Connecting People to Community Resources Toolkit

Toolkit Description:

Urban Alliance (UA) provides programs with printed materials that can be distributed to people served. These materials contain information about community resources meeting most commonly felt needs as well as important information about how to address challenging life situations. The contents of each toolkit can be tailored to the people served by each program. More specifically, UA provides bundles of materials for low-income individuals, children and families, and/or people with physical or emotional health needs. Additionally, programs have the opportunity to develop a plan for displaying and sharing resources through their program. Based on their plan, programs can receive a table and table cloth or a display rack.

Once a program has successfully been offering printed resources and referrals to community resources for one year, they are eligible to receive support to enhance their toolkit to more effectively connect people to

community programs. Examples of toolkit enhancements include the use of tablets to collect feedback from people served or complete online applications, mounted televisions with scrolling information about events and resources, or cell phones to offer follow-up after a referral is made. Program leaders may contact UA staff for more information.

Connection: Connection occurs when a program links people to resources in the community. This PDO equips programs to more effectively connect people served to needed programming so their needs are more holistically met.

Toolkit Training:

UA provides training for program leaders and volunteers to equip them to connect the people they serve to resources in the community based on their needs. During this training, program leaders learn about the most commonly needed resources in the community, important information about accessing these resources, and strategies for making referrals and engaging with people. Program leaders will receive an invitation to this training that may be shared with other program staff or volunteers. This training is required for leaders receiving this toolkit for the first time.

Requesting a Toolkit or Additional Printed Materials:

To request a connection toolkit, complete the forms indicated below and email them to initiatives@urbanalliance.com. Leaders can request printed materials as well as items that can be used to display printed materials valued at up to $500 for first-time requests and $250 for subsequent requests.

Toolkit Forms:

- **Connecting People to Community Resources Toolkit Agreement and Planning Form** *(complete only if your program has not previously received a connection toolkit and has completed the associated training)*

- **Request for Additional Printed Materials** *(complete if you have a toolkit, but need additional copies of materials)*
- **Request for Enhanced Toolkit Items** *(complete if you have been using a toolkit for at least one year and would like additional items to enhance your ability to connect people to resources)*

Connecting People to Community Resources Toolkit Agreement

Purpose:
UA provides training, toolkits, and consultation to help programs connect the people they serve to further resources in the community based on their needs.

Program Leader Responsibilities:
- Be in good standing (i.e. participate in a learning community, submit monthly data and follow program development opportunity policies)
- Have at least two program staff or volunteers participate in UA's Connection Training and read the booklet, "*Urban Alliance's 5-C Framework: Connection*"
- Utilize toolkit materials and regularly share printed materials with the people you serve
- Make every effort to prevent toolkit supplies (e.g. rolling cart, folding table, table cloth, brochure racks, signs, etc.) from being damaged
- Complete an order form to request additional copies of printed resources when they run low
- If for any reason your program discontinues utilizing the toolkit, return all remaining toolkit materials and supplies to UA

Urban Alliance Responsibilities:
- Offer training for program staff and volunteers on how to effectively communicate with people who have specific needs and connect them to community resources
- Provide printed materials about commonly needed resources and important topics that can be provided to the people you serve.
- Provide items to store and display printed resources, such as a rolling cart for storing these materials, a table and tablecloth, standing or wall-mounted brochure racks, or informational signs
- Provide additional printed materials or enhanced toolkit items, such as a tablet, television, or cell phone which must be used to connect people to community resources once a program has successfully used their toolkit for one year

Please complete a Toolkit Planning Form and attach it to this agreement.

By signing this agreement, your church/organization agrees to utilize the Connecting People to Community Resources Training and Toolkit according to the criteria outlined above.

Church/Organization: _____

Program: _____

Program Leader Name: _____

Program Leader Signature: _____ Date: _____

Connecting People to Community Resources Toolkit Planning Form

This handout is designed to be used in conjunction with the booklet, "*Urban Alliance's 5-C Framework: Connection*", to help programs develop a strong connection strategy. This booklet can be downloaded from the UA website at, www.urbanalliance.com/resource-library/

Developing a Connection Strategy

A number of important questions must be considered in order to ensure each of the elements of connection described in the booklet are fully implemented into programming. Please take some time and answer each of the following questions. Your answers to these questions will help you develop a strong connection strategy.

1. How will your program learn about the needs of the people you serve, especially those needs that fall outside of the services you offer?

2. Does your program have printed materials readily available to help people connect to needed community resources? If not, which types of printed materials would be most helpful?

3. How will your program educate staff or volunteers about existing community resources and programs? How will your program ensure these staff and volunteers are available to meet with people to share about these resources?

