



# Stable Families, Healthy Community 5 Yr. Plan

## Connecting Community to Resources Initiative

“Community Resources 101”

CAN Board of Directors Meeting

March 12, 2010



# Community Resources 101

## Goal:

- Expand community's capacity to connect families to assistance by orienting social service staff and volunteers on available resources.



# Community Resources 101

## 2010 Deliverable:

- Proposed plan for providing and sustaining ongoing orientations on available resources to social service staff and volunteers. (Aug. 13)



# Community Resources 101

## Vetting Process:

- Issue Area Group Leadership & Planning Committee
- Social Services Case Management Network
- Aging Services Council “Ambassadors” initiative work group



# Community Resources 101

## Outcomes of Vetting Process:

- Trainings should be targeted to front line staff and volunteers
- Trainings should build on resources that are already available in our community (e.g. 2-1-1)
- Trainings should help staff manage boundaries/ interactions with customers



# Proposed Content of Training

## Building on 2-1-1 Training Curriculum

- **When to Use 2-1-1**

- An overview of 2-1-1 covering how to best utilize this resource by phone or online

- **When Not to Use 2-1-1 and Seek Help Elsewhere**

- Crisis intervention issues



# Proposed Content of Training

## **The Role of the Connector**

- Discussion of ethics, boundaries, managing contacts, and confidentiality

## **Key Players in the Social Services Community**

- An overview of core safety net providers