

# FOCUSING ON ACTION: STRENGTHENING FAMILIES SELF-ASSESSMENT JANUARY 2024 UPDATES FOR THE LIBRARY PARTNERSHIP RESOURCE CENTER

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## The Strengthening Families Self-Assessment (SFSA) Process

The purpose of the SFSA process was to evaluate Library Partnership Resource Center (LPRC) practices, programs, and services based on the Strengthening Families Protective Factors Framework.

The LPRC's SFSA team consisted of 2 direct service staff members, 5 community collaborators from partner organizations, and 4 community ambassadors who utilized services and programs at the LPRC. Team members individually completed a survey related to the implementation of each



protective factor at the LPRC. Team members then came together for critical discussion to assess survey results and develop action items to address any gaps in programs, services, or Resource Center practices. LPRC staff have been working hard to implement action items with available resources and staff capacities. Updates and plans for implementing action items have been categorized into four key themes determined by the LPRC SFSA team and are summarized in this report. The key themes are:

- **Theme One:** Support parent connections with informal peer mentors, other parents with similar experiences, and parent-led groups.
- **Theme Two:** Build cultural capacity through staff trainings, access to translation, and diverse representation.
- **Theme Three:** Increase parent engagement by improving messaging to the community, removing barriers to program attendance, and engaging with fathers/male caregivers.
- **Theme Four:** Amplify community member voices in advisory council leadership, conferences, community meetings, and providing feedback on LPRC services.

Since completing the initial SFSA process, LPRC staff have focused on enhancing services and supports associated with all four themes. Action items were developed while discussing the team's Strengthening Families Self-Assessment Tool results and are listed in this report with their associated protective factor, however, action items may overlap with another protective factor or theme. Some action items may also rely on the completion of other action items, such as the need to establish a Parent and Community Advisory Council before the involvement of council members can be addressed. Updates are provided on a semi-annual basis and cover their respective six-month reporting period. This report covers the time from July 2023 through December 2023. While there are updates for all of the LPRC's action items, it is important to recognize that progression of action items may have slowed due to significant staff changes at the LPRC over the last 6 months. However, new LPRC staff, community partners, and community ambassadors will continue to work collaboratively to make the best use of available resources to complete action items and improve services and programs at the LPRC.

## Core Meanings of the Center for the Study of Social Policy's Protective Factors

### 1. Concrete Support in Times of Need

Access to concrete support and services that address a family's needs and help minimize stress caused by challenges.

### 2. Social Connections

Positive relationships that provide emotional, informational, and spiritual support.

### 3. Social and Emotional Competence of Children

Family and child interactions that help children develop the ability to communicate clearly, recognize and regulate their emotions, and establish and maintain relationships.

### 4. Knowledge of Parenting and Child Development

Understanding child development and parenting strategies that support physical, cognitive, language, social, and emotional development.

### 5. Parental Resilience

Managing stress and functioning well when faced with challenges, adversity, and trauma.

<sup>1</sup> Center for the Study of Social Policy. (2015). Core Meanings of the Strengthening Families Protective Factors.

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# LPRC'S ACTION ITEM KEY THEME UPDATES



## THEME ONE: SUPPORT PARENT CONNECTIONS WITH INFORMAL PEER MENTORS, PARENTS WITH SIMILAR EXPERIENCES, AND PARENT-LED GROUPS.

**Knowledge of Parenting & Child Development Action Item:** The future Parent and Community Advisory Council could poll parents to assess if there is an interest in parent-led discussion and support groups, and if not, assess what the barriers or reasons for a lack of interest may be.

**Action Item Update:** In 2023, LPRC staff re-introduced and advertised the PCAC to patrons and community members, including hosting an interest meeting, however staff report little to no interest from patrons at this time. As the LPRC is now fully staffed, efforts will be made by the Family Support Coordinator to develop the PCAC in 2024.

**Social Connections Action Item:** Develop a confidential and trusted process for asking parents who access services if they would like to be connected with other parents with similar interests and/or experiences.

**Action Item Update:** The LPRC hosts many social connection opportunities for patrons to interact with others in the community including LPRC's Chill and Grill Father's Day Event, Health Fair and Fall Festival, and Afterschool Holiday Party.

**Parental Resilience Action Item:** Continue involvement of peer mentors in future LPRC programs and events.

**Action Item Update:** In December 2023, the LPRC welcomed a high-school volunteer to assist with homework help programming, working with youth ages 6-12. Future opportunities for involvement of peer mentors in LPRC programs and events will be explored in 2024.

# LPRC'S ACTION ITEM KEY THEME UPDATES



## THEME TWO: BUILD CULTURAL CAPACITY THROUGH STAFF TRAININGS, ACCESS TO TRANSLATION, AND DIVERSE REPRESENTATION.

**Parental Resilience Action Item:** Continue with current efforts to expand the LPRC's ability to provide services and information in other languages (primarily Spanish).

**Action Item Update:** Rack cards with information about PSF's Resource Center services continue to be available in Spanish at all locations, including the LPRC. Monthly calendars continue to be available in Spanish. The LPRC connected with the Rural Women's Health Project, who piloted a language line where individuals can call to access help with translation services. Additionally, multiple LPRC staff members can speak Spanish at a conversational skill level.

**Parental Resilience Action Item:** Continue and expand targeted advertising of job postings to ensure open positions are seen by more individuals who reflect the cultural groups served by the LPRC and other Resource Centers.

**Action Item Update:** Efforts continue to be made to increase diversity of where job opportunities are posted, including at the LPRC job board and on PSF social media accounts. Jobs posted are currently taken from Indeed, CareerSource's Hot Jobs, and vacancies from our partner organizations. LPRC staff connect patrons with CareerSource for job services as needed. The LPRC also hosts an annual employability and job re-entry conference to assist and encourage individuals to get back into the workforce.

