Integrating End-of-Year Feedback into HIPPY US

Every year, HIPPY US solicits input from the HIPPY field to hear what we got right and where we can improve. Every comment is reviewed and categorized to help us identify patterns, priorities, and opportunities for improvement. This document highlights what we heard from you and how your feedback is informing our work.

We encourage you to read through the entire document; however, you have the option to click on the topics below to go directly to that section:

1. Proudest Moment
2. Most Challenging Moment
3. Do you feel valued by HIPPY US?
4. Support and Communication
5. Partnerships
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Proudest Moment

Q: What did we hear?

A: You told us that your proudest moments continue to center on the heart of HIPPY: the relationships you build with families and the growth you see in parents and children. You also celebrated strong family retention, staff growth and resilience, new leadership opportunities, successful program expansion, and the ways programs supported families through challenging circumstances.

What HIPPY US is doing:

- **Celebrating your accomplishments**: We incorporated proud moments shared in the End of Year Survey into our 2026–27 Kickoff so we can begin the new program year by recognizing what programs across the country accomplished last year.
- **Sharing your stories**: Throughout the year, we will highlight success stories from HIPPY programs through the HIPPY US newsletter and social media, helping more people see the impact of HIPPY in communities across the country.
- **Sharing your achievements with national leaders**: When a HIPPY site earns endorsement, HIPPY US shares information about the site's achievement with its congressional representatives. This gives us another opportunity to recognize the site's accomplishments and highlight the important work HIPPY programs are doing with children and families in their communities.
- **Turning success into shared learning**: We are taking a closer look at success stories submitted throughout the year, including those shared by sites during the endorsement process. When these stories illustrate strong practices that other programs can learn from, we will incorporate them into training and professional development to highlight best practices from the field.

Most Challenging Moment

Q: What did we hear?

A: Staffing turnover and coverage gaps were the most common challenges reported, but programs also described funding and enrollment pressures, family and community barriers, technology and documentation demands, and the challenges of managing new roles and increased workloads. Home visitors tended to describe challenges connected to direct service, while

coordinators more often identified staffing, funding, systems, and program-management challenges.

What HIPPY US is doing:

We are using what you shared to shape training, resources, and support for the 2026–27 program year.

- **Bringing your challenges into professional development:** The challenges identified in the survey have been incorporated into our planning for this year's webinar series. Rather than treating these as isolated issues, we are looking for opportunities to address the challenges you identified across webinars and other HIPPY US learning opportunities.
- **Strengthening support for coordinators:** We recognize that many of the challenges coordinators identified become especially difficult when someone is new to the role. The **HIPPY Model Onboarding: Coordinator Edition** provides a more structured pathway for new coordinators to learn the HIPPY model and build the knowledge and skills they need to lead their programs.
- **Addressing workload and time management:** Time management continues to be a challenge for both Home Visitors and Coordinators. Time management is now addressed within the HIPPY Model Onboarding: Coordinator Edition, and we are exploring additional LMS learning specifically for Home Visitors once current course-development priorities are completed.
- **Helping programs learn from one another:** Staffing, retention, family engagement, enrollment, and managing through change aren't challenges that programs have to solve in isolation. We will use webinars and other learning opportunities to surface strategies and practices that are working in HIPPY programs across the country.

<u>Do you feel valued by HIPPY US?</u>

Q: What did we hear?

A: Ninety-four percent of respondents said they feel valued by HIPPY US. We appreciate that response, but we are also paying attention to the comments from those who did not. Those responses highlighted feelings of disconnection and the importance of balancing model standards with the relationships and human connection at the center of HIPPY.

What HIPPY US is doing:

- We want every member of the HIPPY network to understand that model fidelity and human connection are not competing priorities. Strong relationships are fundamental to successful HIPPY implementation. As we strengthen training, communication, and support, we will continue to look for ways to ensure that programs feel connected to HIPPY US and understand not only what the model requires but also why those requirements support quality experiences for families.

Support and Communication

Q: What did we hear?

A: Satisfaction with HIPPY US communication was very high, with only two respondents reporting dissatisfaction. Feedback about State and Indie Leader support was also largely positive, particularly around responsiveness, availability, and problem-solving. Where concerns were raised, they centered on consistency of communication, timely responses, support for newer coordinators, and communication during higher-stakes processes such as endorsement.

What HIPPY US is doing:

- We are continuing to strengthen the systems that connect programs with HIPPY US. This includes clearer guidance and resources for key HIPPY processes, enhanced onboarding and training for coordinators, and continued support for State and Indie Leaders in their work with programs. We are also looking for opportunities to communicate directly with the field when information is relevant nationally while maintaining the important support role of State Leaders.

Partnerships

Q: What did we hear?

A: More than one-third of respondents reported developing a new partnership during the year. These partnerships helped programs connect families with resources, strengthen referral networks, recruit families, provide specialized support, and, in some cases, strengthen the HIPPY workforce itself. Programs also told us that explaining HIPPY to prospective

partners and finding the capacity to build relationships can be challenging.

What HIPPY US is doing:

- We want to help programs learn from one another about successful partnership development. We will look for opportunities to highlight effective partnerships, share examples from across the network, and incorporate partnership-building strategies into training and resources where appropriate.

