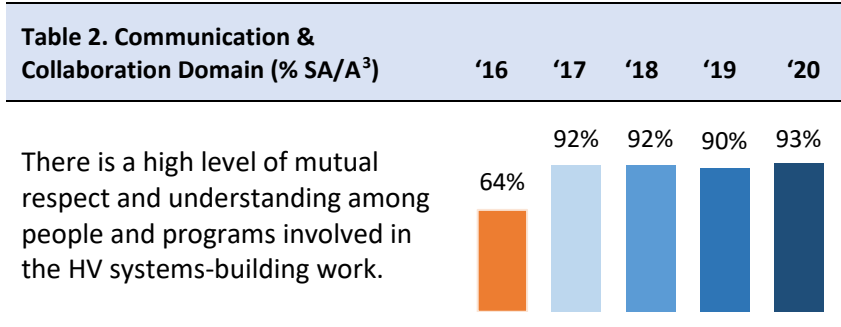
“Great work continuing to build connections across the region.”
– Survey Respondent

Despite a preference some participants expressed to meet in person, **online meetings were largely seen as effective, and also essential** to continue collaboration and communication during COVID-19 conditions.

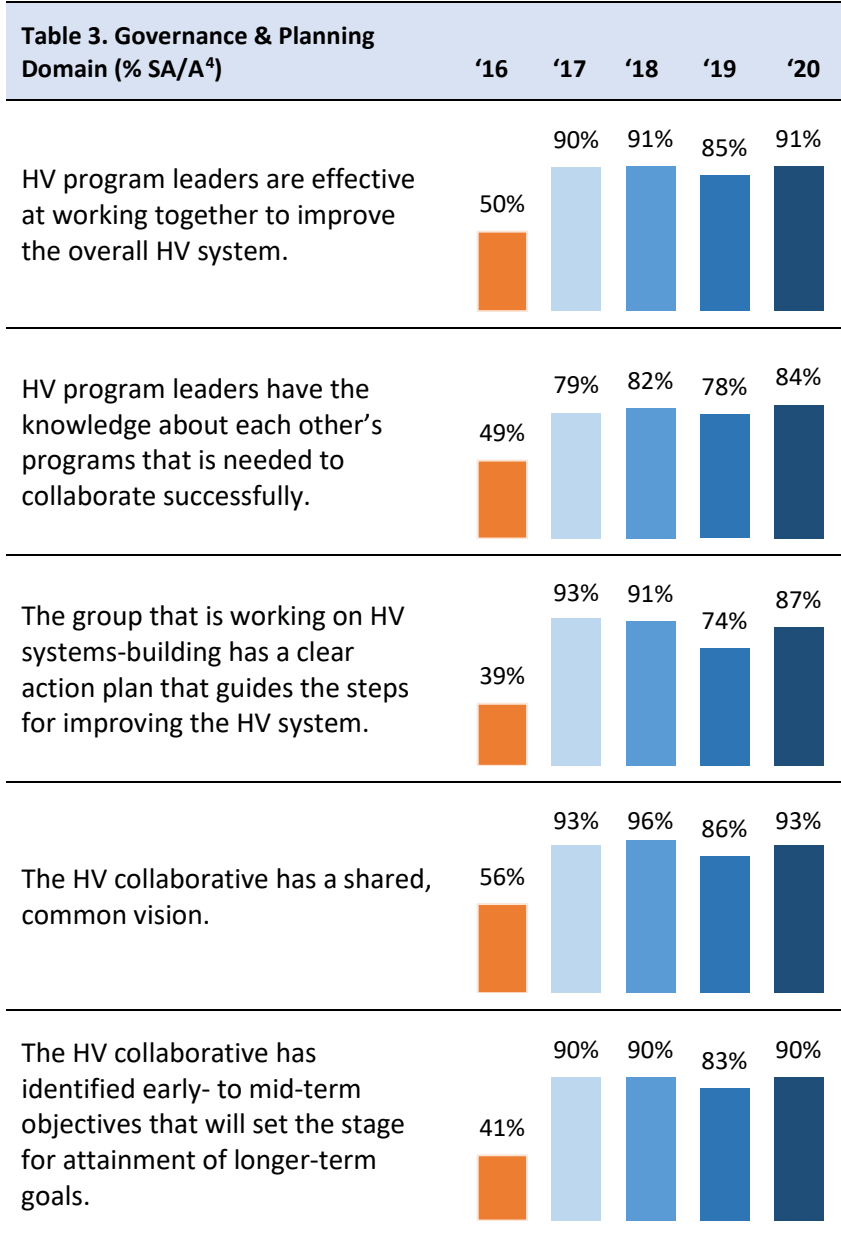
“COVID has been tough, but I think that even through the year hasn’t gone as planned, we are moving forward in our work and expanding into new areas.”

