

CONNECTING COMMUNITIES IN ACTION

STRATEGIC PLAN

2022 - 2025



Table of Contents

Executive Summary.....	2
ROMA Cycle.....	4
Mission, Vision, Identity Statement, and Values.....	5
Theory of Change.....	6
Needs of Families, Community, and Agency.....	7
National Goals.....	8
Strategic Direction.....	9
• Outcomes, Goals, Strategies	
References	
• SWOT Analysis.....	18
• Matrix Map.....	19
• Community Action Plan and Report.....	20
• Social Determinants of Health.....	21
• Five Protective Factors of Resiliency.....	22
• Stabilization to Self Sufficiency Continuum.....	24

Executive Summary

As a Community Action Agency, CCA (Connecting Communities in Action) is required to undergo a periodic strategic planning process. The process is designed to examine existing and emerging needs in the communities we serve and then to align agency services to meet these needs. The resulting document, presented here, guides administrative function and service delivery for the three-year period of 2022-2025.

The strategic plan follows a ROMA (Results Oriented Management Accountability) format and adheres to the national goals established for Community Action agencies nationwide. It also serves as a means of measuring Community Actions' impact on the lives of the low-income community.

Triennially, CCA undertakes a comprehensive community needs assessment designed to inform the agency, its board of directors and staff, in their decision-making process and the creation and implementation of programming. The results of the comprehensive needs assessment are reviewed and analyzed in order to create the agency's Strategic Plan.

The methodology used to undertake the needs assessment process includes the selection of quantitative data from a number of sources, as well as the incorporation of qualitative data garnered through survey instruments and community forums that targeted individuals and families with low incomes, employees and board members, collaborative partners, community based and human service organizations, government agencies and elected officials, faith-based organizations, businesses and industry, educational institutions and local coalitions.

The Needs Assessment is a comprehensive document that details the needs of Cattaraugus and surrounding counties in which CCA provides services. An executive summary of the Needs Assessment, or the Needs Assessment in its entirety, can be found on CCA's website at <https://static1.squarespace.com/static/5ec3c523df15790a7c7bdb43/t/60ec4cf00d28a93de90de7d5/1626098950907/2021+NEEDS+ASSESSMENT> or available in .pdf format upon request.

The most pressing needs that emerged from the collective data gathering process in 2021 were:

- Job Skills and Employment Training
- Child Care
- Transportation
- Livable Wages
- Safe and Affordable Housing
- Mental Health Services/Counseling

In addition, CCA regularly surveys its customers to determine their satisfaction with services and their thoughts about the need for improving programs and approaches. While these Customer Satisfaction Surveys have been overwhelmingly positive, customers have expressed a need for CCA staff to provide additional information about services (inside and outside of the agency) that could better assist them with their needs. This feedback was also considered in the formulation of the Strategic Plan.

As a result of the Coronavirus Pandemic, CCA targeted a Needs Assessment in April of 2022 to reflect the emerging health, social, and economic needs of our customers, businesses, employees and community. That Needs Assessment also guides the Strategic Plan as the pandemic continues.

An executive summary of the COVID-19 Needs Assessment can be found on CCA's website at <https://static1.squarespace.com/static/5ec3c523df15790a7c7bdb43/t/61b1196525255e6fd2df8289/1638996326489/CCA+COVID+NEEDS+ASSESSMENT.pdf> or available in .pdf format upon request.

In gauging how customers and community members have been impacted by COVID-19, the following responses were collected as being the most impactful areas of concern for individuals/families:

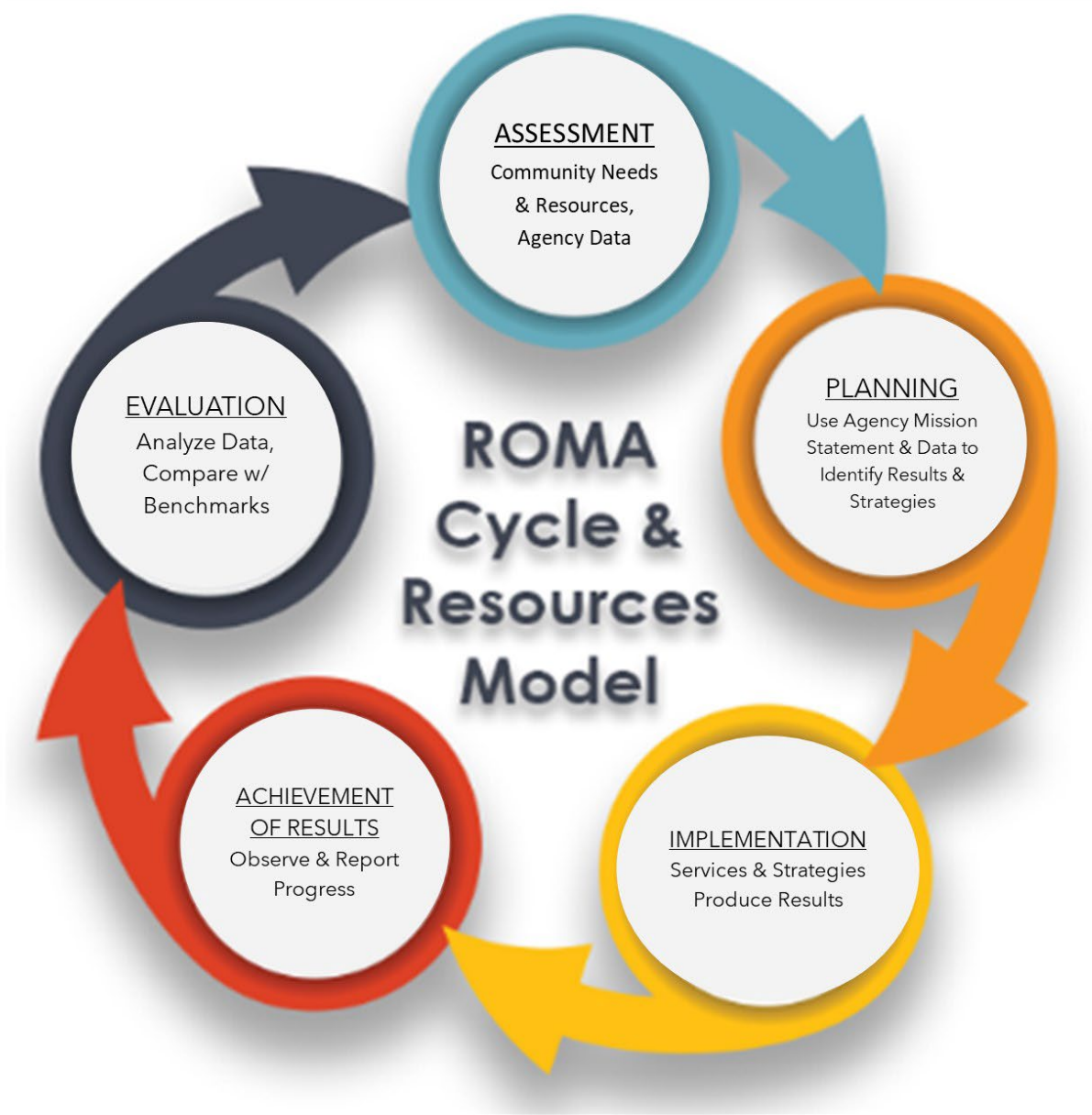
- Emotional and Mental Health
- Employment
- Schooling
- Physical Health
- Housing
- Food

Further, CCA undertook a needs assessment internally, to better understand the needs of its employees.

The most pressing needs that emerged from the collective data gathering process were:

- Staff Recruitment and Retention
- Support Resources, paid or volunteer
- Diversified Funding
- Customer Focus and Trauma Informed Care
- Physical Plant and Access Improvements
- Technology Improvements and Updated Policies
- Public Policy Involvement
- Brand Recognition and Marketing

From these critical needs, and with the aid of other tools such as the agency's internal SWOT analysis, a list of programs along a continuum from Stability to Self-Effectiveness, a list of programs that address the Social Determinants of Health, and a list of programs that support the 5 Protective Factors that promote Resiliency, this Strategic Plan has been developed for the period of 2022 through 2025. This plan builds upon the foundation of the agency's vision, mission, and values to guide the development and implementation of programming. The plans defined here do not guide daily operations, but rather allow the agency to identify results and strategies, implement services, produce and observe results, report progress and analyze data, and make course corrections as necessary.



Identity

Mission Statement

“CCA builds resilient communities by helping people achieve economic, physical and emotional security.”

