



HOUSE COMMITTEE ON EARLY CHILDHOOD AND FAMILY SUPPORTS

Early Learning Hub Accountability Process

May 30, 2017

Presenters:

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Purpose: Accountability

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1. Assure that Hubs are:

- ▣ Developing effective collaborative systems in their regions
- ▣ Investing strategically, and in priority populations
- ▣ Showing progress on outcomes related to the Early Learning System's three main goals

2. Identify any necessary corrections or adjustments early in the development of the system

3. Institute a culture of Continuous Quality Improvement across the system

Recommendations to ELC June 22

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- Evidence for each Hub, from monitoring process, will be presented to Council
- Will include areas of growth and strength, and areas for quality Improvement
 - Each Hub will have identified areas for quality improvement that will be in next year's work plan
- Recommendations from staff to ELC re: any potential corrective action.

Hubs as System Partners

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Visits:
July-Sept
2016

- Hubs help revise Indicators for Hub Success at site visits and August Learning Collaborative.
- Hubs discuss Spring Monitoring Visits with ELD staff.

Surveys:
Nov 2016 –
Feb 2017

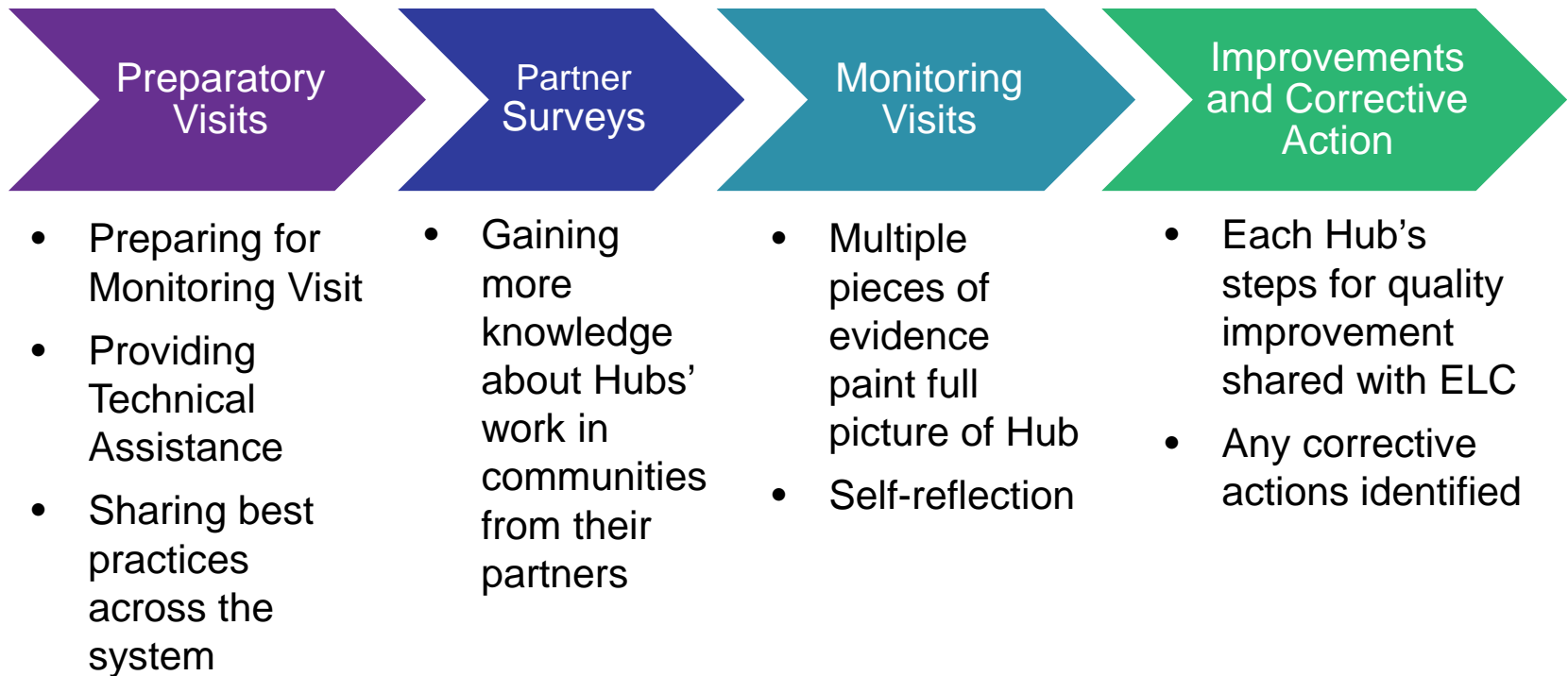
- Regional meetings/input sessions about survey and process.
- Hub staff and partners surveyed about Hub relationships and activities.

