

WHOLE FAMILY APPROACH

TRANSFORMATION STORIES

Webinar Wednesday

February 6, 2019

THE PROMISE OF COMMUNITY ACTION

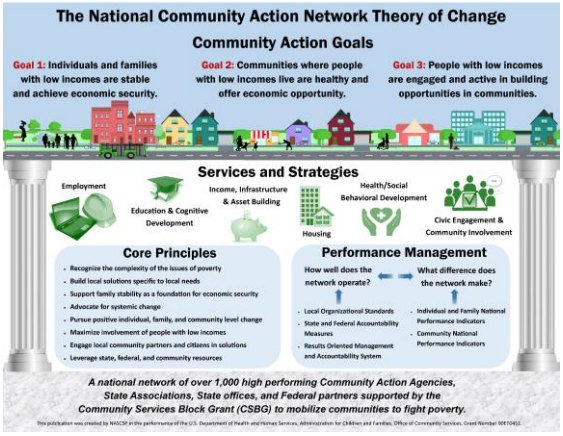
Community Action changes people's lives, embodies the spirit of hope, improves communities, and makes America a better place to live.

We care about the entire community and we are dedicated to helping people help themselves and each other.



Purpose: *The purpose of the LCRC is to analyze Community Action outcomes and identify effective, promising, and innovative practice models that alleviate the causes and conditions of poverty.*

BUILD CAA CAPACITY TO FIGHT POVERTY!



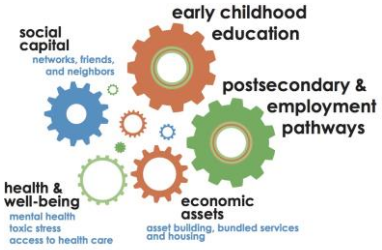


Defining the Whole Family Approach



A Whole Family Approach Meets the Needs of Children and Parents *Together.*

Whole Family Approach Frameworks



Source: Ascend at the Aspen Institute, Two-Generation Playbook



- **An initiative funded by the Annie E. Casey Foundation**
  - ❑ *dedicated to breaking the cycle of intergenerational poverty through whole family approaches in Community Action*
- **Sponsored 10 agencies to participate in an 18-month cohort**

People Incorporated of Virginia

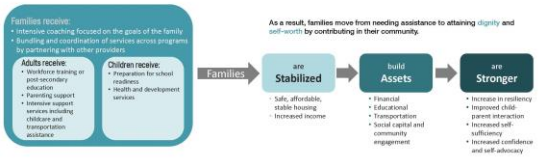
WHOLE FAMILY APPROACH FOR TRANSFORMATION STORIES

People Incorporated's Whole Family Approach

- Current programming with Whole Family potential
  - Head Start/Early Head Start
  - Comprehensive Health Investment Program (CHIP)
  - Workforce Development
  - Credit counseling and financial literacy
- Ongoing organizational work toward integrated service delivery



People Incorporated – Whole Family Theory of Change



Underlying Assumptions:
- Families are willing to give up poverty related supports as they increase their earned income
- The community can support this theory/intervention
- Our services lead to the desired outcomes
- Participants will be families who are committed and willing to actively participate in order to reach outcomes

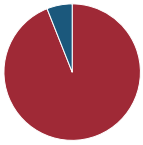
Barriers in the shift to a Whole Family Approach

- Flexible Funding
- Community Barriers
- Organizational Change

Whole Family Staff Training

- 3 trainings
- 215 staff from all departments
- Agenda designed for interaction and relationship building
  - CEO and senior leadership participation
  - Video of current client family
  - Group exercises
  - Whole Family Feud
  - Overview of whole family components
  - Staff panel
  - Action planning

Whole Family Staff Training



94% of staff said they feel more knowledgeable about Whole Family approaches as a result of this training.

"The opportunity to network with staff from other departments – this is the best way to support integrated service delivery and promote the agency as one unit."

"The relaxed atmosphere even with senior management and the availability to express our thoughts and concerns without fears of negative feedback."



