

**The mission of the Suburban Ramsey Family Collaborative is:**

***“Connecting individuals, families and community resources to create relationships which enhance the well-being of our kids.”***

# **SRFC Annual Director’s Report for 2002**

## **SRFC PROGRESS TO-DATE AS REPORTED BY OUR PARTNERS**

### **Results-Accountability and Continuous Learning:**

**SRFC Quarterly Collaborative Meetings:** In FY 01-02, two Quarterly Collaborative Meetings were held, with 60 SRFC partners in attendance. This group identified the following themes as progress being made to-date through our collective work:

- **CONTINUUM OF SERVICE:** We greatly increased services across the geographic, age, cultural and school district continuum addressing key risk and protective factors affecting children, youth and families experiencing at-risk circumstances in Suburban Ramsey County
- **CONTINUITY OF SERVICE:** By using a 3-year plan and a solid team/outcome focus, we saw stability, predictability, and continuity of service in the community. We were conscientious of not re-creating the wheel, but building off of what services were existing in the community and enhancing their impact through targeted efforts.
- **COMPREHENSIVENESS OF SERVICE:** Intensive and comprehensive case management services provides results for families with complex issues and multiple, entrenched barriers.
- **COMMUNITY BASED:** We honed in on geographic communities in high risk situations and brought programming on-site.
- **SCHOOL BASED:** We distributed resources efficiently by employing some specialists to work with school district staff to responsibly attend to children/youth and families’ needs and make themselves available at the schools, when requested.
- **GAP FILLING:** We supported services and programs that no one else could fund, which served to align resources and fill gaps wherever possible.
- **RESEARCH & DEVELOPMENT:** By taking the risk and funding new programs such as The Community Social Workers, Intensive Mental Health Specialists and Integrated Case Managers we have ‘taken the lid off of the box’ and became more aware of the realities families face. The learning is in the doing.
- **INTER-CONNECTEDNESS AMONG OTHER TEAMS:** By working together through the quarterly collaborative meetings, teams have learned new resources and have learned how to hook up their work on shared issues.
- **OUTCOME TEAM PROCESS:** The team process, autonomy and flexibility given by the SRFC Joint Powers Board allows team members to attend to emerging needs as they surface while responding to these needs immediately and effectively.
- **INCREASED ACCESSIBILITY:** The services created, increased the ability to see more families and support more families by removing critical barriers of access such as: cost, location, stigma and availability of service via flexible hours.
- **INCREASED COLLABORATION:** We have improved immensely in this area. We are collaborative with our resources vs. competitive. We have leveraged more resources for families in our communities because of this. Different agencies and organizations are working jointly on shared issues thus creating more impact in the community.
- **WISE USE OF RESOURCES:** The partners believe we have used resources wisely, leveraged human, financial, capital and in-kind resources effectively, have become more efficient in our planning approaches and delivery of services, become collaborative vs. competitive and can prove impact made with families and children.

## **SRFC CONCURRENT PLANNING PROCESS**

### **The SRFC Resource Alignment Team:**

The purpose of the team is to: Assure alignment of resources to accomplish board-stated commitments (i.e. human, capital, in-kind, and financial resources) and formulate recommendations to provide policy guidance and parameters around funding and resource allocation decisions.

- The SRFC Resource Alignment Team requested input from partners at the SRFC Quarterly Collaborative Meetings where challenges for concurrent planning for years 4, 5, & 6 outlined.
- The SRFC Resource Alignment Team then met throughout the Summer and Fall to integrate the partner’s comments and make recommendations for our concurrent Three-Year Plan (Years, 4, 5 & 6) to the SRFC Joint Powers Board.
- The SRFC Resource Alignment Team recommendations were brought to the SRFC Outcome Teams in September and October for final input and formal recommendations for the SRFC Concurrent Plan was approved by the SRFC Joint Powers Board in October of 2002.

