

WHOLE FAMILY APPROACH DESIGN BRIEF



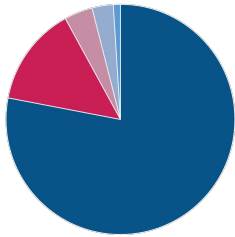
Blue Grass Community Action Partnership

ABOUT THE AGENCY

| | | | |
|--------------------------------|---|----------------------|---|
| MISSION | BGCAP uses its dedicated resources and community partnerships to reduce the causes of poverty and its impact on people's lives in our community. | ANNUAL BUDGET | \$30 million |
| AGENCY TYPE | Non-profit | STAFF | 300+ |
| CLIENTS SERVED ANNUALLY | 17,000+ | PROGRAMS | Head Start; Migrant Head Start; Child Care Programs; Senior Services; Senior Companion Program; Senior Community Service Employment Program; Elder Nutrition Program; Homecare Case Management; Weatherization; Energy Assistance – LIHEAP, Wintercare and HEA; Housing Counseling; Financial Literacy Training; Education Assistance Program; Fatherhood Initiative; Family Health; Transportation |
| SERVICE AREA | Blue Grass Community Action Partnership serves nine counties in Central/Southcentral KY, including: Anderson, Boyle, Franklin, Garrard, Jessamine, Lincoln, Mercer, Scott and Woodford. | | |

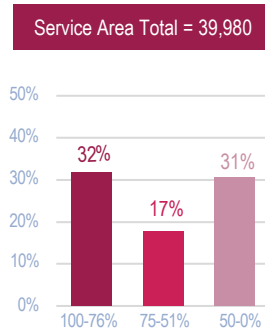
AREA DEMOGRAPHICS

DISTRIBUTION OF RACE



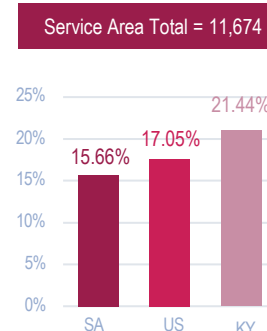
- White (78%)
- Black or African American (14%)
- Multi Race (4%)
- Asian (3%)
- American Indian or Alaska Native (1%)

PEOPLE LIVING BELOW 100% FPL

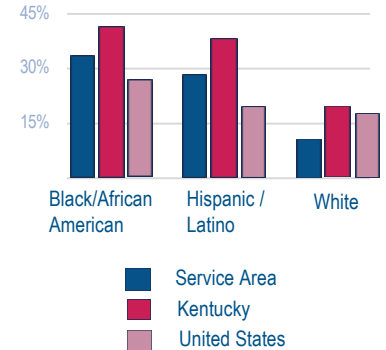


Source: US Census Bureau, Small Area Income and Poverty Report, 2021

ALL CHILDREN IN POVERTY (Ages 0-17)



CHILDREN IN POVERTY BY RACE (Ages 0-17)



WHOLE FAMILY APPROACH PROGRAM PROFILE

THEORY OF CHANGE

BGCAP can break the cycle of poverty by providing a combination of comprehensive services, seamless service delivery, and innovating coaching that helps motivate and inspire transformation.

TARGET POPULATION

BGCAP Service Region Households living at or below 200% of FPL.

KEY COMPONENTS

Parents

- Support development of stackable credential career pathways
- Employment goal planning and support
- Partnerships with community colleges
- Address self-care and mental health

Children

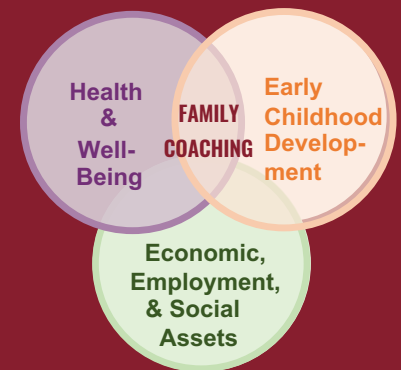
- Provide high-quality early care and education for preschool children
- Prepare and assess children for school readiness into kindergarten
- Promote opportunities for children that are grounded in diversity, equity and inclusion
- Collaborate with school districts
- Develop self-regulatory skills promoting pro-social behaviors and become a part of their community

Families

- Integrated services to connect each family member to the services and supports they need to advance

BGCAP's Innovation Story

BGCAP knew from the start that intensive family coaching (Mobility Coaches) would be key to the success of our Whole Family Approach (WFA). BGCAP families deserved one person who could meet them



wherever they were, listen to their hopes and dreams, and provide guidance to help them achieve their goals in a non-judgemental, holistic and dedicated way. The work of a Mobility Coach is rigorous: each Mobility Coach (BGCAP has five) supports a caseload between 70-90 families. Mobility Coaches receive training on all agency programs and community-wide partnerships. Our coaches provide a wide range of services - from identification of resources to handling crisis to counseling. We were aware that the large caseloads and intense interactions could lead to significant stress or even burnout. Therefore, we provide our coaches with weekly check-ins, as well as group and individual personal and professional support sessions.