– Survey Respondent

³ “% SA/A” is the percent of respondents who reported they Agreed or Strongly Agreed with the item.



Governance & Planning



Governance & Planning Highlights

Survey participants largely agreed that those involved in governance and planning for HVSC work have **established and maintained a foundation for working together effectively.**

"I think we've done an exceptional job and we continue to grow. Hats off to all the people in our region who remain committed to the work we are doing and sharing the value with their peers."

– Survey Respondent

⁴ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Table 3. Governance & Planning Domain (% SA/A ⁴)	'16	'17	'18	'19	'20
Members of the HV collaborative have a clear understanding of how system building supports better outcomes for children and families.	54%	90%	93%	86%	93%
People and organizations that are critical to the success of the HV collaborative are actively engaged.	50%	81%	89%	86%	90%

Roles & Responsibilities

Table 4. Roles & Responsibilities Domain (% SA/A ⁵)	'16	'17	'18	'19	'20
All those involved in the HV systems work have a clear sense of their roles and responsibilities.	48%	79%	83%	76%	81%
The HV collaborative group has ample knowledge of local needs and resources.	56%	81%	91%	87%	91%

Roles & Responsibilities Highlights

Survey participants largely agreed that those involved in HVSC work have **clear roles and understand local needs and resources.**

Equity

Table 5. Equity Domain (% SA/A ⁶)	'16	'17	'18	'19	'20
HV programs have effective ways to prioritize services to families.	60%	65%	85%	69%	80%

⁵ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

⁶ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Table 5. Equity Domain (% SA/A ⁶)	'16	'17	'18	'19	'20
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.*	NA	NA	NA	31%	62%
HV programs currently have the capacity to meet the needs of culturally and linguistically diverse families in our community.	26%	43%	51%	33%	47%
HV program staff currently reflect the diversity of families in the region.*	NA	NA	NA	48%	55%

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

Equity Highlights

Despite improvements over time, there is still **room for growth in building a workforce that meets the needs of, and reflects, the diversity of families in their regions.**

"We want assistance attracting/hiring staff that reflect the diversity of the community."

– Survey Respondent

Continuous Program Improvement & Data Use

Table 6. Continuous Program Improvement & Data Use Domain (% SA/A ⁷)	'16	'17	'18	'19	'20
The HV collaborative has sought out information from similar initiatives in other communities and continues to gather and share information about effective practices.	42%	89%	82%	80%	89%
The HV collaborative takes time periodically to reflect on what we are learning, including the effectiveness of our collaborative structures and processes.	50%	91%	86%	86%	94%
The HV collaborative has collected and assessed data about the needs and resources for children and families in our region.	51%	76%	90%	88%	90%

CPI & Data Use Highlights

A higher percentage of survey participants in 2020 agreed their HVSC work has included **ongoing gathering of and reflection on data.** This may have been an increased necessity to stay abreast of changing COVID conditions and availability of supports.