# RAMSEY COUNTY-WIDE COLLABORATION

## Ramsey Countywide Transportation Resource Center (TRC):

### **Background information:**

The Ramsey Countywide Transportation Resource Center provides coordinated transportation services in Ramsey County. Three community collaboratives (SRFC), the Ramsey County Children's Mental Health Collaborative and the St. Paul/Ramsey County Children's Initiative), consisting of over 50 member organizations, envisioned a comprehensive, coordinated transportation system that is county-wide; utilizes state-of-the-art scheduling technology; is inter-generational; is supported by a blend of funding resources including third-party medical reimbursement, and is built upon the current capacity of existing public, private and non-profit transportation providers. This is a pilot initiative designed to match the transportation needs of low-income individuals and families in the county with available transportation services that will help them access social support services and "living-wage" jobs and to financially subsidize those rides when necessary. It also provides transportation to social services and after-school enrichment activities for children and families assisted by member agencies and to job services and employment for low-income families. The implementation pilot has leveraged over \$489,200<sup>1</sup> since its inception.

### **Statistical data:**

The Ramsey County Wide Transportation Resource Center (TRC) opened its doors (so to speak) on November 1<sup>st</sup>, 2001. So far, as of February, 2003, we have served:

- Total # of rides, **11,369** (one way trips) (*our goal in our grant was to serve 6,000 by May, 2003. This is an increase of 48% from stated goal.*)
- Total # of passengers to-date, **6,773** (*our goal in our grant was to serve 1,500 individuals clients by May, 2003. This is an increase of 78% from stated goal.*)
- Our partners have been steadily increasing with 40 conferring agencies so far
- 297 rides to MTC
- 51 other referrals when another provider provided a ride to that passenger
- On average, the Red Cross continues to increase their ridership by 5,000 - 10,000. Last year, they provided 200-250 rides per day. They are now providing 300 - 350 rides per day; increasing transportation capacity by 30% for children, youth and families in Ramsey County.

**The U of M Center on Transportation Studies and the Humphrey Institute** are teaming up and orchestrating a large study on transportation options in the metro area. The Humphrey Institute is evaluating the Ramsey Countywide Transportation Resource Center for a reduced cost as part of the learnings in this overall study. Evaluation findings should be completed on the TRC by May, 2003.

## Multi-collaborative mental health Access Team (MCAT):

SRFC Convened the first meeting of the **Multi-Collaborative Access Team (MCAT)**. The group is assessing mental health access from two viewpoints:

- 1) **Service Availability** (*Does the service exist? Or Do the right services exist?*) and
- 2) **Information, Referral, Advocacy (legal), and Stigma** including multi-system access to coordinated services (*Can you find the service? How do I decide what my child needs? Who's going to pay for it? What impact will it have on my child/family?*)

MCAT's progress to-date includes:

- Enhancing Crisis Response services via the SRFC-funded initiative of \$60,000 to assist the county in funding a new position at the Ramsey County Children's Mental Health Crisis Unit. ( We will be asking the Children's Initiative and Mental Health Collaborative to share in these costs for Years 4, 5 & 6. SRFC will put forward \$15,000 a year for the continuation of this service.)
- Working on *enhancing crisis response services* via a contract with Suburban Ramsey Family Collaborative and Ramsey County and sharing a database used by Ramsey County Children's Mental Health Crisis Unit among all MCAT team members in Ramsey County.
- Continuing to work with First Call 211 and a Ramsey County Triage Team to create a strategy for increasing universal access to mental health resources Ramsey County wide.
- Looking at a holistic screening tool for parents to complete at their visit with their child's pediatrician which asks about their children's overall mental health in addition to their physical health, and
- Addressing issues of access as it relates to HMO's.

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<sup>1</sup> Minnesota Board of Innovation and Cooperation - \$100,000, The McKnight Foundation - \$150,000, Participating Organizations - \$60,000 total, Welfare to Work -Metropolitan Council - \$60,000 + additional \$19,200, Ramsey County, TRC for Elderly Community Service Grant - MN Dept of Human Services \$100,000.

