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

Rural IMPACT
Community Action and 2-Generation Initiatives

A Natural Fit
What Will Be Covered

Background

Why Community Action is a natural place to start

Resources for 2-G Planning and Implementation
What is 2-Generation

Two Generation Approaches focus on creating opportunities for and addressing needs of both vulnerable children and their parents together.
Examples of the Early Childhood—2-G Connection

Most 2 Generation programs have their history in early child development initiatives:

- **Head Start and Early Head Start**
- **All Our Kin**—Connecticut—$1 spent yields $15 economic benefits
- **Even Start**—Connecticut—Family income increased by 40%, 63% increase in home ownership, 29% decrease in rental assistance, 81% increase in voting
- **Right from the Start**—Utah—Nurse Family Partnership, Education and training for mothers and 2 years quality preschool for children beginning at 3 years old
Early Childhood Adversity

More adverse experiences in childhood

- greater likelihood of developmental delays and other problems

- more likely to have health problems in adulthood (e.g., alcoholism, depression, heart disease, diabetes and other chronic diseases)
Toxic Stress

A "toxic stress" response can occur when a child experiences

- strong, frequent, and/or prolonged adversity
- without enough adult support

Can lead to permanent changes in the development of the brain, causing psychological and physical damage—especially in Executive Functions
Why 2-G?

Children Do Well in Families that Do Well. Families Do Well in Communities that Do Well.
How 2-Gen Works

Social capital
Friends, Family, Neighbors, Coaches, Mentors

Quality Early Childhood Education

Postsecondary and Employment Pathways

Economic supports, Asset Building, Housing and Homeownership

Health and well-being
Mental Health
Toxic Stress
Access to health care

Works
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

<table>
<thead>
<tr>
<th>5 Primary Domains</th>
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### Food & Nutrition
- **CRISIS:** Has less than a day of food and limited ways to prepare or cook food.
- **VULNERABLE:** Consistently unable to meet basic food needs; often don’t have enough food to eat in the past 3 months.
- **SAFE:** Eligible for partial food stamps or subsidies but not receiving them.
- **STABLE:** Receives occasional food assistance (brown bag, commodities); not eligible for food stamps.
- **THRIVING:** Can choose to shop at store of choice, never reduces meal size or skips meals b/c of lack of money, and sometimes has money to eat out.

### Housing
- **CRISIS:** Literally homeless.
- **VULNERABLE:** Living in a shelter or hotel.
- **SAFE:** In a stable subsidized housing.
- **STABLE:** In stable housing (rent or own) that is not affordable (> 40% on housing costs).
- **THRIVING:** Households are in safe, affordable, unsubsidized rental housing of choice.

### Childcare (all children in household--if childcare not available for one child or not affordable for even one of the children then answer accordingly)
- **CRISIS:** Childcare not available for all children in the household.
- **VULNERABLE:** Childcare available in unlicensed facility.
- **SAFE:** Subsidized, safe childcare available but not satisfied with it.
- **STABLE:** Safe, affordable, unsubsidized childcare available but not satisfied with it.
- **THRIVING:** Safe, reliable care from family or friends and satisfied with it.

### Transportation (answer from perspective of household)
- **CRISIS:** No means of transportation and public transport not available when needed.
- **VULNERABLE:** Rides exclusively on transportation from friends or family.
- **SAFE:** Has a single unreliable vehicle or vehicle that needs minor repairs to run.
- **STABLE:** Vehicle is reliable but older or unaffordable and there is no alternative.
- **THRIVING:** Has at least one reliable and affordable vehicle and back-up transportation services.

### Financial Management
- **CRISIS:** Not able to pay bills or past due debts.
- **VULNERABLE:** Paying all current bills, not paying & past due debts.
- **SAFE:** Paying current bills, paying minimum on debt.
- **STABLE:** Paying all current bills, paying off debts most months and not saving regularly.
- **THRIVING:** Always paying all current bills and debts, NOT saving regularly.

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

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

2014-15 Pathway Plans
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

Intentionally Linked Services
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
2-G – Structure Related Elements

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

- MT. Laurel HS Health Assessments
- Early Child Dev Parent Engagement
- Budgeting & Asset Dev
- Other support services as necessary
- Dept Social Services
- Career Ladder - College - WIOA partners
- Health Department—Home Visiting
HRDC 2G Agencies and Partners

- Western MD Health System, Tri State Community Health Center
- Early Child Dev Parent Engagement
- Budgeting & Asset Dev
- Other support services as necessary
- Career Ladder Work Experience Program Allegany College of MD -WIOA partners
- Health Department—Dental Home
- Dept Social Services

HRDC Hub and coordinator of work
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

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Legend:
- In Crisis
- Vulnerable
- Safe
- Stable
- Thriving
### Crisis to Thrive Measurement - 1 to 10 Scale
#### August 2015 - July 2016

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Bundling Over Time

2G Families Bundling Report - November 2015

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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

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

Pulling the pieces together
1487 North High Street
Suite 500
Hillsboro, OH 45133

937-393-3458
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
Two – Generation Approaches

- Two – G
- Two – Gen
- 2-Gen
- 2-G
- 2-generation

What’s in a name?
That which we call a rose,
by any other name would smell as sweet

