

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

Haley Pegram and Shandra Nichols

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

The purpose of the Stenghtening Families Self-Assessment (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, and 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. This report addressess updates from January 2024 through June 2024. As the federal grant project period is ending on September 29, 2024, this will be the final 6-month period of reporting on action item progress. 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.

The contents of this project are funded by the Children's Bureau, under grant #90CA1868.

The contents of this project do not necessarily represent the official views of the Children's Bureau.

# 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 (PCAC) 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 March 2024, LPRC staff hosted another PCAC interest meeting with one patron in attendance. LPRC staff will continue to advertise the opportunity to join the PCAC and meet with the Director of Resource Centers to brainstorm ways to increase patron engagement and revamp the PCAC. Based upon feedback from other agencies across the county who are successfully operating PCACs, patron engagement significantly increases when appropriate incentives (e.g., monetary reimbursement for time, childcare, food) are provided. As such, additional grant funding to better support this program will also be sought.

---

**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 connections opportunities to facilitate patron engagement with one another including the Chill and Grill Father's Day Event, the Fight For Your Money (FFYM) Financial Literacy program, Mother's Day Brunch, the End of the Year Celebration for the afterschool children and families, and a Valentine's Day Celebration.

---

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

**Action Item Update:** Throughout 2024 the LPRC has continued to have high-school volunteers assist with the homework help program. The LPRC also partnered with Florida Victorious to bring college athletes to the center to mentor youth in the summer camp program.

# 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. With funding provided by the Children's Trust of Alachua County, Language Line Solutions can now be utilized to provide phone or video call translation services in over 100 languages. Staff have received training on the language line as well. 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 return to 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 leadership trainings and a professional development series were made available through the AWE Initiative to PSF staff in the first half of 2024. Language Line Solutions hosted a training for staff to utilize the language line to communicate in over 100 languages as needed by patrons. In April 2024, two LPRC team members, become certified as trainers for Bringing the Protective Factors to Life in Your Work offered by the National Children's Trust Alliance.

# 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 encouraging participation in training in cultural awareness and how to improve work with diverse families.

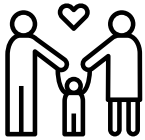
**Action Item Update:** LPRC staff strive to ensure all patrons feel welcome and included in the LPRC's services and events. 'All Are Welcome' stickers are posted throughout the center, reminding patrons that everyone is welcome and can access services. Any new LPRC staff are being trained on cultural sensitivity in patron engagement and promoting protective factors.

---

**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 1,000 families that receive monthly calendars, updates, and information regarding events, programs, and resources. Information is posted on PSF's social media accounts, with a total reach of over 11,000 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 June for male caregivers. The T.E.A.M. Dad program was in attendance as well as other male community providers and members from Grace Marketplace, ALIVE Church, and Horizon Apartments. Generally, the T.E.A.M. Dad program meets with caregivers on an individual basis as needed.

**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, Valentine's Day Celebration, Mother's Day Brunch, and the Fight For Your Money (FFYM) Financial Literacy event. The LPRC also hosts a Strong Kids Summer Program and Strong Kids Afterschool Program, providing education and enrichment activities for youth, including Capoeira, African Drums, UF/IFAS Extension Family Nutrition Program, Peaceful Path's Healthy Relationships, Cade Museum, 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 Community Advisory Council (CAC) into a Parent and Community Advisory Council (PCAC) for the LPRC. Hold an interest meeting for potential members by the end of 2021.

**Action Item Update:** In March 2024, LPRC staff hosted another PCAC interest meeting with one patron in attendance. LPRC staff will continue to advertise the opportunity to join the PCAC and meet with the Director of Resource Centers to brainstorm ways to increase patron engagement and revamp the PCAC. Based upon feedback from other agencies across the county who are successfully operating PCACs, patron engagement significantly increases when appropriate incentives (e.g., monetary reimbursement for time, childcare, food) are provided. As such, additional grant funding to better support this program will also be sought.

**Social Connections Action Item:** Increase completion of the LPRC's 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 while at the front desk, and in line during food distributions. The Family Support Coordinator has increased patron completion through sending the surveys after one-on-one sessions.

**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 March 2024, LPRC staff hosted another PCAC interest meeting with one patron in attendance. LPRC staff will continue to advertise the opportunity to join the PCAC and meet with the Director of Resource Centers to brainstorm ways to increase patron engagement and revamp the PCAC. Based upon feedback from other agencies across the county who are successfully operating PCACs, patron engagement significantly increases when appropriate incentives (e.g., monetary reimbursement for time, childcare, food) are provided. As such, additional grant funding to better support this program will also be sought.

# 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.**

**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.