### **Doula Service Coordination:**

The Family Center Community Doula<sup>2</sup> Program, an affiliate of the Children's Initiative, received funding from the MN Department of Health to hire a Doula Coordinator. The SRFC Parenting Support Team asked the Community Doula Program Coordinator if there was a way our SRFC Doula Services could merge with theirs so as to provide countywide access to doulas by using and marketing one phone number, tapping the bi-lingual doulas through the Family Center and coordinating Doula services countywide by centralizing access, recruitment and fiscal management. The program director and affiliates agreed and now Doula services can be accessed countywide via one phone number. **To become a Doula or to receive Doula services contact 651-793-3803.**

## **POLYNESIAN VILLAGE**

### **Supportive Housing Partnerships:**

- The "Polynesian Partners" is a group of stakeholders concerned about kids and families living in the Polynesian Village housing complex. We are working to change the conditions at Polynesian Village from housing perceived as unsafe and undesirable by tenants and community, into a "service-enriched community." Through our collective effort, we are showing how private development, the public sector, non-profit providers and residents can come together to sustain access to housing that is not only safe and affordable, but also nurturing and community building. The current partners involved include: The Suburban Ramsey Family Collaborative, Northwest Youth and Family Services, Community Partners with Youth, The Mounds View School District, Real Estate Equities (Polynesian Village management/ownership), The City of New Brighton Department of Public Safety, the Wilder Foundation/Wilder Research Center, and Opportunity Neighborhood Development Corporation.
- The SRFC is the convening organization for the Polynesian Village Partners. We also provide funding for the Community Social Worker, as well as Family Flex funds. We leverage transportation assistance by utilizing resources from the Child/Youth Development Team, The Suburban Ramsey Work Resource Hubs and the Ramsey County Transportation Center (TRC).
- A Resident Coordinator has been hired by Polynesian Village management to work with residents and the Community Social Worker to achieve supportive housing goals.
- Additional funding has been leveraged by Ramsey County Community Development Block Grant funds and the McKnight Foundation.
- Polynesian Village has seen a great transformation in their community in just one year:
  - Significant decrease in crime (59% decrease in noise, 75% decline in juvenile liquor and 89% decrease in drug violations). Also there was a decline by 24.6% in provisional calls for service to the New Brighton police department..
  - Reduced Resident Mobility - evictions are down from 25% to 6.4%
  - Providing effective on-site services - total of 218 participants from apartment complex have participated in programs and services at Polynesian Village. Resident Council meetings have consistent attendance month to month.

## **SRFC TEAMS WITH "THE FAMILY PROJECT"**

**The Child/Youth Development Team and the Language and Cultural Resource Team are partnering up with The Family Project of the Family and Children's Services agency in Hennepin County.** The Family Project is supporting on-site parent involvement at 5 apartment complexes in Suburban Ramsey County (Maple Pond, Polynesian Village, Montreal Court, Manitou Ridge (formerly known as McKnight Terrace) and Calibre Ridge) and in ISD 621 and 622. They take a family-centered, strength-based approach that has proven successful in Hennepin County. Funding from the Family Project is supported by the McKnight Foundation.

## **SUBURBAN RAMSEY WORK RESOURCE HUBS**

**Support for joblessness and homelessness:** SRFC has successfully teamed with the two Suburban Ramsey Work Resource Hubs for three years. This collaborative model has shown quantifiable results for MFIP participants in Suburban Ramsey County. Through this partnership, the two hubs have received:

- 2 on-site Community Social Workers & flex funds
- Hub Clothing Vouchers
- Ramsey Countywide Transportation Resource Center
- Financial counseling services through Family Service, Inc.
- Housing Specialist to assist Community Social Worker's in stabilizing participant's housing so they can concentrate on locating a good job
- Hub focus group facilitation with MFIP participants

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<sup>2</sup> Doulas are lay people trained to provide support services to moms during pregnancy, the entire labor / birthing experience and postpartum. They are trained to support parent-infant attachment, and a positive birthing experience. They provide nutritional, prenatal and birth education and support. . Moms who have used doulas report increased satisfaction with their birth experiences, breastfeeding, enhanced bonding with baby, a decrease in the use of pain medication throughout labor and delivery and decrease in the number of c-sections.