2018 People Incorporated Annual Report

Success in the shift to a Whole Family Approach

- Change in organizational culture
  - Employee Engagement Council
  - Shining Stars newsletter
- Improved focus
- Better way of communicating success
- Advocacy



- Finalize design for a formal Whole Family program

People Inc. Whole Family Team

- Rob Goldsmith, President & CEO, rgoldsmith@peopleinc.net
- Angie Groseclose, Chief Operating Officer, agroseclose@peopleinc.net
- Kelli Smith, Director of Planning & Evaluation, kesmith@peopleinc.net
- Donna Buckland, Director of Child & Family Development, dbuckland@peopleinc.net
- Linda Midgett, Director of Community Services, lmidgett@peopleinc.net
- Janice Belcher, Family Advocate, jbelcher@peopleinc.net

QUESTIONS?

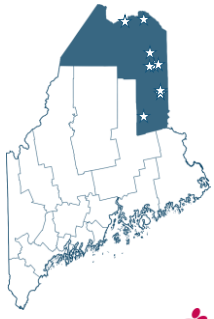


WHOLE FAMILY APPROACH TRANSFORMATION STORIES

Aroostook County Action Program

Aroostook County Action Program – Whole Family Approach

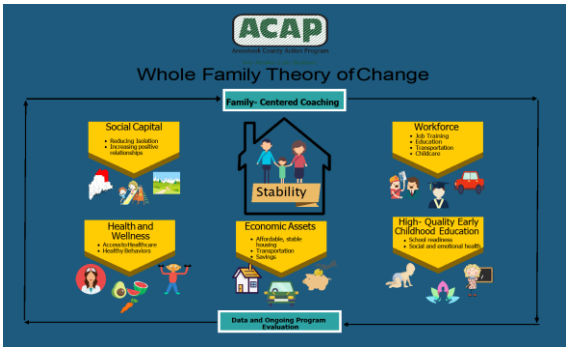
- Largest County East of the Mississippi
- 6,828 square miles
- Crown of Maine
- 9 service locations



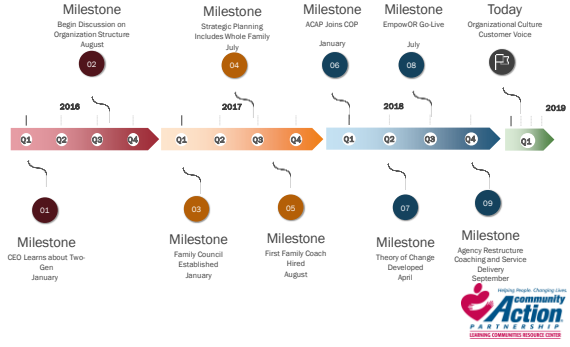
Family Council



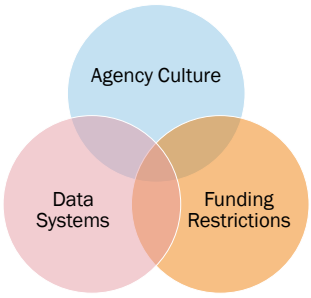
Whole Family Theory of Change



Our Transformation Timeline



Challenges and Barriers



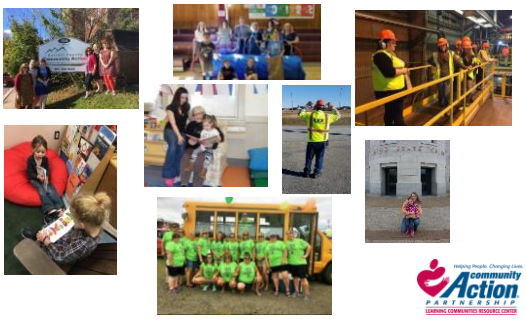
When it all came together



Changes



What does success look like?



