

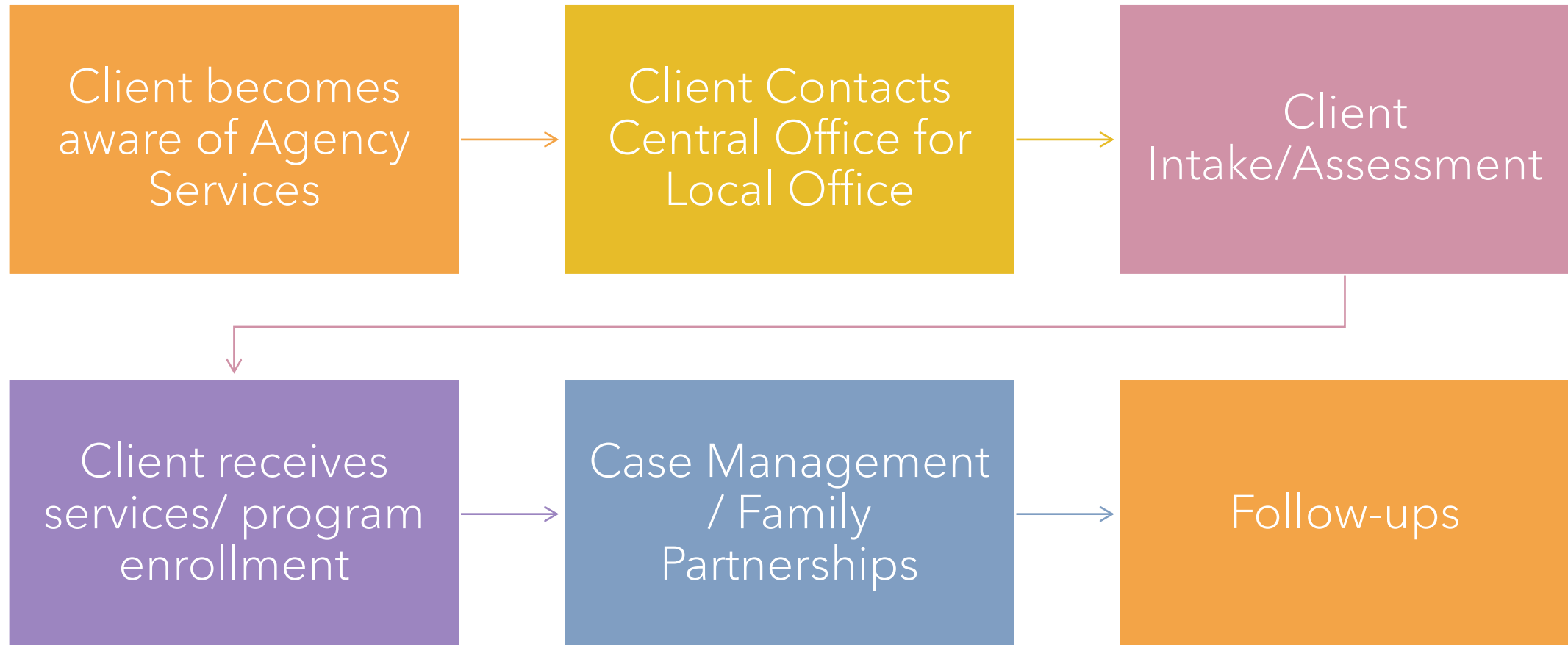


COACHING VS CASE MANAGEMENT

VISION

Families have the opportunity to dream and be successful in a supportive and motivational environment. Families will be equipped with strategies, tools and resources to address the root causes of poverty. A vision that engages all family members into a Pathway Out of Poverty and will help them Discover their Purpose, expose their Gift, and Power their Transformation!

