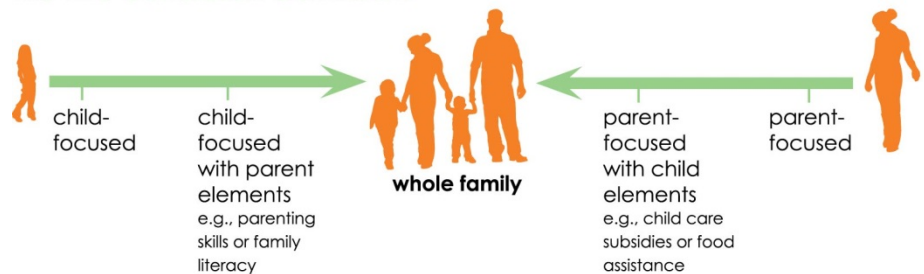


IMPLEMENTING 2GEN SERVICES ACROSS MULTI-AGENCY COLLABORATION

The Two-Generation Continuum



What is 2Gen?

- 2Gen is an antipoverty initiative that provides support for both children and their parents.
- This approach has proven effective at breaking children and their families free from the traps of poverty and empowering them to live up to their full potential.
- The 2Gen approach helps children and families get the education, workforce training, social supports (like parenting skills), and healthcare they need to create a legacy of economic stability and overall well-being that passes from one generation to the next.

How did we get involved in 2GEN?

- 2Gen concept was presented at the HPOG Round Table in March of 2016
- Invited to a Community of Learning Event Facilitated by HHS in September 2016
- NetWORK invited three community agencies staff to the Community of Learning event
- NetWORK and partners received ongoing Technical Assistance on 2Gen throughout the year
- A consultant was available to provide guidance on how to work in a partnership across multiple agencies and develop realistic timelines for implementation

Who is in this partnership?

- Lucas Metropolitan Housing Authority
- Lucas County Family Council
- Lucas County Department of Planning & Development
- Pathway Toledo
- NetWORK, a division of the Zepf Center

Developing a Framework

Coalition efforts enhance family well-being by improving outcomes in:

- School Readiness
- Family Physical & Mental Wellness
- Stable & Safe Housing
- Enhanced Parent & Child Relationships
- Education & Workforce Skills for Self-Sufficiency
- Post-Secondary Certifications & Degree Rates
- Financial Literacy & Budgeting
- Employment & Wage Growth

Overall 2Gen System Intake:

The Coalition works in a coordinated manner that provides the right match of services and resources that meet individual family needs through the following steps:

- Complete Uniform Central Intake Packet and Uniform Release at intake.
- Identify family barriers
- Provide Information and Community Resources to Empower Families
- Develop Family Service Plan & Plans of Action
- Provide information on different housing options and other services that promote family & job stability.

2Gen Service Coordination to Enhance Family Success

Families can be referred to numerous services at various points in their homeless situation to assure that families can access all services and resources for which they are eligible.

Early Childhood Education & Development

- **Supports/ Outcomes:** School Readiness
- **Potential Partners:**
- **Confirmed Partners:** Lucas County Family Council: Early Head Start

Parenting Skills Development

- **Support/ Outcomes:** Enhanced Parent & Child Relationships, Nurturing Fathers, Parenting Skills
- **Potential Partners:** Toledo Pathways
- **Confirmed Partners:** : Lucas County Family Council: Early Head Start, NetWORK Division of Zepf Center

Housing Services

- **Supports:** Supportive Housing, Independent Housing, Rapid Re-Housing, and Shelters
- **Potential Partners:** Beach House/FOCUS, Bethany House
- **Confirmed Partners:** Lucas Metropolitan Housing Authority, Toledo Lucas County Homelessness Board

Workforce Development Services

- **Supports/ Outcomes: Job Placement:** Vocational Assessment, Career Pathways, Career Guidance, Job Readiness, Job Search Assistance, Job Training, Job Retention
- **Potential Partners:** Toledo Pathways, Career Connections / Harbor
- **Confirmed Partners:** : Lucas County Department of Planning & Development, NetWORK

Adult Education & Training Services

- **Supports/ Outcomes:** Education and Workforce Skills for Self-Sufficiency, GED Classes, WorkKeys, College Classes, Read for Literacy, Short-term Training, Apprenticeships
- **Potential Partners:** Penta Career Center, Owens Community College (GED Program)
- **Confirmed Partners:**

Basic Needs

- **Supports:** Food, Cleaning Supplies, Grooming/Hygiene, Clothing, Work Clothes, Identification & Records
- **Potential Partners:** Lucas County Job & Family Services
- **Confirmed Partners:**

