CalWORKs Home Visiting Program (HVP)
Questions and Answers from the September 19, 2019 Webinar

The following questions were asked during the CalWORKs HVP webinar conducted on September 19, 2019. Part 1 of the webinar included information on the CalWORKs HVP 19 data collection form and Part 2 was a presentation from Los Angeles County regarding their home visiting program. The responses are intended to assist counties administering the CalWORKs HVP.

Part 1 HVP 19

HVP 19 Report Due Date

Q1. Can you clarify when it is that you need to submit reports with ZEROs in each cell? For past missing report months? Months in the year when HVP was not yet implemented?

A1: Please begin submitting reports from the first month the county implemented. Include zeroes for items where there is no data to report. Counties should not submit reports prior to the month the county implemented.

Q2: Is the HVP19 to be submitted monthly or quarterly?

A2: The CalWORKs HVP is a monthly report.

HVP 19 Part A

Q3: In Part A "b - cumulative" should participants not be counted once the case is closed (i.e., they are no longer in service)?

A3: Do not count cases that are no longer receiving CalWORKs HVP in Part A of the HVP 19. Item 2a is a count of CalWORKs HVP cases enrolled in the Early Head Start home visiting model for the first time. Item 2b is an ongoing or cumulative count of CalWORKs HVP cases enrolled in the Early Head Start home visiting model. Cases are only to be counted in 2a the first month they are enrolled in the model. Additional months of enrollment in the model are to be counted in 2b.

Q4: What if a family has an initial home visit in Jan, leaves and comes back in May...would that be counted again as a first time or a cum on the second enrollment?

A4: The instructions for the CalWORKs HVP 19 include language in bold indicating when data in an item is only to be counted the first time it occurs. In the example provided, if a family leaves the CalWORKs HVP and returns to the
program, they would be counted in cumulative enrollment for Part A because they would not fit the definition in the instructions for a first-time enrollment.

HVP 19 Part B

Q5: If I have a household with grandma and grandpa who care for the child during the day and mom and dad who care for the child in the evening. When counting the number of people offered is it 4 or 2?

A5: Item number 9 of the CalWORKs HVP 19 is a count of the number of parents or caretakers who were offered the HVP home visiting program for the first time. The county will offer the CalWORKs HVP to a CalWORKs eligible or CalWORKs “apparently eligible” client who also meets eligibility for CalWORKs HVP. In the example, if four HVP eligible individuals were offered HVP, enter four in item 9.

Q6: Does item #9 include pregnant individuals and CalWORKs apparently eligible?

A6: Item 9 is to include a count of all parents and caretakers who are offered HVP home visits. This includes pregnant individuals and those considered “apparently eligible.”

Q7: Is line 9 referencing HV offered by counties or by their HVP providers?

A7: Item 9 is a count of CalWORKs HVP being offered by counties.

Q8: In a recent CalOAR webinar it discussed flagging the case in the CalSAWS (C-IV/LRS) as HVI Offered and HVI Received. If a family is offered HVP and is flagged in C-IV system and referred to partner Public Health Department to determine if services will be accepted, is item 9 indicating that services were offered and have not yet been accepted?

A8: Item 9 is a count of parents or caretakers who were offered CalWORKs HVP regardless of whether they accepted and or received a home visit through CalWORKs HVP.

Q9: For new enrollments in the month who received their first home visit in that same reporting month, should they be included in 12a.

A9: Item 12a is an unduplicated count of parents/caretakers who received a first home visit in the month. The instructions include a note indicating that data in item 12a is only to be collected the first time the parent/caretaker received a home visit. If the parent/caretaker receives a home visit in the following month/s, count that individual in 12b. Do not count the same individual in both 12a and 12b in the same month.
Q10: If a visit is attempted for the family is it a -1- count per client? Or if they attempted 3 visits and none of the 3 occurred, is it still a -1- count? (For #13 on report) Are 12-14 all 1 counts regardless of count.

A10: Item 12 is an unduplicated count of individuals (parents/caretakers) who received a home visit in the month. If a parent received 3 home visits in the month, count 1 in 12a if it’s the first HVP home visit they’ve ever received. Count 1 in 12b if it’s not the first home visit the parent/caretaker has received. Item 13 is a count of the number of home visits attempted but not completed. If 3 home visits were attempted and not completed, include 3 in this item. Item 14 is a count of the number of home visits completed. If 3 home visits are completed, include 3 in this item.

Q11: Parent has a child September 19 and has a first home visit. Is that one in Item 12a OR one in Item 16a?

A11: In the example, if the parent meets the definition of a First-Time Parent found on page 3 of the instructions of ACL 19-82, count the individual in item 16a and in item 12a. If the parent does not meet the definition of a First-Time parent, count the parent in item 12a.

