

Home Visiting Systems Coordination Systems Survey Summary Year 4 Siskiyou 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, a total of 66 stakeholders from the three regions participated in the Systems Survey in 2020. This year, Siskiyou participants represented 29% of the total number of respondents.

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. The response rate for the Siskiyou region is slightly below the goal, and participation may have been complicated due to COVID-19 conditions.

Siskiyou County, CA



Backbone Organization



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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.

Siskiyou region survey participants in 2020 worked in organizations with programs across sectors. Nearly half of participants (47%) worked in organizations delivering early learning programming.

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

Type of Program / Organization ¹	Number of Respondents	% of Respondents (n=19)
Early Learning Head Start, preschool, child care	9	47%
Early childhood home visiting program	3	16%
Family resource center	3	16%
Health Care Public health, hospitals, Coordinated Care Organizations	3	16%
County, Hub, or regional organization	2	11%
Human services Self-sufficiency, Child welfare	2	11%

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

Overall Home Visiting Systems Coordination

A total of 9 respondents (50%) 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=10)	8	80%
2017 Survey Participants (n=21)	14	67%
2018 Survey Participants (n=28)	13	46%
2019 Survey Participants (n=19)	9	47%
2020 Survey Participants (n=18)	9	50%

“It’s been great to see the progress and the challenges we all face are many times the same.”

– Survey Respondent

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

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

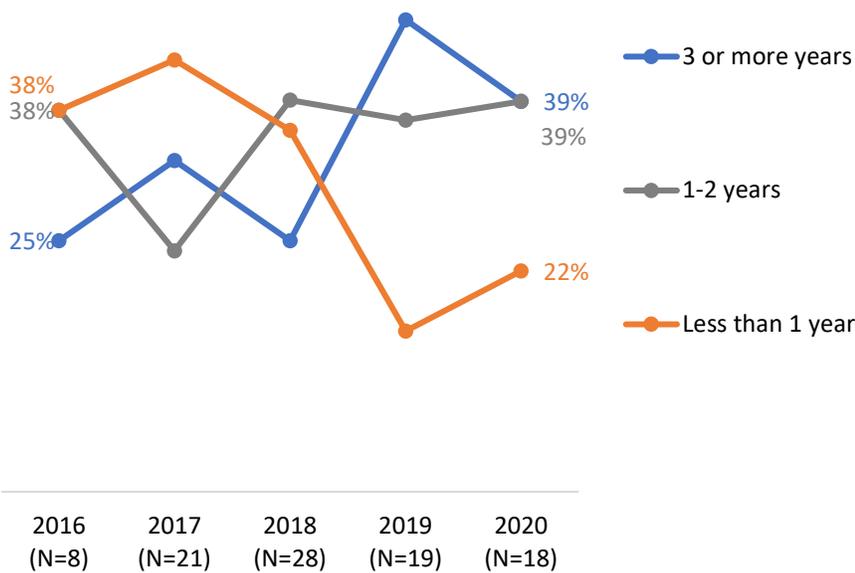
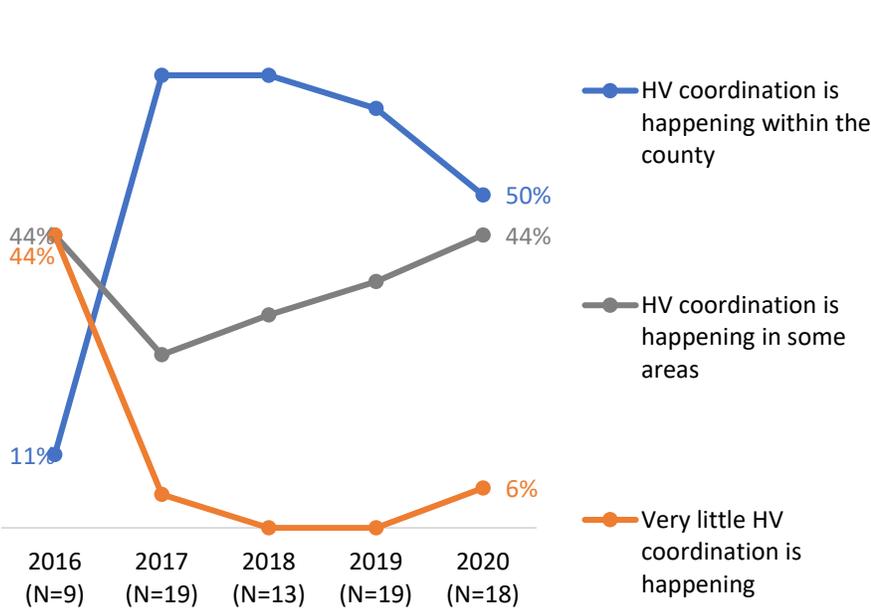


