# New York State Home Visiting Coordination Initiative (HVCI)

# **Final Report**



2023







Council on Children and Families

# OVERVIEW

This report outlines the work of the Home Visiting Coordination Initiative (HVCI), launched in 2018, through 2022. The HVCI provided a forum for education and conversation and is made up of a network of home visiting partners throughout New York State to provide new information, build cross-program relationships, and offer cross-system opportunities. The grassroots nature of home visiting has positioned the project "on the ground" with stakeholders in each of the state's ten Regional Economic Development Council (REDC) regions to lead the work – because statewide policy is only effective when it is responsive and complementary to the ongoing work and unique nature of each region, county, and community.

The goal at the inception of the HVCI was to increase coordination and collaboration among home visiting programs statewide to support the home visiting workforce and achieve universally-offered home visiting for all families in New York State. This report details how recommendations were identified, analyzed, and applied during a four-year period to facilitate improvement to the home visiting landscape.

New York State is incredibly diverse – geographically and in population. From the peaks of the Adirondacks, to the rolling expanses of land in Western NY and the Finger Lakes, to bustling urban life in the Capital Region and New York City, as of 2021 the Empire State was home to 873,607 children under three, with more than 200,000 babies born that year.[1] New York State's population includes approximately 4.5 million immigrants (as of 2019)[2], 5% of whom are children.[3] In data from the same year, 15.9% of the State population lived in poverty. These numbers highlight where communities and social supports are greatly needed to support the well-being of families. Yet, regardless of socioeconomic status, race/ethnicity, or where they were born, families all have one thing in common – children don't come with a manual!

Home visiting is free and voluntary. Programs provide support, education, and referrals to community resources and help parents navigate the first few years of life by supporting healthy pregnancy practices, and providing information on breastfeeding, safe sleep, nutrition, and developmental milestones. Using a two-generational approach, programs match new and expectant parents with caring professionals to holistically care for any family dynamic: including the new baby, the parent-child relationship, and one-on-one support for the parent(s), too!

A variety of home visiting programs operate in the State. In 2022, Governor Hochul invested \$11 million to expand one program, Healthy Families New York (HFNY), and another program, ParentChild+, received additional funding. However, only a small fraction of families with young children are eligible to participate in programming- **only 3% of young children in low-income families and 6% of all young children were served.** [4] While the recent increased investment in both HFNY and ParentChild+ will expand access, only certain families are eligible; HFNY requires, for example, the use of a screening tool to determine eligibility. In addition, the disconnect within and between home visiting programs continues to silo services, impacting program capacity, referral linkages, and, ultimately, outcomes for children and families.

[1] Kids Count Data Center, https://datacenter.kidscount.org/data/tables/100-child-population-by-single-age?

loc=34&loct=2#detailed/2/34/false/2048,574,1729,37,871,870,573,869,36,868/42,43,44,45,46,47,48,49,50,51,5 2,53,54,55,56,57,58,59,60,61/418

[2] Migration Policy Institute, https://www.migrationpolicy.org/data/state-profiles/state/demographics/NY
 [3] Annie E. Casey Foundation, https://www.aecf.org/blog/who-are-the-children-in-immigrant-families?
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#### 2018 - 2019

Home visiting programs improve the lives of children and families. Research shows that home visiting decreases child abuse and neglect, increases school readiness, and improves health outcomes.[5]

In 2018, Prevent Child Abuse New York (PCANY) established the HVCI, a model-neutral forum for home visitors, supervisors, program administrators, and other partners in the early childhood and maternal/child health space to convene and evaluate how to increase access to and availability of services for families. Seed money from the New York State Legislature supported the launch of the HVCI website and a monthly webinar series (an opportunity to virtually engage in workforce development opportunities and conversation in the home visiting field).

With additional funding from the New York State Council on Children and Families' (CCF) federal Preschool Development Birth through Five Grant (PDGB5) and Raising NY, the HVCI's work expanded to include regional input. In the summer of 2019, PCANY hired a full-time staff person and a part-time project assistant to coordinate this expanding initiative. To build statewide infrastructure, HVCI staff enlisted BackBone organizations (BBO) in each of the State's ten REDC regions to convene stakeholders (including parents) to complete a Strengths, Weaknesses, Opportunities, Threats (SWOT) analysis, and host 25 facilitated Summits (minimum of two per region) between August 2019 and November 2019. HVCI staff traveled to visit each BBO in preparation for the Summits. The HVCI also held conference calls and developed a parent questionnaire for families in home visiting programs. Much time was spent on building partnerships and collecting information and data about the landscape of home visiting, to inform both statewide and local priorities.

