



Wayne Metropolitan  
Community Action Agency  
Established 1971

# THE POWER OF CONNECTION

*STRENGTHENING  
CLIENT SUPPORT  
THROUGH  
INNOVATIVE  
SERVICE DELIVERY*





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## LIVE POLL

- Show of hands - Does your organization have a single source of truth?
- Poll
  - When you think of a single source of truth, what elements should it include and what are the benefits?



## JOIN THE POLL!

Scan the QR Code

Go to → [Pollev.com/victoriatoridavis446](https://Pollev.com/victoriatoridavis446)

Text VICTORIATORIDAVIS446 to 22333



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# TODAY'S DISCUSSION

Overview

**OVERVIEW**

**BENEFITS**

**TRY IT**

**CREATE**



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# INTRODUCTION

What is a Resource Guide?

A comprehensive, constantly evolving directory designed to help frontline staff quickly identify, access, and refer clients to relevant community resources.





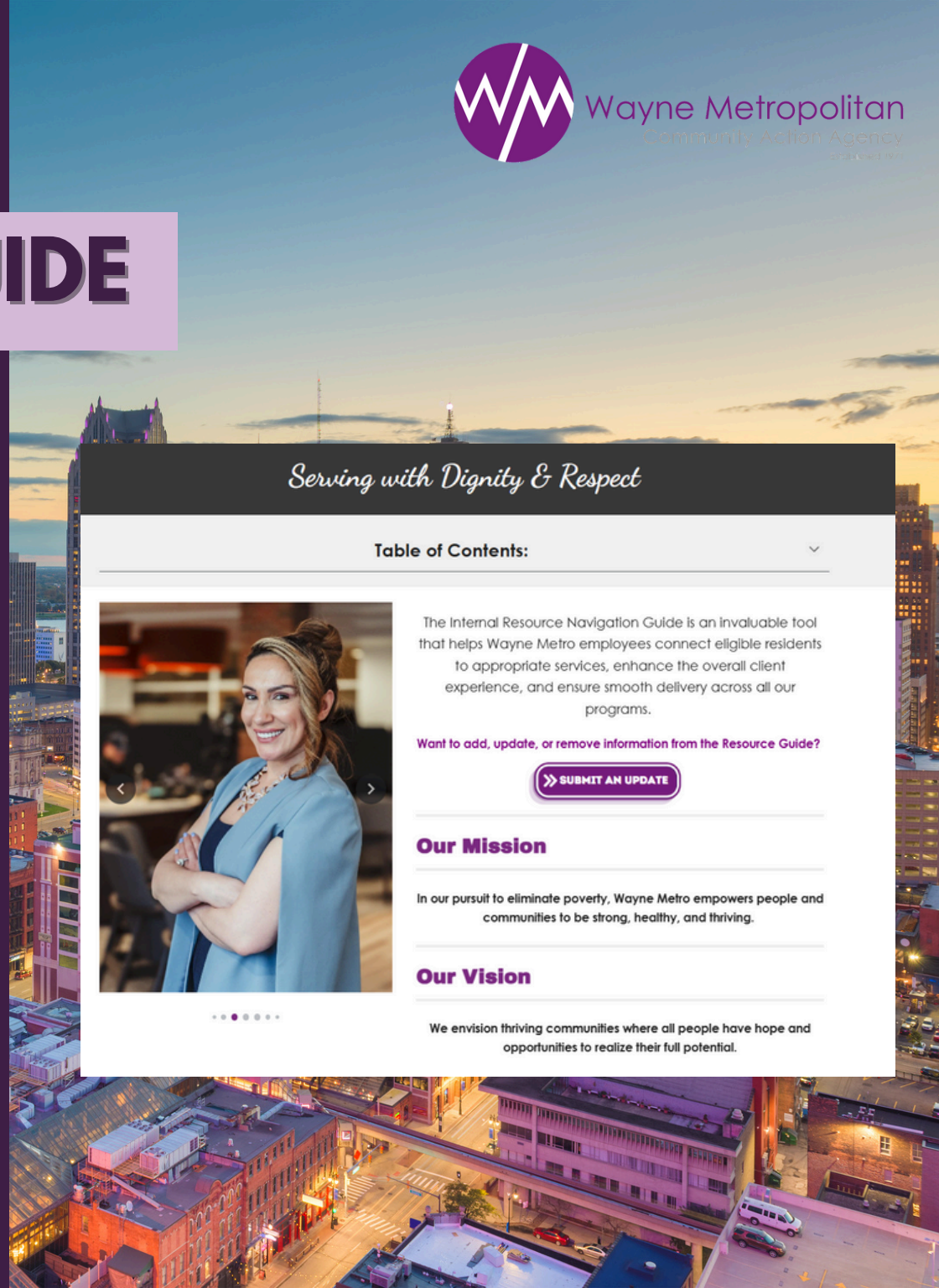
# RESOURCE GUIDE

What is a Resource Guide?

The Wayne Metro Resource Guide is a comprehensive, constantly evolving directory designed to help frontline staff quickly identify, access, and refer clients to relevant community resources.

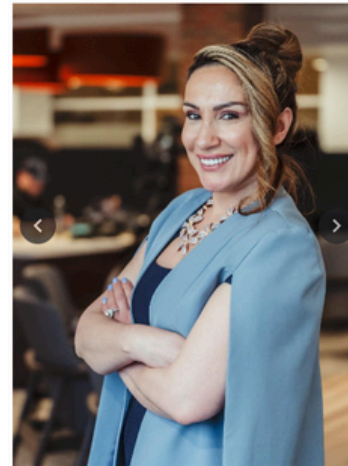


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Serving with Dignity & Respect



*Serving with Dignity & Respect*

Table of Contents: ▾



The Internal Resource Navigation Guide is an invaluable tool that helps Wayne Metro employees connect eligible residents to appropriate services, enhance the overall client experience, and ensure smooth delivery across all our programs.

Want to add, update, or remove information from the Resource Guide?

[SUBMIT AN UPDATE](#)

