



Home Visiting Program: Delaware Family Support Hub

2025 Year in Review

Presented By:  **TAPP** Network

YEAR IN REVIEW

At a Glance

180

Registered Users

Family Support Specialists and supervisors across Delaware engaging with the Delaware Family Support Hub throughout the year

7.3K

Engagement Events

Repeat, meaningful interactions demonstrating consistent platform use and value

338

Points Earned

Tracked participation in Delaware Family Support Hub activities, reflecting active engagement in program initiatives

1:28

Average Time

Minutes per session indicate purposeful, task-focused usage patterns

Who the Delaware Family Support Hub Serves

An Internal Workforce Tool

The Delaware Family Support Hub is designed specifically for Delaware's Home Visiting program staff, creating a centralized space where the workforce can access what they need, when they need it.

Family Support Specialists

Frontline professionals delivering home visiting services to families across Delaware

Supervisors

Program supervisors supporting FSS staff and overseeing service quality and delivery

Program Leadership

Home Visiting leadership guiding strategic direction and program implementation

❑ **Core Purpose:** The Delaware Family Support Hub centralizes trusted resources, reduces administrative friction, supports connection and shared learning, and reinforces program engagement across Delaware's Home Visiting ecosystem.

How the Delaware Family Support Hub Was Used in 2025

Consistent, Repeat Use—Not One-Time Visits

The data reveals a workforce that returned to the Delaware Family Support Hub throughout the year, demonstrating growing trust and integration into daily workflows. This wasn't about initial onboarding curiosity—it was about sustained, purposeful engagement.

Staff increasingly relied on the Delaware Family Support Hub as engagement deepened over time. Usage patterns reflect real work being accomplished, with steady activity maintained across all quarters and notable increases in the second half of the year.

01

Staff Returned Throughout the Year

Consistent access patterns showing regular, ongoing use

02

Engagement Increased Over Time

Growing adoption and deeper integration into work routines

03

Usage Reflects Real Work

Actions aligned with program needs, not just exploration

Engagement by the Numbers

7,300+ Events

Generated by ~180 Users

Frequent Return Visits

Users came back regularly, establishing the Delaware Family Support Hub as a go-to resource rather than an occasional reference

Multiple Interactions Per User

An average of 40+ engagement events per registered user demonstrates deep, sustained usage

Ongoing Reliance

The Delaware Family Support Hub became integrated into daily workflows as a trusted work tool

📌 **What This Means:** This reflects depth of use within a defined internal workforce—not public reach. These numbers represent meaningful engagement by Delaware’s Home Visiting professionals who depend on the Delaware Family Support Hub to support their work.

Engagement Points: What They Represent

Delaware Family Support Hub's points system isn't about gamification—it's about tracking meaningful actions that reflect true program engagement. Points are earned through substantive participation, not passive browsing.

→ **Engaging with Resources**

Accessing tools, templates, and materials that support service delivery

→ **Participating in Delaware Family Support Hub Activities**

Joining program-supported events and initiatives facilitated through the platform

→ **Program-Related Interaction**

Contributing to shared learning and workforce connection



Total Points Earned in 2025

Engagement was present throughout the year, with the strongest activity occurring in late summer and fall. Peak engagement aligned with planned program activities, demonstrating intentional, strategic use of Delaware Family Support Hub.

 SUCCESS STORY

November 2025: Engagement Highlight

Highest Engagement Month of the Year



Statewide Home Visiting Retreat

Annual gathering brought the entire workforce together for learning and connection



Exhibitor Bingo Game

Interactive activity facilitated through the Delaware Family Support Hub encouraged exploration and participation



Intentional Integration

The Delaware Family Support Hub supported a live, in-person event, demonstrating flexibility beyond day-to-day use

Why It Matters

- Engagement was intentional and program-driven, not accidental
- The Delaware Family Support Hub enhanced a major workforce development event
- Platform demonstrated versatility for both daily work and special initiatives
- Success came from strategic planning and clear communication

This was a success case, not an outlier. It showed what's possible when the Delaware Family Support Hub is intentionally integrated into program activities.

