

**2015-2016 Project HOPE Strategic Priorities**

Owner	Family Economic Security	Description	Milestones	Due Date	Key Metrics	Status	
Lana & Paula	<b>BankOn Network</b>	1. Gain renewed commitment from network partners	1. Meet with each individual partner if necessary	12/01/2015		Calls in December to prep for FISCL - current meeting invitations	
Lana			1. Identify and meet with new partners	12/01/2015	CCC, ONV, UW	Above	
Lana & Paula			1. Create and conduct Network evaluation survey	12/01/2015	Network Evaluation Survey	March	
Lana & Paula			1. Convene partner meeting - assign roles and responsibilities of partners	1/30/2015		March	
Lana & Network Partners		2. Improve Service Delivery: Engage Service Provides with clarity as to their roles	2. Research and evaluate BankOn training models for service delivery	10/1/2015		FISCL efforts and research shaping	
Network Partners			2. Self-evaluation by network of financial literacy training for clients	1/30/2016		in coming months	
Lana & Network Partners			2. Re-design promotional materials and outreach approach	2/30/2016			
			2. Re-evaluate system, create new goals	7/30/2016	# of participants		
Lana & Amanda		3. Eliminate barriers for agency and client participation	3. Get social service provider feedback at January meeting	1/30/2016		March meeting	
Lana & Network Partners			3. Evaluate policies/rules/regulations to create best, most barrier free system	1/30/2016			
Lana & Amanda			<b>EITC Outreach and Expansion</b>	1. Expand participation in the EITC	1. Research funding opportunities and best practices	9/15/2015	
Lana & Amanda			1. Convene partners around Operation New View's EITC outreach plan	10/15/2015	# of providers engaged	on hold due to transition at ONV	
Lana			1. Catalyse and help sustain outreach plan			part of FISCL development	
Lana & Amanda		2. Advocate for the EITC	2. Provide opportunities for engagement for the community to learn about EITC	9/2/2015	9/2 Network Lobby event		
Lana & Amanda	<b>Robust Financial Education Network</b>	1. Align partners around common financial literacy goals: Quality Financial Education	1. Recruit partners from social services, education and financial institutions	1/30/2016		FISCL efforts and research shaping	
Lana			1. Engage partners in learning about best practices in financial literacy education and inventory of existing programs	3/30/2016			
Network Partners			1. Self-evaluate financial literacy education success of network	4/30/2016			
Lana & Network Partners			2. Work to refine and align services	2. Develop plans among providers to align services and provide additional services	6/30/2016		
Lana & Network Partners			2. Help create infrastructure for new programming/service alignment	7/30/2016			
Lana & Network Partners		3. Enhance outreach for financial literacy services	3. Create plan concurrent with plans above		# of participants learning of		
Lana	<b>Asset Building Through Saving</b>	1. Continue to support Circles Initiative and Dupaco IDA partnership.	1. Completed financial education materials and MOU between organizations	11/1/2015	Grant awarded to be factored into MOU	Complete by March	
Lana & Communications				1. Story-telling materials about the partnership for fundraising	upon matches being made	\$ resulting from materials	
Lana			2. Secure ongoing funding for Opportunity Passport	2. Research available grants	9/30/2015		Efforts suspended
Lana			2. Apply for grants	grant deadline	\$8,000.00		

**2015-2016 Project HOPE Strategic Priorities**

Lana &			2. Tell Opportunity Passport Story	?	\$ resulting from	
Lana		3. Explore an asset building program model to implement in the community	3. Research asset building models such as Compass FSS	11/30/2015	applied for FISCL to engage partners	FISCL efforts and research shaping
Lana			3. Explore potential host sites and logistics	1/30/2016		Developing conversation with ONV
			3. Create a new plan for implementation	2/30/2016	FISCL grant application	
	<b>Other Areas to Explore in Education and Advocacy</b>	1. Explore needs in remaining areas of League of Cities 6 Action Areas	1. Research existing efforts, next steps to be determined by need	10/30/2015		
<b>Owner</b>	<b>Workforce Development</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Key Metrics</b>	<b>Status</b>
Lana & Eric	<b>Targeted Workforce Strategy</b>	1. Build aligned systems for referral, coaching and removal of barriers:	1. Present plan to PH partners for adoption	09/30/2015	Plan adopted	Done
PH Partners		- Access to information about jobs and training - Work- readiness - Childcare, Transportation and other barriers - Creating a more holistic view of the family for service providers	1. Determine shared interagency shared outcomes	10/30/2015		
PH Partners			1. Determine next steps to enact plan	10/30/2015		Done
			This will need to get filled in more as we determine what needs to be done to align these systems.		Partners aligned, pilot created, NICC preparing to impliment	Done - supporting implementation in 2016
Lana & PH Partners	<b>Career Exploration Opportunities</b>	1. Create avenues for career exploration	1. Research job shadow, internship, and apprenticeship existing programs and best practices, specifically Future Talk and Kelly Cooper	10/30/2015	# and success of participants	Done
Lana			1. Convene partners around creating programming	10/30/2015	Embedded in Workforce Strategy meetings	
Lana & Eric, PH			1. Recruit employer partners	2/1/2016		
PH Partners		2. Sustain and evaluate system	2. Pilot 5 participants	?	outcomes for	
PH Partners			2. Evaluate program success	?	Evaluation	
Lana & PH Partners		3. Create opportunities to expose youth to career possibilities	3. Research existing programs and research best practices	09/30/2015		
PH Partners			3. Identify key partners to create programming	10/30/2015		
Lana	<b>Small Business Development</b>	1. Champion the cause of using SBA to help low-income and minority families	1. Research existing models and best practices	09/30/2015		
Lana, Eric & Nancy			1. Convene interested partners	11/30/2015		
Lana, Eric & Nancy			1. Identify funding sources	11/30/2015	sufficient funding	
		2. Catalyze an SBA program in Dubuque	Depend upon the role of partners involved		# and success of	
<b>Owner</b>	<b>Dubuque Circles Initiative</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Key Metrics</b>	<b>Status</b>
Lana & Eric	<b>Offer Strategic Support</b>	1. Continue to support Circles strategic planning				Done
Lana		2. Pull out of operational support completely	2. Upon the hiring of a new coordinator		FT Coordinator	Done
Lana		3. Continue to engage and build partnership opportunities for Circles			IntegrUS, UW	Ongoing
<b>Owner</b>	<b>Getting Ahead Network</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Key Metrics</b>	<b>Status</b>
Lana & Jim	<b>Support the implementation of Getting Ahead by community partners</b>	1. Convene partners around use of material	1. Convene partners around GA training	9/11-14/2015	10 in attendance	Done

