

MAEBRIGHT THEORY OF CHANGE

BEGINNING OF SERVICES



END OF SERVICES

I. ASSESSMENT

where are we?

- Survey of current and potential service recipients through an online and paper survey
- Focus groups of current and potential service recipients
- Service recipient walk-through to assess as a “secret shopper” experience
- Assessment report and recommendations for next steps

AND/OR

- Senior Staff Training with:
- A panel of speakers
- Continuing Education Units
– based on participants’ needs

II. ORGANIZATIONAL POLICY REVIEW

creating measurable goals

- MaeBright will provide a report with recommendations that can outline updates to current policies and/or recommendations for new policies both for employees and for service recipients.

III. STAFF TRAINING

climate change

- This training includes content on LGBTQ identities, cultural competency, population disparities, best practices, any policy and practice updates, and resources.

ADDITIONAL SERVICES

climate change

Specialized Employee Training

Demographics Collection Recommendation

Case Consultation

New Employee Training Recommendations and Training of Trainers

Training for Service Recipients

Cultural Competency Ambassador Program Development

Evaluation of Service Recipients and Employees

ongoing

Climate Change

occurs as a result of training and additional services