Initially, HVCI staff believed that coordinating home visiting services locally would help increase enrollment and retention. Summit conversations, stakeholder input, and the webinar series informed and shifted priorities. **The message received from the field was that coordinating across programs is not enoughattention needed to be paid to coordination across disciplines, embedding home visiting as a key component of the early care and learning continuum.** The topics elevated by BBOs and by the regional teams were both disparate and surprisingly similar. For example, at least one region identified the importance of re-shaping the narrative around home visiting to combat stigma in addition to addressing capacity building to increase access to programs. Another region noted that overburdened programs must be supported and staff burnout addressed. These complex issues exist within a home visiting system that is already fragmented, and in need of coordination on a grander, statewide scale.

[4] Early Childhood Home Visiting Data Snapshot; Schuyler Center for Analysis and Advocacy; September 2020

[5] Healthy Families https://www.healthyfamiliesnewyork.org/



### 2020

The Summits held throughout the State culminated in ten regional development plans, analyzed in the <u>HVCI Final Report</u>, released in 2020. The Report includes anecdotal and quantitative data about home visiting programs in New York State. Although each region is distinct, several common themes emerged: All regions expressed concerns around the home visiting workforce (recruitment and retention). The findings also indicated that many families do not understand what home visiting is or the benefits of participating. Overall, the consensus was that, in order to truly be successful, home visiting must be destigmatized, parent perception transformed, and the public educated about its benefits.

The COVID-19 pandemic struck New York in the months prior to the release of the Report. Thankfully, the regional Summits had concluded in the fall of 2019, leaving HVCI staff with information and ideas...while the world was shutting down. The HVCI team (working remotely) pivoted – what could be accomplished?

Home visiting programs quickly adapted to provide families with Personal Protective Equipment (PPE), diapers, formula, and even mental health support. Programs redefined service delivery within the scope of their models, meeting with families via Zoom or over the phone, or masked in locations outside the home. Programs worked to provide families experiencing limited access to Internet services with Wi-Fi hotspots. Home visitors even dropped supplies off (such as books and toys) in a contact-free manner on front porches for use during visits. More than ever, home visitors demonstrated their vital role in supporting families.

During the winter of 2020, the HVCI team reviewed the documents from each Summit development plan and notes from subsequent meetings. Each region of the State was categorized in accordance with the three recommendations of the Final Report – implement a coordinated intake and referral data system, institute a workforce development plan, and create a statewide public education campaign. The current priorities, challenges, and initiatives in the region were also taken into consideration.

BBOs were charged with regularly convening a regional "team" – people who attended the Summit(s) the previous year, community stakeholders, or newly identified partners. The 11 BBOs – one was added during the 2020 Memorandum of Agreement (MOA) renewal – selected one regional priority and one statewide priority to focus on. In addition to regular regional conversations, the HVCI convened workgroups for each topic area (coordinated intake, workforce development, public relations), open to all BBOs. Regions with a vested interest in a topic area were encouraged to attend (such as a region with an active pilot or an existing data system in one of their counties). Though each region is distinct, several themes emerged and it became clear that some challenges should be addressed regionally, rather than attempting to tease them out on the statewide level, and other priorities begin with a starting point: public awareness and perception of home visiting.

How might information about eligibility and the benefits of enrolling in a home visiting program impact program capacity and connection, workforce recruitment and retention, or the knowledge different community programs and organizations have of each other?

The first statewide virtual home visiting Summit in September 2020 convened all BBOs and regional teams. The event was split between two days: day one included presentations from Start Early (formerly the Ounce of Prevention), the National Conference of State Legislatures, and a keynote session from Oregon State Senator Steiner Hayward. Day two convened only BBO leads and regional teams for facilitated discussion in breakout rooms by region. The day one Keynote led by Senator Steiner Hayward focused on how universally-offered home visiting was achieved in Oregon. Participants who reconvened on day two were tasked with using the knowledge from the previous day to brainstorm avenues and next steps in alignment with the HVCI priorities.