**2015-2016 Project HOPE Strategic Priorities**

Lana, Jim and Judge Randy			1. Meet with Justice department contacts	11/30/2015	Ongoing research, discussion with Randy Nig	Done
Lana, Eric, Jim, GLR		2. Provide support through strategic planning	2. Fulton School: Parent engagement implementation plan complete	12/30/2015		
Lana, Eric, GLR		3. Pursue funding opportunities to support the work	3. Research potential grants	10/30/2015	GA Fund, Theisens	Done
Lana & Jim		4. Facilitate continued learning, data collection and evaluation	4. Quarterly partner meetings, data collection	3/1/2016	# and retention of	
<b>Owner</b>	<b>Network Building and Support</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Key Metrics</b>	<b>Status</b>
Lana	<b>Needs Assessment</b>	Conduct Needs Assessment	Research firm chosen	8/21/2015		Done
Team			Provider focus groups conducted	11/30/2015		In process
Team			Resident survey	10/30/2015		May happen in spring
Team &			Interviews completed	11/30/2015		Done
Lana->Contractor			Report drafted	1/15/2015	Finished report	May/June
Lana	<b>General Network Support</b>	1. Continue to provide Network Map as a tool for network building	1. Meet with partners to share tool and provide network building support	ongoing		ongoing
Lana & Rachel		2. Create a information/communications network through a	2. Quarterly or monthly newsletter	1/30/2015	views	Done/Ongoing
Lana	<b>Coaches Peer Learning Network</b>	1. Support the formation of the network	1. Convene steering committee	9/15/2015		done
Lana & Steering			1. Host monthly or quarterly network meetings	10/15/2015		ongoing
Lana			1. Conduct steering committee and network	ongoing	up and running	ongoing
Steering		2. Utilize coach feedback to inform systems change	2. Report from network to Project HOPE table	12/30/2015	Network Evaluation	
<b>Owner</b>	<b>CFGD Administrative Tasks</b>	<b>Description</b>	<b>Milestones</b>	<b>Due Date</b>	<b>Key Metrics</b>	<b>Status</b>
Lana, Rachel, Leadership	<b>Communications Plan</b>	1. Develop and Implement a Communications Strategy for the Board	1. Determine Format and Dashboard Indicators	10/1/2015	PH Dashboard used	completed
Rachel			1. Set time-lines and priorities in Teamwork	10/4/2015		not necessary?
Lana			1. Provide updates to build communications	ongoing	board feedback on helpfulness	ongoing
Lana, Rachel, Leadership		2. Develop and implement a Communications Strategy for Donors	2. Determine Format and pieces needed	10/1/2015	NA, Map, PH onepagers, Council Presentation	Council Newsletter?
Rachel			2. Set time-lines and priorities in Teamwork	10/4/2015		not necessary?
Lana			2. Provide updates to build communications	ongoing	use of communications to raise dollars	
Lana	<b>Reporting</b>	1. Accounting for time spent and progress	1. Weekly work report	ongoing	Weekly Updates	ongoing
			1. Track Grants in Grant Hub	ongoing		ongoing
			1. Track Expenditures	ongoing		ongoing
Lana		2. External Reports	2. Sustainable Dubuque	??		ongoing
Lana			2. City Council Report	??	Nov. presentation	ongoing
Team	<b>Strategic Initiatives Collaboration</b>	1. Aligning Initiatives	1. Bi-weekly meetings	ongoing		ongoing
Team		2. Professional Development	2			
Lana		3. Promising Futures Fund	3. Meet with Development, incorporate into communications strategy			

July 2015

Project HOPE Update:

1. Needs Assessment
  - a. Process
  - b. Budget
  - c. Michelle
  
2. Financial Stability - Asset Development
  - a. Bank On
  - b. Other Partners
  - c. Small Business Development
  
3. Workforce Development
  - a. Diagrams
  - b. Next Steps
  - c. Getting Ahead - Iowa Works
  
4. Circles
  - a. Alvin - Meeting
  - b. Documents ready
  - c. VCA
  - d. CDBG?
  
5. St. Mark/Getting Ahead Network
  
6. NICC - Bridges/Client Focus/Getting Ahead
  
7. Coaches Network
  
8. Communications Meeting
  
9. Network Map



Project HOPE Core Committee

Thursday, August 20th, 2015 8:00a-9:15a  
McCarthy Center, 2<sup>nd</sup> Floor - Roshek Building

**Present:**

Ron Axtell, Kristin Dietzel, Shirley Horstmann, Erica Haugen, Eric Dregne, Chris Tilton-Chapin, Brynn McDonnell, Maurice Jones

**Announcements:**

- Keri Schwanekamp's VISTA term has ended.
- Lana Wood's position as Project HOPE Coordinator as become full-time.
- David Barnes of Operation New View and Chris Tilton-Chapin of United Way have been invited to start joining us,
- Along with Economic Opportunity VISTA out of the Human Rights Department, Brynn McDonnell.

