

Home Visiting Systems Coordination Systems Survey Summary Year 6 Siskiyou Region

Prepared by Callie Lambarth, Ron Joseph, and Beth Green

Center for Improvement of Child & Family Services

Portland State University

November 17, 2022

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 receive a \$20 Amazon or Target e-gift card 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 thereafter.

Survey Participants

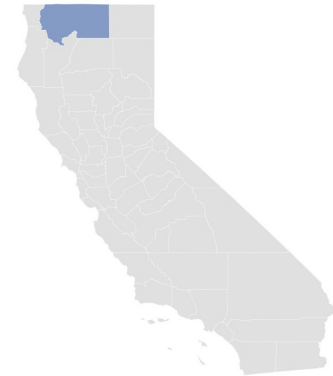
As shown in Table 1a, a total of 69 stakeholders from the three regions participated in the Systems Survey in 2022. This year, Siskiyou participants represented 28% of the total number of respondents.

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)	2022 (Y6)
Siskiyou, CA	10	21	29	19	19	11	19
South Central, OR Lake, Klamath, Douglas Counties	27	32	42	38	33	28	27
South Coast, OR Curry, Coos, coastal Douglas Counties	20	12	17	17	14	13	23
Total	57	65	88	74	66	52	69

As shown in Table 1b, the project achieved an overall 70% response rate, based on the number of stakeholders who were invited to participate. The response rate is, however, only an estimate since coordinators know how many people they send the survey to, but the survey can also be forwarded to others to complete, without the coordinator’s knowledge.

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

Table 1b. Response Rates by Region

HVSC Region	Response Rate						
	2016 (Baseline)	2017 (Y1)	2018 (Y2)	2019 (Y3)	2020 (Y4)	2021 (Y5)	2022 (Y6)
Siskiyou, CA	NR	NR	74%	68%	59%	37%	68%
South Central, OR	NR	NR	81%	75%	87%	62%	52%
South Coast, OR	NR	NR	81%	89%	82%	46%	>90%
Total	NR	NR	79%	76%	76%	50%	70%

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

Siskiyou region survey participants in 2022 worked in organizations with programs across sectors. Most participants 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=19)
Early Learning Head Start, preschool, child care	6	32%
County, Hub, or regional organization	5	26%
Additional types of organizations ² :		
Early childhood home visiting program; Parenting education; Health Care (public health, hospitals, or coordinated care organizations); or Human Services (self-sufficiency, child welfare)	8	42%

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

Overall Home Visiting Systems Coordination

A total of 10 respondents (56%) reported that they participate in the HVSC project leadership, steering committee, or advisory group for their region, more than recent 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%
2021 Survey Participants (n=11)	3	27%
2022 Survey Participants (n=18)	10	56%

“Extra effort has been focused on filling all available HV openings across the county and increasing awareness of the programs available to the community...given that HV program efforts were hindered by COVID for some time.”
– Survey Respondent

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.

Figure 1. More survey participants in 2022 report being involved in home visiting systems coordination work for 3 or more years.

