



Family-To-Family Administrators Council

“Building Community Capital”

“A Collaborative Approach to Community Building in the Greater Cleveland Area”

Overview of Settlement Movement

Toynbee Hall 1874 in London England

University Settlement Founded in
New York in 1856

Purpose

- Identify and address environmental issues rather than address individual problems
- No predetermined scheme to solve problems of society
- Social Reform
 - Legislative campaigns
 - Education
 - Structured recreation

Themes

- Participation
- Democracy

Community Building

- Organized process that enhances and builds community
- “ Actions to strengthen the capacity of communities to identify priorities and opportunities to foster and sustain positive neighborhood change.” Annie E. Casey Foundation – Tapping the Power of Social Networks

Why?

- Address the gaps between those who have and those who have not
- Supports individuals and families who may be described as vulnerable
- Strengthens groupings
- Increases moral resources which people draw upon to challenge injustice and arbitrary power

How?

- Respect for the individual
- Values the individual's ability to identify the problem
- Helping relationship is one of collaboration
- Understanding, respect and employment of culturally relevant solutions to the problem
- Enhances sense of self-efficacy or competence in carrying out tasks

Steps

- Problem/issue identification
- Creation of a vision
- Identification of what it would take to make the vision become a reality

Requirements

- Broad base involvement of those effected
- Identification and election of their own leaders
- Form alliances with others

Family-To-Family Administrators Council

- History
- Service Areas
- Members

Neighbor-To-Neighbor

Program Overview

Neighbor-To-Neighbor

- Cleveland – Neighborhood Demographics
 - Neighborhoods
 - People
 - Income/Poverty



Cleveland, OH

<http://www.clevelandskyscrapers.com/cleveland/abbesky.jpg>

Neighbor-To-Neighbor

- Program Design – use of long term community based volunteers (Neighbor Coaches)
- Capacity – 2 Neighbor Coaches per Collaborative Area
- Currently 15 Neighbor Coaches

Neighbor-To-Neighbor

- Program Focus Areas
 - Social Support
 - Connecting Community Resources & Supportive Services
 - Parent Support/Education/Skill Building
 - School Support & Advocacy
 - Systems Support
 - Employment Support

Neighbor-To-Neighbor

- On the Inside - Neighbor Coaches share their work:
 - Jeffrey Mays – West Side Community House
- Video Snippet
 - Robin Poole (University Settlement, Inc.)
 - Sabrina Otis (City of Lakewood- Division of Youth

