FIRST 5 PLUMAS

Plumas County Children and Families Commission

Home Visiting Systems Change Brief

2017-2018

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Social Entrepreneurs, Inc., a company dedicated to improving the lives of people by helping organizations realize their potential developed this brief on behalf of the First 5 Plumas Children and Families Commission.

Background

First 5 Plumas is required to evaluate the effectiveness of its program investments, and as such, respond to evaluation results where there are opportunities to better serve families and young children ages birth through 5. In the First 5 Plumas Evaluation Report for FY 2016-2017, a recommendation was made to establish a "truly integrated service delivery strategy." In response to this recommendation, representatives from First 5 Plumas's Home Visiting grantee programs, including the Early Childhood Development Specialist, the Early Childhood Intervention Specialist, Families First, and the Roundhouse Council, undertook a process to improve systems serving young children and their families and increase service integration between providers. Over a series of three meetings, held between November 2017 and March 2018, members of the systems change team accomplished the following:

	Identified overlaps and gaps in current service deployment strategies
	Developed a standardized developmental screening schedule across programs based on best practices
	Developed materials and tools to further program outreach efforts and improve case management and data collection
	Reviewed potential service integration frameworks and selected the ZERO TO THREE Comprehensive Integrated Early Childhood Systems framework as that best suited for providers in Plumas County

Each of these systems change efforts are detailed in the following pages.

Systems Change Efforts

Assessment of Current Service Deployment Strategies

Representatives from each program convened in December of 2017 to complete an in-depth review of each phase of the service deployment strategy, including:

- Program Outreach
- Client Intake
- Needs Assessment
- Case Management Plan
- Service Delivery and Referrals
- Case Management Follow-up and Outcomes Data Collection
- Program Exit

During this comprehensive review, program representatives identified areas where services seemed to overlap, practices were not aligned, and where gaps affecting services to families existed. Key opportunities identified for action included:

- Development of a uniform schedule for developmental screening
- Increased outreach for all programs, including the development of flyer for distribution
- Development of a self-assessment tool for clients and a family goals form for use in service deployment
- Update service delivery data collection tool to more accurately reflect services provided
- Selection of a service integration framework better-suited to Plumas County's Home Visiting Programs

Standardized Developmental Screening Schedule

Because home visiting programs across First 5 Plumas County utilize two standard developmental screening tools; the Ages and Stages Questionnaire (ASQ) and the Ages and Stages Questionnaire: Social-Emotional (ASQ:SE), the programs identified that it was important to create a standardized schedule for administration of the screening tools.

Home visiting programs reviewed various national and state recommendations regarding the administration of developmental screenings. Based on this review, and an assessment of home visiting service deployment efforts, a schedule was developed using a combination of approaches from the University of Davis Implementing Ages and Stages Screening Tools in Child Welfare Services, and the Head Start Policy and Regulations framework.

The following represents the ASQ Screening Schedule for children ages 0-5 participating in First 5 funded home visiting programs.

What is the ASQ?

The ASQ is a general developmental screening tool that is used with parents to assess age-specific development. There is also a separate tool that is used to measure the social-emotional development of children called the ASQ:SE. All children ages 0-5 served by First 5 Plumas County home visiting programs are expected to be screened using the ASQ and ASQ:SE unless they have already been identified as having a developmental delay.

First 5 Plumas ASQ Screening Schedule

In collaboration with each child's parent, a program must complete an ASQ screening to identify concerns regarding a child's developmental within 45 calendar days of when the family first enters the program.

Beyond the initial screening, the child should be screened according to their age at the following intervals:

- Children Age 0-1
  - 9 month ASQ screening
- Children Age 1-2:
  - 18 month ASQ screening
  - 24 month ASQ:SE Screening
- Children Age 2-5
  - Annual ASQ Screening

If a child enters the program after the age of 2, it is expected that the child will receive both an ASQ and an ASQ:SE screening within 45 days of program entry.

Although there are specific ages at which screening is recommended, screening should be done at any age if the home visitor and/or the child's family are concerned about a child's development.

Joint Outreach Efforts

During the discussion of service deployment strategies, home visitors identified that effective outreach about programs required the development of new collateral. Two separate flyers were developed, one to target parents and one to target other providers in the community. The language used and type of information of available on each flyer is tailored to meet the needs and interest of each target population. The flyer for providers includes a referral form to the home visiting programs on the back side.

