# Let The Voices Be Heard

*Integrating client and staff input into decision-making and program design*

# The Practice

- Utilizing feedback from clients and staff to inform and test program design:
  - Internal charter team using elements of Human-Centered Design Approach

# What Does it Look Like?



**INSPIRATION**

**I have a design challenge.**
How do I get started?
How do I conduct an interview?
How do I stay human-centered?

**IDEATION**

**I have an opportunity for design.**
How do I interpret what I've learned?
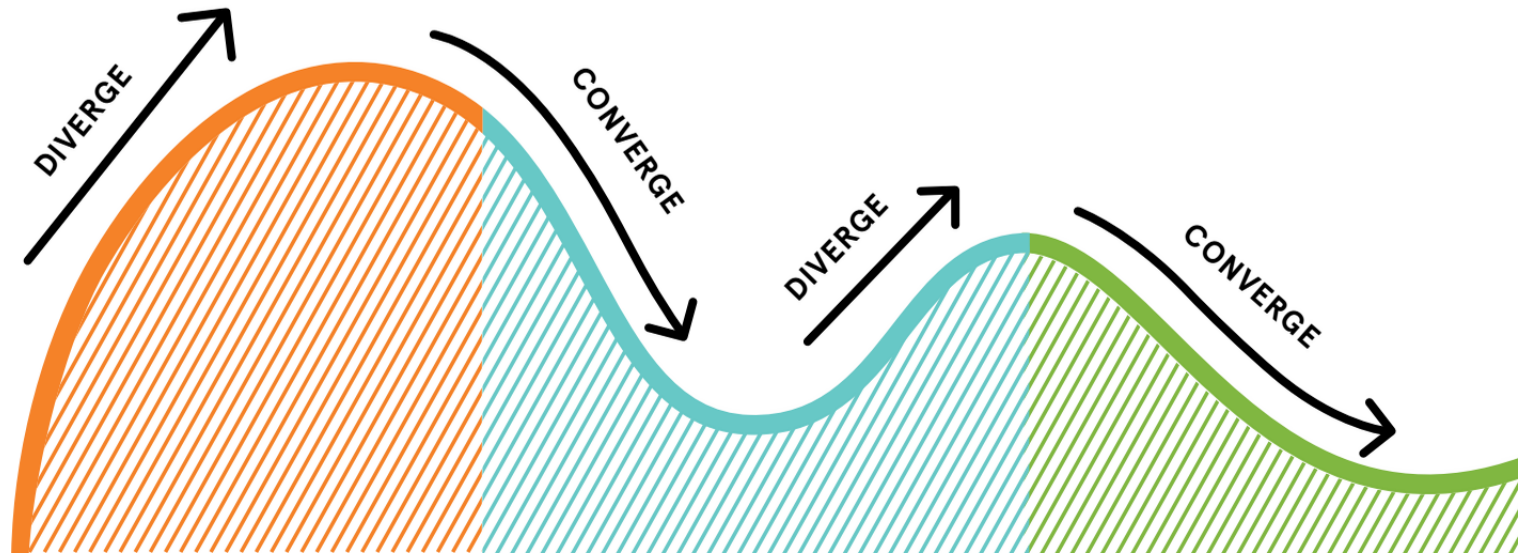How do I turn my insights into tangible ideas?
How do I make a prototype?

**IMPLEMENTATION**

**I have an innovative solution.**
How do I make my concept real?
How do I assess if it's working?
How do I plan for sustainability?