4. How will your program display printed materials? Which Urban Alliance display tools will your program need?

Toolkit Items (Indicate which items are needed to support the display strategy described in question 4):

___ Designed tablecloth	___ Folding table (4 ft)	___ Folding table (6 ft)
___ Tabletop brochure rack	___ Standing brochure rack (6 ft)	___ Wall mounted brochure rack

5. How will your program implement a relational strategy for referring people to community resources?

6. How will you communicate information about your program to people and organizations in the community, so they know you are also an available and accessible resource?

7. All programs will receive a bundle of printed materials that reflect the most commonly needed programs. In addition, you can select one population specific bundle. Which one will best meet the needs of the people you serve?

____ **low-income** (programs supporting low-income individuals, many have income eligibility requirements such as Medicaid, SNAP, etc.)

____ **emotional and physical health** (programs that support mental health and physical health and information about common struggles, such as depression, anxiety, and addiction)

____ **children and youth** (programs that support families with children and children and youth under 18 years)

Urban Alliance Printed Materials Request Form

Mark the materials you are requesting and indicate the preferred language (E = English, S = Spanish). You will receive 15 printed copies of each materials marked. If you need more than 15 copies, please complete the section at the bottom of this form. Please allow 4-6 weeks for printing.

Basic Toolkit	E	S
Access Health CT Flyer		
Adult Mental Health Brochure		▨
American Job Centers Brochure		▨
Child and Adolescent Mental Health Brochure		▨
Energy Assistance Flyer Bilingual		
Adult Education Brochure		▨
Seniors Brochure		▨
Tax Preparation Assistance Brochure		▨
United Way 2-1-1 Card Bilingual		
Referral Form		▨
General CT Resource Guide		

Resources for Low-income Individuals	E	S
Community Meals Brochure		▨
Medicaid Brochure		▨
Mobile Pantries Postcard Bilingual		
SafeLink Card		▨
SAGA Flyer		▨
Shelters		▨
SNAP		
Temporary Family Assistance Flyer		▨
Women Infants Children Flyer		▨
Care 4 Kids		
Financial Literacy Resources		▨

Physical and Emotional Health and Wellness	E	S
Charis Handout: Addiction		
Charis Handout: Crisis and Trauma		
Charis Handout: Dementia and Alzheimer's		
Charis Handout: Discouragement and Depression		
Charis Handout: Fear and Anxiety		
Charis Handout: Grief and Loss		
Charis Handout: Supporting Marriages		
Charis Handout: Supporting Singles		
Charis Counselor Brochure		▨
Charis Website Card		▨
Disability Flyer		▨
Medicaid Flyer		
Revitalize Brochure Bilingual		▨
Substance Abuse Treatment Brochure		▨

Pregnancy, Children, Teens and Families	E	S
Care 4 Kids Brochure		
Child Development Infoline		
Educational Advocacy (PPT, IEP, 504) Flyer		▨
Family Resource Centers Flyer		▨
Free Summer Meals Postcard Bilingual		
Head Start Flyer		▨
Helping Children and Teens Cope after a Crisis		▨
Internet Essentials Brochure Bilingual		
Regional School Choice Office Booklet		
Financial Aid: Scholarships and FAFSA		▨
YMCA Free-swimming Postcard		▨

Connecting to Community Resource Toolkit Materials for Special Events/Increased Demand:

If you are requesting more than 15 copies of printed materials, indicate below which ones you are requesting and the total number of copies you need.

Resource Name	Total Number of Copies

Briefly describe why additional copies are needed and how you plan to distribute each printed material.

_____
_____
_____
_____

Enhanced Toolkit Request Form

Please answer the following questions about how you would like to enhance your current connection toolkit.

1. Describe how you currently use your connection toolkit.

2. Which items would you like to use to enhance your current connection efforts? Mark up to $300 worth.

___ Designed tablecloth: $100	___ Folding table (4 ft) ($75)	___ Folding table (6 ft): $75
___ Tabletop brochure rack: $100	___ Standing brochure rack (6 ft): $100	___ Wall mounted brochure rack: $150
___ Tablet: $300	___ TV Screen: $300	___ Cell Phone for follow-up calls: $300
___ Other		

3. Describe how you will use these items to enhance your existing connection efforts. Make sure to link your rationale to the information contained in the booklet, *"Urban Alliance's 5-C Framework: Connection."*

By signing this form, your church/organization agrees to utilize the Connecting People to Community Resources Training and Toolkit according to the criteria outlined above.

Church/Organization: _____

Program: _____

Program Leader Name: _____

Program Leader Signature: _____ Date: _____