

Thanks for joining the PAT Performance Based Contracting Work Group

August 13, 2020

**To help facilitate our discussion,
please make sure your first and last name show on your video**
(click on the upper right corner 3 dots of your picture and rename yourself).

***Please chat in your name and organization and
Favorite Summer Dessert while we wait for all to connect .***

Today's Agenda

1. Introduction and Check-in
2. Performance Based Contracting Elements of the DCYF Contract
3. Aims and Parameters of this PAT PBC Work Group
4. Caregiver and Home Visitor Engagement
5. Next Steps and September Meeting
6. Check-in/Reflection

I. Introduction, Check-in and Reality Check

- Name
- Program Name/Organization
- Where are you (town, work site) and Covid phase?
- 1 thing you hope to gain from today's work group

II. Performance Based Contracting

1. Legislation forming DCYF
2. Build upon performance awards in place
3. Opportunity to share home visiting outcomes with state policy makers

Reminder PAT Performance Based Contracting Elements

1. Services: Enrollment, Depression Screening
2. Quality: Family Retention, Depression Referrals
3. Outcomes Planning:
Caregiver Well-Being and Parent Child Interaction

Reminder PBC: Outcomes Planning Elements

1. Caregiver Engagement \$300
 - Documented submission of caregiver feedback via focus groups or surveys
 - Focus groups: at least 3 unrelated participants **or** Surveys: at least 10 unrelated participants
2. Home Visitor Engagement: \$200
 - Documented submission of home visitor input via focus group or surveys
 - Focus groups: at least 2 home visitors **or** Surveys: at least 2 home visitors
3. Pilot Testing Measurement Tools: up to \$1,500
 - 1-2 home visitors complete training on selected measurement tool **and**
 - Home visitors pilot measurement tool with at least 5 unduplicated participants **and**
 - Home visitors submit feedback on utility of the tool and process via focus group **or** surveys
 - \$750 for each home visitor who completes all 3 steps

III. PAT PBC Work Group Aims and Parameters

1. Purpose
2. Membership and Roles and Cadence
3. Calendar and Topics
4. Resources Needed to Maximize Involvement

PAT PBC Work Group Purpose

1. Guide and reflect on caregiver and home visitor engagement activities to inform planning
2. Determine the precise outcome for PBC
3. Decide on the measurement tool(s) and guide pilot and implementation
4. Provide input on FY22 PBC metrics and contract targets

Work Group Membership and Cadence

1. Members = PAT Leaders

2. Role of Members

- Actively participate
- Provide insights and guidance
- Seek input from program staff and participants
- Help communicate to the field

3. 2nd Thursday of each Month, 2-4 pm

Anticipated Meeting Topics

Month	Anticipated Agenda Topics
August	Orientation & Caregiver/Home Visitor Engagement Planning
September	Engagement Planning & Study Measurement Tools
October	Reflect on Input from Caregivers/Home Visitors & Continue to Study Measurement Tools
November	Possible Decision: PAT Precise Outcome & Finalize Plan To Pilot Measurement Tool(s)
December/ January	Learning: PAT Specific Elements Using the Precision Home Visiting Lens
February/ March	Plan for Communication of Outcome & Update on Measurement Piloting
April	Possible Decision: Select Measurement Tool/Methods & Plan for Contract Targets
May	Reflection on FY21 Performance & Plan for FY22 Contract Milestones
June	Communicate/Integrate Pbc Elements Of SFY22 Contract

Resources to Maximize Your *Involvement*

1. Meeting packet (agenda, materials) out ahead of meetings
2. Meeting packet and notes posted on DCYF HV web page and distributed
3. Other Resources?