**See attached Table for Discussion Notes of Following Questions:**

- 1 Who have we been and what have we done?
- 2 Who are we now and what are we doing?
- 3 What is the purpose of Project HOPE?
- 4 What ideas and focus areas do we have on the table?
- 5 Who do we want to add to the table?
  
- 6 How do we want to engage the planning process moving forward?  
It was decided that we should use the Project HOPE meeting over the next few months focusing on target areas identified.

**Next Steering Committee meeting:** Thursday, September 17th, 8:00a-9:30a



Project HOPE Core Committee

Thursday, September 17th, 2015 8:00a-9:15a  
McCarthy Center, 2<sup>nd</sup> Floor - Roshek Building

**Present:**

Ron Axtell, Kristin Dietzel, Shirley Horstmann, Marla Loecke, Eric Dregne, Chris Tilton-Chapin, Andrea Helgager, Maurice Jones, Sue Stork

**Announcements:**

Welcome Andrea Helgager, new Circles Initiative Coordinator to the table.

**Re-engage Report:**

A brief overview of the Re-engage program was given by Shirley Hortsman for the benefit of new members.

**WIOA Overview and Youth Dollars:**

Ron Axtell gave an overview of WIOA programs and their application in Dubuque. Specific attention was given to youth programs and new policy. Goals under the new policy guidelines include creating a more seamless delivery system with Workforce partners such as DHS and the community college. Discussion highlighted how our efforts to align systems coincide well with the direction of new policy and have potential to affect the regional board conversation.

Next steps identified are to devote more attention to strategies and details around aligning systems for youth at the smaller workforce strategy working group meeting.

**Next Steering Committee meeting:** Thursday, October 15<sup>th</sup>, 8:00a-9:30a



# Project HOPE Core Committee

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Thursday, October 15, 2015 8:00a-9:15a, McCarthy Center

## *Present:*

Ron Axtell, Kristin Dietzel, Chris Chapin- Tilton, Eric Dregne, Erica Haugen, Shirley Horstmann, Brynn McDonnell, Lana Wood

## *Coming Up:*

- 10/16 City Manager Meeting on Engaging Low-Income and Minority Residents in education and job opportunities
- 11/16 City Council Work Session (materials due 11/11 at noon)
- 3/16-18 National League of Cities, Re-engage Conference in Dubuque

## *UD Fellowship with Re-engage:*

A fellowship for Re-engage students nearing graduation is being designed to allow them to attend college classes for credit at UD free of charge.

## *Loras First Generation College Career Program*

Brynn reported that an effort is being made through VISTA to connect first generation Loras students to career opportunities.

## *Targeted Workforce Strategy:*

The Targeted Workforce Network Diagram and Career Pathway Map were shared with the group. (See attached.) The proposed model plans to build partnerships to align a system that widens the path to education and employment for people with multiple barriers by:

- Building a strong referral network of service providers
- Alternative intake processes and assessments
- Providing interdisciplinary teams that engage in goal coaching and case management around barriers
- Classroom and work ready training needed before enrolling in certificate programs

## *Comments and Points for Further Exploration*

### **Intake**

- Area service providers/coaches will need buy-in from their institutions in order to be active and intentional participants in a referral network and IDTs.
- Keep disaggregated data of referrals, track how far someone gets in the process and why they drop out.
- Explore the FSS Program Coordinating Committee (PCC) as a partner in creating referral networks (and IDTs).
- NCRC should be labeled as a skills assessment rather than aptitude assessment.
- Explore utilizing CAPS, COPS, COPES assessments to assess barriers and readiness.

### **IDTs**

- The IDTs will need organizational support, perhaps in the form of a coordinator.
- Explore Decategorization funding/model for family meetings that were very effective.
- What data will need to be tracked in the IDT process? This will be important for shared outcomes and for insight to help refine the program model.
- The map shows IDTs meeting three times. IDTs will be in regular communication via email and phone, not just at called meetings. This is hard to show in the map but essential.
- Information releases are a critical piece that have presented challenges in the past.
- IDTs on the map end at employment. We would like to see coaching and support after employment for job retention.

### **Classroom and Work Ready Training**

- What elements of Road to Success can be built upon as either a part of "Boot Camp," or a stepping stone to this model?
- What can be learned from Project Iowa's VIP training to inform Boot Camp?
- Boot Camp needs someone to lead it and design it.
- Boot Camp needs to be engaging and dynamic, the goal is to motivate folks to continue on to the next step.
- Could Boot Camp be incentivized?
- What resources at IWD can be used in this part of the programming?

### **Employee Partnerships**

- Need to identify next steps in creating employee partnerships.
- A job place mediator is an important role to help keep someone on the job through conflict.