Shakespeare
Shifting the Culture

Child

Early Childhood

Child Mental Health
Supportive Services

Parent

Workforce Services

Job Placement
Gas Vouchers

Highland County Community Action Partnership
Shifting the Culture

Child and Parent Mental Health

Workforce

Supportive Services

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 guided by the families
• Shared outcomes
• IMPACT!
Our Vision of 2-Generation and Why

No Wrong door

Rural concerns to traditional service delivery

- Transportation
- Internet access
- Child care

The car is broken down

Who’s going to watch the kids

How am I going to print my paystubs
Our Vision of 2-Generation and Why

Uniform Intake and Referral Process

Concerns for varied program intake processes

- Internet Access
- Housing Choice and Transience
- Closed Culture
Our Vision of 2-Generation and Why

Intentional Alignment – Guided by Families

Concerns for continued single-focus program driven services

- Toxic Stress
- Varied needs
- Varied households
- Consumer Resources**

* * Highland County Community Action Partnership
Our Vision of 2-Generation and Why

Shared Outcomes - Real Impact

Rural Concerns for lack of shared outcomes

- Limited Agency Resources
- Staff Capacity
- Duplication of services
Why 2-G?

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

- Family focused at all times
- **Intentional** Linkages
- Non-judgment, strengths-based coaching
Operational Framework of HCCAO

- **Stabilize persons in crises**
  - Crises intervention – serve them where they are
  - Bundling services to address root causes
  - Uniform referral process from program to program and agency to agency
  - Centralizing the application process at any point of entry

- **Focus on all generations in the home**
  - Capitalize on children as an asset and not a barrier
  - Child education and support
  - Financial literacy, coaching
  - Education and career advancement

- **Work to remove barriers and create opportunities**
  - Create Effective Collaborative Partnerships
  - Policy
  - Municipal and community capacity
  - Fill Service gaps
What Are We Actually Doing?

• Creating uniformity in intake internally
• Creating uniformity in referral processes externally
• Aligning internal and external services in a consumer-centric approach
• Piloting intensive strengths-based coaching in a two-generation approach with high need families
• Structuring one-stop community facilities in high need outlying areas
Assessment and Measurement are Key

- Initial
- Interims
- Exit
- Follow-up
Initial Areas of Need Identified by 2-G Families In Pilot Program

- Housing: 85%
- Employment: 9%
- Physical Health: 4%
- Legal: 2%
Intentionally Linked Services

Parent centered:
- **Emergency/Supportive Services**
- **Workforce Development**
- Post-secondary education
- Adult Basic Education / GED
- **Financial coaching**
- Parenting skills
- **Home visiting**
- Health & Well-Being

Child centered:
- **Early Head Start / Head Start**
- Local Public Schools
- **Youth Workforce/Summer Youth**
- Health & Well-Being
How Do We Bundle When We Don’t Provide the Needed Service?
Supporting bundling across Diverse Partners

- **Uniform Intake Processes**
  - No wrong door
  - Consistent Expectations
  - Uniform Referral Process across Partners

- **Shared Meetings/Aligned Delivery Mechanisms**
  - Co-locate and **co-deliver**
  - Formal MOU’s
  - Shared releases of Information
  - Communication at all levels

- **Cross Department Training**
  - Know and understand
  - Bring in the experts
What makes it 2 Gen and Not Just Side by Side Services

• Services are **Intentionally** Coordinated
• Strengths-Based **Coaching** to Drive the Work
• **Integrate** and Share at All Levels
• Review Data and **Outcomes**
• **Co-Delivery** of Services Occurs
• **Peer to Peer** Networking to Build Social Capital
• **Includes the five components**

http://ascend.aspeninstitute.org/pages/the-two-generation-approach
Our Organizational Shift

- Referrals → Inclusive Intake
- Program Guided → Consumer-Centric
- Silos → Uniform Intake Processes
- Inputs/Outputs → Outcomes/Results Data
Best Steps

- **Organize Partners**
  - Define Shared Vision
  - Document Indicators and Shared Outcomes
  - “Name” the Experts
  - Prepare and execute Mou’s

- **Define All Internal Processes**
  - Does this match your strategic plan and mission?
  - Remove Redundancies
  - Fill the Gaps
  - Formalize the Process
  - Review and Refine Job Descriptions

- Share
  - Data
  - Outcomes
Challenges We Still Face

• Scaling the Pilot Program
• Sharing Data with External Partners Seamlessly
• Some Gaps in Services
• Facilities in Outlying Areas of High Need
• Bridging Funding Gaps with Rural Numbers
• Aligning Program Requirements
• Transitioning from Parent Outcomes and Child Outcomes to “Parent and Child” Outcomes
Think about your organizational change the same way you ask you consumers to think about family change.

- Capitalize on Your Strengths
- Build Social Capital within Your Partners
- Educate and Train All of Your Staff
- Refine the Way You Work
Questions?

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RESOURCES

Blog:  https://lcrcweb.com/

CSBG T/TA Resource Center:  www.csbgtta.org
EVALUATIONS

The Partnership Wants Your Feedback!

Please be sure to **complete** the evaluation for this session **online**, via the **CAPCON17 Event App**.

Thanks in Advance for your Cooperation!