

Home Visiting Systems Coordination Systems Survey Summary Year 5 Siskiyou Region

Prepared by Callie Lambarth, Isabella Ginsberg, and Beth Green

Center for Improvement of Child & Family Services

Portland State University

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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, four, and five years after project start.

Survey Participants

As shown in Table 1a, a total of 52 stakeholders from the three regions participated in the Systems Survey in 2021. This year, Siskiyou participants represented 21% 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)	2021 (Y5)
Siskiyou, CA	10	21	29	19	19	11
South Central, OR						
Lake, Klamath, Douglas Counties	27	32	42	38	33	28
South Coast, OR						
Curry, Coos, coastal Douglas Counties	20	12	17	17	14	13
Total	57	65	88	74	66	52

As shown in Table 1b, the project achieved an overall 50% response rate, based on the number of stakeholders who were invited to participate. This is somewhat lower compared to prior years, where the response rate consistently had achieved a 75% response rate or above.

Siskiyou County, CA



Backbone Organization



Contact Info

For information about the HVSC Siskiyou region strategies:
Michelle Harris
mharris@first5siskiyou.org

For more information about the HVSC project evaluation:
Callie Lambarth
lambarth@pdx.edu
Beth Green
beth.green@pdx.edu

Based on feedback from project partners, even fewer respondents may have been able to participate in 2021 due to ongoing COVID-19 conditions, stressors, and workload impacts.

Table 1b. Response Rates by Region

HVSC Region	Response Rate					
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)	2020 (Y4)	2021 (Y5)
Siskiyou, CA	NR	NR	74%	68%	59%	37%
South Central, OR	NR	NR	81%	75%	87%	62%
South Coast, OR	NR	NR	81%	89%	82%	46%
Total	NR	NR	79%	76%	76%	50%

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

Siskiyou region survey participants in 2021 worked in organizations with programs across sectors. Most participants (82%) worked in organizations delivering early learning programming, including home visiting.

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

Type of Program / Organization ¹	Number of Respondents	% of Respondents (n=11)
Early Learning	7	64%
Head Start, preschool, child care	4	36%
County, Hub, or regional organization	2	18%
Parenting education	1	9%

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

Overall Home Visiting Systems Coordination

A total of 3 respondents (27%) reported that they participate in the HVSC project leadership, steering committee, or advisory group for their region, fewer 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%
2020 Survey Participants (n=11)	3	27%

“The collaborative was instrumental in building the networks we utilize today. [Home visiting programs] did not really speak to or refer families to each other.”
– Survey Respondent

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

Figure 1. More survey participants (%) in 2021 report being involved in home visiting systems coordination work for 1-2 years.