Figure 1 shows the percent of survey respondents who report being involved in home visiting systems coordination. At the start of the HVSC project, over a third (38%) reported being involved for less than a year, while 25% reported being involved in systems coordination work for 3 or more years.

By 2020, more than a third of survey respondents (39%) report being involved in home visiting systems coordination work for 3 or more years. At the same time, 22% 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 coordination throughout the county, and has largely been maintained.



Compared to the first year of the project, when 11% of survey respondents reported that home visiting coordination was happening across the county, this has nearly quadrupled, to 50% of survey respondents in 2020.

Similar rates of respondents report home visiting coordination happening within some areas of the county, while very few respondents felt that very little coordination was happening. These results suggest improved and sustained 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 19 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.”

Communication & Collaboration

Table 2. Communication & Collaboration Domain (% SA/A ²)	'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.	29%	79%	88%	89%	100%
There is effective communication between HV program leadership (e.g., HV supervisors, HV managers) within the region involved in the collaborative.	NA	NA	78%	82%	83%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the county involved in the collaborative.	17%	79%	75%	82%	93%
There is effective communication between HV leaders (e.g., HV supervisors, HV managers) and home visitors within the region involved in the collaborative.	NA	NA	67%	88%	69%
The current HV system provides sufficient networking opportunities between HV providers and programs.	14%	74%	81%	90%	87%

Communication & Collaboration Highlights

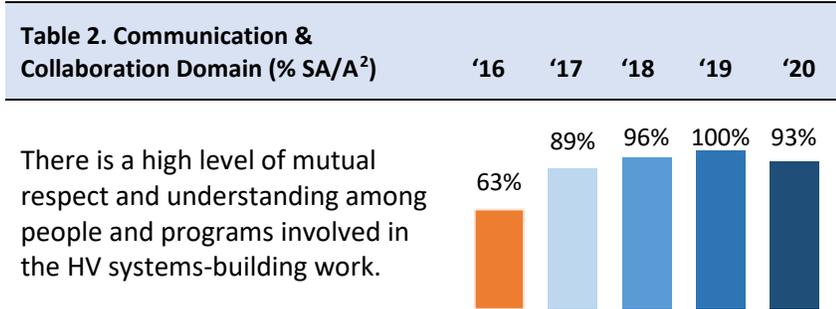
A higher rate of survey participants in 2020 agreed that there is effective communication overall, both within counties and across the region.

One area for potential continued growth could be related to the extent to which leadership and home visitors across the region are communicating effectively. While more than two thirds of survey respondents agreed this was happening, almost a third of respondents felt this may be an area for ongoing improvement.

“Collaboration with the community has been a huge success.”

