

HUB 4 DATA SNAPSHOT

| Type of Data                           | Number in Service Population              | Surveys Collected | Margin of Error |
|--|---|-------------------|-----------------|
| Hub 4 Participant Data (families)      | 242 duplicated<br>202 unduplicated (est.) | 30                | 17%             |
| Community Level Data – TK/K (children) | 549                                       | 274               | 4%              |

| Total Hub Target Population     |                              | 40,718   |         | Race               |  | Total Population | Service Population |         |
|---------------------------------|------------------------------|--|---------|--------------------|--|------------------|--------------------|---------|
|                                 |                              | FY18-19  | FY19-20 |                    |  |                  | FY18-19            | FY19-20 |
| <b>Total Individuals Served</b> | <b>809</b>                   | <b>574</b>                                     |         | White              |  | 93%              | 90%                | 74%     |
| <b>Surveys collected</b>        | <b>34</b>                    | <b>30</b>                                      |         | Multiracial        |  | 4%               | 2%                 | 1%      |
| <b>Age</b>                      | FY18-19                      |  |         | Black              |  | <1%              | <1%                | 2%      |
| Individuals 6 and older         | 377 (47%)                    | 356 (62%)                                      |         | American Indian    |  | 1%               | <1%                | 1%      |
| Children                        | 432 (53%)                    | 218 (38%)                                      |         | Asian/Pac Islander |  | 2%               | 1%                 | <1%     |
| Under 3                         | 114 (26%)                    | 73 (33%)                                       |         | Hispanic           |  | 8%               | 3%                 | 2%      |
| 3 to 6                          | 245 (57%)                    | 111 (51%)                                      |         | Other              |  | -                | 0%                 | 0%      |
| Unknown                         | 73 (17%)                     | 34 (16%)                                       |         | Unknown            |  | -                | 4%                 | 20%     |
| <b>Income</b>                   | 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 |
|                                 | \$103,010                    | 12%  | 23%     | Primary-English    |  | -                | 80%                | 78%     |
| <b>Education</b>                | Total Population             | Service Population                             |         | Primary-Spanish    |  | -                | <1%                | 1%      |
|                                 |                              | FY18-19  | FY19-20 | Primary-other      |  | -                | 0%                 | 1%      |
| HS Graduates                    | 94%                          | 84%  | 80%     | Primary-unknown    |  | -                | 20%                | 20%     |
| Bachelor's Degree               | 29%                          | 24%  | 33%     |                    |  |                  |                    |         |

| 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 | 195                       | 198     | 24                          | 5       | 13                        | 5       | 63  | 154     | 1                 | 6       |
| Services/Events Provided       | 70                        | 71      | 16                          | 13      | 22                        | 18      | 949   | 1,175   | 6                 | 6       |

| 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  | 77%  | 2.77  | 3.77               |
| Nurturing and Attachment       | 53%  | 2.42  | 3.05               |
| Social Supports                | 77%  | 2.22  | 3.42               |

| 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  | 79%  | 87%               | 46%   |
| 5-6 Days   | 18%  | 3%                | 20%   |
| 3-4 Days   | 3%   | 3%                | 21%   |
| 1-2 Days   | 0%   | 7%                | 11%   |
| Numeracy Activities  | Population Served                                      | Population Served | TK/K  |
| Every day  | 65%  | 63%               | 41%   |
| 5-6 Days   | 29%  | 30%               | 26%   |
| 3-4 Days   | 6%   | 3%                | 24%   |
| 1-2 Days   | 0%   | 3%                | 8%  |
| Play Routines  | Population Served                                      | Population Served | TK/K  |
| Every day  | 79%  | 87%               | 61%   |
| 5-6 Days   | 21%  | 10%               | 21%   |
| 3-4 Days   | 0%   | 3%                | 14%   |
| 1-2 Days   | 0%   | 0%                | 4%  |
| Physical Activities  | Population Served                                      | Population Served | TK/K  |
| Every day  | 44%  | 53%               | 42%   |
| 5-6 Days   | 38%  | 40%               | 30%   |
| 3-4 Days   | 15%  | 3%                | 23%   |
| 1-2 Days   | 3%   | 3%                | 5%  |
| Regular Routines   | Population Served                                      | Population Served | TK/K  |
| Every day  | 65%  | 67%               | 57%   |
| 5-6 Days   | 29%  | 33%               | 33%   |
| 3-4 Days   | 6%   | 0%                | 8%  |
| 1-2 Days   | 0%   | 0%                | 1%  |
| 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   | 91%  | 83%               | 90%   |
| Between 1 and 2 years ago  | 6%   | 13%               | 8%  |
| More than 2 years ago  | 0%   | 0%                | 1%  |
| Never (only when child is sick)  | 3%   | 3%                | 1%  |
| Dental Care  | FY18-19  | FY19-20           | Children entering TK/K in AY19-20                   |
|  | Population Served                                      | Population Served | TK/K  |
| <6 months ago  | 69%  | 42%               | 67%   |
| >6 months to <1 year ago   | 15%  | 29%               | 15%   |
| Between 1 and 2 years ago  | 0%   | 8%                | 5%  |
| More than 2 years ago  | 4%   | 4%                | 1%  |
| Never (only when child is in pain)   | 12%  | 17%               | 12%   |
| Developmental Screenings   | FY19-20  |                   | FY18-19   |
|  | Population Served                                      |                   | Population Served                                   |
| ASQ  | 20 unduplicated<br>(of 218 duplicated children served) |                   | 33 unduplicated (of 432 duplicated children served) |
| ASQ:SE   | 13   |                   | 105   |