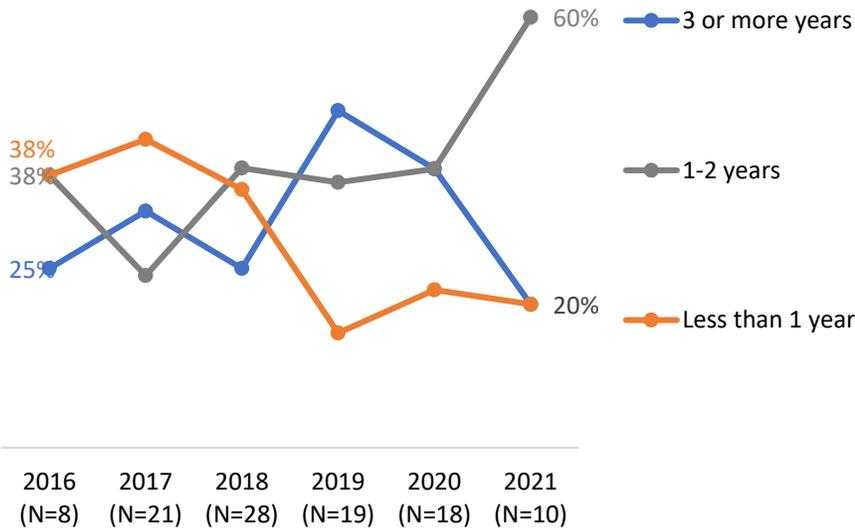
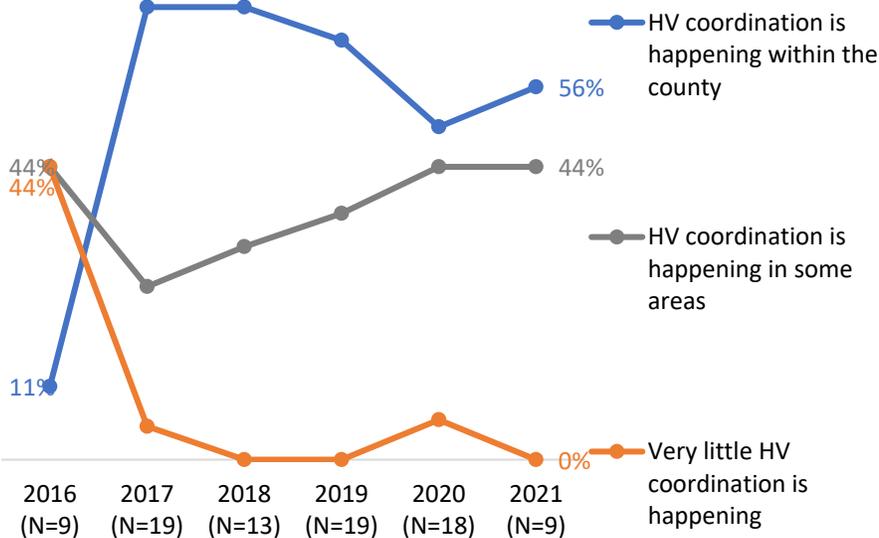


Figure 1 shows the percent of survey respondents who report being involved in home visiting systems coordination. At the start of the HVSC project, over a third (38%) reported being involved for less than a year, while 25% reported being involved in systems coordination work for 3 or more years.

By 2021, an increasing percentage of respondents (60%) reported being involved for 1-2 years. And fewer respondents of the survey have been involved for 3 or more years.

This suggests that more survey respondents this year were newer to the HVSC project and goals.

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 56% of survey respondents in 2021.

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 five 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 11 total survey respondents in 2021, 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	'21
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%	73%
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%	56%
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%	80%
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%	63%
The current HV system provides sufficient networking opportunities between HV providers and programs.	14%	74%	81%	90%	87%	91%

Communication & Collaboration Highlights

Compared to recent prior years, lower rates of survey participants in 2021 agreed that there is effective communication overall, both within counties and across the region.

However, higher or similar rates of respondents compared to prior years, felt there were sufficient networking opportunities and a high level of mutual respect among those involved in systems-building work.

Respondents most commonly identified COVID-19 conditions as the greatest challenge they have faced over the past year.

“Making connections and being able to network has been an important accomplishment.”

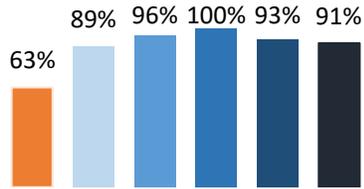
– Survey Respondent

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

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

'16 '17 '18 '19 '20 '21

There is a high level of mutual respect and understanding among people and programs involved in the HV systems-building work.



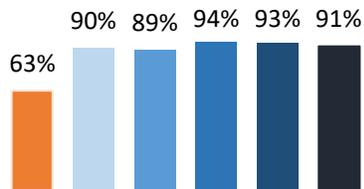
"NA" indicates that the survey item was not included in prior years, so we report Not Applicable for those time points.

Governance & Planning

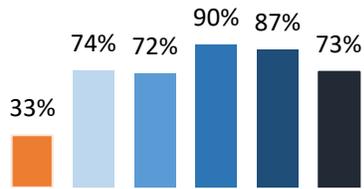
Table 3. Governance & Planning Domain (% SA/A³)

'16 '17 '18 '19 '20 '21

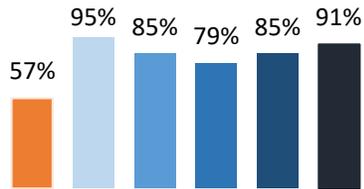
HV program leaders are effective at working together to improve the overall HV system.