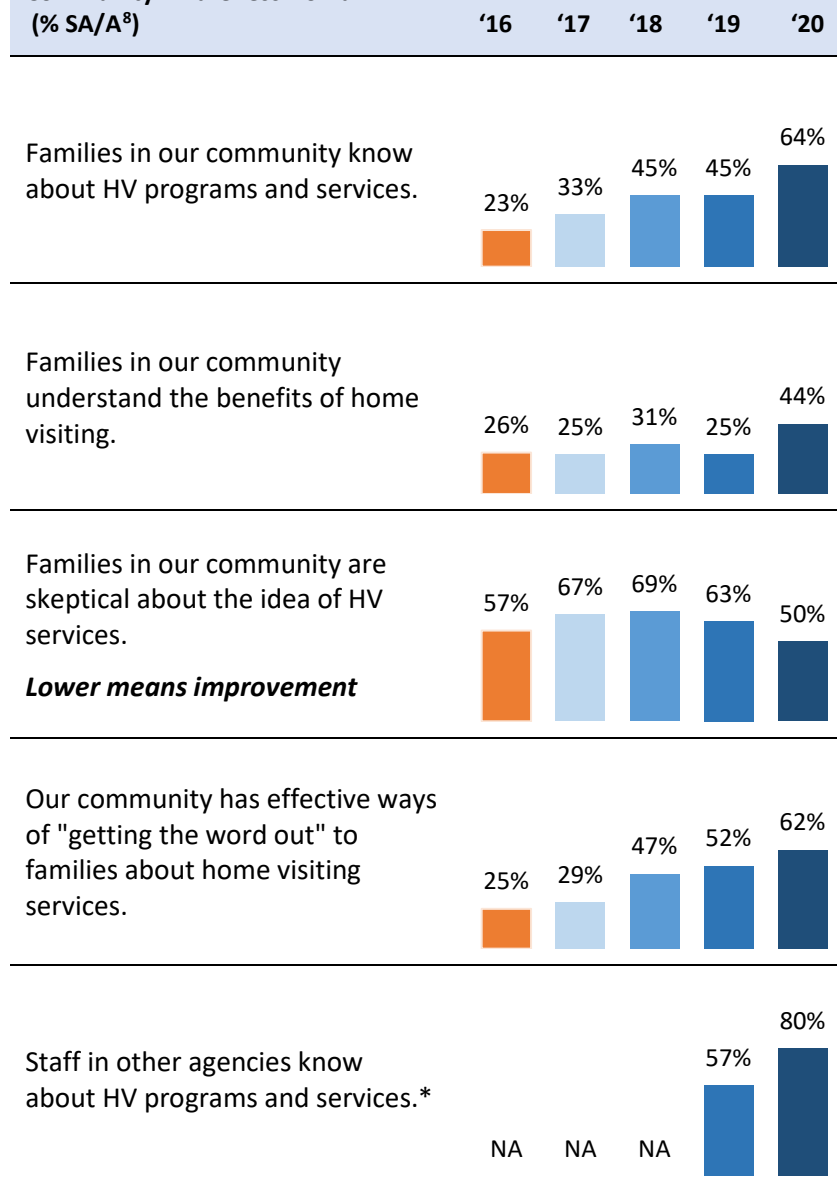
"We've been adapting to meet family needs during this challenging time due to COVID concerns. The HVSC project provided vital support and information to home visitors that continued to serve families this year."

– Survey Respondent

⁷ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Systems Outcomes

Table 7. Systems Outcomes, Community Awareness Domain (% SA/A⁸)



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

Community Awareness Highlights

A higher percentage of survey participants in 2020 agreed that families are **aware of and understand the benefits of HV in their communities**.

Although survey respondents reported that families might be less skeptical of HV services, some also felt that continued focus on awareness-raising remains an important challenge to address.

"Need to increase awareness and positive understanding of home visiting among families."

– Survey Respondent

Survey participants also reported that *staff* within other agencies are more aware of HV services available for families.

"The community members are more aware of the benefits of HV and they don't feel it is a threat to them or their families and they welcome HV into the home."

– Survey Respondent

⁸ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Table 8. Systems Outcomes, Coordinated Referral Domain (% SA/A ⁹)	'16	'17	'18	'19	'20
Our community uses a shared/common referral form to facilitate family access to HV services.	16%	19%	58%	55%	76%
There are clear policies and procedures for obtaining family consent and releases for HV programs.	54%	59%	77%	77%	85%
There are effective <i>informal</i> referral agreements between/among HV and other programs in our community.	56%	61%	70%	67%	78%
There are effective <i>formal</i> referral agreements (i.e., MOU's, MOA's, contracts) between/among HV and other programs in our community.	34%	44%	57%	60%	80%
Issues around family confidentiality are a barrier to a shared HV referral system. <i>Lower means improvement</i>	41%	52%	39%	42%	31%
Current HV program MOUs/MOAs need improvement. <i>Lower means improvement</i>	72%	50%	47%	55%	46%

Coordinated Referral Highlights

A higher percentage of survey participants in 2020 agreed that there have been **improvements across multiple dimensions of coordinated referral** in their regions. This varied by county or region, due to differences in when the referral process had been established.

“We expanded partnerships and added agencies to the referral system.”

– Survey Respondent

“We started using a coordinated referral for agencies to refer families to home visiting.”

– Survey Respondent

At the same time, while reporting improvements in work towards coordinated referral, participants also noted that this is an area for continued work and maintenance.

“We’ll need to reestablish relationships, getting to know any possible changes in process for home visitors.”

– Survey Respondent

⁹ “% SA/A” is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Table 9. Systems Outcomes, Professional Development Domain (% SA/A ¹⁰)	'16	'17	'18	'19	'20
The HV system effectively shares professional development and training resources.	48%	82%	83%	90%	95%
The HV system has a cross-program professional development and training plan.	28%	25%	69%	80%	85%
There are effective formal professional development and training agreements (i.e. MOU's, MOA's, contracts) between HV programs in our community.*	NA	NA	NA	51%	75%

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

Professional Development Highlights

A higher percentage of survey participants in 2020 agreed that the HV system was effective at **sharing professional development resources, building from a training plan.**

"We've been working together towards a shared professional development plan."