## 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

All of the families interviewed heard about the Hub through the library. Other ways people identified that Hub services may be advertised include:

- Word of mouth
- Social media postings

One of the families interviewed was not familiar with the concept of the Hub, but recognized Hub services.

### Hub Strengths & Opportunities

Families identified the following strengths of Hub services:

- Child development information and activities
- Staff responsiveness to meeting family needs
- Respect for confidentiality of families being served
- Relationships that are built between staff and families
- Connecting families to other community resources
- Facilitating parent and community connections

Families also identified areas where the Hub could stretch:

- Offer Spanish and bilingual services
- Clearer advertisements with simple text
- Offer services at different locations
- Offer services at non-traditional times
- Additional staffing so appointments are not so far out
- Recommended reading lists by age of child
- Offer healthy snacks

### 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:

- Services for school-aged children
- Recovery supports and Mental Health services
- Transportation
- Activities outside of the library setting
- Forum where parents can connect with one another
- Social supports for older community members
- Nutrition, health, and dental focused activities for kids
- Physical fitness activities (yoga was a suggestion)

### One Family's Story

The Community Health Advocate has been building a relationship and working on health linkages with a family for almost three years and recently had an interaction that demonstrated how much the family has grown. When first introduced, this family was struggling with a variety of issues including medical, dental, financial, and food support; transportation; and behavior concerns with their children. Over the course of their work together, the family engaged with all Hub partners to participate in early literacy Storytime, library activities, parenting workshops, a Super Hub event, and even short-term case management with our Public Health Nurse. In addition, the family worked with the CHA to access Medi-Cal, medical providers, dental providers, Head Start, Cal Works, immunization services and other supports to help this family thrive. This family has grown accustomed to asking for guidance and assistance when roadblocks get in their way from all Hub staff depending on their needs and has enthusiastically referred friends and family to support and programming.

**With Hub support and encouragement, this family is now covered by insurance, seeing providers regularly for both medical and dental, and actively excelling in school, allowing both parents to be gainfully employed.**



# 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, employment, childcare, support with the use of technology and mental health supports.



## Hub 4 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. Service providers deepened their coordination and collaboratively mobilized to adjust their service delivery tactics in the following ways:

**Ready to Read at Your Local Library:** Created custom kits that could be picked up and sent care packages with books and early literacy topics via the mail to Storytime families.

**Together We Grow:** Reached out to families and supported them with emerging needs based on COVID-19 circumstances.

**Children’s Health:** Conducted more home visits, offered increased assistance over the phone to clients, and worked with community providers to share information on Hub resources and identify those in need.

*[Hub staff] helped me with my unemployment. I applied in March, but it never came through. [Hub staff] sat with me for 2.5 hours and we refiled. I got my unemployment the following month and that was huge for me. If it wasn't for [Hub staff], I wouldn't have gotten it. It has been a major help during this time that I don't have a job.*

Hub 4 Family Participant

## 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. In addition, families appreciated the books and art supplies that have been made available so that children can still participate in new learning activities at home.

One challenge noted by multiple families as well as 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.