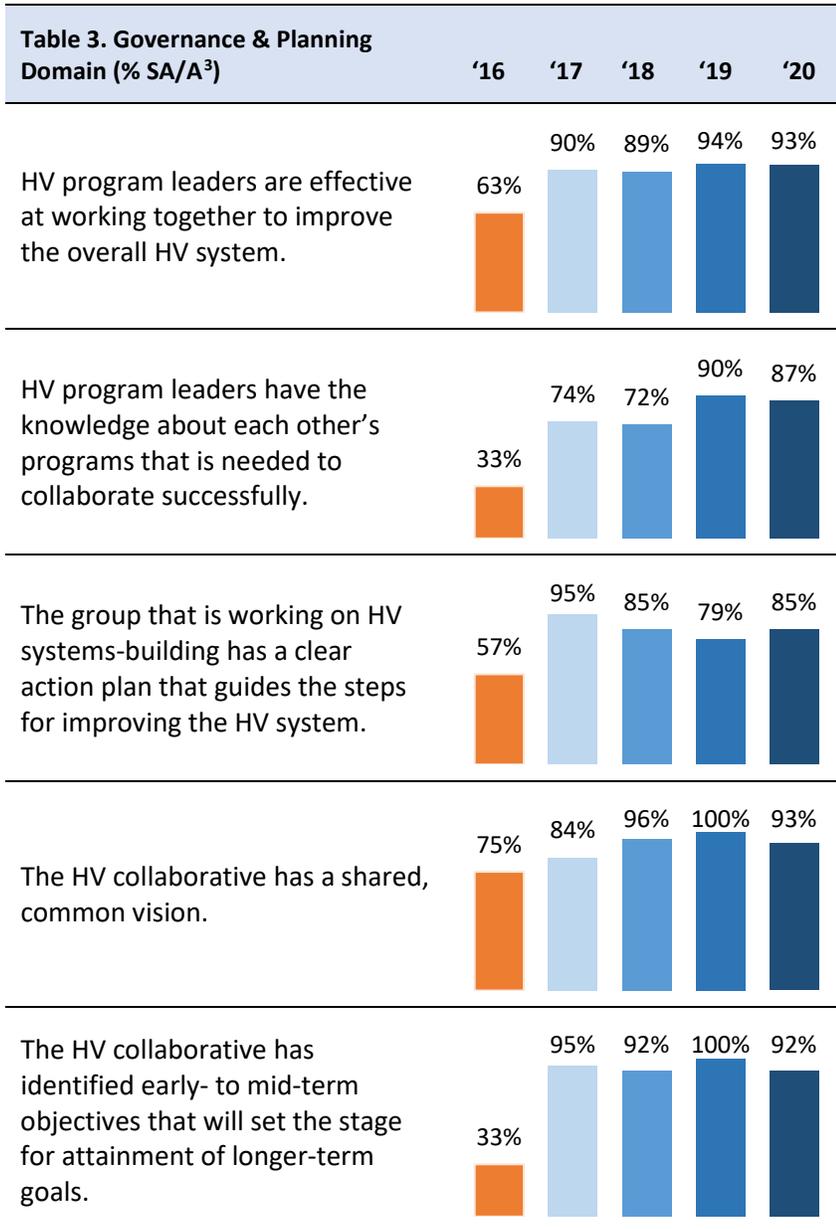
– Survey Respondent

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



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

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.

All survey respondents agreed that the collaborative had a clear understanding of how a system of supports benefits children and families, and that the people critical to the success of the collaborative are involved.

"I believe that the most important thing that has happened is the information we share at our monthly meetings. We communicate well, with what is going on in our community."

– Survey Respondent

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

Table 3. Governance & Planning Domain (% SA/A ³)	'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.	75%	72%	89%	100%	100%
People and organizations that are critical to the success of the HV collaborative are actively engaged.	40%	78%	84%	95%	100%

Roles & Responsibilities

Table 4. Roles & Responsibilities Domain (% SA/A ⁴)	'16	'17	'18	'19	'20
All those involved in the HV systems work have a clear sense of their roles and responsibilities.	50%	78%	91%	89%	86%
The HV collaborative group has ample knowledge of local needs and resources.	60%	72%	89%	88%	87%

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 ⁵)	'16	'17	'18	'19	'20
HV programs have effective ways to prioritize services to families.	72%	78%	87%	77%	85%

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

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

Table 5. Equity Domain (% SA/A ⁵)	'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	56%	86%
HV programs currently have the capacity to meet the needs of culturally and linguistically diverse families in our community.	29%	50%	75%	31%	50%
HV program staff currently reflect the diversity of families in the region.*	NA	NA	NA	60%	55%

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

Equity Highlights

The majority of survey participants in 2020 agreed that the HV system currently meets the needs of families. At the same time, only about half of survey respondents felt that programs currently meet the cultural and language needs of families, suggesting an area for continued growth.

