



2GEN ANNUAL REPORT

BUILDING A THRIVING TENNESSEE
THROUGH 2GEN

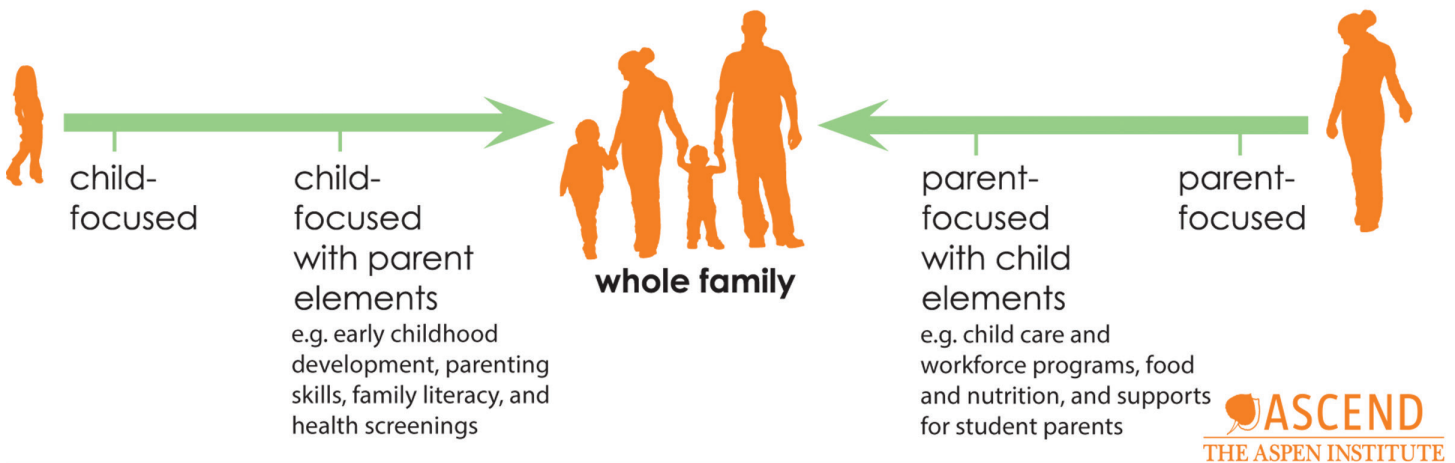
INTRODUCTION

Each day, Tennessee Department of Human Services (DHS) employees and partners work toward the collective goal of building a thriving Tennessee. We believe that when we have an intentional focus on meaningfully improving the lives of each and every customer with which we interact, we are helping to build a stronger household, neighborhood, community, and state ... a stronger and more thriving Tennessee.

DHS does this by integrating a Two-Generation Approach (2Gen), developed by Ascend at the Aspen Institute, a hub for breakthrough ideas and collaborations that move children and their parents toward educational success and economic security. Our goal has been to develop a foundational framework for DHS, where all programs are comprehensively aligned to ensure that appropriate 2Gen approaches are applied when working with all customers in all aspects of case management and service delivery. This is the path we have taken to structure services to address intergenerational poverty and create a pathway to prosperity for families in Tennessee.

Two-generation approaches can be found along a continuum. The graphic below illustrates the starting point (parent or child) and the relative emphasis. Whole-family approaches focus equally and intentionally on services and opportunities for the parent and the child.

The Two-Generation Continuum



Courtesy of Ascend at the Aspen Institute

DHS Mission, Vision & Core Values

DHS Mission

To build strong families by connecting Tennesseans to employment, education and support services.

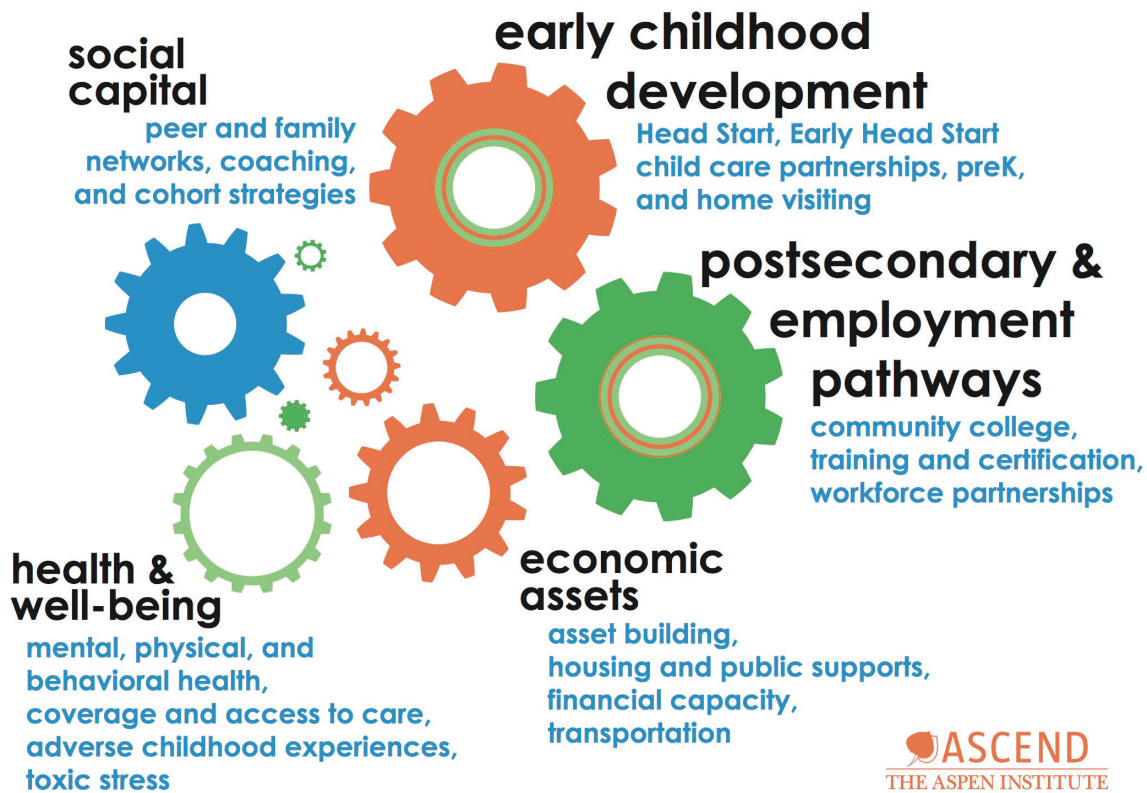
DHS Vision

To revolutionize the customer experience through innovation and a seamless network of services.

DHS Core Values

High Performance
Collaboration
Continuous Improvement
A Shared Vision
Customer-Centered Solutions

THE 2GEN APPROACH IS REALIZED THROUGH KEY COMPONENTS:



Courtesy of Ascend at the Aspen Institute

HISTORY

Our initial efforts to implement a 2Gen Approach began, with:

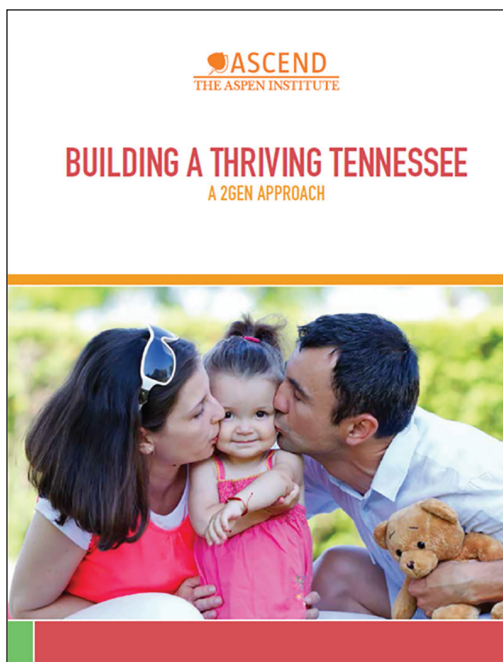
- Partnering with Families First (TANF) parents to register more than 700 high school seniors in the Tennessee Promise, a scholarship that provides two years of tuition-free attendance at a community or technical college in Tennessee.
- Enrolling more than 1,600 children receiving DHS-administered child care assistance in the Governor's Books from Birth Foundation's Imagination Library.
- Staff investments through trainings that promote a 2Gen approach: Brain-Science and Poverty, Transition to Success, Motivational Interviewing, Adverse Childhood Experiences (ACEs), and Toxic Stress.
- On August 30, 2016, Governor Bill Haslam proclaimed August 30, 2016, "2G for Tennessee Day."

We quickly realized that public-private partnerships were needed in order to have a collective impact, and that no individual entity can do multigenerational work in isolation. We also realized that this new service delivery approach should be expanded to other programs administered by DHS such as Child Care and Child Support. Since then, more than 27 2Gen programs have been established in addition to the continuous implementation of 2Gen tactics within DHS programs and services.