SUCCESSSES

- Accomplished an organization-wide culture shift to provide an intentional, holistic programmatic approach.
- 97.8% of our staff said they enjoy working at BGCAP. 91% feel a sense of belonging at BGCAP, and 86% of our staff said that management seems invested in the success of the team.
- Secured new funding from multiple local, state and federal grants that will allow the organization to address housing needs, employment training and educational opportunities.
- Created the Steps into Employment Program that assists families in obtaining employment or finding a job at a living wage or higher.
- In FY 2022/2023, 74% of children from families enrolled in the WFA demonstrated meeting or above growth percentages in all Child Development Domains between the fall and spring checkpoints.
- Since implementation, we've seen a 42% increase in the number of individuals engaged with BGCAP that have improved their financial well-being through creating and maintaining a household budget, decreasing debt, and increasing household income.
- Expanded the WFA capacity by hiring six Pathway Support Advocates and five Mobility Coaches.

CHALLENGES

- When BGCAP embarked on a Whole Family Approach journey, we were 64% government funded, which limited the use of some funding to aid our journey.
- A Whole Family Approach starts with integrating and customizing a range of services to build on each family's unique strengths, and supporting the family in areas that need improvement. BGCAP found that breaking down silos and building bridges among programs takes a lot of communication and teamwork.
- Organization culture needed to shift from a top-down focus to a focus on customers, as well as staff closest to the families so they are empowered to make change.

WISDOM

- Be patient, kind and supportive along the journey.
- Examine staffing patterns, aligning staff structure with goals, and investing in staff professional development are all critical elements to shifting to a Whole Family Approach.
- Celebrate the small wins along the way to help with the culture shift.

TIMELINE

| | | | | |
|---|---|-----------------------------------|---|--|
| <i>Pilot of Whole Family Approach Model</i> | <i>Joined the WFA Community of Practice</i> | <i>Hired Six Mobility Coaches</i> | <i>Site Visit to Garrett County CAA</i> | <i>Family Centered Coaching Training</i> |
| Dec. 2018 | Sept. 2020 | July 2022 | Nov. 2022 | Jan. 2023 |

CONTACT INFORMATION



Troy Roberts, Executive Director or
 Wendy Bruce Shouse, Chief Operations Officer
 troy.roberts@bgcap.org / wendy.shouse@bgcap.org
 111 Professional Court, Frankfort, KY 40601
 Tel (502) 695-4290
 www.bluegrasscommunityaction.org



1020 19th Street NW, Suite 700, Washington, DC 20036
 https://communityactionpartnership.com
 Tel (202) 265-7546
 info@communityactionpartnership.com

Catrice contacted BGCAP because she had no income and no transportation. She was behind on her rent payment and the household needed food. After initial intake, Catrice met Melissa, a BGCAP mobility coach. Together, they completed the assessment process and created a customized plan to address Catrice's challenges. They also worked to identify opportunities for her future. Melissa and Catrice developed short and long-term goals. First, she was introduced to programs that could assist her with utility and rental assistance. She enrolled in the BGCAP Employment Assistance training and they created a household budget. Catrice's mobility coach also connected her to public transportation, and within weeks Catrice was riding BGCAP Transit and volunteering at her son's Head Start program. Catrice soon started showing interest in being a teacher one day. Today, Catrice continues to work with her BGCAP team and is employed full-time as an Assistant Teacher at BGCAP – Jessamine County Head Start. She is currently enrolled in the Child Development Associate program at the Learning Academy and has purchased a vehicle. Catrice is maintaining her monthly household bills and continues to improve her financial well-being.



BGCAP's Building Block Focus:

- Leadership team meets monthly to discuss the culture shift and employee satisfaction.
- Utilizing target population and recruitment protocols.
- Realigned organization structure and supervision.
- Train staff in new practice approaches.
- Complete comprehensive family assessments.
- Individualize work with families to enable them to set their own goals.
- Place burden of service coordination on systems and programs rather than families.
- Co-locate services.
- Coordinate with partners to fill gaps and provide comprehensive services.
- Pursue system changes that interrupt structural racism.
- Continue to find ways to blend and braid funding streams.
- Incorporate strategic planning.