Monitoring:
Feb – June
2017

- Hubs complete narrative questions and submit necessary documentation.
- Monitoring site visits with each Hub.
- Hubs and ELD develop quality improvement next steps.
- Recommendations to ELC re: quality improvements and corrective action

Four Components

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Supports and Technical Assistance

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- Weekly phone calls
- Monthly webinars
- Quarterly Operations Calls
- Regional meetings
- Twice yearly Learning Collaboratives

Various forms of evidence create cohesive picture of Hub performance

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- Documentation (Strategic and Work Plans, MOUs, etc)
- Partner feedback (via Partner Survey)
- Hub Narrative Questions
- ELD Staff Review and Assessment
- Hub Self-Scoring of Monitoring Rubric
- ELD scoring of Monitoring Rubric

Partner Survey

(Collected in February 2017)

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- Tailored for different stakeholders in community.
- Hub will work with ELD staff to identify stakeholders to be interviewed.

Sample questions:

- *The Hub's decision-making process, and my role in it, are clear to me.*
- *I invest in the success of my Hub (please describe).*
- *My Hub utilizes the data available to them to develop strategies and guide their decisions.*
- *I have influence over the direction of the Hub.*

Who Was Surveyed?

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**RESPONDENTS
FROM ONE HUB**

Respondents	Organizational Decision Maker	Outreach and/or Community Engagement	Direct Service/ Field Staff	Other	Currently Receives Funding	If no, will seek funding in future
51	28	4	4	15	38	1

590 total respondents included governance council members, sector partners, sub-contractors, community leaders, etc.

Survey Summary

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	Significant Progress	Satisfactory Progress	Indicators of Progress	No Progress	Unsure	Don't Know	
READY FOR KINDERGARTEN	6	10	13	1	5		

	Significant Progress	Satisfactory Progress	Indicators of Progress	No Progress	Unsure	Don't Know	
HEALTHY, STABLE, & ATTACHED FAMILIES	6	8	18	1	4		

	Significant Progress	Satisfactory Progress	Indicators of Progress	No Progress	Unsure	Don't Know	
COORDINATED, ALIGNED, & FAMILY CENTERED	5	13	13	2	4		

Please choose the description you think best states the kind of partnership and collaboration you think you have with (or because of) your EL Hub?

	EL	DHS	K-12	HEALTH	BIZ	COMM	TOTAL
Integrate							
Collaborate	3		4			2	9
Coordinate	4		2				6
Cooperate	3	1	4	1			9
Communicate	3		1	1			5
Co-exist			1	1			2
Compete			1				1

Survey Summary...

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	EL (N=13)	DHS (N=1)	K-12 (N=10)	HEALTH (N=3)	BIZ (N=0)	COMM (N=3)	ALL (N=31)
The mission of our EL Hub is clear to me.	3.2	3.0	3.1	3.3		4	3.2
The EL Hub's decision-making process, and my role in it, are clear to me.	2.8	2.0	2.8	3.0		3.5	2.8
I have influence over the decision-making within the EL Hub.	2.6	2.0	2.6	4.0		2	2.6
I have influence over the direction of the EL Hub.	2.6	3.0	2.6	3.0		2	2.6
K-12, human services, health care, and early learning partners all participate in the governance of my EL Hub.	3.0	3.0	2.7	3.7		2.5	3.0
I am able to make productive contributions to the EL Hub.	3.1	3.0	2.8	3.0		3.5	3.0
The partners involved in the EL Hub mutually support each other toward common outcomes.	3.4		3.0	3.3		2	3.1
As community barriers arise, I take them to our EL Hub as a community resource for systems alignment and problem-solving.	2.9		2.5	2.7		3	2.6
As community opportunities arise, I take them to our EL Hub as a resource for nurturing deeply collaborative community efforts.	3.1		2.7	3.0		2	2.8
I invest resources (in-kind or financial) in shared activities or goals with my EL Hub.	3.1		3.2	2.3		3	3.1
The EL Hub's success in implementing its strategies will improve the success of my work.	3.4		3.0	3.3		3.5	3.3
Parents and families' voices are heard and affect my EL Hub's strategies and decision-making.	2.9		2.7	3.0		2	2.8

