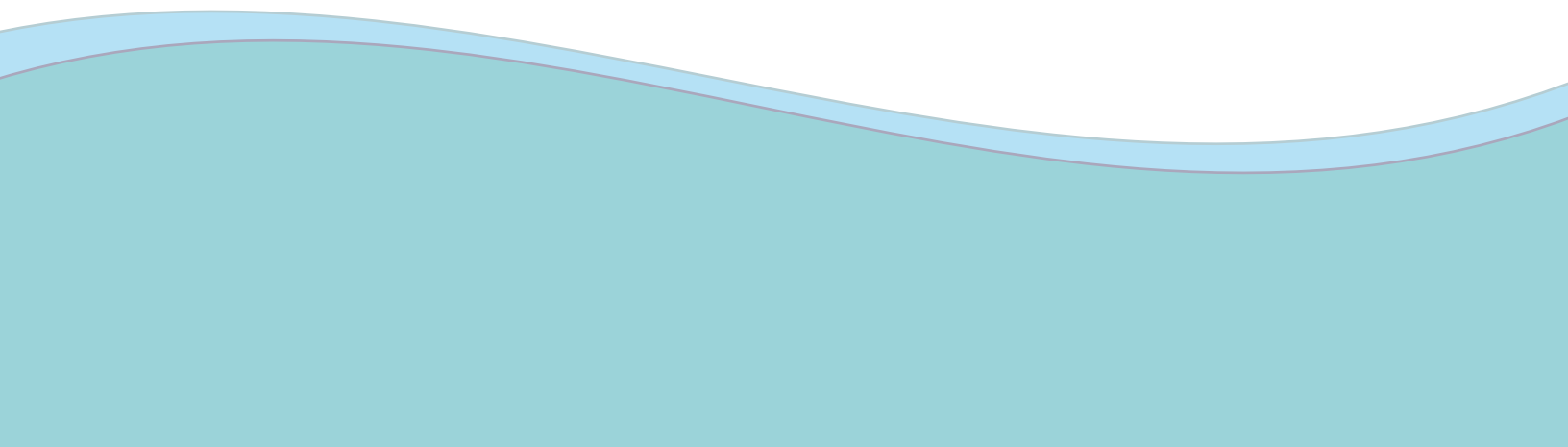




# Annual Report

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2021-2022



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## AR1: RA4-Improved Systems of Care | El Dorado County Office of Education

**Service Category** Systems Building

**Grantee Type:** County Office of Education/School District

**Program Models/Initiatives:** Community Hubs

**Expenditures:** \$342,082

## AR1: RA4-Improved Systems of Care | El Dorado County Library

**Service Category** Systems Building

**Grantee Type:** Other Public

**Program Models/Initiatives:** Community Hubs

**Expenditures:** \$417,002

## AR1: RA4-Improved Systems of Care | Community Advisories

**Service Category** Systems Building

**Grantee Type:** First 5 County Commission

**Program Models/Initiatives:** Community Advisories

**Expenditures:** \$2,455

## AR1: RA4-Improved Systems of Care | Home Visitation Coordination

**Service Category** Systems Building

**Grantee Type:** First 5 County Commission

**Program Models/Initiatives:** Home Visitation Coordination

**Expenditures:** \$120,147

## AR1: RA4-Improved Systems of Care | Regional Impact Hubs

**Service Category** Systems Building

**Grantee Type:** County Office of Education/School District

**Program Models/Initiatives:** Regional IMPACT Hubs

**Expenditures:** \$818,311

## AR2: Details

Age- Population Served Tab		Total		
Children Less Than 3 years old		401		
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday		315		
Children Age Unknown (birth – 6 <sup>th</sup> Birthday)		1		
Primary Caregivers / Other Family Members		963		
Providers		288		
Total Population Served		1,968		
Race/Ethnicity – Race and Ethnic Tab		Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers & Other Family Members	Providers
Alaska Native/American Indian		12	5	4
Asian		16	33	6
Black/African American		8	6	0
Hispanic/Latino		131	201	61
Native Hawaiian or Other Pacific Islander		1	4	2
White		487	638	172
Two or More Races		57	34	5
Other/Unknown		5	42	38
Total		717	963	288
Primary Language- Language Tab		Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers 515& Other Family Members	Providers
English		664	873	258
Spanish		9	15	30
Cantonese		0	0	0
Mandarin		1	1	0
Vietnamese		0	0	0
Korean		0	0	0
Other/Unknown		43	74	0
Total		717	963	288
Duplication Assessment Tab				
Degree of Duplication (0-100%)		5%		
Confidence in Data:	<input type="checkbox"/> Not Sure <input type="checkbox"/> Somewhat Confident <input checked="" type="checkbox"/> Moderately Confident <input type="checkbox"/> Very Confident			
Additional Details:	Data on the number of individuals served included personal identifiable information (PII). This was utilized by our staff to deduplicate the records. The 5% estimation of duplication is based on potential differences in how PII was entered at registration (e.g. individual using a family name and maiden name on multiple entries).			