Physical Health

- **Supports:** Diabetic Screening, Food Nutrition, Primary Care Access, Specialty Services, Health Management
- **Potential Partners:** Neighborhood Health
- **Confirmed Partners:**

Mental Health/Substance Abuse Treatment Service

- **Supports/ Outcomes:** Therapy, Substance Abuse Counseling, Stress Management, Trauma-Informed Treatment, Pharmacology, Case Management, School coordination, AA, NA Group
- **Confirmed Partners:** Zepf Center

Work, Community & Family Supports

- **Supports:** Medicaid, Food Stamps TANF Cash Assistance, Daycare, Housing Vouchers, Energy Assistance, SSI/SSDI, Financial Coaching
- **Potential Partners:** Lucas County Job & Family Services, LISC
- **Confirmed Partners:** Lucas County Family Council: Bridges out of Poverty/ Getting Ahead Training

Transportation Supports

- **Supports:** Bus & TARPs, Car, Carpooling, Taxi
- **Potential Partners:** Lucas County Job & Family Service, TARTA, TARPS
- **Confirmed Partners:**

Where was our starting point for implementing 2Gen in Lucas County (Toledo) Ohio?

- Start a Pilot Project with target populations at Port Lawrence & McClinton Nunn (Lucas Metropolitan Housing Authority Properties)
- Start a Pilot Project with target populations at Brigham Terrace and Ravine Park
- Bring services to the residents
- Bring expert knowledge from various community organizations
- Define common goals and objectives
- Create integrated services across multiple agencies

Why did we identify these locations?

- Locations tied to early childhood education program (EduCare)
- Centrally located in the city of Toledo
- Developments serve a lot of families
- The whole family can be supported by ROSS Service Coordinators and Early Education Advocates
- High Poverty Areas within the city that have experienced high unemployment

What does integrated services look like?

- Defined Team members
- Regular and ongoing communication between team members (At least monthly meetings and as needed to coordinate)
- Data and information sharing
- Integrated Individualized Family Service Plan
- Shared communication logs/ Progress Notes
- Universal Referral Form
- Resident/ Participant Consent form for Care Coordination
- Requires mutual sharing of information and problem solving on family cases
- Joint problem solving
- Family meets with team to discuss individual service plan

Who are the future potential Partners who can strengthen the service delivery model?

- Neighborhood Health Association (Healthcare)
- Lucas County Job & Family Services (Benefits & Daycare)
- Toledo Lucas County Homelessness (Housing)
- Zepf Center (Mental Health and Substance Abuse Treatment)
- TARTA & TARPS (Transportation)
- Owens Community College (Education and Training)
- Penta Career Center (Education and Training)
- Toledo Lucas County Health Department

How are the partners going to benefit from this coordinated project?

- Develop new relationships with outside agencies
- Improve your success rates with your families
- Become more aware of community resources
- See your parents and children learn and grow
- Be able to leverage additional services and resources for families
- Feeling good that you enhance family success
- Be able to trouble shoot cases with other professionals

What does Integrated Services look like for this 2Gen Project?

- Multi Agency Commitment
- Regular Scheduled meetings with residents and multi agency team members involved
- “Warm Handoffs” between agencies that shows value of service
- Solution focused
- Supportive of each other

How is this different?

How is this project different?

- Team approach to solution
- Access to enhanced services
- Taking services to clients (where they live)
- The whole family is served

What services and resources will Lucas Metropolitan Housing Authority provide?

- Coordinate team meeting
- Provide meeting sites
- Provide Resource Room area within the Resident Service building
- Developing and implementing Individual Service Training Plan
- Provide a safe and supportive environment for residents families

What services and resources will Pathway provide?

- Provide guidance and planning services
- Provide Financial Literacy Classes
- Provide Parenting Groups and Parenting Coaching
- Provide Job Search Assistance
- Provide GED Assistance
- Provide Supportive Services for Job Attainment
- Provide funds for on the job training
- Provide Business Outreach to Service participants and to secure job orders

What services and resources will Lucas County Family Council provide?

- Provide access to early childhood education
- Provide Family Advocate that connect families to needed resources
- Provide interventions that enhances the parents skills in developing their children to the highest functioning level

What services and resources will Lucas County Department of Planning & Development provide?

- Provide vocational guidance and planning services
- Provide Career Services
- Provide Work Ready Certification
- Provide Supportive Services for Job Attainment and Retention
- Provide training funds for high demand occupations with a living wage
- Provide Business Outreach to assist clients to secure job orders

What services & resources will OhioMeansJobs Lucas County Job Center provide?

