presents...

Practice Transformation

MINI GENERAL
**Purpose**: To analyze Community Action outcomes and identify effective, promising and innovative practice models that alleviate the causes and conditions of poverty.

**BUILD OUR CAPACITY TO FIGHT POVERTY!**
Learning Communities 2015-2017

OPEN
• Health Intersections
• Poverty Trends
• Decreasing Family Homelessness

CLOSED
• Bundling Services to Improve Outcomes
• Trauma Informed Approaches to Alleviating Poverty
• Financial Empowerment
• Results at the Community Level
• Rural IMPACT
The Promise of Community Action

Community Action changes people’s lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community and we are dedicated to helping people help themselves and each other.
trans·for·ma·tion

ˌtran(t)sfərˈmāSH(ə)n
noun

a thorough or dramatic change in form or appearance.

synonyms: change
Presenters

Bundling Services:
Enrichment Services Program (GA) – Belva Dorsey & Angel Walker

Financial Empowerment:
Baltimore City CAP (MD) – Lori Cunningham & Adongo Matthews

Trauma Informed Care Approaches:
WestCAP (WI) – Corin Turbirdy & Robyn Thibado
Presenters

Results at the Community Level:
Greater Lawrence CAC (MA) – Jennifer Carter

Rural IMPACT:
Highland County CAO (OH) – Julia Wise

Statewide Highlight:
Tennessee DHS & Metro Action – Michelle Fields & Cynthia Croom
Enrichment Services Program, Inc.

Belva Dorsey
Angel Walker
Bundling Services to Improve Outcomes
Integrated Service Delivery Approach
LEARN MORE
Self-Sufficient Families
1

Implemented a Unified Database
Identified Target Families
Involved Staff
IT'S A LONG ROAD
but it's worth it
Unified Data System

Central Intake
Next Steps

- Finalize the *Bundling Services* Report
- Capture information from partners
What is Your IMPACT?
Lori Cunningham- Executive Director
Adongo Matthews- Program Manager
learning community group

Financial empowerment for families
Integrating Financial Capability Services into the BCCAP Intake Process
• Est. 1965
• 40,000 households annually
• Population - 622,793
• BCCAP Focus - Self sufficiency
23.8% Poverty Rate
8.4% Unemployment Rate
$41,385 Median Income
13.9% unbanked
25.4% underbanked
1/3 MD households → no safety net.
Financial Empowerment Centers
Financial Capability in case management
Improve workshop quality & quantity
Networking & Knowledge building
Financial Capability Scales

Referral plan
Challenges

Incentivizing customers

Scarce resources

Staff retraining
Program focus → intake focus
Clients faced similar issues with different manifestations.
Financial capability Services

BCCAP intake process

All CAP Clients
Success!

- Intake Scales
- Referral plans
- Improved workshops
- Increased VITA service
Success!

- 8000 Youth
- Partnerships
- Staff confidence
Networking and Flexibility
Community and Family Impacts

All CAP clients receive education

Thousands of youth impacted

Continuity of services through referral plans
Next Steps

• Funding applications
• FDIC Partnership expansion
• Economic Empowerment Series
Networking

Partnerships
West Central Wisconsin Community Action Agency

Robyn Thibado
Corin Tubridy
Trauma-Informed Approaches to Alleviating Poverty
Becoming a Trauma-Informed Organization

Implementing a cultural change within our entire organization
So there is this thing we could do. . .
Everyone deserves respect, support, and to be empowered.
1. Educate agency staff

2. Determine steps to become a trauma-informed agency

3. Provide education and training to other agencies
Train, train, train!
Kick-Off Event
Agency Survey
Challenges
On Becoming Trauma Informed

“I’m right there in the room, and no one even acknowledges me.”
A-Ha!
Knowledge
Awareness
Staffing Changes
Have you considered what this change is like from the caterpillar’s perspective?
The 4 R’s of a Trauma-Informed Approach

• **Realize** the prevalence of trauma in our community
• **Recognize** the effects of trauma on the people we serve
• **Respond** by putting knowledge into practice
• **Resist** re-traumatization
Where There Is Breath, There Is Hope
Referrals

Role Model

Engagement

Retention

Mental Health

Empowerment
Next Steps

- Client Survey
- Trauma Champions Team
THINK before Speaking

T – Is it True?
H – Is it Helpful?
I – Is it Inspiring?
N – Is it Necessary?
K – Is it Kind?