

Career and Finance Solution Plan

For the Northside Achievement Zone (NAZ)

Career and Finance Result:

Parents will have the economic ability to provide a healthy and financially stable environment at home, so children can succeed academically.

[1] Organization Commitment: Active Collaboration & NAZ Values

Organization-wide activities that build the collaborative process and embed the core NAZ values across the effort, including NAZ families, staff, and partners.

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
<p>(1) NAZ Partner embeds NAZ values organization-wide as key drivers to build a culture of achievement Zone-wide, including by:</p> <ul style="list-style-type: none"> • Posting NAZ Values in prominent public locations for staff, • Including Values in staff meetings and other organizational use, and • Contributing to the implementation of a developing operating plan designed to intentionally embed values across the collaboration. 	<ul style="list-style-type: none"> • Values are available for posting, distributing, and publishing. • Operating plan concepts are developed for input and contributions. • NAZ staff available for dialogue about embedding values. 	Ongoing
<p>(2) NAZ Partner participates in ongoing educational opportunities, with the intention of core 'NAZ Way' concepts reaching staff who work with NAZ families, related to the following key NAZ values:</p> <ul style="list-style-type: none"> • Breaking the belief gap, • Families as Leaders & Organizations as Partners to Families, • Using Data to Drive Progress (results-based accountability), and • Embedding cultural responsiveness within our work with families and scholars. 	<ul style="list-style-type: none"> • NAZ develops and offers educational opportunities in a manner that works for partners (such as through existing Action Team meetings) 	Ongoing
<p>(3) NAZ Partner ensures that lead staff attend the following collaborative gatherings:</p> <ul style="list-style-type: none"> • NAZ-wide collaborative meetings • Action Team meetings 	<ul style="list-style-type: none"> • NAZ holds and publicizes meetings in a timely manner. 	<p><i>NAZ-wide meetings:</i> 2 times/year <i>Action Team meetings:</i> Minimum of 4 times/year</p>

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(4)	As specified in NAZ Collaborative Partner Memorandum of Understanding, hires staff members who are interested in and committed to positive interactions with families, and demonstrate a commitment to a cultural of achievement.	<ul style="list-style-type: none"> Position Posting language and hiring practices explicitly assess commitment to positive interactions and a culture of achievement. 	On hire
(5)	Program services are provided in line with NAZ values to promote a context that is positive, respectful, engaging, and fosters a culture of achievement.	<ul style="list-style-type: none"> Hiring practices specify and select for staff who: <ul style="list-style-type: none"> Demonstrate respect Have sufficient training to support Career & Finance objectives Scheduling of program services provides opportunities for social interaction. Professional development for staff continuously emphasizes respectful, engaging, and positive services. Services are provided in a manner that fosters strong, trusting relationships with parents and NAZ staff. 	Each program day
(6)	Program services are fully aligned with and reflect continuous participation in NAZ data collection, progress monitoring, coordination, review, and program improvement processes.	<ul style="list-style-type: none"> Maintain regular data entry in NAZ Connect Coordinate with NAZ Academic Navigators and other program staff. 	Each program day

[2] Getting Ready to be Ready

NAZ and Partner organizations will follow these Essential Active Ingredients with parents, as they “get ready to be ready.”

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	NAZ Career & Finance Navigator works with a parent’s NAZ Connector to ensure they have participated in NAZ Foundations Training I & II, and for those parents who have not participated, they work to get them enrolled.	<ul style="list-style-type: none"> • NAZ holds Foundations I & II Training on a regular and consistent basis. • The parent has demonstrated a commitment to actively pursue CF goal. 	<ul style="list-style-type: none"> • Parents complete trainings within 1 year of NAZ enrollment • Training offered quarterly
(2)	NAZ Connectors emphasize Empowerment Principles from NAZ Foundations, reinforce parents’ ability to recognize career possibilities and establish goals related to these.	<ul style="list-style-type: none"> • The parent has received Foundations Training. • Connectors and Navigators have been trained in Empowerment Principles. • Connectors have been trained in Motivational Interviewing. • The parent has demonstrated a commitment to actively pursue CF goal. • Connectors and CF Navigator document goals and goal progress in NAZ Connect 	At every visit
(3)	NAZ Connectors, Career & Finance Navigator and Partners embed personal empowerment and motivational interviewing strategies in their work with NAZ families.	<ul style="list-style-type: none"> • NAZ Connector, Career & Finance Navigator and Partners have been trained in Empowerment Principles. • NAZ Connector, Career & Finance Navigator and Partners have been trained in Motivational Interviewing. • NAZ holds shared trainings to increase the use of consistent shared techniques. 	Ongoing
(4)	Partners integrate empowerment training and strategies into their organizations and work with families.	<ul style="list-style-type: none"> • Partners are trained in Empowerment Principles. • NAZ staff supports and reinforces Partners’ integration of Empowerment Principles and Trainings. • NAZ holds shared trainings to increase the use of consistent shared techniques. 	Ongoing