– Survey Respondent

At the same time, some participants noted areas for continued work in this area as well.

"Want to continue to build shared professional development plans that integrate other overlapping sectors."

– Survey Respondent

Sustainability

Table 10. Sustainability Domain (% SA/A ¹¹)	'16	'17	'18	'19	'20
HV programs work together to increase funding and support all home visiting programs.	17%	39%	40%	46%	65%
There are multiple sources (e.g., state, federal, private, foundation) of HV program funding in our community.	58%	65%	77%	77%	70%
There is competition between HV programs for resources and funding. Lower means improvement	69%	44%	39%	42%	25%

Sustainability Highlights

A higher percentage of survey participants in 2020 agreed that programs have **improved their work together for increased funds, and that competition between programs has been reduced.**

"It's amazing to be part of this group. There are many dedicated professionals who are prioritizing collaboration and connection to best serve families."

– Survey Respondent

¹⁰ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

¹¹ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Reflections on Year 4 of the Project

In addition to the series of scaled survey items, participants also shared their thoughts on key accomplishments from Year 4 of the HVSC project, hopes for the future, and challenges that will need to be addressed.

Key Accomplishments

- Maintaining structures through COVID-19 conditions for communication and coordination, such as decision-making or advisory groups meeting via web-based videoconference platforms.
- Building new and maintaining existing relationships among staff and between programs, as well as sharing regular updates on HV and additional family support programs through COVID-19.
- Building and expanding referral data systems and processes.
- Sharing and accessing professional development opportunities.
- Increasing awareness of community partners of the availability and benefits of HV programs.

Hopes for Coming Year

- Continuing work to expand use of coordinated referral forms and systems among existing and new community partners.
- Continuing to build awareness with community partners and families to understand the availability and benefits of HV supports in the community.
- Growing workforce capacity to better reflect the diversity of families in the community, both in terms of racial, ethnic, or cultural backgrounds of staff, but also languages spoken.
- Using technology tools effectively to continue collaborative work, even through continuing COVID-19 conditions.

“It’s amazing to reflect on what has been developed since the beginning of the project, and I look forward to seeing the further evolution.”

– Survey Respondent

“Moving this work forward has been slowed down by COVID. In person work groups have had to move to virtual meetings.”

– Survey Respondent

“The most important thing I hope the HV collaborative in my county does this year is to continue to being new services to those families in need, and be able to provide services to those families that speak other languages.”

– Survey Respondent

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Thank you to each survey participant for sharing your perspectives and your time.

Appendix A: % Agree/Strongly Agree for Items & Domains by Region, Year 4

Although there were 66 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.

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross- Region (N=66)
Table 11. Communication & Collaboration Domain				
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the county involved in the collaborative.	100%	93%	80%	93%
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the region involved in the collaborative.	83%	83%	78%	82%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the county involved in the collaborative.	93%	89%	90%	90%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the region involved in the collaborative.	69%	79%	88%	78%
The current HV system provides sufficient networking opportunities between HV providers and programs.	87%	80%	64%	79%
There is a high level of mutual respect and understanding among people and programs involved in the HV systems-building work.	93%	93%	90%	93%
Communication & Collaboration Domain (% SA/A¹²)	100%	93%	91%	95%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross- Region (N=66)
Table 12. Governance & Planning Domain				
HV program leaders are effective at working together to improve the overall HV system.	93%	93%	82%	91%
HV program leaders have the knowledge about each other’s programs that is needed to collaborate successfully.	87%	90%	64%	84%
The group that is working on HV systems-building has a clear action plan that guides the steps for improving the HV system.	85%	90%	82%	87%
The HV collaborative has a shared, common vision.	93%	93%	91%	93%
The HV collaborative has identified early- to mid-term objectives that will set the stage for attainment of longer-term goals.	92%	93%	82%	90%
People and organizations that are critical to the success of the HV collaborative are actively engaged.	100%	93%	67%	90%
Members of the HV collaborative have a clear understanding of how system building supports better outcomes for children and families.	100%	90%	90%	93%
Governance & Planning Domain (% SA/A)	100%	93%	91%	95%

¹² “% 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.