Words of Inspiration



Next Steps

- Better capture customer voice
- Build capacity of central data system

Possibilities

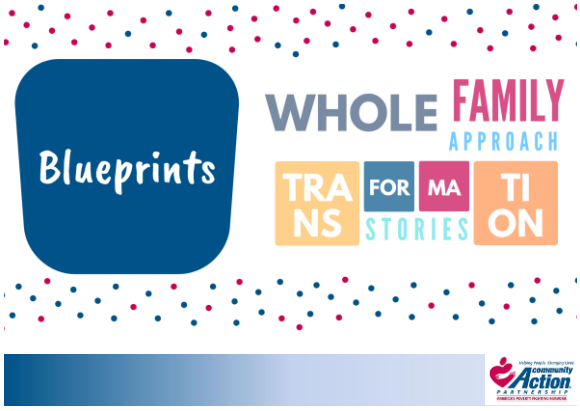




Questions or Comments?
Contact
Jamie Chandler
jchandler@acap-me.org
207-554-4102

QUESTIONS?





Our Services…



…and our Ah-ha moment

Theory of Change



Our 2GEN Approach



Our 2GEN Project Design

Children	Parents	Family
High quality early childhood education	Needs assessment & goal planning	Family success goal plan
Nutritious meals & snacks	Educational assessment, GED, adult basic education & computer classes	Monthly family meetings with dinner, speaker, activities & community connections
Health & developmental screening	Vocational assessment, career pathway map & goal plan	Referral/advocacy for services (transportation, housing, etc.)
Mental health, disabilities, health services as needed	Classes including family coping, financial literacy, self- awareness & leadership skills	Barrier elimination as needed (to support family advancement on goals)
Transition support to public school, homework help & other supports for school age children	Job development, preparation & placement	Participation incentives & rewards for goal achievement (gas cards, movie tickets, dinner out, etc.)

Milestones – Year One

- 24 families actively engaged
- 2GEN Coordinator funding secured
- "Guiding Coalition" engaged
- Families Growing & Learning Together curriculum created
- Outcomes tracked & data collection system implemented

Challenges – Year One

- Organizational integration
- Sustainable & dedicated funds
- Tactical vs. strategic efforts

Outcomes – Year One

- 4 postsecondary education enrollments
- 1 postsecondary education graduation
- 6 secured employment
- 2 gained assets

Success!









INSPIRATION

Danielle's Story

https://youtu.be/sSTQ4EUDf7A



- Family-Centered Coaching agency-wide
- Increase "Guiding Coalition" buy-In
- Morph 2GEN into an agency-wide approach vs. a program

For More Information:

Mallory McHugh
724/225-9550 ext. 486
mmchugh@myblueprints.org

QUESTIONS?



WHOLE FAMILY APPROACH

TRANS FOR MA TION STORIES

Mississippi County, Arkansas, Economic Opportunity Commission

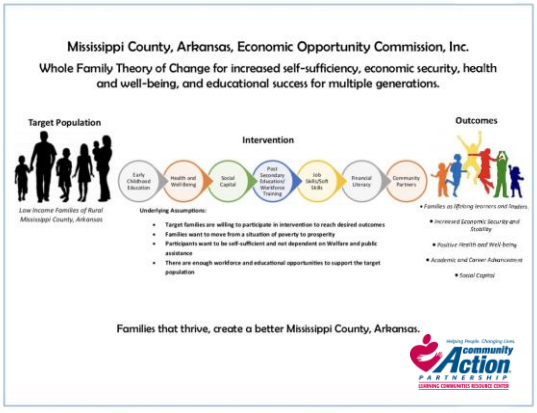
MCAEOC Holistic Family Approach

MCAEOC, Inc. focuses on reducing and eliminating intergenerational poverty by providing holistic, wrap-around programs, services, and support to parents, children, and families.

Addressing poverty requires both **immediate action** to support families in need, and **long-term investments** in future generations.

