

SUCCESS COACHING PROGRESS REPORT FOR QUARTERS 1-3, 2023 & SUCCESS COACHING PILOT SUMMARY

PREPARED BY
Jessica DeGrave

AT A GLANCE

Progress for the 9 months
to September 29, 2023



2023

312

Households enrolled in
success coaching

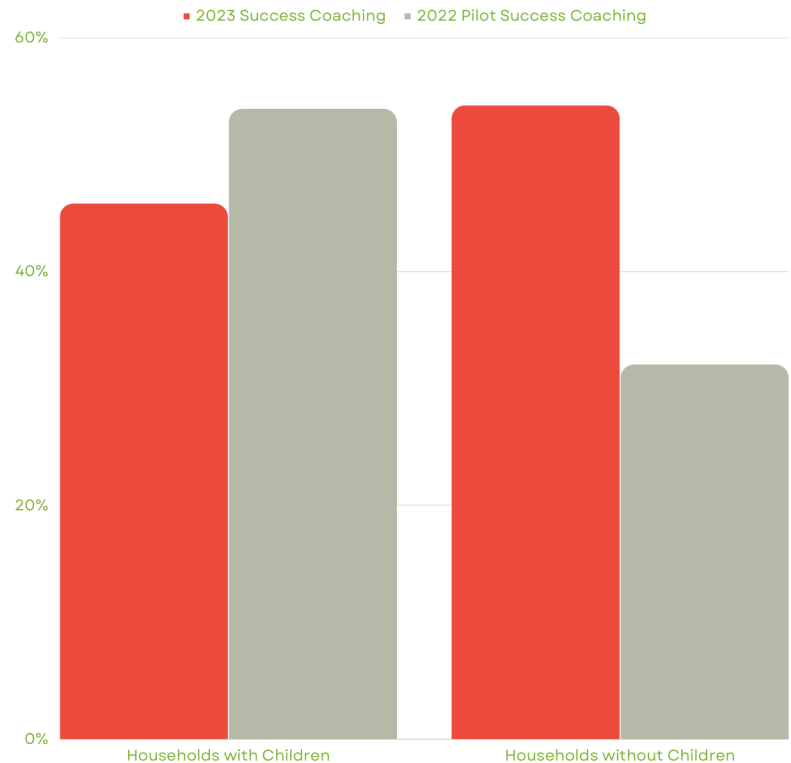


2022

126

Households enrolled in
success coaching pilot

*248% Increase in
enrollments from 2022



KEY SUCCESSES

Households with Children



42% of participants became employed, increased income, or received a raise



35% of participants opened a savings account or increased savings



21% of participants earned HS diploma, GED, or certification



20% of participants report increased leadership skills, social network, skills, knowledge, or abilities to improve community



20% increase in youth outcomes achieved from 2022

PROJECT SUMMARY

Progress for the 9 months
to September 29, 2023



Success Coaching Works!

The powerful results of our 2022 Success Coaching Pilot-- 41% of households increased their savings, 48% of households opened a savings account, 18% increase in employment and training enrollments, 40% of households were unemployed and gained employment: 21% at less than a living wage and 19% at living wage or above -- proved that by implementing the Whole Family Approach, providing Family Centered Coaching to people receiving Newcap services, and floating coaches between all funding sources, better outcomes were achieved.

These results were the catalyst to restructuring the organization. Newcap believed allowing our team to identify their individual strengths and centering job duties around them would magnify the results we achieved in our success coaching pilot, and that implementing the Whole Family Approach agency wide by giving coaches access to all funding sources, wrapping services, and creating care teams would result in improved service delivery and better outcomes for everyone Newcap serves.

January 31, 2023 Newcap fully implemented a strengths based approach with our team and created new roles: content specialists focused on processing applications and ensuring eligibility requirements are met; crisis coaches focused on meeting participants' immediate needs using the Housing First framework; and success coaches focused on turning dreams into reality by dream mapping and then setting goals and action items with participants and their families to achieve those dreams. Examples of goal focus areas are housing/housing stability, employment and training, transportation, mental and physical health, or any other dreams participants have.

Newcap's dreams and goals for implementing the Whole Family Approach agency wide include expansion and enhancing of existing services, the addition of new services, growing our community outreach, and providing excellent learning and development opportunities to our success coaches.

A LOOK AT THE NUMBERS

Progress for the 9 months to September 29, 2023

- Number of families served: 974
- Number of families diverted from experiencing homelessness: 708
- Number of unsheltered families connected with safe places to stay, including quality shelter: 71
- Number of families reconnected to housing quickly: 299
- Number of families connected to needed services: 974

SUCCESS COACHING PILOT SUMMARY

Progress for the 12 months
to December 31, 2022



HOUSEHOLDS WITH CHILDREN



886

Households enrolled in
coaching



4933

Households enrolled in
emergency rental
assistance

63%

80%

KEY SUCCESSES

126 households enrolled in
success coaching

760 households enrolled in
light coaching



41% of households
in success coaching
increased their savings



40% of households in success
coaching were unemployed and
obtained employment



48% of households
in success coaching
opened a savings account



**21% obtained employment
at less than a living wage**



18% increase in employment
and training enrollments



**19% obtained employment
at a living wage or higher**

PROJECT SUMMARY

Progress for the 12 months
to December 31, 2022



Success Coaching Works!