2G FOR TENNESSEE DAY — JUNE 1

2GEN CASE STUDY LAUNCH

On Friday, June 1, 2018 DHS partnered with Ascend at the Aspen Institute to launch a best practice case study chronicling Tennessee's success implementing the two-generation approach. The case study launch event was commemorated with a proclamation by Governor Bill Haslam, designating June 1 as "Building A Thriving Tennessee Through 2Gen Day" in Tennessee.



The case study, "Building A Thriving Tennessee: A 2Gen Approach," can be viewed at <https://ascend.aspeninstitute.org/resources/building-a-thriving-tennessee-a-2gen-approach/>. This report contains key elements of Tennessee's transformational 2Gen journey to date, including much of the work DHS staff and partners have done to positively impact families. Within the case study, readers gain insights around meaningful staff engagement, leveraging social innovation and partnerships to increase impact and improve outcomes, creating statewide synergy to advance the 2Gen agenda, along with lessons learned and planning a way forward.

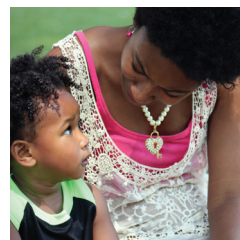
PRESENT AND FUTURE OF 2GEN

2Gen has now been fully implemented at DHS; however, the work continues both internally and through our partnerships. Key goals include:

- Demonstrate the impact of the current 2Gen services to determine if families are better as a result of these services.
 - Budgets that reflect 2Gen priorities and return on investments.
 - Stronger evidence based outcomes that are aligned across agencies for future contracts.
 - Surveying customers to obtain their feedback on 2Gen services and its impact on their family.
- Cross-agency collaborations that promote 2Gen partnerships and systems change at the state level.
- Agency-wide staff training that promotes a 2Gen approach and help human services staff at all levels of the department serve families more effectively and efficiently.
- 2Gen Collaborative Partnerships Meetings to continue to strengthen the foundational framework and our commitment to develop and sustain meaningful partnerships with our community organizations. These quarterly meetings will also allow partners to increase communication across all partner organizations; share lessons learned and best practices; troubleshoot specific challenges to service barriers; ensure there is a focus on both parents and children; provide cross-referrals; and identify common measures to demonstrate customer impact.
- Establishing a 2Gen partner application enrollment period that public, private, and non-profit entities are eligible to apply for grant opportunities.

CURRENT 2GEN FOCUS:

- 1) Implementation;
- 2) Developing universal outcomes; and
- 3) Determining best practices that could potentially be expanded or duplicated across the state.



DHS 2GEN ADVISORY COUNCIL

In 2018, the DHS 2Gen Advisory Council serves as an advisory team to provide recommendations to the Commissioner on the implementation of key goals and partnerships, as well as map a path forward.

Members

Charlie Davis
Dan Birdwell
David Teasdale
Devin Stone
Gwen Laaser
Jamie Pistel
Jason Goodrich
Karen Walker

Keisha Thaxton
Lakecia Peterson
Margaret Callahan
Robert Marioni
Stephen Reksten
Suzanne Carr
Trevor Lauri



2Gen Advisory Council members participate in 2Gen Partnership Collaboration meetings, in addition to implementing 2Gen key goals.

THE PARTNERSHIPS

THE DEPARTMENT OF HUMAN SERVICES ENGAGES PARTNERS TO:

- (1) Focus on reducing poverty among children and families using a Two-generation Approach;
- (2) Create effective pathways to economic opportunity, including access to mainstream education, training and individualized services for those with barriers to employment;
- (3) Ensure that families have access to economic and social supports to support upward mobility, while also assuring healthy child development;
- (4) Help families build social capital that can support both resilience and upward mobility; and
- (5) Engage and listen to the voices of the families.

The following pages provide an update on the work of our primary 2Gen partnerships.

AGAPE CHILD & FAMILY SERVICES, INC.

CONTRACT PERIOD: MARCH 1, 2017 TO FEBRUARY 28, 2020



agape

The poverty of children, parents and their communities are arguably one of the greatest individual and systemic realities in Memphis, Tennessee. In 2017, a total of 17.1% of the whole Memphis area population and 27.4% of children under the age of 18 lived below the federal poverty line.

As a poverty-reduction initiative, Agape Child & Family Services, Inc. (Agape) expanded its current nine-year place-based strategy, Powerlines Community Network (PCN), to fully implement the two-generation (2Gen) paradigm, as strategically planned by Agape in 2015. PCN is a place-based, collective impact community transformation initiative, modeled, in part, after the nationally-acclaimed Harlem Children's Zone. PCN is focused on serving at-risk neighborhoods by connecting residents to resources that will help create a more nurturing environment for children and families.

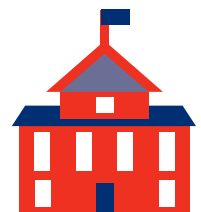
The three-year funding provided through DHS supports the expansion of the model to additional apartment communities and schools, and also expansion of the scope and depth of services. Agape offers this 2Gen approach to low-income families living in three multi-family apartments and 16 schools in the under-resourced areas of Frayser, Hickory Hill/Southeast Memphis, and Whitehaven communities. Additionally, Agape's 2Gen model strives to enhance community-wide, systems-level change.

2GEN AT WORK

Melinda* had recently lost her job and enrolled in Agape's 2Gen TeamWorks program to secure employment. An Agape TeamWorks Connector provided her with resume assistance and interview coaching, and she was soon invited to interview for a full-time job with United Parcel Service (UPS). She was offered and accepted a position as Mail Handler for \$10.20 per hour. She has recently been promoted to Manager making \$14.85 per hour.



Ingrid*, a single mother of 3 children, moved to Memphis from the Bahamas. When the children first began attending school, they were bullied and chronically absent. The family began working with one of Agape's Stars Connectors who helped the client understand the importance of her kids being in school every day. The Connector also provided the family with school supplies, uniforms, tutoring, and counseling to help the children build self-confidence. Now, the children have exceptional attendance rates, improved academic performance, and they are developing friendships with other students.



**Names and identifying details have been changed to protect the privacy of individuals.*

OUTCOMES

In year one, the primary focus was to solidify the programmatic infrastructure needed to scale existing school-based services and expand the 2Gen service delivery model to families within the identified apartment communities. Agape met all key implementation milestones and was fully operational in all program areas within the first year of the program.

At the close of the first year, Agape delivered services to 1,678 individuals on caseload representing 551 families. These totals well exceeded the projected targets of 700 individuals and 175 families. Additionally, Agape served 310 families not on a caseload. Non-caseload services typically include an invitation to community events and other one-time services (e.g. financial assistance, storm relief assistance, one-time gifts, etc.). Over the three-year project period, more than 500 families/2,000 individuals will receive holistic wraparound services through Agape Connectors.

In year two of the program, Agape reported on the overarching impacts to poverty rate change, specifically that poverty will be decreased for TANF-eligible families in their service areas by 1% annually. 2.16% of the 339 families served exited the poverty level, which was defined by:

80% OF PARTICIPATING FAMILIES PAYING RENT ON TIME

80.5% OF STARS STUDENTS ATTEND SCHOOL AT SYSTEM EXPECTED LEVELS

59% OF STARS STUDENTS' PARENTS ARE ACTIVELY ENGAGED IN THEIR CHILD(REN'S) SCHOOL AND EDUCATIONAL PROGRAMMING

4 COMMUNITY CAFÉS HELD TO CAPTURE THE VOICE AND FEEDBACK OF AREA RESIDENTS, WITH 239 ACTIVE PARTICIPANTS



The continued growth of this 2Gen model is based on the agency's practice of hearing the voice of those living in the communities to know the strengths and needs of those served. Evidence-informed assessments, pre- and post-tests, and systemic data provide continuous learning that ensures not only progress towards goals, but continued modifications to programs and services that better meet needs and goals, including the overarching goal of poverty reduction.