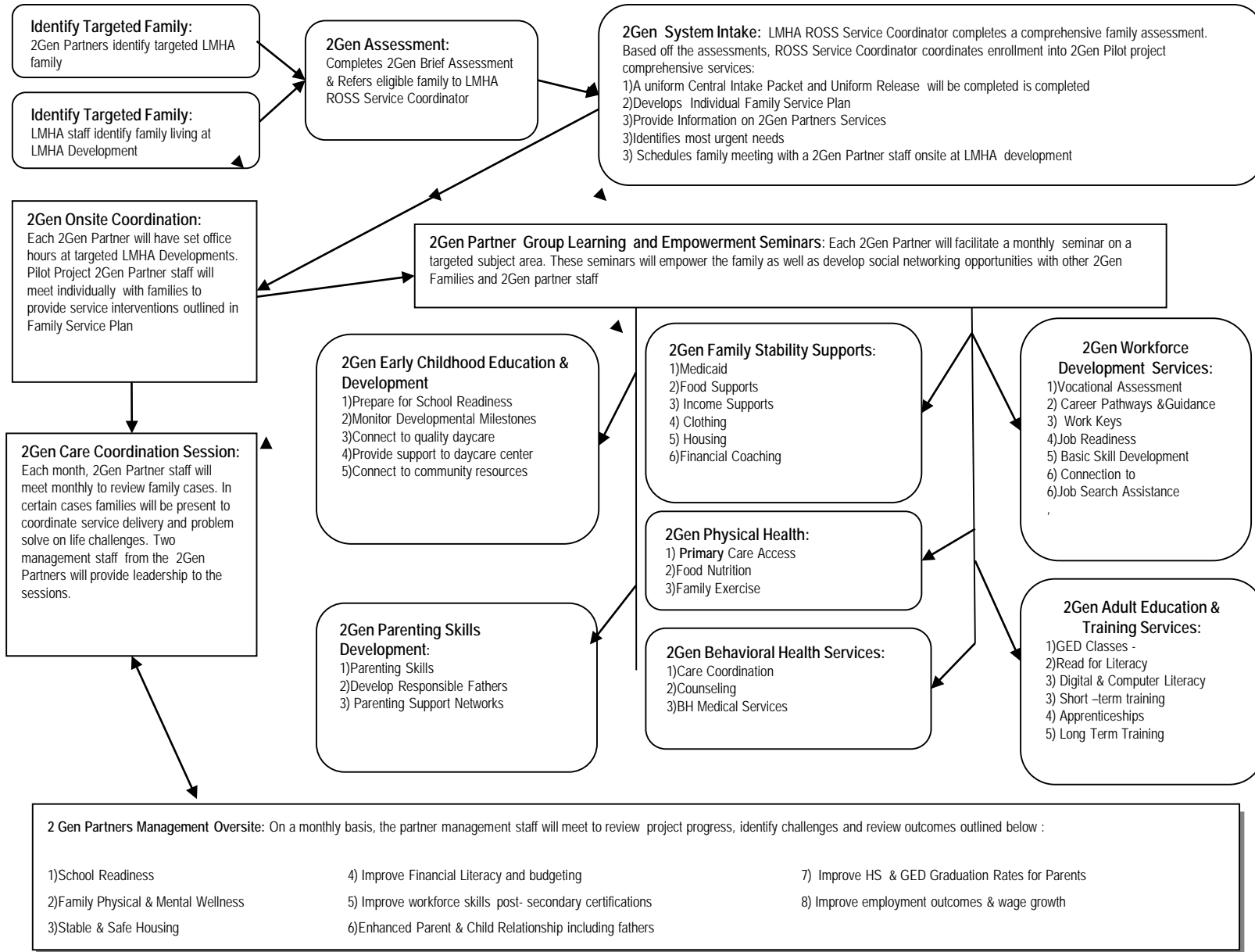
- Provide labor market and career pathway information
- Provide basic skill development
- Provide Career Services including job search seminars
- Provide Work Ready Testing
- Connect Job Seekers to various services & resources
- Screens applicants for job openings
- Facilitates Employer of the Day and Job Fairs
- Provide Business Outreach to clients and to secure job orders

What services and resources will NetWORK HPOG provide?

- Provide Success Coaching for training and community support
- Provide Basic Skills for Healthcare training
- Provide Healthcare Training funds for 18 areas
- Provide School Supplies for Healthcare Training
- Provide Supportive Services for Job Attainment and Retention
- Provide Job Placement Assistance

Service Flow

2Gen Service Flow



Questions

