

# **CalWORKs Home Visiting Program Evaluation Legislative Report**

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### **Appendix A: Stakeholder Engagement and Ongoing Advisement**

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### **About UCSF**

UCSF is part of the 10-campus University of California, the world's premier public research university system, and the only of its campuses dedicated to graduate and professional education. The Family Health Outcomes Project (FHOP) is a cooperative effort of the Department of Family and Community Medicine and the Institute for Health Policy Studies (IHPS) at the University of California, San Francisco (UCSF). Our mission is to improve the health of children and their families and communities by supporting development and implementation of comprehensive community assessment and planning, data-driven policies, evidence-based interventions, and effective evaluation strategies. The UCSF School of Nursing's mission is to educate diverse health leaders, conduct research, advance nursing and inter-professional practice, and provide public service with a focus on promoting health quality and equity.

### **About Resource Development Associates**

RDA Consulting is a mission-driven consulting firm based in Oakland, California, that serves government and nonprofit organizations throughout California as well as other states. Our mission is to work toward a just and equitable society by partnering with diverse stakeholders in addressing barriers to individual, organizational, and community well-being. RDA supports its clients through an integrated approach to planning, grant-writing, organizational development, and evaluation.

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**List of Abbreviations**

CalWORKs	California Work Opportunities and Responsibility to Kids
CDSS	California Department of Social Services
EAW	Evaluation Advisory Workgroup
FHOP	Family Health Outcomes Project
HVP	Home Visiting Program
R1	Round 1
R2	Round 2
R3	Round 3
RDA	Resource Development Associates
UCSF	University of California San Francisco

## **Stakeholder Engagement: Principles and Definitions**

Stakeholder engagement was an important principle guiding the CalWORKs Home Visiting Program (HVP) evaluation and occurred throughout the project. Stakeholders were defined broadly, per AB1811, Section 11330.8, to include legislative staff, representatives of counties and county human services agencies, CalWORKs eligibility workers, home visitors serving CalWORKs recipients, current or former CalWORKs clients, advocates for clients, local and state First 5 representatives, the State Department of Health Care Services, the California Department of Public Health, home visiting program administrators, home visiting programs experts and advocates, and other stakeholders.

As per the agreed scope of work for the evaluation, stakeholder engagement occurred in the early stages of the project to inform the selection of measures and measurement approaches, and throughout the evaluation so that lessons learned as the evaluation progressed could be shared back and used to inform HVP quality improvement and technical assistance.

### **Initial Engagement**

On November 20, 2019, the California Department of Social Services (CDSS), in partnership with the University of California San Francisco (UCSF) and Resource Development Associates (RDA), facilitated an all-day stakeholder kickoff meeting in Sacramento, CA, to engage with county Welfare Department staff and HVP implementers to discuss the evaluation plan. Ninety-two stakeholders attended the meeting in-person and 88 participants participated remotely for a minimum of one hour. The kickoff meeting provided opportunities to inform stakeholders of the methods and goals of the CalWORKs HVP evaluation, obtain feedback on the evaluation methods, confirm a feasible implementation timeline, engage in networking, and identify opportunities for ongoing stakeholder feedback. Another important objective of the meeting was to share the draft survey and focus group guides for the primary data collection arm of the evaluation and begin to generate feedback for the evaluation team. This exchange continued via email in the weeks following the kickoff meeting. The feedback was extremely valuable and informed both the content of the instruments and the process by which the data collection activities were conducted. Materials from the kickoff meeting are available on the UCSF Family Health Outcomes Project (FHOP) webpage: <https://fhop.ucsf.edu/calworks-hvp-evaluation-past-webinars-and-presentations>

### **Evaluation Advisory Workgroup**

#### **PURPOSE & STRUCTURE**

The CalWORKs HVP Evaluation Advisory Workgroup (EAW) was established in Fall 2019 with the charge of providing stakeholder input to the CalWORKs HVP evaluation. The role of the EAW is to advise the evaluation team on a) evaluative data collection methods and instruments, especially with respect to relevance of items, cultural responsiveness, and accessibility; b) interpretation of evaluation data in relation to the county context and stakeholders; and c) identifying opportunities and recommendations for HVP quality improvement and service delivery.

The EAW is a subgroup of a larger CalWORKs HVP Advisory Workgroup, convened under Article 3.4 of California Assembly Bill 1811, to provide continuous quality improvement to county home visiting programs. The EAW supports the overarching objectives of the larger HVP advisory body through their collaboration with the HVP Evaluation Team.

## MEMBERSHIP

The EAW is comprised of county stakeholders, implementing partners and state legislative staff, all with key knowledge and expertise related to the CalWORKs HVP across the State. Workgroup meetings will be attended by members of the HVP Evaluation Team (UCSF and RDA) and CDSS. See Table 1 for participant list.

