


Applying the Whole Family Approach Lens to Human Capacity Building



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CAA Services Recipient to Leading National CAA Network Transformation



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.

Why Are We Here Today?

Community Action believes in the promise that **every family** should have access to the opportunity for success

Our Children Are Our Future

- About 16% or 12 million children live in poverty (SPM)
- Our youngest children are our poorest
- 60% of poor children live in small cities, suburbs, and rural towns
- 2 in 3 poor children in related families live with an adult who works



FORWARD
ON CHILDREN'S LIVES - 1984
"WE ARE THE POOR, WE ARE THE CHILDREN...!"

Children's Defense Fund, Ending
Child Poverty Now

Race and Poverty

“While projected to be the majority by 2043, children of color are disproportionately impacted by poverty, resulting in the lack of access to the opportunities, resources, and support they need to thrive...”

Economic and Socially Dangerous

- Every year we leave millions of children in poverty costs our nation about \$700 billion in lost productivity and increased health and crime costs
- 3 of the richest men in America hold more of our nation's wealth than the bottom half of our population of 327 million people.

Growing Up In Poverty

“Growing up in poverty undermines healthy child development and can perpetuate negative impacts for a lifespan.”

Our Future

*The future social and economic security for all
of us is at stake...*



What do you want for parents and children in the future? What would be different for the families and in the community?



What do the parents and children we
serve want for their future and their
community?

True North Star

“Meeting Families where they dream...”

Accelerating Social and Economic Mobility

- Achieving this vision will require accelerating social and economic mobility beyond anything we have done before.
- The vision many of us aspire to requires deeper engagement with families, being data driven, person-centered, attention to racial equity, innovation, and achieving greater impact.

Starting with Human Capacity

Rethinking our Frame

Community Action leaders should start with a frame that focuses neither on delivery nor on disruption, but on human capacity.

Human Capacity

The idea that people grow and change over their lives, in an ongoing process shaped by environments and experiences (Human Development).