ACCOMPLISHMENTS

- Partnered with Le Bonheur Children’s Hospital to provide training, development, and support to include children with complex and chronic health, medical, and developmental needs, as well as support to assist families in overcoming barriers to accessing satisfactory primary health care.
- Partnered with Early Success Coalition (ESC) to ensure staff supporting the early childhood development pilot benefit from the resource of ESC-sponsored trainings pertinent to their work.
- Expansion of the three 2Gen pilot apartment communities directly impacting more than 1,000 families.
- Co-designed, in partnership with the Memphis Area Transit Authority (MATA), a transportation pilot that restructures the way in which Agape’s families engage with public transit. The MATA Board unanimously approved support for the initiative, which will launch in year two.
- Partnered with World Relief, to jointly serve the large African and limited English proficiency (LEP) population in the Summit Park apartment complex in Whitehaven; currently supporting 10-15 families twice per week.
- Partnered with Shelby County Schools (SCS) to support and enhance the 2Gen model for children and families who are jointly served by Agape and SCS. The partnership supports key SCS priorities to (1) Strengthen early literacy; (2) Improve post-secondary readiness; (3) Develop teacher leaders and central office staff to drive student success; (4) Expand high quality school options; and (5) Mobilize family and community partners’ resources and increase effective volunteerism in schools of mutual interest to support the implementation of evidence-based efforts such as the Check & Connect Mentoring model.
- Expansion of the partnership with Seeding Success (the Shelby County Early Childhood Education Plan (SCECEP) around the execution of strategies, analysis of data gathered by Seeding Success, utilization of evidence-based interventions, policy advocacy, and accountability measures to improve Kindergarten readiness.
- Recruited 30 summer interns and volunteers to work in the PCN communities to engage over 400 youth and their families through an 8-week summer camp program.
- Launched Memphis City Council board-approved referral partnership with Workforce Investment Network (WIN) to provide exclusive and intensive workforce development support to families served within the 2Gen apartment communities.
- Secured two years of funding with the Tennessee Department of Education to support the 2Gen model Stars program with the Achievement School District schools in the Frayser community.
- Secured funding from the Urban Child Institute to extend current kindergarten-to-career 2Gen work, executed through the PCN and collaborative partners, to a complete cradle-to-career continuum by adding a range of services with an early childhood focus.



CONTINUED ON NEXT PAGE



- Partnered with the TALS/ MALS Cycles of Success 2Gen initiative to recruit over 50 families for one-on-one legal services.
- Collaborated with Impact America-Impact Tennessee to provide free tax prep services on-site in apartment communities.
- Secured funding for 3-year project with Department of Justice — Office of Violence Against Women (OVW) to impact domestic violence at a family and systemic level in Frayser and within apartments.
- Implemented safety partnership with SafeWays within two of the three pilot apartment complexes.
- Collaborated with the Memphis Police Department's (MPD) Gang Unit to provide on-site training for staff to bring awareness of gang activity in the City of Memphis.
- Collaborated with Project Night-Night to provide 150 homeless and trauma-exposed children with a concrete and predictable source of security and an increased exposure to high-quality literacy materials. Children within Agape's 2Gen PCN communities were given bags with comfort items and books.
- Recruited and hired a Director of Faith Formation & Engagement who has connected with more than 20 local community churches to engage at deeper levels for faith formation. This private funded position provides support and hope for families served, through the power of the gospel, to break the grip and reality of poverty, as they choose to engage.
- Partnered with the City of Memphis 3.0 planning initiative to facilitate community conversations with residents to discuss future plans to strengthen the Frayser community.
- Sponsored, in partnership with One by One Ministries and Families Matter, a dinner for 30 Whitehaven pastors to strengthen relationships and build collaborative partnerships.
- Hosted a Domestic Violence Forum to support 20 mothers and their children who are survivors of domestic violence and sexual abuse, served through Agape's FIT (housing stability program).

BIG BROTHERS BIG SISTERS OF MIDDLE TENNESSEE

INITIAL CONTRACT PERIOD BEGAN APRIL 2014. CURRENT CONTRACT PERIOD: JUNE 1, 2018 TO MAY 31, 2019



Big Brothers
Big Sisters®
OF MIDDLE TENNESSEE

Big Brothers Big Sisters of Middle Tennessee (BBBSMT) uses a 2Gen approach that aims to mitigate the effects of toxic stress on youth and their caregivers by providing professionally-supported one-to-one mentoring services to youth, ages 9-16, of low income families in Davidson and Rutherford Counties. Mentoring is offered through two programs:

- Community Based Mentoring: “Bigs” (mentors) and “Littles” (youth) engage in community activities together for 4-8 plus hours per month for a year, having fun and sharing time while developing a strong, enduring connection.
- Site Based Mentoring: “Bigs” and “Littles” meet for 1 hour each week at a designated site, usually a school, and engage in educational and recreational activities while developing a strong, enduring connection.

Through these mentoring relationships, youth can learn skills of social engagement, resiliency, and communication. Positive relationships have been proven to act as a buffer for the effects of toxic stress, which allows children to develop to their potential.

New neural connections are made through this connection while neglected skills such as language are strengthened, and resiliency is increased. These positive experiences serve as protective factors and help youth cope with current or past adverse experiences and recover more easily from future setbacks.

BBBSMT is also working to reinforce the impact of these relationships by further aligning family/caregiver engagement with the **Five Protective Factors**: parental resilience, social connections, concrete support during times of need, knowledge of parenting and child development, and social and emotional competence of children.

Each caregiver with a youth in the BBBSMT program is assigned a designated match support specialist that provides training and ongoing support for the match, as well as resources and referrals to families needing assistance. This can include connecting families to a multitude of community resources to assist with housing, basic needs, counseling, victim services, employment training, legal services and more.



Parents also have the opportunity to attend parent support groups, or “parent cafés,” that are facilitated by professional staff and that reinforce the protective factors mentoring offers their children.

2GEN AT WORK

Little Sister Vanessa* and Big Sister Monica* were matched in the Fall of 2018. In January, Monica became engaged and wanted to invite Vanessa to be present on her special day. Monica spoke with her Vanessa's mother and their BBBSMT Match Support Specialist, Michelle, to see if it would be okay. Vanessa had not been to a wedding before and they all knew this would be a special experience for her. Vanessa got a new dress for the occasion and heeled shoes for the first time as if she was preparing to attend Cinderella's Ball. Vanessa's mother was planning to take her to the wedding, but plans changed and she couldn't. Vanessa's Match Support Specialist, Michelle, stepped in like a fairy-god mother and offered to take her. They sat at the end of a pew so that Vanessa could have a good view during the ceremony. At the reception, Vanessa was the first person that Monica and her husband greeted. Vanessa had a great time at the wedding and couldn't wait to tell her friends about it!



Little Brother Kayden* and Big Brother Derrick* were matched in the Spring of 2018. Since their match, they been super busy going to the YMCA, church for Easter, and to the movies. Later that spring, Derrick surprised Kayden with WWE wrestling tickets that were donated to BBBSMT. The smile, from ear to ear, on Derrick's face is priceless to see when he speaks about his time with Kayden. Derrick was able to attend Kayden's 4th grade graduation, which was a BIG, Big Brother moment to see his little brother celebrate one of many educational milestones. AND, Kayden made the honor roll!!!!



**Names and identifying details have been changed to protect the privacy of individuals.*

OUTCOMES

FY18-19 CONTRACT PERIOD:

13

NEW
MENTORSHIP
MATCHES

83

SUSTAINING
MENTORSHIP
MATCHES

96

TOTAL
MATCHES

Eighty-six percent (86%) of matches completing the Strength of Relationship survey in the first quarter rated their relationships 4.0 or higher on the 5.0 scale, indicating strong relationships are being built. This represents the 25 of the 29 matches eligible to complete the survey during this quarter. The average score for community-based matches was 4.5 and for site/school-based matches was 4.6.

Youth take the Youth Outcomes Survey (YOS) pre-test prior to their match and the post-test at the annual anniversary of their match (or end of the school year for school-based matches). YOS results for June-August 2018:

Youth Outcomes Survey Measure	Description	% of Youth Who Improved or Sustained YOS Scores
Social Acceptance	A child's sense of acceptance by peers: linked to school achievement, improved conduct and a lower likelihood of dropping out	100%
Scholastic Competence	A child's confidence in doing his/her school work: associated with better mental health and higher grades	100%
Educational Expectations	How sure a child is that he/she will reach different levels of schooling: longitudinally associated with school performance and standardized test scores	67%
Academic Performance/Grades	A child's assessment of his/her performance in key academic areas	95%
Attitudes Toward Risk Behaviors	Attitudes toward risk behaviors such as alcohol/drug usage, skipping school, hitting, cheating: correlated with actual participation or non-participation in risk behaviors	84%
Parental Trust	Positive parental relationships: associated with improved grades and school attendance	100%

ACCOMPLISHMENTS

- Served 1,283 families by providing them professionally supported, one-to-one mentoring to children/youth.
- Community-based matches had an average match length of 39.9 months (3+ years).
- Site-based matches had an average match length of 18 months (1 ½ years).
- In 2018, BBBSMT launched two initiatives to serve specific populations: victims of crime and LGBTQ youth. Both initiatives are based on a 2Gen service delivery model.

NURSE FAMILY PARTNERSHIP — EAST TENNESSEE STATE UNIVERSITY



**CONTRACT PERIOD: OCTOBER 1, 2016 TO
SEPTEMBER 30, 2019**

The Nurse Family Partnership (NFP) is a nationally evidence-based home visiting program for first-time, low-income mothers. The NFP has been in existence for approximately 40 years and currently has sites in 42 states, six tribal nations, and the U.S. Virgin Islands.

The objective of the program is to develop healthier children — physically, mentally, and socially — by helping mothers, dads and other family members develop positive parenting skills, improve economic well-being and reduce dependency on public aid.