Vision

“Community Action envisions an environment in which all vulnerable populations have access to the services and supports they need to thrive.”

The Identity Statement

CCA builds resilient communities by helping the most vulnerable among us achieve economic, physical, and emotional security.

We meet people’s most basic needs. More importantly, we collaborate with scores of public and private partners to offer marginalized people hope, opportunity, and the tools to overcome adversity and to thrive.

We serve individuals and families, the elderly, the disabled, and the disadvantaged in southwestern and central New York.

Our programs are comprehensive, strength-based, and customer-focused. Delivering trauma-informed care is our priority. We offer safe and affordable housing, home rehabilitation and weatherization, prevention, and education. We also offer mental health services, food security, and support for youth, families, and survivors of crime.

The tenure and strength of our leadership team and Board; the unfailing dedication and commitment of our staff; and our ability to consistently deliver high-quality, results-oriented programs have helped position us as one of the region’s premier and most trusted service providers.

Our future is bright indeed. That future will be ensured by continuing to invest in our staff, creating strategic funding and service delivery partnerships, sharing success stories, and demonstrating our impact.

Values

Safety and Trust: CCA promotes physical and psychological safety by conducting our work with transparency. We recognize the inherent vulnerability in seeking support by treating others with dignity and protecting privileged information.

Professionalism: CCA operates with integrity; our commitment to ethics and accountability compels us to implement best practices while honoring our mission.

Empowerment and Choice: CCA embraces a culture that offers flexibility and support meaningful decision making while promoting individual strengths and solutions.

Continuous Improvement: CCA values positive change and growth for ourselves, our agency, and our community. We evaluate the efficacy of our services, the needs of our customers, and the input of our stakeholders in our continuous quest for quality.

Partnerships and Collaboration: Our efforts are maximized through our alliances. We build resilient communities by cultivating positive and interactive relationships with community partners and funders.

Belonging: CCA fosters feelings of acceptance and personal value by welcoming and affirming the experiences, perspectives and talents of all individuals or groups.

Theory of Change:

Agency Mission

CCA builds resilient communities by helping people achieve economic, physical, and emotional security

Community Action Goals

Goal #1:

Individuals and Families with low incomes are stable and achieve economic security

Goal #2:

Communities where people with low incomes live are healthy and offer economic

Goal #3:

People with low incomes are engaged and active in building opportunities in

Services and Strategies



Core Beliefs

- Poverty is complex and multifaceted, requiring a variety of supports, advocacy, and services.
- Advocacy is necessary to create systemic, individual, community & family level change.
- Engaging partners and people with low incomes is critical to our work.
- Local needs require local solutions made possible with state, federal and community resources.
- Building family stability is foundational for building resilient communities.

Performance Management

- Results Oriented Management and Accountability Cycle
- National Organizational Standards
- National Performance Indicators
- Trauma Informed Care Principles
- Multidimensional data collection and analysis
- Funder performance and reporting requirements.
- Customer Satisfaction Surveys
- Fiscal Controls and Financial Audits

CCA is one of over 1,000 high-performing Community Action Agencies across the nation, and one of 47 in New York State. The network is a robust, national, state, and local force, reaching individuals in 99% of America's counties with life changing services that create pathways to opportunity and prosperity.

The Needs of Families, the Community, and the Agency

In late 2020 and early 2021, CCA undertook an extensive Community Needs Assessment (CNA). The following Needs Statements were developed as a result.

Family Needs

1. Individuals in the community need education and job skills to attain and maintain employment
2. Households need parental supports and education to strengthen families and improve education outcomes.
3. Individuals and families with low incomes need access to safe and affordable housing opportunities.
4. Individuals and families with low incomes need access to healthy, nutritious foods.
5. Families need holistic health care opportunities to address barriers to self-sufficiency.
6. Households need parental supports and education to strengthen families and prevent child abuse and maltreatment
7. Families with children need access to safe and affordable childcare.

Community Needs

1. The community lacks sustainable employment opportunities
2. The community needs increased treatment options for persons with addictions.
3. The community needs increased public transportation options.
4. The community needs additional child-care providers.

Agency Needs

1. The agency needs skilled volunteers
2. The agency needs to recruit and retain highly skilled staff.
3. Support Resources, paid or volunteer
4. The agency needs to diversify funding.
5. The agency needs to implement a Trauma Informed Care Model.
6. The agency needs physical plant, access and technology improvements.
7. The agency needs greater public policy involvement.
8. The agency needs greater brand recognition and marketing development.

