UNLOCK THE CHANGE AGENT IN YOU OR YOUR STAFF — EMPOWERING INDIVIDUAL AND FAMILIES TO SELF-SUFFICIENCY.

Transforming Communities, Changing Lives
What is a major change you have made in your life and what was the result?
WE ARE CREATORS OF RESISTANCE.

WE ASK PEOPLE TO CHANGE.
Every family system has two competing drives: to grow and to remain the same.
Healthy Individuals and Families
Hopelink’s Theory of Change Model

STABLE
Basic Needs Secure
- Food & Nutrition
- Housing
- Health, Safety & Well-being
- Basic Financial Resources
- Mobility (transportation)

EQUIPPED TO EXIT POVERTY
- Resilient
- Employable
- Resource Adequate
- Children Safe & Thriving
- Legal Problems Mitigated
- Debt & Credit Management
- Social Capital & Connections
- Educated & Literate
- Job & Life Skilled

DIRECT SERVICES & CONNECTIONS TO RESOURCES
Best practices in moving individuals and families on their journey toward self-sufficiency.
Your Strengths.
Tell us about the things that are good!
What Makes You Happy?
Describe, given all the changes you want to make, where your family will be five years from now.
Empowering and motivating people to make changes in case management/Family Development
Good Choices
What are the good choices you have made and your feelings about them.
• **Physical Needs:** 
  Food, Shelter, Clothing, Heat, etc.

• **Social Needs:** 
  Belonging, Appropriate Behavior, Responsibility, etc.

• **Cognitive Needs:** 
  Learning, Skill Development, Stimulation, etc.

• **Psychological Needs:** 
  Love, Identity, Self-Esteem, Expression of Feelings, etc.

• **Spiritual Needs:** 
  Belief System, Values, Community, Meaning, etc.
There are three levels of outcomes we will be measuring:

- **Goal 1:** Low-income people become more self-sufficient. *(Family)*
- **Goal 2:** The conditions in which low-income people live are improved. *(Community)*
- **Goal 3:** Low-income people own a stake in the community. *(Community)*
- **Goal 4:** Partnerships among supporters and providers of services to low-income people are achieved. *(Agency)*
- **Goal 5:** Agencies increase their capacity to achieve results. *(Agency)*
- **Goal 6:** Low-income people, especially vulnerable populations, achieve their potential by strengthening family and other supportive systems. *(Family)*
EMPOWERMENT
COMPLIMENT
EMPATHY
REINFORCEMENT
OUTCOMES
Tell us how you are doing? Please circle the number that best represents your family.

• Employment
  1  2  3  4  5

• Income
  1  2  3  4  5

• Household Budgeting
  1  2  3  4  5

• Education
  1  2  3  4  5

• Housing
  1  2  3  4  5
Do You Like Yourself?
Do You Love Yourself?
Assessment: Learning About the Families

- Kay's Extended Family: Conflicts with Kay and Tom have made relationships difficult
- Tom's Employer: Demanding, unfair
- Kay: 36, 13 kids
- Tom: 45
- Tom's Extended Family: Like Kay; family has weak relationships
- School: Tom misses a lot; others doing well
- Department of Human Services: Food stamps and sometimes AADC; embarrassing

Friends: Kate and Bob have friends through school; Tom is loner; Kay and Tom don't socialize outside family

---

Strong
Tough
Stressed
Flown Energy
Governing Circle
Surrounding Circle
Significant Relationships

---

Here is the picture of our family across four generations.

We can use these common connections to create a picture of a family over time.
Please list your past successes.
Solution Focused Questions.
• Miracle Question
• Exception To The Problem Question
• Past Success Question
• Scaling Question
Long-term Thinking.  
Emphasis on Crisis Prevention.  
Seeing Strengths.  
Recognizing/Affirming Difference.  
High Client Expectation.  
Aspirations are similar; access to resources differ.  
People have different kinds of knowledge.
Reliance on the “common-wealth” of communities
Consumer norms and goals.
Consumers chooses for themselves.
Power with and among.
My views are different.

Feeling hopeful
Belief in self
Promoting the possible
“I am responsible for my future”, taking control of my own life.
• Joining
• Assessment
• Planning
• Support
• Linking
1. Goals are important to the person being served.
2. The goals are small.
3. The goals are concrete, specific and behavioral.
4. The goals seek presence rather than absence.
5. The goals have beginnings rather than endings.
6. The goals are realistic within the context of the life of the person being served.
7. The person being served perceives the goals as involving “hard work”.

To live and serve with these values:
CASTLE—Courage, Authenticity, Service, Truth, Love and Effectiveness
Empowering individuals and families toward self-sufficiency producing outcomes to improve their lives and foster independence.