



2Gen Learning Community

March 12, 2021

Organization/Project	Questions	Areas of Expertise/Resources to Share
<p>BROC Community Action/Families at the Center in Southwestern Vermont</p>	<p>What strategies and/or approaches have you found to be helpful in getting broad input into your design process?</p> <ul style="list-style-type: none"> • How have you sustained involvement through this phase? • Have you found a simple way to explain 2Gen work? • What if “navigation” turns out to not be the key issue to address based on families’ input during the design process? <p>How others track whole families progress (what they track and how)</p> <p>Hawaii: Due to the state’s rural nature, VT could learn from them</p> <p>Theory of Change: specific ways to center parents’ voices</p>	<p>Children’s Integrated Services (IDEA Part C): One Plan format (Corissa Burnell)</p> <p>CFCR (pilot): comprehensive intake process (Steve Harrington)</p>
<p>The Centers for Families and Children/Eradicating Poverty with 2Gen</p>	<p>What prompted you to look at the 2Gen framework for your program and what was the first action step you took towards implementing it?</p> <p>I would like to learn more about how to analyze multi-program outcome measures to find common thread to measure 2Gen outcomes, especially in the context of multiple EMR systems.</p>	<p>These 3 tools/documents are used as my reference guides when speaking about 2Gen and introducing it to staff unaware of the framework.</p> <ol style="list-style-type: none"> 1. Family Centered Coaching – Six Steps Document 2. Ascend: Framing 2Gen Messaging Guide 3. Ascend: Framing 2Gen Approaches to Supporting Families

	<p>Would like to learn more about how to how other programs are paying parents for their expertise.</p> <p>How multi-program agencies were able to operationalize 2Gen into their culture and processes.</p> <p>If possible, data or anecdotal information on changes experienced by staff and/or clients after the 2Gen framework was implemented.</p>	
<p>Cuyahoga Community College (Tri-C)/Uniting Families with Education</p>	<p>How to do behavior design to better plan, program for prospective families – How might we use behavioral design to disrupt patterns of poverty for our 2gen population?</p> <p>We want to learn more about how to understand the behavioral and communications patterns of both teens and adults lacking high school credentials to better move them to action and commitment to enroll/complete.</p>	<p>Implementation of design thinking/design sprints for focused program design which allows for prototyping solutions and easier iteration of initial designs. The design sprint helped us realize we helped more move further when they had a relationship with another person/team/program at the college. Families tend not to trust easily and building success through former or existing relationships matter.</p>
<p>Educational Alliance, 2G: Generations Learning Together</p>	<p>How do we shift from a model of having done some of this work in-house and utilizing a few partners to a model where the content providers are largely partners? What do we need to think about in terms of follow-up and selection?</p> <p>We are interested in learning strategies around parent engagement via zoom and working with hard-to-reach populations in a virtual setting.</p> <p>We are also interested in strengthening our work with “alumni” -- which is more difficult when parents are not dropping off kids in the building each day.</p>	<p>Our relational social work model and specifically our whole family care approach which involves adopting a wholistic perspective and intentionally partnering with every member of the family from children to caregivers to reach individual and larger family systems goals.</p> <p>Over the past several years we have explored and developed a database to track parent and child outcomes together. We have learned a lot about how to measure the impact of the program and our Research and</p>

	<p>The way in which we're folding in the family resource center – moving to a structure where more of the subject-matter experts live in partnering organizations (NYLAG; CUNY/BMCC)</p> <ul style="list-style-type: none"> • How can we learn from other organizations who have more of a model of utilizing partnerships? • Thinking about partnerships that make sense for the population we're working with • Who should the partners be? • How do we track progress with our partners? • How do we do intentional follow-up with our partners? <p>Gathering information about what has worked for families – curious about how other organizations have tracked this.</p>	<p>Evaluation Team would be happy to speak with peers in the network at a later date.</p>
<p>Enterprise Community Partners, Goddard Riverside, HCCI/ECPlus</p>	<p>Family coaching models – best practices and new strategies for gaining client investment and sharing</p> <ul style="list-style-type: none"> • How do we best establish trust and gain client engagement? • How do we create a coaching environment where the families lead, are comfortable, and are willing to share? <p>Child assessment and family plan templates and tools</p> <p>Talk story model – how do you put the client first and get them talking? Furthering the goal that all engagement is client driven/</p>	<p>We have shared our model documents and evaluation framework with the group. As we are beginning implementation, we are still in the process of finalizing many of the other materials. We hope to have additional items to share for future convenings.</p>
<p>Friends of the Future, Kō Education Center/ Learning to Thrive</p>	<p>How do you recruit and retain and make magic with your community partners, especially during the pandemic?</p>	<p>“Talk Story” Culture-based approach to storytelling and journey mapping</p>