National Goals

1. Individuals and families with low incomes are stable and achieve economic security.

- *Individuals develop skills, improve educational attainment*
- *Individuals become employed, maintain living wages, have improved financial wellbeing*
- *Families acquire or maintain assets and resources for basic needs*
- *Vulnerable populations achieve potential*
- *Strengthening family and supportive systems; child and family development (e.g. health, nutrition skills, mental health, parenting, independent living, etc.)*
- *Families live in safe and affordable housing*

2. Communities where people with low incomes live are healthy and offer economic opportunity.

- *Employment opportunities are created and maintained*
- *Education and Cognitive Development opportunities are created and maintained*
- *Growth of Infrastructure and Asset Building opportunities*
- *Housing Opportunities are created*
- *Physical, Social, and Behavioral Health options are available to vulnerable populations*
- *Community Improvement and Revitalization, Increased Safety and Environmental health*
- *Community-wide Partnerships fill gaps*
- *Affordable child care opportunities are created*
- *Growing resources: commercial, financial, technical, recreational, transportation*

3. People with low incomes are engaged and active in building opportunities in their communities.

- *Civic Engagement, Public Policy, Volunteerism*
- *Low income individuals and families grow their social networks and knowledge of resources*
- *Public education on the causes and conditions of poverty*

Outcomes, Goals, Strategies, Actions, Progress Reports

Family

National Goal 1: Individuals and families with low incomes are stable and achieve economic security

//

Local Need 1: Individuals in the community need education and job skills to attain and maintain employment

Local Goal 1: Individuals will have access to education and job skills training (workplan pages 3, 16,19):

Strategies:

- School Attendance Support
- Academic Supports
- Linking youth with employment opportunities
- Information and Referral

Accountability:

- *School attendance records*
- *School report cards*
- *Persons obtaining employment*

//

Local Need 2: Households need parental supports and education to strengthen families and improve education outcomes.

Local Goal 2: Households will have access to parental supports and education to strengthen families and improve educational outcomes. (Work Plan pages 12, 13, 14,16, 17, 19)

Strategies:

- Mental Health Services
- Services for Victims of Domestic Violence, Sexual Assault and Other Types of Crimes
- Parent Aid and Parenting Education (In-Home and Community Workshops)
- Supervised Visitation
- Child Abuse Prevention (Pop-Ins, Family Group Conferencing, Child Protection Contract Services)
- Youth placement prevention services
- School based Youth Advocate/Support Programs

Accountability:

- *Change in status as documented by the Measure of Well Being Matrix.*
- *Pre and Post testing to validate improved parenting skills.*
- *Adult survivors self- report living free of violence.*
- *Numbers of at-risk you who remain in their homes and avoid foster care.*
- *School attendance records and report cards*

//

Local Need 3: Individuals and families with low incomes need access to safe and affordable housing opportunities

Local Goal 3: Individuals and families with low income will reside in safe and affordable housing. (Work Plan pages 3, 4, 5, 6, 7,8, 9)

Strategies:

- Residential Support services
- Emergency Shelter and Rapid Rehousing
- Weatherization Assistance Program
- Housing Rehabilitation Programs
- 515 Permanent Housing for seniors and persons with disabling conditions
- Permanent Housing for Formerly Homeless Households.
- Homeless Prevention - Emergency Financial Assistance
- Balance of State Continuum of Care Partnerships

Accountability:

- *Lease agreements verifying attainment or maintenance of housing*
- *Energy burden reduction as measured by audits*
- *Housing Quality Standards inspections*
- *Change in status as documented by the Measure of Well Being Matrix.*
- *Third Party verification of housing retention*
- *MOUs; meeting minutes*

//

Local Need 4: Individuals and families with low incomes need access to healthy, nutritious foods.