What the Data Tells Us

The Delaware Family Support Hub is:

Being Actively Used

Thousands of engagement events demonstrate consistent, ongoing activity by Delaware's Home Visiting workforce

Trusted by Staff

Repeat usage patterns show staff confidence in the Delaware Family Support Hub as a reliable resource

Integrated into Programs

The Delaware Family Support Hub supports both daily workflows and special program initiatives seamlessly

The Delaware Family Support Hub is Not:

A Passive Resource Library

This isn't a static collection gathering digital dust—it's an active work tool

A One-Time Training Tool

Usage extends far beyond onboarding into sustained engagement

A Public-Facing Platform

The Delaware Family Support Hub serves Delaware's internal workforce, not external audiences

 **Critical Distinction:** Understanding what the Delaware Family Support Hub is—and isn't—is essential. This is an internal workforce tool showing strong adoption within a defined professional community. That's not a limitation; it's exactly what success looks like for this platform.

○ ACCOMPLISHMENTS

Key 2025 Wins

✓ Defined Workforce Adoption

Approximately 180 registered users across Delaware's Home Visiting program established a solid foundation for ongoing growth

✓ Strong Repeat Engagement

Thousands of actions by the same users throughout the year demonstrated authentic reliance on the platform

✓ Program Integration

The Delaware Family Support Hub supported daily work activities and major statewide events, proving versatility and value

✓ Platform Stability

No reported disruptions or technical issues that impacted user trust, accessibility, or consistent engagement

What Worked Well

Success in 2025 came from aligning Delaware Family Support Hub's capabilities with the real needs of Delaware's Home Visiting workforce. Several strategies proved particularly effective in driving meaningful engagement.



Communication

Consistent and engaging reminders via app announcements.



Gamification

Strategic use of Delaware Family Support Hub during trainings, retreats, and program events drove purposeful engagement



Structured Activities

Planned engagement opportunities like the retreat bingo game created meaningful touchpoints



Centralized Access

Simple, single-point access to resources eliminated barriers and reduced administrative friction

Top Users

We tracked user engagement via the Gamification features and are excited to report our 2025 top users!

1. **Lea Attarian** - Children & Families First
2. **Fatima Balderas Ramirez** - New Castle County Head Start
3. **Laquashia Bines** - Children & Families First



Looking Ahead to 2026

Focus Areas Moving

Forward

Building on 2025's strong foundation, Delaware Family Support Hub will continue evolving to meet workforce needs while expanding its role in supporting Delaware's Home Visiting program.



Intentional Engagement

Continue integrating Delaware Family Support Hub into trainings, events, and program initiatives to drive meaningful participation



Supervisor Support

Reinforce supervisor visibility and engagement to model Delaware Family Support Hub use and champion adoption



Everyday Use

Encourage consistent, daily integration of Delaware Family Support Hub into routine workflows and practices



Build on Success

Expand strategies that worked well in late 2025, particularly event-based engagement

 **The Foundation Is Strong:** With proven adoption, consistent engagement, and clear value demonstrated in 2025, Delaware Family Support Hub is well-positioned for continued growth and deeper integration into Delaware's Home Visiting program.

CONCLUSION

Bottom Line

In 2025, the Delaware Family Support Hub became an established part of how the Home Visiting Program connects, supports, and engages its workforce.

Adoption Within a Defined Audience

180 registered users from Delaware's Home Visiting workforce actively using the platform

Increasing Engagement Over Time

7,300+ events showing growing trust and deeper integration into daily work

Clear Value When Integrated

Proven impact when intentionally woven into program activities and events

Delaware Family Support Hub is positioned to continue growing as a trusted program tool in 2026. With a solid foundation established, strategic focus on supervisor engagement, and proven success in event integration, Delaware's Home Visiting workforce has a platform that truly supports their mission of serving families across the state.