Co-Creating Well-Being Kick-off

Tuesday, October 20, 2020
9a-1p
Today’s Agenda

Welcome & Hellos
Phase Three Introduction
Grantee Introductions and Project Overviews
Phase Three - Planning & Implementation Logistics
Technical Assistance and Coaching
Evaluation Plan and Key Deliverables
Welcome & Hellos
How do you say hello?

It is a basic part of our everyday interactions.

Our greetings.

Do you have a special way of greeting people at home, in your community, or at work?

Take this moment as an opportunity to reconnect with the group.

We’re glad to see you again, too :)

Co-Creating Well-Being
Supporting Children & Families Through Trauma
Phase Three Introduction
PHASE ONE

**Building** Capacity

August 2018 – March 2019

A spectrum of providers who work with families with children 5 and under as well as families from community-based organizations, early childhood centers and clinics will be provided an opportunity to participate in learning sessions to improve service delivery, and support children and families that have experienced trauma and toxic stress. Sessions include training and skill development on trauma, toxic stress, adverse childhood experiences, trauma-informed care, early childhood development, and human-centered design (HCD).

PHASE TWO

**Engaging** Communities

May 2019 – November 2019

Selected organizations will gather information from children, families and early childhood providers; use human-centered design and tools; and use information/community feedback to develop programs/interventions based on insights from the community.

PHASE THREE

**Action** Through Grants

January 2020 – December 2022

Eligible organizations will develop program designs and apply for grants that will support a spectrum of interventions and services based on research and insights from community engagement to support children and families addressing and healing from trauma.

Participation in **PHASE ONE** HCD training is mandatory for eligibility for **PHASE THREE**.
Insights Report

Co-Creating Well-Being
Insights Report for Central and Western New York

LOI

Call for Letters of Intent to Apply for Phase Three Grant Funding

DEADLINE FOR LETTERS OF INTENT (LOI): Friday, February 14, 2020 at 4 p.m.
ALL LOI MATERIALS SHOULD BE SUBMITTED TO: ccwb@hfwny.org

RFA

Request for Applications for Phase Three Grant Funding

DEADLINE FOR APPLICATIONS (RFA): Friday, July 17, 2020 at 4 p.m.
ALL RFA MATERIALS SHOULD BE SUBMITTED TO: ccwb@hfwny.org
Phase Three Timeline

Planning Period
October 2020 - January 2021
Technical Assistance: Ideation, Prototyping, Testing, Iteration
Results-Based Accountability
Remaining flexible/adaptable despite realities of COVID-19

Implementation Period
February 2021 - December 2022
Program Model, Service Design, Implementation Plan all Tested
Reporting, Evaluation, TA as needed
Learning Community

www.cocreatingwellbeing.com

Supporting Children & Families Through Trauma

Request for Applications process is now closed

Thank you for submitting an application for funding. Applicants will be notified of the outcome in Fall 2020.

CCWB Learning Hub

Resources, step-by-step instructions, and best practices to

Better Interactions with Clients & Community
CCWB Project Team

Health Foundation for Western and Central New York
● Marnie Annese | mannese@hfwcny.org
● Jessy Minney | jminney@hfwcny.org

Technical Assistance and Coaching Team
● Ryan Voisin | ryan@overlapassociates.com
● Nicole Francoeur | nfrancoeur@overlapassociates.com
● Aaron Krolikowski | aaron.krolikowski@gmail.com

Evaluation Team
● Anna Saltzman | asaltzman@engagerd.com
● Ali Miller | amiller@engagerd.com
● Ellen Marya | ellentmarya@gmail.com
Project Overviews
Ardent Solutions

Wellsville, Allegany County

Trauma-Informed Communities Throughout Allegany County (TICTAC)

Where are you with your project?
What is your greatest challenge?
What are you most optimistic about?
Belmont Housing Resources of WNY

Buffalo, Erie County

*Section 8 Housing Choice Voucher Program Improvements*

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Buffalo Prenatal-Perinatal Network

Buffalo, Erie County

Nurturing Fathers Program

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Cattaraugus Community Action

Salamanca, Cattaraugus County

Trauma Tool Kit

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Cattaraugus Wyoming Project Head Start

Olean, Cattaraugus County

Pause, Promote, and Provide for Wellness

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Child Development Council of Central NY

Ithaca, Tompkins County

Resilience in Action

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Community Action of Orleans & Genesee

Albion, Orleans County

Provider & Family Training, Building a Trauma-Informed Environment

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Community Action Partnership of Madison County
Morrisville, Madison County

Kinship, Mentoring, and Housing Program

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Let’s take a break...
Community Services for Every1

Buffalo, Erie County

Solutions for Where I Flourish Today & Tomorrow

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Early Childhood Alliance

Syracuse, Onondaga County

Peer to Peer Support Groups

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Genesee Council on Alcoholism & Substance Abuse
Batavia, Genesee County

Active Parenting & Motivational Interviewing

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
InterFaith Works

Syracuse, Onondaga County

Family Wellness Program

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
United Way of Buffalo & Erie County

Buffalo, Erie County

GO Buffalo Mom

Where are you with your project?