CLIENT JOURNEY MAP



CASE MANAGEMENT



Organizational Culture



Case Management
Environment



Organizational
Operations



Community Partnerships

CASE MANAGEMENT

Staff are the driver

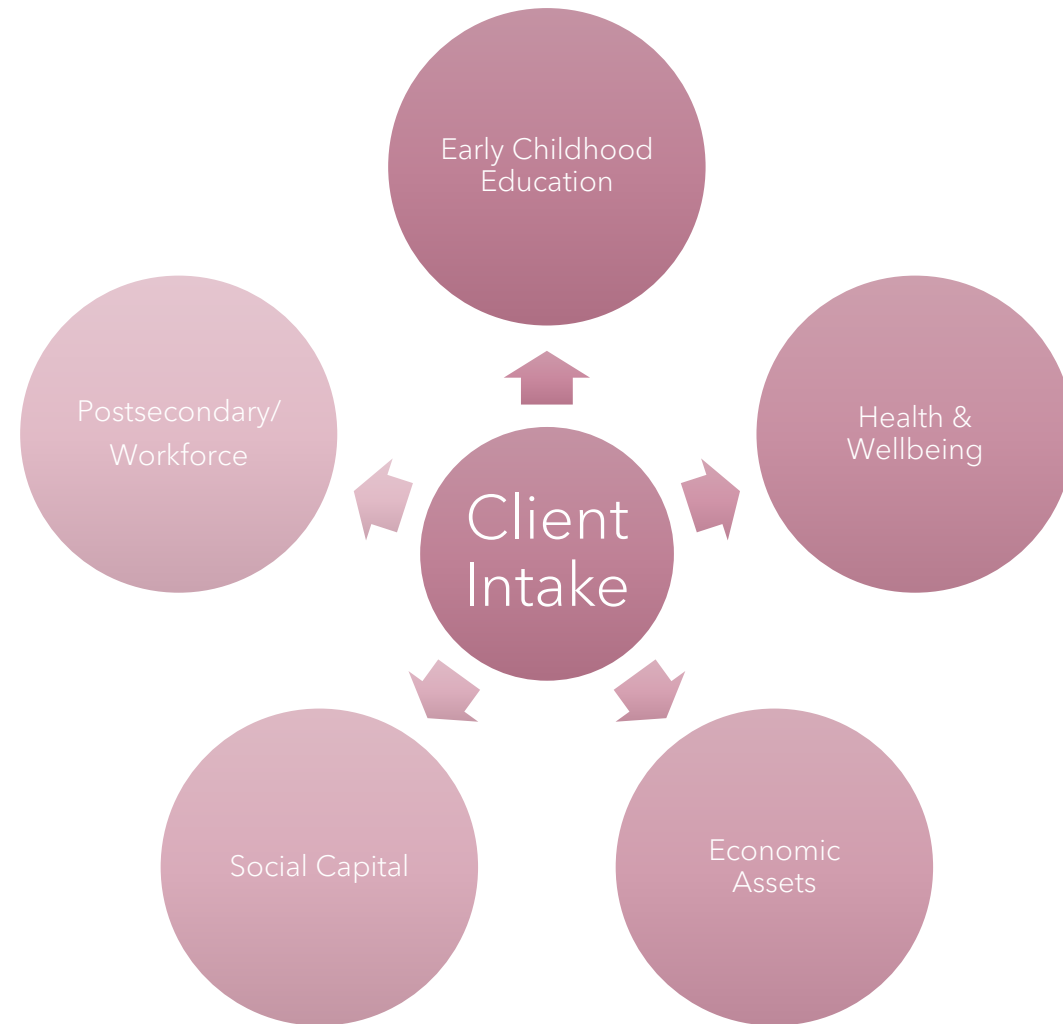
Families get little access to knowledgeable staff

Unclear expectations

Duplicated processes

Families have difficulties receiving services

CLIENT JOURNEY MAP



FAMILY - CENTERED COACHING

Families are the driver

Families focus on goal achievement

Families discover hidden potentials

Collaborative relationships are formed

Focuses on present and future

FAMILY-CENTERED COACHING



Organizational Culture



Coaching Environment



Organizational
Operations



Community Partnerships

FAMILY- CENTERED COACHING RESULTS

Increase in follow-up sessions

Families reaching multiple goals

Increase of staff knowledge in agency and community services

Increase in referrals internally & externally

Program creation/expansion

FAMILY SUCCESS

SERVICES

Head Start
Home Visit
Employment Assistance
LIHEAP
Weatherization
Financial Skills Training
Achieve Sessions

OUTCOMES

Employment with Benefits and
Better Pay
Increase Financial Well-being
Improve Home Energy Efficiency
Maintaining Basic Needs
Increased Savings
Improved Home Environment
Improved Mental and Behavioral
Health
School Readiness



FAMILY SUCCESS

SERVICES

Head Start
Home Visit
Education Assistance
LIHEAP
Financial Skills Training
Achieve Sessions

OUTCOMES

Educational Attainment
Increase Financial Well-being
Increased Positive Parenting Skills
Increase Language Skills
Improve Attention Skills
School Readiness



THANK YOU