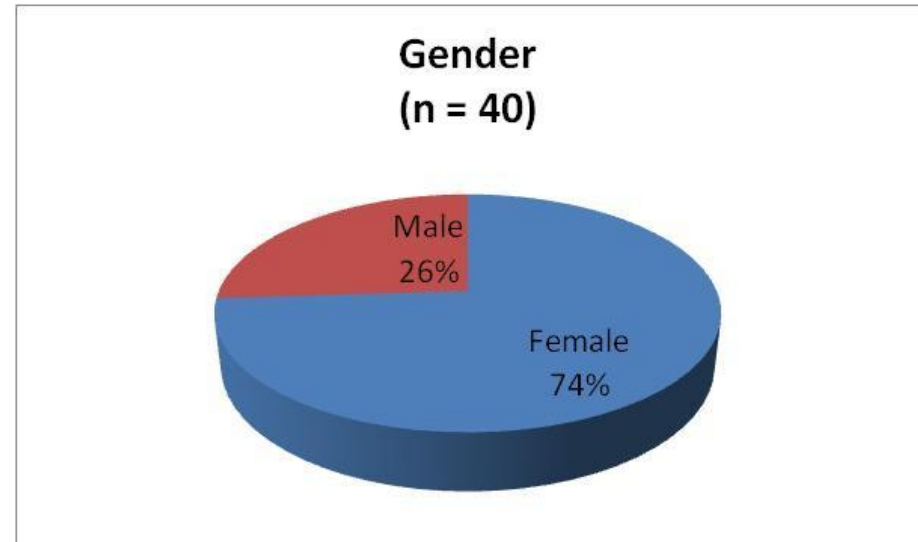
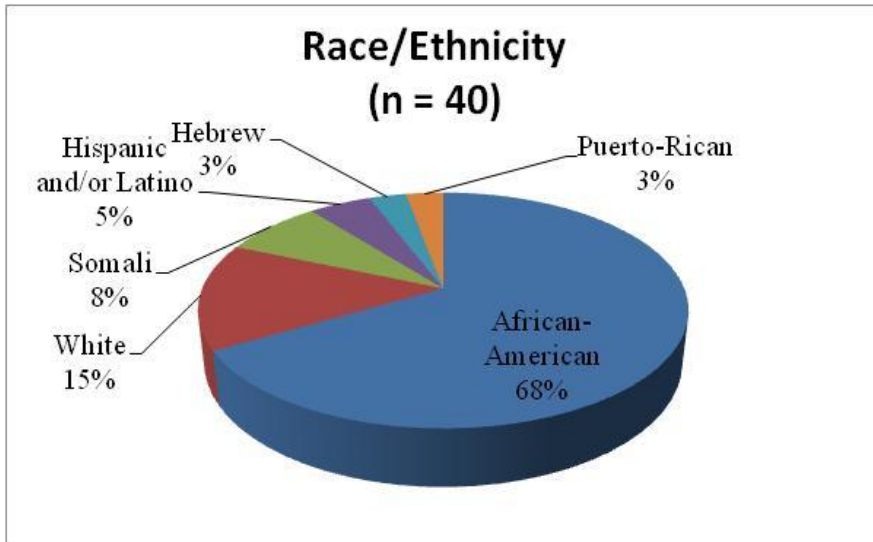
Neighbor-To-Neighbor

- Neighborhood Soup
 - Resource/Support Group for program participants
 - Open to community residents
- Goal is for each Neighborhood Cluster to host their own monthly Neighborhood Soup

Neighbor-To-Neighbor

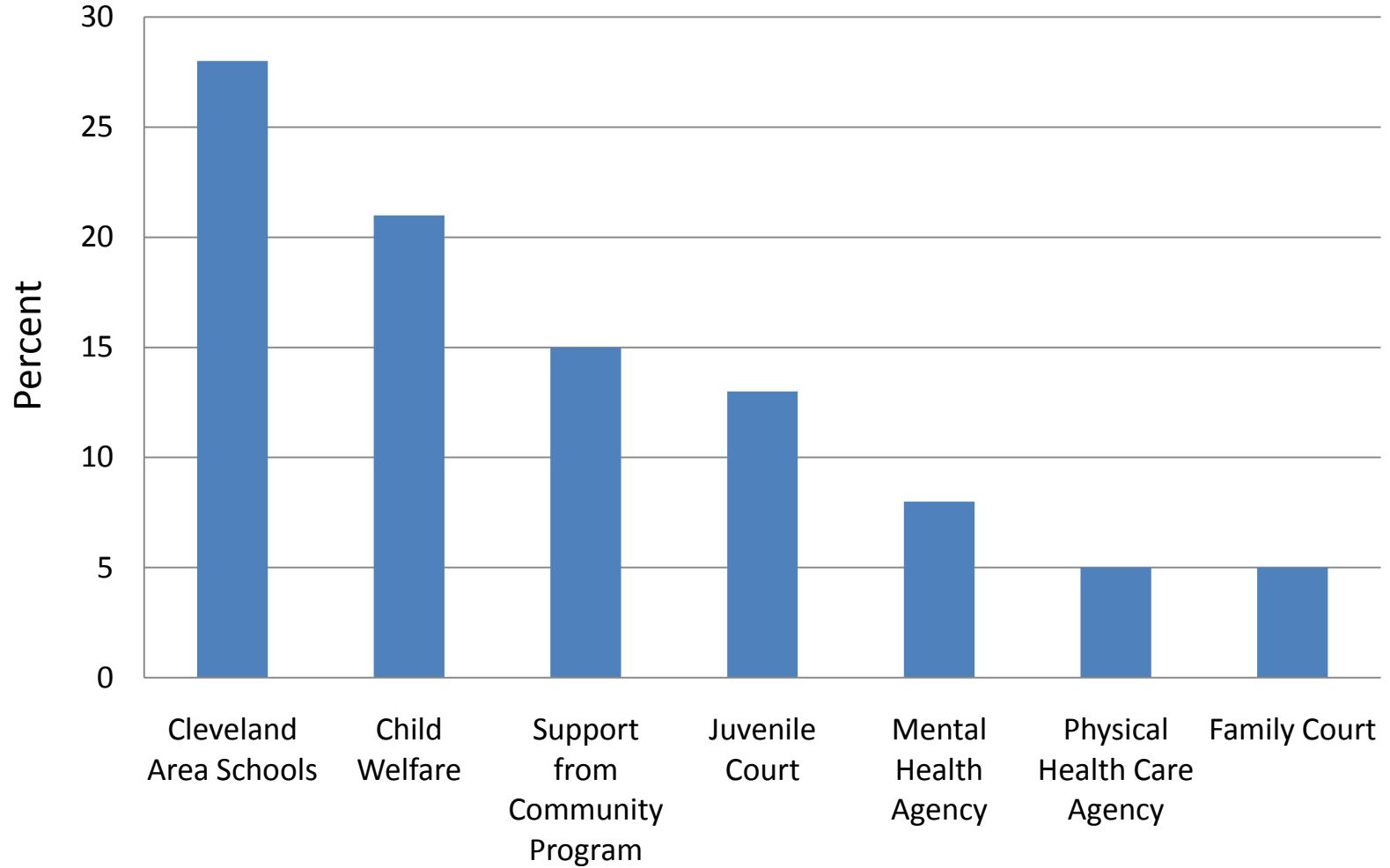
- Program Evolution
 - Successes vs. Challenges
- Continuing the “Progressive Movement”