*Next Steering Committee meeting:* Thursday, November 19<sup>th</sup>, 8:00a-9:30a



# Project HOPE Monthly Meeting

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11/16/2015

## City Council Presentation

### Miscellaneous

- Hunger Forum
- Re-engage Conference Details
- Local Food Planning Grant

### Family Economic Security

#### - Bank On Network Meeting (January)

- Evaluate program and determine goals for 2016
- Invite service providers to the table

#### - EITC promotion (Now - April)

- Meeting with ONV tomorrow to determine next steps
  - Provider updates and outreach around EITC
- Continued research on usage rates in Dubuque

#### - Small Business Support

- CDFI...?
- Determine if/how we want to pursue this

#### - Continued support of our partners who engage this work:

- Circles: Dupaco IDA partnership
- Opportunity Passport IDA program
- Career Pathways - enhancing education/coaching around Financial Security
- Coaches' Network - gain insight from and connect coaches to resources

#### - New Efforts:

- Financial Inclusion Planning Grant
  - Logistics
    - Scheduling meeting with City staff and mayor
    - Webinar Thursday
    - Working on one-pager/application
    - Applications due 12/4
  - Ideas
    - Research FSS model expansion with more emphasis on financial coaching and increased matching. (Compass FSS model)
    - Explore financial literacy options tied to goals like IDAs and other programs (ONV has interest here, build on existing or create new)
    - Small Business Owner support?
    - EITC promotion/expand VITA funding
    - Tie to career pathways/Circles/other coaching models

## **Equity Summit Wrap Up**

# Project HOPE – December 2015

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## **Circles Fund**

Review gifts

Determine plan and communication plan

## **Kresge Grant**

Working on this week with Ashley

Environmental perspective?

Inclusive Dubuque?

Neighborhood buy-in

## **Community Assessment**

Selecting Advisory Council

Conference Call 12/29

## **Re-engage**

Waiting for responses from vendors

Footprint

Funders

## **Workforce Development**

Cohort in selection process

NICC developing plans

My next steps: Presenting research on work experience models

Next Project HOPE meeting: Using scorecard and program level indicators

## **Coaches' Network**

Planning next meetings - building resiliency and transportation

Good newsletter to send out in new year

Group expanding - IJAG, ALC, IWD, NICC, REENGAGE

## **St. Mark/Fulton**

Waiting for new signed agreement

Recruitment seems to be going okay

Not sure about Ermina's next class

## **EITC**

Ready to blast Hobie's resources when he has them ready

Plan to spread word with Coaches' Network

Encouraged by UW and ONV to reach out to employers

12/22/2015

**Setting up Scorecard and moving forward with indicators with PH**



Since 2008, the City of Dubuque and the Community Foundation have partnered to support Project HOPE. Together with a strong set of partners, Project HOPE improves inter-agency collaboration and increases access to opportunity. Project HOPE connects opportunity youth and adults to education, employment, and resources to support economic security.

Project HOPE is a network of partners from philanthropy, business, government, workforce and service providers who;

- Improve coordination among providers and systems
- Connect people to education/skills training
- Increase pathways to employment
- Support the Circles Initiative
- Help families build financial assets

### **The Project HOPE Network Includes;**

Community Foundation

Iowa Works

City of Dubuque

Dubuque Community Schools

Greater Dubuque Development Corp

Northeast Iowa Community College

East Central Intergovernmental Agency

Dubuque Works

United Way of the Tri-States

### **Key Strategies**

**Re-engage Dubuque** – connects students who have left school without graduating (drop-outs) back into education and workforce training opportunities. Opportunity Youth make up nearly 8% of Dubuque’s 16-24 year olds (youth who are not in school, not working)

- More than 300 students have been re-engaged in high school or HSED programs since 2012
- More than 125 have completed high school diplomas or have received their HSEDs
- Remaining students continue to work on completion – less than 5% leave the program
- Nearly 2/3 of those student who have completed have gone on to college or other post-secondary education opportunities
- University of Dubuque is now offering a fellowship for Re-engage Dubuque students to support the transition to 4-year college opportunities.
- A partnership between NICC , Dubuque Community Schools and the Community Foundation has leveraged more than \$500,000 in funding to support Re-engage Dubuque

**Opportunity Dubuque** – connects workers to training and connects employers with skilled workers.

- Provides scholarships for training in advanced manufacturing, I.T. and healthcare sectors
- Connects newly trained workers with employers
- Employers support orientation, training, internships, and interview/hire trained workers
- More than 450 worker have enrolled in training since 2012
- 93% of those who enrolled have completed training
- 90% are employed and have retained employment for at least a year
- **A partnership between NICC, Greater Dubuque Development Corp, and Iowa Works has leveraged more than \$1 million in funding to support Opportunity Dubuque**

January 2016

**Networks** - Project HOPE supports networks and working groups to improve workforce and education outcomes

- **Coaches Network** - More than a dozen coaches from workforce, education, and social service sectors are working to improve cross sector collaboration in order to connect more people to needed services, education and employment.
- **Workforce Working Group** - Partners from workforce development, education, social services and employers are developing solutions to the workforce shortage that engage low-skilled and low-income people in our community – including new employer-led sector boards.
- **Network Mapping** – Project HOPE interviewed and mapped more than 75 partners and service providers to improve coordination and outcomes for people.
- **National League of Cities: Financial Inclusion Strategies and City Leadership:** Cross-sector financial service partners are being convened around financial system building and improvement in Dubuque to ensure equitable access to financial services to help promote family self-sufficiency.
- **Needs Assessment** – Project HOPE is facilitating a needs assessment to better understand needs related to childcare and mental health in the community.
- Assessment information will be used to reduce these barriers to education and employment opportunities for people in our community
- **A partnership between the United Way of the Tri-states, the Community Foundation and area financial institutions has leveraged \$50,000 in funding for the needs assessment.**

## **Aligning Resources**

**Coordinating partners** – Project HOPE facilitates peer-learning opportunities, research, and planning among the Project HOPE networks and supporting partners throughout the community.

**Leveraging funding** – Project HOPE has leveraged nearly \$2 million in funding to support education, training and workforce opportunities for nearly 1000 people in our community.