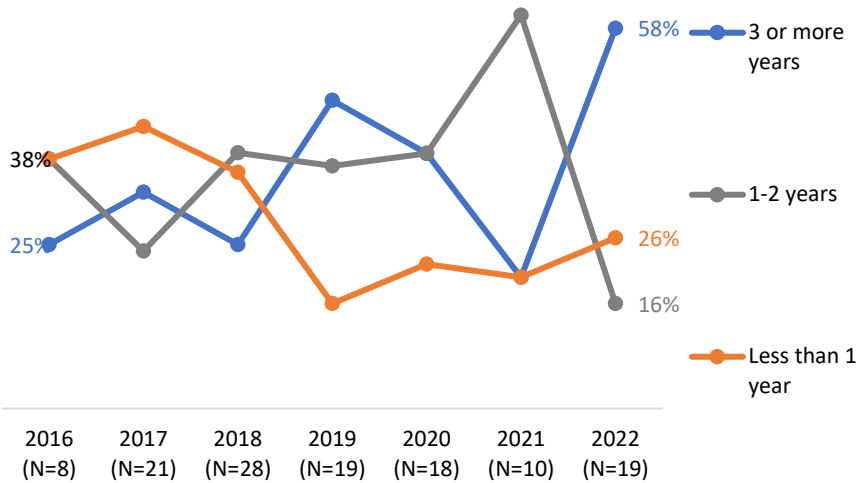
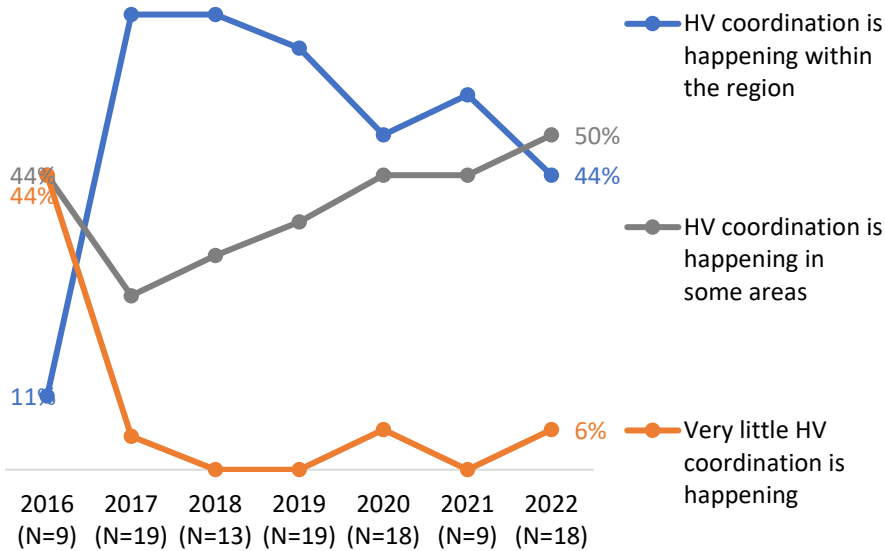


Figure 1 shows the percent of survey respondents who report being involved in home visiting systems coordination. At the start of the HVSC project, over a third (38%) reported being involved for less than a year, while 25% reported being involved in systems coordination work for 3 or more years.

By 2022, an increasing percentage of respondents (58%) reported being involved for 3 or more years. This suggests that more survey respondents this year may be familiar with the HVSC project and its goals.

Figure 2. Survey participants increasingly report coordination happening in some areas in the region, 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 region, this was 44% of participants in 2022.

Very few respondents felt that very little coordination was happening. These results suggest improved and sustained overall home visiting coordination over the course of the project so far.

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 2022, 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/A³)⁴

	'16	'17	'18	'19	'20	'21	'22
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%	NA
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%	88%
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%	NA
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%	88%
The current HV system provides sufficient networking opportunities between HV providers and programs.	14%	74%	81%	90%	87%	91%	77%

Communication & Collaboration Highlights

Compared to recent prior years, more survey participants in 2022 agreed that there is effective communication overall across the region.

However, an opportunity for the Siskiyou region is related to fewer respondents compared to prior years, who felt there were sufficient networking opportunities, which might suggest that participants are seeking additional in-person and virtual opportunities to connect.

“We are incredibly lucky to work with all the HV partners – together everyone achieves more!”

– Survey Respondent

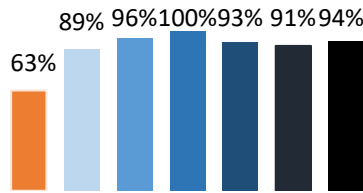
³ “% SA/A” is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

⁴ County-specific questions were not included in the 2022 survey; Region-specific questions were not included in the 2016-2017 surveys.

Table 2. Communication & Collaboration Domain (% SA/A³)⁴

'16 '17 '18 '19 '20 '21 '22

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



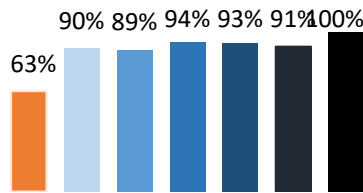
"NA" indicates that the survey item was not included in prior years, so we report Not Applicable for those time points.