Demographics

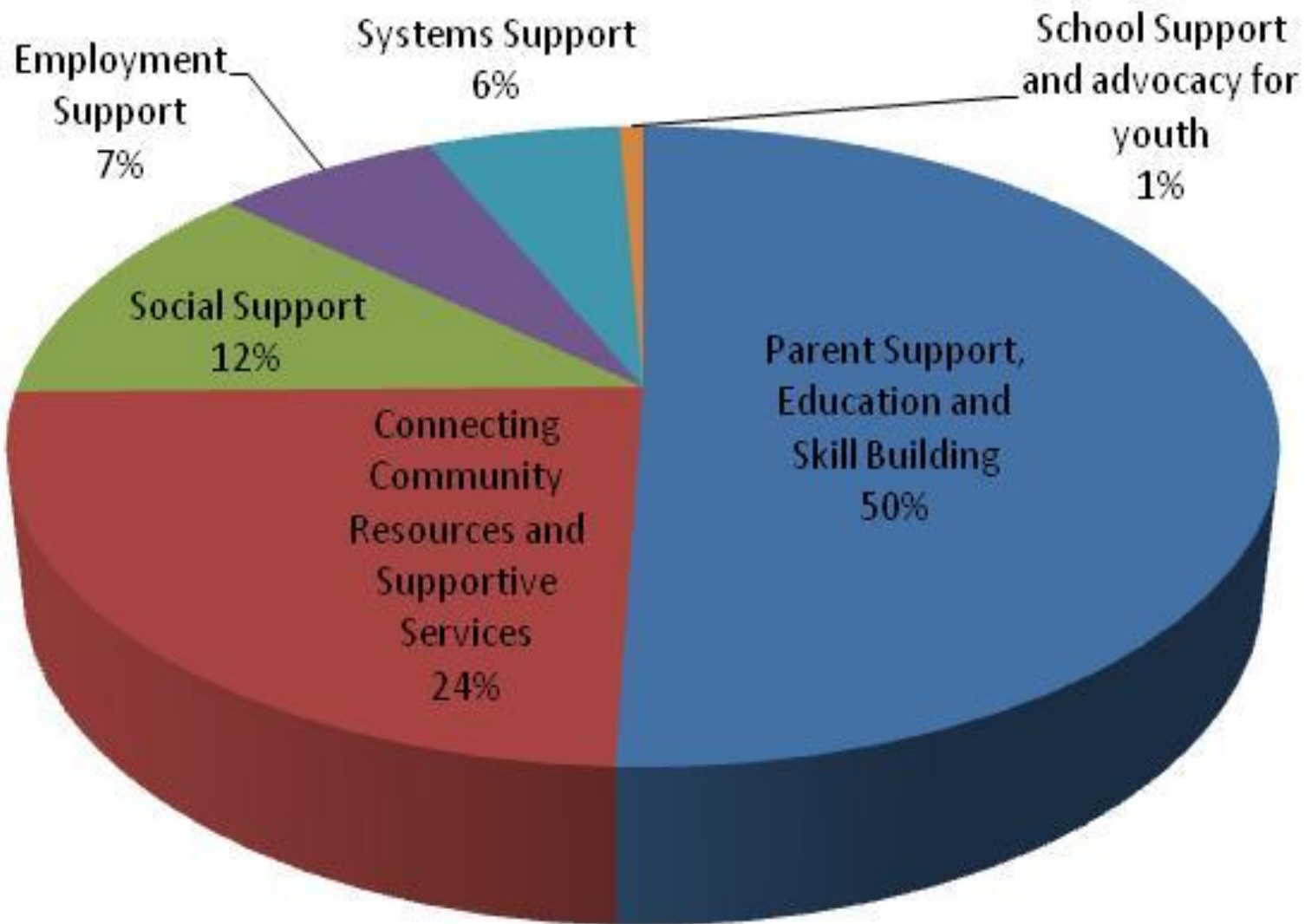


Mean Age is 36 years old. Approximately 45% of participants are under the age of 30. One-third (33%) of participants are between 30 and 49 and the remaining 21% are age 50 or older.