**Table 1. Advisory Workgroup Membership**

Name	County/Organization	
<b>County Administrators and Staff</b>		
Chris Sorg	Sonoma County	<a href="mailto:csorg@schsd.org">csorg@schsd.org</a>
Terri Austin	San Francisco County	<a href="mailto:Terri.Austin@sfgov.org">Terri.Austin@sfgov.org</a>
Michael Wagner	Santa Clara County	<a href="mailto:michael.wagner@ssa.sccgov.org">michael.wagner@ssa.sccgov.org</a>
Krissie Leach	Tulare County	<a href="mailto:Kleach@tularehhsa.org">Kleach@tularehhsa.org</a>
Thana Ash	San Bernardino County	<a href="mailto:tash@hss.sbcounty.gov">tash@hss.sbcounty.gov</a>
Cindy Chow	LA County	<a href="mailto:cchow@ph.lacounty.gov">cchow@ph.lacounty.gov</a>
<b>Local First 5 Organizations</b>		
Cheri Davis	First 5 Riverside County	<a href="mailto:cdavis@rccfc.org">cdavis@rccfc.org</a>
Oscar Flores	First 5 Monterey County	<a href="mailto:Oscar@first5monterey.org">Oscar@first5monterey.org</a>
Susan Diaz Carter	First 5 Orange County	<a href="mailto:SusanDiazCarter@gmail.com">SusanDiazCarter@gmail.com</a>
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<b>Legislative Staff<sup>1</sup></b>		
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Luan Hunyn	California State Senate Legislative Staff	<a href="mailto:Luan.Huynh@sen.ca.gov">Luan.Huynh@sen.ca.gov</a>
<b>Other Agencies</b>		
Jazmin Hicks	County Welfare Directors Association	<a href="mailto:JHicks@cwda.org">JHicks@cwda.org</a>
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Monica Braughton Alfonso Martin	Harder and Company	<a href="mailto:mbraughton@harderco.com">mbraughton@harderco.com</a> <a href="mailto:amartin@harderco.com">amartin@harderco.com</a>
<b>Community/ client stakeholders</b>		
Angela Rothermel	Children Now	<a href="mailto:arothermel@ChildrenNow.org">arothermel@ChildrenNow.org</a>

## MEETING SCHEDULE

The EAW convened for four core meetings over the duration of the evaluation. A meeting was convened before each of the three rounds of primary data collection, with a final meeting anticipated in early 2022 (Table 2). The evaluation team also solicited input from the EAW by email communications in between workgroup meetings.

**Table 2. EAW Meeting Schedule**

Date	Meeting Objectives
November 13, 2019 [COMPLETED]	<ul style="list-style-type: none"><li>▪ Advisory Workgroup Launch and Introduction</li><li>▪ Review and provide feedback for Round 1 data collection instruments</li></ul>
June 29, 2020 [COMPLETED]	<ul style="list-style-type: none"><li>▪ Review and validate interpretation of data collected during Round 1</li></ul>
December 11, 2020 [COMPLETED]	<ul style="list-style-type: none"><li>▪ Discuss any needed refinement of instruments and/or approaches to stakeholder engagement for Round 2 data collection</li></ul>
April 13, 2021 [COMPLETED]	<ul style="list-style-type: none"><li>▪ Review progress with quantitative arm of the evaluation</li></ul>
July 9, 2021 [COMPLETED]	<ul style="list-style-type: none"><li>▪ Review and validate interpretation of data collected during Round 2</li><li>▪ Discuss any needed refinement of instruments and/or approaches to stakeholder engagement for Round 3 data collection</li></ul>
TBD 2022	<ul style="list-style-type: none"><li>▪ Review findings across the entire evaluation period</li><li>▪ Provide feedback on evaluation findings in the legislative report and discuss dissemination of final evaluation report</li></ul>

## Engagement with HVP Models

### DATA SHARING

The evaluation team engaged with each of the four evidence-based models to explore the possibility of acquiring county-level, individual client data on participation in the program, needs assessments and outcomes. Non-disclosure agreements were required by some of the models and this took time. Ultimately, we were able to obtain data from counties that utilized the Persimmony data system to transmit data to CDSS. We were unable to acquire data from the other models because they either did not retain client level data (aggregate only) or because the fees required by the model were beyond our evaluation budget. Informational meetings with models occurred periodically throughout the evaluation.

### COVID-19 IMPACT ON MODELS

During October and early November 2021, Drs. Rienks and Franck conducted informational interviews with key informants from the four national evidence-based home visiting models to acquire additional contextual information about how the models adapted to the evolving

pandemic-related restrictions on in-person services. The interview guide was reviewed by CDSS. Interviews provided perspectives on the home visiting activities and programming at a national and state level and provided context for interpretation of evaluation findings.

## **Ongoing Stakeholder Engagement**

### **RESULTS REPORTING**

Results from the Round 1 primary data collection (surveys and interviews with HVP clients, staff and county representatives) were presented to stakeholders at the 12/1/2020 statewide CalWORKs HVP Continuous Quality Improvement meeting and posted on UCSF website in January 2021. Results from Round 2 primary data collection were presented to statewide CalWORKs HVP stakeholders on 8/25/2021. A final stakeholder presentation is scheduled for 1/20/2021.

### **ADDITIONAL STAKEHOLDER MEETINGS**

A mid-evaluation briefing about evaluation progress was presented to CDSS HVP statewide stakeholders on 10/26/2020.