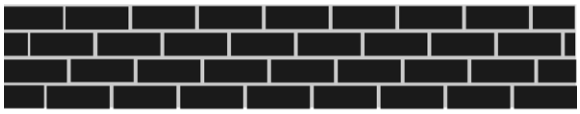
Rural IMPACT

As a part of the Rural IMPACT pilot, MCAEOC, Inc. selected 50 families to receive intensive case management and family strengthening, in addition to other services and resources. This demonstration produced outcomes for those families and allowed our agency to take an in-depth look at how we link the success of parents, children, and families.



Milestones

- Buy in from key stakeholders and community partners (including Governor and Legislators)
- Shift in mindset of staff and management team
- Development and Implementation of Parent Empowerment
- Established One-Stop Community Service Center



Barrier to Success

-Implementing a shared tracking system for partners and key stakeholders

Ah-ha Moment!

-Looking back and allowing the families to tell how the approach has impacted their lives…

Our agency has shifted from being service providers to a multifaceted support system for upward mobility and family strengthening.

Success!!

- Families reached short, medium, and long-term outcomes with staff support.
- Participants prepared for and purchased their first home.
- Associate and Bachelor's Degrees Obtained
- New Jobs and Increased Wages
- Family Engagement Increased
- Expanded Services and Partners

We are one agency with a common agenda.

This experience has forced us to break down silos and operate as one. Overall communication and collaboration has improved. We understand that we all share a mutual goal, which is to enhance the lives of the children, parents, and families that we serve.



- Expand parent empowerment and intensive case management to every family who receives services
- Insure all staff understand the importance as well as how to implement holistic practices

Endless Possibilities

When our agency stands in the gap between deficiency and self sufficiency, children and families gain access to the resources needed to break the restraints of intergenerational poverty.

Families that thrive create a better, stronger community for us all.

MCAEOC, Inc.

1400 N. Division
Blytheville, AR 72315
870-776-1054

Priscilla Johnson, Executive Director
cilla.johnson@sbcglobal.net
ext. 35

Randon R. Caruthers, Family Navigator
caruthersrandon@gmail.com
ext. 47

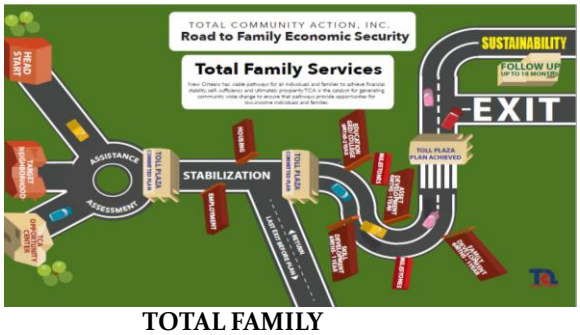
QUESTIONS?



Total Community Action

WHOLE FAMILY APPROACH

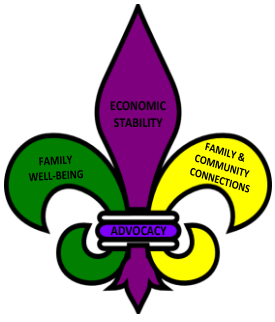
TRANSFORMATION STORIES



TOTAL FAMILY

Total Family is a comprehensive family empowerment service delivery system; designed to support individuals and families as the work to the achievement of sustainable economic opportunity.

Total Family Services



- WORKFORCE DEVELOPMENT/EMPLOYMENT SERVICES
- FINANCIAL FUTURES
- EDUCATION/OCCUPATIONAL SKILLS TRAINING
- HOUSING
- FOOD
- HEALTH
- EARLY CHILDHOOD EDUCATION
- UTILITY ASSISTANCE/EDUCATION
- PARENTING EDUCATION
- CIVIC ENGAGMENT & COMMUNITY INVOLVEMENT
- POVERTY REDUCTION

Theory of Change

- The Total Community Action, Inc. Theory of Change (Total Family) is rooted in the belief that by providing low income families with comprehensive family centered case management and coaching, as well as, access to necessary family appropriate services and resources, families will commit and actively engage in goal achievement and ultimately economic security.

