



MIECHV Oregon Retention Evaluation: MORE

PSU Evaluation Team Members:

Anna Rockhill

Beth Green

Peggy Nygren

Eleanor Gil-Kashiwabara

Katie Winters

Amy Gordon

Paul Sorenson

Mackenzie Burton

Carrie Furrer

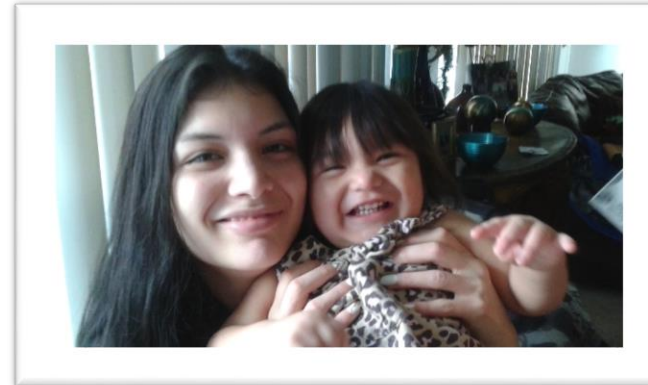


Portland State
UNIVERSITY

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- MIECHV home visitors and supervisors
- Mothers participating in home visiting who talked with us about their experiences (and provided photos of their children!)



Disclaimer

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Purpose of MORE

- ▶ **Learn about Family Retention & Engagement**
- a Key Issue in Home Visiting in Oregon & Nationally
- ▶ **Understand WHY families engage in home visiting** - *Why do they “say yes”? Why do they exit services? What helps them stay engaged?*
- ▶ **Understand WHICH families stay in longer**
What predicts whether they will stay in longer or exit sooner?

Designing the Study

- ▶ Collaboration with OHA MIECHV staff including the Home Visiting Consultants
- ▶ Review published literature
- ▶ Input from our ‘Home Visiting Advisory Group’
- ▶ On-going communication with partners at OHA and in the field

Quantitative Retention Study

MIECHV Family & Visit Data

- Caregiver Demographics
 - Family Risk Factors (Depression, Stress, etc.)
 - Service Data: Enrollment, Visit, and Exit Dates

Data for
1,096
families
linked to 59
HVs

Home Visitor Surveys

- HV training, experience, demographics
- Engagement strategies
- Approaches to service
 - Work climate & supervisor support

Family & Home Visitor Characteristics



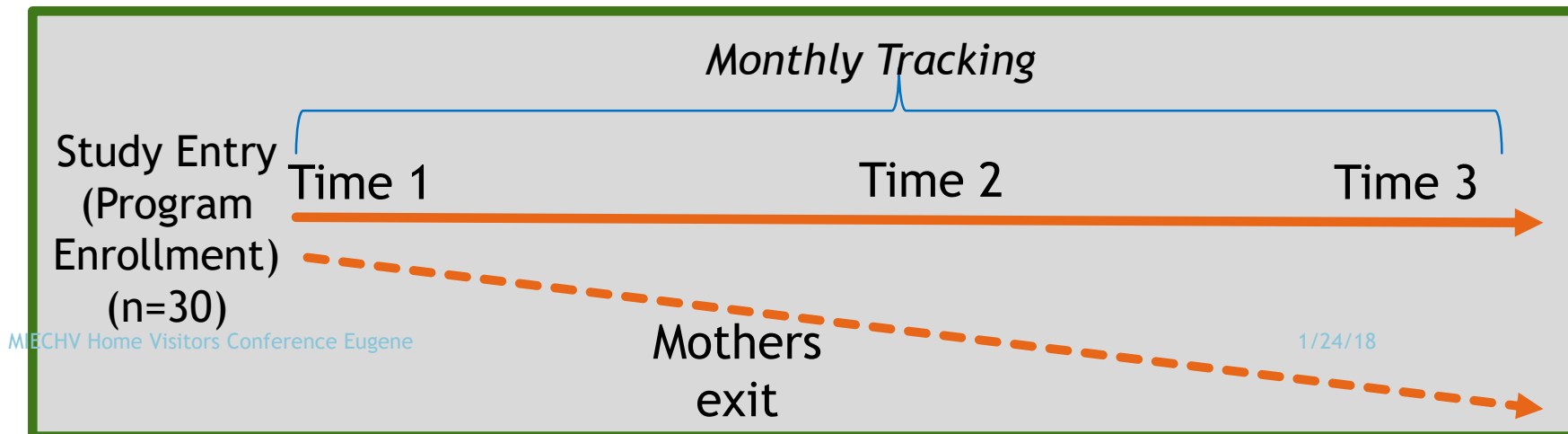
- ▶ Average age 24 years
- ▶ 34% No HS diploma or GED
- ▶ 59% Single
- ▶ 55% White, 30% Hispanic/Latina, 8% Bi-Racial, 7% some other race/ethnicity
- ▶ 57% Pregnant at Enrollment
- ▶ 17% Depression Risk

- ▶ Average age 38 years
- ▶ 70% BA or higher
- ▶ 77% White, 18% Hispanic/Latina, 5% some other race/ethnicity
- ▶ 32% EHS, 47% HFO, 20% NFP
- ▶ Average of 10 Years HV experience (range 1-27)
- ▶ 32% had less than 1 year HV experience

Qualitative Study: Interviews Over Time with Mothers, Home Visitors & Supervisors



- ▶ In-depth interviews with diverse group of 30 mothers
 - ▶ Interviews were face-to-face in English and Spanish
 - ▶ \$40 gift card and a small gift for each interview
 - ▶ Interviews lasted about 1 hour
- ▶ Interviews with 28 Home Visitors and 25 Supervisors working with the mothers



Overview of Findings



Why do mothers participate in home visiting?

