

Learning Communities Resource Center

Whole Family Approach Transformation Stories



National Community Action Partnership
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Washington, DC 20036
www.communityactionpartnership.com



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.



COMMUNITY ACTION PARTNERSHIP

THE LEARNING COMMUNITY

Building Capacity to Increase Impact

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!

BIG GOALS



Practice Transformation



Changed Lives



Thriving Communities

The National Community Action Network Theory of Change

Community Action Goals

Goal 1: Individuals and families with low incomes are stable and achieve economic security.

Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

Goal 3: People with low incomes are engaged and active in building opportunities in communities.



Services and Strategies

Employment



Education & Cognitive Development



Income, Infrastructure & Asset Building



Housing

Health/Social Behavioral Development



Civic Engagement & Community Involvement



Core Principles

- Recognize the complexity of the issues of poverty
- Build local solutions specific to local needs
- Support family stability as a foundation for economic security
- Advocate for systemic change
- Pursue positive individual, family, and community level change
- Maximize involvement of people with low incomes
- Engage local community partners and citizens in solutions
- Leverage state, federal, and community resources

Performance Management

How well does the network operate?



- Local Organizational Standards
- State and Federal Accountability Measures
- Results Oriented Management and Accountability System

What difference does the network make?



- Individual and Family National Performance Indicators
- Community National Performance Indicators

A national network of over 1,000 high performing Community Action Agencies, State Associations, State offices, and Federal partners supported by the Community Services Block Grant (CSBG) to mobilize communities to fight poverty.

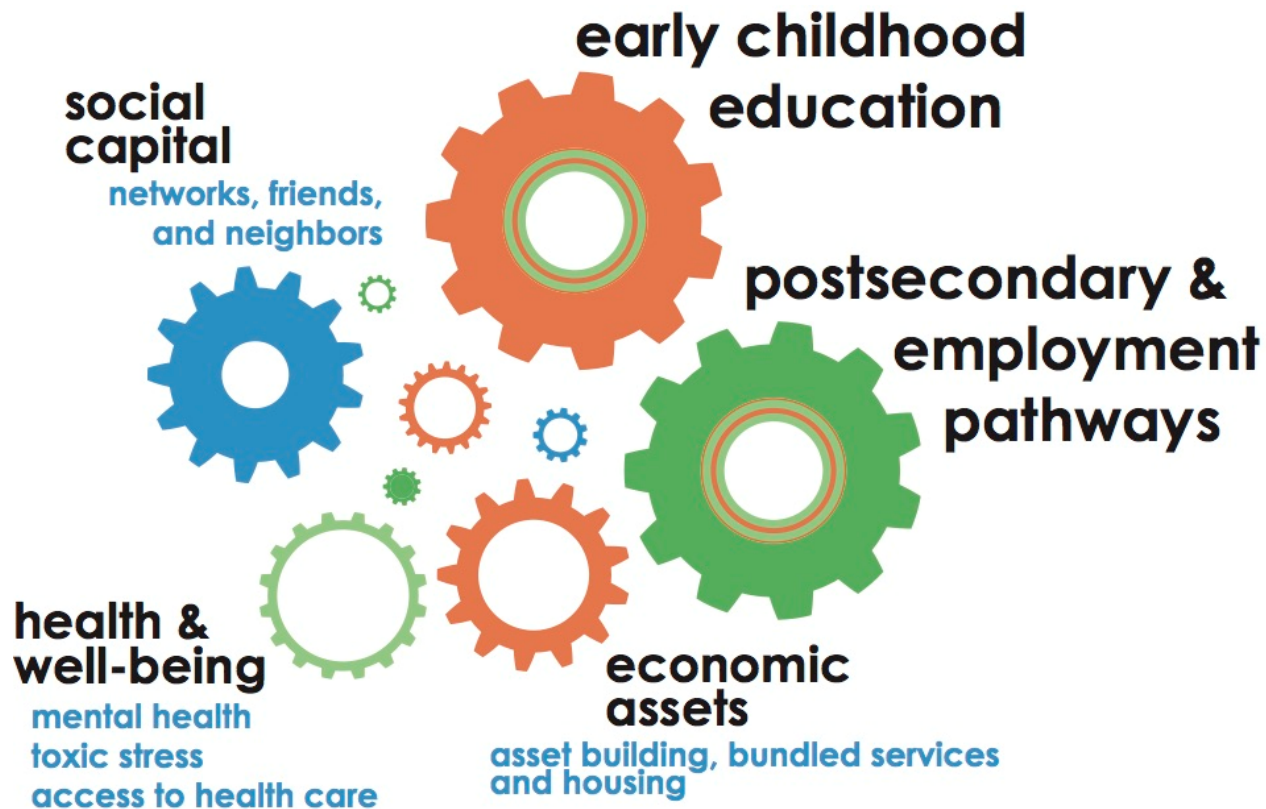


Defining the Whole Family Approach



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](#)