What is your greatest challenge?

What are you most optimistic about?
Phase Three Logistics
Phase 3 Timeline

● Contracts currently in process
  ○ Contract/grant period is October 1, 2020 to March 31, 2023

● Payments
  ○ With executed agreement
  ○ Within 30 days of receipt of reports due 6/01/2021 and approval
  ○ Within 30 days of receipt of reports due 4/01/2022 and approval

● Reporting
  ○ Interim reports due 6/01/2021
  ○ Interim reports due 4/01/2022
  ○ Final reports due 3/31/2023

● **PROGRAM END DATE IS DECEMBER 31, 2022**
Project Participation

Please review the scope of work that was attached to your executed agreement. It contains your approved proposal as well as a page entitled Scope of Work*.

- Attend the kickoff event
- Participate fully in the learning community
- Work with Health Foundation staff to develop appropriate RBA measures
- Provide a description or story of impact from the perspective a program or service client
- Provide a description of how the project has helped to address health disparities in your region (CNY or WNY)
- Demographic breakdown of program participants
- Use of the Net Promoter Score
- Work with CCWB project team
- Work with Health Foundation communications staff
Disbursement Process

● Payment amounts are provided in your executed grant/contract
● Payments will typically be made by check within 30 days of receipt of a required report. However, there may be delays if the report is late or incomplete. Reports must be approved before payment can be made.
● All checks will be disbursed by the Health Foundation’s grants manager
● Any questions about payments should be directed to Marnie Annese at mannese@hfwcny.org
Reporting to HFWCNY

- Program narrative reports and financial reports are both required
- Reporting dates are as follows:
  - First Interim reports are due 6/01/2021
  - Second Interim reports are due 4/01/2022
  - Final reports are due 3/31/2023
- Program narrative reports should include:
  - Reporting on progress toward achieving stated performance measures
  - Description of program activities accomplished, successes, challenges/barriers to success
  - Any changes made during the course of the program in program strategy
  - Story of impact as told by program participant
- Financial reports should include:
  - Amount budgeted
  - Expenses
  - Amount remaining to be spent
  - Final report should show all funds expended
Any Questions?
Technical Assistance & Coaching
TA & Coaching Team

Aaron Krolikowski  |  Implementation Coaching
aaron.krolikowski@gmail.com

Ryan Voisin  |  Human-Centered Design Coaching
coaching@overlapassociates.com

Nicole Francoeur  |  Human-Centered Design Coaching
coaching@overlapassociates.com

Jessy Minney  |  Results-Based Accountability & Evaluation Coaching
jminney@hfwcny.org
Timeline & TA Activities

Planning Period | November 2020 - January 2021
- Six (6) Technical Assistance Phone/Zoom Calls
  - Ideation, Prototyping, Testing, Iteration, Results-Based Accountability
  - Weeks of Nov 2, Nov 16, Nov 30, Dec 14, Jan 11, Jan 25
- One (1) Peer-Sharing Hangout
  - December 2020: Moving from Ideation into Prototyping
- Coaching available via coaching@overlapassociates.com
Ideation

Prototyping

Testing
Timeline & TA Activities

Planning Period | October 2020 - January 2021
- Six (6) Technical Assistance Phone/Zoom Calls
  - Ideation, Prototyping, Testing, Iteration, Results-Based Accountability
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- Coaching available via coaching@overlapassociates.com

Implementation Period | February 2021 - December 2022
- TA & Coaching Calls as needed
- Implementation Workshops on request
- Four (4) Peer-Sharing Hangouts
Learning Hub

www.cocreatingwellbeing.com/learninghub

- Modules on ideation, prototyping, testing, trauma-informed interactions
- Research and evidence-based examples of process / programming

Participatory Program/Service Design & Improvement

Are you interested in learning more about using participatory approaches for program design and improvement? Review step-by-step instructions, dive into online learning materials, and apply the practices into your day to day interactions.