# Workforce Strategy Team

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**Tuesday, 1/19/2016, 10 am - 12 pm**

Attending: Kristin Dietzel, Eric Dregne, Marla Loecke, Gina Robinson, Ron Axtell, Lana Wood

## **General Updates**

- NICC down one success coach: Ron Borel resigned
- Promise Jobs down one staff person as well
- NICC applying for Tech Hire grant - may be able to fund a coach through this grant - tied to IT certificates

## **Take the Lead: Pilot to begin in March**

- Curriculum being developed by Sue Stork
  - Weaving in elements of Navigating the Journey
  - Saving work skills sessions for "blue boxes" after take the lead
- Probable teacher: Samaria Neely
- Send Take-the-Lead instructor to observe at DMAC or Project Iowa

## **Recruitment for Pilot**

- NICC will have full cohort from recruits
- PromiseJobs participants can be added, need two week notice

## **Interdisciplinary Team Role in Take the Lead and Transition to Blue Boxes**

- Have Working it Out, Getting Ahead, and other relevant folks visit Take-the-Lead and preview their courses/opportunities to help build relationships and warm hand-off
- Create a module/learning activity around support-networking mapping, identify folks above and others to include in support network
- Have goal-setting time - determine next steps
- Have support network come to ratify above and celebrate graduation
- Assign one IWD case-worker to all Take-the-Lead participants - definitely present for all of above (not the only IWD person who could be present).

## **Referral System Building**

- One standardized form to sign that includes information-release is in process, however it may end up being very cumbersome.

- Consensus seemed to be to have a simple information-sharing form introduced when support networks are identified.

### “Blue Boxes”

- Elements of Working it Out or course itself offered
- Create style and flow that are engaging
- Create duration and time blocks that meet participant needs

### Next Steps

RON:

- Distribute copies of Working it Out

MARLA:

- Continue information-release development - simple form if streamlined intake form is not possible at this time.
- Develop Working it Out/Other training possibilities at IWD

MARLA & KRISTIN:

- Establish shared outcomes for NICC and IWD

KRISTIN:

- Determine if any of cohort are Promise Job participants
- Work with NICC team to finalize curriculum

LANA:

- Update Distribution List
- Schedule next meeting
- Build upon/develop ideas about RBA program measures
- Create engagement within coaches network around workforce strategy
- Send guest speaker list to NICC
- Contact Project Iowa connection about site-visit





Project HOPE Steering Committee

Thursday, January 21st, 2016 8:00a-9:30a  
McCarthy Center, 2<sup>nd</sup> Floor - Roshek Building

1. Introduction to LCAN: Local College Access Network was introduced, indicators discussed and potential network members identified.
2. Project Updates Given:
  - a. National League of Cities Financial Inclusion Cohort Update: Bank On selected as focus area. First meeting in March.
  - b. DHS Childcare support program: Identifying next steps
  - c. Reengage Plus Convening March 16<sup>th</sup>-18<sup>th</sup>
  - d. Community Assessment: Focus groups underway
  - e. Workforce Strategy Team: NICC developing pilot curriculum
3. New Opportunity: Dubuque Rescue Mission Personal Employment Plan model and potential partnerships. Strategies and potential partnerships to suggest at the meeting were offered.

**Next Steering Committee meeting:**

Thursday, April 21st, 8:00a-9:30a

**NO MARCH MEETING: REENGAGE CONVENING**





Since 2008, the City of Dubuque and the Community Foundation have partnered to support Project HOPE. Project HOPE improves inter-agency collaboration to increase access to opportunity for all community members. We do this by supporting provider networks for change, expanding pathways to education and employment and helping families build financial security.

### **How we achieve our objectives as a collective impact backbone supporter:**

**Coordinating partners** – Project HOPE facilitates peer-learning opportunities, research, and planning among the Project HOPE networks and supporting partners throughout the community.

**Leveraging funding** – Project HOPE has leveraged nearly \$2 million in funding to support education, training and workforce opportunities for nearly 1,000 people in our community.

### **Objective 1: Improve information availability, sharing and use among providers & Objective 2: Support working family needs**

**Needs Assessment** – Project HOPE is facilitating a needs assessment to better understand needs related to child care and mental health services in the community. These were identified as high priority needs by local providers working with under resourced families.

- Assessment information will be used to reduce child care and mental health service barriers to education and employment opportunities in Dubuque.
- A partnership between the United Way of the Tri-states, the Community Foundation and area financial institutions, has leveraged \$50,000 in funding for the needs assessment.

**Networks Established in 2015-2016** - Project HOPE supports networks and working groups to improve workforce and education outcomes through collaboration

- **Coaches Network** - More than a dozen coaches from workforce, education, and social service sectors are working to improve cross sector collaboration in order to connect more people to needed services, education and employment. February will mark the 5<sup>th</sup> meeting.
- **Workforce Working Group** - Partners from workforce development, education, social services and employers are developing solutions to the workforce shortage that engage low-skilled and low-income people in our community – including new employer-led sector boards, and new strategies to engage students with multiple barriers that rely on greater inter-agency communication and referral.
- **Local College Access Network** - The Community Foundation has received a \$10,000 planning grant to convene a network of partners committed to expanding college (defined as any post-

secondary education including certificate training) access in Dubuque. Our first meeting will be in March.

- **National League of Cities Financial Inclusion Systems and City Leadership** - Through Project HOPE leadership, Dubuque has been selected to be one of eight cities in national cohort advancing access to financial systems to low-resource, underbanked residents. The Mayor and team members will attend a convening in April. Dubuque partners are gathering around improving system delivery of the Bank On Dubuque program.

### **Objective 3: Identify evaluation framework**

**Results Based Accountability**— In the past year, Project HOPE partners have committed to the use of Results Based Accountability tools designed to collect and organize data for collective impact models. Project HOPE partners have committed to program evaluation measures based around a common set of population level indicators that measure our movement toward greater educational and employment attainment in Dubuque.