COMMUNITY ACTION ECONOMIC MOBILITY INITIATIVE

- **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**

CENTRAL MISSOURI COMMUNITY ACTION

PRACTICE

TRANSFORMATION STORIES

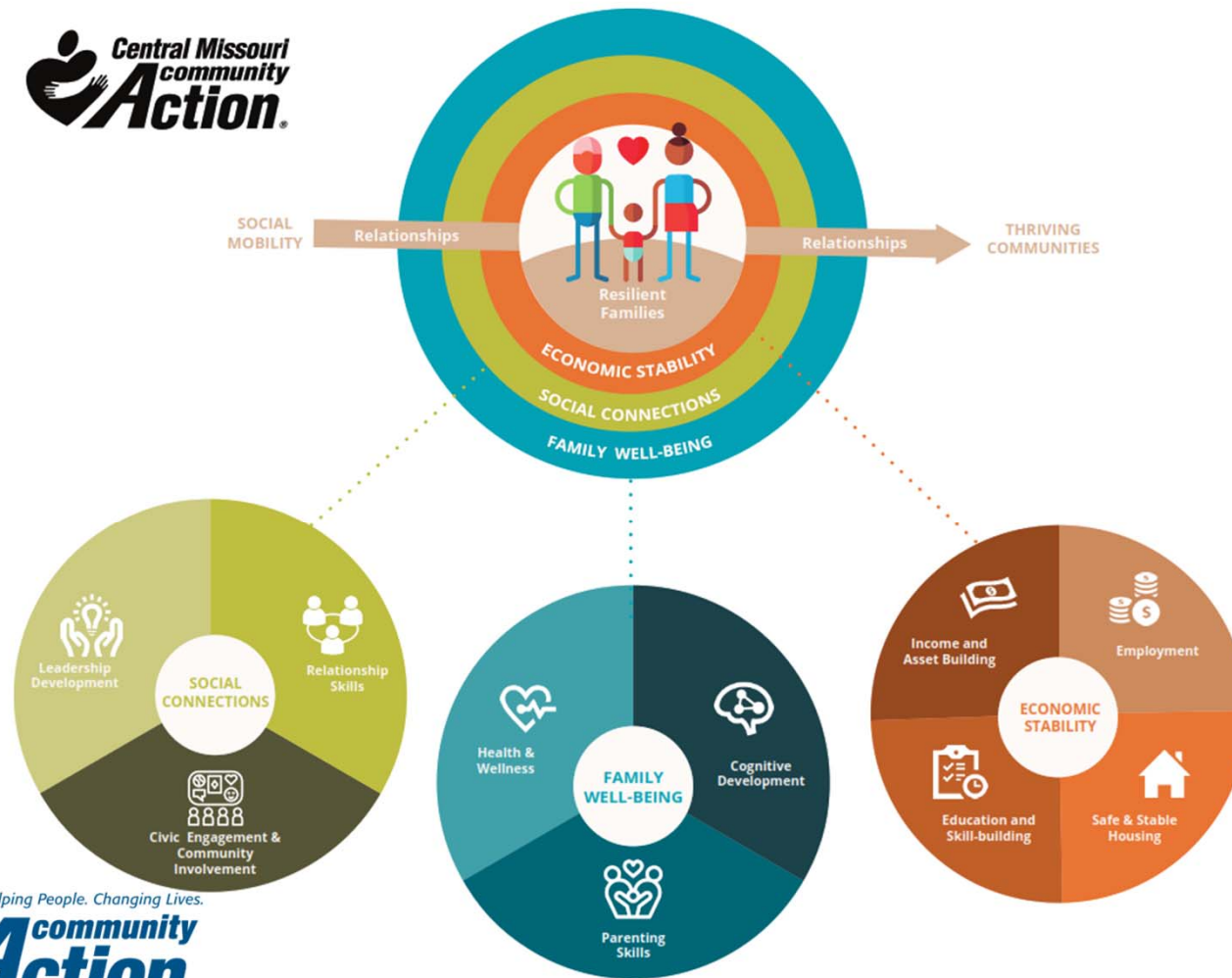
Whole Family Approach At **CMCA**

We believe that all **CMCA**
Members deserve seamless
access to services that move
them toward self-sufficiency