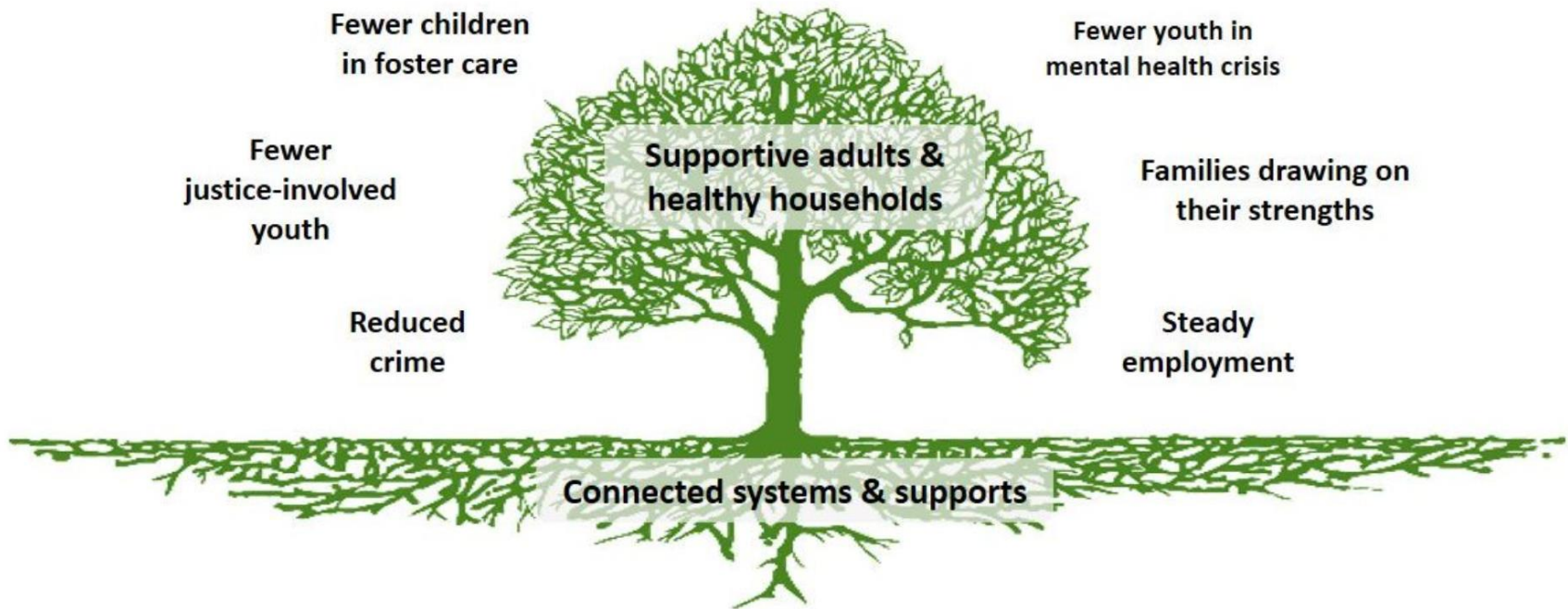
Environments and Experiences



Ellis, W., Dietz, W. (2017) A New Framework for Addressing Adverse Childhood and Community Experiences: The Building Community Resilience (BCR) Model. *Academic Pediatrics*. 17 (2017) pp. S86-S93. DOI information: 10.1016/j.acap.2016.12.011

Building Community Resilience's Pair of ACEs

Environments and Experiences



Building Community Resilience Collaborative at the Redstone Center, George Washington University

Human Capacity

We have a role and a stake in ensuring that the vital conditions for optimal development are available to all, not just some, across the various stages of development.

Human Capacity

Everyone has value and given the right conditions, they have the ability to live up to their fullest potential.

Human Capacity

“When we support well-being, we make sure that everyone can reach their fullest potential and contribute to our communities. Maximizing people’s potential helps our communities thrive.”

The Whole Family Approach Lens

... building the well-being of children and the adults in their lives together, resulting in stronger and better lives for both generations

The Whole Family Approach Lens

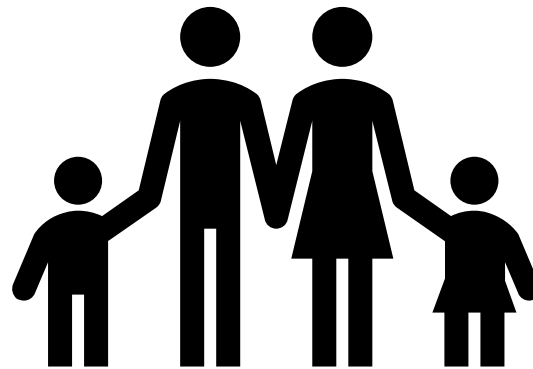
Families have the potential to grow and change

Understanding the 2Gen/WFA

Whole Family/2 Gen Approach Defined

Building family well-being by working with children and the adults in their lives together

Results: Efficiency is improved and outcomes are enhanced for parents, children, families, and communities