**Parental Resilience Action Item:** Work with PSF leadership to pursue possible trainings led by partner organizations (such as the Pride Center of NCFL and the Rural Women's Health Project).

**Action Item Update:** PSF consistently offers professional growth and development trainings to all staff. Several trainings were made available through the AWE Initiative to PSF staff in 2023. The Alachua County Crisis Center hosted a de-escalation training for resource center staff in August 2023. Other relevant trainings with partner organizations are planned for 2024.

**Parental Resilience Action Item:** Continue encouraging participation in training in cultural awareness and how to improve work with diverse families.

**Action Item Update:** LPRC staff strive to ensure all patrons feel welcome and included in the LPRC's services and events. 'All Are Welcome' stickers are posted throughout the center, reminding patrons that everyone is welcome and can access services. More diversity and cultural awareness trainings will be explored in 2024.

# LPRC'S ACTION ITEM KEY THEME UPDATES

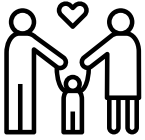


**THEME TWO: BUILD CULTURAL CAPACITY THROUGH STAFF TRAININGS, ACCESS TO TRANSLATION, AND DIVERSE REPRESENTATION.**

**Social Connection Action Item:** Create a document that itemizes steps currently being taken to reduce stereotyping and bias (i.e., review of policies and documents, training, and Racial Equity Workgroup meetings).

**Action Item Update:** While no formal document has been created to itemize efforts to reduce stereotyping and bias, LPRC staff abide by established policies and procedures when interacting with patrons to ensure equal treatment for all.

# LPRC'S ACTION ITEM KEY THEME UPDATES



## THEME THREE: INCREASE PARENT ENGAGEMENT BY IMPROVING MESSAGING TO THE COMMUNITY, REMOVING BARRIERS TO PROGRAM ATTENDANCE, AND ENGAGING WITH FATHERS/MALE CAREGIVERS.

**Parental Resilience Action Item:** Build on existing communication methods to improve messaging and increase awareness of the LPRC as a trustworthy place that treats parents with respect and acknowledges their strengths.

**Action Item Update:** The LPRC's email listserv has increased to over 800 families that receive monthly calendars, updates, and information regarding events, programs, and resources. Information is posted on PSF's social media accounts, reaching over 10,000 followers across platforms. The LPRC works with the Library Partnership Branch's leadership to promote information regarding the Resource Center on the Library's website and blog.

**Parental Resilience Action Item:** Collaborate with community partners who have successfully engaged fathers and other male caregivers to gather insight and ideas for improving engagement at the LPRC.

**Action Item Update:** The LPRC hosted a Chill and Grill Father's Day event in July (postponed due to inclement weather) for male caregivers. LPRC staff met with a partner organization, Healthy Start, to discuss bringing their T.E.A.M. Dad program to LPRC in 2024.

**Parental Resilience Action Item:** Work with PSF and Library Partnership Branch leadership to address barriers to providing more child activities during LPRC programs and events.

**Action Item Update:** The managers of the Library Partnership Branch and the LPRC meet monthly to discuss programming opportunities and upcoming events. The LPRC provided child activities during events such as the Chill and Grill: Father's Day event, Health Fair and Fall Festival, and Brunch and Learns. LPRC also hosts a Strong Kids Summer Program and Strong Kids Afterschool Program, providing education and enrichment activities for youth, including Capoeira, African Drums, New Worlds Reading Initiative, UF/IFAS Extension Family Nutrition Program, and more.

# LPRC'S ACTION ITEM KEY THEME UPDATES



## THEME FOUR: AMPLIFY COMMUNITY MEMBER VOICES IN ADVISORY COUNCIL LEADERSHIP, CONFERENCES AND COMMUNITY MEETINGS, AND PROVIDING FEEDBACK ON LPRC SERVICES.

**Social Connections Action Item:** Continue current efforts to develop the existing CAC into a Parent and Community Advisory Council for the LPRC. Hold an interest meeting for potential members by the end of 2021.

**Action Item Update:** In 2023, LPRC staff re-introduced and advertised the PCAC to patrons and community members, including hosting an interest meeting, however staff report little to no interest from patrons at this time. As the LPRC is now fully staffed, efforts will be made by the Family Support Coordinator to develop the PCAC in 2024.

**Social Connections Action Item:** Increase completion of LPRC satisfaction surveys by creating the option to complete surveys digitally. Display a QR code for the surveys on signs and flyers in the Resource Center.

**Action Item Update:** Printed satisfaction surveys are available at the reception desk and staff encourage patrons to complete the survey when they access services. Surveys are also accessible via a QR code and are sent out via a JotForm link to patrons. LPRC staff and interns encourage completion of satisfaction surveys after consultations, while at the front desk, and in line during food distributions. The new Family Support Coordinator will encourage patrons to complete satisfaction surveys after meeting with them individually.

**Parental Resilience Action Item:** Invite parent and community leaders from the SFSA team and future PCAC to attend and/or present to key stakeholders during annual grantee meetings and community meetings.

**Action Item Update:** In 2023, LPRC staff re-introduced and advertised the PCAC to patrons and community members, including hosting an interest meeting, however staff report little to no interest from patrons at this time. As the LPRC is now fully staffed, efforts will be made by the Family Support Coordinator to develop the PCAC in 2024.

**Parental Resilience Action Item:** Pursue using grant funds to have parent and community leaders attend relevant conferences and trainings.

**Action Item Update:** Due to budget cuts and lack of funding, efforts have been focused on preserving the LPRC and staff. Opportunities for conference and training attendance have been limited.