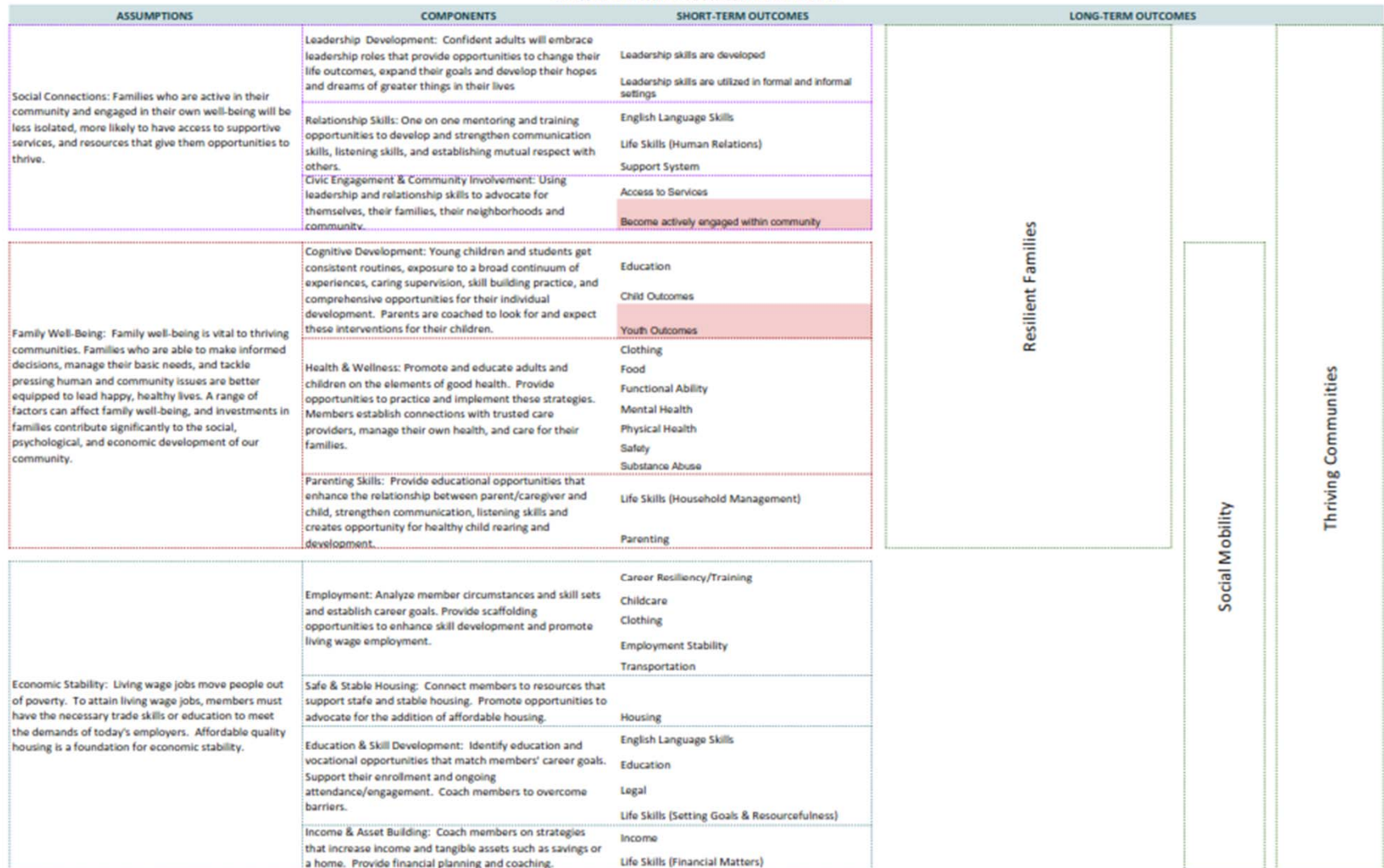
OUR
PROCESS
Towards
WFA





Theory of Change

CMCA WHOLE FAMILY APPROACH LOGIC MODEL



Logic Model

CMCA Milestones

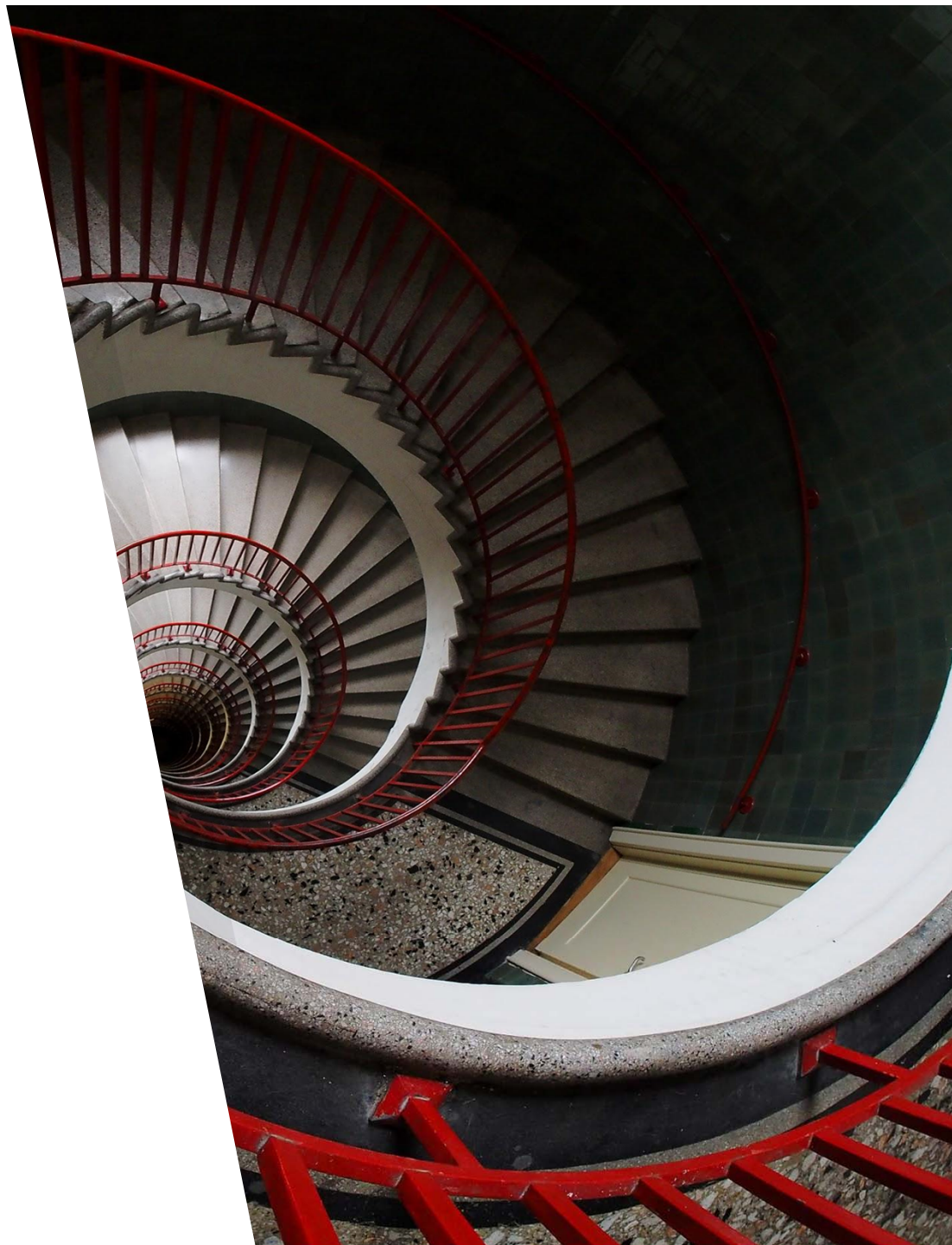
- Intensive 7 months of training family service workers
- Identifying a Family Self-Sufficiency assessment with proven reliability
 - ◆ Feeds into measurement of the WFA success through the Logic Model
- Progress towards full agency integration
- WFA implementation in September 2018
- Self-Sufficiency Matrix assessment implemented
 - ◆ Will have 1 year of impact data in June 2019
- Piloting a Data Governance Toolkit with Annie E. Casey Foundation
 - ◆ Guide CMCA towards agency data plan for decision making, data system streamlining
- WFA aligned with ROMA NPIs

CMCA Challenges

- Required systems by funders makes data integration impossible
- WFA caseloads
 - ◆ **CMCA** desires lower caseloads for true relationship development but funding does not allow at this time
 - ◆ Due to caseloads, there is less time for community engagement
 - ◆ Balancing of responsibilities for staff
- Difficulty engaging HCV families
- Some resistance to change
- Multiple funder regulations is difficult for integration
- Funding
- 1st year of WFA is a gathering/learning year
 - ◆ Ambiguous because there is just data collection vs. using for quality improvements
- Engaging members

CMCA Next Steps

- WFA Self Assessment for Impact
 - ◆ Quality Improvements
- CMCA Community Assessment
- Feedback from frontline staff
- Continue data collection & analyzation
- Agency Data Plan
- CMCA Member Focus Groups
- Continue funding searches
- Develop publicly facing data
- Continued WFA culture development
- Professional development of staff



CMCA Contacts

Darin Preis, Executive Director

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Angela Hirsch, Chief Program Officer

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Tammy Hawk, Family & Community Administrator

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Beth Vossler, Head Start Director

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Emily Young, Program Officer

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Brooke Eskridge, Family & Community Administrator

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Questions?



COMMUNITY ACTION PARTNERSHIP OF SONOMA COUNTY

PRACTICE

TRANSFORMATION STORIES

Community Action Partnership of Sonoma County

Our Mission

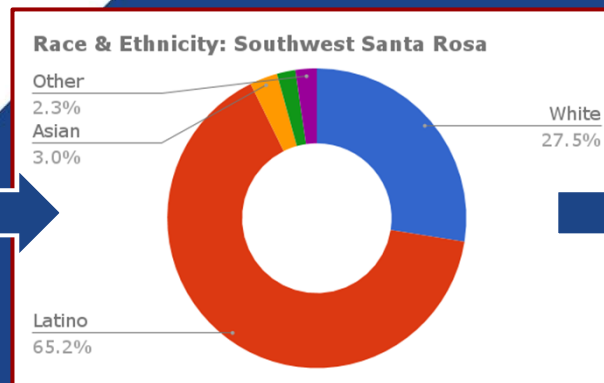
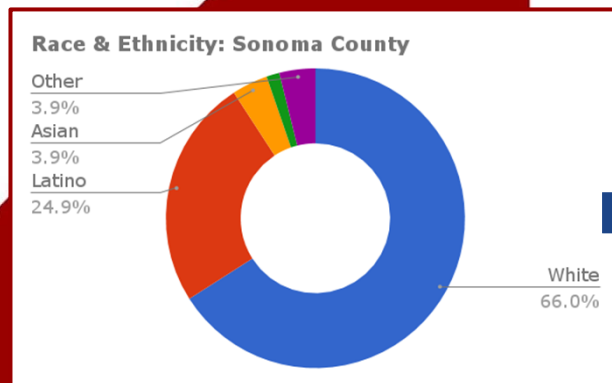
CAP Sonoma partners with the community to empower low income families through community engagement, health and wellness, education, and financial stability strategies.