Many families, especially some of the more vulnerable, really want/need the assistance

- ▶ Basic needs- utilities, food, housing, bus passes
- ▶ Information and support related to parenting
- ▶ Mothers' health
- ▶ Social support
- ▶ Mother-child time
- ▶ Social interaction
- ▶ Me time

I get my mind off things and I can actually focus on my children.

Just by knowing that I have her there as part of a support system makes it easier... It is like I have a nurse in my pocket.

Why do mothers participate in home visiting?

The relationship with the home visitor: Like a friend --- but better

She is not just some professional that comes to my house. We are friends. She understands, she gets it.

We get into (the) off-topic conversations that friends do.

I don't ever have to worry about what I'm saying to her. She is not going to go tell someone whereas if I am going to a friend are they going to say something to my mom?

Why do mothers participate in home visiting?

Facilitates their positive identity as MOTHERS

As the home visits kept coming and I kept learning more about myself. 'This is what you need to do as a mom, to be a mom'. Now everywhere I have to introduce myself, the first thing I say is 'I am a mother'.

Home visiting has helped me become and shape myself into the parent that I am now. I am really proud of that person that I am, and I'm glad that I've gotten the support and the help to realize that.

How Long Did Mothers Remain in Services?

	3 Months Post Enrollment (n=926)	6 Months Post Enrollment (n=843)	12 Months Post Enrollment (n=671)
% Exited	25%	29%	49%
% Still Enrolled	75%	71%	51%

Why do mothers exit home visiting?

- ▶ Mothers feel they “don’t need services”
 - ▶ Home visitors have helped them get needs met
 - ▶ Family circumstances change
 - ▶ Mothers feel others need services more than they do

It would have helped if the old and new home visitors had overlapped...without any kind of overlap or transition it's hard on the baby too....

I didn't want to take up too much of her time when there are other people who may need it more....

Even though they are leaving....I feel like I have empowered them to the point of being able to say 'I don't need this anymore'

Why do mothers exit home visiting?

- ▶ **Challenge fitting family circumstances with program requirements**
 - ▶ **Can't schedule/complete HVs because of work, school, other obligations (esp. for higher resourced families)**
 - ▶ **Stress, unstable housing, poverty contribute to difficulty “connecting” with mothers (no cell phone, no stable address, family crises,)**
 - ▶ **Mothers relocate outside of service area**

“If we can, we try to move them into programs that are like our programs, but not every county and state has it”

A home visit for their baby seems like small potatoes compared to finding a house or dealing with her depression....

Why do mothers exit home visiting?

► Relationships

- Visitors leave, mothers don't want to “start over”
- “Not a good fit” between mother & Home Visitor

“I think that is the only part that bugged me....was getting attached and then they are gone”

Some characteristics of families were related to how long mothers stay in services...

- ▶ Married Mothers -----> ▶ Stayed in longer
- ▶ Teenaged Mothers -----> ▶ Exited sooner
- ▶ Mothers w/substance abuse concerns-----> ▶ Exited sooner
- ▶ Mothers w/ past child welfare experience-----> ▶ Stayed in longer

Some characteristics of Home Visitors were related to how long mothers stay in services...

- ▶ HV w/more years experience -----> ▶ Mothers stayed in longer
- ▶ HV feel “more support” from their organization -----> ▶ Mothers stayed in longer
- ▶ HV did more “early engagement” activities with families -----> ▶ Mothers stayed in longer

Unpacking Study Findings



“Early Engagement Strategies”

Why do these matter?



Rate the frequency you do the following:	Never	Rarely	Sometimes	Often
Offer to do the 1 st and/or 2 nd visit in the location that is most comfortable to the mother	2%	5%	14%	80%
Do most of the program paperwork on the 1 st visit	7%	12%	29%	52%
Provide incentives (e.g. diapers, gift cards) <u>at intake</u>	19%	19%	23%	39%
Do a fun activity with the family at the 1 st visit	7%	32%	37%	24%

Descriptive data from home visitor survey (n=59)

“Organizational Support” Why Does it Matter?



Items	Disagree	Neutral	Agree
The organization takes pride in my accomplishments at work.	8%	55%	37%
The organization would be responsive to any complaint from me.	29%	13%	58%
The organization really cares about my well-being.	16%	7%	77%

Putting it all Together: Implications for Practice



Implications & Take Aways

Some Ideas

- ▶ Be strategic & intentional about engaging parents at higher risk for exiting services
- ▶ Continue to be intentional about looking for opportunities for flexibility & parent input
 - ▶ Visit schedule, locations, “modality”
 - ▶ Support for creative communication & outreach
 - ▶ Family input on content, schedule, activities
- ▶ Support HV-Mother relationships from beginning until after the end
 - ▶ Tools for early relationship building
 - ▶ Build organization support for HVs
 - ▶ Improve Transition Practices

Implications for Practice

Table Talk - Pick a Question

STEP 1: Pick a question for your table

1. Why do some mothers (single, teens) exit sooner and what might help them remain in services?
2. What would make you feel like your organization “has your back”?
3. How could you/your program better improve transitions for mothers who move?
4. Are there other ways to be creative and/or proactive about getting parent input on visit content, scheduling, activities?

STEP 2: Grab an index card, jot a few ideas

STEP 3: Share ideas with your colleagues



Project contact information:

Anna Rockhill

Rockhill@pdx.edu

Beth Green

Beth.green@pdx.edu

Peggy Nygren

Nygren@pdx.edu

Workshop Evaluation



- ▶ Please complete an index card with the evaluation questions:



1. What is one key thing that you learned from this session?
2. What is one key action that you can apply to your work as a Home Visitor/Supervisor?
3. Any other comments, observations or suggestions you would like us to know?