

HUB 3 DATA SNAPSHOT

Type of Data	Number in Service Population	Surveys Collected	Margin of Error
Hub 3 Participant Data (families)	494 duplicated 440 unduplicated (est.)	56	12%
Community Level Data – TK/K (children)	111	56	9%

Total Hub Target Population		30,597		Race		Total Population	Service Population	
		FY18-19	FY19-20				FY18-19	FY19-20
Total Individuals Served	1,662	1,168		White		90%	69%	59%
Surveys collected	87	56		Multiracial		3%	10%	3%
Age	FY18-19	FY19-20		Black		<1%	<1%	<1%
Individuals 6 and older	625 (38%)	563 (48%)		American Indian		2%	<1%	6%
Children	1,037 (62%)	605 (52%)		Asian/Pac Islander		1%	1%	<1%
Under 3	528 (51%)	267 (44%)		Hispanic		11%	10%	13%
3 to 6	460 (44%)	255 (42%)		Other		-	<1%	1%
Unknown	49 (5%)	83 (14%)		Unknown		-	9%	17%
Income	Total Population Mean Income	Service Population Living At or Below 130% FPL		Language		Total Population	Service Population	
		FY18-19	FY19-20				FY18-19	FY19-20
	\$92,248	11%	11%	Primary-English		-	78%	83%
Education	Total Population	Service Population		Primary-Spanish		-	6%	7%
		FY18-19	FY19-20	Primary-other		-	0%	5%
HS Graduates	91%	93%	85%	Primary-unknown		-	16%	5%
Bachelor's Degree	23%	54%	43%					

Services Provided										
	Early Literacy Activities		Raising a Reader Activities		Play and Learn Activities		Connect Families to Medical and Dental Providers, Insurance, and Other Services		Parenting Classes	
	FY18-19	FY19-20	FY18-19	FY19-20	FY18-19	FY19-20	FY18-19	FY19-20	FY18-19	FY19-20
Individuals or Families Served	1,093	705	12	13	103	63	4	179	0	7
Services/Events Provided	225	203	15	15	40	29	129	365	0	14

Family Functioning			
Presence of Protective Factors	% of Population that Experienced Positive Change	Population Served (average scores out of a possible total of 4)	
		Pre-Service Score	Post Service Score
Family Functioning/Resilience	35%	3.36	3.56
Nurturing and Attachment	38%	2.72	2.87
Social Supports	36%	3.38	3.48

Child Development Activities Reading (remaining percentages comprise answers of "Never")			
Reading Routines	FY18-19	FY19-20	Children entering TK/K in AY19-20
	Population Served	Population Served	TK/K
Every day	75%	72%	56%
5-6 Days	10%	13%	18%
3-4 Days	8%	9%	11%
1-2 Days	7%	6%	15%
Numeracy Activities	Population Served	Population Served	TK/K
Every day	56%	55%	53%
5-6 Days	24%	27%	22%
3-4 Days	9%	14%	20%
1-2 Days	9%	4%	5%
Play Routines	Population Served	Population Served	TK/K
Every day	76%	80%	75%
5-6 Days	15%	13%	13%
3-4 Days	6%	7%	9%
1-2 Days	3%	0%	4%
Physical Activities	Population Served	Population Served	TK/K
Every day	37%	42%	55%
5-6 Days	30%	27%	22%
3-4 Days	22%	27%	22%
1-2 Days	11%	4%	2%
Regular Routines	Population Served	Population Served	TK/K
Every day	62%	64%	65%
5-6 Days	30%	25%	31%
3-4 Days	6%	4%	4%
1-2 Days	1%	5%	0%
Health and Well-Being Efforts			
Well Child	FY18-19	FY19-20	Children entering TK/K in AY19-20
	Population Served	Population Served	TK/K
Within past year	94%	85%	94%
Between 1 and 2 years ago	2%	5%	4%
More than 2 years ago	0%	0%	2%
Never (only when child is sick)	4%	9%	0%
Dental Care	FY18-19	FY19-20	Children entering TK/K in AY19-20
	Population Served	Population Served	TK/K
<6 months ago	63%	60%	78%
>6 months to <1 year ago	20%	10%	4%
Between 1 and 2 years ago	0%	10%	9%
More than 2 years ago	0%	0%	0%
Never (only when child is in pain)	17%	21%	5%
Developmental Screenings	FY19-20		FY18-19
	Population Served		Population Served
ASQ	85 unduplicated (of 605 duplicated children served)		116 unduplicated (of 1,037 duplicated children served)
ASQ:SE	66		100



Family Insights & Experiences

Select families were interviewed to gain an understanding about their Hub experience. Additionally, Hub service partners provide information in their quarterly reporting that help to demonstrate the impact that Hub services have on families.

