

Home Visiting System (HVS) Recommendations

Financing

Invest in Relationships

- A. Dedicate resources and use change management principles to support regular convenings of home visitors, home visiting leaders, and home visiting cross sector partners to learn about one another and one another's programs, share professional development/trainings, and begin to work to create stronger collaborations.

Home Visiting System Financing

- B. Oregon will adequately resource the implementation of the HVS Committee's recommendations, starting with FTE.
 - Dedicated state-level FTE to provide leadership, staff governance structures, and move recommendations into action at the local and state level.
 - Regional levels require dedicated FTE to actualize HVS recommendations
- C. Create a HVS Pooled Fund from public and private sources that will finance implementation and maintenance of the HVS recommendations.
- D. Conduct a comprehensive assessment of all state funds that support HV to identify inequities in order to implement more equitable prioritization of resource allocation.

Wages and Pay Equity

- E. Use data from a pay audit to inform strategies to improve compensation (wage and benefits) with special considerations for pay equity for racially and linguistically diverse home visitors.
 - A pay audit should include programs where home visiting is the principal method of service delivery (e.g. Healthy Families Oregon, Nurse Family Partnership), and those for whom it is a supplemental or secondary service (e.g. Head Start, Relief Nursery).

Home Visiting Workforce

- F. Recruitment/Retention. Collaborate and engage with cross sector partners and communities (including rural), to analyze the challenges related to recruiting and retention of a diverse workforce. Implement known culturally responsive strategies and make technical assistance available.
- G. PD System. Work with Oregon's HV Collaborative, programs, state and national partners to leverage existing resources (e.g. OR's HV Core Competencies, IMH-E) to create an equitable, integrated approach for professional development including career pathways.
 - All roles within the home visiting workforce will be included and supported.
 - Examine the potential for HVs to gain CHW certificates.

- H. Reflective Supervision. Increase the HV system's capacity to provide reflective supervision training (e.g. IME-Endorsement, PSU graduate school certificate, Facilitating Attuned Interactions training).
- I. Ongoing Training. Provide ongoing training and coaching to increase cultural responsiveness as well as knowledge and skills to work with families with children with special needs, families experiencing interpersonal violence, mental health concerns, and/or substance dependency.

Region & State Structures

Regional Coordinated Referral

- J. Create family-centered, easy to access entry points for home visiting and other services (e.g. basic needs, mental health) by supporting regional-level, home visiting programs and partners with time and resources to build (or strengthen) centralized, coordinated, agreed-upon intake and referral processes.
 - The HV Collaborative has knowledge, experience, and expertise to help these local processes, such as mapping home visiting services and intersections, support with MOU's for data sharing, etc.
 - Universal newborn visiting models are a mechanism in the home-visiting referral chain.

Governance/Leadership

- K. North Star: State support for local decision making and implementation
- L. Family Leadership. Build or strengthen local/regional structures that ensure ongoing parent/family leadership in the co-creation of policies, recommendations, and strategies that guide HV coordination efforts.
- M. State Leadership. Leverage and expand (in some cases *streamline*) existing home visiting advisory bodies (e.g. HV Collaborative, MIECHV Advisory) to find efficiencies and to better represent HV program staff and those with lived experience to guide the development of a structured, comprehensive framework for home visiting that includes state/local leadership, shared goals, stable funding and paid state and regional staff.
 - Likely first step is to create an action plan to move these recommendations to action.
- N. Draft HVS framework. Resulting from a "mash-up" of BUILD HVS planning tool and TFFF HVSC Theory of Action)
 - Internal Communication – Creating and maintaining trusting relationships at all levels
 - Leadership/Governance - Established at state and regional levels for cross-sector, collective decision-making and monitoring of the HVS
 - DEI - A group or subgroup with tools to center equity
 - Financing - Shared and sustained funding for HVS

- CQI - Assessment, Planning, CQI of the HVS
- Home Visiting Workforce – Recruitment/Retention and Professional Development
- Messaging and Outreach – raise awareness and normalize HV
- Coordinated intake/referral - family-centered for HV and other services

Data/CQI

- O. Establish and support a process for ongoing home visiting system assessment and data collection/reporting to observe progress towards HVS success as well as assisting programs in ongoing quality improvement. (TFFF HVSC TOA and approach to evaluation as a source)
- P. Integrate state-level data interoperability and management to ensure accurate, useful data for decision making for the HVS.

Outreach and Messaging

- Q. Create a comprehensive, model inclusive, marketing and communication plan to promote and raise awareness about home visiting services, purposes and impact. Leverage existing communication pathways and ensure the communication plan and materials can be tailored for local marketing considerations.
 - At regional level, consider developing a single resource for families that describes the types and purposes of home visiting programs.

Aligning Legislation and Rule

- R. Review statute, rules, funder requirements of existing HV models to determine opportunities for improved alignment.
 - Assess and assure alignment for future HV model implementation.
 - Collaborate with communities regarding introduction of new home visiting models

WORKING TEAM PHASE 1-3 FINDINGS

I

Working Team members read existing reports, evaluations, and other documents as background information to inform the development of HVS recommendations about a better coordinated system of support for the home visiting service network in Oregon.

- Phase 1: Family and Parent Voice/Experience
- Phase 2: Home Visiting Workforce
- Phase 3: Home Visiting System

PHASE 1-3 ANALYSIS APPROACH

2

1. Study the Readings

2. Capture your findings/themes in terms of +/-/0 from the readings

What's Working (+)

What's Not Working (-)

What's Missing (0)

3. Use the Oregon Equity Lens: Keep the questions on page 3 alongside you as you do your reading and +/-/0 analysis.

- What stands out to you about the themes you found in your parent/family voice reading when seen through this equity lens?