Governance & Planning

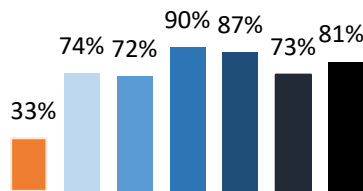
Table 3. Governance & Planning Domain (% SA/A⁵)

'16 '17 '18 '19 '20 '21 '22

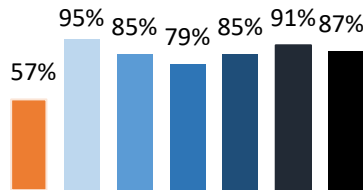
HV program leaders are effective at working together to improve the overall HV system.



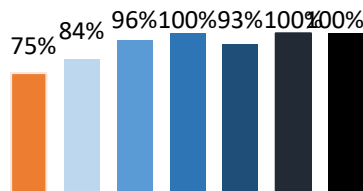
HV program leaders have the knowledge about each other's programs that is needed to collaborate successfully.



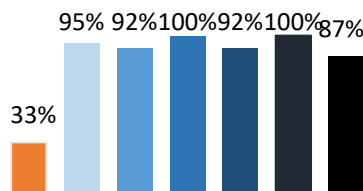
The group that is working on HV systems-building has a clear action plan that guides the steps for improving the HV system.



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

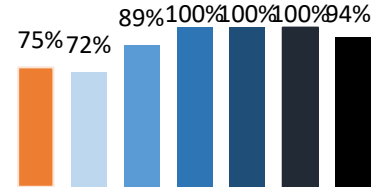
Survey participants largely agreed that those involved in governance and planning for HVSC work have established and maintained a foundation for working together effectively.

All survey respondents agreed that the collaborative had a shared vision, and that program leaders are effective at working together to improve the overall home visiting system.

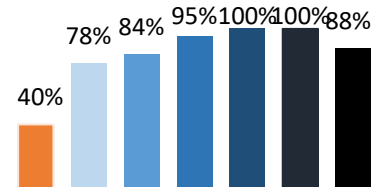
⁵ "% SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Table 3. Governance & Planning Domain (% SA/A⁵)

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



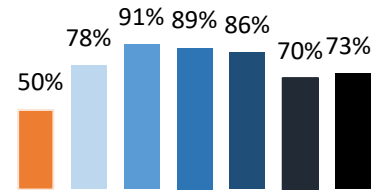
People and organizations that are critical to the success of the HV collaborative are actively engaged.



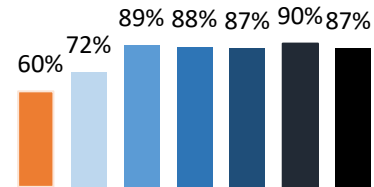
Roles & Responsibilities

Table 4. Roles & Responsibilities Domain (% SA/A⁶)

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.



Roles & Responsibilities Highlights

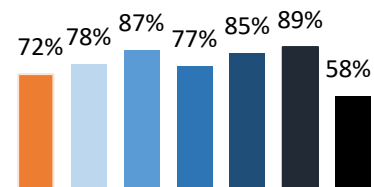
Survey participants largely agreed that those involved in HVSC work understand local needs and resources.

Nearly three-quarters of respondents in agreed that all those involved have a clear sense of roles and responsibilities.

Equity

Table 5. Equity Domain (% SA/A⁷)

HV programs have effective ways to prioritize services to families.



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

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

Table 5. Equity Domain (% SA/A ⁷)	'16	'17	'18	'19	'20	'21	'22
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%	54%
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%	67%
HV program staff currently reflect the diversity of families in the region.*	NA	NA	NA	60%	55%	86%	50%

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

Equity Highlights

More respondents felt that programs had an increasing capacity to meet the cultural and linguistic diversity of families, compared to last year.

However, fewer survey participants agreed that programs are able to effectively prioritize services to families. And fewer felt that home visiting programs currently reflect the diversity of families in the region.

