

Engaging Family Voices in Designing and Implementing WFA and Attending to Organizational Culture and Systems Change: Engagement Strategies and Common Intake

National Community Action Partnership

Whole Family Approach Institute

December 9th, 2020

Source: U.S. Census Bureau, 2010 Census.





Whole Family Approach

“Meeting Families Where They
Dream”



Engaging Family Voices

- Fund for Shared Insight Initiative
- Nonprofits and funder partnership
- Goal: to provide widespread access to tools and resources that increase the capacity among organizations to systematically listen to and respond to the people they seek to help
- Useful tool in designing a Whole Family Approach

Listen4Good

- Listen4Good
- Feedback Loops-powerful tool for valuing the lived experience of the people nonprofits and philanthropy seek to benefit.
- An organization takes in feedback but also must do something with it
- Design-Collect-Interpret-Respond-Close Loop
- www.fundforsharedinsight.org/listen4good

Building the practice of listening to the people we seek to help.

- Listen for Good (L4G) explores a simple but systematic and rigorous way of getting feedback from the people at the heart of our work.
- L4G is focused on applying a semi-standard survey instrument employed widely in customer feedback circles, to the nonprofit beneficiary context.

The L4G steps

- Survey Design
- Survey Administration
 - Survey Monkey
- Interpreting Results
- Responding to Feedback, Closing the Loop

Survey

- Would recommend CAP Sonoma to a friend or family member?
- What is CAP Sonoma good at?
- Overall, how well has CAP Sonoma met your needs?
- What could CAP Sonoma do better?
- How often does CAP Sonoma treat you with respect?
- How easy is it for you to get services at CAP Sonoma?

Key Findings

- 15% of parents would be interested in meeting a staff person one-on-one to improve family economic status.
- Amount of paperwork is a barrier for parents
- There is a need for more community awareness of CAP Sonoma.

Findings supported move to WFA

- Systems improvements- Streamline Systems
- Increased interdepartmental communication
- Demonstrated a need for a common intake
- Advocacy at community level and state Level

Common Intake

- Pre-eligibility screening
- Department service alignment
- Program data versus client data
- Disaster eligibility intake

Contact Information

Susan Cooper

scooper@capsonoma.org

Mary Watts

mwatts@capsonoma.org