IV. Purpose of Caregiver and Home Visitor Engagement

1. Align the outcomes selected with the lived experiences of families and home visitors
2. Identify the precise PAT program elements and map them to appropriate measurement tools
3. Guide the measurement process to be meaningful and *useful* for families and home visitors
4. Build buy-in from the field based on the pilot learnings

PBC: Outcomes Planning Elements

1. Caregiver Engagement: \$300

- Documented submission of caregiver feedback via focus groups or surveys
- Focus groups: at least 3 unrelated participants **or** Surveys: at least 10 unrelated participants

2. Home Visitor Engagement: \$200

- Documented submission of home visitor input via focus group or surveys
- Focus groups: at least 2 home visitors **or** Surveys: at least 2 home visitors

3. Pilot Testing Measurement Tools: up to \$1,500

- 1-2 home visitors complete training on selected measurement tool **and**
- Home visitors pilot measurement tool with at least 5 unduplicated participants **and**
- Home visitors submit feedback on utility of the tool and process via focus group **or** surveys
- \$750 for each home visitor who completes all 3 steps

Guiding Principles of Engagement

1. Strengths-based approach
2. Respectful and inclusive methods
3. Accessible and equitable language
4. Sufficiently explains purpose and doesn't over promise
5. Representative across programs and participants
6. Evolving over time (*as we learn and plan*)
7. Others?

Caregiver Engagement: Overarching Aims

1. Do the outcomes we are planning to measure resonate with the reasons why caregivers engage in PAT?
2. What are activities/elements of PAT related to these outcomes that caregivers find meaningful and impactful?

Caregiver Questions

1. How long have you participated in this PAT program?
2. How old are your children right now?

Caregiver Questions

3. Why participate in **PAT**?

- *What made you decide to participate in **PAT**?*
- *Looking back about the past few months, what about **PAT** made it valuable for you?*
- *Looking back before COVID-19, what about **PAT** made it valuable for you?*

Caregiver Questions

4. Of the following, what are the top 3 areas where you gain insights/tools/skills?

- *Confidence in parenting skills*
- *Knowledge of parenting*
- *Knowledge of child development/your child's development*
- *Interactions with your child(ren)*
- *Satisfaction in your role as a parent*
- *Addressing any stress and/or worry about parenting*
Addressing mental health
- *Feelings of connection to other parents*

How do you feel about your parenting and ...what has shifted in your understanding of how you make choices as a parent?

Caregiver Questions

5. What happens during a PAT visit/what specific activities that
- *Gives you confidence in parenting?*
 - *Expands your parenting tool kit?*
 - *Changes how you think about parenting?*
 - *Makes you feel less anxious/better about your parenting skills?*
Impacts your mental health/Makes you feel less anxious overall?
 - *Changes how you interact with your child(ren)?*

Questions to Ponder About the Caregiver Questions

- How accessible/clear are these questions?
- How do these questions resonate with you?
- What's missing?

Methods of Caregiver Engagement

1. Surveys

- *Electronic?*
- *Open ended questions?*
- *Languages?*
- *Other guidance?*

2. HVSA-led Virtual Focus Groups

- *English and Spanish?*
- *Program specific?*
- *Group connections?*
- *Timing*
- *Challenges of virtual/phone?*
- *Other guidance?*

Impact of Covid-19 pandemic on process and on responses?

Questions to Ponder

About Caregiver Engagement Methods

- How is this approach? What are the best ways to reach families?
Now? If Covid circumstances change?
- Are these the best methods to engage caregivers? Other methods to suggest?
- How can we provide safe, warm, accepting *virtual* setting for caregivers to feel honored for their input and share true feelings and experiences?
- What other tips, guidance, wisdom on each approach?
- Do you see benefits of one approach over the other? (*surveys/focus groups*)

Caregiver Engagement Summaries

- 2 Key Takeaways
- We'll share all with the meeting notes

Home Visitor Engagement: Overarching Aims

1. Do the outcomes we are planning to measure resonate with home visitors?
2. What are activities/elements of PAT related to these outcomes that home visitors find meaningful and impactful?
3. How can the process of measuring precise outcome serve to be meaningful and *useful* for families and home visitors?