[3] Career & Finance Navigation

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
<p>(1) NAZ Staff member refers parent to the CF Navigator after a goal related to career, finance and/or adult education has been identified.</p>	<ul style="list-style-type: none"> • Parent expresses need for assistance in one or more of the following areas: <ul style="list-style-type: none"> Career: <ul style="list-style-type: none"> ○ Resume assistance ○ Soft skills training ○ Career Prep Workshops/Classes ○ Intensive Job Search assistance ○ Identifying job leads ○ Job placement assistance ○ Workforce coaching ○ Support services (i.e. transportation, Dress for Success, etc.) ○ Provision of work experiences Finance: <ul style="list-style-type: none"> ○ Budgeting/saving money ○ Debt reduction ○ Credit building ○ Banking ○ Thinking of bankruptcy ○ Foreclosure ○ Defaulted student loans ○ Consumer protection services in relation to: Harassment from creditors/debt collectors; Reporting and/or disputing predatory services; Unsnarling the effects of identity theft; IRS-tax errors ○ Public/ Social Assistance (i.e. “Bridges to Benefits”) Adult Ed: <ul style="list-style-type: none"> ○ Adult education programs and resources: GED Programs; Literacy Programs; ELL classes; Citizenship classes; Adult Tutoring; Adult Homework help ○ Post-secondary options: Community/ Technical Colleges; 4 year Colleges; Graduate and beyond • Goal entered into NAZ Connect. 	<p>When a referral is made the process to respond to referral is initiated within 2-4 business days.</p>

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(2)	<p>CF Navigator uses intake data collection tools and processes to gather background information to:</p> <ul style="list-style-type: none"> • Determine which resource would be the best for each family. • Determine level of support the parent needs from the CF Navigator, other NAZ staff and partner agencies. • Determine how to best support the parent and family. 	<ul style="list-style-type: none"> • CF Navigator is able to: <ul style="list-style-type: none"> ○ Perform a thorough review of NAZ Connect data for enrollment details, goals and case notes that identify potential barriers and strengths/opportunities for each family. ○ Use a NAZ-specified assessment battery to identify an individual’s entry point on the pathway to a career, the status of a family’s financial stability, and a parent’s readiness to enroll in adult education programs. ○ Complete the Career, Finance and Adult Education tab in NAZ Connect during or immediately after meeting with parent. ○ Follow the NAZ-established decision-making framework for determining level of CF Navigation support needed. ○ Create additional NAZ Connect goals and/ or steps as needed. • NAZ Connect is populated w/ necessary measures/tools • NAZ Connect Partner Profiles are up to date. • If a need is identified by Navigator, parent will be referred to appropriate action area (i.e. Behavioral Health) 	Upon referral
(3)	<p>In line with identified level of need, the NAZ CF Navigator matches family with an appropriate career, finance or adult education opportunity.</p>	<p>CF Navigator:</p> <ul style="list-style-type: none"> • Provides coaching and support for optimal career, finance and/or adult education decision-making. • Supports parents in understanding the level of education required for identified career and the steps to pursue this education. • Provides information about available resources and best fit for family’s needs. • Consults with other NAZ Whole Family Navigator(s). • Referral to partner opportunity. <p>Partner agencies designate staff member to serve as NAZ contact person and keep NAZ Connect Partner Profile up to date.</p>	Within 2 weeks of establishing career, finance or adult education goals.
(4)	<p>NAZ CF Navigator and Partners embed personal empowerment and motivational interviewing strategies in their work with NAZ families.</p>	<ul style="list-style-type: none"> • NAZ Career/ Finance Navigators and Partners have been trained in Empowerment Principles. • NAZ Career/ Finance Navigators and Partners have been trained in Motivational Interviewing. 	Each interaction with a family.

[4] Supporting Career Entry and Success

[4.1] Interventions

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	Partner uses standardized assessment tools and processes to conduct a more in-depth assessment of a parent’s employment interests and goals (e.g. Myers Briggs, Strong Interest Inventory, ISEEK).	<ul style="list-style-type: none"> • In-depth assessment is conducted with parents when appropriate and/ or needed. • Assessment results are recorded in NAZ Connect. 	As needed
(2)	Partner staff provide individualized job readiness services.	<ul style="list-style-type: none"> • Partner agencies have sufficient capacity to provide all NAZ parents with access to necessary resources to support goal attainment and long- term goal success, such as: <ul style="list-style-type: none"> ○ Resume assistance ○ Mock interviewing and employer networking ○ Soft skills training ○ Career Prep Workshops/Classes ○ Intensive Job Search assistance ○ Identifying job leads ○ Job placement assistance ○ Workforce coaching ○ Support services (i.e. transportation, Dress for Success, etc.) ○ Provision of work experiences ○ Entrepreneurship & Small Business Development Services • Partner staff have sufficient qualifications and training to provide services effectively. • Partner staff support parents in understanding the level of education required for identified career and the steps to pursue this education. • Connector and/or CF Navigator provide support for this process. 	Ongoing