Local Goal 4: Individuals and families with low incomes will have access to healthy foods (Work Plan pages 10,11)

Strategies:

- Nutrition Outreach and Education (SNAP Outreach)
- Summer Food Service Program

- Food Pantry Network
- Soup Kitchen
- Community Gardening
- Food Recovery and Gleaning

Accountability:

- *Numbers of households who improve access to nutritious foods via receipt of SNAP*
- *Number of youth who improve access to healthy foods via summer feeding*
- *Number of persons who improve access to healthy food via the Soup Kitchen or food pantries.*

//

Local Need 5: Families need holistic health care opportunities to address barriers to self-sufficiency

Local Goal 5: Families will have access to healthcare opportunities needed to address barriers to self-sufficiency (Work plan pages 2,12, 13)

Strategies:

- Mental Health Clinical Services
- Therapeutic services and health care advocacy to victims of crime, domestic violence and sexual assault
- Information and referral services
- Partnerships/Consortia - Healthy Livable Communities, UPC and SNI Federally Qualified Health Care Centers, Suicide Prevention Coalition, Mental Health Subcommittee,

Accountability:

- *Numbers of youth and adults engaged in mental health services*
- *Number who report living free from violence.*
- *Partnership meeting minutes, MOUs, etc.*

//

Local Need 6: Households need emergency interventions, parental supports, and education to strengthen families and to prevent child abuse and maltreatment

Local Goal 6: Families will strengthen families and prevent child abuse and maltreatment by accessing evidence based-emergency interventions, parental supports, and education opportunities. (Work Plan pages 12, 13, 14,16, 17, 19)

Strategies:

- Mental Health Services
- Services for Victims of Domestic Violence, Sexual Assault and Other Types of Crimes
- Parent Aid and Parenting Education (In-Home and Community Workshops)
- Supervised Visitation
- Child Abuse Prevention (Pop-Ins, Family Group Conferencing, Child Protection Contract Services)
- Youth placement prevention services
- School based Youth Advocate/Support Programs

Accountability:

- *Change in status as documented by the Measure of Well Being Matrix.*
- *Pre and Post testing to validate improved parenting skills.*
- *Adult survivors self- report living free of violence.*
- *Numbers of at-risk you who remain in their homes and avoid foster care.*

//

Local Need 7: Families with children need access to safe and affordable childcare.

Local Goal 7: Families will have access to safe and affordable childcare.

Strategies:

- Provide information and referral to families with low incomes in need of childcare resources

Accountability:

- *Number of families with access to existing and developing childcare resources.*

//

Community

National Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

//

Local Need 1: The community lacks sustainable employment opportunities.

Local Goal 1: The community will develop sustainable employment opportunities. (Work Plan pages 1 and 2)

Strategies:

- Partnerships – Olean Business Development, Cattaraugus County IDA, local IDAs
- Participation on Workforce Investment Board CCA partners with local agencies (government, educational, non-profit, faith-based, businesses) to address community needs.

Accountability:

- *Meeting minutes, MOUs/partnership agreements.*

//

Local Need 2: The community needs additional childcare providers

Local Goal 2: The community will have additional childcare providers (Work Plan pages 1, 2)

Strategies:

- Existing Partnerships
- Develop a partnership/coalition with key partners involved with creating or funding child care (CCR&R agencies, Seneca Nation of Indians, private providers, local DSS)

Accountability:

- *Partnership meeting minutes/MOUs*
- *Number of new childcare slots created in the community.*

//

Local Need 3: The community needs increased treatment options for persons with addictions

Local Goal 3: The community will offer increased treatment options for persons with addictions. (Work Plan pages 2, 8, 13, 14, 15)

Strategies:

- Existing partnerships (Healthy Cattaraugus Coalition, CARES, Seneca Strong, Cattaraugus County Health Department)

Accountability:

- *Partnership meeting minutes/MOUs*

//

Local Need 4: The community needs increased public transportation options

Local Goal 4: The community will develop increased public transportation options (Work Plan pages 1, 2)

Strategies:

- The community will increase awareness of existing transportation options and strive to create comprehensive transportation programming
- Advocacy for increased transportation routes and options

Accountability:

- *Partnership meeting minutes*
- *Outreach materials documenting awareness raising efforts.*

Agency

Local Need 1 : The agency needs skilled volunteers.

