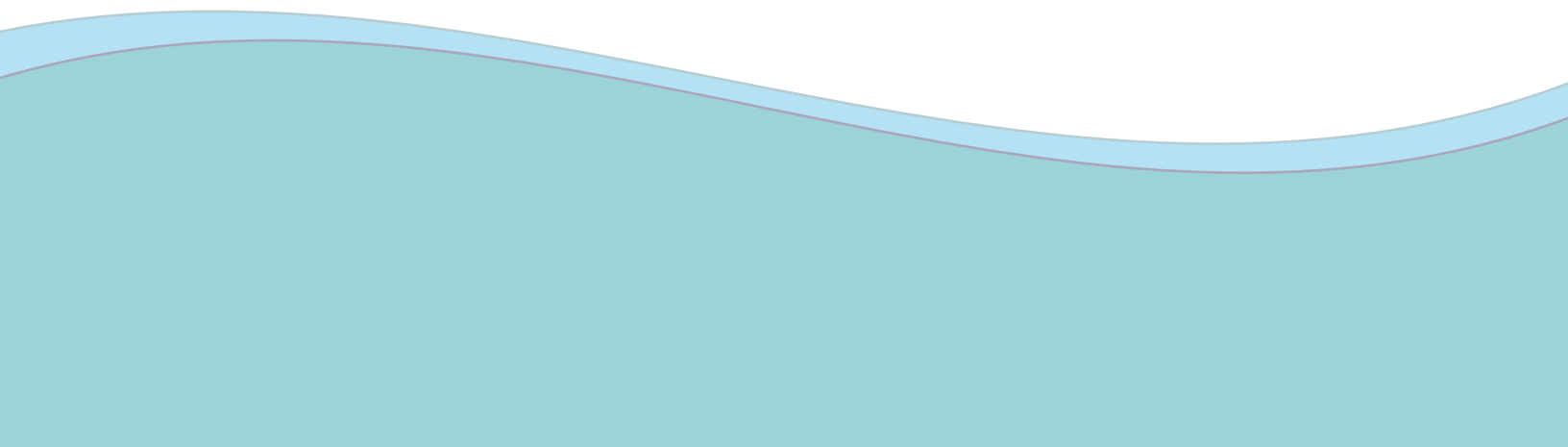




# Annual Report

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2022-2023



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## AR1: RA4-Improved Systems of Care

**Service Category** Systems Building

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

**Program Models/Initiatives:** Community Hubs

**Expenditures:** \$392,839

**Service Category** Systems Building

**Grantee Type:** Other Public / El Dorado County Library

**Program Models/Initiatives:** Community Hubs

**Expenditures:** \$417,694

**Service Category** Systems Building

**Grantee Type:** First 5 County Commission

**Program Models/Initiatives:** Community Advisories

**Expenditures:** \$12,322

**Service Category** Systems Building

**Grantee Type:** First 5 County Commission

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

**Expenditures:** \$19,447

**Service Category** Systems Building

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

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

**Expenditures:** \$1,124,710

**Service Category** Systems Building

**Grantee Type:** First 5 County Commission

**Program Models/Initiatives:** Communications

**Expenditures:** \$1,376

## AR2: Details

Age- Population Served Tab		Total		
Children Less Than 3 years old		637		
Children from 3 <sup>rd</sup> to 6 <sup>th</sup> Birthday		551		
Children Age Unknown (birth – 6 <sup>th</sup> Birthday)		0		
Primary Caregivers / Other Family Members		2,216		
Providers		251		
Total Population Served		3,655		
Race/Ethnicity – Race and Ethnic Tab		Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers & Other Family Members	Providers
Alaska Native/American Indian		8	32	4
Asian		45	91	7
Black/African American		5	16	1
Hispanic/Latino		159	323	50
Native Hawaiian or Other Pacific Islander		9	12	2
White		747	1,481	98
Two or More Races		209	242	4
Other/Unknown		6	19	85
Total		1,188	2,216	251
Primary Language- Language Tab		Children Birth – 6 <sup>th</sup> Birthday	Primary Caregivers 515& Other Family Members	Providers
English		1,090	2,010	128
Spanish		30	142	0
Cantonese		6	5	0
Mandarin		4	5	0
Vietnamese		0	0	0
Korean		2	1	0
Other/Unknown		56	53	123
Total		1,188	2,216	251
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 FY 22-23, 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 22-23 Midyear Evaluation Brief
- Completing a focus group convening with Hub staff to gather qualitative data
- Issuing navigator surveys to better understand their experience
- Completing the FY 22-23 Evaluation Report

#### Evaluation Findings Reported

The process evaluation for First 5 El Dorado measures progress on four objectives:

1. ***Systems are person-centered, coordinated, responsive to community needs, and aligned.***
2. ***Services are adjusted based on information from service recipients and Community Advisories that allows for continuous quality improvement (CQI) efforts.***
3. ***Systems are organized to provide outreach, intake, screening, referral, and disposition with high levels of satisfaction for recipients, Community Advisories (CA), and the community.***
4. ***Systems are sustainable.***

In FY 22-23, First 5 El Dorado has consistently advanced in all four objective areas within the evaluation framework, adapting their strategy when necessary to conform to evolving circumstances and a deeper comprehension of the requirements for building a successful model. The implementation of Hubs 2.0 has been a dynamic process. Over the past year, the timing, structure, and design of certain activities considered essential for Hubs 2.0 implementation have undergone modifications. Such adjustments are not unusual or unexpected when implementing a large-scale, complex systems change initiative. Throughout this process, First 5 El Dorado staff, partners, and Hubs team members have demonstrated adaptability in executing these activities and refining tools and procedures, all while consistently progressing towards the goal of implementing the Hubs 2.0 system of care by June 30, 2025.

#### Policy Impact of Evaluation Results

Evaluation recommendations offered for consideration include:

***Cultivate a Thriving Learning Community for Hub Team Members***

Navigators highly value a clear and shared understanding of their responsibilities, the role and purpose of CAs, and the CQI process. To promote understanding and consistency among teams, it is recommended that Hub partners establish recurring training sessions or workshops dedicated to defining and standardizing roles and processes. Participating in these regular learning communities can facilitate the resolution of any hurdles and foster a sense of confidence and clarity among Navigators. In recognition of the challenges that Navigators may encounter when conveying CQI concepts to CA members, it is worth considering the provision of additional training or resources that simplify and effectively communicate improvement processes. This may include collaboration with an improvement coach to design materials that enhance understanding for Navigators and CA members.

***Continue to Invest in Community Advisories***

A continued investment in CAs is recommended as a fundamental strategy to achieve strategic plan outcomes. Community Advisories have been successfully formed in FY 2022-23. They should continue to serve as a crucial channel for engaging with individuals furthest from opportunity and ensuring that their voices take precedence in decision-making processes. This investment empowers both Navigators and community members as system co-designers and enhances the capability of Hubs 2.0 partners to address challenges in a manner that mirrors the priorities of the communities they serve. Further, their insights and input can play a vital role in allocating resources and making grant decisions that truly reflect and address the priorities of the communities being served.

## 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 reimagined with a focus on navigating families to existing services that meet their needs. Since COVID, consecutive fires and winter storms have been traumatic events for individuals and families who live in the county. 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 FY 22-23, a total of 3,655 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 monthly data review, improvement coaching, and staff rounding

First 5 El Dorado reaffirmed its commitment to the Hub model within its 2021–25 Amended Strategic Plan.