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

– Survey Respondent

Continuous Program Improvement & Data Use

Table 6. Continuous Program Improvement & Data Use Domain (% SA/A ⁶)	'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.	60%	80%	92%	94%	92%
The HV collaborative takes time periodically to reflect on what we are learning, including the effectiveness of our collaborative structures and processes.	0%	93%	87%	94%	100%
The HV collaborative has collected and assessed data about the needs and resources for children and families in our region.	25%	81%	88%	94%	86%

CPI & Data Use Highlights

The vast majority of survey participants in 2020 agreed their HVSC work has included ongoing gathering of and reflection on data, which may have been an increased necessity to stay abreast of changing COVID conditions and availability of supports.

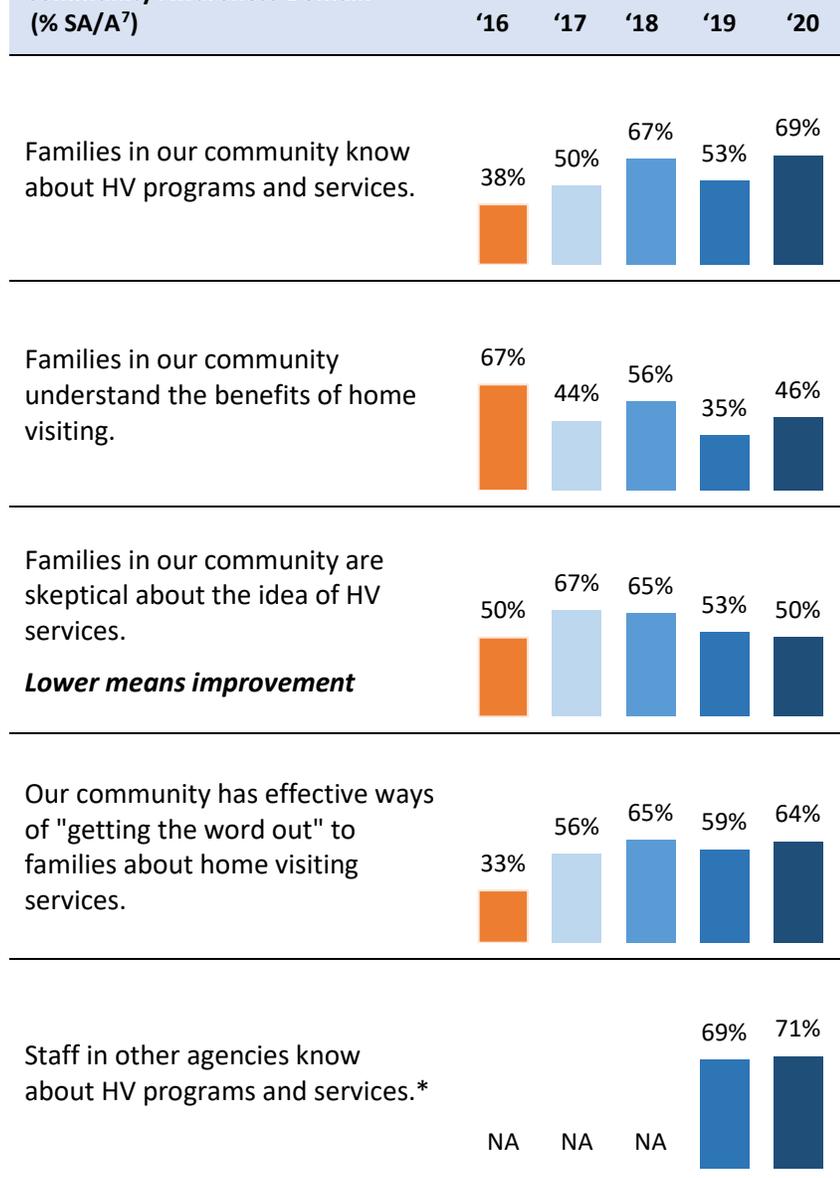
"The biggest challenge is the pandemic which is causing HV barriers to reaching those families in person, and creating the relationships needed for HV."