DIVERGE

CONVERGE

DIVERGE

CONVERGE

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# INSPIRATION

How might we offer CareerAdvance participants support and skill building that is relevant and impactful as a **parent** and **adult student**?
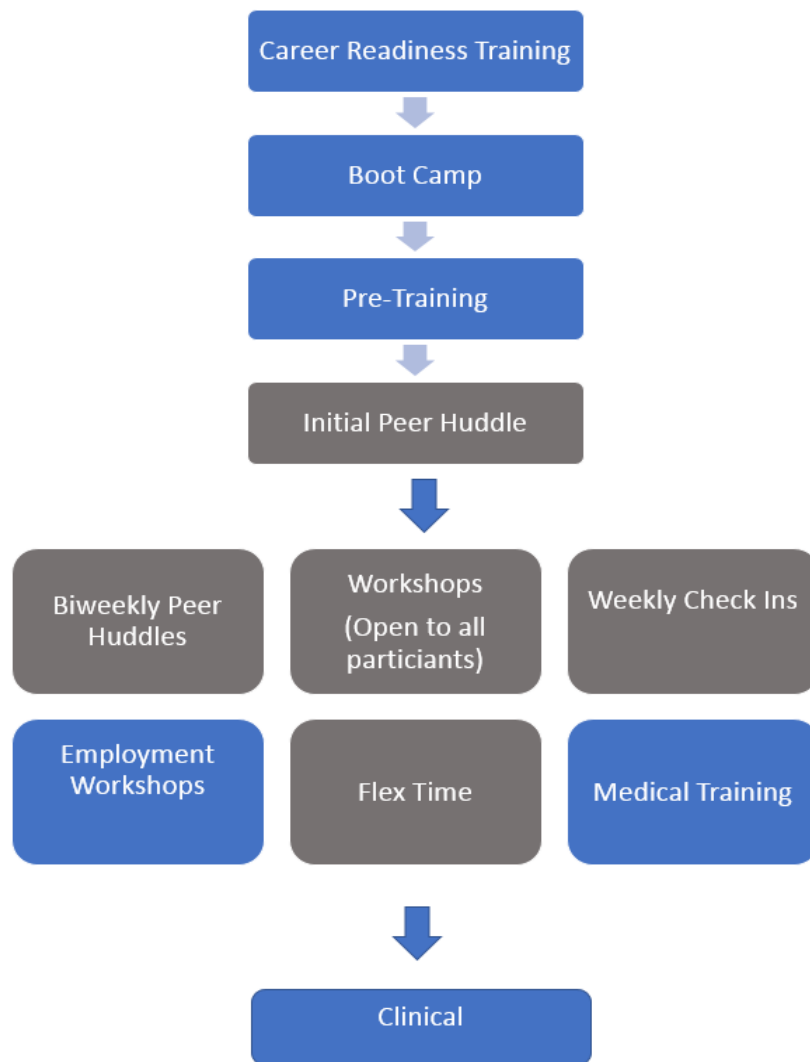
# IDEATION

**1** Introduce highly valued topics/skills during onboarding

**2** Include 'flex' time as part of partner meeting

**3** Give participants choice

# IMPLEMENTATION

- **Initial Peer Huddle** - 2 hour cohort meeting to set goals, make cohort connections and introduce tools to be used in biweekly peer huddles.

- **Workshops** - Offered 3-4 times a month on the subjects of soft skills, parenting, financial capability and mental health.

- **Weekly Check-Ins** – Coach stops by the cohort's medical training class to quickly check-in with participants and remind them of upcoming events.

- **Biweekly Peer Huddles**-Designated 30 minutes for the coach and cohort to meet together and allow for a supportive group environment.

- **Flex Time**- 2 hours of time on weekly basis for participants to study, meet with program staff or run errands while childcare is provided.

CareerAdvance® Workshop Model

Career Readiness Training
↓
Boot Camp
↓
Pre-Training
↓
Initial Peer Huddle
↓

| Biweekly Peer Huddles | Workshops (Open to all participants) | Weekly Check Ins |
| Employment Workshops | Flex Time | Medical Training |

↓
Clinical

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# Enabling Conditions



## Core Values

**Accountability**
Acting with CAP Tulsa's mission in mind and holding ourselves accountable for intended results

**Data-Driven Decision Making**
Using data to make thoughtful and well-informed decisions

**Diversity & Inclusion**
Cultivating an inclusive, respectful and productive work environment

**Empowerment**
Exercising the freedom and obligation to challenge each other respectfully

**Excellence**
Achieving the highest measure of quality in all that we do

**Growth**
Helping all people reach their full potential

**Honesty, Integrity & Transparency**
Doing what's right and above board

**Innovation**
Pursuing continuous improvement and encouraging experimentation to achieve desired outcomes

**Positive Intent**
Assuming the best and giving others the benefit of the doubt

**Respect**
Treating all people with dignity and respect

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# Empowering Assets

# How Will This Innovation Live On?



- TCW continuing revised partner meeting strategy

- CAP Tulsa is committed to ensuring the voice of our participants and staff are woven through programming and service delivery