"My hope is that we can make HV services easily accessible county-wide regardless of extremely rural or remote locations."
 – Survey Respondent

Continuous Program Improvement & Data Use

Table 6. Continuous Program Improvement & Data Use Domain (% SA/A ⁸)	'16	'17	'18	'19	'20	'21	'22
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%	91%
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%	92%
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%	73%

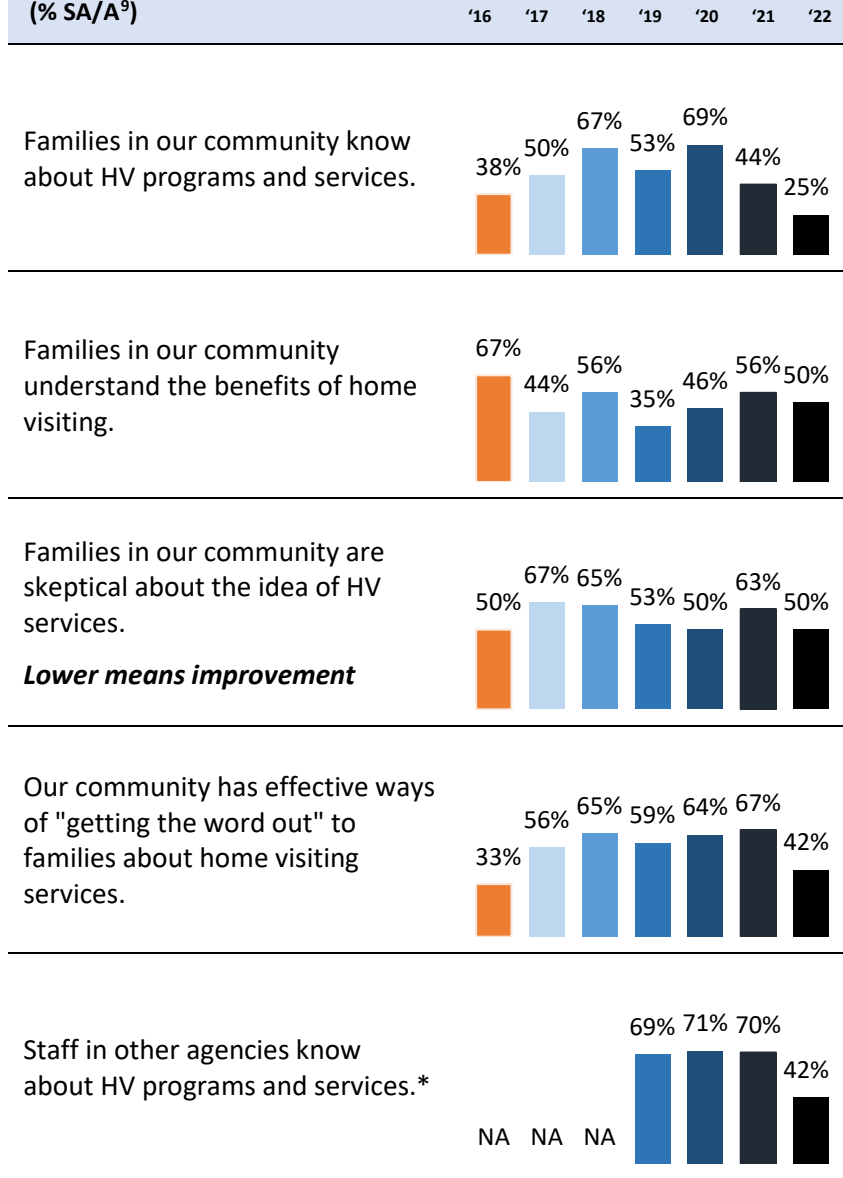
CPI & Data Use Highlights

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

⁸ "% 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/A⁹)



Lower means improvement

*"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 agreed that families and staff know about HV programs and services, and fewer felt there were effective ways to get the word out to families about home visiting services. This could be an opportunity for the Siskiyou region to focus on during the coming year.