Implementation Milestones

- Engage family voices through journey mapping
- Increase in the number of families enrolled in Total Family
- Refined tools that support and strengthen data collection
- Expanded initial COP group
- Defined key building blocks of our two-generational approach

Logic Model

Theory of Change

- Achieved organizational acceptance of the agency's TOC
- Case Management retreat to build capacity and introduce family centered coaching
- Aligned/Expanded internal/external resources in support of families

Challenges

- Staff Turnover
- Program Silos
- Leadership and program buy-in
- Implementation
- Data collection
- Data analysis

Ah-ha

- Through peer to peer exchanges, other agencies are experiencing the same challenges in implementing and enhancing whole family approaches
- Assessment tool needs ongoing refining

What changed?

- Agency culture shifting
- Increased knowledge of outcomes rather than outputs
- Organizational alignment (mission, services, client outcomes)

What Success looked like



Building Staff Capacity
In Family Engagement



Words of Inspiration

- Celebrate success, no matter how small (the small wins)



- .. Enhance common sets of standards of care for TCA family case management
- .. Expand external collaborative partnerships/ building resources for multi-generational families
- Bi-Annual Client Assessment/Feedback process (customer-focused)

Family/Community Impact

Low- income families are economically secure and can live independently.

New Orleans has viable pathways for all individuals and families to achieve financial stability, self-sufficiency and ultimately prosperity.

Team TCA

Thelma Harris French – President & CEO
thelma.french@tca-nola.org

Glenis Scott Sr. – Director of Community and Energy Services
glenis.scott@tca-nola.org

Sidney Monroe – Opportunity Center Manager
sidney.Monroe@tca-nola.org

Jonika Julian – Family and Community Services Manager
jonika.Julian@tca-nola.org

QUESTIONS?



WHOLE FAMILY APPROACH TRANSFORMATION STORIES

Mahube-Otwa Community Action

WHOLE FAMILY APPROACH

COMMUNITY OF PRACTICE

MOVING WHOLE FAMILIES TOWARDS 200% FPG



Quality Higher Education + Quality Early Childhood = Whole Family Outcomes!

MAHUBE-OTWA WHOLE FAMILY BUILDING BLOCKS

- **Equity**
- Policy change
- Family voice
- Compliance through systems, not people
- Staff work across programs
- Align high quality services across generations
  - Early Childhood
  - Economic Assets
  - Health & Wellbeing
  - Social Capital
  - Post-Secondary & Employment Pathways

Equity

- Monthly Board Discussion items / book group on diversity
- All staff encouraged to take Harvard's Implicit Bias Test
- Intercultural Development Inventory Qualified Administrator
- Friday Film Fests & Discussion on aspects of inclusion
- Agency-wide recognition Days

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Policy Change

- Formed Public Policy Committee
- Chair the MinnCAP statewide legislative committee
- Urban Institute Study with families on low-wage employment barriers
- Presentations to state officials
- Family participation at Days on the Hill in St Paul and DC

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Family Voice

- Journey-Mapping with Head Start and Housing families
- Utilizing shared governance training differently to better include family experiences
- Addressing organizational culture to be less top-down so staff closest to families are empowered to make change

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Compliance through systems, not people

Created new positions:

- Director of Administration
- Data Analyst
- Head Start Systems Manager

In process:

- Universal Intake
- Collect information once, use it many times

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Staff work across programs

- Changed seating arrangements for some staff for better coordination
- Developing cross-training for Housing and Head Start Staff

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Account for outcomes

- Board set strategic direction, focused on moving families to 200% FPG
- Employees report increased ability to use data for making decisions (53% to 73%)

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Early Childhood

- Created new position: Child Care Collaboratives Manager
- Worked with school district to perform home visits.