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross-Region (N=66)
Table 13. Roles & Responsibilities Domain				
All those involved in the HV systems work have a clear sense of their roles and responsibilities.	86%	83%	70%	81%
The HV collaborative group has ample knowledge of local needs and resources.	87%	97%	82%	91%
Roles & Responsibilities Domain (% SA/A)	100%	93%	82%	93%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross-Region (N=66)
Table 14. Equity Domain				
HV programs have effective ways to prioritize services to families.	85%	83%	67%	80%
New Item for 2019-2020, 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.	86%	57%	44%	62%
HV programs currently have the capacity to meet the needs of culturally and linguistically diverse families in our community.	50%	54%	22%	47%
New Item for 2019-2020, not included in Domain calculation: HV program staff currently reflect the diversity of families in the region.	55%	58%	43%	55%
Equity Domain (% SA/A)	71%	70%	50%	67%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross-Region (N=66)
Table 15. Continuous Program Improvement & Data Use Domain				
The HV collaborative has sought out information from similar initiatives in other communities and continues to gather and share information about effective practices.	92%	89%	88%	89%
The HV collaborative takes time periodically to reflect on what we are learning, including the effectiveness of our collaborative structures and processes.	100%	93%	90%	94%
The HV collaborative has collected and assessed data about the needs and resources for children and families in our region.	86%	92%	90%	90%
Continuous Program Improvement & Data Use Domain (% SA/A)	100%	90%	90%	93%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross-Region (N=66)
Table 16. Systems Outcomes, Community Awareness Domain				
Families in our community know about HV programs and services.	69%	63%	60%	64%
Families in our community understand the benefits of home visiting.	46%	45%	40%	44%
Families in our community are skeptical about the idea of HV services.	50%	44%	67%	50%
Our community has effective ways of "getting the word out" to families about home visiting services.	64%	64%	50%	92%
New Item for 2019-2020, not included in Domain calculation: Staff in other agencies know about HV programs and services.	71%	93%	60%	80%
Systems Outcomes, Community Awareness Domain (% SA/A)	44%	48%	50%	47%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross- Region (N=66)
Table 17. Systems Outcomes, Coordinated Referral Domain				
Our community uses a shared/common referral form to facilitate family access to HV services.	79%	90%	30%	76%
There are clear policies and procedures for obtaining family consent and releases for HV programs.	92%	90%	64%	85%
Issues around family confidentiality are a barrier to a shared HV referral system.	10%	38%	30%	31%
There are effective <i>informal</i> referral agreements between/among HV and other programs in our community.	67%	88%	67%	78%
There are effective <i>formal</i> referral agreements (i.e., MOU's, MOA's, contracts) between/among HV and other programs in our community.	92%	85%	50%	80%
Current HV program MOUs/MOAs need improvement.	44%	43%	57%	46%
Systems Outcomes, Coordinated Referral Domain (% SA/A)	73%	73%	27%	64%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross- Region (N=66)
Table 18. Systems Outcomes, Professional Development Domain				
The HV system effectively shares professional development and training resources.	93%	97%	91%	95%
The HV system has a cross-program professional development and training plan.	92%	83%	80%	85%
New Item for 2019-2020, 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	78%	78%	63%	75%
Systems Outcomes, Professional Development Domain (% SA/A)	93%	93%	91%	93%

	Siskiyou CA (N=19)	South Central OR (N=33)	South Coast OR (N=14)	Cross- Region (N=66)
Table 19. Sustainability Domain				
HV programs work together to increase funding and support all home visiting programs.	83%	65%	40%	65%
There is competition between HV programs for resources and funding.	8%	37%	11%	25%
There are multiple sources (e.g., state, federal, private, foundation) of HV program funding in our community.	64%	78%	56%	70%
Sustainability Domain (% SA/A)	79%	54%	40%	58%

Appendix B: Survey Participants, Year 4

Table 20. Type of Roles Represented by Survey Respondents	Number of Respondents	% of Respondents (n=66)
Direct service provider, home visitor, services coordinator, family advocate	27	41%
Program manager	21	32%
Program director	12	18%
Supervisor	11	17%
Additional types of roles ¹³		
Parent/caregiver or program consumer	5	8%
Program coordinator		

Table 21. HVSC Project Convenings Attended by Survey Respondents	Number of Respondents	% of Respondents (n=66)
2019 Annual Leadership Gathering	18	27%
2018 Annual Leadership Gathering	13	20%
2017 Annual Leadership Gathering	14	21%
2016 Annual Leadership Gathering	16	24%
2106 Kick-Off Gathering	12	18%
All of the Leadership Gatherings, including Kick-Off	6	9%
2018 Regional professional development gatherings	15	23%
None of the gatherings listed	27	41%

¹³ These types of roles are combined because they had fewer than 5 respondents each.