"The most important thing I hope the HV collaborative work will accomplish this year is reaching more families and providing a better understanding of what HV is and the benefits." – Survey Respondent

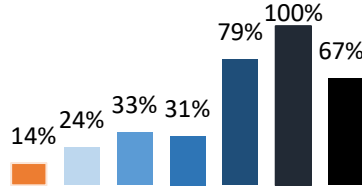
"The biggest barrier that we need to address is recruitment of families and eligibility. The recruitment barrier is that we get the most families on the waitlist from word of mouth and past family referrals. With COVID, it caused some families to drop or have virtual services, so it's harder for them to recruit for us. The eligibility barrier is that most families will qualify as over income if even one parent is working, thus not allowing our program to serve the family." – Survey Respondent

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

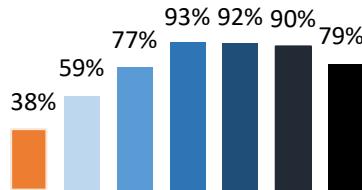
Table 8. Systems Outcomes, Coordinated Referral Domain (% SA/A¹⁰)

'16 '17 '18 '19 '20 '21 '22

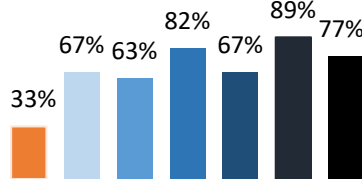
Our community uses a shared/common referral form to facilitate family access to HV services.



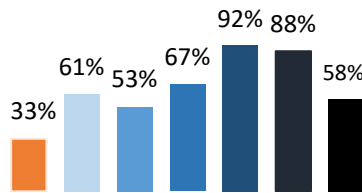
There are clear policies and procedures for obtaining family consent and releases for HV programs.



There are effective *informal* referral agreements between/among HV and other programs in our community.

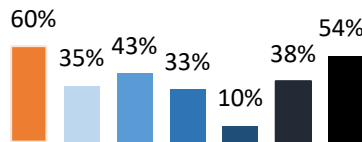


There are effective *formal* referral agreements (i.e., MOU's, MOA's, contracts) between/among HV and other programs in our community.



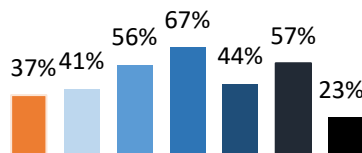
Issues around family confidentiality are a barrier to a shared HV referral system.

Lower means improvement



Current HV program MOUs/MOAs need improvement.

Lower means improvement



Coordinated Referral Highlights

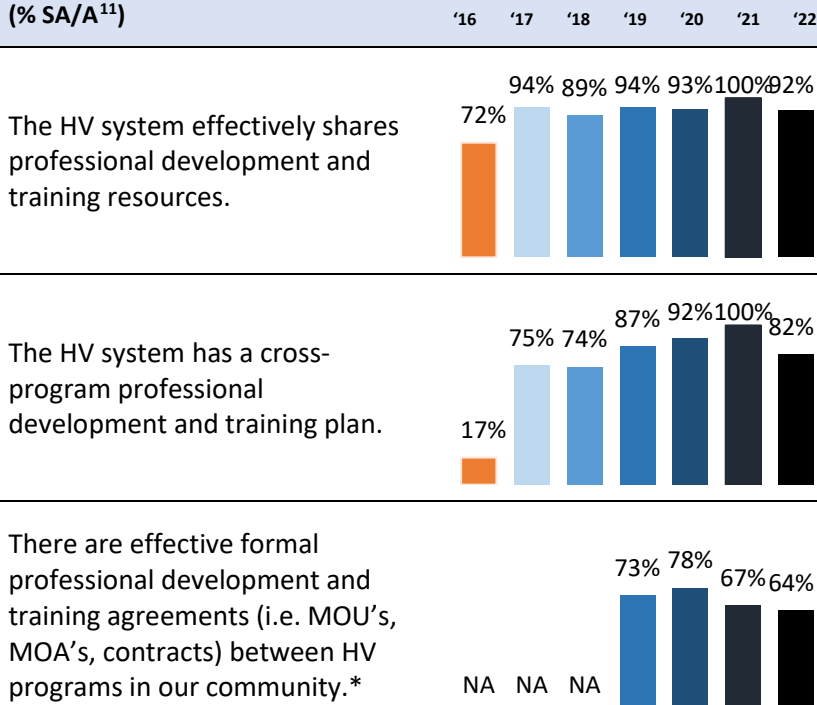
Fewer respondents this year reported that they use a shared/common referral form, but there was still relatively high agreement that there are effective informal referral agreements between partners.