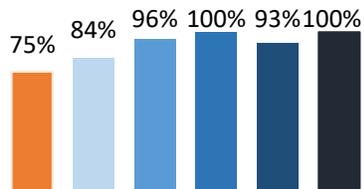
HV program leaders have the knowledge about each other's programs that is needed to collaborate successfully.



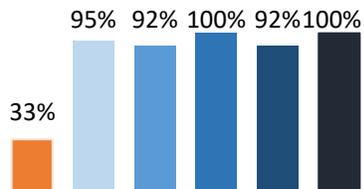
The group that is working on HV systems-building has a clear action plan that guides the steps for improving the HV system.



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.



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 shared vision, identified objectives to help them attain longer-term goals, 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.

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	'21
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%	100%
People and organizations that are critical to the success of the HV collaborative are actively engaged.	40%	78%	84%	95%	100%	100%

Roles & Responsibilities

Table 4. Roles & Responsibilities Domain (% SA/A ⁴)	'16	'17	'18	'19	'20	'21
All those involved in the HV systems work have a clear sense of their roles and responsibilities.	50%	78%	91%	89%	86%	70%
The HV collaborative group has ample knowledge of local needs and resources.	60%	72%	89%	88%	87%	90%

Roles & Responsibilities Highlights

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

However, fewer respondents in 2021 agreed that all those involved have a clear sense of roles and responsibilities.

Equity

Table 5. Equity Domain (% SA/A ⁵)	'16	'17	'18	'19	'20	'21
HV programs have effective ways to prioritize services to families.	72%	78%	87%	77%	85%	89%

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	'21
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%	50%
HV programs currently have the capacity to meet the needs of culturally and linguistically diverse families in our community.	29%	50%	75%	31%	50%	63%
HV program staff currently reflect the diversity of families in the region.*	NA	NA	NA	60%	55%	86%

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

Equity Highlights

More respondents in 2021 felt that HV staff reflect the diversity of families in the region, and that programs had an increasing capacity to meet the cultural and linguistic diversity of families.

More survey participants also agreed that programs are able to effectively prioritize services to families.

However, fewer felt that the system currently meets the needs of all families in the region.

"I hope that more families enroll in our programs."
 – Survey Respondent

Continuous Program Improvement & Data Use

Table 6. Continuous Program Improvement & Data Use Domain (% SA/A ⁶)	'16	'17	'18	'19	'20	'21
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%	88%
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%	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%	100%

