



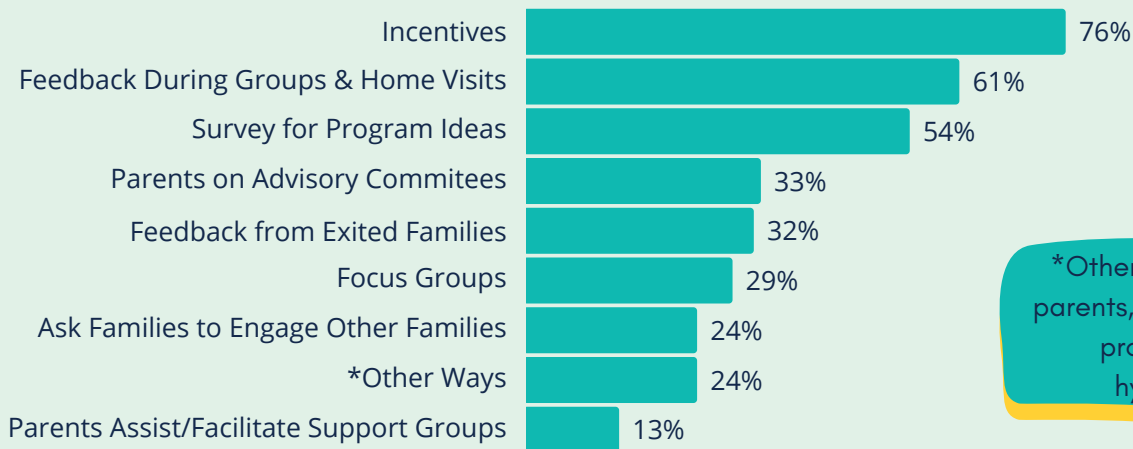
THE SURVEY

The MIECHV and IDHS State Home Visiting Program 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 (IDHS-DEC). This year the survey was administered to IDHS State home visiting staff for the first time, in addition to MIECHV home visiting staff. The goals of the survey are to obtain feedback and better understand the needs of the Illinois MIECHV and IDHS Home Visiting workforce. In 2023, the survey was open for 5 weeks in August to September, and 153 out of 254 MIECHV and IDHS staff members responded to the survey, a 60% response rate. To learn more about IDHS-DEC Home Visiting, including the communities served and benchmark achievements, see the [IDHS-DEC Home Visiting Statewide Data Summary Report 2023](#). This brief does not include a comparison to prior surveys as they encompassed only MIECHV funded staff.

METHODS OF PARENT ENGAGEMENT

- Providing diapers, gift cards, and sharing feedback during groups/visits are the most used methods for engaging families and encouraging continued participation in home visiting services.
- One of the most significant challenges with involving parent leaders is an agency's capacity to provide reimbursement for childcare expenses.

A question was asked of survey respondents: *What strategies have been most effective in engaging and retaining families?*



*Other Ways= Relationships with parents, community events/groups, providing resources, and hybrid/flexible visiting

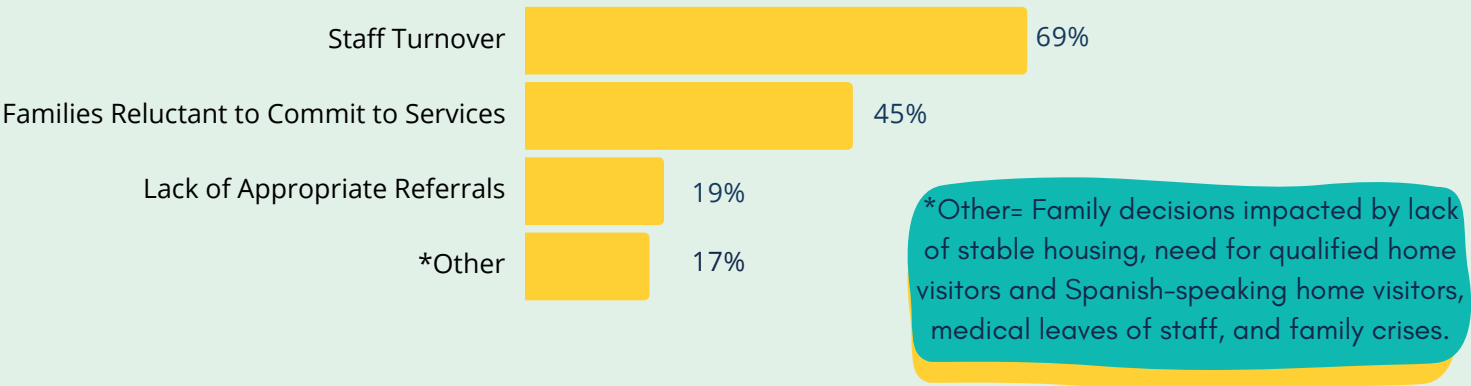
"I honestly think the number one indicator of retention in our program is whether or not they have an experienced home visitor. They are more skilled at building a relationship and identifying what the family is looking for from the program and meeting that need. They have more consistent visits and more long term engagement." -Doula

"We try to attend any/all events that parents will be at with or without their children, and we have learned that word of mouth is most trusted." -CI Worker

CASELOAD CAPACITY

- Caseload capacity is defined by HRSA as “the number of households actively enrolled at the end of the quarterly reporting period. All members of one household represent a single caseload slot” (HRSA, 2021). Maintaining a caseload capacity of at least 85% statewide is a MIECHV federal requirement.
- **Staff turnover** is reportedly the highest barrier to maintaining a full caseload for home visitor supervisors (63%). 65% of supervisors shared that “left for better paying job” was the highest reason for staff leaving. For further analysis and survey responses addressing staff turnover, please click here to read the full report: [‘2023 Survey Report Brief: Home Visiting Workforce: Demographics, Salaries, and Turnover’](#)

A question was asked of supervisors: *What barriers have prevented you from maintaining a full caseload?* (Choose all that apply)



“Family issues/crises impacting capacity to follow through. Some move from the area due to lack of access to affordable housing.” -Supervisor/Manager

“We have appreciated timely and respectful responses from [IDHS Bureau of Home Visiting], CPRD, and CI anytime we have a question and/or understanding with being delayed in sending information due to unusual circumstances. This is ‘true’ collaboration of everyone committed to working together with improving services for families.” -Supervisor/Manager

“Some families speak Spanish only and we need more parent educators [home visitors] that speak Spanish.” -Supervisor/Manager

For More Reports on the 2023 IDHS-DEC Staff Survey:

- [Parent Engagement & Caseload Capacity Report](#)
- [Professional Development Report](#)
- [Assessing Disparities in Home Visiting Report](#)
- [Home Visiting Workforce: Demographics, Salaries, & Turnover Report](#)
- [Home Visiting Workforce: Burnout, Stressors, & Supports Report](#)



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