Comments provided qualitative evidence

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- *I've made great connections with P-3 providers and our families have benefitted.*
- *Families are a missing voice at our Hub meetings.*
- *Schools and medical professionals are hard to engage.*
- *The collective meetings help us pool resources, identify gaps and strategize better solutions.*
- *We need better representation from DHS.*
- *The Hub has been effective in pulling people from early learning and other sectors together. This has enabled us to serve children much more effectively.*

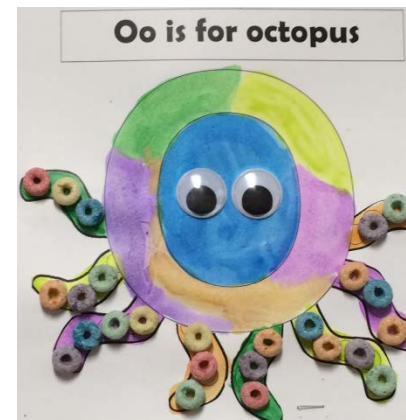
Preparatory Phone Calls with each Hub

(Feb-March 2017)

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Prior to visit:

1. Mutually Determine Phase of Hub Development
2. Review Monitoring Goals, Process, and Use of Findings
3. Reviewers and Hub Leaders Complete Narrative Questions and Self-Assessment



Hubs respond to 10 Narrative Questions

(Feb – March 2017)

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Sample questions:

- *Since becoming a Hub how have you become clearer on who the specific focus populations are?*
- *How does your decision making process work for determining strategies, activities and funding allocations? How are your partners and governance body involved?*

These were submitted for ELD staff review prior to the site visit.

Scoring Hub Indicators for Success: Rubric

(at site visits; March-April 2017)

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2. Hub governance bodies are contributing members whose input and feedback is included in the decisions, actions and strategic investments of the Hub.	1 2 3 4	1 2 3 4
Hub Evidence and Comments:		
ELD Evidence and Comments:		

The Hubs and ELD both filled out an assessment, and then compare responses at the visit.

Summary of Assessment

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Overall Summary	Hub Leaders Total Rating	Reviewers Total Rating
Process Indicators	/9	/9
Productivity Indicators	/18	/18
Essential Functioning Indicators	/3	/3
Total Indicators Score	/30	/30
Hub Evidence and Comments:		
ELD Evidence and Comments:		

Site Visit and Follow Up Process

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During Monitoring Visit

(March/April 2017)

- Share and discuss the findings based on evidence.
- Discuss and Document Next Steps for Continuous Quality Improvement.

After Monitoring Visit:

(May-June 2017)

- Hubs develop Quality Improvement Plans
- ELD staff develop summary packets for each Hub
- Findings shared with ELC, including recommendations for quality improvement or any possible corrective action.

Discuss Next Steps for Quality Improvement

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Hubs' next steps for quality improvement will naturally emerge:

- Monitoring is designed to:
 1. Lead to change and assure Hub accountability, producing relevant, action-oriented findings for each Hub to implement in the next biennium.
 2. Identify necessary corrections to the Hub system.
- Evaluation strengthened the partnership between the ELD and Hub system.

Report on each Hub to Early Learning Council

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Each Report will include:

- Summary of visit: Strengths, areas of focus, unique qualities or dynamics.
- Summary page for Partner Survey
- Quality Improvement Plan
- Any recommendations for corrective action

ELD: Continuous Quality Improvement

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- Looking for patterns and ways to support the system.
- Identify steps ELD can take to improve its support of Hub success.
- Continue to improve targeted technical assistance.



Thank you for the opportunity to share the
Hub Monitoring Process!