Advocating for Family Success – A 2-Gen Approach in Rural Settings

Pulling the pieces together
Objectives

• Understanding 2-Generation Approaches

• Our Organization and Community

• Our Vision of 2-Generation

• The work, the success, and the challenges
Reminder: What is 2-Generation

The Two-Generation Continuum

- child-focused
- child-focused with parent elements (e.g., parenting skills or family literacy)
- whole family
- parent-focused with child elements (e.g., child care, work supports, and food and nutrition)
- parent-focused

http://ascend.aspeninstitute.org/pages/the-two-generation-approach
Shifting the Culture

Child

Workforce Services

Parent

Early Childhood

Job Placement

Child Mental Health

Gas Vouchers

Supportive Services
Shifting the Culture

- Child and Parent Mental Health
- Supportive Services
- Workforce
- Early Learning
- Public Schools
Who We Are – Our Community and Organization

- Ohio
- 553 square miles
- 43,029 population
- Rural Appalachian Culture
- Agriculture and Manufacturing
- 15.5% with no Diploma/GED
- 20.2% below 100% FPG
- 14.9% Single Parent Homes

- Community Action Agency
- Six departmental areas
- One-stop facility in county seat
- Strong partnerships
- Mission: striving to empower individuals and families through opportunities and supports to achieve self-sufficiency.
Our Vision of 2-Generation and Why

• A Community-wide culture of no-wrong-door
• Uniform Intake and Referral across departments and partners
• Intentional alignment of services for households
• Shared outcomes
• IMPACT!
Our Vision of 2-Generation and Why

No Wrong door

• Rural concerns to traditional service delivery
  ➢ Transportation
  ➢ Internet access
  ➢ Physician shortage
  ➢ Child care
  ➢ Infrastructure
  ➢ Available Jobs
Why 2-G?

- Children Do Well in Families that Do Well. Families Do Well in Communities that Do Well.
What Makes Two-Gen Different?

- High Quality Services
- Intentional Linkages
- Intensive Services
Operational Framework of GCCAC and HRDC

- **Stabilize persons in crises**
  - Crises intervention
  - Bundling services to alleviate crises
  - Family Goal Setting / Pathway Plan

- **Assist family or person to identify family goals**
  - Continue Bundling services to support Pathway Plan
  - Financial literacy, coaching
  - Education and career advancement
  - Acquiring assets – savings, homeownership, energy

- **Work to remove barriers and create opportunities**
  - Housing and economic development
  - Workforce development
  - Policy
  - Municipal and community capacity
  - Fill Service gaps
### Crisis to Thrive Scale C2T

**Crisis to Thriving Scale: Short Form**

5 Primary Domains

<table>
<thead>
<tr>
<th>CRISIS</th>
<th>VULNERABLE</th>
<th>SAFE</th>
<th>STABLE</th>
<th>THRIVING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Food &amp; Nutrition</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Has less than a day of food and limited access to prepare or cook food</td>
<td>3. Consistently unable to meet basic food needs; often don’t have enough food to eat in the past 3 months</td>
<td>5. Eligible for partial food stamps or subsidies but not receiving them</td>
<td>7. Receives occasional food assistance (brown bag, commodities); not eligible for food stamps</td>
<td>9. Can choose to shop at stores of choice, never reduces meal size or skips meals b/c of lack of money, and sometimes has money to eat out.</td>
</tr>
<tr>
<td>2. Has less than a day of food available and no money to purchase more</td>
<td>4. Without food stamps or other food subsidies, would often not have enough food to eat</td>
<td>6. Receives partial food stamps or subsidies to meet basic food needs</td>
<td>8. Can afford all basic food needs (does not skip or reduce meal size b/c of lack of money) without assistance but no extra and may struggle eating out</td>
<td>10. Can shop at store of choice and purchase any food items desired</td>
</tr>
<tr>
<td><strong>Housing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Literally homeless</td>
<td>3. Legal threat of eviction (5-day notice, writ, or immediate foreclosure)</td>
<td>5. Receiving temporary rental/mortgage subsidy (or has received within the last 3 months)</td>
<td>7. In stable housing (rent or own) that is affordable (&lt; 40% on housing costs)</td>
<td>9. Household is in safe, affordable, unsubsidized rental housing of choice</td>
</tr>
<tr>
<td>2. In an emergency shelter or hotel</td>
<td>4. Transitional housing OR staying with others OR foreclosure notice</td>
<td>6. In stable subsidized housing</td>
<td>8. Household is stable, affordable, unsubsidized housing of choice</td>
<td>10. Household is in safe, affordable, unsubsidized rental housing of choice</td>
</tr>
<tr>
<td><strong>Childcare (all children in household)</strong></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>1. Childcare not available for all children in the household</td>
<td>3. Childcare available in unlicensed facility</td>
<td>5. Subsidized, safe childcare is available but not satisfied with it</td>
<td>7. Safe, affordable, unsubsidized childcare available but satisfied with it</td>
<td></td>
</tr>
<tr>
<td>2. Childcare available but cannot afford it</td>
<td>4. Childcare is unreliable (unreliable family or friends)</td>
<td>6. Subsidized, safe childcare (not including quality early childhood education like Head Start) available and satisfied</td>
<td>8. Safe, affordable, unsubsidized childcare available &amp; satisfied with it</td>
<td></td>
</tr>
<tr>
<td><strong>Transportation (answer from perspective of household)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. No means of transportation and public transport not available when needed</td>
<td>3. Relies exclusively on transportation from friends or family</td>
<td>5. Has a single unreliable vehicle or vehicle(s) that needs minor repairs to run</td>
<td>7. Vehicle is reliable but older or unaffordable and there is no alternative</td>
<td>9. Has at least one reliable and affordable vehicle and back up transportation</td>
</tr>
<tr>
<td>2. Own an inoperable vehicle and no funds to fix it</td>
<td>4. Has a vehicle but no insurance and/or no license</td>
<td>6. Has two (or more vehicles) but all vehicles are unreliable</td>
<td>8. No alternative transportation if primary source is unavailable</td>
<td>10. Has sufficient number of reliable and affordable vehicles for family</td>
</tr>
<tr>
<td><strong>Financial $ Management</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Not able to pay bills or past due debts</td>
<td>3. Paying all current bills, not paying past due debts</td>
<td>5. Paying current bills, paying minimum on debt</td>
<td>7. Paying all current bills, paying off debts most months and not saving regularly</td>
<td>9. Always paying all current bills and debts, NOT saving regularly</td>
</tr>
<tr>
<td>2. Paying some bills but late/not paying others</td>
<td>4. Paying all current bills, following plan to pay off debts</td>
<td>6. Paying all current bills, following plan to pay off debts most months, saving regularly</td>
<td>8. Paying all current bills, paying off debts most months, saving regularly</td>
<td>10. Always paying all current bills and debts, and saving regularly</td>
</tr>
</tbody>
</table>