BBOs spent the fall continuing to meet virtually with regional teams and HVCI staff to converse about how work in each of the regions might be replicated and coordinated on a statewide scale.

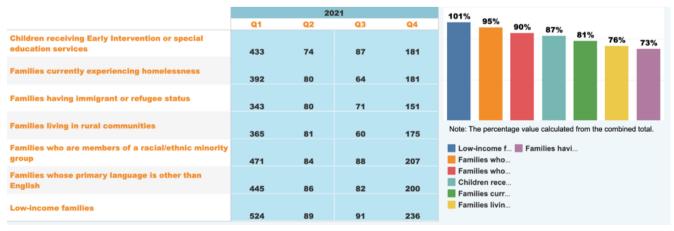
#### A Note on "Pandemic Progress"

The HVCI needed to be flexible during 2020. Due to the pandemic, the annual statewide Summit was held virtually and staff relied heavily on virtual meetings to continue the work. It was difficult for BBOs to work within a specific priority area, particularly while trying to keep their programs afloat. Many of the HVCI BBOs were frontline workers during this period, playing an integral role in distributing PPE in communities or by ensuring parents received desperately needed groceries and supplies. In a global pandemic, families needed services and support more than ever. BBOs went above and beyond – not only to do the day-to-day work, but to engage in conversations about systems change and improved coordination.

2020 demonstrated the critical role that home visiting can play to support vulnerable young children and families, and the need for a bold vision in New York State: universal home visiting.

#### 2021

The HVCI team rejuvenated webinar offerings to include sessions with multiple parts and more closely partnered with state agencies, such as the New York State Office for the Prevention of Domestic Violence (OPDV) with a Recognizing and Responding to Domestic Violence for Home Visitors series, and with national partners, such as the Migration Policy Institute. Broadening offerings and building a regular audience base culminated in nearly 1,900 registrants participating in webinars in 2021.[6] Webinar participants tuned in from across the State, and, although they came from a variety of disciplines and careers, most served New York's most vulnerable families.[7]



<sup>[6]</sup> 

https://public.tableau.com/app/profile/center.for.human.services.research/viz/PreventChildAbuseNewYor k/HomePage [7] Ibid. Throughout the spring and summer of 2021, HVCI staff began working on a priority previously identified in the recommendations: the need for public education and awareness materials.

In alignment with the structure of the HVCI, it was decided that the materials developed should complement and enhance initiatives already underway in each region, such as the National Talk, Read, Sing Campaign, developed by the Clinton Foundation and Too Small to Fail, funded statewide by the Preschool Development Birth through Five Grant, encouraging early brain development. This statewide PDGB5 funded campaign was already prevalent around the State so the HVCI hired a graphic designer with previous experience designing for the campaign to draft three home visiting flyers – one for the general public, one for parents about the benefits of home visiting programs, and one for healthcare professionals, because doctors and healthcare professionals play a central role in the lives of those who are pregnant and parenting.

The HVCI convened a parent advisory committee (with representatives recommended by each BBO) to edit the language and review the poster images. It was essential to have graduates of programs, parents currently participating in a program, and parents that had declined participation in a home visiting program in the past to review the materials. In addition to parent reviewers, the HVCI team asked the BBOs and regional team members (home visitors, program administrators, etc.) to review and edit the materials. The final versions of each poster were translated into Spanish, Mandarin Chinese, and Haitian Creole in the summer of 2021.

The question remained: how could the materials be used to forward the unique priorities of each region in the State? In anticipation of the 2021 statewide Summit, the HVCI hired Dr. Lynn Davey, a messaging expert, to be the Summit Keynote and also hired a public relations consultant.

At the September 2021 virtual Summit, BBOs and regional team members convened for a full day on Zoom. The HVCI unveiled the flyers and the keynote presentation explored the science of messaging home visiting and implementing public relations strategies on a community-wide scale. BBO leads participated in a facilitated conversation, in which major learnings from the day were summarized and participants considered how the materials could be used to uplift the priorities for home visiting in each of their respective regions. In the months that followed, BBOs worked one-on-one with the consultant to communicate their priorities and needs in relation to home visiting. **The goal: for each region to plan a unique public outreach strategy that would resonate with and complement the attitudes, current initiatives, and availability of services in their region.** 

The HVCI also designed a comprehensive social media Toolkit with sample posts for all major platforms (Facebook, Twitter, Instagram). The consultant designed a palm card to accompany the healthcare provider flyer. The intent was to succinctly communicate what home visiting is (and is not) and how programs can help parents, with a focus on maternal/child health outcomes.

