Community Action & Social Services in California

AMANDA SHARP

TEHAMA COUNTY COMMUNITY ACTION

"WRAP AROUND PROGRAMS~ SHARED GOALS AND SHARED OUTCOMES"





Tehama County CAA

- Welcome
- My Role
- The Team
- SB 163 Wrap Around





How Does this Program Overlap?

- Frequently contracted to an outside agency
- Provides internal oversight
- Allows for staff assignment direct to program
- Allows for leveraging of funds reducing costs to Child Welfare (realignment) budgets
- Works with families in need/barriers/family self sufficiency
- Increases awareness of the program in the community





Goal Driven

- Results Oriented Management and Accountability
- National Performance Indicators
- Internal Goals
 - o Strategic Plan
- Safety Organized Practice
- Signs of Safety
- Core Practice Tools







Vision: Within the next 3 years, grow the Tehama County Community Action Agency into a successfully run organization with annual funding of \$2 Million, providing resource connections, housing services, emergency services, and building the capacity of agencies. We strive to provide opportunities to the most vulnerable, to achieve self-

sufficiency through economic and family success, thereby benefitting the greater community.

Objectives:

1) Marketing/Community Outreach 2) Strategic Partnerships/Collaborations 3) Board of Directors /Outside Advisors 4) Service/Program Delivery

> 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."

Marketing/Community Outreach-

Increase public awareness by publicizing in the media, public speaking to community groups, and branding at public events, using an established communications strategy and process.

-Strategic Partnerships/Collaborations-Build on strategic partnerships /collaborations by sharing and collecting data, providing evaluation and information, sharing resources, and seeking opportunities to join collaborative projects.

 Board of Directors and Outside Advisors-Develop current Board of Directors by encouraging participation in community events, providing ongoing training, and networking with other Community Action Agencies and community boards.

Service/ Program Delivery-Improve programs by documenting program policies and procedures, researching and implementing a program evaluation system, gathering information from the community on the needs of the community, and collecting and evaluating customer/client surveys.

Strategic Plan 2013-2016





Wrap Strategic Plan



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."

> Wraparound Vision: Within the next 3 years, grow the Tehama County Wraparound Program into a successfully run county program with extended funding of \$150,000-\$200,000 to provide resources and tools for families to gain self-sufficiency, increase interpersonal communications and develop community relationships for the distressed young people and their care providers throughout Tehama County.

Wraparound Objectives: 1) Improve programs through volunteer recruitment, documenting policies and procedures, implementing outcome measurements and assessment tools. 2) Increase public awareness through presentations to community partners, networking, serving on boards and creating media articles. 3) Increase revenue through grant writing and in-kind donations while maximizing the use of community resources and volunteer participation.

> Wraparound Mission: Helping young people and those who care for them learn healthy life skills to become safe, responsible and accountable.

Objective 1 ~ Strategies

 Develop a volunteer recruitment program with three community partners by 1/2015

 Develop an assessment tool to identify the needs and strengths of the family by 10/2013

 Establish a means to measure outcomes based on the items identified within the assessment tool 12/2014

Objective 2 " Strategies

 Create a plan that will include no less than three presentations and two success stories annually that will be publicized to increase program awareness by 12/2013

 Locate two board opportunities in which Wraparound staff or successful participants can serve on by 9/2014

 Develop and implement a program that creates opportunities for a network of volunteers to provide positive support for past and present participants by 6/2015

Objective 3 " Strategies

 Apply for and secure \$50k in grant funding by 8/2014

 Develop and implement a plan for getting in-kind donations and using community resources by 1/2015

Wraparound Strategic Plan 2013-2016





Shared Goals, Share Outcomes

• Wrap Around Services, is part of the Child Protective and Welfare Services in California

Child Protective Services

• Keep the child in his/her own home when it is safe, and when the child is at risk, to develop an alternate plan as quickly as possible.





Aligned Goals

Wrap Around Program

- Targeted activities designed to meet needs spoken by family
- Flexing existing service categories & delivery based on spoken needs
- Assure consumer voice, choice & preference
- Care in context of families & home communities

Community Action Agency

NPI 2.3: Community Engagement

• The number of community members working with Community Action to improve conditions in the community.

NPI 6.3: Child and Family Development

 The unduplicated number and percentage of all infants, children, youth, parents, and other adults participating in developmental or enrichment programs who achieve program goals





Aligned Goals

Wrap Around Program

- Flexible service delivery which builds on family system & community resources
- Partnerships with consumers in planning, developing & delivering response

Community Action Agency NPI 4.1: Community Engagement

 The number of organizations, both public and private, that Community Action actively works with to expand resources and opportunities in order to achieve family and community outcomes.





Family Voice and Choice



"Wraparound was the first program that I have worked with that allowed me to have a voice and respect my feelings" ~Wrap Mom





Culturally Competent



• "For the first time ever we worked with a program that didn't require us to do things that they wanted us to do. They respected us for who we were and allowed us to stay true to who we are."

~Wrap Dad





Strengths Based



 "I wasn't criticized for my mistakes during the time we were in Wrap. As a matter of fact they helped me find strengths that I didn't know that I had."

~Wrap Mom & Dad





Individualized

• "I like that me and my family was able to pick what we wanted to change. "

~Wrap Youth







Outcomes Based

• "All of the things that we planned with our Wrap Team helped us meet our goals. I am sad that Wraparound is not going to be in our life anymore but I think we are more prepared to face life again."

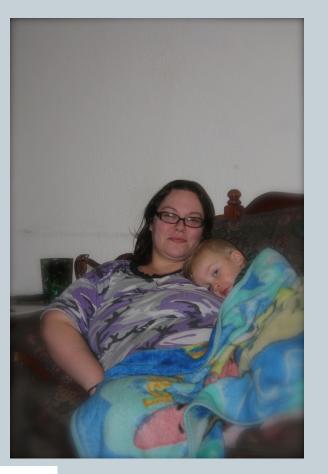




~Wrap Mom



Collaborative



 " I think what made things work for us was that we all planned together and worked together to make sure we always had the support we needed. Even the Wraparound supervisor helped us." ~Wrap Mom





Community Based

 "We didn't know that our community had so much to offer. Wraparound introduced us to new programs and helped us access their services." ~Wrap Dad







Team Based

• "I think we were both surprised to see who was actually on our side." ~Wrap Mom

 "I liked that I had more people to talk to."
 ~Wrap Youth







Natural Supports

• "We were encouraged to find the people in our life that were there to support us. It was interesting to see who didn't want to spend time with us because of the positive changes we made in our life." ~Wrap Dad







Future Plans for Wrap Around

• Realignment

- o County funds are affected
- Claims no longer build the savings in Wrap
- Grant funded
 - Use the Wrap Savings model to document efficiency to funders
- Expanded Service
 Wrap "rules" are now flexible

- Wrap and Circles
 - Everything necessary
 - Volunteer participation
 - Mentorship and support
 - A strong network
 - **Evolve** to family
 - supports
 - High level of Success





Wrap Around Plans

- Adding a pre-Wrap component
 - o Path 1
 - o TLC
 - o Cal Learn
 - Families without children
 - Education Mentorship Program
 - Probation

- Use of CSBG Funds
 - o Augment services
 - o Fill gaps
- Use partnerships
 - Find counseling, and family services at no cost
 - Enroll as a CAA client
 - Internal programs meet the needs of the whole family





Questions?

THANK YOU

AMANDA SHARP TEHAMA COUNTY