There could be an opportunity for the Siskiyou region to focus additional efforts on the continued expansion and use of a shared referral form and maintaining referral agreements between partner organizations.

“In the past year, the most important accomplishment of the HV collaborative work in our county has been staying connected and reporting out children who need services, and collaborating on who can serve those children and families.” – Survey Respondent

¹⁰ “% 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/A¹¹)



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

Professional Development Highlights

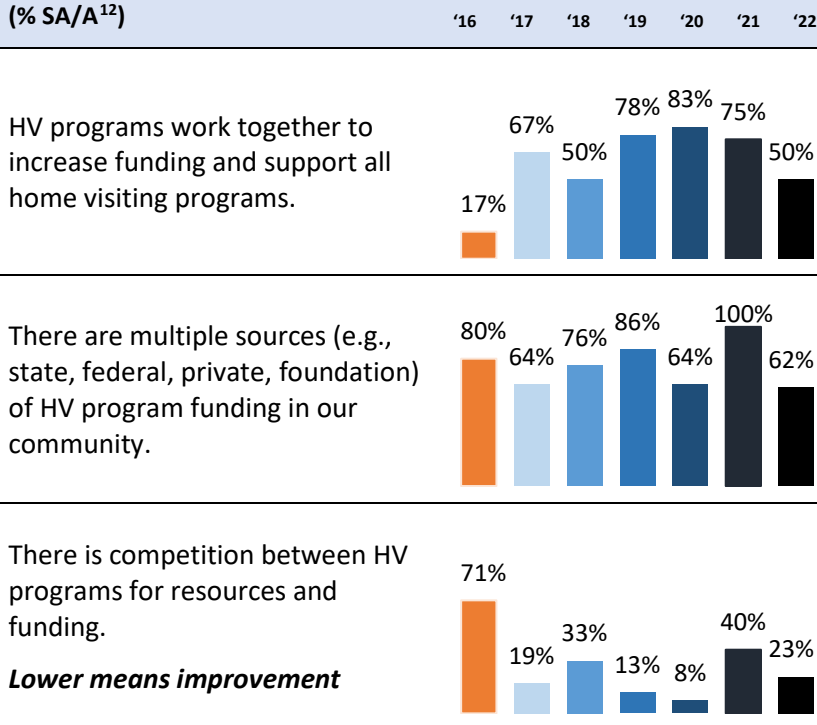
The majority of survey participants agreed that the HV system was effective at sharing professional development resources and building from a training plan.

"I'm hoping we can do more in-person trainings that increase the networking of our collaborative partners."

– Survey Respondent

Sustainability

Table 10. Sustainability Domain (% SA/A¹²)



Sustainability Highlights

Fewer survey participants felt that there was competition between programs, but fewer also felt that programs work together to increase funding and support for all programs.

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

¹² "SA/A" is the percent of respondents who reported they Agreed or Strongly Agreed with the item.

Reflections on Year 6 of the Project

In addition to the series of scaled survey items, participants also shared their thoughts on key accomplishments of Year 6 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.
- Continuing to build awareness with community partners and families to understand the availability and benefits of HV supports in the community.
- Continuing to offer and access quality professional development and networking opportunities.
- Continuing to expand the reach of HV services to meet the needs of families in remote rural locations.
- Continuing to engage with and serve more families.

“This project is so appreciated and builds collaboration and partnerships!”

