

Results NAZ | Strategy Adjustment Summary

Family Support

Nov 2017



In lieu of the usual Strategy Adjustment Summary, please see the plan below. This serves as a response to the themes that emerged from findings throughout 2017 and the Fall 2017 Results NAZ report for Family Support. It lays out the overall Family Support strategy going forward and details a set of proposed actions targeted toward a pilot group of families, with the aim of providing a roadmap for further improving the work and scaling it to more NAZ families in subsequent years.

**2-Gen Policy Network:
NAZ-Hennepin County 2018 Implementation Plan**

Overall Description

NAZ partners and Hennepin County will work to achieve transformational outcomes with NAZ scholars and parents, as specified in the work plan below (and further detailed in the NAZ Results Plan for Family Support).

This will involve building and continuously improving a process with 75-100 participating families who are: 1) enrolled in NAZ and working on an overall achievement plan for the whole family, 2) are eligible for county financial resources, including receiving MFIP or SNAP benefits, and 3) receive Hennepin County employment services, financial support, and other resources through a NAZ partner Employment Service Provider (ESP) at HIRED or EMERGE, or the family can be transferred to one.

This work plan is designed to produce transformational outcomes for families by:

1. Aligning two roles working with NAZ - County shared families to support transformational engagement that leads to increased success (ie - moving beyond compliance and barriers)
2. Supporting parents to become ready for and successful in career pathway trainings that results in employment at Hennepin County & other regional partners
3. Providing integration of supports between NAZ, County, and partners based on Achievement Plans and data sharing for real-time progress
4. Conducting shared training for all staff involved to support coaching with families
5. Leveraging and coordinating housing services/resources to ensure that NAZ families have stable, affordable, and healthy housing

This plan is also intended to be piloted and utilized as a framework for potential strategy innovation or adjustments to how NAZ, Hennepin County and/or its Employment Services Providers (ESP) partners implement work with families beyond the NAZ partnership.

Strategy 1: Use of Holistic Achievement Plan to Drive Work with Families

Innovation questions: How can an overall Achievement Plan for whole family link with MFIP career plans to create a comprehensive plan with families? How can NAZ Family Achievement Coach role that primarily focuses on supporting parents to promote scholar education outcomes be equipped to effectively Coach on career support efforts using a strengths-based approach?

Key elements include:

- Co-located Family Achievement Coach or multiple Coaches will partner with families to build trusting relationships, inspire deep commitment from parents, solidify the belief that their children will graduate from college, work with parents/scholars to identify needs and barriers, set goals, encourage behaviors that support academic outcomes, and connect them with strategies to support success
- Coaches participate in shared coaching and training on core modalities
- Whole family achievement plan (that supports both scholars and parents) integrates efforts that are typically siloed; true 2-Gen work
- Coach supports parents with career on-ramp efforts, housing stability, empowerment coaching, other holistic wrap-around supports, etc.
- Role links to wrap-around services that support overall family success, including: housing (see Strategy #3 for detail on key elements), access to child care, NAZ Family Academy (parent education & personal empowerment), employment/finance, health & behavioral health, etc.

Strategy 2: Integrated County supports that accelerate achievement plans

Innovation questions: How can one MFIP job counselor (by combining the MFIP counselor & workforce coach; employed by EMERGE and HIRED) provide a meaningful experience for families by combining compliance and coaching toward career goals? How can county supports be streamlined and implemented in a way to accelerate goal plans vs. adding barriers? How can additional tools or resources be woven into the mix of supports for families?