Assesses Family Needs
Areas of Interest Identified by 2-G Families Completing Pathway Plans

- Financial Management, 23.5%
- Housing, 12.9%
- Employment/Income, 18.1%
- Education/Job Skills, 18.1%
- Family & Relationships, 16.9%
- Health or Health Insurance, 5.8%
- Transportation, 4.0%
- Volunteer/Give Back, 0.2%
- Recreation/Lifestyle, 1.6%
Intentionally Linked Services

Parent centered:
- Occupational training
- Post-secondary education
- Adult Basic Education / GED
- English as a Second Language
- Financial coaching
- Parenting skills
- Home visiting
- Health & Well-Being

Child centered:
- Early Head Start / Head Start
- High-quality child care
- Home visiting
- Health & Well-Being
What is bundling?

**Working definition:** Bundling is the integration or grouping or offering of 2 or more services or programs based upon assessment and goals of the participant.
Structures to support bundling

Universal Intake
– No wrong door
– Presumptive eligibility

• Management Information Services
  – Accessible to used by staff
  – Defining outcomes and outputs
  – Tracking services-pathway plans-outcomes

• Cross Department Training
• Partnerships with Other Agencies
Pathway Plan Formalizes Goals Determined by the Family
What makes it 2 Gen and not just side by side services

- Focus on Family’s perspective
- Coordinated
- Coaching approach and cross coordination
- Focus on seamless integration
- Review data and outcomes
How Have We Changed?

- Case Management
- Program Centric
- Referrals
- Head Counts

- Family Coaching
- Participant Focused
- Seamless Integration
- Goal Achievement
- Outcomes/Results Data

Participant Focused

Family Coaching

Seamless Integration

Goal Achievement

Outcomes/Results Data
2-G – Structure Related Elements

- Management Information Systems (MIS)
- Defined data
- Partners
GCCAC 2G Agencies and Partners

- MT. Laurel HS Health Assessments
- Career Ladder - College - WIOA partners
- Early Child Dev Parent Engagement
- Budgeting & Asset Dev
- Other support services as necessary
- Health Department—Home Visiting
- Dept Social Services
Data

- Department data meetings—data quality and what does this mean
- Position dedicated to Data Management
- Funder reports
- Outcomes meeting
- Bundling Meetings
Child and Family Development Data
Quality and Service Tracking
Family Service – Crisis to Thrive Progress

Client Scale Progress Report for 8/26/2013 to 7/28/2014, All Clients
For Case Workers: Morgan, Diana

<table>
<thead>
<tr>
<th>Name/Case Worker</th>
<th>SS#</th>
<th>Date</th>
<th>Employment</th>
<th>Financial Management</th>
<th>Food Nutrition</th>
<th>Housing</th>
<th>Health Care</th>
<th>Transportation</th>
<th>Childcare</th>
<th>Child Youth Development</th>
<th>Education Job Skills</th>
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<th>% Poverty</th>
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**Category**