Better Interactions with Clients & Community

Are you interested in learning more about improving your (or staff) interactions with clients and community members? Review useful practices, dive into online learning materials, and put principles into action through your day to day work.
CCWB Grantee Forum

www.cocreatingwellbeing.com/forum
TA & Coaching support, planning period prompts, chat, etc.

Welcome to the Co-Creating Well-Being Learning Hub Forum!

Please feel free to post and host your own discussions here so that it is easier to connect with other CCWB grantees.
Next Steps for TA

1) Project Team will email each grantee team:
   ● Request to schedule the first TA call in the weeks of 11/2 or 11/9
   ● Instructions for registering with the CCWB Grantee Forum

2) Review Ideation Module on Learning Hub
   https://www.cocreatingwellbeing.com/module/ideation

3) Respond to first three prompts in Forum TA & Coaching Section
Any Questions?
Mindfulness Break
Optional Mindfulness Exercise

Before starting this exercise, pay attention to your breathing. Slow, deep, long breaths can help you maintain a sense of calm or help you return to a calmer state. Once you find your breath, go through the following steps to help ground yourself:

5: Acknowledge **FIVE** things you see around you. It could be a pen, a spot on the ceiling, anything in your surroundings.

4: Acknowledge **FOUR** things you can touch around you. It could be your hair, a pillow, or the ground under your feet.

3: Acknowledge **THREE** things you hear. This could be any external sound. If you can hear your belly rumbling that counts! Focus on things you can hear outside of your body.

2: Acknowledge **TWO** things you can smell. Maybe you are in your office and smell pencil, or maybe you are in your bedroom and smell a pillow. If you need to take a brief walk to find a scent you could smell soap in your bathroom, or nature outside.

1: Acknowledge **ONE** thing you can taste. What does the inside of your mouth taste like—gum, coffee, or the sandwich from lunch?
Results Based Accountability
Results-Based Accountability (RBA)

- We are using RBA as a framework for how we think about making change and improving the lives of the people we serve.
- Using RBA for quality improvement and understanding our impact.
- We’ll be working together to develop performance measures for each organization—performance measures aren’t “one size fits all.”
- Like HCD, RBA prioritizes getting the best possible outcomes for the community, it is another tool to help you get feedback so that you can improve your programs and services.
Starting with the ends

Population
All orange cats

Geographic Region
In Buffalo

Condition of Well-Being
Are well fed

Quality of Life Result
All orange cats in Buffalo are well-fed
Quality of Life Results

- A few more examples:
  - All people in Oswego County have safe housing
  - All babies in Wellsville are born healthy

- Use simple language

- Avoid referencing data or “improvement”

- Avoid referencing services or programs--those are the *means*, the way that you will get to the result, not the result itself.

- What are some of your first thoughts about the results you want to see? Chime in or put it in the chat!

[Population] + [geographic region] + [condition of well-being]
### Performance Measures

Performance measures are a way of capturing the **effort** put in to delivering a program/service, as well the **effect** of the program on the people being served.

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>How much service did we deliver?</strong></td>
<td><strong>How well did we deliver it?</strong></td>
<td></td>
</tr>
<tr>
<td><strong>How much change did we produce?</strong></td>
<td><strong>What quality of change did we produce?</strong></td>
<td></td>
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</tbody>
</table>
Performance Measures

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much did we do?</td>
<td>How well did we do it?</td>
</tr>
<tr>
<td></td>
<td>Who are our customers and what</td>
<td>How well do we provide those</td>
</tr>
<tr>
<td></td>
<td>services do we provide for them?</td>
<td>services?</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Effect</th>
<th>Is anyone better off?</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>What is the desired impact of those</td>
</tr>
<tr>
<td></td>
<td>services on our customers (a.k.a.</td>
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<tr>
<td></td>
<td>“customer results”)?</td>
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# Drug/Alcohol Treatment

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much did we do?</td>
<td>How well did we do it?</td>
</tr>
<tr>
<td>Number of persons treated</td>
<td>Percent of staff with training/certification</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Effect</th>
<th>Is anyone better off?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of clients off of alcohol &amp; drugs</td>
<td>Percent of clients off of alcohol &amp; drugs</td>
</tr>
</tbody>
</table>
## Education

<table>
<thead>
<tr>
<th>Effort</th>
<th>Quantity</th>
<th>Is anyone better off?</th>
<th>Effect</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>How much did we do?</td>
<td></td>
<td>Number of 9th graders who graduate on time and enter college or employment after graduation</td>
</tr>
<tr>
<td></td>
<td>Number of students</td>
<td></td>
<td>Percent of 9th graders who graduate on time and enter college or employment after graduation</td>
</tr>
<tr>
<td></td>
<td>How well did we do it?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Student-teacher ratio</td>
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Looking Ahead

- RBA coaching will be part of the technical assistance and coaching throughout the next few months
- I’ll be working with all of you to identify your quality of life results and performance measures
- I’m available for additional consultation and coaching as needed
- RBA measures will be part of the reporting requirements
- Questions or comments?
Research Study Participation

Are you eligible for our study exploring co-creating well-being?