## Our Mission

In our pursuit to eliminate poverty, Wayne Metro empowers people and communities to be strong, healthy, and thriving.

## Our Vision

We envision thriving communities where all people have hope and opportunities to realize their full potential.



# RESOURCE GUIDE

## How is it used?

The Resource Guide serves as a tool for all staff that assist clients both virtually and in-person by offering clear, up-to-date information about local services.

-  Emergency Housing & Shelter
-  Utility and water assistance
-  Food pantries and meal programs
-  Transportation
-  Employment & Financial Education
-  Head Start

### Employment Information



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Are you ready for a career change?

**BRIDGE TO TECH**

Are you interested in the growing field of IT but don't know where to start?

The Bridges to Tech Careers program may be for you! We are currently enrolling highly motivated, energetic and engaging adults who are interested in IT careers but may need additional skill building to enter apprenticeship programs.

**Bridge To Tech**  
Program Status: Open

Provide the client's contact information to Kelly Craig at  
kcraig@waynemetro.org  
Instructed by Wayne Metro staff.



**DIGITAL LITERACY**

Programming brought to you by  
Wayne Metropolitan  
Community Action Agency

**OFFERINGS INCLUDE:**

- Digital Coaching
- Google Suite Training
- Employability Workshops
- Internet Safety

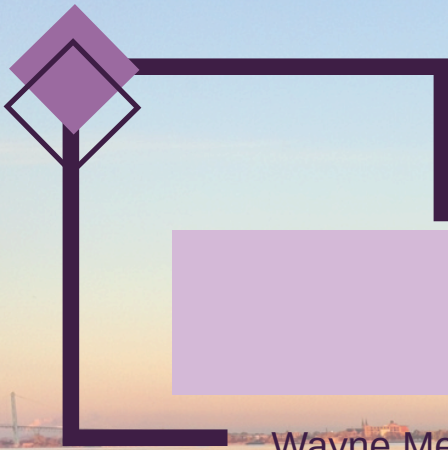
and many more!

REGIS TODAY

Email Breanna Weston if there are questions:  
bweston@waynemetro.org

**Digital Literacy**  
Program Status: Open

Provide the client's contact information to Breanna Weston at  
bweston@waynemetro.org  
Instructed by Wayne Metro staff.