### **Objective 4: Support the Circles Initiative**

**Facilitating Partnerships** – Conversations started over a year ago at the Project HOPE table have come into fruition with a unique partnership between Dupaco Community Credit Union and the Circles Initiative, offering Circle Leaders the chance to make 2:1 matches on their savings toward approved assets. Establishing this partnership has levered matching funds from the Dupaco R.W. Hoefer Foundation, as well \$24,000 in additional donations that have followed in just the 6 months.

**Circles Outcomes Update** – The Circles Initiative continues to support families working toward self-sufficiency, currently with:

- 19 Matched Circles (19 Circle Leaders working toward self-sufficiency goals and their allies)
- 41 Volunteer Allies surrounding those Circle Leaders with support
- 10 Getting Ahead graduates in December of 2015
- 495 Community members trained in Bridges Out of Poverty (2,118 Since 2012)

### **Objective 5: Re-connect unemployed people to education/skills training**

**Re-engage Dubuque** – connects students who have left school without graduating (drop-outs) back into education and workforce training opportunities. Opportunity Youth make up nearly 8% of Dubuque's 16-24 year olds (youth who are not in school, not working)

- More than 300 students have been re-engaged in high school or HSED programs since 2012
- 95 have completed high school diplomas or have received their HSEDs
- 213 students continue to work on completion

- **40%** of those student who have completed are continuing their college education; **75%** of those continue at Northeast Iowa Community College
- University of Dubuque is now offering a fellowship for Re-engage Dubuque students to support the transition to 4-year college opportunities.
- A partnership between NICC , Dubuque Community Schools and the Community Foundation has leveraged more than \$500,000 in funding to support Re-engage Dubuque

**Opportunity Dubuque** – connects workers to training and connects employers with skilled workers.

- Provides scholarships for training in advanced manufacturing, I.T. and healthcare sectors
- Connects newly trained workers with employers
- Employers support orientation, training, internships, and interview/hire trained workers
- More than 350 students have enrolled in training since 2012
- 92% of those who enrolled have completed training or are still in training
- 96% of contacted graduates are employed or continuing education
- A partnership between NICC, Greater Dubuque Development Corp, and Iowa Works has leveraged more than \$1 million in funding to support Opportunity Dubuque

## **Objective 6: Help families build financial assets**

**National League of Cities Financial Inclusion Systems and City Leadership** – This network, mentioned in Objective 1, will work to improve financial systems such as Bank On, VITA/EITC Outreach and financial education offerings. This network has been established with support of the National League of Cities, through a competitive application process.

### **Partners engaged include:**

- 6 Banks and Credit Unions participating in Bank On
- Iowa State University Extension
- United Way of the Dubuque Area Tri-States
- Operation: New View Community Action Agency
- City of Dubuque Housing and Community Development Department

### **Goals of this network are:**

- Improve Bank On system delivery through improved reporting, staff education and customer service protocols
- Create an Asset Map of existing financial services and financial education opportunities

# DHS- Child Care Pilot Partnership Meeting Notes

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2/26/2016 ~ 10 am ~McCarty Center

## Present:

**Convener: Project HOPE**

**Northeast Iowa Community College**

**Opening Doors: Maria House & Teresa Shelter**

**Dubuque Circles Initiative**

**Dubuque Y**

**Child Care Resource and Referral**

**DHS Child Care Services**

**United Way of the Dubuque Area Tri-states**

## Barriers Facing Your Clients Related to Child Care:

- Students stop coming because they see difficulties for education
- Transportation\*
- 24 month limit education benefit- education takes longer
- Daycare- needs to align with client hours\*
- 2-3 months to get approved for benefit ( Biggest barrier)
- Opening Doors: cutting hours/income to avoid cliff
- Moving toward housing they can't afford
- People don't know how to sustain
- 24 month for entry level pay that is too low to avoid the cliff
- Individual not knowing the limitations going in
- Y: not knowing state of paperwork for parents receiving benefit
- People aren't being rewarded for working hard
- If they make too much money-
- Lack of awareness about lack of service- on the parents side
- Lose spot if you lose eligibility
- Child has lack of consistency if bouncing around
- Technology access/ computer skills for forms

## Gaps in Dubuque Services Related to Child Care:

- Childcare @ various times a day- can't go to class- flexibility
- Transportation\*\*
- Finding a daycare- for all kids together
- Lack of face to face interaction with DHS
- Affordable Housing

*Project HOPE increases access to opportunity for all community members through supporting provider networks for change, expanding pathways to education and employment, and building financial inclusion.*



# DHS- Child Care Pilot Partnership Meeting Notes

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- Need more centers, infant/toddler space
- Need dedicated/qualified people
- Transportation for jobs
- Spots childcare doesn't pay enough

## Resources Your Organization Uses or Provides in Addressing Child Care Barriers:

- Provide employment skills-NICC
- Adult Literacy Program
- Advocates
- Mentorships- coaching model
  - Individual nonacademic barriers, interface w/ providers, transport to
  - Small pools of \$ to address barriers
- Y-Scholarships- 13%DHS, 13%Y
- Infant-5<sup>th</sup> grade
- Summer Camp
- Individualized goals: CASE Management
  - Housing
    - Permanent safe housing
    - Voluntary follow-up care
    - Service Point -provider
  - Budgeting
  - Other/personal
  - Summer programs-Leisure Services ( will pay for their clients)
- Networking Model
  - Allies
  - Coaching
  - Emotional support system
    - Help people understand the system
    - Cliff Effect Calculator
    - People hate the system
      - Reactionary Trauma
      - Navigating constant failure
  - Employer
    - Helping get pay check to be right for benefit

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# DHS- Child Care Pilot Partnership Meeting Notes