Approach to Case Management

Home visitors also concluded that clients and families often have difficulty indicating the exact nature of their needs, and that working in partnership with clients to identify those needs could be facilitated by a self-assessment tool. Furthermore, as a result of this gap in understanding clients' needs, sometimes home visitors struggle to articulate clear goals for each client. The following tools were developed to address these issues.

- **Client self-assessment form**: This form asks clients to select up to three areas or needs for which they would like their home visitor's help.
- **Goals sheet:** Designed to assist home visitors in identifying up to three goals based on the client's previously self-identified needs, this sheet helps home visitors to connect each goal to the Strengthening Families Protective Factors and outline steps and resources needed to achieve each goal.

Additionally, more categories were also added to the existing Service Data Entry form to accurately reflect services provided by home visitors. Additions were made to the Family Support, Case Management, Health, and Parenting services, as well as to the Referrals section.

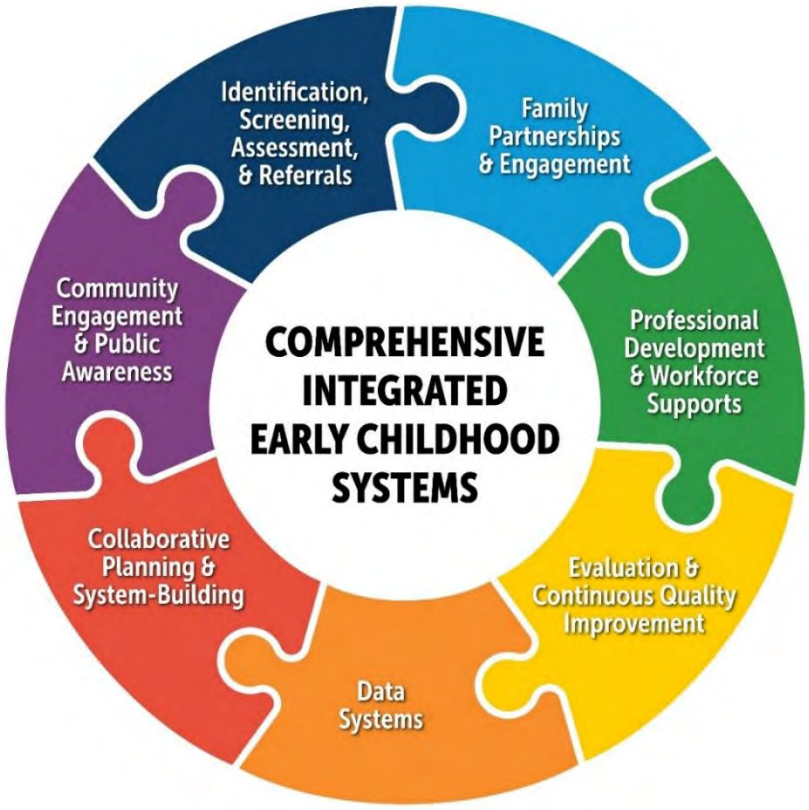
Selecting a Service Integration Framework

In January 2018, providers gathered to review potential best-practice service integration frameworks from the National Academies Institute of Medicine, SAMHSA's Center for Integrated Healthcare Solutions, and Zero to Three Integrated Early Childhood Systems.

Through the course of the review and a follow up discussion in March 2018, First 5 Plumas' home visitors agreed that the framework for Comprehensive Integrated Early Childhood Systems developed by ZERO TO THREE would best serve children and families in Plumas County.

ZERO TO THREE is a membership-based organization that "works to ensure that babies and toddlers benefit from the early connections that are critical to their well-being and development." ZERO TO THREE develops tools and resources related to early childhood development for parents, professionals, and policymakers.

The Comprehensive Integrated Early Childhood Systems Framework was developed by a community of practitioners convened by ZERO TO THREE in 2016. The framework was created to highlight opportunities for home visiting programs to further integrate with the early childhood system. According to this framework there are seven areas where there are opportunities to deepen integration efforts. Each aspect of the integration framework[1] is depicted in the following graphic:



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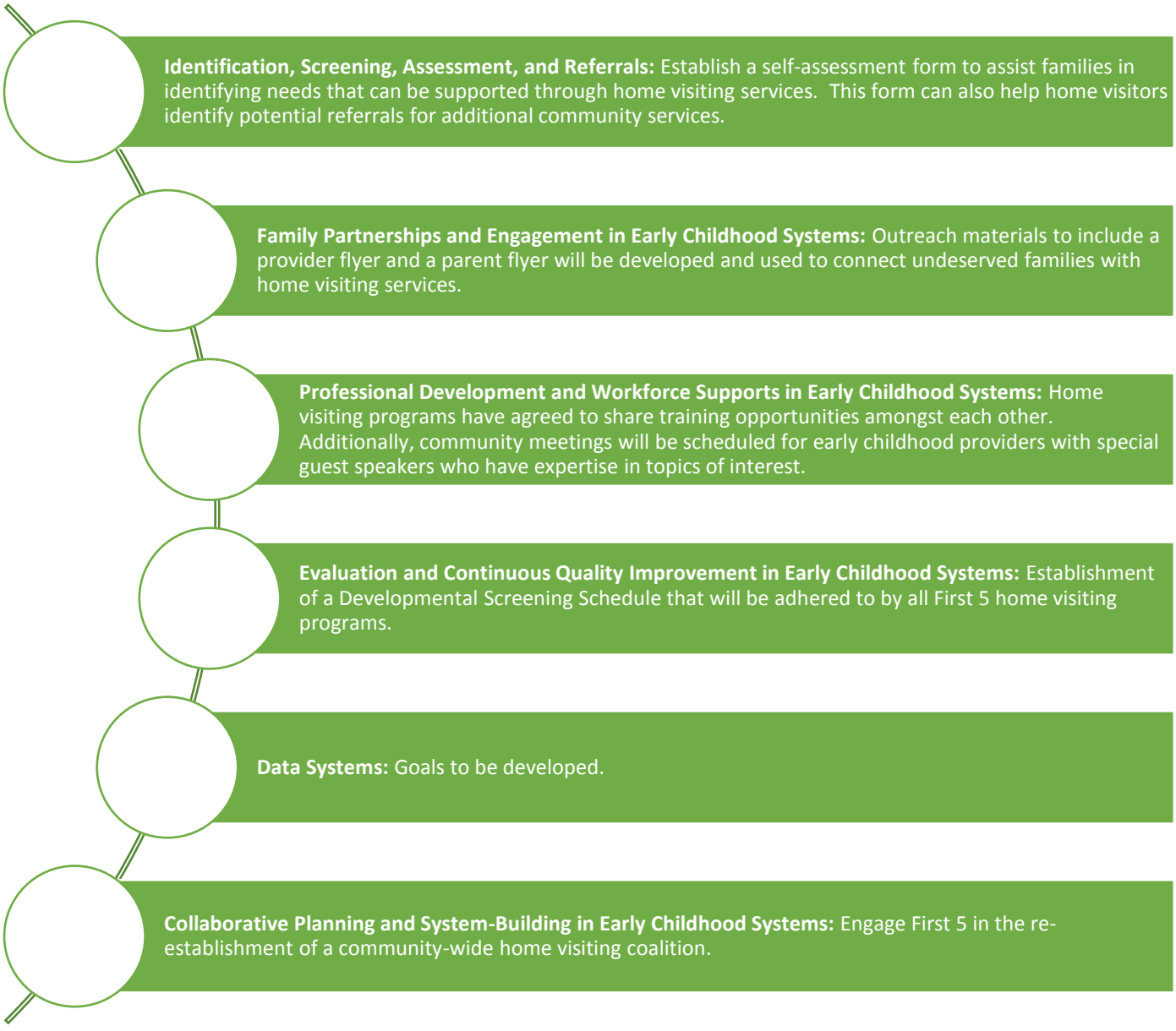
[1] The definitions and strategies provided are adapted directly from ZERO TO THREE. Integrating Home Visiting in State and Tribal Early Childhood Systems. 2017. Retrieved December 26, 2017 from https://www.zerotothree.org/resources/series/integrating-home-visiting-in-state-and-tribal-early-childhood-systems

Further definition of each area within the framework was provided to home visitors. Then, First 5 Plumas' home visiting agencies identified both the ways in which they are currently partnering that align with the framework, as well as how they will partner in the future to deepen service integration within each area.

Short term plans for further implementation of the ZERO TO THREE Comprehensive Integration framework include:



Conclusion

In conclusion, during FY 2017-2018, the First 5 Home Visiting programs made significant gains aimed at improving systems serving young children and their families and increase service integration between providers. Activities outlined in this brief are meant as a first step and will continue to be addressed through partnership, coordination and integration efforts.