

2022 MIECHV STAFF SURVEY REPORT

Parent Engagement & Caseload Capacity

THE SURVEY

The MIECHV Staff Survey is conducted each year by the Center for Prevention Research and Development (CPRD) at the University of Illinois in conjunction with the Illinois Department of Human Services, Division of Early Childhood, Bureau of Home Visiting (IDHS DEC BHV). The goals of the survey are to obtain feedback and better understand the needs of the Illinois MIECHV Home Visiting workforce. In 2022, 77 out of 116 MIECHV staff members responded to the survey, a 66% response rate.



CONNECTING WITH FAMILIES

Including parent voice in the development and implementation of home visiting services is a valuable tool to ensure services are best fitting family needs and wishes. Home visiting is a relationship-based service and offering services in the family's home/native language is a key component to making strong connections. MIECHV currently offers home visiting services in English and Spanish. One quarter (26%) of respondents (18 home visitors/supervisors) indicated they are proficient in Spanish.

Of the 70 respondents, 81% indicated they see a need in their community for home visitors who speak languages other than English. The top additional language indicated as needed was Spanish (73%), followed by French (17%) Arabic (17%) and Sign Language (17%). Also mentioned were Mandarin (5%), Polish (5%), Swahili (3%), Hindi (3%) and single responses including Korean, Karen and various Spanish dialects.

Top 4 Languages Needed:

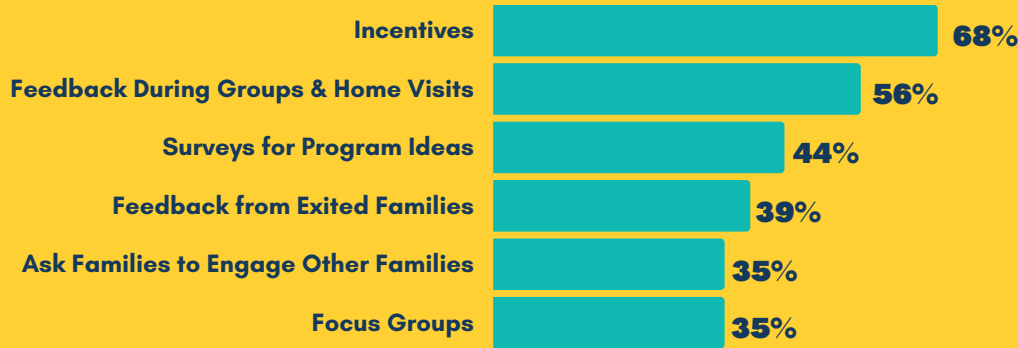
- Spanish (73%)
- French (17%)
- Arabic (17%)
- Sign Language (17%)

**"If you talk to a man in a language he understands, that goes to his head.
If you talk to him in his language, that goes to his heart."**

NELSON MANDELA

METHODS OF PARENT ENGAGEMENT

There are two major areas of parent engagement that agencies can utilize: recruiting parents to the home visiting program, and soliciting parent feedback for improvement of services to best meet their needs. There are several different methods to achieve these goals. The graph below shows the top 6 methods chosen by agencies for parent engagement.



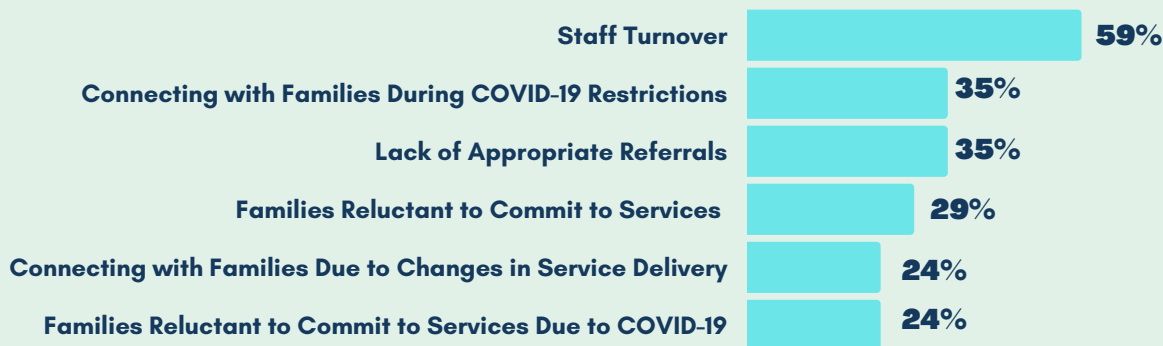
Gift cards and diapers are popular and effective recruitment incentives!

A variety of other (26%) open-ended responses included a mix of strategies for engaging families for program enrollment and retention including offering raffle baskets at monthly groups, Baby Bucks to exchange for needed items, field trips and providing individualized support and encouragement, and conducting outreach at a variety of community locations.

CASELOAD CAPACITY

Maintaining a caseload capacity of at least 85% across sites is a MIECHV federal requirement. In FY 2022, MIECHV program capacity ranged from 48% to 100% full. Compared to previous years, this range is considerably smaller and may indicate improvement in fulfilling capacity requirements. In 2021, the lowest capacity number was 25%, 33% in 2020.

Supervisors were asked to choose all that apply from a list of common challenges to maintaining a full caseload. The graph below shows the top 6 common challenges indicated by supervisors.



CASELOAD CAPACITY (cont.)

This year, about one third (35%) compared to more than half (58%) of supervisors in FY 2021 do not feel they receive an adequate number of referrals to their programs. This is a positive change and likely reflects some easing of COVID-19 restrictions in 2022 compared to FY 2021.

“It takes a great deal of time for new staff to become trained in giving assessments, screening, learning about models and handouts, and becoming certified, etc. in addition to several hours of required training. The above, in addition to learning how to compile a file with required paperwork takes many weeks before a new staff person can be assigned a full caseload.”

MIECHV SUPERVISOR

STAFF RECOMMENDED SOLUTIONS

Since home visiting supervisors indicated that staff turnover is the biggest challenge to maintaining full caseloads, survey participants shared suggestions on how to address staff retention, turnover, and vacant positions. The most common suggestions to retain staff and fill positions include:

- Increase pay and benefits.
- Reduce home visitor caseload capacity.
- Fill vacant supervisor positions quickly.
- Hold agency boards accountable for meeting the implemented salary floors immediately.
- Reduce the data collection and reporting requirements.

“Reduce the number of required assessments and data collection points. What we are asking home visitors to accomplish at home visits is nearly impossible if we want to allow parents time to talk about what is on their minds.”

MIECHV HOME VISITOR

“It should be reflected in our pay that we are highly educated.”

MIECHV HOME VISITOR