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- Recruit providers, new centers
- Small incentives
- Providers are part of a support system
- Y provides jobs and online training to help employees get ahead
  - Online CDA

## Other/ Ideas:

- Provide childcare for students-no cost & drop in (dream)
- More communication about eligibility timelines w/ providers
- Ability to reapply for students (Clients) looped into supports- like FIPP Hardship
- Need lots of data for granters
  - Use to track / paint picture of need
  - Data-NICC
    - Database- showing programs
- More flexibility w/
  - transportation resource
  - daycare
- Better inform clients- provide in a more effective way\*
- Flexibility w/ pay or hours w/ employers
- Need collaboration between cross-sectors institutions
- Circles Cliff Effect Calculator
- Grace period for paperwork-DHS
- Can providers find a way to check on progress of paperwork for getting paid?
- Discussions with NICC-centers
- Data pulls about eligibility- easy to understand graphics

## Already happening

- Exit eligibility strategy
- Federal Block Grant eligibility requirement- 12mon.

## Possibilities Around Partnership with DHS :

1. Data
2. Accountability
3. Show Progress

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# DHS- Child Care Pilot Partnership Meeting Notes

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## *Need to know: # of families & anticipated costs*

DHS can support but not solve

Staff passionate about moving system forward

Pilot for DBQ- extend eligibility (6 Months)

Determine way to inform providers of pending applications

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## Project HOPE Check-In

3.21.16

### Big Picture: Changing the Strategy of the Network Partner Meeting

- Move to a quarterly partner meeting that provides updates from our various working/project groups.
- Other groups meet monthly - or as often as they deem necessary:
  - Workforce Strategy Group
  - Reengage/Opportunity Youth Partners (determining level of overlap with the group above)
  - Financial Inclusion Network (FISCL group at this time - hope to broaden)
  - LCAN
  - Coaches Network

### Needs Assessment Update

#### Childcare:

- Snapshot underway
- GIS Mapper engaged
- Focus Groups in progress
- Parent survey being created
- See potential for building partnerships around promoting in-home provider as occupation

#### Mental Health:

- MHA's Service Guide + Targeted Questions to providers : Show capacity of providers
- Focus Groups and key informant interviews show complexity of providing services with 3<sup>rd</sup> party payment

June deadline for report.

## LCAN Network is Assembling

- Great list of partners
- Meeting next Tuesday to introduce to the concept of LCAN and get started with asset mapping

## FISCL Cohort: Bank On Meeting Tomorrow

- Good showing of partners, but not complete
- Review survey
- Identify ways to start to make stronger
- Address financial literacy needs in community
- Hobie is getting looped into provider network!!!

## Other

- HUD Award - not enough time to compile
- CF Leads PH Overview - Review



4.21.16 8:00 am - 9:15 am McCarthy Center

**Minutes:**

**Resiliency Grant Opportunity:** Dave Lyons shared a workforce development/Housing strategy with Project HOPE partners, hoping to get feedback in the next two weeks. See attached document.

**Network Meeting Restructure:** Project HOPE partners agreed that monthly meetings remain important and that a structure to enable project updates would be helpful.

**Needs Assessment Update:** Partners were encouraged to share the Needs Assessment Child Care Survey for parents.

**Next Meeting:** May 19, 2016

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# Project HOPE Weekly Check-In Agenda

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## **Admin: PTO, Expenses, Other...**

### **Circles**

Still waiting on Dupaco MOU draft, will follow up again this week.

### **Needs Assessment**

Survey in process

Outreach Strategy

Mental Health - need to talk to Sue...

### **Workforce Development**

Waiting to hear about Take the Lead

### **Re-engage**

Need to schedule next meeting

Waiting on: Julien Invoice, Trolley, and YTFG to close out

### **Coaches' Network**

April Meeting: Missy - Childcare

May Meeting: Taj - other...

### **Kresge Grant**

Waiting...

### **FISCL**

Finishing prep for Mayor's Institute

Meeting with financial institutions

Great energy and buy-in developing with ONV

### **Project HOPE next meeting**

Suggesting new format...

ECIA? Guy visiting

### **Communications Needs: Next Deadline for Newsletter, Presentations, One-pagers...**

PH Newsletter - Proof this week!

**Fund Development**

# Project HOPE Weekly Check-In Agenda

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**Admin: PTO, Expenses, Other...**

**Network Map Updates**

**Circles**

**Opportunity Passport**

**RBA**

Project HOPE and Dan Duncan

Opportunity Plan

**Needs Assessment**

Mental Health Services - Overview of what we are looking for

Mental Health Guide

Personal Stories

Updates: Survey, Child Care Map

**Workforce Development**

Upcoming Conference Call

**Re-engage**

Scheduling Meeting Today

**Coaches' Network**

Friday - Missy Childcare

**St. Mark/Fulton**

Class Update

Fulton's Role

Grant Dollars - next round

## **Kresge Grant**

Still under review

## **EITC**

### **Project HOPE next meeting**

Agenda: ECIA and Meeting Structure

Indicators?

### **Communications Needs: Next Deadline for Newsletter, Presentations, One-pagers...**

Working on NL with Rachel

## **Fund Development**

# Coaches' Peer Learning Network

## 6 Month Review Meeting – May 2016

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### **Original Goals:**

Peer Learning

Access to resources

### **Goals we have identified moving forward:**

- Identify barriers - figure out ways to break down through networking
- Understand systems in community better
- Become a place where organizations seek feedback
  - Explore utilizing a survey or some way of gathering information

All for the goal of better serve participants in our programs.

### **Values/Principles at core of the network:**

- "Warm hand-offs," relational referrals, 'going with them'
- Self-care and self-awareness among coaches
- Orientation of empowerment toward clients - can we come up with better ways to refer to them that are empowering?