Local Goal 1: The agency will have a skilled pool of volunteers. (Work Plan page 1)

Strategies:

- Identify the areas in which volunteers are needed (program, community, agency needs)
- Recruit volunteers specific to these skill areas
- seek funding for a Volunteer Recruiter
- Establish comprehensive retention plans

Accountability:

- *Number of skilled volunteers.*

//

Local Need 2: The agency needs highly skilled and professionally trained staff to provide the highest level of service to customers

Local Goal 2: The agency will recruit, develop and retain highly skilled and professionally trained employees that provide the highest level of service to customers. (Work Plan Page 1)

Strategies:

- Cross train employees with regard to every service and opportunity available within the organization
- Provide opportunities for staff to attend trainings and receive credentials relevant to their positions and that meet agency needs, including trauma-informed care practices
- Develop robust staff recruitment, onboarding, and retention practices

Accountability:

- *Documentation of training and certification*
- *Staff recruitment policies*
- *Onboarding policies*
- *Turnover reports*

Local Need 3: The agency needs diversified funding.

Local Goal 3: The agency will diversify funding.

Strategies:

- The agency will assess current funding streams for diversification opportunities.
- The agency will target new and sustainable funding opportunities.

Accountability:

- *Funding matrix*
- *Fiscal reports verifying new and sustainable funding streams*

- *Grants tracking*

Local Need 4: The agency needs to improve customer engagement and outcomes via adoption of a trauma informed care model.

Local Goal 4: The agency will implement trauma informed care practices.

Strategies:

- Artic Assessment
- Staff Training
- UB Toolkit
- Internal RESPOND Committee

Accountability:

- *ARTIC Scale Results*
- *RESPOND Committee Minutes*
- *UB Toolkit verification*

//

Local Need 5: The agency needs capital improvements, including accessibility and technology infrastructure

Local Goal 5: The agency will make needed capital improvements, including accessibility and technology infrastructure.

Strategies:

- Identify necessary technology and building upgrades
- Seek capital/IT improvement funding
- Develop IT sustainability plan

Accountability:

- *Secured funding grant agreements and upgrades*
- *Reports from Periodic Business Reviews*
- *Reports from Safety Committee*
- *IT sustainability plan*

//

Local Need 6: The agency needs an active voice on the local and state levels to bring about community change.

Local Goal 6: The agency will influence public policy.

Strategies:

- Staff participation in local and state coalitions, boards, and advocacy groups.

Accountability:

- *Meeting minutes*
- *Number of agency partnerships*
- *Documented community policy or practice changes*

Local Need 7: The agency needs to implement a strategic marketing plan

Local Goal 7: The agency will implement a branding and marketing plan to enhance customer and partner recognition

Strategies:

- Develop and implement a formal marketing plan
- Develop a functioning marketing budget
- Review and amend plans

Accountability:

- *Written marketing plan*
- *Dedicated marketing budget*

SWOT

SWOT Analysis: Internal Strengths, Internal Weaknesses, External Opportunities, External Threats

STRENGTHS	WEAKNESSES
<p>Teams have great dynamics, work well together The application of best practices in our work Leadership support Flexibility Camaraderie Focused and Goal Driven Responsibility Consistency Integrity to Mission, Vision, Values Availability Reputable Passionate Strong Governance with Board of Directors Partnerships</p>	<p>Employee Turnover Lack of Volunteers Constant retraining with position changes Staff Burnout Infrastructure (IT, Buildings and Equipment) Space limitations Pay rates Health Care Costs Low Supervisor to Staff Ratios Siloed – cross departmental communications Limited training resources in some programs / inconsistent training opportunities Limited partnerships with some providers</p>
OPPORTUNITIES	THREATS
<p>Comparisons across insurance companies Take advantage of more advanced technologies Identify new funding opportunities Collaborations/Relationships with other providers Outreach Green technology Training and Development Growth Opportunities Trauma Informed Care Movement Hybrid Schedules</p>	<p>Lack of discretionary funding Flat funding Fear of grants not being renewed COVID Lack of workforce Funder mandates Housing market State and Federal Funding Regulations Competitive Programming Environmental Factors beyond CCA’s control Access for families with low incomes: health foods, etc.</p>

Matrix Map



Community Action Work Plan and Progress Report

Based upon the needs identified in the Community Needs Assessment, and the strategies outlined in the body of this plan, CCA annually creates a Community Action Work Plan and Progress Report. This document details the interventions, benchmarks, and methods of measurement for every program operated by the agency and is also utilized as an evaluative and quarterly reporting tool. An example of this Work Plan is shown below.