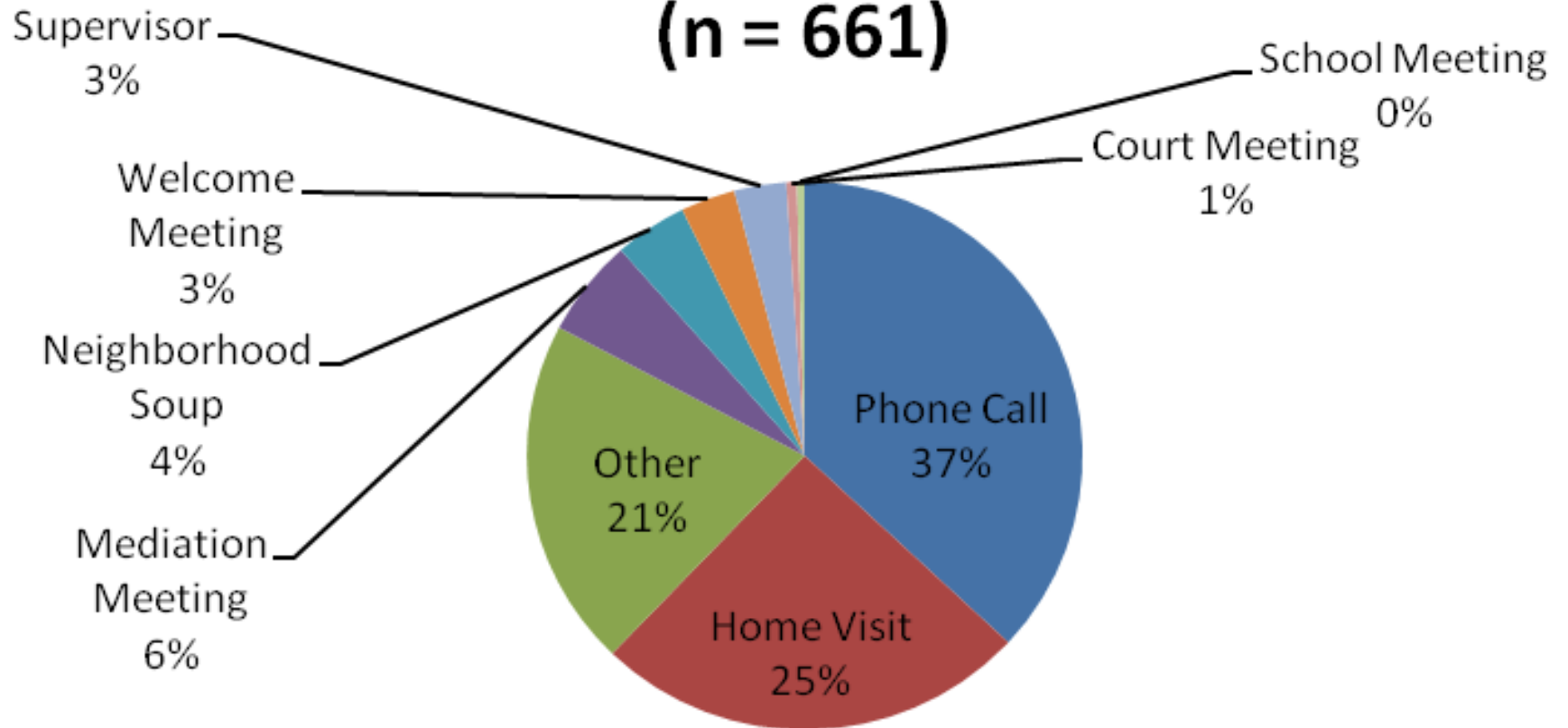
System Involvement at Intake