Q12: For items 13 and 14, would only 1 visit per month be counted?

A12: Item 13 is a count of home visits that were attempted but not completed. Item 14 is a count of home visits that were completed. If 5 home visits were completed for a family, count 5 home visits in item 14.

Q13: #14 says home visits completed, is that counted 1 per individual counts a 1 visit or if 1 induvial is visited 4 times in a month it would count as 4?

A13: Item 14 is a count of home visits completed. If an individual received 4 home visits by the home visitor, the number for this item would be 4.

Q14: In item 14, is home visits completed based on an individual or families?

A14: Item 14 is a count of the number of home visits. It is not a count of individuals or families. All of the CalWORKs HVP home visits in the month would be reflected in Item 14.

Q15: #14, Part B: Do we count the number of home visits completed in the month? If they have 2 home visits within report month, would it be counted 2 times?
A15: Item number 14 is a count of home visits in the month. If two home visits occurred during the month, the county would enter two in this item.

Q16: For a 2-parent household each having a separate home visit, do we count them as one visit or two?

A16: Item 14 of the HVP 19 is a count of home visits completed in the month. If a two-parent household receives two visits (separate or together), count two visits in item 14.

Q17: If someone is pregnant and receives a home visit, would they only be captured in item 15a and not in 12a?

A17: Item 15a and 15b is a count of a pregnant individual with no other children who received a home visit. Item 12a and 12b is a count of all parents and caretakers, including pregnant individuals. A pregnant individual counted in 15a or 15b should also be counted in 12a or 12b.

Q18: For the subsequent home visit in 16b, is that a total of visits for the month i.e., Peggy had 4 visits and Pam had 2. So, the number would be 6 for that month?

A18: Item 16b is a count of individuals receiving a home visit in the month. It is not a count of home visits. In your example where Peggy received 4 and Pam received 2 home visits, the total the county should report is two because there were 2 individuals who received home visits.

Q19: On # 17 and #18, If the children are multiples (twins), Are we counting 1 per family or the number of children in the home?

A19: For Items 17 and 18 count the unduplicated number of individuals/children receiving a home visit. If there are two children receiving home visits in a family, count both children.

Q20: Please clarify how 17 and 18 are different than 12 a and b?

A20: Items 12a and 12b are a count of parents or caretakers who received a home visit in the month. Item 17 is count of children who received a home visit. Item 18 is a count of children who received a home visit by age range.

Q21: Question about 21 & 22 - where would you include a former HVP participant without a mandatory WTW and no plan signed. For example, if you lost contact prior to exit.
A21: Items 21 & 22 are point in time counts for the report month only, so if an HVP client left HVP in June, but was not mandatory WTW they would be counted in #21 in June only, reporting their departure from the program, but not in # 22 because they were not mandatory WTW.

Q22: When we report on cancelations, how do you want us to report?

A22: The HVP 19 does not include a data element to report cancelations of home visits. You may count the number of home visits attempted but not completed in item 13 and the number of former HVP participants (those who left HVP) in items 21, 22 and/or 23.

Q23: Can you clarify the definition for Item #23?

A23: The intent of #23 is to count any client who had previously participated in HVP and signed a WTW plan in the report month, regardless of whether or not they had a signed plan prior to becoming a mandatory participant.

Q24: For item 24, are we only counting families once they've exited the HVP?

A24: Yes. According to the instructions, data in item 24 is only to be collected once a parent/caretaker exits the HVP.

HVP 19 Part C

Q25: Parents receiving referral due to developmental screening, item 25 - does this refer to a "Developmental" screening conducted on the parent or the child? I have only experienced children receiving developmental screenings.

A25: Item 25 is a count of developmental screening referrals given to a parent or caretaker on behalf of the child. Item 19 is a count of children receiving developmental screenings and assessments.

Q26: HVP is not offered in a silo - HVP recipients likely receive referrals from services from other sources. How does CA DSS expect HV providers to know whether receipt of services after a HVP referral was because of the HVP referral vs because of a referral from a different source? For example, HVP provider & PCP provide both could refer the same housing source.

A26: Counties and home visiting providers should work together to develop a tracking system to capture the data required in the CalWORKs HVP including the referrals and services indicated in items 26 and 27 of the HVP 19.
Q27: If our contractor refers a customer back to us to be referred in a WTW activity like mental health services, would we track that on 26 and 27 or not track since it would be reported on the WTW 25 report?

A27: If the home visitor provides a referral for an HVP client, it should be counted in item 26 even if it is a referral to the CWD for a service. If an HVP client receives a service after receiving an HVP referral it should be counted in item 27 even if the service was through the CWD. You may count some services on both the HVP 19 and the WTW 25.