The NFP model requires that all mothers participate in the program voluntarily; must not have previously parented a child; be no more than 28 weeks pregnant when first enrolled in the program; and have a yearly household income that is less than or equal to 200% of the federal poverty guideline for the local program. Typically, the program serves the family up until the child is 30 months old.

Specific emphases of the NFP program and related outcome variables and objectives are:

- Reducing premature and low birthweight births,
- Improving the mother's health during and after pregnancy,
- Improving infant/toddler health, keeping immunizations up to date,
- Reducing accidents and injuries among children and thus reducing emergency room visits and hospitalizations,
- Promoting intellectual and social development of children through better parenting
- Reducing the number of unplanned pregnancies,
- Improving educational credentials of mother and other family members,
- Improving the labor force participation of mothers, fathers and other involved family members, and
- Reducing use of TANF, SNAP, Medicaid and other public aid programs, and
- Improving the family unit's functioning.

The Northeast Tennessee NFP serves first-time mothers in Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi and Washington counties. Currently, there are approximately 90 women enrolled in the program along with 58 children. Initially, the Nurse Home Visitor (NHV) will visit the mother in her home weekly for one month and every two weeks thereafter. The NHVs record weight gain during pregnancy, nutrition habits, blood pressure, other health issues, planning for the baby, etc. The NHV also ensures that the mother is in an environment that is safe for both her and her child. However, depending upon the mother's needs, the NHV and mother may determine that the visits are needed more or less frequently. After the birth of the child the NHV will visit the mother weekly for one month to provide early interventions in cases of postpartum complications.



Once the child is born, NHVs concentrate on baby's health, weight gain, developmental markers, involvement of mother and other family members, providing information and techniques for parenting, promoting visits to a Pediatrician's office, on-time immunizations, healthy environment at home and a variety of family issues/challenges. After the first postpartum month the frequency of visiting reverts to semi-weekly or monthly visitation based on the mother's and child's needs.

Additionally, the NHVs encourage and enable moms, dads and other involved family members to advance their economic position and build useful social networks. The NFP model not only correlates closely to the 2Gen approach in addressing poverty, it is an exemplar of such an approach.

2GEN AT WORK

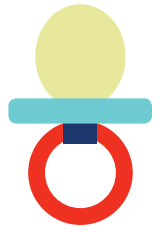
Lydia* is a 20-year-old mother with a three-month-old daughter. Lydia was born addicted to opiates and was removed from her mother's custody. She also grew up in the foster care system. Lydia successfully graduated high school early at 14-years-old and began college courses as a teenager. She became pregnant while living in North Carolina. Lydia was enrolled in NFP while living in North Carolina, but moved to Northeast Tennessee to receive support from family during pregnancy. She was able to continue receiving services through NFP since both areas have the program. She stated that without the support of the program, she wouldn't have known many of the things she needed to do such as prepare for her final trimester, set up doctor's appointments to continue prenatal care, and select a hospital for delivery. Since transferring to the Northeast Tennessee NFP Program, Lydia has delivered a healthy, full-term baby. She achieved her goal of initiating breastfeeding after delivery and acquiring her own apartment. She got engaged to the father of her daughter and he recently received a promotion. He is actively engaged in his daughter's life and also benefits from the NFP Program. Lydia has plans to return to work on a part-time basis and enroll at East Tennessee State University in the spring semester of 2019 to finish her Bachelor's Degree in Psychology. She wants to work with foster children in the future and open a summer camp for foster children.



**Names and identifying details have been changed to protect the privacy of individuals.*

2GEN AT WORK CONT.

Denise* has significantly turned her life around. She has a history of methamphetamine abuse among other recreational drugs, and mental health problems. Before finding out she was pregnant, she was arrested and placed on probation for drug possession offenses. She had to move back home with her parents, who are great providers, who she claims “can be challenging for her.” During her NHVs, she has been working on ways to relieve stress and coping skills. Denise stayed drug-free during her pregnancy and remains so today. She stated that, “part of the reason I have stayed clean came from my NFP nurse being an important role model and support system to me every week, and always being there when I need someone to listen to me. She is the only one who can help calm me down when I am having a panic attack.” Denise’s baby was born at term and is perfectly healthy. Her son is now almost 15-months-old and has started showing early symptoms of Autism. As a result of NFP regular home visits, her son may receive early treatment, if diagnosed with Autism, which will lead to a better outcome for him in the future. Denise was able to find work, is an attentive mother, and is no longer receiving TANF and SNAP because of her earnings. Denise has made a dramatic turn in her life, with the help of the NFP program, and is on a path to providing a positive and supportive environment for her son.



**Names and identifying details have been changed to protect the privacy of individuals.*

OUTCOMES

Of interest, both in terms of NFP goals and the 2Gen approach are characteristics and outcomes related to the mother’s pregnancy, the child’s birth, and development:

- 91% of NFP mothers receive prenatal care in first trimester of pregnancy.
- 80% reduction in smoking among NFP mothers during pregnancy.
- 85% of NFP mothers initiated breastfeeding with their newborns.
- Only 2% of NFP babies had an ER visit within their first six months of life.
- Between July 2017 and June 2018, preterm births were only 6.8% of all births in the NFP program, well below the state and national rates.
- Gestational age of mothers at enrollment is important because earlier enrollment means earlier intervention and more time for nurse-led education. Over two-thirds of the Northeast Tennessee NFP mothers were enrolled by the 22nd week of pregnancy and almost 90% by the NFP rule of 28 weeks.
- Perhaps just as important as timing of enrollment in the NFP program is when the pregnant woman begins seeing an OB/GYN physician or Nurse Practitioner. Approximately 90% of all the mothers began prenatal care during their first trimester of pregnancy.
- The obese before pregnancy measure is an indicator of potential problems during pregnancy, particularly

pre-eclampsia, and the data show that more than one-fourth of mothers were rated as obese.

- 70% of mothers reported symptoms of emotional or mental illness. Most of the symptoms can be classified as anxiety disorders or depression. Nurse Home Visitors report that these health problems are the most common, and often the most challenging, issues they face when helping mothers.
- Post-partum health outcomes begin with breastfeeding, and 85% of participating mothers begin breastfeeding their infants.
- 100% of infants are immunized.
- The ASQ (Ages and Stages) and ASQ-SE (additional Social and Emotional items) questionnaires are used to track infant and toddler development from four months to two years of age. Results show that the overwhelming majority of infants show normal to high levels of development in the first year of life but a minority show indications of delayed physical, mental or social development. These measurements reflect an important advantage of the NFP service — early intervention for children. The program has made a number of referrals to TEIS, the Tennessee Early Intervention Service, and the professionals who conduct additional testing and start interventions.

- Of the 77 births that have occurred to NFP mothers since the beginning of this program, 15 are classified as preterm (19.5%).
- Data indicates 12 of the 77 birthweights have been below five pounds which is 15.6%. This is higher than the state rate of 9.3% and the goal (considering the age and economic makeup of NFP mothers) is 10%. The percentage of births that are low weight has also been decreasing over time. “Very Low Birthweight” is defined as less than three pounds, four ounces and only three of the NFP infants have weighed less than that amount.

ACCOMPLISHMENTS

- Established Continuity of Care with referral providers.
- Increased number of enrollments by 26.9% in the program in last three months.
- Increased program awareness.
- The first NFP program graduation is scheduled for spring 2019.

PROJECT RETURN

CONTRACT PERIOD: JANUARY 1, 2017
TO JUNE 30, 2019



Project Return's 2Gen program is implemented through a commitment to ending destructive cycles. A parent who is criminally involved, not financially stable, and/or exhibits violence or drug use in the home, will cause stress for the child and negatively influence him/her. With an extensive and individualized job search, wraparound services, and critical ongoing support, a formerly incarcerated parent can soon become a positive influence, increasing the child's likelihood for success.

Unfortunately, the reality is that most incarcerated parents have very little to no communication with their children. In fact, many have no custody at all, and are not necessarily seeking any. For those parents who are unable to provide an immediate direct effect on their child, there is opportunity for a valuable indirect effect. Employment and education on the part of the formerly incarcerated parent are important, positive, albeit indirect, impacts for the next generation.

Regardless of the legal situation or geographical location, a Non-Custodial Parent (NCP) can gain employment, improve his/her economic standing, and pay child support; thereby not only supporting the child, but also mending the negative images a child may have of his/her parent. This indirect contact is self-healing for both parent and child.

In order to facilitate both direct and indirect impact, Project Return has revamped and expanded upon its services to incorporate the principles and priorities of a 2Gen approach. Such services were and are woven into our all-encompassing service menu and address the four pillars of 2Gen.

2GEN AT WORK

Working hard at his job, supporting his family, raising his kids, and now starting his own business — Orlando has overcome nearly insurmountable odds and created a successful life for himself and his family.