Our Vision

CAP Sonoma strives to eliminate poverty and invests in families through partnerships, advocacy, and high-impact programs.

Vía Esperanza Centro de Educación

CAP Sonoma's family resource center located in southwest Santa Rosa, which serves the county's most disadvantaged residents, is the setting of our initial implementation of a whole family approach, vis-à-vis the Mobility Coach Program.



42.6

Percentage of
Sonoma County Children
in **Poverty** who are **Latino**

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

THEORY of
CHANGE
FOR
WHOLE FAMILY APPROACH

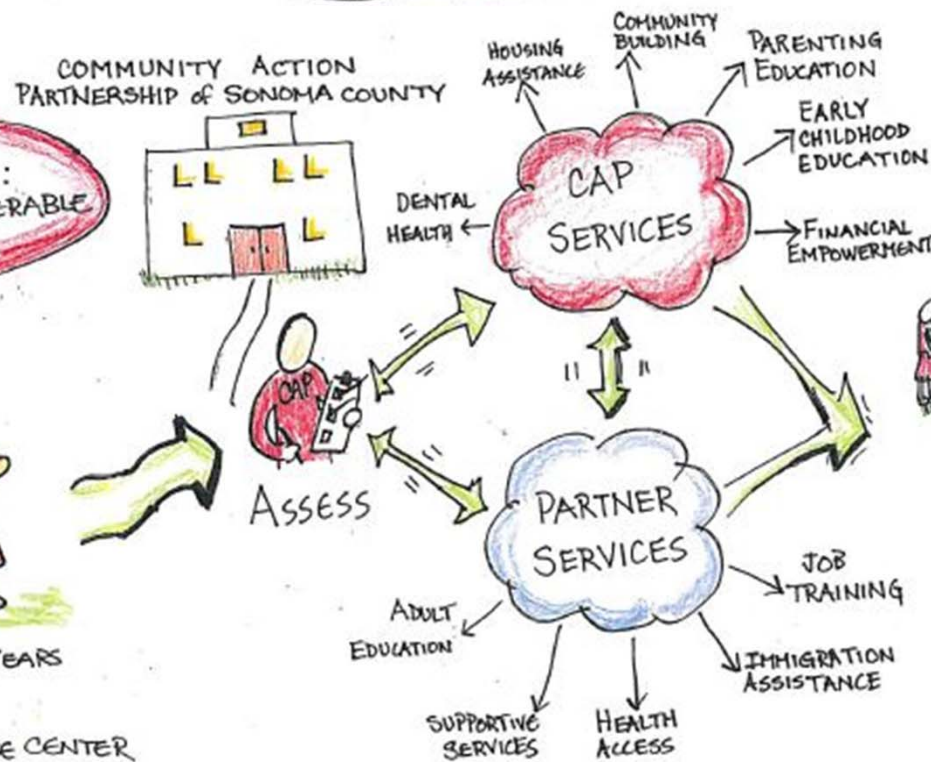
FAMILIES
ARE ABLE TO MOVE UP
THE LADDER of OPPORTUNITY,
STRENGTHENING THE
COMMUNITY AS A WHOLE.