Knowledge of Hub Services

Based on interviews conducted with families, most people hear about Hub services from the library, medical providers, or by word of mouth. Other ways people identified that Hub services may be advertised include:

- TWG Door-to-Door Outreach
- Flyers posted in community spaces
- Social media postings

Hub Strengths & Opportunities

Families identified the following strengths of Hub services:

- Child development information and activities
- Socialization opportunities for parents and children
- Staff responsiveness to meeting family needs
- Relationships that are built between staff and families
- Facilitating parent and community connections
- Connecting families to other community resources

Families also identified areas where the Hub could stretch:

- Proactive well-being check-ups with parents
- Provide at-home materials like books and crafts
- Offer Spanish and bilingual services
- Additional playgroups and different locations
- Promotion of dental van/dental services

Hub Service Expansion

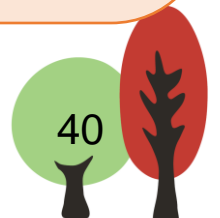
Families were asked what other kinds of services and supports Hubs could offer that could strengthen their family and improve their child's health and development. Opportunities identified included:

- Tutoring, homework, and college admission help
- Conduct activities outside of the library structure
- Drug prevention education directed to children
- Relationship counseling/support
- More parenting classes and parent focused activities
- Building parents ability to advocate for themselves
- Vaccination education
- Nutrition and Mental Health Workshops
- Provide additional information on community resources

One Family's Story

The Public Health Nurse connected with a single mother of three children who was experiencing a mental health crisis. The PHN met with the client prior to her discharge from the psychiatric hospital to establish a plan of care, and ensure she had supports in place for the remainder of her pregnancy. The client met with the PHN at the library to cover a course used as a prevention tool for postpartum depression. While at the library, the mother signed up for a library card and grabbed a calendar of events which included Play and Learns hosted by the Family Engagement Specialist. The client reported improvement to her mental health and was able to avoid CPS involvement due to the coordination of care offered by the PHN. Following delivery, the mother experienced financial insecurity resulting from COVID-19 impacts. The PHN made a referral to the CHA. The CHA was able to assist her in applying for benefits through the CalWORKS program, preventing a financial emergency for her family.

The multifaceted services offered through the Community Hubs increased the resiliency of this family by providing concrete support in a time of need—assisting with basic needs, addressing mental health concerns, and promoting early literacy and family engagement.



Hub Adaptability to Pandemic



The COVID-19 pandemic has intensified existing challenges facing children and families. While all families are facing adversity, the impacts of the pandemic have not been evenly distributed and may have long-lasting consequences for the most vulnerable. Issues such as poverty, lack of childcare and access to basic needs such as food and housing are increasing for families while children are at amplified risk for suffering due to mental health concerns and the unequal access to technology needed for distance learning. Community Hubs have adapted their approach to services and the supports they provide to be responsive to this unprecedented circumstance.

Changing Needs of Families Since Pandemic

The changing needs of families since the pandemic was identified through family interviews as well as discussions held with Hub teams. Since the pandemic, families indicated needing more help with basic needs, COVID-19 supplies and mental health supports. In addition, families are experiencing stress, anxiety and isolation related to the pandemic. Families have indicated the need to understand how to communicate with their children about the pandemic and how to best support their child’s social emotional needs.



Hub 3 Adaptations to Pandemic Circumstances

In mid-March 2020, Hub services ceased to be offered in person. Hub service partners shifted to virtual service delivery where possible, hosting Zoom playgroups and Storytime. Service providers reached out to families to connect and mobilized to meet basic needs requests. Hub providers partnered with other community service providers to host drive-by diaper give-aways and food distributions. The library started to provide activity packets through the mail while TWG did some door drops and front-yard visits. Together We Grow worked with the school to bring a van into one Mobile home park to support internet access for families so that they could access online content and recruited some retired volunteers to help tutor kids during the summer.

Zoom meetings have continued to create regulation for my child. My daughter enjoys the families faces.

Hub 1 Family Participant

In addition, Hub partners began to proactively reach out to families to conduct well-being check-ins.

Opportunities to Strengthen Family Supports During Pandemic

Families have requested more access to basic needs such as food, masks, cleaning supplies and hygiene products. In addition, one family requested the option of modified in-person service delivery, offering the options of outdoor activities, or socially distanced settings.

One challenge noted by providers was the lack of access to Internet and technology that is necessary to engage in virtual service delivery. The Hub may want to explore how it can support expanded access to technical resources for all family members so that they can stay connected to educational and other necessary resources during the pandemic.