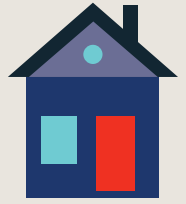


Because child support debt can continue to mount while a non-custodial parent is incarcerated, Orlando's arrearage balance was extremely high by the time he completed his sentence. Determined to embrace his freedom and responsibility, Orlando came straight to Project Return, a 2Gen partner of DHS. Employment after incarceration is Project Return's expertise, and connecting with people around child support obligations is a key mechanism for Project Return's 2Gen impact.

Orlando engaged with the job readiness services and wraparound support at Project Return. He gained worthwhile employment within a few weeks, and then made his first payment on child support within a month of starting work. Since then, he has consistently paid down his child support and even closed one of his cases. With employment and growing economic stability, he was able to make family the center of his life, and move into a new house with his wife and children.

Meanwhile, Orlando had kept alive his dream of starting his own cleaning business, and he eagerly signed up for the latest cohort of Project Return's Reentry Entrepreneurship Program ("REP"). Through a unique partnership with Stanford and Vanderbilt Universities, Project Return delivers coaching and instruction in all elements of small business start-up and operation. REP participants, with the assistance of mentors and other experts, complete the course, craft their business plans, and ultimately pitch to a panel of CEOs in competition for seed funding. Among the audience at the REP pitch event, held at Vanderbilt's Owen Graduate School of Management, were Orlando's children, proud witnesses to the aspirations of their father.

Camille* first came to Project Return in September 2017. Within a week of completing the Job Readiness Curriculum, Camille was employed through the social enterprise, Project Return Opportunities for Employment (PRO Employment, or “PROe”). Project Return provided Camille with consistent coaching and guidance as she navigated life after incarceration. After six weeks, Camille was offered a long-term position with a transitional employment partner. She also began working a second job in January 2018, with the goal of saving up money to move into her own house. The pursuit of finding housing was important because, in Camille’s words, “my kids could come live with me”. Project Return staff worked with her to develop a budget and savings plan. In June 2018, Camille was able to sign a lease, uniting her family under one roof, through Project Return’s second social enterprise Project Return Opportunities for Housing (PROh). Since moving in, Camille has consistently paid both her rent and bills on time.



Regina* came to Project Return in April 2018. Although she was the custodial parent for her two children, she had several thousands of dollars in arrears for another child of hers, who is now an adult. After completing the Job Readiness Curriculum, Regina found employment within two weeks with a well-known hotel chain and immediately began to pay down her arrearage balance. Upon gaining employment, Regina has enrolled in the Project Return Job Retention program, where Project Return supported her with regular phone calls and encouraged her to come in with her children for parental workshops and consultations. Four months into her job, she secured stable housing and was able to work with her employer on transferring to a hotel location that was closer to her apartment. In September 2018, Regina happily reported that she had finished paying off her arrears, and received help paying for her children’s school supplies.



**Names and identifying details have been changed to protect the privacy of individuals.*

OUTCOMES

Project Return surpassed almost all of the outcomes originally established in the 2Gen Program Plan. Fewer people were enrolled into Child Support Services than anticipated; however, Project Return maintained an enrollment rate of 100% among participants who were eligible for those services and 106 families were served. Additionally, all goals regarding services for participants in Social Capital, Economic Supports, Education, and Health & Well-Being activities were met.



ACCOMPLISHMENTS

- Recidivism rate is consistently less than 15%.
- Held workshops and family get-togethers and holiday parties, to build community, bolster parenting skills, and provide intergenerational opportunities for fun.
- Held successful graduations from hard skills training courses for the construction and hospitality industries, resulting in job acquisition.
- Regular transitional employment opportunities and affordable housing options offered through Project Return's two social enterprises.

TENNESSEE ALLIANCE FOR LEGAL SERVICES (TALS) AND MEMPHIS AREA LEGAL SERVICES (MALS)

**CONTRACT PERIOD: OCTOBER 15, 2016
TO DECEMBER 31, 2018**



TALS/MALS provides civil legal services to up to 75 low income families to help them through their Cycles of Success program. With partners DHS, Agape and Memphis Area Legal Services (MALS) in Shelby County, TALS has created a new service delivery model with a central point of entry to access civil and social services. The Cycles of Success program model ensures that services are delivered in a way that minimizes stress to families as they try to navigate different agencies in an effort to improve their circumstances.

TALS and MALS schedule times to be on site at human services partner organizations, which are already trusted resources for families in Shelby County. Child care is provided to reduce stress and to facilitate more open conversation so parents can discuss barriers and problems they are facing in their family without their children overhearing the conversation. Clients meet with TALS to complete their Legal Wellness Checkup. The Legal Wellness Checkup (a series of questions relating to all aspects of the family's life) serves the relatively same purpose as an annual physical exam with a doctor.

The Legal Wellness Checkup assesses the client's overall wellness and identifies any problem areas that need to be addressed, in terms of both intervention and prevention. TALS' attorneys discuss the family's Legal Wellness Checkup Report with them, and the family decides whether they want to move forward with legal help to address any of the issues identified in their report. Sometimes, families are satisfied with the knowledge they gain from completing the checkup. Others decide that they want to move forward with TALS and MALS to address legal problems. Regardless, TALS' attorneys remain available to families as their "legal coach," texting monthly to check in and offering to answer questions or discuss

any situation the family is facing to help them avoid legal pitfalls. Those who choose to move forward are paired with a local legal aid attorney at MALS for ongoing legal representation. MALS also builds capacity among participating families by offering cohort education sessions on common issues the families are facing and by offering free legal clinics to address new issues that may arise. The Cycles of Success program's 2Gen approach includes the following elements:

Education

- Breaking down barriers to employment: expungements and drivers license reinstatements
- Partnering with America Works, Inc. for outreach and education
- Facilitating and securing special education services for children

Economic Supports:

- Securing safe and affordable housing
- Advancing consumer rights
- Providing financial coaching

Health and Well-Being:

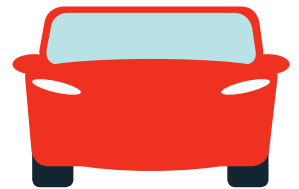
- Reducing stress by providing a single point of access to legal help
- Addressing legal barriers to receiving healthcare and making quality referrals

Social Capital:

- Ongoing legal coaching for families
- Training through cohort education sessions and legal clinics

2GEN AT WORK

Simone*, originally from Chicago, recently moved to Memphis with her young niece and nephew. Simone had become the guardian of her niece and nephew after their mother had abandoned them. Simone had been working diligently to establish her life in Memphis but was struggling to make ends meet. She fell behind on her monthly car payments and was facing repossession of the vehicle, her only form of transportation. Through her Legal Wellness Checkup, Simone was paired with a MALS attorney who assisted her in working out a deferment with the auto lender, and MALS is currently assisting Simone in obtaining a rewrite of her auto loan to make her monthly payments more affordable. MALS is also now assisting Simone with other legal issues including obtaining child support, establishing an Individual Education Program (IEP) Plan for her niece, and securing affordable housing.



2GEN AT WORK CONT.

Alicia*, a mother of two young children, reported that after taking a Legal Wellness Checkup and speaking with lawyers from MALS and TALS, she left feeling motivated and determined. Immediately, she began making several positive changes in her life. She reviewed her credit report, found errors, disputed them, and increased her score dramatically. As a result of better understanding her finances, she felt she no longer needed to file for bankruptcy. She also received a promotion at work and relocated her family to a home nearby a school she wanted her children to attend. Before she enrolled in this program, she reported feeling overwhelmed and stressed. After enrolling, she stated that she “knew there was light coming.”



**Names and identifying details have been changed to protect the privacy of individuals.*

OUTCOMES

In year one, the Cycles of Success Program revealed that each family was experiencing an average of 3.5 civil legal problems through the Legal Wellness Checkups.

- 51 families learned about the legal problems their family were facing and resources available to help.
- 43 families chose to move forward with MALS for ongoing legal representation to address problems identified.
- 96% of families surveyed reported the Legal Wellness Checkup was helpful in learning what their legal risk areas may be.
- 100% of families surveyed said they would recommend the Legal Wellness Checkup to a friend.
- 105 children are benefitting from services provided to their families.