TARGET
POPULATION:
LOW-INCOME, VULNERABLE
FAMILIES

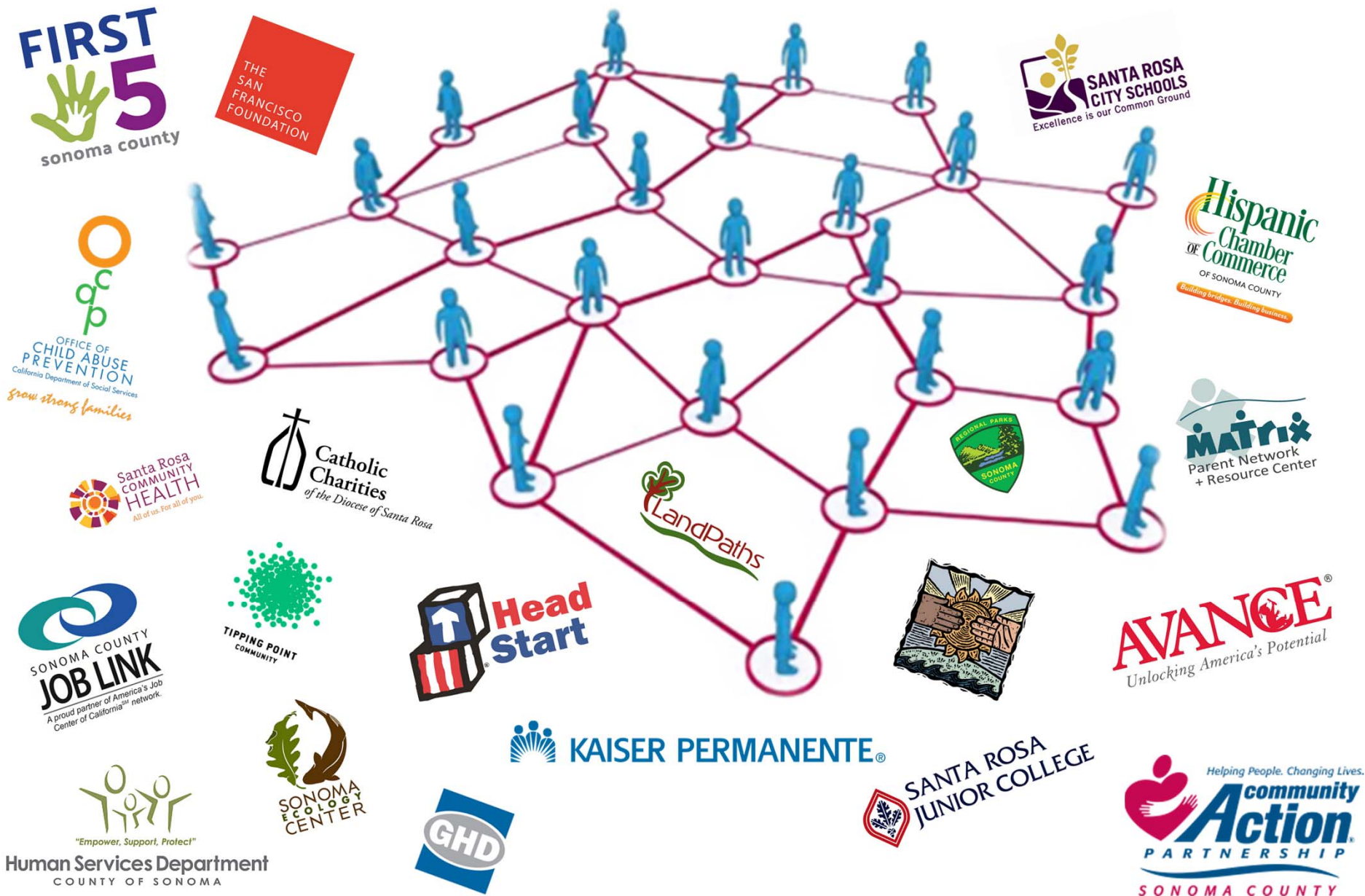


- CHILDREN 0-5 YEARS
- VIA ESPERANZA FAMILY RESOURCE CENTER



Theory of Change

Sonoma County Fund, Partners & Collaborative Group



Key Milestones & Implementation



Challenges to Whole-Family Approach Implementation



Ah-ha! Moment



Changes & Outcome



Key Milestones & Implementation

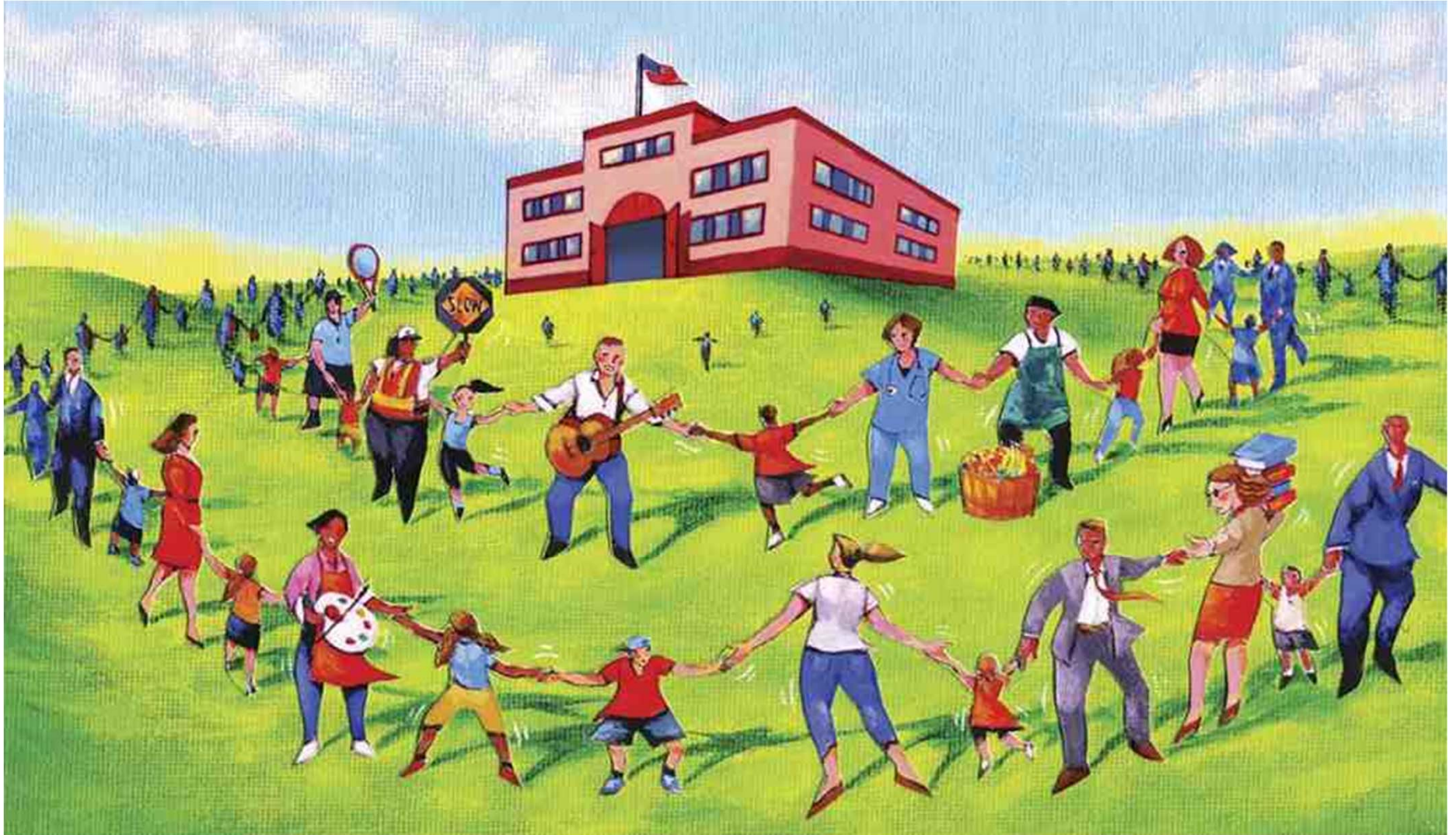


A photograph of a red wall with a dark grey door on the left. A small, rectangular, illuminated light fixture is mounted on the wall to the right of the door. The wall has a stepped or tiered appearance on the right side.

Next Steps

- Implementing economic supports within Head Start (Your Money, Your Goals)
- Expanding Vía Esperanza site work to include Head Start/Early Head Start

Community Action Inspiration



Sonoma County Whole Family Approach COP Team

Dr. Susan Cooper
Executive Director



Marta Tilling
*Assistant Director
School Readiness*

Mary Watts, MPA
Deputy Director

Michael P. Varela
*Program Manager
Vía Esperanza Centro de Educación*

Magdalena Mendoza
*Program Coordinator/Mobility Coach
Vía Esperanza Centro de Educación*

Let's connect!

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[**www.capsonoma.org**](http://www.capsonoma.org)



QUESTIONS?



METROPOLITAN ACTION COMMISSION

PRACTICE

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Metro Action Commission

MAC 4 Jobs

Making A Change For Jobs

Our Workforce Development Initiative for Head Start and Early Head Start families and Students of our Adult Education Program.