PHASE 1 ANALYSIS: PARENT/FAMILY VOICE READING LIST

3

READ ALL

- Oregon Equity Lens
- Appendix D Parent Focus Groups (from Oregon 2020 MIECHV Needs Assessment)
- Listening to Parent Voices (Perigee Fund report)
- HVSC South Central and Siskiyou County, CA Parent Voice
- Multnomah County Parent Advisory Committee Listening Session Summary
- Multnomah County Highlights (focus on intake process)
- EI/ECSE parent/family experience data

CHOOSE 3 OR MORE

- Multnomah County Welcome Baby Parent/Community Input
- Health Care Needs, Access to Care, and Experiences of Racism: OCCYSHN 2020 Needs Assessment
 - Black Children/Youth and Families (Executive summary and recommendations)
 - Immigrant and Latinx Children/Youth and Families (Executive summary and recommendations)
- ELC Community Listening Sessions: Workgroup Analysis (pages 1-2; Sections B,C,F)
- Kindergarten Readiness Parent Focus Group Summary (slides 5-6; 74-100; 104)
- Millennial Connections: Findings from ZERO TO THREE's 2018 Parent Survey (Executive Summary)
- In their own words: Families' Biggest Challenges During the Pandemic (RAPID Report)

PHASE 1: FINDINGS

4

Supports that Families Said They Want

- Basic needs like food, baby formula, diapers and other essential expenses
- Connections to helpful community resources, including mental health support for parents and children, or prenatal and parenting supports.
- Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself.
- More home visiting opportunities in rural and remote communities.

PHASE 1: PARENT/FAMILY EXPERIENCE

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Make It Easy for Families

- Make the process of accessing and enrolling in home visiting (and other) services easier.
- Don't ask for the same information over and over.
- Coordinate better between programs.
- Help families make new connections with service providers and transition between programs.

PHASE 1: PARENT/FAMILY EXPERIENCE

6

What is Important to Families

- Make home visiting available to any family that wants it.
- Home visiting programs that are flexible about when, how often and how home visits happen (like in-person versus video-visits).
- Trust in the person coming to my home, based on a positive, supportive relationship.
- Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture.
- Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children.
- Home visiting that considers the unique needs of each family.

PHASE 1: PARENT/FAMILY EXPERIENCE

7

Messaging and Outreach

- There is a general lack of understanding and awareness of home visiting services.
- Use straight-forward, positive language to talk about home visiting so it is more inviting to more people.
- Work with trusted community members to help spread the word, especially where there are cultural and language differences.

PHASE 1: PARENT/FAMILY FEEDBACK SURVEY

8

After completing the Phase 1 findings, the WT created a “ground-truthing” survey and translated into 5 languages asking parents with young children, “Did we get it right?”

- Nearly all 120+ respondents agreed with the Working Team’s findings
- Parents* ranked these as most important
 1. Support with basics needs like food...
 2. Connections to community resources, like mental health...
 3. Emotional supports, including peer and leadership opportunities...
 4. More home visiting opportunities in rural and remote
 5. Make the process of accessing and enrolling in HV and other services easier
 6. Trust in the person coming to my house...*

*The English and Spanish language survey responses were highly similar. The rankings were identical except for #6. Spanish #6 was: Help families make new connections with service providers and transition between programs.

PHASE 1: PARENT/FAMILY FEEDBACK

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A couple quotes from families...

“Agreement! I think we would agree with all the things stated.”

“My initial reaction to these themes is that they all seem very focused on what families really need, versus what others or the state think people need.”

“Make the service available to all families and promote it. I said this because I meet some moms who doesn't know anything about it...”

“ I like the idea even though I'm not very keen on having someone come to my home. To me it feels like someone is in my home judging my lifestyle.”

PHASE 2 ANALYSIS: HV WORKFORCE READING LIST

10

Read All

Region X HV Workforce Study

MIECHV 2020 Needs Assessment (Workforce section)

Region X Advancing Racial Equity

Early Childhood Equity Collaborative: Key Structural Problems Related to Workforce

Pick 3

Doulas Workforce Needs Assessment

Public Health Nursing Survey Report

Reflective Supervision: What We Know and What We Need to Know to Support and Strengthen the Home Visiting Workforce

Home Visitor Professional Well-Being

TFFF HVSC South Coast and/or South Central Professional Development Reports

PHASE 2: HV WORKFORCE FINDINGS

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“An amazing, dedicated workforce!”

Compensation is not competitive or equitable

- Home visitors work for low wages with minimal promotion opportunities
- On top of low wages, there is pay disparity between white and BIPOC home visitors
- Nearly 20% of the home visiting workforce leaves their job every year
- Paid professional development, tuition reimbursement, and scholarships needed for AA, BA, Masters (and certifications or endorsement)

PHASE 2: HV WORKFORCE FINDINGS

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Workforce Diversity

- There is a lack of cultural and linguistic diversity, especially at the supervisor/leadership level
- Organizations report more difficulty recruiting for diversity (cultural, linguistic, geographic)
- Workforce culture/languages is not matching families serviced often enough

PHASE 2: HV WORKFORCE FINDINGS

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Supportive work environments are important for home visitor well-being.

- Home visitors say that flexibility, autonomy and trust are key factors when considering whether to stay in their positions
- Most home visitors say they trust their supervisor
- Home visitors believe their organizations support their personal safety
- Many home visitors are struggling with mental health needs and depression
- Home visitors and supervisors report being overburdened by paperwork

PHASE 2: HV WORKFORCE FINDINGS

Systemic and content-specific HV professional development needs.

- Oregon does not have an integrated home visiting professional development system
- There is no clear pathway or pipeline into home visiting nor a “career ladder” for growth and advancement
- Three critical, ongoing training needs for home visitors to best serve families (and supervisors to support home visitors) include:
 - o Families that have children with special needs
 - o Families that are experiencing interpersonal violence, mental health concerns, and/or substance use disorder
 - o Cultural responsiveness and implicit bias training

PHASE 2: HV WORKFORCE FINDINGS

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Reflective supervision (RS) supports the home visiting workforce at so many levels, in so many ways.