CPI & Data Use Highlights

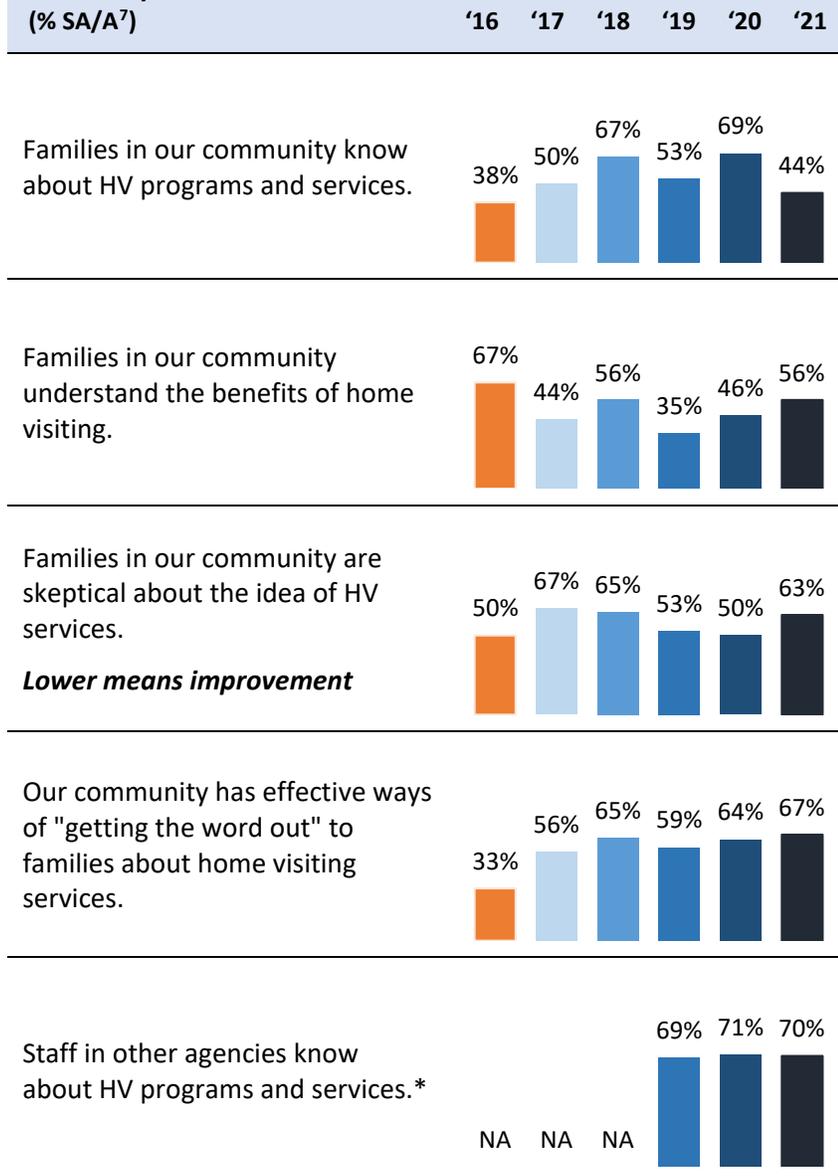
Similar to prior years, the vast majority of survey participants in 2020 agreed their HVSC work has included ongoing gathering of and reflection on data.

"I hope we can keep the momentum moving in a positive direction."
 – 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

Fewer respondents in 2021 agreed that families know about HV programs and services, but a higher rate agreed that families understand the benefits.

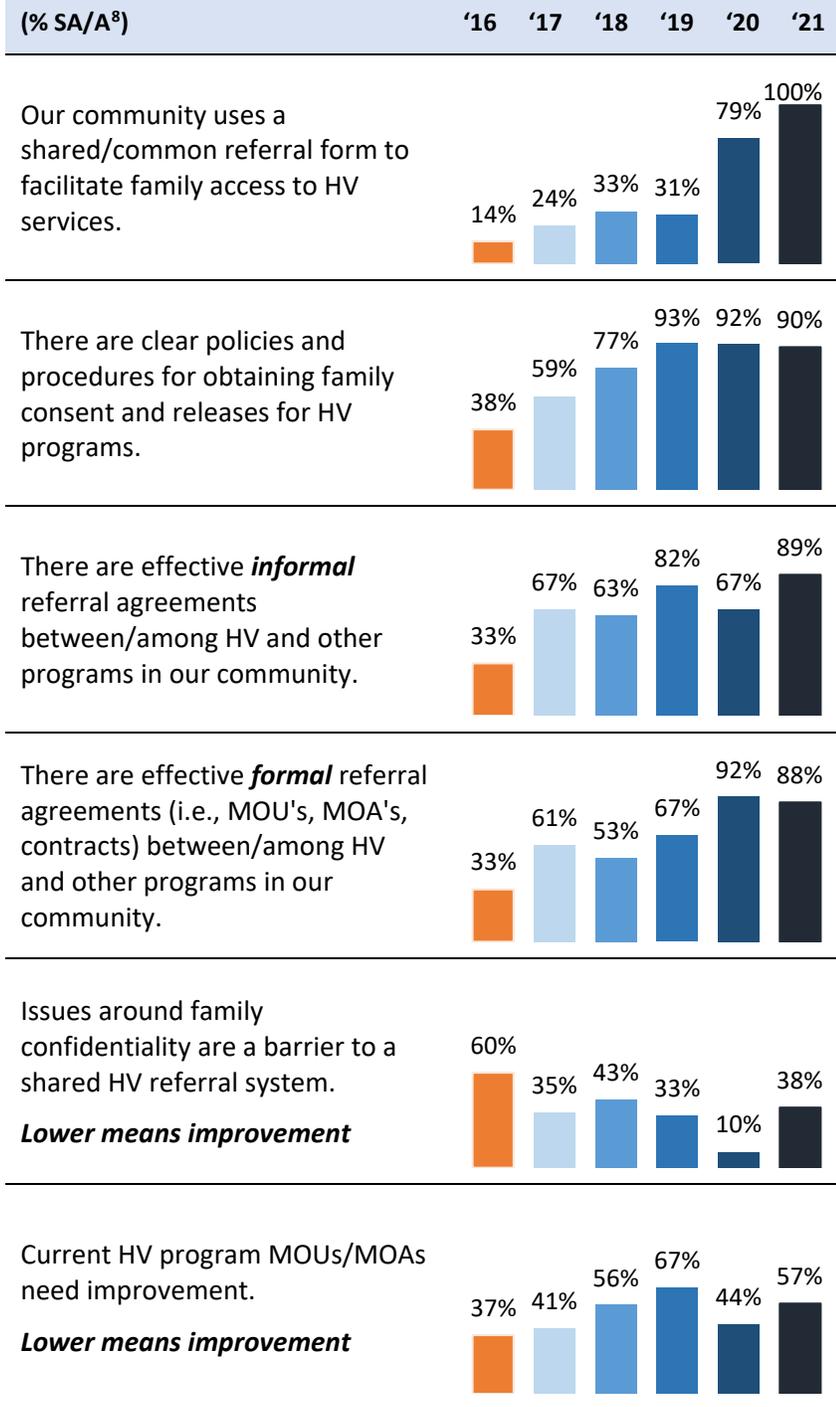
More respondents also reported families feeling skeptical about the idea of HV services, which may be connected to ongoing COVID-19 conditions.