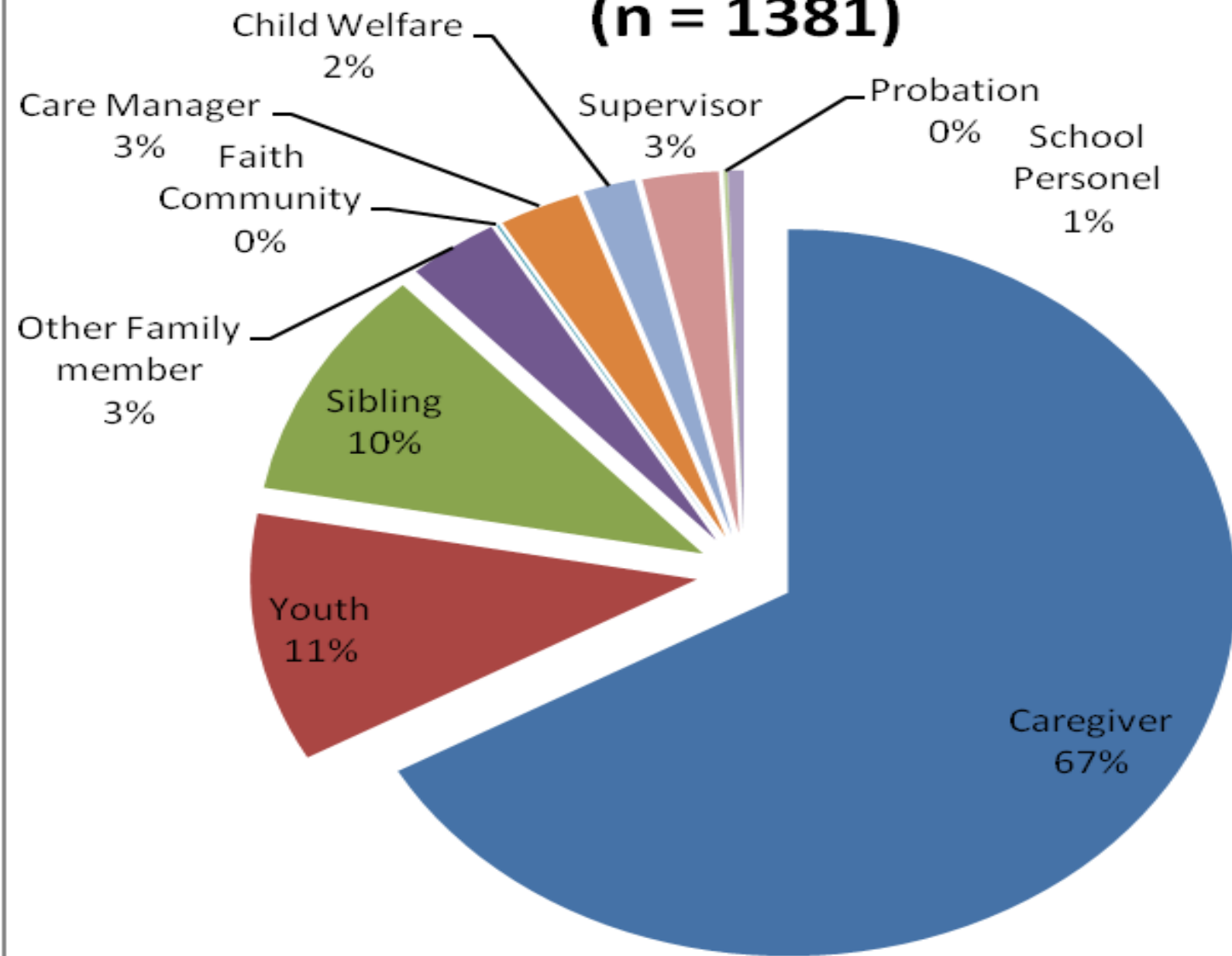
Neighbor Coach Service Categories by Frequency of Use (N = 2092)