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Economic Assets

- Created new position: Stabilization Services Manager
- Community education on asset-building strategies

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Health & Well-being

- Efforts to reduce staff stress
- Increased emphasis on ACEs
- Increased emphasis on reproductive health

MAHUBE-OTWA WHOLE FAMILY BUILDING BLOCKS

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Social Capital

- Perham Navigator Pilot pairs families with community members for social connections
- Strategic goal of reducing stigma

MAHUBE-OTWA WHOLE FAMILY BUILDING BLOCKS

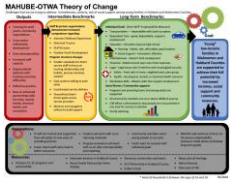
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  - **Post-Secondary & Employment Pathways**

Post-Secondary & Employment

- Employability Initiative works with parents on stackable credential career pathways
- New partnerships with tech college, nursing homes, etc
- New staff position: Employment Case Worker

THEORY OF CHANGE

- **Problem:** emphasis has been on crisis management
- **Innovation:** reduce caseloads; increase relationship-based approaches; empower frontline staff; remove hurdles; address equity; set bold goals and track outcomes



- **Goal:** for Head Start and Housing families that are past their immediate crisis but demonstrate commitment to goals, increase investment to set them on paths they identify that lead to 200% FPG

KEY MILESTONES

- Identifying organizational values
- Board setting strategic direction
- Changes in org structure
- Change in org philosophy from highly regulative towards generative
- Increased emphasis on building inter-cultural awareness
- Increased emphasis on focusing on strengths of staff and families



KEY CHALLENGES



- Limited amounts of new funding means limited staff time to change systems;
- Organizational culture change takes time to ensure continuous forward momentum

AH-HA MOMENTS



- Working on culture, values, outcomes, empowerment each create small wins along this journey
- Small changes can have great impact
- Coordination across departments has resulted in small perks like reduced costs for everyone for having an agency block for conference registrations

WHOLE FAMILY TEAM

(WEEKLY 30 MIN CHECK-IN MEETINGS)

- **Alice Meyer**, Family Service Worker
- **Angie Kent**, Office Manager
- **Chandler Esslinger**, Family Health Coordinator
- **Dana Patsie**, Child Care Aware Director
- **Jamie Stollenwerk**, Employment Caseworker
- **Jen Soule**, Early Childhood Services Manager
- **Jenny Hagen**, Data Analyst
- **Liz Kuoppala**, Executive Director
- **Marcia Otte**, Family Development Director
- **Michelle Wilkowski**, Head Start Director



- Cross-training front line staff
- Agency-wide communication on Whole Family strategies / successes / setbacks

CONTACT INFO

MAHUBE-OTWA Community Action Partnership
www.mahube.org
Facebook: /mahubeotwa

Michelle Wilkowski, Head Start Director
mwilkowski@mahube.org
Chandler Esslinger, Family Health Coordinator
cesslinger@mahube.org
Jenny Hagen, Data Analyst
jhagen@mahube.org

QUESTIONS?



WEBINAR WEDNESDAYS



UPCOMING WEBINARS

Whole Family Approaches | Integrated Services | Financial Empowerment | Homelessness | Health Intersections Data-Centered Organizations | Community Level Work

- **February 13** - Building Pathways for Parents: Innovation for Work & Education
- **February 20** - Health Impacts of the Physical & Social Environment
- **February 27** - Career Pathways as a Leadership Development Framework in Community Action

https://communityactionpartnership.com/events/category/webinars/

PLEASE OFFER YOUR FEEDBACK

https://www.surveymonkey.com/r/WholeFamilyTransformation

CONTACT INFO

For more information or questions contact The Learning Communities Resource Center Team:

- Tiffney Marley, Director of Practice Transformation, tmarley@communityactionpartnership.com
- Jeannie Chaffin, Consultant for CA Economic Mobility Initiative, chaffin.jeannie@gmail.com
- Kevin Kelly, CED Director, kkelly@communityactionpartnership.com
- Courtney Kohler, Senior Associate, ckohler@communityactionpartnership.com
- Hyacinth McKinley, Program Associate, hmckinley@communityactionpartnership.com
- Liza Poris, Program Associate, lporis@communityactionpartnership.com

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