**Local Portal/Community Education and Outreach Self-Assessment, 2017  
(including Early Identification & Referral and Community Education strategies)**

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| **Partnership Name:** | |  | | | | | | | | | | |
| **Description of Services:** Describe how the partnership currently serves as a local portal connecting families of preschool children to services. Also indicate if other organizations in the community serve as a local portal to families with young children. | |  | | | | | | | | | | |
| **Rationale:** How aware are families in your community with children 0-5 of the services available to them? How effective are the partnership and local partners with removing barriers that vulnerable families experience when attempting to access services? Refer to the partnership’s needs and resources assessment findings as applicable. | |  | | | | | | | | | | |
| **Volunteers:** If applicable, describe the partnership’s use of volunteers: how volunteers are recruited, how they are used by the partnership, how the partnership manages volunteers and tracks volunteer hours, and how the partnership recognizes volunteer service. | |  | | | | | | | | | | |
| **Implementation Self-Assessment, Local Portal**  Rate how well your program is **currently** doing, relative to each of the following implementation metrics. Refer to the First Steps Accountability Standards for guidance. If one or more Benchmarks do not apply to your strategy, explain why.  Partnerships are **strongly encouraged** to seek input from clients, staff, and partners in order to complete this section. | | | | | | | | | | | | |
| **Implementation Metric** | | | **Current Rating**  Check the box that best describes how well the partnership currently meets the benchmark (check by clicking on the box) | | | | | | | | | **Reason(s) for Rating** | |
| **Accessibility:** Local portal location accessible to public (location, parking, signage/visibility); multiple ways to contact (email, web site, phone etc.); timely response to requests | | | **Needs Improvement**  Access challenges due to staffing, location, parking, etc.; irregular office hours; response not timely to calls/emails; lack of social/online media presence | | | | **Meets**  Partnership is accessible to clients year-round; basic web site and/or Facebook; inquiries returned within 24 hrs | | **Exceeds**  Meets + office co-located with other early childhood and/or family support services | | |  | |
| **Public Awareness of Services:** Community organizations are aware of FS partnership services; partnership services included in local/regional print and online resource directories (ex. 211, BabyNet directory) and publications; print and online resources kept up to date | | | **Needs Improvement**  Few referrals from other orgs; local orgs unfamiliar with FS services; FS materials not distributed by local orgs; local directories don’t include FS; materials/web site out of date | | | | **Meets**  Collaborative partners are aware of and assist in referrals to FS; FS materials available at local partner offices; FS included in resource directories | | **Exceeds**  Meets + local orgs and community leaders consider FS the “go to” for early childhood services; referral network in place | | |  | |
| **The following self-assessment questions are divided into two populations:**  1. Clients served by the local partnership in one or more strategies (except EI&R); and  2. General public, including families served by EI&R (Early Identification and Referral) strategies.  If the partnership chooses not to provide local portal services for non-FS clients through 2020, indicate by clicking “N/A” and provide explanation here: | | | | | | | | | | | | | |
| Explanation for “N/A” answer: | | |  | | | | | | | | | | |
| **Partner Relationships:** Staff and volunteers helping to connect families have the knowledge of and relationships with community service providers; FS services are coordinated through Local FS Teams and other communications/activities | | | **Strategy Clients:** | | **Needs Imp.**  Too few relationships with service providers; Local FS Team doesn’t meet or not effective | | **Meets**  Solid relationships with all relevant service providers; Local FS Team meets to facilitate service coord. | | **Exceeds**  Meets + FS and other community service providers collaborate on client services through practices such as universal staffing, interagency council, etc. | | |  | |
| **General Public:**  **N/A** | | **Needs Imp.**  same | | **Meets**  Collaborative partners are aware of and assist in referrals to FS | | **Exceeds**  Broad knowledge among public and partners of client advocacy available at FS | | |
| **Assessing Child and Family Needs:** Partnership uses processes such as developmental screenings and/or family assessment, LSP, etc. to prioritize service needs | | | **Strategy Clients:** | | **Needs Imp.**  No protocol in place for client screenings | | **Meets**  Protocol in place to screen at least once per family | | **Exceeds**  Used initially and at regular intervals to gauge progress and adjust services as needed | | |  | |
| **General Public:**  **N/A** | | **Needs Imp.**  same | | **Meets**  General awareness of screening use and availability at FS office. | | **Exceeds**  Broad understanding among partners of value of screening and access available at FS office. Activities in place to inform general public of efficacy and availability. | | |
| **Follow-up and Monitoring:** Staff and volunteers follow up on referrals to ensure services get connected; maintain contact with families to assess needs over time | | | **Strategy Clients:** | | **Needs Imp.**  Staff make referral to the client, it is up to the client to get connected | | **Meets**  Staff ensure successful connections; make contacts and advocate on behalf of clients as needed | | **Exceeds**  Meets + protocol in place for staff/volunteers to advocate on behalf of clients in each step of referral/connection process; maintains ongoing assessment of client needs | | |  | |