145 cases were opened to address the following areas:



In addition to a strong return on investment in terms of building families' understanding about their legal rights and obligations, the Cycles of Success Pilot Program is producing a strong economic return on investment:

- **\$24,040.18 in cost savings, avoidance of car repossession and sale.**
- **MALS is working on several child support cases, which will produce financial support to families.**

UNITED WAY OF METRO NASHVILLE

**CONTRACT PERIOD: MAY 15, 2017
TO JUNE 30, 2019**



United Way of Metropolitan Nashville

The United Way of Metropolitan Nashville (UWMN) provides intensive case management for families living in poverty in Davidson County. UWMN launched the Family Empowerment 2Gen Pilot Program in partnership with DHS on May 15, 2017. Since more than 37% of residents in the North Nashville area lives at or below the poverty line compared to 18.6% for the Nashville-Davidson Metro area and the unemployment rate in North Nashville is 15.5%, UWMN decided to focus its efforts and resources in this specific area. The vision of the pilot was to create two sites that can become “hubs” of services easily accessible by families, and have services offered for both parents and children simultaneously. UWMN works with community partners such as Fannie Battle Day Home for Children, Catholic Charities, Youth LIFE Learning Center, United Way Financial Empowerment Center (FEC), and the McGruder Family Resource Center (FRC) to implement the Family Empowerment program. The program uses an intensive case management service model integrated into the community to engage, assess, and assist up to 140 families over two years. Case Managers are stationed at five different locations across the county to be accessible to all families, including Fannie Battle and McGruder Family Resource Center under the DHS partnership.

With case management provided by Catholic Charities, this new model gives families with children enrolled at Fannie Battle the opportunity to access services on-site. The case manager is connected to an existing team of providers, but is seen by families as a Fannie Battle staff member in order to build trust and rapport with families that have been established in that particular community.

The partnership with McGruder FRC focuses on the coordination of services and family support in North Nashville through the addition of a case manager. Building on the FRC’s reputation as a community gathering place and provider of resources supporting basic needs, the program will increase organizational capacity to assist families in accessing services and providing them with guidance so that they may experience a trajectory towards significant and sustainable positive outcomes.

To build capacity and ensure barriers to services for the entire family are minimized, the FRC strengthened its service delivery infrastructure by adding an out-of-school time program component. Youth LIFE Learning Center was brought on board to provide these services. In June of 2017, Youth LIFE facilitated summer programming to over 40 children on a daily basis, provided lunch, and guided learning around specific content areas including financial literacy, science, math, and health and wellness. In the summer of 2018, they served 100 children in grades K-8 and in August of 2018, families had the opportunity to enroll children in after-school care.

Additional services are provided to families through Staff360 and the United Way Financial Empowerment Center (FEC). Staff360 provides a Career Coach to families to help them relieve all barriers to employment. The Career Coach will meet with the family to coach them through the job readiness process including: creating a resume, assessing interests/skills, supporting a job search and application process, and preparing for an interview. FEC counselors’ primary focus is to assist families reduce debt, increase savings, improve credit scores, and establish a safe and affordable bank account.

With the addition of a full-time, high-quality after-school program, the FRC is a comprehensive provider of services and supports for families, rather than solely a provider of transactional services in times of crisis. The FRC serves as the neighborhood hub for family services and supports that address education and work force development and achievement of outcomes in an environment that encourages community integration and connection.

The FRC has a history of understanding the critical importance of bringing community voice to the table. The FRC has served as a platform to mobilize and bring residents together; gather community opinion through community conversations; and serve as a central gathering place that fosters community and belonging. The Family Empowerment Program will utilize these strengths to identify families for program participation and keep the voice and needs of the community central to program activities.

2GEN AT WORK

Lisa* is a mom in the Family Empowerment Program, and she is also an employee at a child care home. Her passion is teaching kids. Lisa started an Early Childhood Education Associates Degree program at Nashville State Community College several years ago, but she was not able to handle the time and financial burden of completing the degree while also raising two daughters on her own. When the FEP Coach began meeting with Lisa, she was ready to give her own education another shot. Her eldest daughter was in her second year of college and her youngest daughter was going to graduate high school that spring and had already been accepted into a four-year college as well. With both daughters set for the future, Lisa did not want to waste time getting back to pursuing her own educational goals. She figured out what classes she needed to take to complete her degree and together, FEP staff and Lisa talked about the time commitment of school, filled out the FAFSA, and applied for the TN Reconnect grant. The opportunity presented itself for Lisa to be able to complete her degree in just three semesters, starting in the summer of 2018. The grant that she was relying on wouldn't be able to pay for the summer semester, but, the FEP was able to cover the costs for the few summer classes she needed, and Lisa is now a college student along with her two daughters!



Kim* began working with a FEP Coach in August 2017, where she discussed her goals and applied for Smart Steps Child Care Assistance offered by DHS. Later in the fall, Kim started talking about finishing her Associate's Degree. To assist, FEP was able to step in and help pay for books and tuition. In addition, Kim felt like her children were not safe playing outside their home, and in March 2018, she found housing that was safer and a better fit financially. With the help of a Financial Counselor, Kim was able to review her tax return and develop plans for paying off her car, credit card, and some other collections. Kim was also able to pay part of her move-in costs and had money left over to purchase furniture items for her new home. Kim brought her children to the "Spring Clean Your Life" FEP workshop, which teaches youth about financial planning and saving. Kim also attended the first Women's Group meeting with her children. With the help of FEP, Kim has greater economic understanding and stability and is on track to graduate with an Associate's Degree this year.



*Names and identifying details have been changed to protect the privacy of individuals.

OUTCOMES

Implementation Site	Adults	Children	Total	Total Families
Fannie Battle	44	59	103	36
McGruder FRC	42	85	127	37
Program Participants	86	144	230	73

The following provides a snapshot of the average financial condition families are experiencing at enrollment into the program:



- Average monthly income – \$1,214
- Average amount owed in debt – \$15,956
- Average credit score – 536

Notable outcomes:

- 82 families achieved a better understanding of school readiness for the parent to support their children’s learning and development.
- In 42 families, the parent’s access to educational and employment skills training opportunities to attain career goals increased.
- In 13 families, parents improved their employability skills.
- In 39 families, the parent’s employment retention and earnings improved.
- In 49 families, parents improved financial planning and management skills, and increased asset building.
- 65 children had increased access to financial literacy and savings.
- 57 families achieved safe and stable housing.
- 46 families had increased connections to peers and community.
- 7 families increased coordination with teachers in the child’s learning.

ACCOMPLISHMENTS

- Finalized partnership with Metro-Nashville Public Schools to access aggregated data for school aged clients on a quarterly basis. United Way will soon be able to report grades, behavior, and other assessment scores for children enrolled in the Family Empowerment Program.
- Salesforce Database platform has been built and is now being fully utilized by all partners in order to share data, share sessions, case notes, goals, and track event attendance.
- Ongoing monthly support groups have been formed at each site that will grow Social Capital and establish healthy networks for participating families.
- United Way and its Family Empowerment Program partners have been able to host 20 unique events over the last year that have strengthened families in each of the four components of the 2Gen framework.

WOMEN'S FOUNDATION FOR A GREATER MEMPHIS

CONTRACT PERIOD: MARCH 15, 2018
TO FEBRUARY 29, 2020



For more than 23 years, the Women's Foundation for a Greater Memphis (WFGM) has played a major role as a backbone organization aligning people, resources, and coordinating community-based services through the 2Gen approach. It's Connect Vision 2020 2G for Tennessee program directly supports the overall goal of the organization's Vision 2020 Strategic Plan to reduce poverty in the 38126 zip code area by 1% per year over a five year period by accomplishing the following objectives:

- To increase 2Gen success by providing case management and wraparound resources for up to 1,000 low income families living in the 38126 zip code area.
- To improve career-life skills for at least 175 low income families resulting in 60% of program completers placed in skilled-training and/or employment earning sustainable wages.
- To increase the number of children prepared to enter and learn in kindergarten for at least 50 children, ages 0-5 that are identified and placed in quality child care.

An integral part of the Vision 2020 Strategic Plan is the 2Gen approach, which enhances the traditional case management model by engaging mothers, guardians and their children when planning for the long-term prosperity of the family. This holistic approach creates an intentional integration of support and services for parents and children.

Connect Vision 2020 2G for Tennessee is a pilot program to demonstrate that actionable "peer to peer" coaching, using an ambassador concept, will enhance WFGM's Vision 2020 strategic goals in alignment with 2Gen.

The population in the 38126 zip code area is nearly 7,000, made up of 43% males and 57% females.	Twenty percent of the population is registered as disabled.
Thirty-seven percent of the population is under 18-years-old.	The high school graduation rate is 34%.
Thirty percent of residents have a high school diploma, and 20% of the population is employed.	Only 28.6% of children ages zero to three years are enrolled in a quality childcare program and 33% of children are enrolled in Pre-Kindergarten.
The median household income is \$12,559.	The program will benefit the entire neighborhood by providing resources for families.