2Gen/WF Approach Characteristics

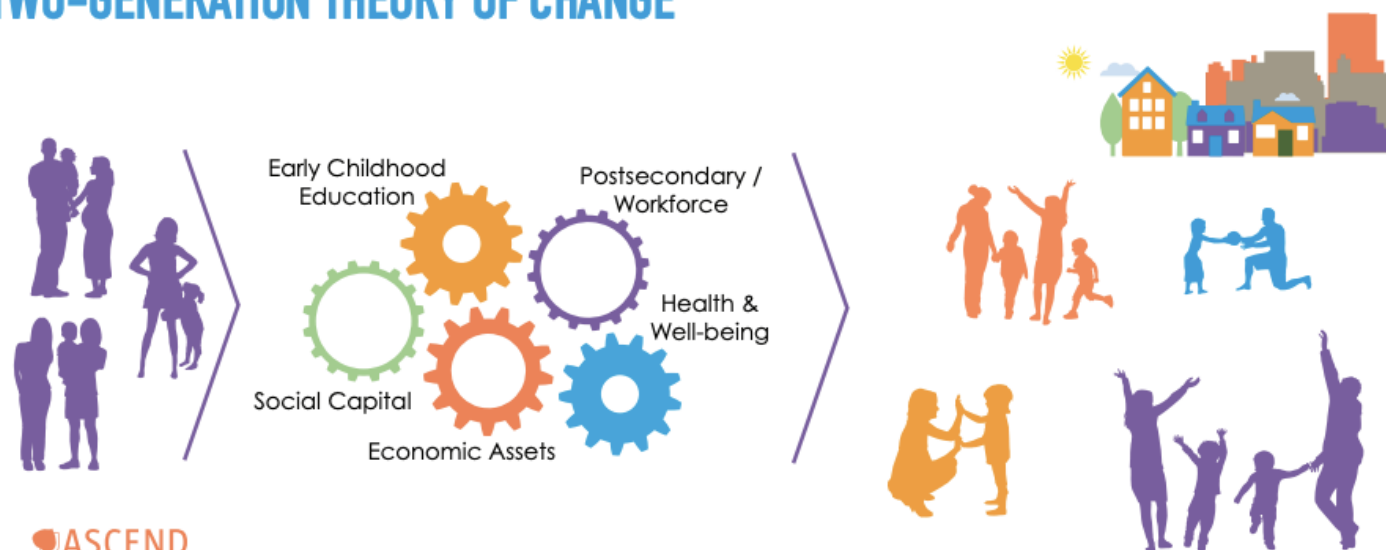
- **Center on families**—Experts and Co-designers
- **Integrate services**—Alignment of Intentional, High Quality, and High Intensity Supports, Systems and Funding
- **Remove barriers**—Access, Remove, Repeat
- **Coach**—Shift from Case Management
- **Partner**—Creative Internal and Community Collaborations
- **Center in equity, particularly, racial equity**—Practices and Policies that Build Opportunities For Everyone
- **Measure child, parent, and family outcomes**