## AR3: Evaluation Summary

### Evaluation Activities Completed, Findings, and Policy Impact

Provide a description of evaluation activities completed, evaluation findings, and their policy impact during the fiscal year. If findings are published, provide the citation and web link (if available online). These activities should focus on all four Result Areas: Family Functioning, Improved Child Development, Improved Child Health, and Improved Systems of Care. Include evaluations of prior year programs conducted during the current fiscal year. (4,000 characters maximum)

#### Evaluation Activities Completed

In 2021-2022, First 5 El Dorado worked with its long-standing evaluation consultant Social Entrepreneurs, Inc. Evaluation activities were conducted within a process evaluation framework with one overarching goal: *Systems of care effectively support communities through individual and family functioning, health, and development.* These included:

- Completing the FY 21-22 Midyear Evaluation Brief
- Completing a focus group convening with Hub staff to gather qualitative data
- Issuing surveys to assess Hub staff confidence and comfort in utilizing human-centered design
- Completing the FY 21-22 Evaluation Report

#### Evaluation Findings Reported

The FY 2021-22 process evaluation for Community Hubs demonstrates progress on four objectives:

1. ***Systems are person-centered, coordinated, responsive to community needs, and aligned.*** The Early Learning Lab was contracted to support Hub redesign, report on the community experience with Hubs, and facilitate capacity-building trainings focusing on human-centered design.
2. ***Services are adjusted based on information from service recipients and Community Advisories that allows for continuous quality improvement (CQI) efforts.*** Hub staff gained a better understanding of service needs of individuals and families and are prepared to utilize CQI strategies to guide program development.
3. ***Systems are organized to provide outreach, intake, screening, referral, and disposition with high levels of satisfaction for recipients, Community Advisories, and the community.*** Progress was made toward developing a system that is organized to provide outreach, intake, screening, referral, and disposition with high levels of satisfaction for participants.
4. ***Systems are sustainable.*** Activities associated with sustainability indicate Hubs are on track, with minor changes to anticipated outputs. Funding mechanisms are being explored, and together, evaluation frameworks and reports will assist the community in understanding the outcomes associated with implementation of Hubs.

#### Policy Impact of Evaluation Results

The Commission will take into consideration the results of the evaluation findings and make necessary policy adjustments during the implementation of its Strategic Plan. Evaluation recommendations offered for consideration include:

1. ***Review and revise as needed the implementation activities anticipated to be completed in the period covered by the FY 21-23 Amended Strategic Plan.*** It is recommended that First 5 El Dorado review the list of priority actions included within the FY 21-23 Amended Strategic Plan and determine 1) if they are still the actions necessary to implement the model given lessons learned during the first year of implementation and 2) if they can be achieved by the end of the current program year. If changes to the FY 21-23 Amended Strategic Plan are made, it is recommended that the evaluation framework for FY 2022-23 also be revised as necessary.
2. ***Review current data management systems and participant feedback mechanisms to identify areas for improvement and better alignment with indicators of interest.*** It would be ideal to have all data available in one system; this will allow for a better understanding of the ways in which individuals and families interact with the system and their experience doing so. Once the navigation system is fully implemented, it is recommended that First 5 El Dorado explore alternate data management tools or systems that will allow Hub staff to better capture and reflect the supports they provide to families.
3. ***Engage in a promotional campaign to improve community awareness of Hubs 2.0 services.*** There has been a substantial increase in the number of individuals and families utilizing Hubs 2.0 services. It is an ideal time to improve community awareness of the Hubs 2.0 model and ensure that individuals and families understand what services are available and can get connected to the care that they need.

## AR3: Evaluation Summary, cont.

### County Highlights

**(Note: Your narrative will be published in the First 5 California Annual Report. Please use a professional writing style within the length limit). Describe two or three highlights or accomplishments during the fiscal year. Examples may include efforts to address family resilience, health and development, quality early learning, sustainability and scale, or handling a community crisis. (2000 character maximum)**

First 5 El Dorado Commission is the collective impact lead in a systems change effort to increase access to services and supports for children, families, and individuals in their community referred to as Community Hubs. Hubs were established to connect families and individuals with services, offer preventive screenings, and walk with them toward resiliency.

When COVID persisted in 2021-22, Hub Leadership noted an increased demand for basic needs support including food, housing, health insurance, assistance with bills, and behavioral health interventions. In response, Hubs were reimaged with a focus on navigating families to existing services that meet their needs. When the Caldor Wildfire erupted in August 2021, Hub staff were deployed for crisis response and engaged in a multi-agency effort to evaluate and support the health and wellness needs of El Dorado County residents. This flexibility demonstrated the effectiveness of the model to evolve and meet community needs.

During 2021-22, a total of 1,968 individuals were provided with Community Hub services. Key elements of the model include:

- Local libraries serving as community resource centers with bilingual navigators to walk with families
- Navigators connecting families and individuals with supports and services that address their unique situations both in the libraries and the community
- Community advisories with local voices identifying service gaps and barriers, learning why they exist, and developing equity-based approaches
- Integrating continuous quality improvement strategies such as Plan-Do-Study-Act (PDSA) cycles, improvement coaching, and staff rounding

First 5 El Dorado reaffirmed its commitment to the Hub model within its 2021–23 Amended Strategic Plan.