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
<p>(3) Once a career path has been identified, Partner staff provide ongoing support to secure employment.</p>	<ul style="list-style-type: none"> • Partner staff: <ul style="list-style-type: none"> ○ Provide targeted skill assistance to obtain an identified job. ○ Are equipped to provide training on job retention skills and beliefs. ○ Support parent’s connection with professional development opportunities to foster lifelong success. ○ Re- employment assistance, as needed. • Connector and/or CF Navigator provide support for this process. 	<p>At least 1x/month</p>
<p>(4) Once employment is secure, Partner staff provide ongoing support to ensure success.</p>	<ul style="list-style-type: none"> • Partner staff: <ul style="list-style-type: none"> ○ Conduct follow-up activities to support retention and continued career progress. ○ Are equipped to provide training on job retention skills and beliefs. ○ Provide consultation on career laddering. ○ Support family’s connection with professional development opportunities. ○ Re- employment assistance, as needed. • Connector and/or CF Navigator provide ongoing support for this process. 	<p>At least 1x/ month for at least one year.</p>
<p>(5) When families have goals and needs that are not met with the current resources available, the Action Team and NAZ will collaborate to identify and create new resources and opportunities.</p>	<ul style="list-style-type: none"> • Identification of expanded opportunities is built upon the stated desire of individuals. • Requires knowledge of the policy, service and funding context in order to identify potential for additional resources. • Areas for additional resources and opportunities could include: <ul style="list-style-type: none"> ○ Short-term skills training ○ Certificate programs ○ Professional mentoring ○ Internship opportunities 	<p>As needed</p>

[4.2] Supporting Career Entry and Success with Families on MFIP

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	CF Navigator coordinates with MFIP employment services provider to ensure MFIP Employment Plan and NAZ Achievement Plan are in alignment.	<ul style="list-style-type: none"> • Employment service provider data is entered into NAZ Connect • Navigator actively seeks relationships with MFIP employment service providers that serve NAZ families • Employment service providers maintain open lines of communication and collaboration with NAZ and Partner staff. • Navigator maintains up-to-date knowledge of MFIP policy 	As needed
(2)	CF Navigator provides support for parents who are experiencing difficulties with MFIP by troubleshooting barriers to working directly with MFIP counselor.	<ul style="list-style-type: none"> • CF navigator helps parent understand complexities of MFIP and the importance of ongoing communication with their MFIP counselor. 	As needed
(3)	Career and Finance Action Team creates more opportunities to layer in career support services beyond what is currently provided through the MFIP employment counselors.	<ul style="list-style-type: none"> • Funding sources are diversified to allow for the provision of additional services • NAZ staff and Action Team partners actively seek partnerships with service providers offering these opportunities for families. 	Immediate and ongoing
(4)	NAZ and Action Team advocate with Hennepin County for a different relationship and flexibility for NAZ families within MFIP.	<ul style="list-style-type: none"> • Open lines of communication exist between NAZ staff, Action Team leadership, and Hennepin County. • Data and information are easily exchanged between NAZ and employment service providers 	Immediate and ongoing

[5] Supporting Financial Education and Coaching

[5.1] Interventions

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	Partner uses assessment tools and processes to conduct a more in-depth assessment of a parent’s financial and goals.	<ul style="list-style-type: none"> • Forms of assessment include partnering with parents to examine: monthly budget, balance sheets, and credit report, as well as individualized identification of potential goals. 	As needed
(2)	Partner staff provide individualized financial literacy/education services.	<ul style="list-style-type: none"> • Partner agencies have sufficient capacity to provide all NAZ parents with access to necessary resources to support goal attainment, such as: <ul style="list-style-type: none"> ○ Financial coaching ○ Financial education classes ○ Asset-building products (example: IDA) ○ Credit building coaching and products (Example: Twin Account) • Partner staff have sufficient qualifications and training to provide services effectively. • Connector and/or CF Navigator provide support for this process. • The Financial Opportunity Centers (FOC) Model is a recommended model. 	Ongoing
(3)	Partner staff provide ongoing support to ensure financial stability and well-being.	<ul style="list-style-type: none"> • Partner staff have sufficient capacity to conduct follow-up activities to support ongoing financial stability, such as: <ul style="list-style-type: none"> ○ Providing training on maintaining a budget, saving, and asset building ○ Running new credit reports ○ Resolving barriers to credit ○ Checking in with families about their capacity to maintain their current budget and build savings • Connector and/or CF Navigator provide support for this process. 	As needed
(4)	When families have goals and needs that are not met with the current resources available, the Action Team and NAZ will collaborate to identify and create new resources and opportunities.	<ul style="list-style-type: none"> • Identification of expanded opportunities is built upon the stated desire of individuals. • Requires knowledge of the policy, service and funding context in order to identify potential for additional resources. 	As needed