- RS can reduce home visitors' stress and depression
- RS can support staff retention in a high-turnover field
- RS increases home visitors' skills and competencies
- There is a high degree of RS provided to home visitors
- Ongoing training and continuous quality improvement is needed— especially given RS's effectiveness

PHASE 3 ANALYSIS: HV SYSTEMS READING LISTS

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List A (choose at least 3)

OR MIECHV System Coordination Interview Summary - (2017)

OR MIECHV Improving Home Visiting Systems – Three System Building Efforts in Oregon (2017)

TFFF Home Visiting System Coordination Cross-Region System Survey (2021)

Role of state context in promoting HV Service Coordination (West Ed - 2018)

TFFF HVS Community Awareness Survey (2019)

Oregon MIECHV 2020 Needs Assessments (pgs 45-46 in original document)

Family Connects Oregon: Year 1 Evaluation - 2021 (pgs 47-40 of original document)

List B (choose at least 3)

TFFF HVSC Theory of Action (updated 2022)

Project Hope Early Childhood System Infrastructure Analysis Protocol – esp list on page 2 (BUILD)

Essential Components of a Statewide Home Visiting System - Resource Tool (BUILD)

HARC Service Coordination Toolkit Excerpt (Inputs, Activities, Outcomes)

<https://www.hvresearch.org/service-coordination-toolkit/jhu-framework/>

North Carolina Home Visiting & Parenting Education System Action Plan (2021)

Colorado Home Visiting Investment Plan – focus on pgs 8-10 (2021)

Oregon Parenting Education Collaborative Logic Model

PHASE 3: HV SYSTEM FINDINGS

“State supported, community driven solutions”

Oregon lacks a comprehensive framework that outlines HVS goals, who is responsible for what, and how it will be staffed and funded.

- Leadership and governance (at state and local levels) need to be developed with agreed upon shared objectives and measures of success.
- There is no state directive on service coordination that is specific to home visiting, which has contributed to role confusion and inequity in local funding and approaches to coordinating the home visiting service network.
- Funding for home visiting service coordination has been inconsistent, has come from different sources and is not available to all communities
- Cross-sector collective decision making on funding decisions for the whole of the home visiting service network
- Dedicated state-level staff who provide support, technical assistance and other resources
- Integration and awareness of other cross-sector efforts such as Raise Up Oregon and Healthier Together Oregon

PHASE 3: HV SYSTEM FINDINGS

Establishing trusting relationships is the key component to developing and sustaining coordinated home visiting service networks at the state and local levels.

- It takes skilled, dedicated FTE to convene and facilitate home visiting networks
- Dedicated time (over time) for communities of practice to cultivate durable, trusting relationships across home visiting programs and other early childhood programs
- Trusted, neutral, supportive, and well-informed leadership needed to lead service networks and to develop shared goals and agendas
- Succession planning helps to decrease momentum/knowledge lost due to staff turnover

PHASE 3: HV SYSTEM FINDINGS

Locally driven, state supported strategies for development and implementation of HV coordination (e.g. shared prof dev.) are core to a successful home visiting system.

- Dedicated FTE must be funded and supported to coordinate home visiting, especially for shared intake and referral processes
- There are examples and lessons-learned to draw upon in Oregon of what works to build and sustain coordinated enrollment and referrals (e.g. MOUs outlining referral pathways, agreed-upon decision trees)
- Home visiting models, programs and data systems are compartmentalized, making it difficult for local partners to coordinate
- Data privacy (FRPPA/HIPPA) concerns have stymied efforts to effectively and efficiently coordinate entry into the home visiting service network

PHASE 3: HV SYSTEM FINDINGS

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Structures for leadership and governance that include parents/families in decision making for an equitable home visiting service network are inconsistent across programs and regions.

There are not enough culturally appropriate home visiting programs nor the HV workforce to provide the services.

- Need for more investments in culturally specific HV services/curriculum
- More racial and ethnic diversity needed in HV profession, particularly leadership roles
- Professional development pathways for bilingual, bicultural HV professionals to advance
- Need recruitment messaging to attract BIPOC individuals to become HV professionals
- Materials are not consistently available in languages other than English and Spanish

PHASE 3: HV SYSTEM FINDINGS

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Oregon does not have:

- a **professional development system for home visitors** that is shared and grounded in program-neutral core competencies and best practices
 - Staff and funding is needed statewide to coordinate professional development and provide training directly to home visiting professionals.
 - Opportunities to share in recruitment and orientation of home visiting professionals
 - Peer to peer support, including communities of practice, have been very successful
- effective, efficient ways to share, analyze and use **home visiting data**.
- a model-neutral **communication strategy** that supports awareness and acceptance of home visiting

Take-Aways from Interviews of Oregon Home Visiting & Early Childhood Leaders Conducted by Christy Cox (Updated 11/27/2022)

The culture of home visiting in Oregon is better than it was 15 years ago, but still lacks strong, trusting relationships across agencies/hv models at state and local levels. Quote: *“We have to learn to love one another’s programs as much as we love our own.”*

There is general excitement and relief to see ELC elevate the needs of prenatal to age 3 via the HVS Committee & Sub-committee.

- There is also general sense that ‘we’ve been down this road before’; so people are looking for real action/change.
- Everyone interviewed articulated that home visiting is an integral part of the larger early childhood system – and that it may actually be one of the first/key touchpoints with families prenatally/with infants.
- Concern about state-level silos and fractured nature of HV leadership. People wondered “where HVS will live” at state level: ELD? OHA? A neutral non-governmental agency? And at the local level: EL Hubs? OPEC Hubs? Public Health...?

Few resources (staffing/funds/focus/support) are dedicated to HV coordination at state or local level (new HV funding always about adding ‘slots’).

- There’s a patchwork of HV systems work happening in Oregon, much of it sparked by the modest-though-consistent MIECHV systems funding over the past 10 years (mainly focused on coordinating referrals or shared professional development).
- The Ford Family Foundation’s Rural Home Visiting System Coordination multi-year initiative is seen as a model to build-upon.
- For work to happen in this area, dedicated FTE and SUPPORT are needed at state and regional levels (with coaching, leadership development).

Interviewees want state support and local choice of which HVS components to focus on that are most meaningful to the community and/or where there is most readiness...like a menu of options within a structured framework.

- Individuals note that developing and improving home visiting systems is a long-term effort – and that it must be allowed it to mature (no moving goal posts).

- Concern shared about trying to do too much/be comprehensive all at once from the start.

Hiring, recruitment, and retention of home visitors is an issue everywhere.

- Low wages and pay parity across HV models and programs are of concern.
- There is particular need for racially, culturally, linguistically diverse home visitors and leaders and trainers (plus culturally responsive curriculum, screening tools, etc.)

People noted the following as 'low hanging fruit' to act upon first/most quickly.

- Financial resources, FTE for neutral convener(s) to regularly bring HV programs, leaders and partners together at the local/regional level to build trusting relationships.
 - Invest in capacity/trust/relationship building at the local/regional level (start small and with low-threat approaches like shared professional development, learning circles, communities of practice)
- Ongoing access to high-need training topics: anti-bias & cultural responsiveness; supporting families struggling with SUD, mental health, interpersonal violence.
- Provide training/access to high-quality reflective supervision AND/OR infant mental health endorsement for all home visitors/HV supervisors.