### **Systems Change/Enhancement**

- Simplifying support systems
- Leadership development for clients
- Community understanding of cultural differences
- Connection to Inclusive Dubuque
- Bridges Out of Poverty

### **Topics and issues to continue to explore:**

- Mental health
- Substance abuse
- Motivation and goal-setting
- Coaching Strategies
- Intercultural Communication
- Tools to counter stereotypes
- Burn out
- Introduce concepts of Results Based Accountability (RBA)



# Coaches' Peer Learning Network 6 Month Review Meeting

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- Burn out
- Introduce concepts of Results Based Accountability (RBA)

# Project HOPE Check-In Agenda

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## **Admin: PTO, Expenses, Other...**

Expense Request for Workshop Tomorrow

Wednesday PTO

## **Network Map Updates**

Hire a fall intern?

Playing phone tag with Sister Helen

## **Circles**

Partnering with Andrea to get more people in next Class

## **Getting Ahead**

IowaWORKS - GA funds

## **Needs Assessment**

Childcare GIS Maps

Mental Health survey results coming in

## **Workforce Development**

Resiliency Grant Meeting - Success Coaches - Key!

## **Re-engage**

Are we good with budget?

## **Coaches' Network**

Coaches want to have more systemic impact - advocacy - voice for clients

ICC and other training that Taj can offer.

## **St. Mark/Fulton**

Do you know any lawyers?

## **FISCL/EITC**

Grant - specific enough regarding program?

## **Project HOPE next meeting**

Agenda?

## **Communications Needs: Next Deadline for Newsletter, Presentations, One-pagers...**

Newsletter needs to go out ASAP or become June newsletter.

## **Fund Development**

Thoughts about strategy - developing



6.16.16 8:00 am - 9:15 am McCarthy Center

### Minutes:

Present: Gisella Aitken-Shadle, Chris Chapin-Tilton, Kristin Dietzel, Erica Haugen, Shirley Horstman, Marla Loecke Lana Wood

### United Way Community Investment Model Update: Chris Chapin-Tilton

- UW is transitioning from their former allocation model to a grant based model.
  - This will be a 2 year process in which UW is working hard to aid agencies through the transition.
  - The new collective impact model will align funding with identified needs in the community and engage volunteers and stakeholders in grant review.
    - UW is modeling their transition after the Cedar Rapids UW who changed from an allocation model to grant model over a period of several years.
    - UW is Building in education and support for agencies through this transition.
- UW's transition to the collective impact model involves building Solutions Teams who seek to address root causes of social problems to inform grant making. They are engaging existing networks to build these three teams:
  - Income Solutions Team: Project HOPE
  - Education Solutions Team: Inclusive Dubuque Education Working Group, Grade Level Reading and Local College Access Network
  - Health Solutions Team: Inclusive Dubuque
- UW is planning to work with the UW in Cedar Rapids to take over 211 services for Project Concern. Conversations are on-going. Partnership opportunity exists around the Project HOPE Network Map.

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## Greater Dubuque Development Workforce Solutions/Dubuque Works Update: Kristin Dietzel

- Workforce Solutions supports 5 areas
  - Existing business - keep business
  - National marketing and retail - attract business
  - Sustainability
  - Entrepreneurialism
  - Workforce Solutions
    - Workforce partnerships
      - Dubuque Works
      - Project HOPE
      - Homebase Iowa
    - HR Action Program - addressing retention, connecting with 45% of the workforce
    - College outreach - align systems for internship and job recruitment
    - Newcomer services - Jan Powers
- Dubuque Works: A workforce collaborative funded and convened by GDDC
  - \$200,000 budget: \$100,000 from State, \$70,000 Dubuque Works, \$30,000 other grants help fund:
    - Opportunity Dubuque: Outreach position and tuition grants
    - Newcomer services
    - Chamber Business After School
    - Dubuque Labor Management
    - Dubuque Circles Initiative
    - Nightrider buss
  - Priorities: Efforts that show meet immediate workforce needs
    - Retaining college students
    - Skills gap trades
    - Expanding apprenticeships

## Coaches' Peer Learning Network Update: Lana Wood

- Coaches identified the following focus areas moving forward:
  - Professional development
  - Contributing to systems change through data from client experience
  - Greater systems alignment around career pathways (identified by PH partners)

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## Needs Assessment Progress Update: Lana Wood

- Report in editing process, elements include:
  - Employment Overview
  - Mental Health Data
  - Key informant interviews
    - 3 Focus groups with mental health providers
    - Inventory survey to mental health providers
      - 24/27 responses so far
      - Analyzing data about: capacity, wait times, MCO changes
    - 1 Personal story - possibly more
  - Child Care:
    - Key informant interviews
    - 3 Focus groups:
      - 2 In-home child care provider sessions
      - 1 Center provider session
    - Parent Survey taken by 639 people - Some preliminary results:
      - A total of 247 people - 38.7%, or two out of five, of those who took the survey- reported that they turned down work for a reason related to childcare
      - More than 90% (90.7%) of people who had turned down a job had turned it down because of childcare responsibilities.
      - Almost half (47.4%) of people who had turned down a job had turned it down because they couldn't afford childcare at that position.
      - Two out of five (40.1%) of people who had turned down a job had turned it down because they couldn't find childcare.
      - About a third (30.0%) of people who had turned down a job had turned it down because they were afraid of losing childcare benefits.
    - 1 Personal story - possibly more
    - Possible use of GIS mapping images

### Next Meeting: Thursday, July 21 at 8:00 am

- Angela Ventris: Girl Scouts and career exposure partnership opportunities
- Financial Inclusion Cohort Update: EITC/VITA Project
- NICC Agency Update

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