Each BBO planned for dissemination of the public relations materials in their region and identified the efforts they would use to support outreach (recording video testimonials, developing a social media posting schedule and strategy, healthcare provider outreach, etc.). BBOs were asked to consider how outcomes and data would be tracked, using both a standardized HVCI tracking document and any other method they were comfortable with using.

By the end of the summer/fall of 2021, concrete products (posters, a toolkit, and access to consultants) were in the hands of BBOs. The regions were poised to participate in the campaign with a "soft launch."

# Since the Mid-Year Report....

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### HVCI 2021 Summit (Virtual) Producing and Promoting a Public Education Campaign

- HVCI team spent the summer of 2021 after the mid-year project update designing public relations materials.
  - Intent of materials is to educate about what home visiting is (and is not) to different audiences (parents, general public, healthcare providers).
- The HVCI convened two parent advisory groups to inform the content of three flyers .
- Materials were unveiled at the Fall 2021 Summit.

Home Visiting Coordination Initiative

Public Awareness Materials & Messaging Guidance

• The Summit keynote presented on communications/messaging strategies.

TALK

#### NYS HOME VISITING **COORDINATION INITIATIVE (HVCI) 2021 SECOND ANNUAL SUMMIT** Producing and Promoting a Public **Education Campaign** September 24, 2021 YOU'RE INVITED! Schedule of Events September 24, 2021 9:00 am - 3:00 pm EST 9:15 Unveiling: Public Education Materials 9:30 - 11:30 Messaging & Crafting a Narrative Workshop Lynn Davey, Ph.D 11:30 - 12:30 Regional Team Breakouts 1:00 - 2:45 Share out and next steps (BBOs only) 3:00 Closing

## Fall/Winter 2021

- HVCI developed a toolkit with sample social media posts and messaging guidance.
- "Soft Launch" of PR materials.
- BBOs had in-depth discussions at the 2021 Summit about how their respective regions might use materials, message home visiting benefits, and appeal to their communities.

#### 2022

In the final funded year, the Director of the HVCI and the HVCI Development Coordinator began to shift focus to how the project would evolve when the federal funding came to an end in December 2022. With this in mind, planning began for the September 2022 Summit, entitled *Looking Back, Looking Forward*. The last statewide Summit (and the only to be held in-person!) was planned with the intent to encourage BBOs to reflect on their work within the scope of the project thus far. What voices or ideas might be missing? How could the momentum built by the HVCI be continued on a regional scale?

The Summit brought BBOs, speakers, and partners to Albany for a two-day event. An evening in-person reception with State agency representatives, home visiting programs, and other partners offered an opportunity for networking. An all-day, facilitated Summit on day two featured six previous HVCI webinar speakers from a variety of disciplines. To begin the day, the HVCI team presented an overview of the project. Then the Center for Human Services Research, University at Albany, SUNY, the evaluator of the HVCI project contracted by the PDGB5 awardee (CCF), provided a data snapshot to illustrate how the HVCI outcomes support the statewide goal of coordinating the New York State early childhood system, elevating the voices of vulnerable populations and sharing best practices. A panel of speakers shared remarks around two themes – intentional engagement of populations and coordination with early childhood initiatives. The Summit offered the opportunity for regional stakeholders to think about the future of the project in their region. Attendees were encouraged to network and to think creatively about how the Summit set the tone for the HVCI during its final funded year, and beyond.

In the months following the Summit, the BBOs submitted tracking documents to report on the public relations campaign in their region. Refer to the accompanying graphic report for charts, graphs, and photographs of the in-depth data. Broadly, the HVCI BBOs were most comfortable with utilizing social media and conducting outreach (via email and phone calls) to community organizations and healthcare networks in their surrounding communities. A limitation of the PR campaign, and by extension the HVCI, was an underrepresentation of some counties within each region. BBOs reported trouble identifying partners and conducting outreach in some surrounding counties, particularly those where regional team participation was irregular or limited. Furthermore, the capacity to participate in an outreach campaign, though intended to complement and uplift existing initiatives, was limited to the time and energy each BBO could commit.