The Connect Vision 2020 2G for Tennessee program is partnering with several agencies to assist with the delivery of services to address the four 2Gen components:

- **Urban Strategies Memphis HOPE (US Memphis HOPE)** — provides case management and wraparound Services. US Memphis HOPE partners with community service agencies providing access to childcare, emergency food supply, Supplemental Nutrition Assistance Program, WIC, mental health services, and transportation.
- **Knowledge Quest Family Stability Initiative (FSI) program** — provides comprehensive case management and wraparound services to increase families' ability to secure their basic needs. FSI collaborates with various organizations to leverage expertise and resources to equip families to obtain sustainable employment and reduce poverty through financial literacy, money management, and acquiring of assets.
- **Metropolitan Interfaith Association (MIFA)** — provides immediate assistance with rent, mortgage, and utility payment to keep families housed and prevent homelessness. Shelter placement and rapid rehousing services are provided to homeless families with the greatest need.
- **Neighborhood Christian Center, Inc.** — provides emergency food, clothing, and housing items to low income families in the 38126 zip code. This program also offers rental and utility assistance, empowerment programs in crisis, while offering tools, training, and opportunities that assist adults in transitioning into meaningful careers and professions.
- **Advance Memphis** — provides opportunities to acquire resources and skills to create a holistic, stepping-stone system as participants move toward financial stability, achieve professional and educational goals, find jobs, succeed in the workplace, and move toward financial security.
- **Boys and Girls Clubs of Greater Memphis, Juice Plus Technical Training Center** — provides job training and development for students ages 16-24.
- **DeNeuville Learning Center** — provides activities to empower women through education. The program advances job readiness through Adult Basic Education, GED, literacy skills, career development and self-esteem building, leading to better employment opportunities, self-confidence and social and economic independence.
- **HopeWorks** — provides job skills training and education. Adult Basic Education classes include academic preparation for taking the GED, improving opportunities for obtaining higher wage employment.
- **Karat Place, Inc.** — provides comprehensive services to women in the criminal justice system to reduce homelessness, poverty and recidivism, including transitional housing, financial education, job readiness training, life skills and supportive services.
- **Memphis Urban League, Inc., Workforce and Economic Development (WED)** — provides career coaching, job readiness/soft skills, professional development and job placement assistance, financial literacy skills, business plan development, and business development skills.

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- **Southwest Tennessee Community College Foundation** — provides certificates in allied health services. SWTNCC supports Drive to 55 to link students when feasible to Tennessee Promise with scholarships and mentoring and Tennessee Reconnect to connect adults with post- secondary education/credentials.
- **YWCA of Greater Memphis** — provides job training in traditional and non-traditional fields, job readiness training and General Equivalency Diploma (GED) classes. YWCA offers classes in computer literacy, computer repair, financial literacy, forklifting, and warehousing.
- **Early Success Coalition** — the Nurturing Parent Pilot Project provides training for parents regarding family-centered approaches to parenting like tools and resources to help their children have a good foundation to develop and grow.
- **Memphis Library Foundation, Libraries Rock: Music Education at Crenshaw** — provides a research-based music curriculum, *Music Together*, to children and families in 38126. “Libraries Rock!” is a children’s music and reading festival held in conjunction with the Memphis Public Library’s summer program, Explore Memphis.
- **Porter-Leath Early Head Start Renaissance** — provides affordable and quality early childhood education services for children under age three in zip code 38126 and vital wraparound services for their families.
- **The Exchange Club Family Center, First STEPS (Skills to Ensure Parenting Success)** — provides life skills education and mentoring for first-time teen mothers who are struggling in the areas of education, finances, peer relationships, parenting, and time management.
- **Emmanuel Center Inc., Emmanuel Academy After-School Program/Camp HOPE** — provides a safe and stimulating educational environment for youth in K-12 grades to help them achieve academic excellence after school and during the summer break.
- **Vance Avenue Youth Development Center Making a Better Change** — provides supportive services including tutoring, mentoring, after school programs, summer camp and nutritional programs for youth.

2GEN AT WORK

When Amanda*, a single mother of four children (ages 3, 6, 9 and 10) initially enrolled in Knowledge Quest’s Family Stability Initiative (FSI) program, she was employed with housing but was struggling in both areas. Her job did not afford her with adequate hours and she was often faced with financial challenges. More than anything she wanted a nice, safe home for her children. At the end of the summer 2018, she was able to move into a nicer, more spacious home. With support and guidance from FSI, she is beginning to explore other job opportunities that will provide her with better hours and the ability to work a schedule that will not interfere with family time with her children. Amanda is representative of the type of the case management a family receives from Knowledge Quest, a grantee partner in the Connect Vision 2020 2G for Tennessee. Amanda is actively involved in all program areas available to her. After she enrolled in FSI, she subsequently enrolled three of her children in the Extended Learning Academy. Amanda and her children have participated in a number of the workshops offered by Greenleaf Learning Farm and she has attended several classes through the Universal Parenting Place.



In June 2018, a mother-daughter duo, Delores* and Dominique* graduated from the Women Healing Memphis program along with 13 other women. Funded in partnership with Southwest Tennessee Community College Foundation and WFGM, Women Healing Memphis (WHM) is a continuing education program that provides education and training, empowering women living in the 38126 zip code to compete in allied health professional fields. WHM students complete 50-hours of Dialysis Technician or EKG Technician training that prepares them to take the required national certification exam. WHM pays course fees and provides funds for books, materials, examination fees and provided childcare assistance.

Dominique’s* goal is to work in a small clinic. She says the Southwest faculty was inspiring and supportive throughout the course. “We had great teachers who were very hands on,” she said. Delores has worked at FedEx as a material handler for the past 24 years and now looks forward to working in a hospital setting. “I want to see more programs like this because they make a difference in people’s lives,” she said. “It’s great to see someone cares about us and sees us as worthy of investing in.”



**Names and identifying details have been changed to protect the privacy of individuals.*

OUTCOMES

ANNUAL GOALS	YEAR 1 ANNUAL GOALS	YTD ACTUALS
Case Management: Complete Assessments and Individual Development Plans	500	257
Enroll adults into Getting Ahead — Career/Life Skills Training	88	46
Getting Ahead Career/Life Skills Training graduates	70	46
Enroll children in Pre-school Care	50	132
Enroll adults into GED Program	10	10
Enroll adults into Hard Skills/Technical Training	20	24
Enroll adults into Financial Literacy Training	60	257
Place adults in jobs	42	100

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OUTCOMES

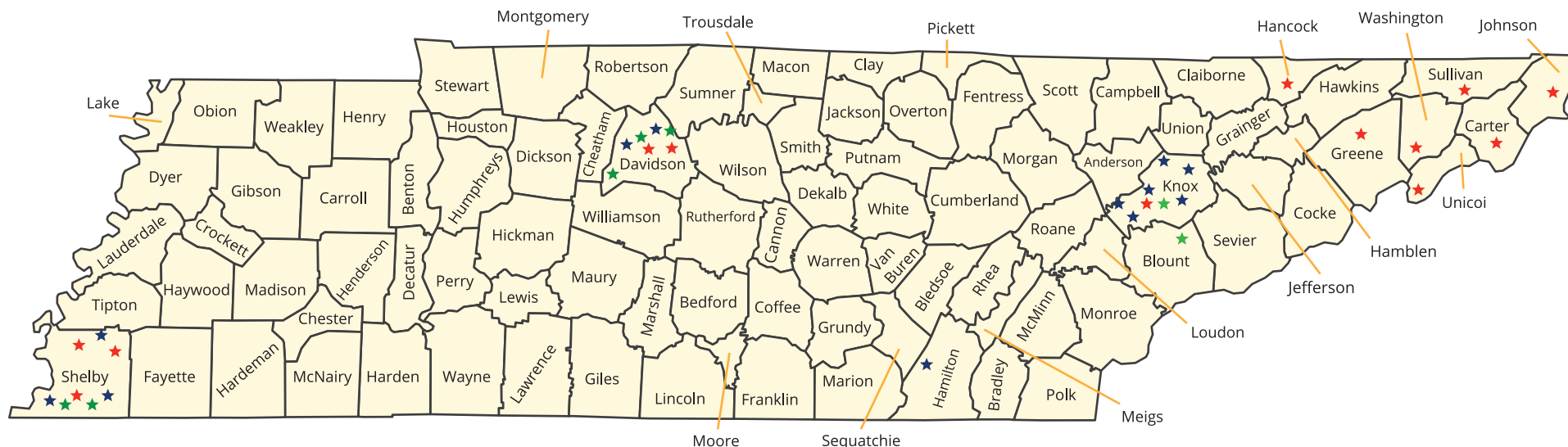
ANNUAL OUTCOMES	YEAR 1 ANNUAL OUTCOMES	YTD ACTUALS
Adults completing Getting Ahead— Career/Life Skills	70	46
Goal Action Plan	70	46
Adults completing GED	10	0
Adults enrolling hard skills/technical training	22	24
Adults placed into employment	20	31
Adults employed six months or more	12	86
Adults provided with information on financial literacy/empowerment	70	257
WIC Enrollment	15	29
SNAP Enrollment	25	20
Child Care Referral/Assistance	20	18
Mental Health Referral	25	10
Physical Health	55	30
Housing Assistance (rent, mortgages, utilities)	5	3
Emergency Food Provided	16	14
Filed for EITC	30	27