# TOUR

## Wayne Metro Internal Resource Guide

### Wayne Metro Programs & Resources



<b>GREEN</b>	Application & funding are available Offer to eligible residents	<b>OPEN</b>
<b>YELLOW</b>	Internal Client Referral Only (Do Not Offer)	<b>OPEN</b>
<b>ORANGE</b>	Still processing our queue but not accepting new applications	<b>PAUSED</b>
<b>RED</b>	Could re-open with new funding (no more processing)	<b>CLOSED</b>
<b>GRAY</b>	Not available anymore	<b>RETIRED</b>

**Program Names in WM Purple =**  
Administered by Wayne Metro

**Program Names in Navy Blue =**  
Externally Administered

#### HOW TO:

##### Search for a Program or Type of Assistance:

- Click on the "service type" in the drop-down menu
- Click "Ctrl + F" on your keyboard and type in the word to search.

##### View Program Statuses:

- Check out the graphic to the left!  
Each status is associated with a color.
- Each status is listed under each program name to inform you of its availability.

##### Read All About Program Information and Procedures:

- Click the arrow to the right of each program description to see more.
- Each program section explains what Wayne Metro's role is in affiliation with that resource.
- Program descriptions include how to prescreen, complete an intake, assist with applying, schedule an appointment, escalate an issue, and more!

Help keep this Internal Resource Guide up-to-date  
by clicking the button below:

[» SUBMIT AN UPDATE](#)

# BENEFITS

- Quick & Informative Referrals
- Standardized Information Sharing
- Time-Saving During Appointments
- Supporting Multi Service Referrals
- Standardize Training and Onboarding





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# BEYOND PROGRAM INFORMATION

## EXTERNAL RESOURCES

Resources from other agencies in the area

## COMMUNITY ENGAGEMENT

A calendar of events that residents can attend

## NAVIGATION LINKS

Links to all systems throughout Wayne Metro

## PROCESSES & TOOLS

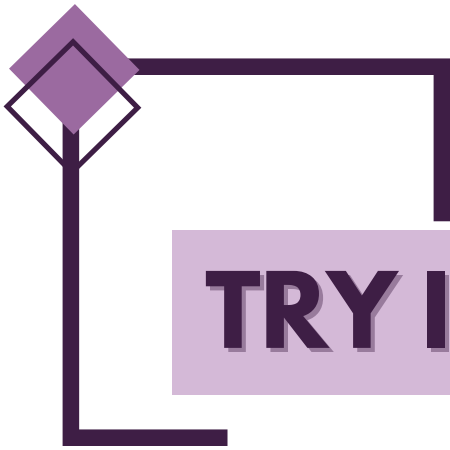
Step by step process for all types of interactions



# WHO USES IT?

- In Person Navigators
- Connect Center
- All client facing staff



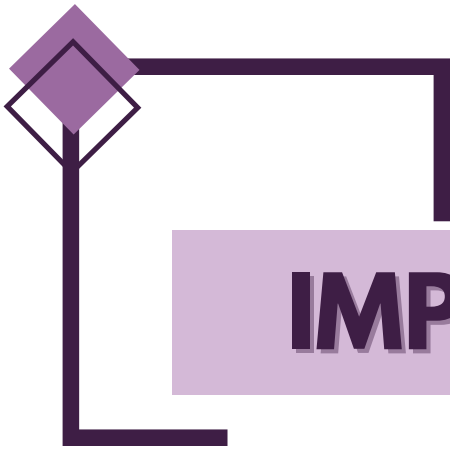


**TRY IT OUT!**



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# IMPLEMENTATION



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# DISCOVERY

- What information needs to be included?
- How should this information be displayed?
- Who needs to be involved?
- How will this stay updated?