Ascend 2Gen Continuum



Aspen Ascend Theory of Change

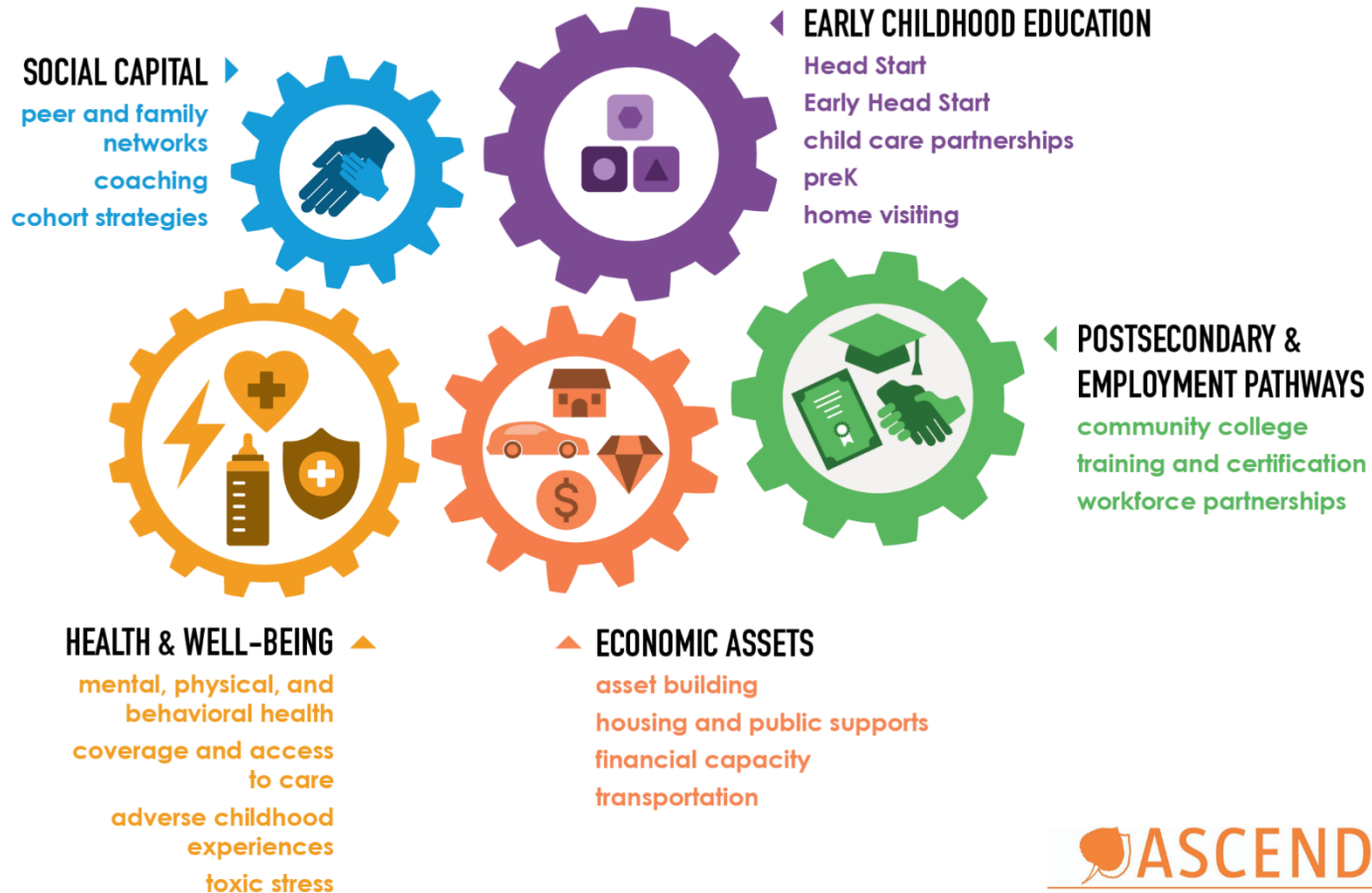
TWO-GENERATION THEORY OF CHANGE



 **ASCEND**
THE ASPEN INSTITUTE

This graphic illustrates, in very broad terms, the 2Gen theory of change: a family forms and together all members draw on education, economic supports, social capital, and health and well-being. When this occurs, current and successive generations enjoy economic security and stability.

Aspen Ascend Theory of Change



North Star Outcomes

Parents

- Healthy Parents
- Family Supporting Jobs

Children/Youth

- Healthy Children
- Meeting Developmental Milestones

Family

- Parents and children are engaged in family life
- Healthy relationship between parents and children
- Cycle of poverty is broken

Community

- Families better connected and able to participate in civic life
- Community has an ecosystem of partners that work together to support young families and children

Whole Family Approach—Connecting the Dots

WFA Design Scan

Whole Family Approach Design Scan Programmatic/Individual/Family Perspective

1. Parent and Child Services Received Together	2. Parent, Child, and Family Achieve Outcomes	3. Easy Access to Mix of Services That Respond to The Unique Needs of the Family	4. Supportive Coaching with a Person-Centered Approach ¹ that Empowers and Builds Autonomy	5. Equity ²
6. Child- Early Childhood Education Services	7. Parent- Post-Secondary & Employment Pathways	8. Parent/Child- Economic Asset Services	9. Parent/Child- Health and Well-Being Services	10. Parent/Child- Social Capital Services/Interventions
11. Parent Service(s) Sufficient to Achieve Social and Economic Mobility ³	12. Child Service(s) Is Sufficient to Achieve developmental milestones/child well-being	13. Dosage (Time and Intensity) Available to Meet Family Needs	14. Services/ Interventions to Enhance Parent and Child Relationship	15. Services/ Interventions to Enhance Core Life ⁴ Skills for Children and Parents
16. Services/Interventions to strengthen Parent and Family Stress Response				

Consider the items above and note the Whole Family Approach area(s) of strength and the area(s) that may need further consideration (List Item Number and Provide Feedback):

Strengths:

WFA Design Scan

Whole Family Approach Design Scan Operations/Agency Perspective

1.Theory of Change/Logic Model	2. Target Population Identified and Recruitment Protocols	3. Realign Organization Structures and Supervision	4. Staffing Distribution and Levels (Case Loads)	5. Consolidate/Streamline Job Functions
6. Appropriate Staff Training to Prepare for New Roles/ Form of Practice	7. Comprehensive Family Assessment	8. Individualized work with Families and Enable Families to Set Their Goals/Family Service Plan	9. Family Goals Shared Across Programs	10. Coaching Centered on Families Driving the Work
11. Integrated Services, Burden of Coordination Taken Off Families and Embed Comprehensive Services Throughout Programs and Systems	12. Consolidate Intake/Universal Intake	13. Coordinated Family and Staff Planning	14. Co-locate Services	15. No Wrong Door
16. Coordination with Partners to Fill Gaps and Comprehensive Needs	17. High Quality Services that Area Evidence and Science Based	18. Ensure Equity by Fixing Structural Problems that Create Gender and/or Racial and Ethnic Disparities in the Ways that Programs Provide Services and Assistance	19. Attend to System and Policy Changes Needed to Support Family Social and Economic Mobility	20. Engage and Listen to Family Voices and Perspectives
21. Data Driven Decisions	22. Enterprise Software/ App	23. Attending to Organizational Change Issues	24. Blend/Braid Separate Funding Streams	25. Equity Centered

Consider the items above and note the Whole Family Approach area(s) of strength and the area(s) that may need further consideration (List Item Number and Provide Feedback):

Strengths:

Light Lift	Middle Lift	Heavy Lift
Single Family Service Plan (Across Programs)		Single Family Service Plan (Across Organizations)
	Common Family Assessment	
Co-locate Services (Satellite Model)	Virtual One-Stop Shop and Common Application	One-Stop Shop (Physically locate distinct programs in same place)
		Realign governance structures (Institute common managers over programs and/or institute mechanism for jointly managing related programs)
Consolidated Intake	Consolidated Intake	Consolidated Intake
Split eligibility and case management functions out of job positions.	Consolidate job functions-expand expertise of front-line workers so that they can handle responsibilities distributed among several workers (FCC, navigators)	
Blend/braid funding streams	Blend/braid funding streams	Blend/braid funding streams
Coordinated case planning between 2 key programs	Coordinated case planning across multiple programs	Coordinated case planning across multiple organizations.

Light Lift	Middle Lift	Heavy Lift
Set Common/Shared Outcome Measures (small scope)	Common/Shared Outcome Measures (medium scope)	Common/Shared Outcome Measures (Community-Wide Scope)
	Integrated IT Systems (small scope)	Integrated IT Systems (Broad Scope)
Co-designing along-side Families	Co-designing along-side Families	
	Centering racial equity in all aspects of design and delivery	Centering racial equity in all aspects of design and delivery
	Revise staffing distribution levels and supervision	
Including families on agency guiding coalition		
Understanding racial demographics or diversity through assessments	Baking in racial equity into behaviors, policies and practices	Internal and external (community level) systems changes and sustained centering in racial equity aimed to evaluate, processes, programs, and operations

Tools and Resources

How CAAs are Making the Shift to a
Whole Family Approach

CAA Peers Leading the Way

- CAP Tulsa
- Garrett County Community Action Committee
- Rural IMPACT
 - 6 CAAs
- Whole Family Approach Community of Practice
 - 10 CAAs
- Whole Family Approach Learning Community Group Members
 - 16 CAAs
- Implementing Innovative Practices
 - 5 CAAs

Design Plan

- *Support for completing components necessary to design a whole family approach*
- *Establish clear vision and results*
- *Identify internal and external partners*
- *Plan and implement activities to engage customer voice*
- *Develop information for theory of change and logic model*