Q28: Please clarify information regarding the offering of CalFresh by HVP providers.

A28: Item 26b of the instructions includes the direction to enter the number of parents or caretakers who received a first referral to CalFresh within the month. Only count referrals from an HVP home visitor in this item.

HVP 19 Columns

Q29: Which column on the report do we count families in which the parents are timed out?

A29: If a parent is participating in CalWORKs HVP and then subsequently times out of CalWORKs aid, continue counting that parent in the column in which they were determined eligible.

Q30: Are the columns ('wtw eligible', 'child-only' etc.) based on a client's CalWORKs status at the time of enrollment or the report month?

A30: The client’s CalWORKs status is based on their status in the report month. Only when a client’s status no longer fits into the existing column statuses should the counties be looking back at prior statuses; for example, if the client’s case gets closed for any reason- at this time, the CWD should use the last reported status until/unless another existing column status is more appropriate.

Q31: Can you clarify the definition of the child-only cases?

A31: The column definition for child-only cases is found on page 6 of the HVP 19 instructions (ACL No. 19-82) and is as follows: Individuals who are a parent, caretaker relative, or a child in a child-only case. Child-only cases occur when parents are ineligible due to immigration status, receipt of SSI, or are non-needy, non-parental caretakers. If a client’s status changes from WTW eligible one month to child-only in the next month, report the client in status they are in for the current report month.
Q32: Can you clarify if "good standing" means that they are not WTW sanctioned and could be in the noncompliance process or if in the noncompliance process are they considered "not in good standing"?

A32: Good standing means not stationed with a current reduction in aid. Someone in noncompliance is not sanctioned with a current reduction in aid therefore, they are in good standing.

HVP 19 Miscellaneous

Q33: Is the HVP offered special indicator entered when the HVP provider or county worker has a conversation with client? Or is the indicator entered when a mailer is mailed to client?

A33: A date for the “HVP offered” indicator should be entered into the consortia system when the county welfare staff has a conversation with an individual regarding their participation in the CalWORKs HVP.

Q34: Can you please share the evaluation logic behind the instruction to NOT reflect multiple visits for the same client in the same month? Does that mean that adherence to a model's site visit schedule will not be a part of the CalWORKs HV evaluation for program integrity?

A34: The HVP 19 is an aggregate monthly report and will not include individual level data. The evaluation report will include but may not be limited to those items specified in the Welfare and Institution Code Section 11330.8 (d)(1).

Q35: Is this form completed by the county or the partner providing the services to participants?

A35: Page 1 of the instructions in ACL 19-82 explains that the County Welfare Department is responsible for ensuring that the report is fully and accurately completed. Counties should work with their partners to obtain the required data.

Q36: Is there a tool for the home visitors to use to help collect the data needed to compile monthly?

A36: The CDSS does not have a tool other than the HVP 19 report form and instructions. We encourage counties to work collaboratively with their home visiting contractors to collect the data required in the HVP 19 report.
Q37: Can you repeat how we can access to the HVP 19 form?

A37: You may email the Data Systems and Survey Design Section at HVP19@dss.ca.gov for a copy of the HVP 19 or you may download the form at http://www.cdss.ca.gov/inforesources/Research-and-Data/Report-Form-and-Instructions

Part 2 LA County Presentation

LA County Responses

Q1: The HFA model requires that services be provided up to the child's 3rd birthday. CDSS funding only allows interventions up to the child's 2nd birthday. How are counties dealing with this since the funding is not aligned with what the model requires?

A1: If HVP is not extended, existing cases will be absorbed into other funding streams.

Q2: Can presenters speak to challenges of collaboration between Public Health and CDSS?

A2: Challenges with our partnering department include accommodating different:
   - internal procedures for program development,
   - departmental cultures, and
   - coordinating the implementation timeline.

Challenges with CDSS include:
   - the delayed notification of award resulted in difficulties with the planning process, and
   - incorporating the complex claiming process into the existing program design.

Q3: Was LA a pilot program? I know San Joaquin was - they were the last one that was presented. Meaning did they have this grant before the rest of us did? It would be helpful to know this to have broader context.

A3: HVP was not piloted in LA County.

Q4: Who does the referrals in LRS and enters the flags?
A4: Our original program design was developed prior to the flags. We are currently working to incorporate this function.

Q5: If the nurses are at the WTW office, how does the referral happen if WTW staff are not completing the referrals?

A5: The original design did have the GAIN case managers directly referring to the nurses. However, changes to this are being made in order to facilitate the data collection necessary for the claiming process.

Q6: Are the mailers/flyers being sent to CalWORKs participants or HFA family participants?

