



SUPPORTING HOME VISITORS WORKING WITH FAMILIES WITH SUBSTANCE ABUSE, MENTAL HEALTH AND/OR DOMESTIC VIOLENCE CONCERNS

KEY FINDINGS FROM ‘BIG 3’ DESIGN WORKSHOPS

Maternal, Infant & Early Childhood
Home Visiting (MIECHV)
Region X Innovation Grant Evaluation

June 2019

More information on Region X Innovation Grant (see back page) & visit:

www.dcyf.wa.gov/services/child-dev-support-providers/home-visiting/innovation-grant

Strengthening the Home Visiting Workforce: Key Findings from the Region X 'Big 3 Design Workshops'

What were the Big 3 Design Workshops?

The Big 3 Design Workshops used a human-centered design process to engage the home visiting workforce in generating ideas to reduce burn-out and improve self-efficacy in their work with families experiencing what has been termed, the 'Big 3' (substance abuse, mental health challenges, and domestic violence).

Human-centered design is a collaborative process that uses creative, interactive activities to engage participants. The focus is on brainstorming and thinking about the topic in a different way to generate new ideas.

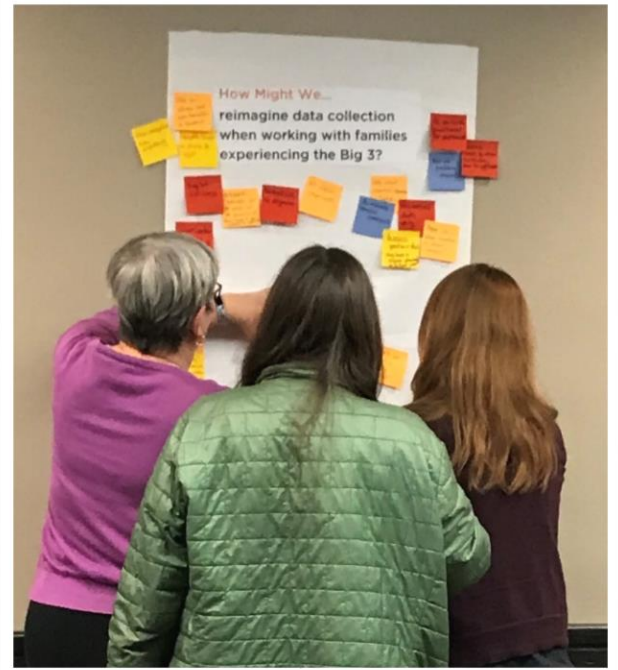
Four, all day, facilitated process workshops were convened by Anthro-Tech Inc. in each Region X State (Alaska, Idaho, Oregon, Washington). Participants included staff from home visiting programs including home visitors, directors, supervisors, and other staff. Content experts in Big 3 areas were also included. *[See last page for more on The Innovation Grant & Evaluation]*

The Human-Centered Design Process was effective in supporting home visiting staff in addressing Big 3.

- **Home visiting staff want to be included** in the process of developing strategies to address the Big 3.
- Having the opportunity to share their ideas in the workshops made **home visiting staff feel valued and empowered as professionals**.
- Given the positive response of participants to the human centered design process, it may be an **effective methodology to use more broadly going forward to engage the home visiting workforce** in addressing challenges they face in their work.

Keys to Successful Implementation Were Identified.

- **Skilled facilitators** who **heard and valued participant input**.
- **Interactive design** with creative, collaborative exercises.
- **Focus on brainstorming rather than data** or information related to the Big 3.



38 people participated in both the Big 3 Design Workshops and Evaluation in Alaska, Idaho, Oregon & Washington

I appreciated that we weren't going to be talking about the Big 3 data collection, or resources. We were looking more at building an opportunity for a process of change.
-Home Visitor

Workshops generated ideas that home visiting staff believe will strengthen their work with families.

Some examples:

- Increased **regular attention to self-care** both at the workplace and at home.
- Creating a **more trauma-informed workplace**.
- Creating and accessing digital/on-line **tools to maintain up-to-date resources**.
- **Talking with families sooner about Big 3**.
- **Developing skills and strategies** to help address the impact of Big 3 on children.

Next Steps & Recommendations

Workshop participants called for more integration and collaboration across systems.

There was a recognition that in order to provide effective support for home visiting staff and families to address the Big 3, collaboration is needed at all levels of the system(s) – administrators to direct service staff – and across systems (substance abuse, mental health).

Workshop participants were interested in continuing to engage with the collaborative teams to build on the work done in the workshops.

Participants were eager to continue to talk and learn more about how approaches discussed in the workshops could be developed further, and integrated into their work with families experiencing the Big 3. Identifying key resources needed to take these next steps, as well as considering future ways to engage the home visiting workforce in these efforts, is a critical next step.

[About the Workshop] When we have difficult topics to address, to start with an engaging exercise...helps us approach the issue differently and think more creatively about it, instead of focusing on how hard it is. -Home Visitor



I really appreciated the opportunity to start to think about learning opportunities we can do here in our program that will help home visitors deal more effectively with the families they serve who experience the Big 3. And also...giving the home visitors the tools, capacity, and support they need so the Big 3 [issues] don't become something that overwhelms the work that they do. Rather, that it becomes something that empowers them in their work, so they feel like 'I know the steps to take and I know what to do' when clients are experiencing the Big 3.

-Supervisor



Ongoing support for the human-centered design processes and tools should be considered.

Providing opportunities in the future for collaboration across and within the systems working with families experiencing the Big 3, using similar design approaches to the Design Workshops, would be beneficial and welcomed.

More Details...Region X Innovation Grant & Evaluation

As part of the **MIECHV Innovation Grant** awarded to The State of Washington's Department of Children, Youth, and Families (DCYF), Region X States (Alaska, Idaho, Oregon, Washington) collaborated to provide 3 innovative workforce supports to home visiting teams:

- ✓ Big 3 Design Workshops
- ✓ FAN (Facilitating Attuned Interactions)
- ✓ Steps for Learning NEAR@Home (neuroscience, epidemiology, adverse childhood experiences, resilience).

For the **Big 3 Design Workshop Evaluation**, Portland State University (PSU) collected information on participants' experience of the design workshops in each of 4 Region X states, specifically related to the human-centered design process. The evaluation key questions were:

1. *What was it like to be part of the human-centered design process for home visiting staff?*
2. *How does being engaged in the design process influence beliefs about usefulness of new ideas and motivation to implement these ideas?*

Evaluation Activities included:

- ✓ Post-Workshop Survey completed by participants (n=38).
- ✓ One-on-one phone interviews; 2 randomly selected participants from each state (n=8).
 - ✓ 5 home visitors; 3 home visiting supervisors

For more information on the Big 3 Design Workshops/Reporting:

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THANK YOU for sharing your time & insights!

Special thanks to WA DCYF, Anthro Tech Facilitators, home visiting staff, and Region X Grant committees and stakeholders.

Images:

Cover: Mother with child. Digital image. Harvard School of Public Health; April 2017. <https://cdn1.sph.harvard.edu/wp-content/uploads/sites/21/2017/04/Mother-and-baby-in-air-470.jpg>

Pg 1. Region X Big 3 Design Workshop Session. Digital Image. Anthro Tech Inc. August 2018.

Pg 2. a. Region X Big 3 Design Workshop Session. Digital Image. Anthro Tech Inc. August 2018.

b. Home visitor and family. Digital Image. Incredible Years/I Stock. June 2013. http://www.incredibleyears.com/wpcontent/uploads/iStock_000033661352Medium.jpg

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