

# CalWORKs Home Visiting Program Evaluation

## Round 1 Primary Data Collection Findings

University of California, San Francisco and Resource Development Associates under Contract 18-3262 with the California Department of Social Services. Reported to CDSS 10/26/20 Stakeholder Meeting

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# THANK YOU to all counties and CDSS for a successful Round 1!

Especially during the early months of a pandemic....

## Methods

Contact information collected from county representatives

Direct outreach by evaluation team

A maximum of 3 outreach attempts per individual

### Client Outreach

61% contacted via text (only a phone number provided)

13% Spanish-speaking

For interviews, 69% of clients called directly and interviews done 'on the spot'

### Staff Outreach

Staff and providers invited via email

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# Data Collection

- Data were collected from 42 participating counties May to July 2020
  - All HVP models represented
- Surveys were collected from both clients and program staff from all counties (n=244 and n=343, respectively)
- Clients and staff from a subset of counties (Cohort 1) were interviewed (n=36 and n=51, respectively)
- Client demographics: 63% non-White; 54% Hispanic or Latinx; 10% more than one ethnicity

Interview Cohort 1: 14 Counties
Contra Costa
Kern
Kings
Merced
Monterey
Napa
Orange
Placer
San Diego
Santa Clara
Shasta
Tehama
Tulare
Ventura

## CalWORKs Home Visiting Program Evaluation

# Key Findings

## Strengths of the Program

### Client

- **From Surveys:**
  - Quality of life improvements
  - Support for clients and children
  - Parenting and child development
  - Access to services
  - Client-provider relationship
- **From Interviews:**
  - Client-provider relationship and support
  - Program activities and services
  - Positive impact on their and their children's lives

### Staff

- **From Surveys:**
  - Parenting skills
  - Client health
  - Children's health
- **From Interviews:**
  - Program activities: curriculum and activities for the visits
  - Outgoing referrals and partnerships
  - Program training on key topics (e.g., ACES, trauma-informed training) and on general county services

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# Key Findings

## Opportunities for growth

### Client

- **From Surveys:**
  - Additional support needs: job support, class enrollment, and financial support
- **From Interviews:**
  - Barriers to access: Lack of transportation; Scheduling conflicts
  - Limiting enrollment/program criteria: eligibility criteria; resource availability / distribution

### Staff

- **From Surveys:**
  - Substance abuse support
  - Additional training needs
  - Implementation process
  - Referral services through CalWORKs
- **From Interviews:**
  - Client barriers to services: transportation, childcare, and housing barriers
  - Program activities/criteria: training, client resources, administrative requirements
  - Referrals and partnerships

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# COVID-19 Impact

## Reflections from Interviews

CalWORKs HVP strengths during COVID-19 health restrictions:

Client experiences (62%; n=21):

- Home visitors' ability to pivot to virtual learning

- Home visitors' focus on the client and child wellbeing

Provider experiences (75%; n=38):

- Adapting the services to support families' more immediate needs

- Offering emotional support

- Scheduling flexibility gained by virtual meetings

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# Client Interviews

## Program Impacts and Strengths

**“I’m able to support [my baby’s] learning through the activities that I’ve learned through [the home visitor].”**

**“I was having a very hard time adjusting to having a new baby with postpartum depression, so it helped having someone come over and talk to me ...it made it possible for me and my son to have such a close bond now.”**

## Opportunities for Growth

**“[My HVP provider] has told me about events that happen... but I could never go because I don’t have transportation.”**

**“Scheduling is the hardest thing... Wish we could do it on the weekend. Seems like it’s for someone who is unemployed because of the hours.”**

# Next Steps

- Posting of more details of Round 1 results on UCSF website
- Review of actionable opportunities at CQI meeting
- Round 2 Data Collection
  - November 2020 – County representative Key Informant Interviews
  - January – March 2021
    - All counties staff and client surveys
    - Cohort 2 counties staff and client virtual interviews (or virtual focus groups)

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