	<p>We're just completed and compiled our findings for our journey mapping process for both the families and KōEC. We're just starting on our TOC process this week which will take a few weeks to complete. What does transition from pilot to implementation look like? What's working, what doesn't?</p> <p>How do pipelines to certificate and credentialing work within your 2Gen program?</p> <p>Would love to learn more about the connection between degree completion and employment opportunities. How can we eliminate barriers not only to degree completion but also barriers to employment? How have communities come together to build on strengths of both program participants and organizations/employers?</p> <p>Would love to learn more and see other programs who are working on centering culture within the work they do. How do they incorporate the culture and cultural practices of the community that they serve and into their service delivery?</p> <p>I would really like to talk more with JaNice to find out how a community college is approaching this work (Kei-Lin)</p>	<p>We'll be implementing TOC sessions this week (Tuesday) and in the next couple of weeks; we may have more specific questions post-TOC sessions.</p>
<p>Literacy Partners/English for Parents Classes embedded in a Social Determinants of Health Network, NYC</p>	<p>How can we systemize and sustain the intake/SDH referral process with only student interns who have limited hours and are on an academic schedule?</p>	<ul style="list-style-type: none"> • Social Determinants of Health screener/health provider network • Multi-lingual materials with QR code for patients; website multi-lingual pre-reg

	<p>Authentically engage parents in program development and governance</p>	<ul style="list-style-type: none"> • UniteNYC platform for referrals in and out • Student Health Navigators (interns from City Tech and NYU) coordinate intake and referrals out • Grant request for Vaccination Equity and full-time social worker <p>We are adapting Salesforce to manage both data and people in all programs:</p> <p>People Management</p> <ul style="list-style-type: none"> • Volunteer management with time and relationships • Student flow between programs and roles (e.g., student to volunteer) • Basic case management at the family level for referrals based on SDH <p>Data Management</p> <ul style="list-style-type: none"> • Autofill into system (FormAssembly) from assessment instruments/registration in multiple languages • Contacts are at the Family level to include 2Gen data • Data analysis/reports across time and programs
<p>Mercy Center/Familia Adelante</p>	<p>Defining and working through issues of Equity. How best to identify and understand issues of equity and put into practice equitable principles and policies. Beyond talking the talk...how to walk the walk.</p> <p>Integrating family voice multidimensionally</p>	<p>Collaborative implementation</p>

	<p>Quantitative outcome measurements (increased capacity to track and deeper understanding for reporting)</p> <p>How to track Whole Family progress? How to track non-linear progress...</p> <p>What metrics are being used?</p>	
<p>MetroHealth/Nurse-Family Partnership</p>	<p>What are some resources other organizations have tapped into for new moms and their babies?</p> <p>What does getting back in the home (post-COVID) look like to different organizations that do home visitations? When do you anticipate resuming home visitations?</p> <p>Can you tell us about any engagement techniques you've used that have worked really well for you/your organization?</p>	<p>When COVID hit, NFP pivoted and shifted our visits to telehealth. We can share how that's worked for us and what aspects of telehealth we anticipate continuing to use post-COVID.</p>
<p>Sisters of Charity Foundation of Cleveland/Family Partners</p>	<p>We know that additional partners with expertise in different disciplines are necessary to support the whole family. We would like to get insight in how to effectively and efficiently integrate new (necessary and critical) partners with expertise in different disciplines into project without adding barriers/burden on families and staff, and how to avoid slowing down the process.</p> <p>Adding additional partners to integrated approach – when current partners are operating smoothly, trust is built, systems in place etc. But additional support/expertise is needed</p> <p>When does it become overwhelming to families to have more people involved in their lives? How and when and</p>	<p>Trained staff and partners in Family Centered Coaching</p> <p>Development of Parent Advisory Committee Implemented virtual Parent Cafes as opportunity for social connections and peer-learning</p> <p>Integrated process evaluation learnings into plans for moving forward</p>