[6] Supporting Adult Education

[6.1] Interventions

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
<p>(1) Partner agencies work with parent to identify potential career path(s) and explore education required to allow him/her to progress on identified career path(s).</p>	<ul style="list-style-type: none"> • Partner staff have access to databases and other information sources that identify the education requirements for specific careers (e.g. O*Net). • Partners utilize assessment tools (i.e. TABE and CASAS) to identify literacy level of parents. • Partner staff are trained and certified administrators of assessment tools (i.e. TABE and CASAS). • Process conducted with parents who have difficulty articulating education/career interests and goals. 	As needed
<p>(2) Partner agencies provide support services that enable access to educational opportunities.</p>	<ul style="list-style-type: none"> • Partner staff have sufficient capacity to provide support services to parents who are new to enrollment in: <ul style="list-style-type: none"> ○ Adult education (e.g. support in filling out applications, finding options that fit their schedules and budget) ○ Post-secondary education (e.g. assistance in filling out student loan paperwork, support in navigating higher education websites and application processes) 	As needed

Essential Active Ingredient	Necessary Conditions	Frequency (Dosage)
<p>(3) Partner agencies provide parents with educational opportunities to improve basic education skills leading to a career or further education.</p>	<ul style="list-style-type: none"> • Partner agencies have sufficient capacity to provide all NAZ parents with access to necessary resources to support goal attainment, such as: <ul style="list-style-type: none"> ○ Adult education programs and resources: GED Programs; Literacy Programs; ELL classes; Citizenship classes; Adult Tutoring; Adult Homework help ○ Workplace literacy (i.e. computer literacy, business communication) ○ Post-secondary options: Community/ Technical Colleges; 4 year Colleges; Graduate and beyond ○ Bridge Program: i.e. FastTRAC • Teachers are trained in and use proven instructional methods for adult education. • Adult Education programs have enough slots, multiple class schedule options, convenient locations, childcare, culturally relevant classes, and other supports to help parents achieve their education goals. • ELL programs advance literacy skills including speech, listening, writing, reading, and grammar by using multiple techniques that are related to real life situations. • Special accommodations are available to aid those with disabilities. • Post-secondary options have flexible class schedules and adequate financial aid options. • Connector and/or CF Navigator provide support for this process. 	<ul style="list-style-type: none"> • As needed • Ongoing basis
<p>(4) Partner staff provide ongoing support to ensure educational goals are achieved.</p>	<ul style="list-style-type: none"> • Partner staff have sufficient capacity to conduct ongoing follow-up activities to support achievement of educational goals, such as: <ul style="list-style-type: none"> ○ Periodic assistance with barriers to education (e.g. transportation, fees). • Connector and/or CF Navigator provide ongoing support for this process. 	<p>As needed</p>
<p>(5) NAZ creates alignment between the Career and Finance Action Team and the College Success Action Team to most effectively support non-traditional students.</p>	<ul style="list-style-type: none"> • Career and Finance Navigator collaborates and communicates with College Success Action Team representatives. 	<p>On-going</p>

[7] Communication, Coordination & Alignment

Essential Active Ingredient		Necessary Conditions	Frequency (Dosage)
(1)	NAZ staff and Partner staff participate in ongoing communication to ensure best possible service to families.	<ul style="list-style-type: none"> • Use of NAZ Connect to document successes and challenges • Partner agencies designate staff member to serve as NAZ contact person and keep NAZ Connect Partner Profile up to date. • CF Navigator makes periodic (at least yearly) in-person visits to Partner agencies to foster positive relationships and build trust between NAZ and Partners. 	Direct communication between Partner and NAZ occurs at least quarterly, with a higher frequency as needed.
(2)	NAZ CF Staff participate in on-going communication with NAZ staff in other areas of the ecosystem, including Connectors and other system Navigators.	<ul style="list-style-type: none"> • Use of NAZ Connect to facilitate communication. • NAZ CF Staff will communicate and coordinate across action areas when families are demonstrating concerns that involve different areas of the ecosystem (i.e. Behavioral Health, Housing, Early Childhood, etc.) 	As needed