

CalWORKs Home Visiting Program Evaluation

Summary of Round 1 Survey and Interview Findings

Background & Purpose

The first round of primary data collection for the CalWORKs Home Visiting Program (HVP) Evaluation project included data to help identify early program successes and opportunities for growth from the viewpoint of individuals representing CalWORKs HVP leadership, providers, and clients. The prospective evaluation is designed to complement the secondary data evaluation.

Method

Data were collected from 42 participating counties using both survey and interview methods from May to July 2020. Surveys were collected from both clients and program staff from all counties (n=244 and n=343, respectively) and clients and staff from a subset of all counties were interviewed (n=36 and n=51, respectively). Survey and interview data were analyzed to gain insight on early program successes as well as opportunities for growth.

Findings

Overall, clients and program staff praised the program and identified common strengths:

- Delivery of program activities and resources, including connecting clients with additional referrals and services as needed
- Positive client-provider relationships
- Positive program impact on client, child, and family well-being

CalWORKs HVP strengths during COVID-19 health restrictions:

- Clients appreciated the home visitors' ability to pivot to virtual learning and their focus on the client and child wellbeing
- Provider described how they adapted the services to support families' more immediate needs, offered emotional support, and increased schedule flexibility by virtual meetings

The most common barriers clients experienced in CalWORKs HVP participation included unstable housing and lack of transportation.

Opportunities for growth included recommendations from clients and program staff primarily related to operational and structural issues, including:

- Desire for additional trainings for home visiting providers and staff including training on mental health care, substance use support, and public benefits/eligibility
- Increased collaboration and connection with CalWORKs offices / case workers, particularly as it relates to client referrals for services
- Flexibility in scheduling client activities (both in frequency of visits and hours)
- Economic advancement and job development support