- Child Development Associate Certificate (CDA)
- CompTIA A+ Certification
- ESL Classes
- Adult Education
- Youth Technology Summer Camp
- Father II Father



Metro Action Commission

MAC 4 Jobs

Making A Change For Jobs

Approaching our 4th year of our Metropolitan Action Commission Summer Youth Technology Camp, we have exposed nearly 80 young people to the Information Technology Industry,



Whole Family/2Gen Theory of Change

Breaking the Cycle of Poverty in our community, One Child, One Person One Family at a time by increasing family economic security, educational success, health and well-being from one generation to the next

Families



Children birth to five
and Teens

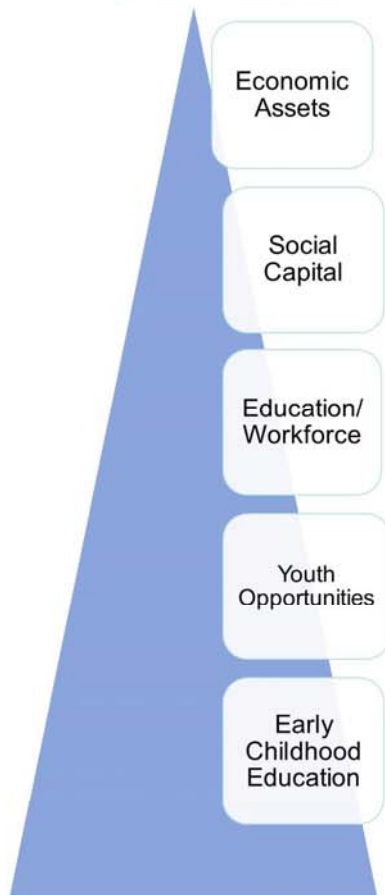


Fathers and Significant
Others



Adults

Services



Strategy



Impact

- Economic Security
- Educational Success
- Health and Well-being from one generation to the next



Key Milestones

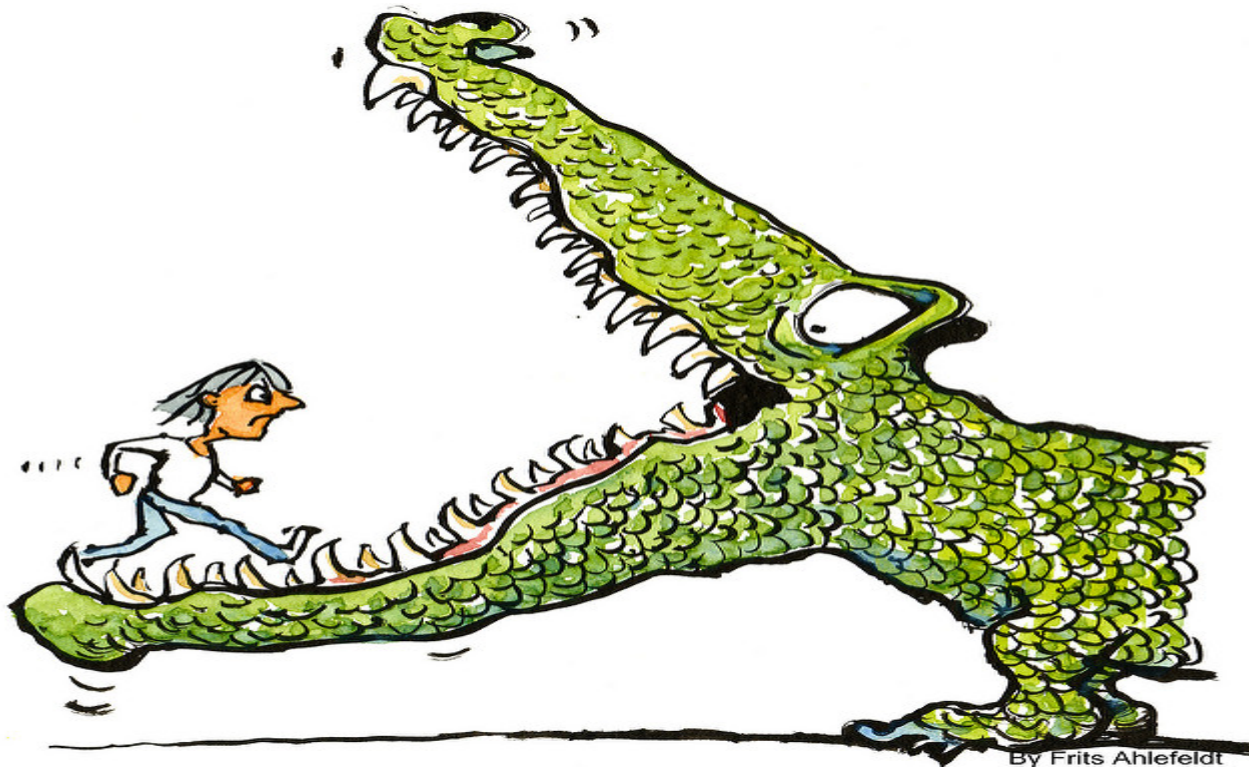


Dismantling
Silos

Mission
Focus/Culture
Change

Impact Driven

Challenges and Barriers



By Frits Ahlefeldt

Several Ah-Ha! Moments



- Must have the courage to say goodbye to good people who don't want to move along
- Agency began to see real traction in helping parents get out of poverty
- Correlational study that showed improvement over three years in child outcomes and parent engagement

What changed?



- State of Tennessee allowed more flexible use of funding
- Teams begin process with collaboration
- Restructured budget-Human Resources, Facility usage around a 2 GEN/Whole Family Model
- Increased agency-wide training



Metro Action Commission

MAC 4 Jobs

Making A Change For Jobs

Momina Ahmed, former Early Head Start parent and graduate of the Metropolitan Action Commission **CompTIA A+ Certification Program.**

Completed her Internship with the Nashville Government Information Technology Services

Department....She was officially hired in February 2019 with a salary of \$47,000/year.





INSPIRATION

Transformational change is uncomfortable and it doesn't allow me to stay in a safe place.

Dr. Cynthia Croom, Metropolitan Action Commission

A photograph of a red wall with a grey door on the left and a small light fixture on the right. The text "Next Steps" is overlaid in white serif font.

Next Steps

- Organization wide capacity building continues
- Increasing the number of partners
- Research study on the model we are using

The Possibilities we see in terms of impact for our families and Communities we serve

Breaking the cycle of poverty in our community-One person, One Child, One Family at a time.

(The Vision of the Metropolitan Action Commission)

How to contact us

- Marvin Cox, Community Services Director
(marvin.cox@nashville.gov)
- Lisa McCrady, Special Assistant to the Executive Director
(lisa.mccrady@nashville.gov)

Questions?



COMMUNITY ACTION, INC.

PRACTICE

TRANSFORMATION STORIES

Community Action Partner Services

From SILOS to
BUNDLES to
WHOLE FAMILY
APPROACHES



We Fight Poverty



Theory of Change

(Or a terrifying
monster)



MILESTONES

1. Revision of and Commitment to Mission
2. Guiding Coalition Formation
3. Focus Groups with Low-income People
4. All-Staff Meeting
5. Hiring the Team
6. Getting Funding for Agency-wide Data System
7. Conversations with Key Partners & Prototypes



The Show Must Go On

Resource Intensive

Love of Change

A-ha!

They're as
excited as we
are! (and)

Now we're
ready.

YES!

YES!

YES!



So far...