"Our biggest accomplishment has probably been the raising of awareness of HV to more people and organizations."

– Survey Respondent

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/A⁸)



Coordinated Referral Highlights

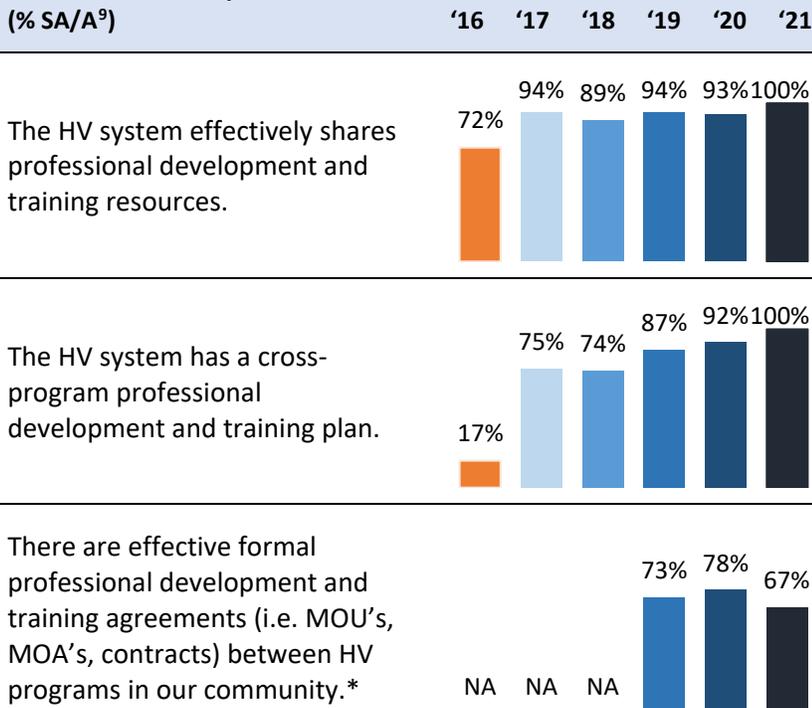
With the expanded and more regular use of the universal referral form and referral process during 2021, respondents reported higher rates of agreement related to use of the form and clarity of referral processes.