Every interviewee brought up Family Connects (FC) of their own accord.

- Universal home visiting (in general, not just FC) is seen as a great opportunity to serve more families and normalize home visiting.
- FC's is viewed as a challenge due to lack of local input prior to legislation, implementation barriers, rigid model requirements and insufficient T/TA from state.
- People want to glean lessons learned from FC legislation and roll-out b/c new models will continue to be added (e.g. new program TBD from DHS Families First funds)

Interview Questions

HV Coordination - Regional Level

- a. How would you describe the 'culture of home visiting' in your region?
- b. What is happening in your region around home visiting coordination/collaboration?
 - What's working well? What's not working well? What's still needed/missing/not in place yet?
- c. Most important lessons learned? Hopes for the next 1-5 years?
- d. Any high-level guiding documents, strategic plans, etc. you could share from your region?

HV Coordination – State Level

- a. How would you describe the 'culture of home visiting' in the state?
- b. How/where do you see home visiting fitting within the larger early childhood system that Oregon is working toward?
- c. What are state agencies doing well to support coordination/collaboration of Oregon's home visiting service network? What could state agencies do, do more of or do better?

Early Learning Council Home Visiting Systems Committee and Sub-Committee (aka Working Team)

- a. Biggest opportunities/excitement re: Committee/WT?
Biggest challenges/concerns?
- b. Ideas about "low hanging fruit" for short term goals related to HVS growth and development? Longer- term goals?
- c. Ideas about existing parent and/or home visitor groups where we could 'ground truth' ideas and recommendations?

SUMMARY OF FEEDBACK FROM PARENTS/FAMILIES ON PHASE 1 FINDINGS/THEMES

12/5/2022

Below you will find

- *List of phase 1 findings that were shared with parents in the feedback survey*
- *Raw data from two open-ended questions (English and Spanish)*
- *Highlights from rating question (English and Spanish)*
- *Results of the rank-order question (English and Spanish)*

Phase 1 Findings

Supports that Families Said They Want

- Basic needs like food, baby formula, diapers and other essential expenses
- Connections to helpful community resources, including mental health support for parents and children, or prenatal and parenting supports.
- Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself.
- More home visiting opportunities in rural and remote communities.

Make It Easy for Families

- Make the process of accessing and enrolling in home visiting (and other) services easier.
- Don't ask for the same information over and over.
- Coordinate better between programs.
- Help families make new connections with service providers and transition between programs.

What is Important to Families

- Make home visiting available to any family that wants it.
- Home visiting programs that are flexible about when, how often and how home visits happen (like in-person versus video-visits).
- Trust in the person coming to my home, based on a positive, supportive relationship.
- Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture.

- Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children.
- Home visiting that considers the unique needs of each family.

Messaging and Outreach

- There is a general lack of understanding and awareness of home visiting services.
- Use straight-forward, positive language to talk about home visiting so it is more inviting to more people.
- Work with trusted community members to help spread the word, especially where there are cultural and language differences.

Q1 The survey introduced the HVS project and listed the Phase 1 findings and asked parents/families: "What do you think? What is your initial reaction to these themes?"

- Good themes to talk about
- I think they are great, specially parent support.
- I basically agree with all the themes.
- Great support
- I think it's fine. I was a bit shell shocked when I was told home visits were part of headstart. There is little to no info on the "why" of home visits before they take place.
- Good
- I tend to agree to a lot of what is being shared.
- Interested.
- This is the first time I get to see the purpose of a home visit.
- Amazing. I enjoy home visits
- They are good themes and have helped my family a lot
- I think home visits are great! It feels very good when you know someone is there to support you and your family's needs and goals. Not all families have a good support system so having these home visits is of much support. They have someone whom to talk to, tell them what they are struggling with, and get answers to any questions they might have regarding their children's development.
- I didn't realize there was an issue?? It made me question it. I felt our program did a great job. But like there was some points made. Doesn't hurt to tweak things and have change. Change can be good.
- I agree with much of what has been shared. It is important to keep in mind that each family's needs are different and to respect those differences.
- I think these are all great themes and will help make the kids successful in and out of school.
- I think the main purpose is to support families and help them overcome obstacles, which I think is amazing.
- They sound positive, however I have never had a home visit so I cannot be sure they are what is needed in our area.

- Agree with
- Positive
- I think these themes are extremely appropriate. Making sure that those coming into the home understand the importance of the parents' role is super crucial for success in the relationship. And parents are more likely to build trust with a person who has confidence in them and is willing to meet them where they're at.
- I love this
- Basic necessities are always a must.
- I'm grateful for all of these themes. My reaction to these is I think they are wonderful and believe they will help lots of families.
- I think they are very good and thought out.
- I agree with the themes and can relate to some of the points that were created
- All of these themes, make sense to me as a mom who receives a home visit for early head start.
- They're good but is anything actually gonna happen. You make home visitors ask us all these weird questions to gather information but then nothing is done with it. Why asks the questions if you don't have programs that help.
- I definitely agree with a lot of it and I agree there is a misunderstanding of what home visiting really means
- Parents need to know they are part of a team. My experience was someone gave me feedback on secondary trauma. I explained that the only ones doing trauma was a messed up court system. I have a masters degree I am well versed. I was a victim of a crime. Telling me about something I already know and asking me to be mindful of something out of my control only made me feel worse. The visitor asked me if I wanted to work for headstart. She knew what I was saying was true.
- I agree with the themes
- I am a parent that strongly agrees with the home visiting program and hopes to see it grow bigger everyday!
- Okay
- I think this is a good start.
- I feel that headstart exceeds all of the themes listed and have had none of the above noted issues
- I think these are very important themes
- I think this has been my struggle a lot because how the economy has been. I have experience as a home visitor and as a parent and it's hard.
- these are great themes!
- They are strong themes that will help families succeed.
- I agree and believe trial and error
- I agree
- My initial reaction is positive. Great goals, and nothing seems unrealistic or unattainable.
- My initial reaction is that these are targeted specifically at the community and those in the program, which is wonderful.
- Great
- Make the service available to all families and promote it. I said this because I meet some moms who doesn't know anything about it and after I told them it's already too late for them to apply because their baby's are more than 2 or 3 months.
- I think these are all amazing goals and I generally agree with most statements. Though I would offer that our experience has been wonderful and of good quality.

