

# CalWORKs Home Visiting Program Evaluation

Round 2 Primary Data Collection Findings  
Surveys and Interviews/Focus Groups  
with Clients, County Leaders, HV Staff

Presented at CalWORKs HVP Evaluation Stakeholder Update Meeting  
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Evaluation Advisory Workgroup



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## Primary Data (Qualitative) Evaluation Purpose & Methods

**Aim:** To identify what is working well and what could be improved from the viewpoint of individuals directly involved in CalWORKs HVP:

Clients | County leadership and staff | HV staff

**Key questions:**

- What are the perceived impacts of CalWORKs HVP on:
  - Clients’ access, utilization and usefulness of supports for improving child and parent health and healthy parenting?
  - Addressing clients’ needs to enable education and job skills for future family economic security?
- What aspects of the CalWORKs HVP are most or least helpful?
  - What challenges remain?
- How has the COVID-19 pandemic affected CalWORKs HVP?

**Methods:** Surveys, interviews, and focus groups

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### County Cohort Assignments & Activities

	Round 1 – County Leader Interviews	Round 1 – Survey	Round 1 – Interviews (Staff & Clients)	Round 2 – County Leader Interviews	Round 2 – Survey	Round 2 – Focus Group (Staff) / Interviews (Clients)	Round 3 – County Leader Interviews	Round 3 – Survey	Round 3 – Focus Group (Staff) / Interviews (Clients)
<b>Cohort 1</b>	X	X	X	½ of counties	X		½ of counties	X	
<b>Cohort 2</b>	X	X		X	X	X		X	
<b>Cohort 3</b>	X	X			X		X	X	X
<b>Timing</b>	Jan-Feb 2020	May-July 2020	May-July 2020	November 2020	Jan-Mar 2021	Jan-Mar 2021	July 2021	Sept-Oct 2021	Sept-Oct 2021

- Counties are divided into 3 cohorts, balanced for size, region, and demographics
  - County program leaders from each county are invited to take part in interviews twice during the evaluation
  - Clients and staff from all counties are invited to take part in surveys
  - A random subsample of clients and staff from each county are invited to take part in individual interviews (clients all rounds; staff round 1) or focus groups (staff rounds 2 and 3) once during the evaluation
- \*Staff invited to survey= home visiting providers, managers, supervisors, and any other staff involved in CalWORKs HVP
- \*\*Staff invited to focus groups: home visiting providers

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## Topics Explored

Clients Surveys: 681 (31%) Interviews: 37/11 counties	County Program Leaders Interviews: 35/20 counties Staff Surveys: 393 (60%) Staff Focus Groups: 75/11 counties
Health and resource concerns	Program implementation and progress
Program services, access, and experiences	Program services
Program impact	Observed impact of CalWORKs HVP
	Collaboration and training
COVID-19 impact	COVID-19 impact

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## Overall R2 Evaluation Summary

Key Strengths: Program adaptation, flexibility, collaboration, staff training, client-provider relationship, client referrals and supports

- Key strengths include:
  - HVP program adaptations to better serve clients
  - Ability to maintain services during the COVID-19 pandemic via virtual visits and other creative solutions
  - The positive client-provider relationship
  - Direct supports and referrals for clients
  - Successful inter-agency collaborations that improve client access to a broad range of services
  - Meeting staff training needs so they can perform well

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## Overall R2 Evaluation Summary

Opportunities for growth: Challenges faced by clients, decreased access to services, challenges with virtual visits, operational challenges

- Challenges faced by clients
  - Almost half face significant barriers related to housing, have a health concerns or for themselves and for their children
  - Almost one-third have a mental health concern - an increase from Round 1
- Not all clients are able to access needed services
- Services for parenting, education, child development, and child nutrition decreased from Round 1 to Round 2
- Virtual visits are not universally preferred or effective for clients or staff

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## Overall R2 Evaluation Summary

Opportunities for growth in program operations:

- Impact of staff turnover and difficulties with collecting and reporting data
- Staff request for additional trainings on: HVP programming, data reporting, responding to client needs related to domestic violence support, trauma-informed approach
- Increased support and coordination between HVP and other service-providing agencies
- Increasing community awareness of CalWORKs HVP

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## Overall R2 Evaluation Summary

### COVID impact

- Staff and clients experienced stress
- Frequency and length of visits decreased
- Staff and clients experienced technological challenges with telehealth/virtual visits
- Virtual visits helped with scheduling challenges - greater flexibility to have visits on the evenings and weekends and reduced need for travel

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## Up Next: Round 3

### **September 7 through October 29**

- Survey Invitations
  - Clients and staff in all counties invited
  - Clients will be emailed or texted; staff will be emailed
- Clients and staff in 16 counties (cohort 3) will be invited have deeper conversations via
  - Virtual Staff Focus Groups (1 per county, 5-8 people each)
    - These focus groups are for those providing direct service (e.g., home visitors)
  - Virtual Client Interviews (2 per county, max 34 people)

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## Round 3: How you can help

- Confirm your county's contact lists has been submitted to RDA
  - **Due August 31**
  - If not received by the due date, counties will not be included in this final round of the evaluation
- Let clients and staff know they will be hearing from a team member at RDA and encourage them to take part in the evaluation – and how much their voice matters!
- Take the survey or take part in a focus group if you are invited! Your input is valuable!
  - Focus groups are for direct service providers only and for a handful of counties
- Continue to encourage client and staff participation throughout September and October

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# THANK YOU!!

CalWORKs Home Visiting Program Evaluation



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