“The most important accomplishment was getting our referral form out to different agencies so we can start coordinating with them to provide services to families.”

– 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/A⁹)



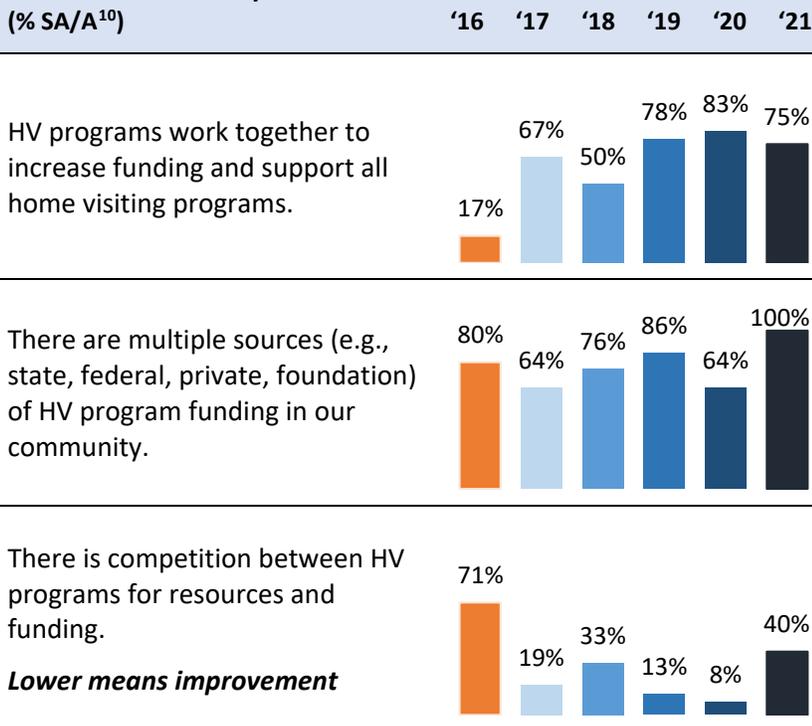
*"NA" indicates that the survey item was not included in prior years, so we report Not Applicable for those time points.

Professional Development Highlights

All survey participants in 2021 agreed that the HV system was effective at sharing professional development resources and building from a training plan.

Sustainability

Table 10. Sustainability Domain (% SA/A¹⁰)



Sustainability Highlights

A high rate of survey participants in 2021 agreed that programs have improved their work together for increased funds and that there are multiple funding sources in the community.

A higher rate of respondents also felt there was competition among programs for resources and funding.

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 5 of the Project

In addition to the series of scaled survey items, participants also shared their thoughts on key accomplishments of Year 5 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.
- Expanding use of the shared referral form and process among new partners.
- 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.
- Sustaining work and relationships that have been established through the project so far.
- Continuing to build awareness with community partners and families to understand the availability and benefits of HV supports in the community.

“The potential for helping families is well worth the effort everyone in our county is putting in to HV.”

– Survey Respondent

Project Contact Info

For information about the HVSC project, contact:

Grant Program Officer
Robin Hill-Dunbar
rhunbar@tfff.org

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

Appendix A: Survey Participants, Year 5

Table 11. Type of Roles Represented by Survey Respondents	Number of Respondents	% of Respondents (n=11)
Direct service provider, home visitor, services coordinator, family advocate	8	72%
Program director	2	18%
Program manager	1	9%
Supervisor	1	9%
Parent/caregiver, consumer	1	9%

Table 12. HVSC Project Convenings Attended by Survey Respondents	Number of Respondents	% of Respondents (n=11)
2021 Family Voice Journey Mapping Event	1	9%
2020 Annual Leadership Gathering	5	46%
2019 Annual Leadership Gathering	2	18%
2018 Annual Leadership Gathering	1	9%
2017 Annual Leadership Gathering	0	0
2016 Annual Leadership Gathering	0	0
2016 Kick-Off Gathering	1	9%
<i>All</i> of the Leadership Gatherings, including Kick-Off	0	0
2018 Regional professional development gatherings	1	9%
<i>None</i> of the gatherings listed	3	27%