- I believe you got this right 100%
- Agreement! I think we would agree with all the thing stated above.
- They seem to be a great idea and would help support raising a healthy, successful, happy baby.
- I think it's accurate and all great points to consider
- I feel like the themes listed have been what I experienced with Sandy and Healthy Families.
- I think it's great
- A well-structured and thought-out program.
- Awesome program helps a lot for me as first time mother
- They make sense
- They are pretty spot on
- Reasonable and accurate
- Love em!
- Positive, support on the mental end of things.
- They are somewhat understandable.
- I like it. It will give an opportunity for new parents to learn better ways to take care the baby and gain support.
- Personally I don't want home visiting.
- Individual and culturally sensitive care plans are important. Emotional support for parents is really needed.
- Great ideas that will be helpful to families and meet some needs.
- Potentially scary for some families. The system is not what that historically can be trusted when families need support.
- They all seem very supportive.
- I think it's good. I also think that it's important to realize that not all families need these services. Being low income doesn't mean we aren't able to get services on our own.
- I feel like I agree with almost everything that was stated, and for me personally all is accurate. I have nothing negative to say about home visiting programs for they have helped me to great measures
- Sounds about right
- I have a generally positive reaction
- I agree with these themes. Though, from my experience they have all been reached.
- I think they are great themes, but I would like to see it actually happen this way.
- I think these are a wonderful opportunity to families who might have a need for something and not know the resources to access.
- I like them
- Good. And to be honest a dream
- Great for people who need it.
- I like the idea even though I'm not very keen on having someone come to my home. To me it feels like someone is in my home judging my lifestyle.
- My nurse has been awesome at all the things
- I think the program is amazing and very helpful
- I love the idea of these themes
- Seems straight forward and helpful
- I really like them. They help a lot!
- These are excellent. Exactly what I want too.

- This is exactly all of the things that I have received from this program! The ladies I have worked with have helped in more ways than i could have ever imagined.
- It is mostly true. My home visitor is great!
- I very much agree with all of these!
- Sounds like a huge support and very thankful to have the opportunity to work with this organization
- These all sound amazing and I'm excited to see these implanted.
- I like all these themes. It is always so helpful having a nurse come, sometimes it's hard to get out so having someone come is wonderful!
- I agree with all of them.
- I think these themes do a good job of covering the variety of needs and wants that I myself experience.
- I think that it's great that families have these programs that can help support them when they are struggling.
- I agree with this if it was not for home visits my child would not have the tools to help her with her development and helped me with stuff i did not understand in my childs developments.
- I don't see a problem with any of it.
- These all sound amazing and I'm excited to see these implanted.
- I think these themes are awesome, straight to the point and what parents need whom are seeking help.
- I think these are all very helpful I general
- I think they are great. As my child has special needs, she isn't potty trained and diapers and wipes get pretty costly
- I think there all good ideas.
- They are all very true! Home visiting does offer all this.
- I feel like all of them are important to support families that need the connection with services.
- Sounds great
- I like the importance of supporting families where they are at; and to provide wrap around supports. Many of us do not have the time to constantly repeat every medical experience our child has gone through. Connect with clients other case managers; do not force clients to do all of the work. Unless they prefer too. Parents are the experts of their children, listen, learn and respect them and their children and family.
- My initial reaction to these themes is that they all seem like very focused on what families really need, versus what others or the state think people need. I like this focus because it is efficient, effective, and people receive the help they need.

Spanish Responses

- Es bueno que alguien ayude a los padres hay papas que están batallando por todo lo que ah pasado los últimos años solo qué hay que ayudarlos por que aveces no les gusta pedir ayuda
- Nos gusta saber q toman en cuenta nuestra opinión
- Que todo esta bien con todo el apoyo Que nos brindan
- todos son buenos temas
- Estos temas me paresen perfectos
- Me parece muy bien todo
- Son temas buenos

- Son muy buenos temas porque ayudan a los padres y te aseguran de tener una excelente experiencia para
- Todos se me hacen muy favorables y excelentes
- Es muy importante para las familias. Y uno de padre que busca lo mejor para sus hijos.
- Muy buenos
- Están muy bien, me parecen muy explícitos y muy útiles para las familias que los necesitamos.
- Excelente
- Es muy interesante.
- Mi opinión es un buen tema y una gran ayuda de todo de las visitas domiciliarias a mi me visitan y me ayuda mucho y me dijo está muy bien
- Yo opino que todos estos puntos son esenciales para el servicio que ofrecen. Es muy importante que haya apoyo y confianza en la persona que visita su hogar y especialmente que ofrezca el servicio en su idioma natal. Así ay mejor comunicación y mejor resultados para su objetivo de la familia.
- Bueno y muy interesantes!

Q2: Are there any that you MOST strongly agree with?

- Nope cuz all is good.
- Parent support. As a child with needs, the extra training and help is what is appreciated and needed.
- I strongly agree w/ trust in the person visiting based on a positive, supportive relationship being very important.
- They are all working with the program perfect and I do not see any that the program lacks at all!...I love the communication, support and education
- All.
- No preference.
- Home visiting that considers the unique need of each family
- I agree with the actual home visit portion. The lady who comes to visit my family and I respects my home is so comfortable. She makes the visit fun and useful and not like a nosey visit or business like
- Honestly everything
- Emotional supports, including parent-to-parent support...
- I strongly agree getting the resources I needed was very helpful & my advocacy help me out right away.
- Make it easy for families
- I strongly agree with the points mentioned under the support that families said they want. I am participating in home visits and what I was looking for is exactly what is mentioned at every point. I wanted to feel more connected, receive information about resources, and receive emotional support.
- I like the themes - Make it easy for Families and What is important to families. I like that they gives parents to choose and what they want and make decisions. Good points.
- Not asking the same information over and over. Im a working single parent so time is limited. I prefer to be efficient and straight to the point.
- I agree with meeting in person. Online is very convenient but you do not feel a connection as much as you do in person.
- Right now a lot of families are struggling, mine included. The rise in costs of everyday things has put

a strain on everyone. We were barely making it before everything jumped in price and now we are months behind on all our bills and pay the minimum just to keep the things we need. I love that they want to help families because I feel like the struggle right now is bigger than it has ever been.