Description of Need (Family, Community, Agency)		Low income families need access to safe and affordable housing opportunities (Family)									
Briefly identify the need that documents the reason for the programs/services/milestones and outcomes listed below. Corresponds to the needs/strategic objectives identified in Attachment C-1b Demonstrated Needs and Attachment C-1c Strategic Plan.											
Program that addresses the need described above:		Weatherization Assistance Program, HOME Housing Rehabilitation, Affordable Housing Corporation, Manufactured Home Replacement Initiative, Cooling Home Replacement Initiative, Cooling Program; 7 Housing and Energy partnerships									
Interventions	Benchmarks or Milestones and Outcomes	NPI(s) or Service/Capacity Codes	Method(s) of Measurement/Verification	Annual Target	PPR #1 Achieved	PPR #2 Achieved	PPR #3 Achieved	PPR #4 Achieved	YTD Total	YTD %	
CCA's energy conservation and housing rehabilitation programs provides services to eligible homeowners and renters who meet eligibility requirements. The goal of all programs is to rehabilitate and/or weatherize existing housing stock in order to provide safe, affordable and energy efficient living environments for low income families.	455 families will inquire about energy conservation and housing rehabilitation services		Established program waiting lists	455	110	126	111	107	454	100%	
	175 of the 455 families will receive energy conservation services	SRV 4t	Case file; program job completion reports	175	38	39	47	60	184	105%	
	30 of the 455 families will receive housing rehabilitations services.	SRV 4s	Case file; work scope documents	30	7	7	9	6	29	97%	
	175 of the 175 households receiving energy conservation services will have reduced energy usage rates	FNPI 4h	Pre and post utility bills	175	38	39	47	60	184	105%	
	8 of the 345 families will have a safer home environment as a result of receiving a new manufactured home.	FNPI 4g	Case file; work scope documents	8	0	0	3	2	5	63%	
	30 of the 30 families receiving housing rehabilitation services will have a safer living environment	FNPI 4g	Case file; work scope documents	30	7	7	9	6	29	97%	

Programs that Address Social Determinants of Health

	Education ¹	Social and Community Context ²	Health and Healthcare ³	Neighborhood and Built Environment ⁴	Economic Stability ⁵
Attendance Support	✓				
Child Abuse Prevention/CPS Contract Programs				✓	
Commercially Sexually Exploited Children				✓	
Coordinated Community Response to Violence				✓	
Derby Single Room Occupancy				✓	✓
Domestic Violence Services		✓	✓	✓	✓
Families and Schools Together	✓				
FEMA Emergency Supports					✓
Food Pantries/ Operations Support				✓	✓
Home School Liaisons	✓				
Homeless Prevention/Rapid Rehousing					✓
Housing Rehabilitation				✓	✓
Hunger Prevention/HPNAP				✓	✓
Jail Discharge Planning		✓	✓	✓	✓
Jefferson House Apartments				✓	✓
Juvenile Needs Focus Group				✓	
Kinley Hill Shelter and SRO				✓	✓
Lighthouse Community Kitchen					✓
Mental Health Clinical Services		✓	✓		
Oishei Basic Human Needs					✓
Parent Education Programs/Fatherhood	✓				✓
Property Management				✓	✓
Residential Supportive Services	✓		✓	✓	✓
Sexual Assault Forensic Exams			✓		
Sexual Assault Prevention and Intervention			✓	✓	
SNAP Outreach/NOEP				✓	✓
Summer Food Service				✓	✓
Violence Prevention Activities				✓	
Volunteer Engagement		✓			
Weatherization Assistance				✓	✓
WIC Nutritionist					✓

¹ Early Childhood Education and Development; Enrollment in Higher Education, High School Graduation, Language and Literacy

