



A NEW MODEL FOR HEALTH AND HUMAN SERVICES DELIVERY

Mark Kling, Family Resource Center Association

The Family Resource Center Association (FRCA) provides public advocacy, capacity building, and resource development to strengthen its statewide network of family resource centers as they bring help and hope to Colorado families. Family Resource Centers provide safe, accessible places for families to connect with comprehensive, coordinated services that help them achieve their goals. Programs at each center are tailored to the culture, resources, and needs of the community they serve and focus on building on the strengths of each family and individual.

At the state level, we seek to continue to create and refine a replicable 2Gen human services delivery model across the FRCA network to help families become more self-reliant and to reduce poverty. This model will demonstrate better 2Gen family outcomes across multiple domains of family support and strengthening and/or social determinants of health.

Creating a replicable human services delivery model will allow many types of health and human services agencies to adopt our model and implement all or the parts they like into their existing system. This model will help these agencies more effectively use true 2Gen methodology and will enable the work to be scaled.

KEY STEPS INCLUDE:

- Using data to quantify and qualify family outcomes, measuring those outcomes, and analyzing what is working;
- Leveraging Frontiers of Innovation (Harvard Center for the Developing Child) to test our hypothesis and using rapid-cycle learning to improve our methodology;
- Using effective tools like our Colorado Family Support Assessment-2 (CFSA-2), and trainings like the national Quality Standards of Family Support and Strengthening to have common methodologies in diverse locations; and
- Becoming better collaborators, able to give and take with other stakeholders to design a win/win solutions and achieve systems change.

We have successfully developed the Colorado Family Resource Center Model. Putting the model in place ensures that all centers are using our Standards of Quality for Family Strengthening and Support and our Motivational Interviewing

training modules for training their direct service staff in the use of research-informed methodologies successful for working with families. All centers also now use our CFSA-2 assessment tool, and our Efforts to Outcomes (ETO) database to track family progress towards increasing levels of self-reliance. In addition, we are tracking fidelity as we implement our Family Pathways Framework, which outlines three primary paths through which families receive services from Family Resource Centers, each with increasing intensity of service provision and required data tracking.

A RATING SYSTEM, USING FAMILY OUTCOME DATA COLLECTED FROM OUR CENTERS, DETERMINES WHICH CENTERS AND FAMILIES ARE PERFORMING MOST OPTIMALLY, ALLOWING US TO:

- Work with Harvard's Frontiers of Innovation to determine what works best for families and what practices to change, expand, or replicate;
- Allocate grant funding to our centers to promote growth and excellence; and
- Provide capacity-building and program technical assistance for those centers needing help. We also have created three classes of family centers to serve a wider diversity of communities with increased ability to welcome non-traditional centers to our methodology.

Dedicated program and expansion-minded funding is necessary to assist agencies in program implementation and integration, systems change and collaboration. This would kick 2Gen collaboration into high gear. Unless agencies have funding in their existing budgets for this kind of expansion, some agencies will struggle with the capacity to undertake the hard, time-consuming, and expensive system-changing work required for successful long-term collaboration and integration of multiple programs affecting families.

While the development and adoption of the FRCA model is encouraging, we believe increased use of common tools, including family assessments, database systems, and trainings, across public and nonprofit health and human services providers is critical. This work is already occurring with a number of partners already using FRCA's CFSA-2 assessment tool. Other potential partners are also looking at utilizing our ETO database, and we are currently working on the ability to merge and analyze data across separate database systems to gain efficiencies in 2Gen work.

FRCA should continue to lead and advocate for 2Gen efforts in Colorado. This is a bipartisan issue. Advocating for 2Gen change in Colorado should become the norm, and it should be drilled down into operating, personnel, organizational and strategic systems throughout the state, affecting the day-to-day operations of entities and the families they serve.



Mark Kling
Executive Director
Family Resource Center Association

Mark A. Kling is executive director of the Family Resource Center Association, an association of 30 urban, rural, and resort community Family Resource Centers located across Colorado. Family Resource Centers promote the well-being of children and families through the provision of collaborative, coordinated, and effective community-based services.

“As a result of the Ascend Colorado Fellowship, FRCA became much more connected with important stakeholders sharing similar 2Gen challenges. The impact has been greater collaboration with multiple partners at multiple levels. Specific outcomes include the Center for African American Health becoming a member of FRCA, and the Office of Early Childhood supporting increased state funding to benefit our Family Resource Centers across the state. Also, when advocating for 2Gen system change, there is now usually one or more Colorado fellows in the room, allowing us to speak with a common voice. Finally, our Colorado fellows get together every few months or so and exchange experiences on what we are seeing in our field, and how we can continue to work more closely together to grow more efficient 2Gen systems.”