In addition to social media, the nature of the BBOs as community stakeholders was evident in the data collected about the use of flyers during community tabling events. Generally, BBOs distributed flyers on a community-wide sale during conferences and outreach events.

## 2022

### Webinars

• HVCI webinars offered monthly.

### (As of December 2022)

- Total Offered: 22
- Total Registrants\*: 3,593
- Total live participants: 2,265

\*Number registered (in addition to viewership) is noted because registrants have access to view recordings and review resources after live session.

#### Some of the ways Home Visiting can help: Keeping Appointments Communicating Via Help to arrange/navigate transportation, prescription Visits, Text & Video Flexible ways of delivering & paperwork reminders onsistent, positive support Free Connecting to Reinforcing Safe & Healthy Resources ΗΟΜΕ Behavior Referrals to the local diaper afe sleeping, lactation, bank, WIC, and help for parents applying for SNAP. VISITING feeding, attachment & early learning. untary Growing With viding Early Your Child Detection & Inte A trusted, consistent ost-partum and early developm relationship that evolves concerns. Screening for ASQ and monitoring parental mental health to meet family needs. Home Visitors walk by a parent's side for the first years of life. Services and programs vary by region. See back for local information. TALK READ SING Prevent Child Abuse Council on Children

Palm card developed by the HVCI.

## HVCI–Hosted Workforce Forum **Outreach, Engagement, Enhancing Relationships** March 2, 2022

- Home visitors, program administrators, and home visiting partners shared best practices, stories, and lessons learned from the pandemic.
- Participants engaged in conversations and thought exercises, facilitated by HVCI/PCANY staff.
- The forum provided the opportunity to share in a neutral, safe space with colleagues across the State.



What success have you had with reaching new families and enrolling them in home visiting?



What new or innovative ways have you explored or employed through the pandemic to provide home visiting?



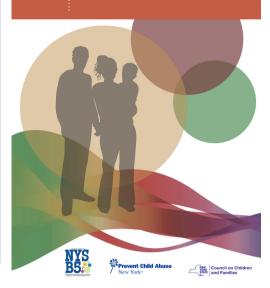
Raise your hand or chat message!

### May 2022

#### HVCI staff published Blending & Braiding Funds to Support Home Visiting Guide.

- This Guide updates the NYS Council on Children and Families/Early Care and Learning Council Blending and Braiding of Funds to Support Child Care Guide with information specific to home visiting.
- The Guide includes research about the home visiting funding and policy landscape at the federal, state, and local level. The Guide and the corresponding video training can be accessed here.

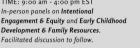
**Blending & Braiding Funds** How to to Support Home Visiting



#### NEW YORK STATE HOME VISITING COORDINATION INITIATIVE (HVCI) **2022 SUMMIT** Looking Back, Looking Forward

#### Invitation only







# 1 Steuben



### 2022 HVCI Statewide Summit Looking Back, Looking Forward

- First HVCI Summit ever held in person!
- BBO representatives traveled to Albany for a two-day event.
- On the evening of 9/22, the HVCI hosted a reception with state agency representatives, early childhood advocates/nonprofit partners, and other HVCI contacts.
- On 9/23, the HVCI hosted a working session for BBO leads and home visiting partners. The Summit featured HVCI presentations, group discussion, and a rotating panel of six speakers from the webinar series:
  - Pete Hill, Native American Community Services
  - Kimberly Seals Allers, founder of Irth app
  - Reggie Cox, Fatherhood Coordination Initiative 0
    - Dr. Liz Isakson, Director of Docs for Tots Long Island
    - Misha Marvel, Hunger Solutions NY
    - Nardeen Khella and Kari Kurjiaka, Reach Out and Reac Greater NY



brochure!



# 2022 PR Campaign Data Highlights

BBOs learned from the hired consultant and the 2021 toolkit how to use PR materials in the most effective way in each region and in communities.

\*\*Most of the BBOs emphasized the preliminary nature of the data, and that the work is *ongoing*.