Community Action
Economic Mobility Initiative

Design Plan

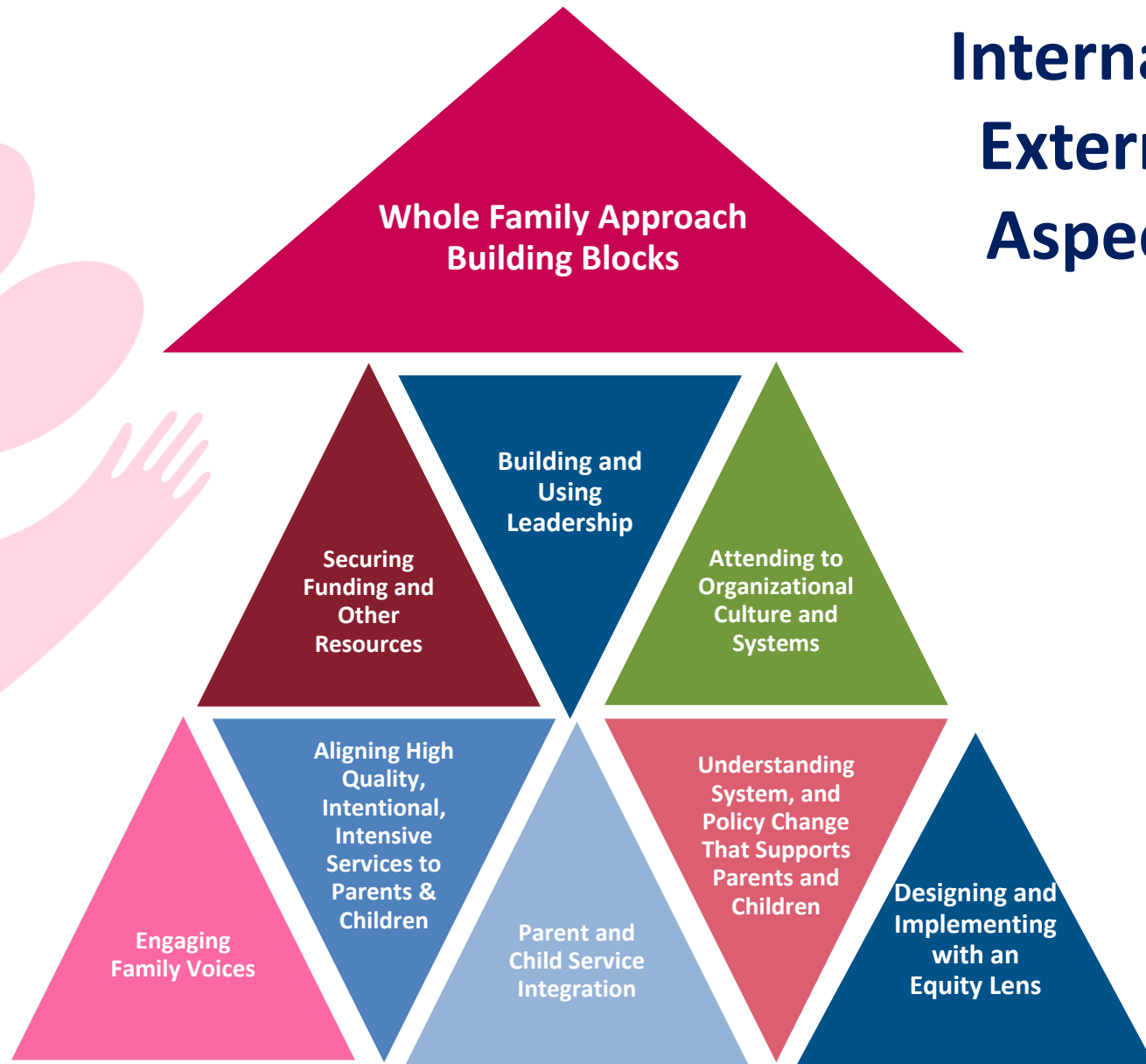
Design Plan Checklist

	Design Plan Components	Page Number
	Component 1 - SUMMARY: Our Whole Family Approach	5
	Component 2 - Identifying The Problem	6
	2a. PROBLEM: What is the Problem that Our Whole Family Approach Plans to Address?	6
	2b. ROOT CAUSE: Why Does the Problem Exist?	6
	Component 3 - TARGET: Who is Experiencing the Problem?	7
	Component 4 - NEED: What are the Needs of the Target Population?	7
	Component 5 - Our Whole Family Approach's Intended Results & "Picture of Success"	8
	5a. What Results do You Intend to Produce for Local Families Through Your Whole Family Approach?	8
	5b. What Would Success Look like if You Achieved This Result?	8
	Component 6 - The Journey Map	9
	6a. What Services Look Like to Families Now – the "Current Journey" Map	9
	6b. What Services Will Look Like to Families In The Future – the "Ideal Journey" Map	10
	Component 7 - Causal Links	11
	Component 8 - Assumptions	12
	Component 9 - Our Target Families: Going Deeper with Identification & Engagement	13
	9a. Who are Our Target Families?	13
	9b. How will We Recruit and Work with Our Target Families?	14
	9c. Family Voice and Barriers	15