Elements include:

- “Job counselor” role at NAZ ESP provider (EMERGE and HIRED) will become transformational workforce support role, in addition to compliance; drives work using transformational elements with compliance implemented as secondary goal
- NAZ ESP provider (EMERGE and HIRED) shall provide coaching and training on core modalities of goal-driven engagement for staff working with families & supervisors (see Strategy #3 for detail on key elements)
- Work closely with the County “Quarterback role”. This role will kick off in January 2018 and is intended to: increase alignment, remove barriers for families, and coordinate service delivery
- Use of Presumptive Eligibility to bridge child care payments for parents who obtain employment and apply for child care assistance, but are without financial assistance child care during the period of time that the child care assistance application is in process.
- Integrate the Bridge to Benefits screening tool & Economic Stability Indicator (ESI) tool to better understand how wages and public programs can improve their pathway to self-sufficiency (developed by Children’s Defense Fund-MN) into the process by which families are supported through their Employment Counselor and/or NAZ Family Achievement Coach
- Further customize and pilot MFIP Connect app (phone app designed to help families stay in touch with their MFIP employment counselor and Hennepin County worker, offers resources, and eliminate need for multiple eligibility workers at Hennepin County)
- For for parents who have timed out on MFIP, we will partner with Hennepin County and ESPs to maximize and/or build onto Supplemental Nutrition Assistance Program (SNAP) Employment and Training (E&T) program strategies and other supports
- Developing a collaborative data-sharing plan

Strategy 3: Shared Coaching & Training

Innovation questions: How can the team of key roles supporting families (NAZ Family Achievement Coach + MFIP job counselor role that combines compliance and workforce coaching) build their capacity to use holistic and family-centered approaches that facilitate ongoing collaboration, engagement, & case consultation for families? How can shared coaching and training on core modalities for all staff on “the team” with families improve our collective family-centered approach that supports both scholars and parents?

Key training/coaching modalities may include:

- Team approach strategies: achievement planning, NAZ “Goals to Action Framework,” collaborative consultation about family progress (refer to the [Family Engagement section of the NAZ Results Plan](#))
- Trauma-informed engagement, Understanding Adverse Childhood Experiences (ACEs), and other cultural responsiveness training tailored to the needs of staff and families
- Empowerment classes (and other NAZ Family Academy classes) to give partner staff and parents the tools they need to reach the goals laid out in their achievement plans, and the use of motivational interviewing (MI) to elicit behavior change

Strategy 4: Employer Partner Career Pathways as Inspiration

Innovation question: How can early identification of successful employee-driven workforce pathways be utilized by families who are not yet fully “work ready” as a concrete way to build the “on-ramp” and inspire goal plan work? How can we collectively address & remove barriers for families so they can embark on a pathway?

Key elements include:

- Support parents to enter [career pathway training opportunities](#) that include training, work experience, professional support, and job opportunities with Hennepin County & other regional partners (in coordination with key anchor partners)
- Partner with Hennepin County to offer staff and families a centralized web tool that centralizes career pathways opportunities and offering details
- Build a NAZ “communications blast package” for communicating ongoing opportunities to families (ie., robotexts, postcards, emails, and mailings when and however needed) that can be utilized by NAZ staff and NAZ partner staff
- Implement four [quarterly career pathways events](#) with NAZ career partners and Hennepin County staff to allow NAZ families to learn about training and job opportunities, and interact directly with Hennepin County staff

Strategy 5: Aligning engagement strategies and funding supports for housing

Innovation question: How can the housing element of our coordinated efforts (included in the holistic work in Strategy #1) ensure that NAZ families have stable, affordable, and healthy housing so their children have a critical foundation for academic success?

Key elements include:

- Utilize the NAZ Housing Access Specialist, NAZ anchor partners in housing, and available resources available through holistic achievement planning described in Strategy #1 (already in motion)

- Convene NAZ partners, Hennepin County, and state/county/city partners to explore ideas and determine action plan for leveraging and coordinating services/resources including but not limited to: a “progressive engagement” model that tailors housing support services, short-term rental assistance, rapid re-housing support, and/or temporary financial assistance
- Explore coordinated entry process with Hennepin County
- Hold two NAZ tenant education course sessions during 2018
- Coordinate legal supports and advocacy for families contending with housing and employment barriers