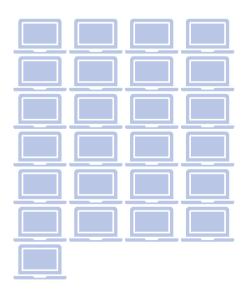




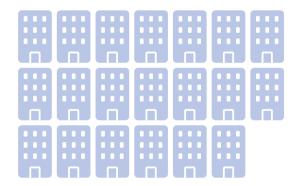


# **Outreach with Posters**

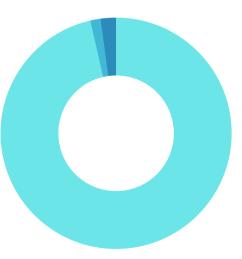
(Across all regions of the State)



Outreach Efforts (calls, emails) to provider offices **25** 

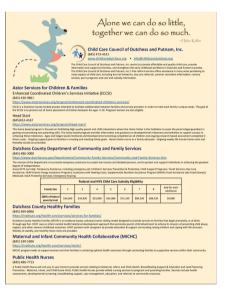


Tabling Events 269 School Visits 6 CBO visits 4 Healthcare Provider/Hospital Office visits **20** 





## POSTERS INCLUDED IN BABY BUNDLES



Back (Region 8B)

<u>Testimonial Videos:</u> Three were created, featuring a HFNY participant and two parents. Posted on social media on Long Island and in the Adirondacks region.



Front (Region 7)



Back (Region 7)

2 BBOs, Child Care Resource and Referral Agencies (CCR&Rs), included HVCI PR flyers in:
307 provider newsletters
3,693 parent newsletters
311 referral packets
316 outreach packets to legally-exempt educators

## Additional Family Outreach

- PR included in Southern Tier Family Enrichment Network's (FEN) program newsletters
- In the North Country, 50 flyers mailed and 100 given to families
- In Central NY, 200 posters circulated in the Early Childhood Alliance newsletter



HMG Onondaga texted the "Let's

Talk About What Home Visiting Is"

Flyer to 547 individuals via

Text4Baby



BBOs also used the flyers as an opportunity to conduct outreach to organizations in the community that compliment home visiting.

In the Capital Region, **50** posters were disseminated to birthing centers and to the Albany WIC office. In the Southern Tier, the HVCI PR materials can be found on the Tompkins County Health



### Department page.

#### Let's Talk About Home Visiting

Want pregnancy and parenting support? Home visiting is a free, voluntary program that matches new and expectant parents with caring professionals that help parents and their baby's healthy environment.

TCHD offers the **Moms PLUS+** home visiting program, which

- Takes referrals for pregnant and parenting families prenatally through 3 years old. All Tompkins County residents are eligible for this program.
- Offers monthly home visiting with a nurse who conducts weight measurements, blood pressure checks, breastfeeding support, nutrition, infant care information and more.



To learn more about what home visit programs are available in Tompkins County and see which one is right for you, **<u>download this poster</u>**!

Coordination and connection within communities raises awareness about programs.

# CONCLUSION

From its inception, the HVCI established a space for home visitors, program administrators, and colleagues on both the local and statewide levels to share ideas and resulted in new and strengthened partnerships across the State. Beyond outcomes and data points, the HVCI established a space for home visitors, program administrators, and colleagues on both a local and statewide level to come together for conversations and idea-sharing. The creation of a concrete product (the 2020 Final Report) continued the conversation – and began the process of working on specific priorities in each region, bringing home visitors to the forefront of conversations at the state level.

The priorities for each region – coordinated intake, workforce development, and public relations – demonstrate the complexity and intersectional nature of the challenges to the field and the value of a dedicated body for coordination and collaboration.

Initially posited in the 2020 Final Report, further explored in the 2021 Summit, and continually maintained as a North Star vision – universally-offered home visiting – would give every family in New York State – regardless of number of children, socioeconomic status, age, race, etc – a light touch home visit, with opportunity for referral to a program or a triage to other community resources.

#### The work never stops!



# Onward...

Although federal funding for the HVCI came to a close in December 2022, the work never stops! Prevent Child Abuse New York/HVCI staff are committed to the following:

- Continuation of the monthly webinar series
- Maintaining and updating the <u>HVCI website</u>
- Convening quarterly zoom meetings with BBOs and other partners
- Providing technical assistance to HVCI partners and BBOs on an as needed basis
- Assessing future needs of the home visiting workforce and forwarding the ultimate goal of increasing access and availability for all families in NYS. This may include:
  - Designing additional PR materials, brainstorming ideas, serving as a coordinating body whenever necessary.



Promoting Programs as Partners