Home Visitor Questions

1. What is the best way to engage caregivers to get their input?
 - *How do we create a process that honors caregivers as partners?*
 - *What ways do you partner and engage with caregivers in your visits?*
 - *What guidance do you have in doing this in a virtual format – tips, tricks?*
2. What is your guidance on how can we work together to engage families to learn about their experiences?

Home Visitor Questions

3. Why do you think parents participate in PAT?

- *What makes them decide to participate?*

- *What do you think makes it valuable to them?*

How is your answer different for the past few months than before the COVID pandemic?

Home Visitor Questions

3. What specific things do you do in a visit to enhance the quality of parent-child interactions?
 - *What strategies have worked for you in your home visiting practice?*

 4. What specific things do you do in a visit to address/improve caregiver well-being?
 - *What strategies have worked for you in your home visiting practice?*
-

Home Visitor Questions

5. Of the following, what are the top 3 areas where you have the most meaningful impact in your work with families?
- *Parent-Child interactions*
 - *Confidence in parenting skills*
 - *Knowledge of child development*
 - *Knowledge of parenting*
 - *Caregivers' stress and/or worry about parenting? Their mental health?*
 - *Satisfaction in the role as a parent*
 - *Feelings of connection to other parents*

Home Visitor Questions

6. What specifically do you do to address interactions between caregivers and their child(ren)?
 - *Screening tools? Conversations? Activities? Other?*

7. What specifically do you do to address the well-being of caregivers?
 - *Screening tools? Conversations? Activities? Other?*

Questions to Ponder

About Home Visitor Engagement Questions

- How accessible/clear are these questions?
- How do these questions resonate with you?
- What's missing?

Methods of Home Visitor Engagement

1. Surveys

- *Electronic?*
- *Open ended questions?*
- *Languages?*
- *Other guidance?*

2. HVSA-led Virtual Focus Groups

- *Cross Agency*
- *Timing*
- *Challenges of virtual/phone?*
- *Other guidance?*

Impact of Covid-19 pandemic on process and on responses?

Home Visitor Engagement Methods

Questions to Ponder

- How is this approach?
- Engaging to home visitors?
- Allow expression of their true feelings and experiences?
- Other methods to suggest?
- Other specific guidance on each approach?
 - *Surveys*
 - *Virtual Focus Groups*

Home Visitor Engagement Summaries

- 2 Key Takeaways
- We'll share all with the meeting notes

Reminder PBC: Outcomes Planning Elements

1. Caregiver Engagement \$300
 - Documented submission of caregiver feedback via focus groups or surveys
 - Focus groups: 3 unrelated participants *or* Surveys: 10 unrelated participants
2. Home Visitor Engagement: \$200
 - Documented submission of home visitor input via focus group or surveys
 - Focus groups: 2 home visitors *or* Surveys: 2 home visitors
3. Pilot Testing Measurement Tools: up to \$1,500
 - 1-2 home visitors complete training on selected measurement tool *and*
 - Home visitors pilot measurement tool with at least 5 unduplicated participants *and*
 - Home visitors submit feedback on utility of the tool and process via focus group or surveys
 - \$750 for each home visitor who completes all 3 steps

Involving Caregivers and Home Visitors in This Group

1. Why?
2. Thinking through challenges and barriers
3. Approaching and Overcoming challenges and barriers

V. Next Steps and September Work Group

1. Next Steps

- Finalize surveys and focus group details
 - volunteers for piloting questions?
- Communicate programs

2. September Work Group Topics

- Updates on engagement
- Mapping PAT elements to potential measurement tools
- Other topics that would be helpful?

VI. Check-In/Reflections

Please chat or voice in

- *1-2 takeaways from today's meeting?*
- *Did you get the 1 thing you wanted?*
- *Unanswered questions?*

THANK YOU!!!

For more information

Rene Toolson DCYF
rene.Toolson@dcyf.wa.gov
360-789-2524