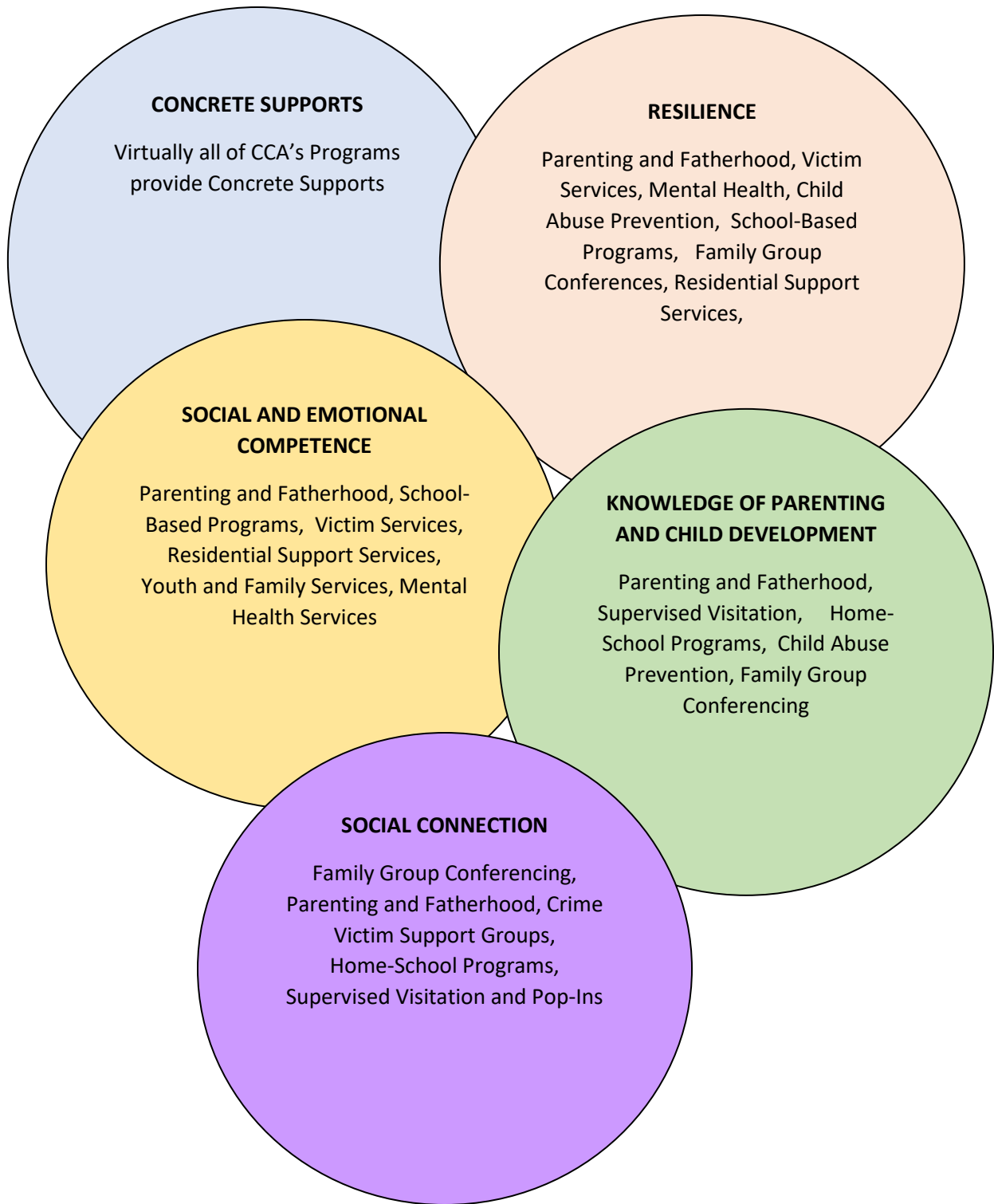
² Civic Participation, Discrimination, Incarceration, Social Cohesion

³ Access to Health Care, Access to Primary Care, Health Literacy

⁴ Access to Foods that Support Healthy Eating Patterns, Crime and Violence, Environmental Conditions, Quality of Housing

⁵ Employment, Food Security, Housing Instability, Poverty

PROTECTIVE FACTORS of BUILDING RESILIENCE



Protective Factors Key

Concrete Supports

Families who can meet their own basic needs for food, clothing, housing and transportation, and who know how to access essential services such as childcare, health care, and mental health services to address family needs – are better able to ensure the safety and well being of their children

Resilience

Parents who can cope with the stresses of everyday life, as well as an occasional crisis, have resilience; they have the flexibility and inner strength necessary to bounce back when things are not going well

Social and Emotional Competence

Children's early experiences of being nurtured and developing a positive relationship with a caring adult affects all aspects of behavior and development

Knowledge of Parenting and Child Development

Children thrive when parents provide not only affection but also respectful communication and listening, consistent rules and expectations, and safe opportunities that promote dependence

Social Connections

Parents with a social network of emotionally supportive friends, family and neighbors often find that it is easier to care for their children and themselves

Stabilization is the First Step on the Continuum Toward Self-Sufficiency and Resilience