<table>
<thead>
<tr>
<th>Category</th>
<th>Start</th>
<th>End</th>
<th>Change</th>
<th># Evaluated</th>
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<td>6.56</td>
<td>2.00</td>
<td>32</td>
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Legend:
- In Crisis
- Vulnerable
- Safe
- Stable
- Thriving
Crisis to Thrive Measurement and Pathway Plan Goal Dimensions

Crisis to Thrive Measurement - 1 to 10 Scale
August 2015 - July 2016

<table>
<thead>
<tr>
<th></th>
<th>Start</th>
<th>Credit Building</th>
<th>Education Job Skills</th>
<th>Health Care</th>
<th>Employment</th>
<th>Community Involvement</th>
<th>Energy</th>
<th>Family Development Parent Engagement</th>
<th>Child Youth Development</th>
<th>Supportive Social Networks</th>
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<td>5.07</td>
<td>6.02</td>
<td>6.58</td>
<td>6.65</td>
<td>6.91</td>
<td>7.46</td>
<td>7.31</td>
<td>8.47</td>
<td>9.45</td>
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<td>Credit Building</td>
<td>4.22</td>
<td>5.58</td>
<td>6.25</td>
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<td>6.80</td>
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<td>7.59</td>
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<tr>
<td>Education Job Skills</td>
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<td>6.58</td>
<td>7.04</td>
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<td>6.80</td>
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<td>7.31</td>
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<td>Family Development Parent Engagement</td>
<td>7.31</td>
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<td>7.47</td>
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</table>
Pathway Goal Dimensions
August 2015 - July 2016

<table>
<thead>
<tr>
<th>Category</th>
<th>November</th>
<th>July</th>
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</thead>
<tbody>
<tr>
<td>Financial</td>
<td>31%</td>
<td>29%</td>
</tr>
<tr>
<td>Family &amp; Relationships</td>
<td>17%</td>
<td>22%</td>
</tr>
<tr>
<td>Employment, Income, Education, Job Skills</td>
<td>22%</td>
<td>19%</td>
</tr>
<tr>
<td>Housing</td>
<td>12%</td>
<td>12%</td>
</tr>
<tr>
<td>Health or Health Insurance</td>
<td>8%</td>
<td>7%</td>
</tr>
<tr>
<td>Transportation</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Recreation, Lifestyle</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Volunteer, Give Back</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>
**Bundling Over Time**

**2G Families Bundling Report - November 2015**

- Judy Center: 197
- MEAP: 31
- Wrap Around Child Care: 25
- Homelness Assistance: 21
- Sec8: 17
- Transportation Medical: 8
- Budget Counseling: 3
- Maryland Health Connection: 3
- Emergency Food – Pantry: 3
- Rent: 2
- Wheel to Work: 2
- Utility Assistance - Terminated: 1
- Senior Meals Congregate: 1
- Senior Meals – Home Delivered: 1
- Senior Information and Assistance: 1
- Homebuyer Assistance: 1
- Home Based Community Services: 1
- GCCAC Rental Units: 1
- Federal Emergency Program: 1
- Energy Aid’s Arrangement: 1

**Average # of programs per family = 1.7**

- 66% of Families utilized 1 department
- 26% of Families utilized 2 departments
- 7% of Families utilized 3 departments
- 1% of Families utilized 4 departments

**Bundling Report for 2G Families - April 2016**

- Judy Center: 130
- MEAP: 45
- Taxi Preparation: 41
- Wrap Around Child Care: 34
- Homelness Assistance: 26
- Rent: 25
- Transportation Medical: 22
- Budget Counseling: 18
- Maryland Health Connection: 15
- Utility Assistance - Terminated: 13
- Service Unlinked Housing: 13
- Emergency Food – Pantry: 13
- MUP (Maryland Access Point) Count: 12
- Homebuyer Assistance: 11
- Home Based Community Services: 11
- GHAP Emergency Program: 11
- Energy Aid’s Arrangement: 11
- Senior Meals Congregate: 10
- Senior Meals – Home Delivered: 10
- PATH Health Dept: 10
- PATH Contacts - Health Dept: 10
- Home Bound Essentials: 10
- GCCAC Rental Units: 10

**Average # of programs per family = 3.12**

- 42% of Families utilized 1 department
- 37% of Families utilized 2 departments
- 18% of Families utilized 3 departments
- 3% of Families utilized 4 departments
- 1% of Families utilized 5 departments
2 G: A Parent’s Perspective
The Take Away

Right mix of services, programs and alignments based upon participant need(s) fosters achievement.
Additional Resources for 2-Generation Approaches

Rural IMPACT

The Ascend Network at the Aspen Institute

The Annie E. Casey Foundation

CAP Tulsa

The Community Action Partnership

The National Association of Counties Organizations (NACO)
WOW—That was a lot of material!

Any Questions?
Garrett County Community Action Committee, Inc.

www.garrettcac.org

Allegany County Human Resources Development Commission

www.alleganyhrdc.org