- **Strengthening advocacy, funding, and decision-maker connections:** We know that many of the challenges facing HIPPY programs cannot be addressed through training alone. HIPPY US is working with external partners to strengthen the environment in which programs operate. Our partners at **Linchpin Strategies** are helping advance advocacy efforts that increase awareness of HIPPY and the needs of programs and families. **Whiteboard and Associates** is helping strengthen connections with decision-makers and identify opportunities to expand access to funding and other resources that can support HIPPY programs and their sustainability.

HIPPY 3.0

Q: What did we hear?

A: Current HIPPY 3.0 users reported high satisfaction, but respondents also identified barriers to greater use, including internet and device access, preference for paper curriculum, limited awareness of HIPPY 3.0, cost, and uncertainty about how the platform works. Respondents asked for additional training, clearer information about pricing and curriculum transfers, corrections to Spanish translations, and continued improvements to usability.

What HIPPY US is doing:

- We are working to make information about HIPPY 3.0 easier to find and understand. Training and guidance are already available, and we will highlight these resources more prominently through HIPPY US communications. We will also continue clarifying frequently asked questions, including questions about pricing and curriculum transfers. Feedback related to content, translations, and platform

usability is being shared with the appropriate teams as we continue improving HIPPY 3.0.

Webinars

Q: What did we hear?

A: You asked for professional development that addresses the challenges you encounter in your work with families and in leading HIPPY programs. Frequently requested topics included mental health and wellbeing, autism and special needs, parent engagement, leadership and coordinator skill-building, time management, immigration-related family support, data use, and staff and family retention.

What HIPPY US is doing:

Your feedback is helping shape professional development for the 2026–27 program year.

- **Connecting learning to practical application**: We are continuing the approach we began last year of intentionally connecting HIPPY US webinars with our Indie Connect sessions. Each national webinar introduces learning around an identified area of need, followed by an Indie Connect that gives participants an opportunity to discuss the topic, apply what they learned, and learn alongside colleagues from other HIPPY programs.
- **Addressing needs identified by the field:** This year's webinar and Indie Connect series will focus on Trauma-Informed Practice, Strengthening Resource and Referral Practices, and Home Visits: Parent and Child Assessments. These topics connect directly to needs identified in your feedback, including supporting families experiencing challenges, strengthening parent and family support, and using assessment information effectively.
- **Offering specialized training on autism:** Autism and special needs were among the most requested topics for both Home Visitors and other HIPPY professionals. HIPPY US is offering the National Autism Spectrum Disorder and Community of Research and Practice (NASD-CORP) training, which combines eight weeks of training modules with six weeks in a Community of Research and Practice. Two cohorts are being offered during 2026–27.
- **Supporting leadership development:** Leadership and coordinator skill-building are being addressed through the **HIPPY Model**

Onboarding: Coordinator Edition and other coordinator professional development opportunities. We are also creating opportunities for experienced HIPPY leaders to grow and contribute beyond their local programs. Two years ago, HIPPY US began recruiting coordinators from within the HIPPY network to serve as **Model Fidelity Specialists**, allowing experienced leaders to share their expertise and support quality implementation across the country. We opened this opportunity again in 2025–26, and **two additional Model Fidelity Specialists are joining the team this year**.

- Continuing to address time management: Time management has emerged as a need across multiple years of feedback. It is now addressed within Coordinator Onboarding, and we are exploring dedicated LMS learning on time management for Home Visitors once current course-development priorities are completed.

What You'd Like to See Done Differently

Q: What did we hear?

A: You shared ideas for improving training, communication, curriculum and materials, and HIPPY events. Common requests included more in-person training opportunities, additional Spanish-language resources, clearer and more direct communication from HIPPY US, curriculum and translation updates, more inclusive materials for children with additional needs, and flexibility in how learning opportunities are offered. Many respondents also told us they were satisfied with the support they received and would not change anything.

What HIPPY US is doing?

- Your feedback is helping shape our priorities for the coming year. We are expanding professional development opportunities through webinars, the HIPPY Library, and our updated HIPPY Model Onboarding and training experiences. We are also continuing to look for ways to strengthen direct communication with the field while working alongside State and Indie Leaders.

- Feedback related to curriculum, books, formatting, Spanish translations, and materials for children with additional needs will be shared with the team responsible for curriculum development and considered as HIPPY materials are reviewed and updated.

- We also heard the desire for more opportunities to connect and learn in person. HIPPY US will continue considering both accessibility and opportunities for meaningful in-person connection as we plan future training and events.

Keep the Conversation Going

Thank you to everyone who took the time to complete the 2025–26 End of Year Survey. Your feedback helps us understand what is working well, where challenges remain, and where HIPPY US can strengthen the training, resources, communication, and support we provide.

As this document shows, your feedback doesn't end with the survey results. We use what you share to inform our planning, improve our work, celebrate what's happening across the HIPPY network, and identify opportunities to better support you and the families you serve.

And you don't have to wait until the End of Year Survey to tell us what you think.

We want to hear from you throughout the year. Whether you have a question, an idea, a success to share, a concern, or a suggestion for how HIPPY US can better support the field, you can reach us anytime through our **Support and Feedback Form**.

HIPPY US Support and Feedback Form

Thank you for helping us continue to learn, improve, and strengthen HIPPY together.