	<p>what does it look like? Additional cost of additional partners</p> <p>When working with the whole family, multiple disciplines are needed, but inundated with paperwork, registration, etc.</p> <p>Documentation is important for understanding impact/outcomes, but is burdensome as new partners are added</p> <p>How to streamline what we are asking for – data sharing agreements – centralized – common language; how to add data from the backend instead of asking parents to complete it again, eg. SNAP – if we’re making a referral, how to not bog down families and add more stress</p> <p>Carissa Burnell (VT) - spoke about navigation piece they put in; could be useful resource for us as every partner may have different data they require</p> <p>Common app – what kind of data sharing agreements would we need to get here? We had experience of burdensome data sharing agreement – if we had to do this with multiple partners, would be burdensome</p> <p>What if a family is in crisis? How to bypass paperwork to support the family with what they need.</p> <p>How could we use family journey mapping process to facilitate streamlining</p>	
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	Should not take a long time (eg. Experience of completing 15-20 minute surveys) and how to respect value of time of families	
Towards Employment/ Whole Family Approach to Workforce Services (WFWS)	<ul style="list-style-type: none"> • What is the best way to implement family voices in a meaningful way? • How do you build intentionally meaningful relationships in a small amount of a time? Access does not mean engagement/relationships with caregivers: relationships take time and trust • How do you explain to families how to navigate to other partners across sectors? • How do partners ensure they are successful in soft hand offs? • What are examples of structured stipends for parent engagement. • What are some measure to track progress in implementing 2Gen? 	We just finished six months of Family Centered Coaching sessions. We are about to develop a Community of Practice to help implement the skills and tools
United Hospital Fund/2Gen Pediatric Primary Care	<ul style="list-style-type: none"> • How are you using digital tools to connect with clients and track service delivery during the pandemic and how will that inform digital tool usage post-pandemic? • Effective techniques for encouraging patients/clients to engage in evaluation surveys • How to integrate equity considerations into all elements of 2Gen operations • Experiences using third party software platforms to make and track service referrals 	We are working on the next report in the Integrated Family Care Series which will highlight pediatric practices implementing components of the framework and provide an action agenda for promoting further adoption. It should be released in June and we will make sure to share with O'Neill for distribution to grantees.

	<ul style="list-style-type: none"> • Innovative approaches to blending and braiding funding streams to facilitate intervention sustainability 	
<p>United Way of Central Maryland, Anne Arundel County Partnership for Children, Youth & Families/ 2Gen Homelessness Prevention Program</p>	<ul style="list-style-type: none"> • Give our clients some grace in participation – being mindful of the stressors of pandemic. Want to be a help and not a stress but still want to ensure our families are engaged. • Lots of single parents at home with multiple children virtually learning while they, the parent, are also trying to work virtually. • What do the economics of some of the other models look like? Are there low-cost options for implementation? Do outcomes follow the money? We're interested in scaling this model across the 14 sites in the Family Stability model but not sure how to do it without the identical financial support of a foundation or funder like O'Neill? • How do we ensure success for even large families with several children so that we're being effective in coaching the individuals as well as the family unit? How do we scale for families of different sizes? • Our model is so different from other models – what can we learn from them about how they reach families, support families, engage unique partners? • What data systems are people using to track their data? What do they like about them? What do they think is lacking? • How are other sites formally integrating equity and inclusion into their policies and processes? (Would love to connect with any other sites that are also part of GARE!) 	<p>Use CANS assessment tool and Arizona SSM to measure family progress, growth and stability across multiple domains – and as individuals as well as a family unit.</p> <p>Creative virtual model for engaging families – deliver meal kits so the cohort can cook and eat together while learning and connecting. (Example)</p>