

HUB 2 DATA SNAPSHOT

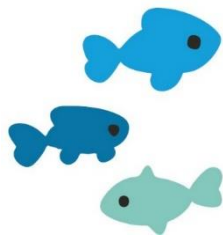
Type of Data	Number in Service Population	Surveys Collected	Margin of Error
Hub 2 Participant Data (families)	299 duplicated 284 unduplicated (est.)	35	15%
Community Level Data – TK/K (children)	129	86	6%

Total Hub Target Population		36,809		Race	Total Population	Service Population	
	FY18-19	FY19-20			FY18-19	FY19-20	
Total Individuals Served	873	707	White	90%	74%	74%	
Surveys collected	65	35	Multiracial	4%	8%	6%	
Age	FY18-19	FY19-20	Black	1%	1%	<1%	
Individuals 6 and older	341 (39%)	337 (48%)	American Indian	1%	1%	1%	
Children	532 (61%)	370 (52%)	Asian/Pac Islander	3%	<1%	1%	
Under 3	275 (52%)	171 (46%)	Hispanic	11%	5%	7%	
3 to 6	218 (41%)	179 (48%)	Other	-	<1%	<1%	
Unknown	39 (7%)	20 (5%)	Unknown	-	10%	8%	
Income	Total Population Mean Income	Service Population Living At or Below 130% FPL	Language	Total Population	Service Population		
					FY18-19	FY19-20	
	\$103,615	9%	9%	Primary-English	-	76%	89%
Education	Total Population	Service Population		Primary-Spanish	-	2%	4%
		FY18-19	FY19-20	Primary-other	-	0%	1%
HS Graduates	93%	95%	97%	Primary-unknown	-	22%	5%
Bachelor's Degree	31%	65%	66%				

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	540	496	23	15	35	21	2	36	2	4
Services/Events Provided	164	132	16	11	37	26	51	205	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	39%	3.28	3.61
Nurturing and Attachment	27%	2.42	2.58
Social Supports	30%	3.32	3.57

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	83%	74%	49%
5-6 Days	8%	14%	27%
3-4 Days	8%	9%	19%
1-2 Days	2%	3%	6%
Numeracy Activities	Population Served	Population Served	TK/K
Every day	62%	74%	53%
5-6 Days	20%	9%	24%
3-4 Days	17%	14%	15%
1-2 Days	2%	3%	7%
Play Routines	Population Served	Population Served	TK/K
Every day	83%	80%	76%
5-6 Days	9%	11%	12%
3-4 Days	6%	9%	12%
1-2 Days	2%	0%	1%
Physical Activities	Population Served	Population Served	TK/K
Every day	43%	51%	52%
5-6 Days	31%	29%	27%
3-4 Days	20%	17%	17%
1-2 Days	6%	3%	3%
Regular Routines	Population Served	Population Served	TK/K
Every day	74%	77%	67%
5-6 Days	20%	20%	21%
3-4 Days	5%	0%	9%
1-2 Days	2%	3%	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	95%	97%	95%
Between 1 and 2 years ago	3%	3%	2%
More than 2 years ago	0%	0%	0%
Never (only when child is sick)	2%	0%	2%
Dental Care	FY18-19	FY19-20	Children entering TK/K in AY19-20
	Population Served	Population Served	TK/K
<6 months ago	59%	56%	65%
>6 months to <1 year ago	20%	8%	25%
Between 1 and 2 years ago	2%	4%	2%
More than 2 years ago	0%	0%	0%
Never (only when child is in pain)	20%	32%	8%
Developmental Screenings	FY19-20		FY18-19
	Population Served		Population Served
ASQ	57 unduplicated (of 370 duplicated children served)		79 unduplicated (of 532 duplicated children served)
ASQ:SE	45		75



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, by word of mouth, or by a school site. Other ways people identified that Hub services may be advertised include:

- Health care professional
- Flyers posted in community spaces
- Social media postings

Hub Strengths & Opportunities

Families identified the following strengths of Hub services:

- Opportunities for parents and children to socialize
- Staff responsiveness to meeting family needs
- Relationships that are built between staff and families
- Facilitating parent connections
- Connecting families to medical services

Families also identified areas where the Hub could stretch:

- Offering services during non-traditional times
- Proactive well-being check-ups with parents
- Proactive service offerings, info about community resources, and referrals
- Do outreach so that more families know about 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:

- STEM classes
- Connecting families to childcare providers
- Parenting Book Clubs
- Playgroups for older children
- Parenting supports for older children
- Community gatherings where families who have met each other can connect outside of the library
- Father focused services
- Medical, dental and mental health workshops
- Nutrition screening and supports
- Provide a directory of community resources

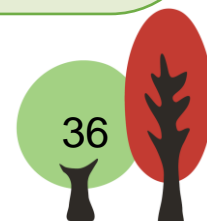
One Family's Story

A parent who attended a Hub parent workshop in Spring 2019 began routinely attending the Cameron Park Library story time. As a result of their participation and several individual interactions with the Family Engagement Specialist, this parent learned strategies aimed at reducing undesirable behavior from their child.

Within the same month, the Community Health Advocate (CHA) from Hub 2 met this parent in the Cameron Park library setting and due to a consistent, supportive presence, gained her trust. The parent opened up about challenges the family was facing and the CHA shared information on local mental health resources and served as a "listening ear."

In the most recent interaction, the parent exhibited increased confidence and an ability to handle life's struggles as well as expressed thankfulness to the CHA for being a source of support. The parent even shared plans to go back to college to earn a degree!

The interaction between one family and multiple Community Hub team members over time exemplifies how the team can work together to support families, increase parental resiliency, and achieve lasting, impactful results in our community through collaborative efforts to increase protective factors.



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, and support with the use of technology. In addition, families are experiencing stress, anxiety and isolation related to the pandemic. Families have indicated the need to understand how to communicate about the pandemic and how to best support their child’s social emotional needs.



Hub 2 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 and through pre-recorded sessions. 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 giveaways and food distributions. The library also conducted drive-by meet and greets and craft-packet drop-offs for families.

Together We Grow took initiative in going out to the community to serve families outside of the library structure, and partnering with a local school to provide Internet access and to offer iPads for check-out for families who needed that kind of support. They have also been providing TA to help families navigate zoom technology.

The coolest thing, after meeting [Hub staff] was feeling like I wasn't alone.
Hub 1 Family Participant

Opportunities to Strengthen Family Supports During Pandemic

Families have requested the option of modified in-person service delivery, offering the options of home visiting, outdoor activities, or in a socially distanced fashion. In addition, one family requested COVID-19 related stories/books that help communicate the challenges of the pandemic to children in a manner they can understand as well as activities that help support social emotional development and stress the importance of personal hygiene (wearing masks and washing hands).

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.