STAFF MORALE

BOARD
ENGAGEMENT

COMMUNITY
AWARENESS



Helping People. Changing Lives.

**community
Action®**

PARTNERSHIP

**WE CAN BE
AWESOME!**

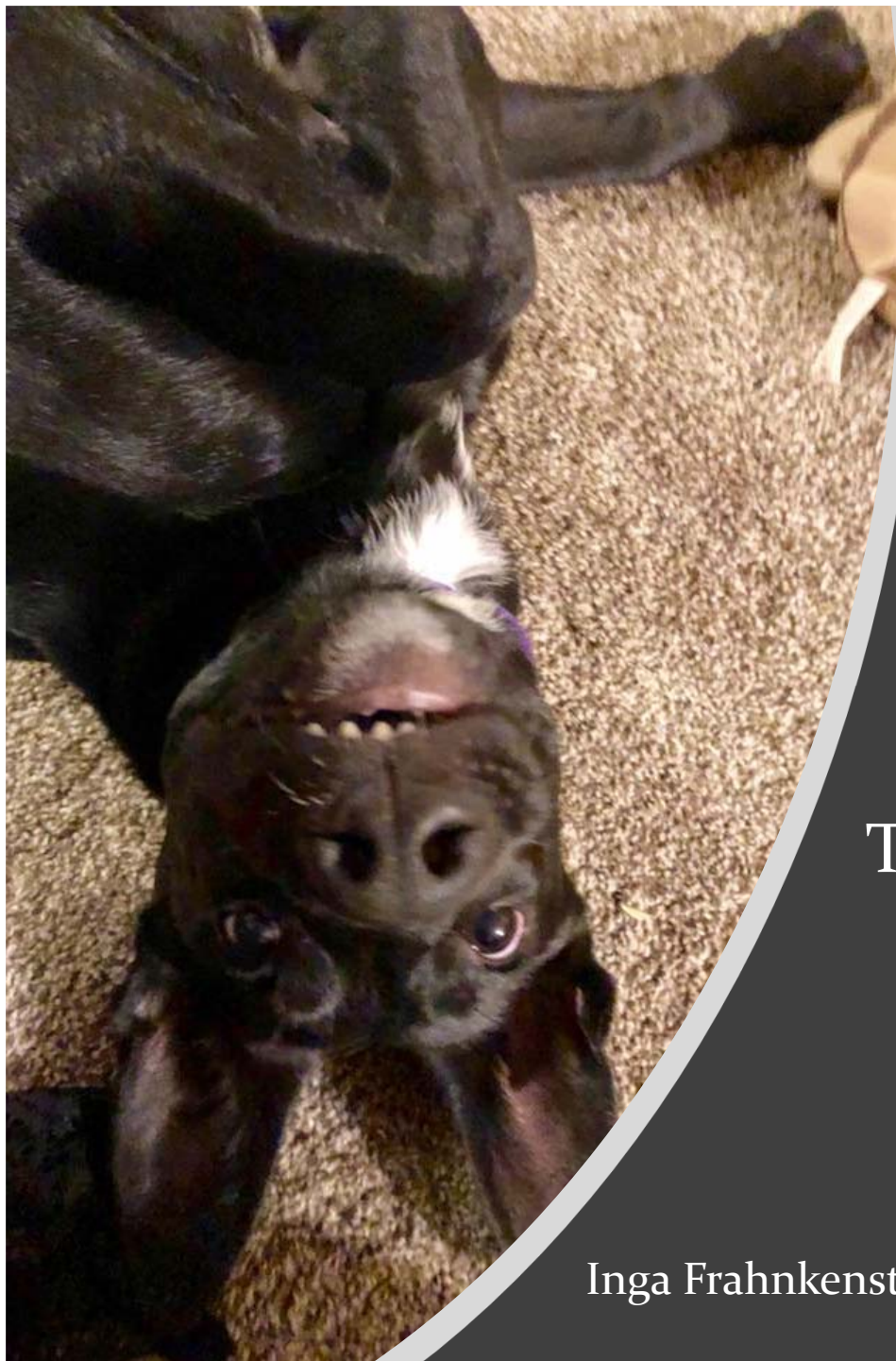
- **VISION**
- **PASSION**
- **LEADERSHIP**
- **PERSISTANCE**

Next Steps

**Enculturate
Community
Action
Partner
Services**

**Site Visit(s)
& Planning**

**Pilots
&
Prototypes**



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Stottlemire
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Tawny@WeFightPoverty.org

Inga Frahnkensteen



Questions?



ENRICHMENT SERVICES PROGRAM, INC.

PRACTICE

TRANSFORMATION STORIES

Head Start Parent Employment Training

- Customized training program
- Community partnerships
- Designed around Head Start hours
- Addressing parent's barriers
- Paid internship
- Ongoing support



Partnerships





- **Leadership focus on integration of services**
- **Eliminate silos**
- **Bundling services to improve outcomes LCG 2015 - 2017**

ROUND TABLE DISCUSSIONS



FAMILY



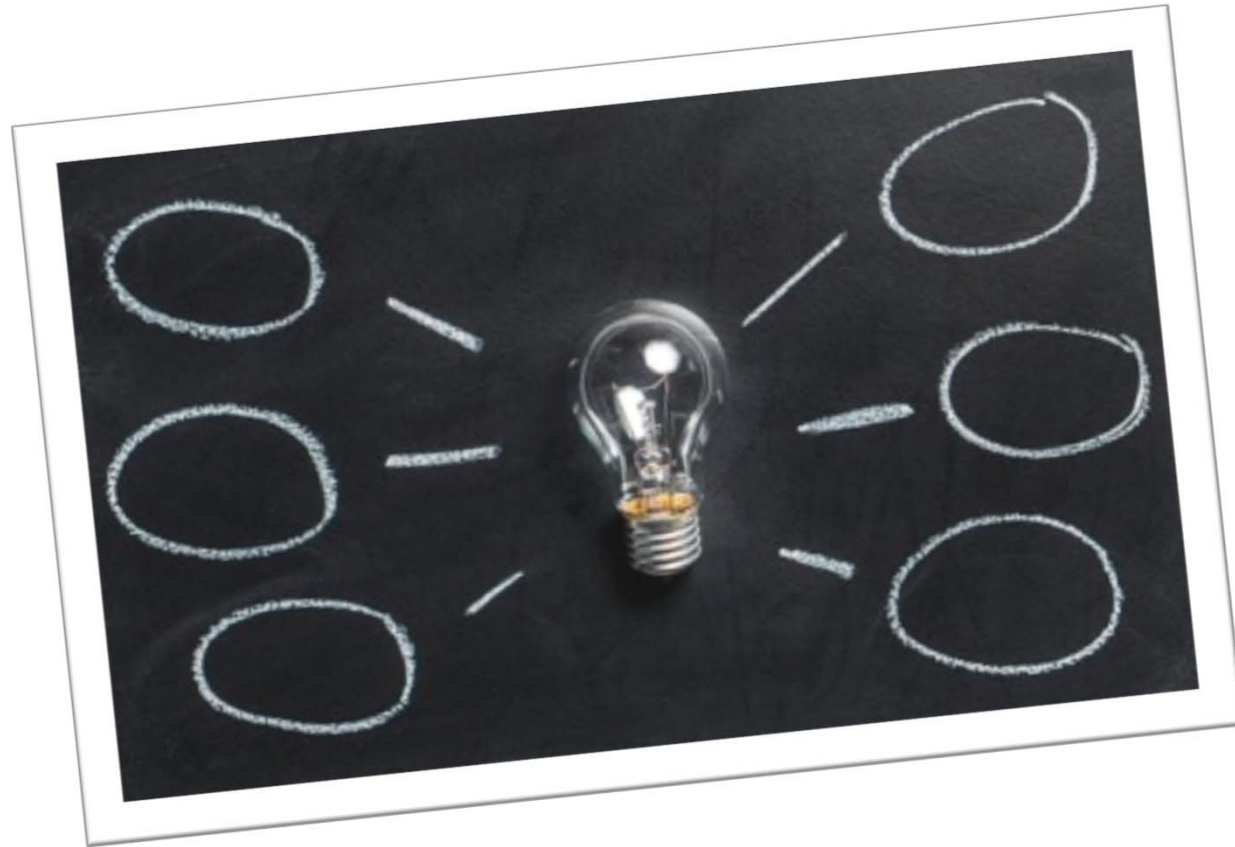
**Design services/programs around family needs to
help make them stronger**