Meeting & Contact Types (n = 661)



Meeting Attendees/Contacts (n = 1381)



Satisfaction Data

100% of Participants surveyed told us:

- Overall, they are satisfied or very satisfied with Neighbor-To-Neighbor services. This includes the amount of services, times, and locations of services!
- They now feel more connected to their neighborhood.
- They would “yes, definitely” come back to the program if seeing help again.
- They would likely recommend their Neighbor Coach to a friend.
- They are more aware of services and resources in their Neighborhood after being in the program.

Satisfaction Data

When asked what we could do better they told

us:

- Have a support group just for mothers
- More participant input

Time, Meetings/Interactions, Attendance & Services Provided this Reporting Period					
Please refer to the back of this form for code descriptions and to record additional information.					
#	Date (of meeting or service)	Duration (minutes)	Meeting/Service Venue (circle ONLY ONE meeting or service provision type)	Attendees/Contacts (circle those present at meetings, or with whom contact for service was made, record others on page 2)	Services Provided (enter codes for up to 6 services, record others on page 2)
1			HV MT SC SG W	CG YO SIB OF1 OF2 FC	
			CT SUP PH OTH-explain	CM CW SUP PO SP	
2			HV MT SC SG W	CG YO SIB OF1 OF2 FC	
			CT SUP PH OTH-explain	CM CW SUP PO SP	

Connecting Community Resources & Supportive Services

CR1	Assist family w/ housing needs
CR2	Assist family w/obtaining flex funds
CR3	Assist family w/recreation activities
CR4	Connected family w/food bank
CR5	Connected family w/temporary shelter
CR6	Helped family shop for clothes, food, etc
CR7	Assist w/finding comm. serv. activities for youth
CR8	Assist w/finding respite care
CR9	Connected family w/resource specialist
CR10	Assist w/a referral to a therapist
CR11	Assist w/utilities (water, heat, power, phone)

SUPPLEMENTAL/OPTIONAL INFORMATION AND CODING

Please include notes, additional attendees and services under appropriate meeting/event number from page 1.	
Meeting # or event letter	Notes (e.g., services not listed, additional attendees, agencies involved, plans, goals, etc.)

Resources

- De Souza Briggs, Xavier. From Neighborhood to Community: Evidence on the Social Effects of Community Development. 1997
- Jordan, Audrey. Tapping the Power of Social Networks: Understanding the Role of Social Networks in Strengthening Families and Transforming Communities. 2006
- Rothman, Jack. Reflections on Community Organization: Enduring Themes & Critical Issues. 1999

Questions?/Discussion