- No as stated before I have never experienced a home visit.
- What is important to families flexible home visits Trust in person
- Work with trusted community members to help spread the word, especially where there are cultural and language differences. Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture. More home visiting opportunities in rural and remote communities. Equity in services is very important.
- Having clear expectations and boundaries and not having parents repeat the same information again and again. This keeps parents from feeling exhausted especially when they're sharing sensitive information.
- Using straight forward positive answers.
- I strongly agree with helping a new mother with the formula and dippers.
- I agree with all of them.
- I really love the support families needs. The formula the emotional support etc. I really love the emotional support one because be a parent can be overwhelming and some parent maybe just need someone who understands and to talk to.
- Helping families make new connections with services providers and transition between programs. I believe it is always a priority for my family to be able to communicate our needs and be able to have resources that'll help with that. Have the ability to reach out to a program and get the help we may need
- I strongly agree with the part where home visits are extremely flexible. My life as a working from home mom with two kids, my weeks very, and Daisy being so flexible with the times, the forgetfulness on my end and then doing even virtual one hour visits, have been so helpful for me :)
- Don't ask for the same information over and over. Useless data collection. Helping Oren basic needs
- Making more people aware of what it actually means and does so it's not intimidating
- We need more services for the family. I am so tired of hearing that they are there for the child. Who supports that child. Medical professionals that single study miss so many things by doing so. The child's survival is based on a holistic approach. Coordinate better between programs. Yes food, understanding of individual as well as collective needs. Being culturally sensitive and respectful.
- What families say they want.
- I strongly agree that I would like to see some more parent to parent resources including couples counseling services for settling the really rough patches in the marriage without involving the kids. I would also like to see some more physical options like diapers and formula. Maybe even in a form of some sort of supply bank.
- Not asking me the same thing over and over because it does get annoying.
- Outreach: I agree with most of those. Our community needs more people out there showing other community members the services for head start especially the early head start program
- I think they are all important
- I agree with all of them because it's a struggle trying to work but also be good with your mental health while trying to provide for your kids
- i agree with all of them.
- Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself. Parents are often isolated and feel like they are in this alone, but if they are able to connect with others, they can find that this isn't the case and get the support they

need.

- Respect and trust with the people coming in my home I want to feel safe and know my kids will be safe. Connections to helpful resources we all have different needs and all those needs have different locations it is important to know where we can access this if need be and how to contact.
- Coronation between programs. Is challenging and unmotivating to be filling out the same information time and time again
- I think respecting culture and language is the most important thing listed. Everything else will be tainted if there is not an underlying layer of respect and feeling seen.
- I strongly agree with services needed to be understood more broadly through out the community as parents may not understand what all services are available. I also strongly agree with integrating services beyond immediate clients of UCAN and community outreach.
- Not sure
- Connect with other helpful resources and programs. Provide basic necessities for those who are in need.
- I think the outreach is definitely needed. I just happened to run across a sign up sheet in the big folder they sent me home from the hospital with. I know several friends that had they known of this program when they had their babies they would have deeply benefited. Especially during covid when there were no parent groups to attend. Having that one on one zoom call to look forward to every week meant so much to me.
- Culture, simplifying the process and making sure our home visitor (support person) has our back when we're not looking. Trust & safety are key. Food, formula etc is a great one as well.
- Really all of them. We feel the child development learning for us as parents has been pivotal, the ideas of ways to play with our daughter based on where she is at developmentally has been huge, and the emotional and mental conversations we have had about adjusting to parenthood are really unmatched and something I can't imagine not having had as a new parent.
- Making home visits flexible and connecting to community programs.
- Stop asking for the same information over and over. I love connecting with other families in the program. We absolutely love all the meet up events. I also agree with my home visitor having positive interactions with me and being on my side as a parent and not questioning my choices or "correcting" me. I would not want someone in my home who is always pointing out what's not baby proofed stuff like that.
- I really appreciate the flexibility of this program. I also love that I can text Sandy a question or a topic that I would like to discuss.
- Respecting the families home and culture, also building a strong bond between family and coordinators.
- Making it available to all
- "There is a general lack of understanding and awareness of home visiting services." We just joined this program. We have not yet had practical experience with social workers visiting our home. It is not yet completely clear how this principle works in practice.
- I'm agree to anything
- I think having respect for the language and culture when entering the families home is nice to see
- The nurse visits are really great and I feel I can really trust her
- flexible home visit service available to anyone that wants it.
- All of them seem beneficial
- Most all
- Bringing Resources to us as parents is what I really like from the home visitors. Bringing parenting

advice as a professional eye is what gives us as parents the confidence in areas, we are uncertain. We as parents many times making decisions towards our children's lives are not always the best, but we do what we can until we are given the opportunity to learn otherwise.

- Having access to "any family" that wants the service. I recently moved to Oregon. Doesn't have any support from families and friends due to the moving. I have tried to look for baby programs/supports but many asked for family income. We were not qualified for lot of things because we were considered middle class.
- No
- General lack of awareness and understanding, should be available to those who "want" home visits, but should not be mandatory
- Support of families emotionally needs, including parental support.
- Messaging and outreach. I feel that if a parent is reaching out for help it's because the genuinely need it. It would nice to trust that there won't be consequences for reaching out to "support" systems.
- Emotional supports and connection with resources.
- That if people need services they should be able to access them easily and that things shouldn't be promoted or promised if services aren't actually available
- That there is a general lack of understanding or assumption tied to home visiting programs, and that's why a lot of people deny the help in fear of judgement even though with my experience my healthy families coordinator has been a joy to have and has made the experience really great and special.
- Yeah..not asking for the same information over and over, especially information others like doctors and wic ask for too. Cant you guys collaborate. The asq is redundant when everyone does them.
- I strongly agree on trusting the person who comes into my home, and the fact that there isn't much knowledge on it and it can be under utilized
- I think having knowledge and understanding of different cultures is very important.
- Supporting what the families ACTUALLY WANT!
- Supporting the family in what they said they want and what is important to families. I agree with both of these because it allows families to have a voice but also to gain access to resources.
- The support and flexibility of home visits as I have a very uncertain schedule
- Making it easy for families.
- I agree with it all
- I agree with providing essentials for children and hoping clothes as well because that kind of stuff is hard to afford especially if your a low income family.
- Connected to other programs and makes sure we're taken care of
- The support on diapers and language skills
- Having help with basic needs like food and formula and making easy access for all families. I personally struggled with getting some of these basic needs and it's very hard for me to get anywhere due to having no car
- Getting visits to rural homes
- Trust and respect
- Help with basic needs. Stronger connection and integration with other programs. Being able to have in home visit as much as I'd like.
- I Strongly agree with making transitions easier for families sometimes it's really hard to go from one program to a different one
- Extra support with needs like diapers. I also want my current home visiting program to be supported