## SRFC WORKSHOPS/CONSULTATION SERVICES

- The **3rd Annual Crisis Response Network Meeting** was held in the EDC room at the Fairview Community Center with 90 participants in attendance.
- **SRFC hosted a workshop provided in-kind by the MN Prevention Resource Center (MPRC) called, "Walking the Talk"** - A Train-the-trainer workshop for practitioners teaching parents how to talk with the kids about tobacco, alcohol and other drug use. 28 practitioners attended this workshop. They all found it incredibly useful and practical. MPRC donated their trainer, curriculum and parent workbooks to SRFC partners. SRFC opened the training to other counties in the area. Folks for Kandiohi and Sherburne county attended.
- **CFL Conference on Sustaining Best Practices in Prevention.** Mary Sue facilitated two workshops on "Relationships and Connections". 30 people joined the first workshop and word traveled bringing another 60 people to join the 2nd workshop.
- **SRFC Director, along with the U of M Children, Youth and Family Consortium led a workshop called, "Building Bridges – University Research Supporting Local Communities "**. The workshop was on how to collaboratively team with the Research Community", for the Minnesota Association for Children's Mental Health Conference (MACMH). 40 people attended this workshop in Duluth.

## NEW PRODUCTS DEVELOPED BY SRFC TEAMS

- **"A Quick Connect – Wisdom From Teachers, For Teachers"** weekly calendars to promote school connectedness: SRFC continues to work with the four suburban school districts to support efforts that promote school connectedness. The MN Student Survey (MSS) Workgroup has teamed with St. Paul Ramsey County Public Health Youth Risk Behavior grant and the East Metro Integration District (EMID) to create these weekly calendars for all public school teachers in Suburban Ramsey County that promote messages from veteran 'practice-savvy' practitioners regarding ways to make schools welcoming places for students.
- **"Early Childhood – A Good Beginning for a Better Tomorrow" - Research Based Recommendations for Early Childhood Document** . The Young Families Action Team teamed up with the U of M Children, Youth and Family Consortium to develop this document, which is formatted similar to the Investing In Youth Document. It will be accessible on the U of M Children, Youth and Family Consortium's website as well as SRFC's website in early March, 2003.
- **"What you Need to Know about Alcohol, Tobacco, and Other Drugs" - Chemical Awareness Waterfall Brochure for Parents and their Kids in Ramsey County** – The CD Use/Abuse Team, in conjunction with the Parenting Support Team and Ramsey County produced this product for countywide access. SRFC distributed 25,000 copies of this resource and throughout the four suburban school districts. To access these brochures, contact your school-district representative:
  - Roseville Area Schools, Judy Voight – 604-3746
  - Mounds View Area Schools, Paul Anderson – 786-5200
  - N. StPl/Maplewood/Oakdale Schools, Lisa Hoogheem- 748-7453
  - White Bear Lake Area Schools, Lyle Helke – 407-7574
- **"Updated Ramsey County Resource Directory for Families with Young Children" (English version).** SRFC distributed over 9,000 resource directories throughout Ramsey County in 2002.
  - Somali and Spanish version will be made available March, 2003 (pending available funds)

## LCTS PARTNERSHIP BOARD

- The **LCTS Partnership Board** is working on finding ways for all collaboratives in Ramsey County to come together and address common outcomes. The group is meeting with Dr. Joan Sykora from the U of M to help us complete a Ramsey Countywide Community Report Card that highlights community data and provides a road map for future countywide collaboration. We will then be addressing the LCTS allocation formula and aligning the formula with our data and collective outcomes.

## SRFC LEVERAGED \$580,000 FOR SRFC PARTNERS IN CY 2002

- **\$150,000** – Ramsey Countywide Transportation Resource Center received funds from the McKnight Foundation in Jan. 2002
- **\$100,000** - TRC received an additional \$100,000 grant from the MN Department of Human Services for transportation for the elderly. This grant complements comprehensive services for intergenerational transportation coordination.
- **\$30,000** - NYFS received a grant from the Bremmer Foundation to support a welfare-to-work initiative using the youth employment model.
- **\$50,000** - ISD 621 Family Literacy Program received \$50,000 in funding support from the Bush Foundation.
- **\$100,000** - The Polynesian Partners and Opportunity Neighborhood Development Corporation received a 2 year grant from the McKnight Foundation to support "service-enriched housing".
- **\$150,000** (loan) – The Polynesian Partners were approved for a loan from the Ramsey County Community Development Block Grant (CDBG) funds. This loan has an interest free 10-year repayment period.

**TOTAL Funds LEVERAGED for Collaborative Partners in Calendar Year 2002 To-Date: \$580,000.00**