# GATHER INFORMATION

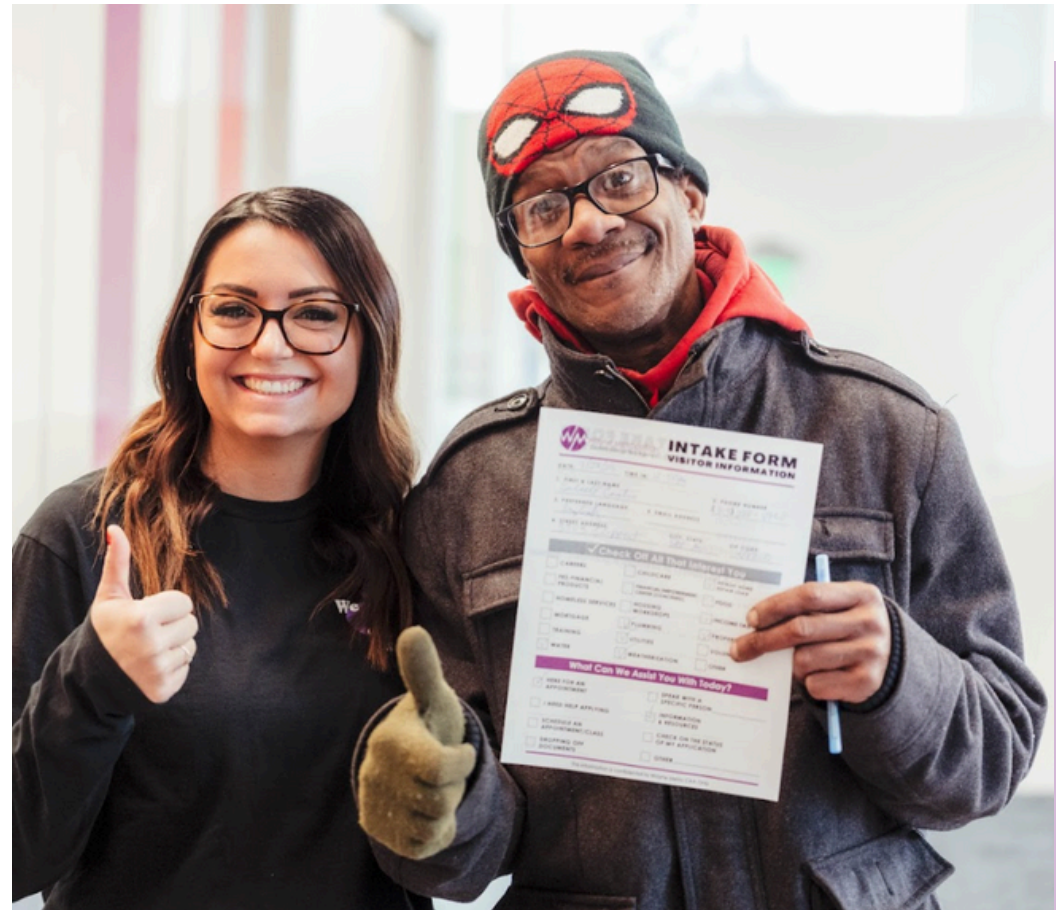
- List of programs & services
- What do the programs & services do
- How to apply for services
- What are the requirements?
- Is this program open?
- Escalation process
- Next steps





# CHOOSE A PLATFORM

- Google Sites
  - Free
  - User friendly
  - Customizable





# REVIEW

- Review with program leaders
- Front line focus groups
- Update process
- Set up annual review sessions





# ROLL OUT & BUY IN

- Share with all staff
- Demo
- Explain the benefits
- Integrate into every day processes





# **DIRECT QUOTES!**



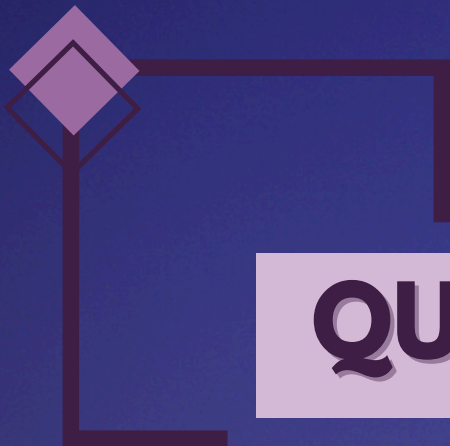
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**“The first year I worked here I always asked for something like the resource guide. Now that it's real it's been a phenomenal tool to make sure clients have access to as many resources as possible.”**

**“The resources guide continues to be extremely helpful to me. Coming in as an external hire, the resource guide has been priceless when it comes to assisting clients effectively and efficiently.”**

**“The resource guide has helped me so much in my roll as a Resource Navigator. Having all of our programs and external links all on one page has made it convenient and more efficient.”**

**“I like the resource guide because it makes assisting clients that much more easier its fast and user friendly and provides great descriptions of the programs offered!”**



# QUESTIONS?



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# THANK YOU



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**halsarik@waynemetrol.org**