Design Plan Checklist *Continued*

	10a. The EXISTING Services We Want to Align in Our Whole Family Approach	16
	10b. NEW Services We Want to Provide & Access through Our Whole Family Approach	18
	10c. Linking and Aligning Services	19
	10d. Aligning Policy and Systems and Resources to Advance a Whole Family Approach	20
	Component 11 - Hub Partnerships, Management, & Communication	21
	11a. Critical Whole Family Approach Partners	21
	11b. Core Leadership Team	22
	Component 12 - Whole Family Approach Outcomes & Data Alignment	23
	12a. Family Outcomes Currently Measured by Partners	23
	12b. NEW Family Outcome Measures Needed	24
	12c. Developing Our Measurement Plan	25
	Appendix A: Theory of Change	26
	Appendix B: Whole Family Approach ROMA Logic Model Example	27

Internal & External Aspects



Building Block Resources

- ## Building Blocks for CAAs Shifting to a Whole Family Approach

Building Blocks for CAAs Shifting to a Whole Family Approach

Examples for each building block are not exhaustive, but we have attempted to list major areas for consideration.

Building Blocks	Inside the CAA	Beyond the CAA With Partners
Engaging Family Voices	<ul style="list-style-type: none"> Seek and Listen to Customer Voices Engagement of Customers in Program Design <p>Resources: Engaging Parents and Developing Leaders, A Self-Assessment and Planning Tool for Nonprofits and Schools, Annie E. Casey Creating Solutions Together, Design Thinking, The Office of Family Assistance and 3 Grantees, Administration for Children and Families</p>	<ul style="list-style-type: none"> Connecting with Families New to CAA Including Families in Coalitions/Collaborations with Partners
Aligning High Quality, Intentional, Intensive Services to Parents and Children	<ul style="list-style-type: none"> Early Childhood Education Postsecondary & Employment Pathways Health & Well-Being Economic Supports Social Capital Executive Functioning Parenting <p>Resources: Two-Generation Playbook, Aspen Ascend Exploration of Integrated Approaches to Support Child Development and Improved Family Economic Security, OPRE Report, ACF, HHS Serving Immigrant Families Through Two Generation Programs, Migration Policy Institute Investing in Innovation, Reflections on the Families Economic Success-Early Childhood Pilots, Annie E. Casey Foundation Breakthrough Ideas That Move Children and Their Parents Toward Economic Success and Economic Security, Community Action Partnership Webinar Series</p>	<ul style="list-style-type: none"> Engagement of Partners to Provide Full Range of Aligned Services for Parents and Children <p>Resources: Advancing Two Generation Approaches: Developing an Infrastructure To Address Parent and Child Needs Together, Annie E. Casey Foundation</p>

2Gen Approach Resources

Aspen Ascend

- [Making Tomorrow Better Together](#)
- [2Gen Outcomes Bank](#)
- [2Gen Toolbox](#)
- [101 Trying on a 2Gen Approach](#)
- [201 2Gen Action Plan](#)
- [301 Community Guide to 2Gen Approaches](#)



2Gen Approach Resources

Administration for Children and Families, Office of Planning, Research & Evaluation

- [Conceptual Frameworks for Intentional Approaches to Improving Economic Security and Child Well-being](#)
- [Features of Programs Designed to Help Families Achieve Economic Security and Promote Child Well-being](#)
- [Using Research and Evaluation to Support Programs that Promote Parents' Economic Security and Children's Well-being](#)



OFFICE OF PLANNING, RESEARCH & EVALUATION

An Office of the Administration for Children & Families

Resources

- Racial Equity
 - Racial Equity and the Whole Family Approach
 - [Bridging to Equity: Developing a Community Approach to Equity](#)
- Organizational Change
 - [WFA Building Blocks: Attending to Organizational Culture and Systems Change](#)
- Partnership Resource Library: On the Website

Family Centered Coaching

- Utilizing Family Centered Coaching for Client Success
- The Prosperity Agenda
 - Family Centered Coaching

Staff Contact Info

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