1



Listen!

2



Brainstorm!

3



Recruit!



Challenges & Barriers

- **Transportation**
- **Support system**
- **Self-confidence**



Training for program leaders and case management staff on Family-Centered Coaching and Trauma Informed Care.

Ah-ha Moment!



**We had everything we
needed to get started!**

What changed?

- **Engagement – staff & customers**
- **Positive communication**
- **Relationships**



Success!

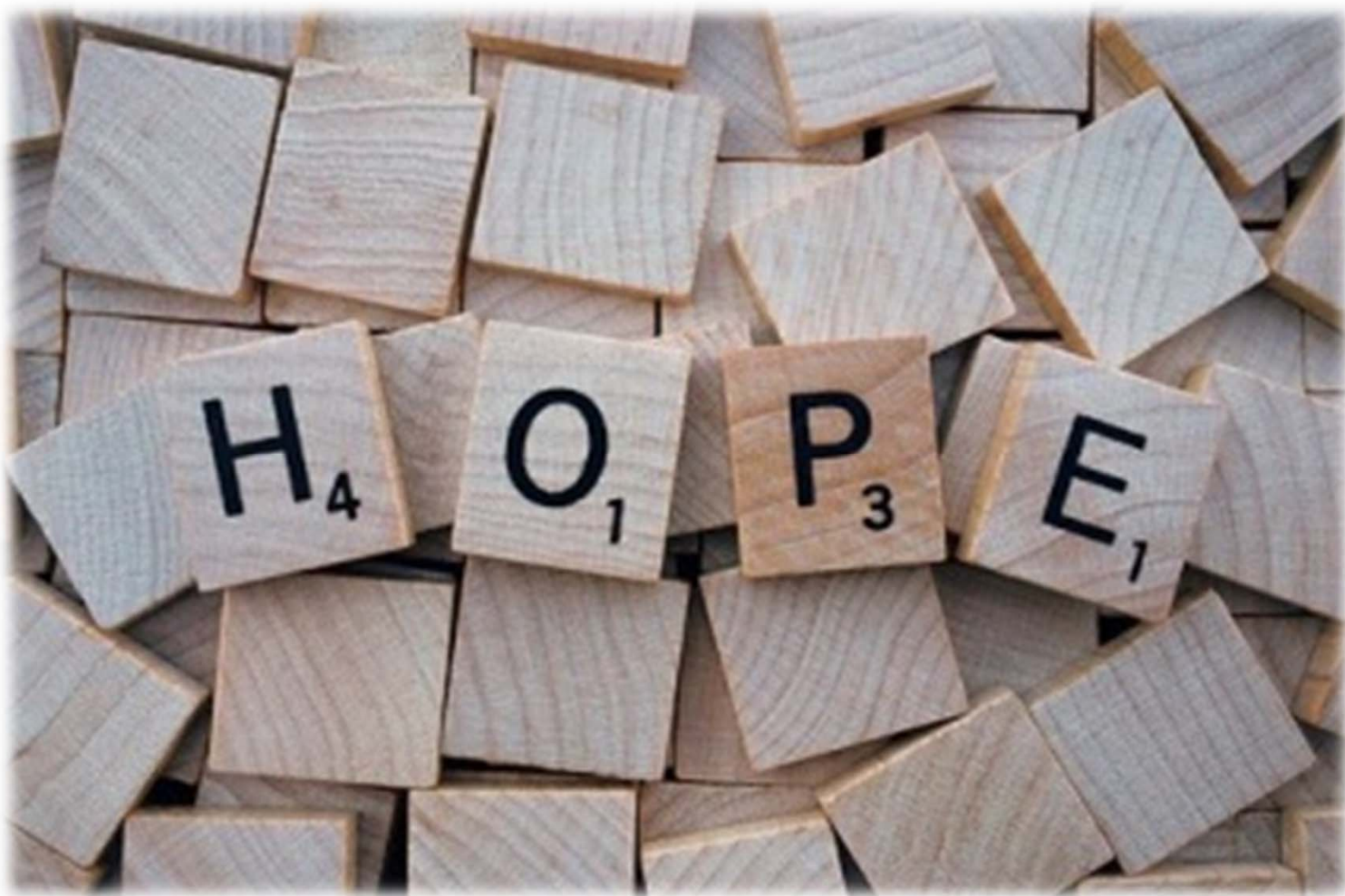


Success



Create your own opportunities





A photograph of a red wall with a grey door on the left and a small, rectangular light fixture on the right. The wall has a stepped, architectural design. The text "Next Steps" is overlaid in white serif font.

Next Steps

- **Continued round table discussions**
- **Explore a “whole family” Head Start Center**
- **Second cohort of students**

SUCCESS isn't just about
what you accomplish in your life,
it's about
what you inspire others to do.

Mom
Central

How to contact us

- Jamie Thomas, Director of Community Services (jaustin@espheadstart.org)
- Angel Walker, Community Services Program Manager (AWalker@espheadstart.org)

Questions?



Contact Info

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Vice President, Practice Transformation

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