A6: The mailers/flyers are being sent to NFP eligible CalWORKs Participants. Once we have HFA and PAT models implemented, we will also be sending out mailers to those eligible participants.

Q7: It was mentioned that the nurses are doing outreach which is part of what they do. However, outreach is not what NFP nurses are meant to do. Are the nurses who have full caseloads expected to do outreach there? Or is the nurses who do not have large caseloads do outreach?

A7: Generally, the NFP nurses with full caseloads are not expected to do outreach. Currently, none of the nurses hold full caseloads so they offered to assist with HVP/NFP outreach.

Q8: In Madera County our Social Services staff have experienced a reluctance from clients to participate in the HVP program because of their concern of "Home Visiting" and relate it to Social Workers and Child Protective Services. Has Los Angeles County had a similar reaction and did using the Public Health Nurses to make calls rather than your Social Services agency overcome that problem?

Q8: As anticipated, LA County has experienced some hesitation from participants to NFP/home visiting. However, we believe it is too soon to make a determination that this will continue overall, because LA county has only implemented NFP-eligible participants, which is a small portion of our overall HVP population. Using the Public Health nurses did not result in a significant difference from when DPSS HVP Program made the outreach calls. Unfortunately, for both DPSS and DPH, most calls went unanswered, and in most instances, messages left were not returned.

Q9: For LA County, what role do their staff play in their referral process and WTW/CW HVP activities and communication with home visitors?
A9: Our original program design was developed prior to many of the recent changes, and we are currently reworking our program flow to align with the new HVP expectations. At this point we have not determined the exact role staff will play in the referral process.

CDSS Responses

Q10: The HFA model requires that services be provided up to the child's 3rd birthday. CDSS funding only allows interventions up to the child's 2nd birthday. How are counties dealing with this since the funding is not aligned with what the model requires?

A10: Staff have reached out to Healthy Families America (HFA) regarding this issue. HFA recommends that counties may want to plan for additional funding streams to supplement CalWORKs HVP for those families whose services extend beyond 24 months.

Q11: If the participant enters the program with a child at 20 months, for example, they are eligible for 24 months of service (up to the child's 44th month), is that correct?

A11: Correct. To be eligible for the CalWORKs HVP an individual must be pregnant or the parent or caretaker relative of a child less than 24 months of age at enrollment. The family may continue receiving services for 24 months or until the child's second birthday, whichever is later. See Welfare and Institution Code Section 11330.6(c)(2)(B)(i) and 11330.6(a)(2).

Q12: Can you please describe the process for getting the $500 to a family? Can we give them a check, or do we need to send the money to whenever the item is to be purchased from?

A12: The $500 for material goods is to be used as a one-time, as needed fund for the purchase of household related care, health, and safety of the child and family. The home visitor is to assess this need and purchase the appropriate items. The $500 is not to be provided in the form of a check or cash to the client. Counties in coordination with home visitors are to establish a process to provide the material goods. See Welfare and Institution Code Section 11330.7(h).

Q13: How do we handle referrals that we are receiving for CalWORKs clients while we are implementing and receiving training into the Healthy Families America program? We have been doing case management with Public Health Nurses for decades in the county. Can we start seeing these clients in the CalWORKs HVP program?
A13: Individuals must meet the eligibility criteria found in Welfare and Institution Code Section 11330.6 (c)(2) to receive home visits funded with CalWORKs HVP. Home visitors must complete the training required in Welfare and Institution Code Section 11330.7 (g)(1) before providing services to a CalWORKs HVP client.

Q14: This is highlighting the need for State-level coordination for best practices. For example, why would we need outreach when the CalWORKS departments should already have contact info for families. This is more about being able to share data. The video example should be used Statewide if it's available. We've also been thinking about creating a video. Will LA be sharing the video rights with others? I know we in Monterey have made the database changes we paid for through PAT available to everyone.

A14: The Child Care & Intergenerational HVP unit provides quarterly webinars to provide technical assistance and allow counties to share best practices/lessons learned as was shared on the webinar conducted on September 19, 2019. We'll also be convening workgroups that will include counties, home visitors, legislators, recipients, and home visiting model developers to address barriers and share best practices. County Welfare Departments have direct contact with CalWORKs recipients, are able to assess local needs, and can work with their local partners to outreach to CalWORKs clients that may be eligible for CalWORKs HVP.

Q15: Was LA a pilot program? I know San Joaquin was - they were the last one that was presented. Meaning did they have this grant before the rest of us did? It would be helpful to know this to have broader context.

A15: CalWORKs HVP is a new program that began January 1, 2019. The CDSS did not conduct a pilot for this program prior to the implementation. However, some counties may have participated in a home visiting pilot utilizing a different funding source.