Transportation (bus passes, taxi fare, etc.): Drive to 55	15	12
Tennessee Promise	8	3
Tennessee Reconnect	5	2
Parent Training	20	156

ACCOMPLISHMENTS

- Recruited and trained 20 Peer Ambassadors.
- More than 500 people have been contacted via telephone outreach and 200 flyers have been distributed door to door.
- Partnered with Karat Place and Vance Avenue Youth Development Center have to host the *“Gettin Ahead in a Just Gettin by World”* Workshops for program participants and parents of participants served by their organizations. Upon completion of the workshops, one person enrolled in Hi-SET to obtain GED, three people obtained employment and six people are preparing to exit the Special Transitional Actions to Restore Talents of Women Ex-offenders Program.
- Collaborated with community partners and families to utilize space available in the newly opened Community Resource Center at Booker T. Washington High School designed to provide access to programs and services for students and their parents.
- Partnered with Southwest Tennessee Community College to host a graduation ceremony for 15 women who completed the Dialysis Technician or EKG Technician training preparing them to take the required national certification exam.
- Conducted one of largest WFGM 2Gen community education and outreach projects, the 3rd Annual 38126 Back to School Project. With the help and support of grantee partners, multiple sponsors, South City community partners, over 100 volunteers, and parents, 900 backpacks filled with school supplies and hygiene bags were distributed to students at Booker T. Washington High School and LaRose Elementary School. Volunteers logged 488 hours to assemble 900 backpacks and sort over 38,000 total items in support of the event. Uniforms were also purchased to stock the clothes closets for boys and girls at LaRose Elementary School. Backpacks also included a community resource packet which provided information and opportunities for parents and guardians in the areas of case management and wraparound services, early childhood education, employment placement, financial education, and health services from 22 agencies as a critical component of the 2Gen approach to supporting the well-being of the entire family.

Two-Generation Programs



Building a Thriving Tennessee Grants (Phase 1)

- 1) Agape Child and Family Services, Inc.: Shelby
- 2) East Tennessee State University/Nurse Family Partnership: Knox, Hancock, Greene, Washington, Unicoi, Sullivan, Carter, Johnson
- 3) Tennessee Alliance for Legal Services/Memphis Alliance for Legal Services (TALS/MALS) – Cycles of Success Program: Shelby
- 4) United Way of Metropolitan Nashville – Family Empowerment Program: Davidson
- 5) Project Return: Davidson
- 6) Women’s Foundation for a Greater Memphis (WFGM) – 2G for TN Vision 2020: Shelby

Community Innovation Grants (Phase 2)

- 8) Knoxville Area Urban League: Knox
- 9) UUNIK Academy/Reginal Jenkins: Knox
- 10) A1 Learning Connections: Knox
- 11) Girl Talk, Inc.: Knox
- 12) 100 Black Men of Greater Knoxville: Knox
- 13) SEED Inc.: Knox
- 14) Olivet Baptist Church of Chattanooga: Hamilton
- 15) New Life Center: Davidson
- 16) Life Changes in Progress – Who Are You? Empowerment Program: Davidson
- 17) The Healing Word Counseling Center: Shelby
- 18) Knowledge Quest: Shelby
- 19) Academy for Youth Empowerment: Shelby

Building a Thriving Tennessee Grants (Phase 3)

- 20) United Way of the Mid–South: Shelby
- 21) Boys & Girls Club of TN Valley: Blount & Knox
- 22) Gideon’s Army: Davidson
- 23) Code Crew: Shelby
- 24) EPIC Girl: Davidson
- 25) United Way of Metropolitan Nashville: Davidson

THE FUTURE — EXPANDING THE REACH

In late 2017, grant funding was made available to expand the 2Gen: Building A Thriving Tennessee programs and services. Grants are types of contracts that are used to award funding or property to a grant recipient or grantee, benefiting the general public or some population of the general public. DHS structures grants in a way that makes sense from a financial perspective while also ensuring partners deliver results, supported by open and honest dialogue about the resources required. In some instances, grant contracts for services will be preceded by smaller planning and development grants to develop an organization's internal capacity and guide its expansion of the 2Gen framework.



The following listings are Community Innovation grants and Building A Thriving Tennessee grants that were issued in FY2018. Although the Community Innovation Grants support localized 2Gen efforts on the grassroots community level, the hope is that these foundational grants will help local service providers grow to the level of our larger 2Gen partners.

Community Innovation Grantees:

100 Black Men of Greater Knoxville (Knox County) — Provision of school/community based mentoring program services to low income, African-American males and their families that address needs of the whole family.

A1 Learning Connections (Knox County) — Provision of afterschool program and educational services for low income youth and their parents to improve economic assets for parents, health and well-being for both parent and child, and social capital for the whole family.

Academy for Youth Empowerment (Shelby County) — Provision of services to low income families that focus on the whole family through personal development, financial literacy, education, leadership development, career development, health and wellness, and community service.

Girl Talk, Inc. (Knox County) — Provision of services to low income female youth through school-based mentoring programs to decrease teen pregnancy and promote advanced educational attainment while emphasizing social capital and health and well-being.

The Healing Words Counseling Center (Shelby County) — Provision of holistic/whole family focused, integrated service delivery in a community based facility. Services are provided utilizing a generative model including partners who provide legal assistance/expungement, workforce development/educational pathways; mental, physical and emotional health care and sophisticated data collection; and reporting through modified electronic medical records (social determinants).



Knoxville Area Urban League (Knox County) — Provision of workforce and employment services that focus on career pathways for adults and young adults, entrepreneurship and educational training for youth, and targeted economic asset building.

Knowledge Quest (Shelby County) — Provision of place-based services for families that live within a one mile radius using integrated case management system (Transition To Success): Extended Learning Academies; Green Leaf Learning Farm; Family Stability Initiative; and Universal Parenting Place.

Life Changes in Progress (Davidson County) — Provision of a 12-week community-based workshop with published curriculum for girls and their mothers with an emphasis on health and well-being, economic assets, and social capital; while also working to integrate referral process to social supports as needed.

New Life Center (Davidson County) — Provision of wraparound, integrated service delivery model to fathers that focuses on parenting, healthy relationships/marriages, health disparities elimination, economic stability services, and other topics.

Olivet Baptist Church (Hamilton County) — Provision of educational services for youth (tutoring/reading focus) and adults (HISET); affordable summer enrichment program for families of low-income; connection to career pathways for adults; and support services for adults enrolled in the HISET program.

Socially Equal Energy Efficient Development (Knox County) — Provision of “green” education programs and employment pathways services for low-income individuals in Knox County provides social support services available to program participants with an emphasis on social capital through civic engagement.

UUNIK Academy (Knox County) — Provision of summer enrichment and educational services for low income youth that encourages health and well-being and facilitates social capital.

Building a Thriving Tennessee Grantees

Boys & Girls Clubs of the TN Valley YouthForce Program (Blount and Knox Counties) —

Provision of educational and employment services such as career prep, financial literacy, college readiness, career and technical training, along with work-based learning experiences build the assets of teens for future employment opportunities that support their career pathways to low income youth in grades 9-12.

Code Crew (Shelby County) — Provision of coding program courses within the Memphis Academy of Science and Engineering (MASE) to increase students knowledge and skills in the computer science field at the secondary school level and exposure to post-secondary opportunities that led to career pathways.

Epic Girl, Inc. (Davidson County) — Provision of services to low income females ages 12-18 who have had multiple Adverse Childhood Experiences (ACEs) that place them at risk for exploitation, substance abuse, truancy and the likelihood of chronic health conditions and continued economic hardship by offering child-focused services along with interventions for parents to ensure family success.

Gideon's Army (GA) (Davidson County) — Provision of services based on the Cure Violence Model to reduce violence, poverty and truancy for 14-25 year olds in the North Nashville Community. GA focuses on youth empowerment and positive community engagement while interfacing with families, juvenile courts and the public school system in a way that promotes positive interaction between community, public schools, juvenile and adult courts, and policing to rebuild systems.

United Way of the Mid-South (Shelby County) — Provision of the Driving the Dream (DTD) system of care referral and data platform. The DTD system of care is in the early stages of enhancing the capacity of Memphis and Shelby county's human services sector to deliver more holistic, person-centered services. This pilot focuses on sector integration, culture transformation, and expanded services for low-income families.

United Way of Metropolitan — Nashville Rapid Rehousing (Davidson County) — Provision of services to address homelessness in Davidson County. The program will serve families that are homeless, through services such as crisis intervention, housing identification, rent and move-in assistance and wraparound case management. Services will also include prevention/diversion for families at-risk, which will preserve housing options for low-income families; prevent evictions by paying off arrearages, provide rental and utility assistance, mediation to avoid shelter, small payments such as transportation or medical costs to decrease stress and avoid crisis; and offer existing 2Gen services for stable families through Family Empowerment Program.



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