- I strongly agree with all if them honestly i feel each one in it own way Is very important.
- Yes, the emotional and family support piece alone is huge. A lot of emotion arise especially for brand new parents and having some support on how to navigate these feelings and thoughts is very helpful
- I agreed mostly with flexibility in home visiting since this can we a safety concern bringing outside people around families during cold/flu season.
- I agree strongly with all of them. The information that is brought and thoughts of what kids can do for entertainment and learning is great. There are a lot of resources out there that I was not aware of so it's great to have someone bring these to my attention.
- Access to basic baby care/needs is difficult expecially when there are shortages and if someone can help get babies what they need then I think that's great.
- The assistance gaining access to resources has been of great help to us personally. I can also imagine the desire for same-language/culture assistance providers.
- I strongly agree with how flexible the home visiting is, and the support for the children and parents. I think that it's great that they provide resources that are easy to access for necessities and emotional needs.
- I strongly agree to it all please do not change the services.
- Basic needs for families in need.
- I agreed mostly with flexibility in home visiting since this can we a safety concern bringing outside people around families during cold/flu season.
- I strongly agree with helping those in rural communities since I am from one.
- Mental health and getting necessities can be difficult and are nice to have support with.
- Support and making it easy. I hate getting asked the same questions over, and over
- Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children. I think it's very important to have a home visitor that you can trust, that is there for you and your child.
- They help provide necessities and information and emotional support. Trust is developed and culture is respected.
- I strongly agree with messaging and outreach, support and making it easy for families to get connected and receive these services. Because some families out there don't know about the services and or think they will not be available in their spoken language.
- Make it available to anyone who wants it because a lot of programs were not available to me and with postpartum depression it was hard to leave the house
- Making sure that home visiting supports are open and accessible to everyone, especially those who are unhoused, low income. Also, the piece about cultural competency: extremely important to have a workforce that depicts the diversity of clientele being supported.
- The themes that I strongly agree with are making things easier for families, and also helping them with the financial and emotional/mental health resources. These are usually some of the hardest things to have access to as a new parent or a parent of a new child. Also having culturally competent care, and having your case manager/nurse be an advocate for you when getting services you need become challenging.

Spanish responses

- Que intenten ayudar a los padres que aún que trabajen no les alcance para los pañales y leches de bebe
- Estoy de acuerdo sobre las necesidades de las familias y cómo hacer el proceso más fácil.

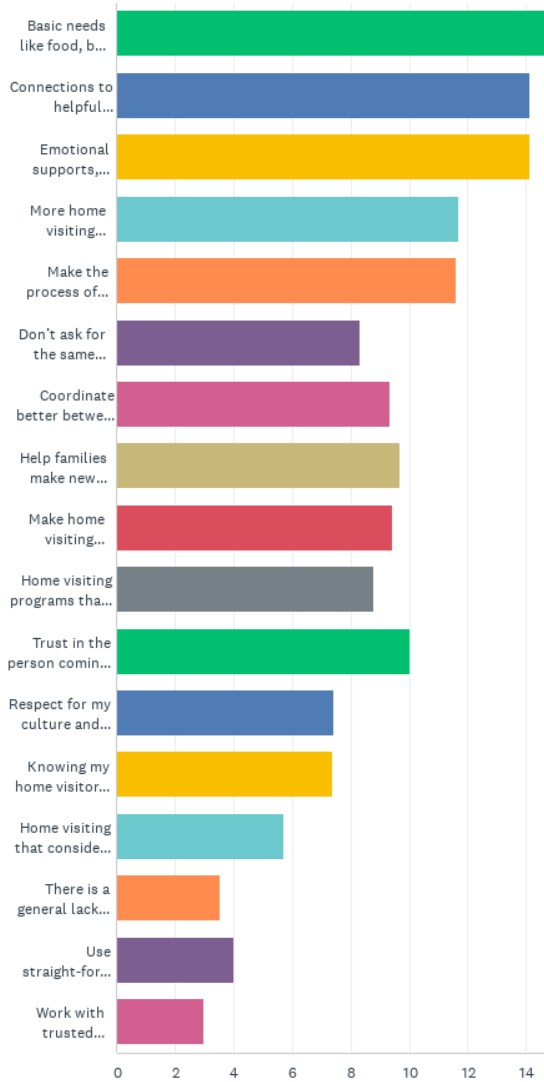
- Si) con ayuda del desarro y esensial como pañales tuayas comida
- no
- En el de apoyo en salud mental para los niños; Este tema me párese muy interesante
- No
- Hablar el misml idioma para tener una mejor comunicacion
- En todos son esepcionales para las visitas
- Que es importante para las familias
- Las visitas tempranas por qué los niños aprender mucho y las maestras nos dan mucha información
- La confianza que uno le brinda a la persona que les va ayudar. Especialmente con sus hijos.
- Con salud mental en estos tiempos hay mucha jente que necesita ayuda
- Si, los apoyos de alimentos, formulas para los bebés, el apoyo emocional, más visitas domiciliarias, respeto por mi cultura e idioma.
- Estoy de acuerdo con estos temas porque es algo que a mi me a ayudado a entender mejor los beneficios que me brindan las visitas domiciliarias, y puedo entender y hablar con claridad sobre lo que me gusta y lo que puedo necesitar.
- Alas visitas
- Que sean más flexibles y que sea para todo tipo de familias
- Todos está muy bien i esplican bien todo
- En todos estoy de acuerdo todos son buenos apoyo Por que ayudan mucho en lo que nos puedan apoyar
- Estoy totalmente de acuerdo con todos. Todos son muy importantes.
- Si,necesidades básicas, como alimentos, fórmulas , pañales.
- Poner las visitas domiciliarias a cualquier familia que lo desee.