| **General Public:**  **N/A** | | **Needs Imp.**  same | | **Meets**  same | | **Exceeds**  same | | |
| **Data Collection:** Partnership tracks connections to services for families. | | | **Strategy Clients:** | | **Needs Imp.**  Referrals/connections not tracked | | **Meets**  Tracked as # served but not by individual family | | **Exceeds**  Tracked by family in FS Data System or other data system (Child Plus, etc.) | | |  | |
| **General Public:**  **N/A** | | **Needs Imp.**  same | | **Meets**  same | | **Exceeds**  same | | |
| **Volunteer Management:**  Partnership uses volunteers in various capacities, manages scheduling and necessary background checks; tracks volunteer time; rewards and recognizes volunteers | | | **Needs Imp.**  Rarely uses volunteers outside of board meetings and board functions | | | | **Meets**  Board members volunteer at partnership events, etc.; some non-board volunteers used in programs and/or partnership support | | **Exceeds**  Has a full-scale volunteer program including board members and non-board members | | |  | |
| **COMMUNITY EDUCATION AND OUTREACH**  Summarize the partnership’s **current** activities to educate various stakeholders.  Refer to your Community Education and Outreach Plan. | | | | | | | | | | | | |
| **Activity** | | | | **Message/Focus** (Profile of the Ready K, First Steps advocacy, etc.) | | | | | | **Target Audience(s)** | | |
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| **Implementation Self-Assessment, Community Education**  Rate how well your program is **currently** doing, relative to each of the following implementation metrics. Refer to the First Steps Accountability Standards for guidance. If one or more Benchmarks do not apply to your strategy, explain why.  Partnerships are **strongly encouraged** to seek input from clients, staff, and partners in order to complete this section. | | | | | | | | | | | | |
| **Implementation Metric** | **Current Rating**  Check the box that best describes how effective the partnership currently meets the benchmark (check by clicking on the box) | | | | | | | | | | **Reason(s) for Rating** | | |
| Distribution of public education materials to promote FS mission, inform of avail. resources | **Needs Improvement**  No materials or materials out of date, not well distributed | | | | | **Meets**  Materials up to date and accessible in major locations frequented by families with young children | | **Exceeds**  Meets + monitors when/where materials need distribution or replenishment, tracks “how did you hear about us” in FS data system or other means; rich web site with active links to additional resources | | |  | | |
| Increasing public awareness through community events (clear purpose, targets for participation, capturing data on who attends and following up) | **Needs Improvement**  Does not hold community events on a regular basis; events not well attended | | | | | **Meets**  Community events meet targets for participation, some outcomes (i.e., increase in # inquiries about FS programs) | | **Exceeds**  Events have clear purpose, are well known in the community and exceed expectations for participation; outcomes tracked (i.e. “how did you hear about us”) and protocol for collecting attendee info and increasing engagement with FS (i.e. subscribing to partnership social media, receiving newsletters, signing up to volunteer) | | |  | | |
| Engage public through active online and social media presence, local media | **Needs Improvement**  Partnership does not have web site and/or Facebook pages, or they are not kept up to date; few local media stories annually | | | | | **Meets**  Web site and Facebook pages updated regularly; local media supports FS programs | | **Exceeds**  Meets + additional resources (YouTube,) Twitter, Instagram, etc.); usage tracked and analytics used to increase site visits, subscriptions, likes, etc. | | |  | | |
| Educate and engage local and state policy makers and community leaders (municipal, county, Chamber of Commerce, Rotary, school district, legislative delegation, etc.) | **Needs Improvement**  Does not communicate regularly with community leaders; board members not engaged as advocates for FS | | | | | **Meets**  Sends regular updates to legislative delegation (annual report, etc.); meets with delegation members at least once/yr; presents to groups (school boards, county council, Rotary, etc.); board members engaged in advocacy | | **Exceeds**  Meets + personal relationships with. policy makers; leaders are familiar with FS services, attend FS events, visit programs, etc. | | |  | | |
| **(Optional) Innovative Practices** What about the partnership’s approach to serving as a local portal or providing community education and outreach services is particularly innovative, in terms of making progress toward school readiness goals and benchmarks? | | | | | | | | | | | | | |
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| **RECOMMENDATIONS for board consideration:**  **LOCAL PORTAL and COMMUNITY EDUCATION services through 2020**  Consider implementation metrics needing improvement.  ***Consider any unmet, or in progress, Priority Goals from 2016-17*** | | | | | | | | | | | | |
| What’s going well, that we should keep doing? Expand? | | | | | | | | | | | | |
| What do we need to improve? | | | | | | | | | | | | |
| Are we achieving the outcomes we want to see, based on our financial and staff investment? | | | | | | | | | | | | |
| Are there activities we should discontinue? | | | | | | | | | | | | |
| What NEW activities or services should we add to what we are already doing? | | | | | | | | | | | | |
| What resources do we need, based on the changes we want to make? | | | | | | | | | | | | |