In January 2022 Newcap began our success coaching pilot program. Success coaches were primarily working with families at our interim housing site and participants who expressed interest in success coaching and were already receiving Newcap services. By July 1st the community need for emergency rental assistance (ERA) was overwhelming and success coaches had to quickly pivot and begin providing coaching services to participants receiving ERA. Coaches' caseloads increased from 15 to 80 in a matter of weeks. In response coaches developed a light coaching curriculum that made it possible to serve almost 5 times the number of participants originally enrolled in success coaching. When ERA funding was depleted coaches pivoted again and began providing more intensive success coaching services to those participants who wanted to continue working with a coach.

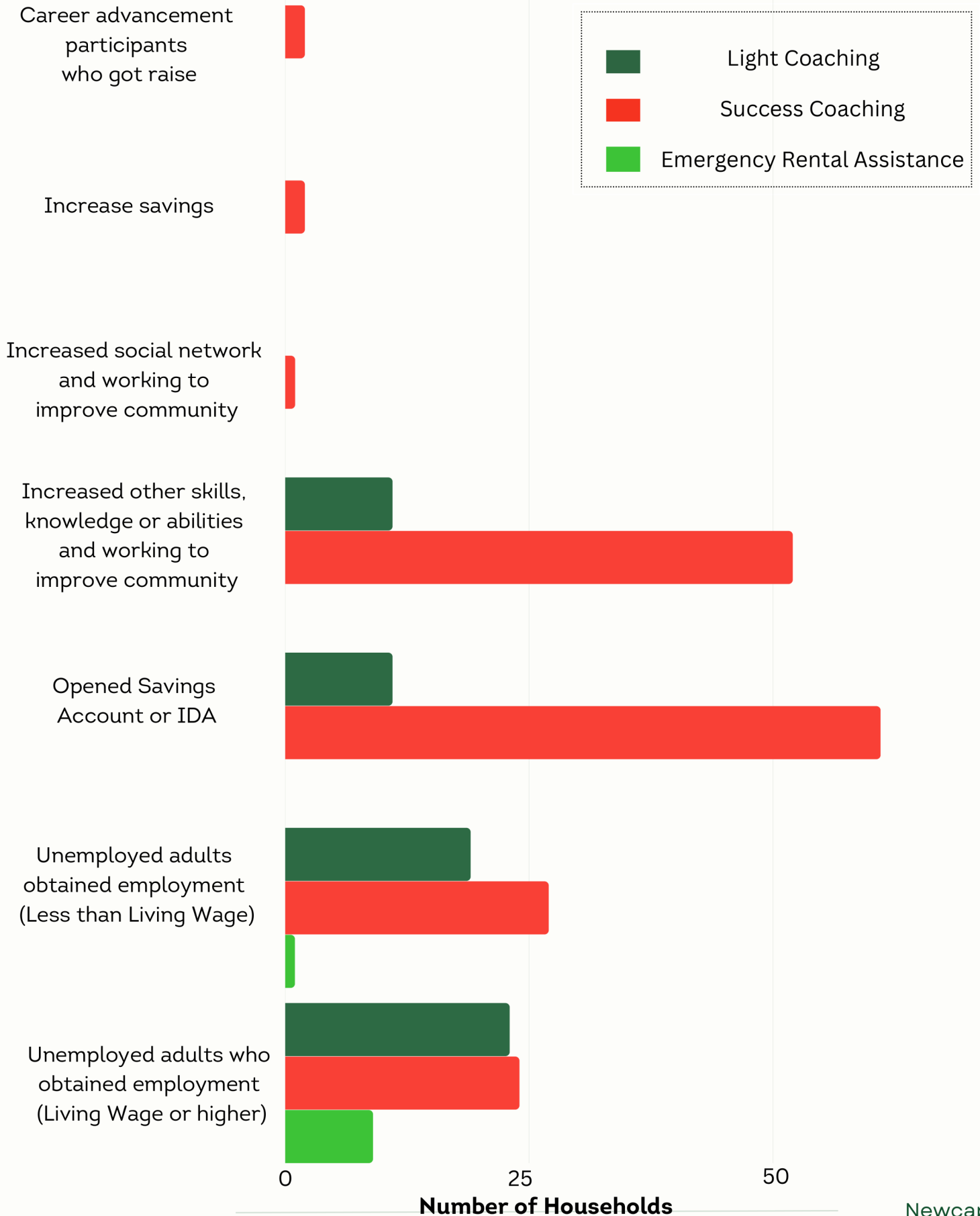
Light coaching – coaches meet with participants every 3 months to assist with ERA application or recertification, set/review housing stability and employment and training goals, and create/review a budget.

Success coaching—coaches meet with families a minimum of monthly, set and review goals for each member of the family, create a care team with internal and external members to surround the family with support and services, facilitate and invite families to attend workshops, join advisory boards, and attend community events.

Success coaching participants achieved positive outcomes that light coaching and ERA participants did not. Success coaching works!

PROJECT HIGHLIGHTS

OUTCOMES



PROJECT SUMMARY

Progress for the 12 months to December 31, 2022

During 2022 and the first quarter of 2023 Newcap built Whole Family Guiding Coalitions in 3 counties (Brown, Shawano, and Marinette); a Family Advisory Board (FAB) and Youth Action Board (YAB) with participants from multiple counties. These partnerships have enabled us to pool resources so our participants can attend Positive Parenting workshops, Parent Café support groups, Back to School Picnics, Community Baby Showers, Youth Nights, Family Board Game and Movie Nights, Resource Fairs, and more; and to focus on what actual participants say they need and want for services.



ACCESS CLIENT SUCCESS STORIES BY USING THE QR CODE



CONTACT INFORMATION

Jessica DeGrave

jessicadegrave@newcap.org

920-863-9408

QUESTIONS? CONTACT US.