ENGLISH SURVEY RESPONSES	
Highlight from Likert Rating Question (where 60% or more rated as extremely important)	
% that rated theme as EXTREMELY IMPORTANT (n= 118)	Theme
89%	Trust in the person coming to my home, based on a positive, supportive relationship.
83%	Connections to helpful community resources, including mental health support for parents and children, or prenatal and parenting supports.
82%	Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children.
81%	Basic needs like food, baby formula, diapers and other essential expenses.
79%	Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself.
78%	Make home visiting available to any family that wants it.
77%	Home visiting that considers the unique needs of each family.
73%	Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture.

64%	Home visiting programs that are flexible about when, how often and how home visits happen (like in-person versus video-visits).
60%	Work with trusted community members to help spread the word, especially where there are cultural and language differences.

SPANISH SURVEY RESPONSES	
Highlight from Likert Rating Question (where 60% or more rated as extremely important)	
% that rated theme as EXTREMELY IMPORTANT (n= 19)	Theme
89%	Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children.
89%	Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture.
84%	Work with trusted community members to help spread the word, especially where there are cultural and language differences.
84%	More home visiting opportunities in rural and remote communities.
84%	Trust in the person coming to my home, based on a positive, supportive relationship.
79%	Connections to helpful community resources, including mental health support for parents and children, or prenatal and parenting supports.
78%	Use straight-forward, positive language to talk about home visiting so it is more inviting to more people.
79%	Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself.
79%	Make home visiting available to any family that wants it.
79%	Home visiting that considers the unique needs of each family.
73%	Basic needs like food, baby formula, diapers and other essential expenses.
68%	Home visiting programs that are flexible about when, how often and how home visits happen (like in-person versus video-visits).
68%	Make the process of accessing and enrolling in home visiting (and other) services easier.
63%	Help families make new connections with service providers and transition between programs.

Q22 Order of Importance Take a minute and put the themes in order from 1-to-17 where 1 is the Most Important and 17 is the Least Important.



Basic needs like food, baby formula, diapers and other essential expenses

Connections to helpful community resources, including mental health support for parents and children, or prenatal and parenting supports.

Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself.

More home visiting opportunities in rural and remote communities.

Make the process of accessing and enrolling in home visiting (and other) services easier.

Don't ask for the same information over and over.

Coordinate better between programs.

Help families make new connections with service providers and transition between programs.

Make home visiting available to any family that wants it.

Home visiting programs that are flexible about when, how often and how home visits happen (like in-person versus video-visits).

Trust in the person coming to my home, based on a positive, supportive relationship.

Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture.

Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children.

Home visiting that considers the unique needs of each family.

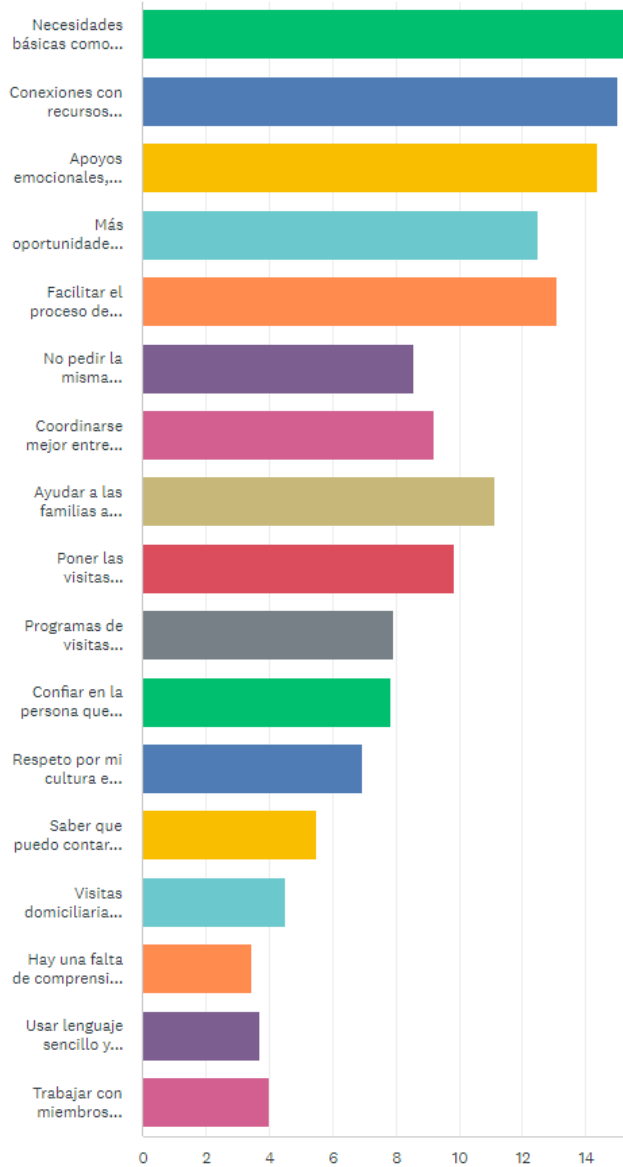
There is a general lack of understanding and awareness of home visiting services.

Use straight-forward, positive language to talk about home visiting so it is more inviting to more people.

Work with trusted community members to help spread the word, especially where there are cultural and language differences.

BOLD = Top 6 most important

SPANISH Rank Ordering from Most Important to Least Important



Basic needs like food, baby formula, diapers and other essential expenses

Connections to helpful community resources, including mental health support for parents and children, or prenatal and parenting supports.

Emotional supports, including parent-to-parent support, leadership opportunities, and tools to speak for, or advocate for, myself.

More home visiting opportunities in rural and remote communities.

Make the process of accessing and enrolling in home visiting (and other) services easier.

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Coordinate better between programs.

Help families make new connections with service providers and transition between programs.

Make home visiting available to any family that wants it.

Home visiting programs that are flexible about when, how often and how home visits happen (like in-person versus video-visits).

Trust in the person coming to my home, based on a positive, supportive relationship.

Respect for my culture and language. It is even better to have a home visitor that speaks my language and is from my culture.

Knowing my home visitor has my back, like when I'm having challenges getting services for myself or my children.

Home visiting that considers the unique needs of each family.

There is a general lack of understanding and awareness of home visiting services.

Use straight-forward, positive language to talk about home visiting so it is more inviting to more people.

Work with trusted community members to help spread the word, especially where there are cultural and language differences.

BOLD = Top 6 most important