

Advocacy

STRENGTHS

#5) Work 1:1 w/ families to understand barriers then work together to dev. & implement solutions - Expedite or ensure proper solution

#6) Using an MOU to ID clear purpose & communication strategies - Also serve on other adv. bds

#9) For multi-site agencies, implement group supervision, quarterly trainings, etc.

#4) "Coaches Corner" - space for families to work independently w/ concrete resources (such as comp. + phone, etc.) - Also, take families to comm. meetings to make them familiar w/ resources.

Group 1 Areas of improvement

(#7) Currently no formal process in place to collect + analyze barriers.

- How can we formalize this to use it as a tool to be used across the PSC network?

(#2) Some centers don't have staff w/ diverse language abilities/ skills.

- Even when you do hire staff that speak another lang, it takes time to build trust + rapport.

Group 2 ☺

- ① - Calendar, conduct workshops around community needs/wants.
 - Adds in local newspapers
 - Flyers on information
 - Surveying and sharing info. with staff.
- ② Partnerships with Bilingual Agencies.
to provide translation and ESL classes.
- ③ - Calendar activities and resource binders.
- ④ - Bulletin boards; Computers; technology.
 - Computers for resume building and resource search.
 - Invite resources and org. to the FSC.
 - Resource Fairs.
- ⑤ - Networking & Outreach
 - Phone contact
- ⑥ - Matching Grants \$1,000 specific assistance to clients.
- ⑦
 - Partner with Health Departments, Attorneys and Expertise in social Security.
 - Parent Advisory Board; QA sessions; community needs assessments.

Group 3

6- Partnerships with Community Providers + Agencies.

7-8) Focus groups / Surveys
ex. Faith based sub-committee

Debrief / Follow up after linkages.

5) "Up to Date"
Community Resource Packet
*Checklist of necessary documents.

2) Bilingual staff

GROUP # 4

Behavior
Indicator

Actions to
Share

2.

Calendar, flyers, workshop
(Bi-lingual)

3+4+5.

All staff work with
families to empower
them to utilize available
resources w/ assistance and
Independently

6.

Attend community meeting
regularly to keep pulse of
needs + Advisory Board mem.
attending events

7+8+9

Build relationships w/
universities for MSW or
Americorps to expand
Capacity for follow up
^{interns}

Strengths

(5)

Areas of Improvement

* Neighborhood Improvement

- * Considering bilingual strategies in all areas
- 2. Staffing, programming, facilitating, marketing

- * Bringing community leaders together to identify community needs

- * Maintaining Resources that are open to families

- * Open communication with participants to identify needs and wants and challenges

- * Location to facilitate advocacy for families

- * Creating in-depth training for families in need of resources

- * Ever changing agencies and organization and staffing (Barrier)

What worked well ^{Group # 6}

- #4 Encouraging them to pursue resource & check-in on connection
- #9 Communicating & educating the community on FSC role
- # Focus on preventive
- #8 Evolving the FSC based on needs
- #9 Use ~~to~~ interns to update resources
- #9 use volunteer to gather feedback
customer service satisfaction
- #4 Aunt Bertha - connects to resources across state
Union Connects*

Family partner goes community service as a participant

7

2. bilingual staff and/or ^{bilingual} community member
and/or partner w/ entities in the community

6. Talk w/ schools, churches, town officials and community
7/8. entities to keep conversations going

3. Thorough tour to point out resource binders
4. and save favorites on our computers

5. Call with them and/or for them

9. Through staff + volunteer trainings

1. Welcome packets, needs assessment, surveys

Leadership

STRENGTHS | Grp #1 | AREAS OF IMPROVEMENT

#10) Families watch the PP modules/videos
- Develop & utilize a workshop proposal form and approval system
- Develop & utilize a workshop checklist that volunteers use to plan & run a workshop

~~#11) Direct community~~
~~workshops conducted~~
~~numerous workshops~~
~~conducted and checked~~
~~by community leaders~~
~~by assessing needs~~

~~#12)~~ surveys @ centers
#13) after workshops

~~#4)~~ Broadening reach outside of the direct community to allow maximum insight to the needs of the ~~the~~ participants.

#3) Follow up with participants about feedback was not done.

1. Surveys , Parent ^{Group 2} Advisory Board
2. Support Group (Bullying)
Suggestion Box, Program Debrief
3. Certificates given, Newsletter
Food Bank, Text-messages to families
4. Long-term relationship in Community.
Body of Knowledge, Outreach, Connecting
with nearby Schools-Key, Identifying leaders
that reflect different cultures/generations
6. Volunteer Contract / MOUs
Mock Presentations for interns, volunteers
Parent leaders before their event

GROUP 3

3) Annual Parent Advisory Appreciation

2) Testimony feedback - share it on social media.

3+7) Model appreciative behavior with staff and AB promotes that outcome.

10) Training parent leadership
ex- Family First Aid Training

GROUP #4

Highlights

Behavior Indicator

Actions to Share

1 + 2

- Surveys
- Advisory Board
- Idea board / Suggestion box
- 1 on 1 communications

6

- Very Active advisory board (calendar, leading events)

4

Building partnerships around contracted services and data sharing (i.e. needs assessments to guide programming)

1. Strengths (5)

1. * Suggestion Box
1. * Surveys
2. * Participant feedback
2. * In-Service meetings
(go over upcoming events)
3. * Volunteer and Appreciation
Dinner
3. * Thank you Board
- * Knowing your participants
for programming leadership
- * participant recognition dinner

Areas of Improvement

9. * Needing more coaching for
potential leaders
10. * Difficult to find training
on advocacy for parents
1. * Feedback because of
limit on time at site

(5)

Ideas that work well #6

- Staff report feedback in supervision #2
- Feedback from regular monthly advisory meeting #3
- Before, during, and after program getting feedback through observation & notes naturally #3
- Connect with other community partners to lead efforts to meet community needs ~~community~~ #4
- Mobile FSC through RV to go to parts of rural community
- Meeting school counselors throughout county to elicit feedback #1
- Staff from FSC go to elementary school 1/2 a day a month
- Partnering w/ community partner for needs assessment (Health Department) Hospital in town
- Bringing list of needs to parent advisory meeting #1

2. Monthly CAB meetings to receive
feedback and ideas

6/7 Co Facilitation with co leaders

1. Surveys and satisfaction cards

4. Networking with community, develops partners

4. Catalyst role we play

5. identify + recruit the potential leaders

3. Dinners + birthday parties to acknowledge our volunteers

9. We do this through the engagement process

10. Train CAB on practice profile

8. Staff co facilitating with leaders, and sharing feedback
with the leaders