– Survey Respondent

⁶ "% 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/A⁷)



*"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 rate of survey participants in 2020 agreed that families and other professionals are aware of and understand the benefits of HV in their communities.

"Need to continue to work together to understand each other's programs, attend trainings, and networking."

– Survey Respondent

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.

⁷ "% 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 ⁸)	'16	'17	'18	'19	'20
Our community uses a shared/common referral form to facilitate family access to HV services.	14%	24%	33%	31%	79%
There are clear policies and procedures for obtaining family consent and releases for HV programs.	38%	59%	77%	93%	92%
There are effective <i>informal</i> referral agreements between/among HV and other programs in our community.	33%	67%	63%	82%	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.	33%	61%	53%	67%	92%
Issues around family confidentiality are a barrier to a shared HV referral system. <i>Lower means improvement</i>	60%	35%	43%	33%	10%
Current HV program MOUs/MOAs need improvement. <i>Lower means improvement</i>	37%	41%	56%	67%	44%

Coordinated Referral Highlights

With the pilot of the universal referral form and referral process during 2020, the percent of survey respondents reporting use of a shared form more than doubled over last year.

“The most important accomplishment of the HV collaborative in the county I work for, is the implementation of the universal referral that has started this year. We have seen that families are getting the services they need from the referral.”

– Survey Respondent

⁸ “% 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 ⁹)	'16	'17	'18	'19	'20
The HV system effectively shares professional development and training resources.	72%	94%	89%	94%	93%
The HV system has a cross-program professional development and training plan.	17%	75%	74%	87%	92%
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	73%	78%

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

Professional Development Highlights

Almost all survey participants in 2020, as in recent prior years, agreed that the HV system was effective at sharing professional development resources, building from a training plan.

"I enjoy and feel privileged to part of this collaboration. The HV collaboration has provided excellent professional development."

– Survey Respondent

Sustainability

Table 10. Sustainability Domain (% SA/A ¹⁰)	'16	'17	'18	'19	'20
HV programs work together to increase funding and support all home visiting programs.	17%	67%	50%	78%	83%
There are multiple sources (e.g., state, federal, private, foundation) of HV program funding in our community.	80%	64%	76%	86%	64%
There is competition between HV programs for resources and funding. Lower means improvement	71%	19%	33%	13%	8%

Sustainability Highlights

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

"Great work on this project and keep it going!"

– Survey Respondent

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

¹⁰ "% 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 of Year 4 of the HVSC project, hopes for the future, and challenges that will need to be addressed.

Key Accomplishments

- 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 piloting referral data systems and processes.
- Sharing and accessing professional development opportunities.
- Increasing awareness of families and 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 is a work in progress and there is a lot of good work happening. The partners are all committed to make it the best it can be for the benefits of families.”

– Survey Respondent

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

Appendix A: Survey Participants, Year 4

Table 11. Type of Roles Represented by Survey Respondents	Number of Respondents	% of Respondents (n=19)
Direct service provider, home visitor, services coordinator, family advocate	10	53%
Program manager	6	32%
Program director	3	16%
Supervisor	3	16%
Program coordinator	1	5%

Table 12. HVSC Project Convenings Attended by Survey Respondents	Number of Respondents	% of Respondents (n=19)
2019 Annual Leadership Gathering	3	16%
2018 Annual Leadership Gathering	2	11%
2017 Annual Leadership Gathering	3	16%
2016 Annual Leadership Gathering	0	0
2106 Kick-Off Gathering	0	0
All of the Leadership Gatherings, including Kick-Off	0	0
2018 Regional professional development gatherings	2	11%
None of the gatherings listed	11	58%