- You are age 18+
- You are able to understand English
- You work for an organization that had human-centered design [HCD] training through the Health Foundation for Western & Central New York’s Co-Creating Well-Being initiative

For further information on participation, please contact co-principal investigator,

Erin Bascug: 716-393-2766 or erinbasc@buffalo.edu

What is this research?

Researchers at the University at Buffalo are interviewing agency personnel and clients from various organizations across Western and Central New York. These organizations have taken part in Human-Centered Design [HCD] training through the Health Foundation for Western & Central New York [HFWCNY] Co-Creating Well-Being Initiative (2018-2020).

We want to know if these HCD trainings and tools have had an impact on your agency’s work with children and families and their neighborhoods and communities.

Screening for the study will take 5-10 minutes over the phone or via email. The interview itself will last approximately 30-60 minutes. An interviewer will travel to meet with you or will interview you over the phone or using Zoom/Skype.

Agency participants who complete an interview will receive a $10 gift card. Agencies with an employee who participates in an interview will receive a small stipend ($50) from the HFWCNY.

Thank you for considering participating in this research!
Research Study

- This is separate from the evaluation--the evaluation team is up next and will be introducing themselves.

- Participation in the study is *not* required as a condition of the grant funding, but this research may provide valuable insight about how community-based organizations design and deliver services to their communities.

- The researchers will also be doing interviews with clients served by organizations participating in this project.

- This project is being overseen by Mickey Sperlich who has provided training and consultation on trauma-informed care for this project.

Questions, comments?
Evaluation Plan and Key Deliverables
About Us

Engaging people, data, and ideas to achieve better results for communities
Engage R+D

Introducing our team

Anna Saltzman
Project Director

Ali Miller
Project Manager

Erika Takada
Senior Advisor

Ellen Marya
Analyst

Let’s hear from you: What are three words that come to mind when you think of evaluation? Share your response in the chat!
Guiding Principles

Principles that will guide our approach...

- Adaptive, collaborative, and low-burden data collection
- Lift up learnings in real-time
- Opportunity to capture innovation and how it informs the future
- Commitment to social justice, equity, and inclusion embedded in our approach
Overarching Goals

1. Explore how grantees experienced the CCWB program

2. Assess the impact of CCWB on participating organizations’ service provision and organizational practice

3. Highlight recommendations for future program implementation
Evaluation Questions

Overall questions for the evaluation will follow the RBA framework, looking across organizations:

1. How much did we do?
   a. # of grants awarded, trainings held, etc.
   b. # of children and families reached

2. How well did we do it?
   a. Provider satisfaction with the program
   b. Changes in knowledge and organizational capacity
Overall questions for the evaluation will follow the RBA framework, looking across organizations:

3. Is anyone better off?
   a. Changes in individual knowledge
   b. Changes in organizational practices

4. What will it take to do better?
   a. Opportunities for the Health Foundation to strengthen its trauma-informed care work in the future
   b. Lessons for the field
Key Methods

- Kick-off calls with grantees: Nov/Dec. 2020
- Annual interviews with grantees: Spring/Summer 2021 & 2022
- Survey with program and frontline staff: Fall 2021
- Review of final grant reports: Fall 2022
Facilitating Learning

1. Learning Memo  ______  Jan-Feb. 2021
4. Group Sensemaking  ______  Ongoing
Evaluation Timeline

- **2020**
  - Oct-Dec: Learning Memo
  - Kick-off calls with grantees

- **2021**
  - Jan-Feb: Grantee Convening
  - Mar-Apr: Year 1 Grantee Interviews
  - May-Jun: Survey with program and frontline staff

- **2022**
  - Jul-Aug: Year 2 Grantee Interviews
  - Sep-Oct: Interim Evaluation Report

- **2023**
  - Nov-Dec: Grant report review
  - Jan-Mar: Final Evaluation Report
  - Nov-Dec: Grantee Convening