

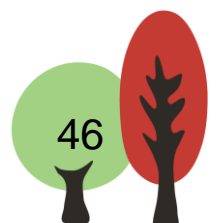
HUB 5 DATA SNAPSHOT

Type of Data	Number in Service Population	Surveys Collected	Margin of Error
Hub 5 Participant Data (families)	548 duplicated 507 unduplicated (est.)	77	10%
Community Level Data – TK/K (children)	468	252	4%

Total Hub Target Population		34,311		Race	Total Population	Service Population	
		FY18-19	FY19-20			FY18-19	FY19-20
Total Individuals Served	1,360	1,140		White	80%	50%	47%
Surveys collected	118	77		Multiracial	3%	6%	6%
Age	FY18-19	FY19-20		Black	1%	<1%	<1%
Individuals 6 and older	467 (34%)	695 (61%)		American Indian	<1%	<1%	<1%
Children	893 (66%)	445 (39%)		Asian/Pac Islander	5%	3%	3%
Under 3	463 (52%)	264 (59%)		Hispanic	24%	32%	31%
3 to 6	396 (44%)	181 (41%)		Other	-	1%	<1%
Unknown	34 (4%)	0 (0%)		Unknown	-	7%	13%
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
	\$72,670	19%	25%	Primary-English	-	48%	58%
Education	Total Population	Service Population		Primary-Spanish	-	18%	28%
		FY18-19	FY19-20	Primary-other	-	<1%	2%
HS Graduates	88%	76%	87%	Primary-unknown	-	33%	11%
Bachelor's Degree	25%	56%	55%				

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	627	486	19	42	22	69	38	66	2	4
Services/Events Provided	235	134	8	41	6	25	468	619	6	12

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	34%	3.21	3.44
Nurturing and Attachment	31%	2.88	3.05
Social Supports	44%	3.05	3.33



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	63%	65%	42%
5-6 Days	17%	14%	19%
3-4 Days	9%	9%	22%
1-2 Days	11%	12%	15%
Numeracy Activities	Population Served	Population Served	TK/K
Every day	54%	51%	44%
5-6 Days	20%	17%	21%
3-4 Days	13%	13%	23%
1-2 Days	11%	19%	10%
Play Routines	Population Served	Population Served	TK/K
Every day	67%	71%	62%
5-6 Days	15%	9%	16%
3-4 Days	12%	12%	16%
1-2 Days	6%	5%	6%
Physical Activities	Population Served	Population Served	TK/K
Every day	34%	34%	41%
5-6 Days	22%	18%	28%
3-4 Days	32%	25%	22%
1-2 Days	12%	22%	8%
Regular Routines	Population Served	Population Served	TK/K
Every day	58%	61%	63%
5-6 Days	29%	27%	25%
3-4 Days	12%	6%	8%
1-2 Days	1%	5%	2%
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	96%	92%	90%
Between 1 and 2 years ago	3%	2%	8%
More than 2 years ago	0%	2%	1%
Never (only when child is sick)	2%	2%	1%
Dental Care	FY18-19	FY19-20	Children entering TK/K in AY19-20
	Population Served	Population Served	TK/K
<6 months ago	60%	67%	60%
>6 months to <1 year ago	15%	8%	21%
Between 1 and 2 years ago	1%	3%	7%
More than 2 years ago	0%	0%	2%
Never (only when child is in pain)	24%	21%	10%
Developmental Screenings	FY19-20		FY18-19
	Population Served		Population Served
ASQ	130 unduplicated (of 445 duplicated children served)		201 unduplicated (of 893 duplicated children served)
ASQ:SE	126		190



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, community partners, or by word of mouth. Other ways people identified that Hub services may be advertised include:

- School
- Health professionals
- Social media postings

Through interviews, it was clear that not all families understood the full scope of services offered through the Hub.

Hub Strengths & Opportunities

Families identified the following strengths of Hub services:

- Staff responsiveness to meeting family needs
- Connecting families to other community resources
- ASQ's, Child development information and activities
- Relationships that are built between staff and families
- Facilitating parent and community connections

Families also identified areas where the Hub could stretch:

- Promote services so that more families participate
- Offer Spanish and bilingual services
- Outdoor activities and opportunities to meet outside library
- More opportunities for parents to connect with one another
- Children's activities concurrent to parenting classes

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:

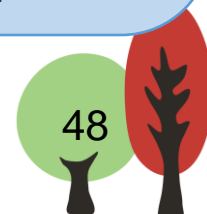
- Home visits
- Basic needs (housing/food), and financial education
- At-home books and activities/lesson plans
- School-readiness assessments, homeschooling support
- Support for parents of children with special needs
- Recreational spaces for babies
- Nutrition, health, and dental focused activities for kids
- Family relationship counseling/support

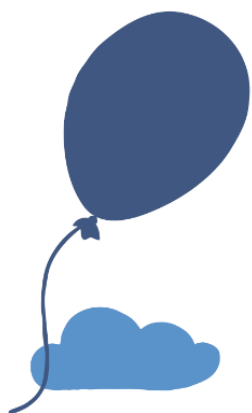
One Family's Story

The Community Health Advocate and Public Health Nurse recently worked together to assist a Spanish-speaking family with four children.

The client was feeling isolated related to a history of verbal abuse, a recent divorce, and was struggling with daily tasks, trust, and relationships. After actively listening, the Hub health team built a plan in conjunction with the client. First, the client was encouraged and coached on how to obtain services from the family resource center and local Community Health Center. Once appointments were made, assistance was offered on filling out applications for both places. The CHA also explained more about the Hub program and its components, mission, and vision, and invited them to participate in the different hub activities offered. The CHA assisted with language and trust barriers and by using motivational interviewing techniques, the health team encouraged the client to seek appropriate professional help, and offered guidance and support in a time of need.

By educating the client on services offered within the local community, the parent was better able to obtain services and provide for basic needs for their children.





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, unemployment navigation, COVID-19 information, and financial resources. In addition, families are experiencing stress and anxiety related to the pandemic as well as working from home. Families have indicated missing the socialization offered by Hubs for their children as well as the connection they had with other parents.



Hub 5 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 via Facebook live. 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-through distribution of diapers, toothbrushes, and food.

Additional service delivery adaptations included:

- Proactive wellness check-ins with families as well as home visits in partnership with the school district
- Shifting to completing ASQs over the phone
- Collecting and checking out custom reading lists for families
- Services focused on social emotional development

Opportunities to Strengthen Family Supports During Pandemic

Families have requested the option of modified in-person service delivery, offering the options of outdoor activities, or services in a socially distanced fashion. They also requested pre-recorded services as well as activities that promote COVID-19 related healthy habits for children (wearing masks, and social distancing). In addition, families identified the need for instruction, books, and material supports that would help them promote child development activities at home. Lastly, there was a request from at least two families for additional basic needs supports such as diaper giveaways and food distributions.

One challenge noted by both staff and at least one family was the burnout or lack of interest that families have in participating in virtual classes. The Hub may want to consider how collecting additional information from families about how they could offer virtual service delivery in a manner that is more attractive to families.