– Survey Respondent

Project Contact Info

For information about the HVSC project, contact:

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

For more information about the HVSC project evaluation, contact:

Evaluators
Callie Lambarth
lambarth@pdx.edu
Beth Green
beth.green@pdx.edu

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

Appendix A: Survey Participants, Year 6

Table 11. Type of Roles Represented by Survey Respondents	Number of Respondents	% of Respondents (n=19)
Supervisor	6	32%
Program manager	5	26%
Program director	4	21%
Direct service provider, home visitor, services coordinator, family advocate	3	16%
Parent/caregiver, consumer	1	5%

Table 12. HVSC Project Convenings Attended by Survey Respondents	Number of Respondents	% of Respondents (n=19)
2021 Annual Leadership Gathering	8	42%
2021 Family Voice Journey Mapping Event	3	16%
2020 Annual Leadership Gathering	7	37%
2019 Annual Leadership Gathering	4	21%
2018 Annual Leadership Gathering	4	21%
2017 Annual Leadership Gathering	5	26%
2016 Annual Leadership Gathering	1	5%
2016 Kick-Off Gathering	1	5%
<i>All</i> of the Leadership Gatherings, including Kick-Off	1	5%
2018 Regional professional development gatherings	5	26%
<i>None</i> of the gatherings listed	7	37%

Appendix B: Open-Ended Questions, Full Set of Responses

1. What has been the most important accomplishment of the HV collaborative work in your county or region over the past year?

Coordinated referral efforts

- “Common referral system, WIC referrals coming in, and communication”
- “Coordinated referral form”
- “Extra effort has been focused on filling all available HV openings across the county and increasing awareness of the programs available to the community...given that HV program efforts were hindered by COVID for some time.”
- “In the past year, the most important accomplishment of the HV collaborative work in our county has been staying connected and reporting out children who need services, and collaborating on who can serve those children and families.”

Relationship-building

- “Connecting after the pandemic”
- “Relationship-building”

Professional development

- “Trainings”

2. What is the most important thing you hope the HV collaborative work in your county or region can accomplish in the coming year?

Expanding services to rural areas

- “Adding HV programming to rural communities like Happy Camp, even if only visiting the community 1x/month or 1x/quarter or scheduling visits at a center, if needed, simply to bring the resources there.”
- “My hope is that we can make HV services easily accessible county-wide regardless of extremely rural or remote locations.”
- “Some of the more outlying parts of our county receive services from neighboring counties simply due to geographic location and lack of available local resources”

Engaging more families

- “Assisting with outreach and referrals to all HV programs”
- “Connecting with more families and families that have children older than just 3.”
- “Continue to enroll more families into HV”
- “More resources for families and less requirements to get the service”

Community awareness

- “The most important thing I hope the HV collaborative work will accomplish this year is reaching more families and providing a better understanding of what HV is and the benefits.”

Professional development

- “I’m hoping we can do more in-person trainings that increase the networking of our collaborative partners.”

General

- “Commitment to one new action to work towards together”

3. What is the biggest barrier or challenge that will need to be addressed in order to move this work forward?

Staffing/workforce capacity

- “Funding on our area and resources to help pay for qualified professionals”
- “Staff that is willing to travel to a rural community regularly to establish these systems.”
- “Staffing”
- “Time and capacity of the HV program.”

Addressing program eligibility requirements

- “Requirements of programs.”
- “The biggest barrier that we need to address is recruitment of families and eligibility. The recruitment barrier is that we get the most families on the waitlist from word of mouth and past family referrals. With COVID, it caused some families to drop or have virtual services, so it’s harder for them to recruit for us. The eligibility barrier is that most families will qualify as over income if even one parent is working, thus not allowing our program to serve the family.”

Community awareness

- “Educating families on the benefits of HV”

Other barriers

- “More reachable resources for families.”
 - “A barrier to moving this work forward is the bureaucracy and time investment involved when dealing with cross-county communication and collaboration between agencies.”
4. Is there anything else you want to tell us about the HV collaborative work in your county or region?
- “I have heard nothing but wonderfully positive reviews from families receiving services and have enjoyed collaborating with the local HV programs in our area. They have proven to be an invaluable resource to families in the community.”
 - “Less collaborative meetings that take time away from our families.”
 - “They truly care about child abuse prevention. They have worked hard to bring a multitude of training to the community for both HV staff and families.”
 - “This project is so appreciated and builds collaboration and partnerships!”
 - “We are incredibly lucky to work with all the HV partners – together everyone achieves more!”
 - “We are trying to do our best.”