

PROJECT PASSAGE OVERVIEW

Name selection

Passage is defined as “the act or process of moving through, under, over, or past something on the way from one place to another.” (Google.com online definition) It has also been defined as “a way of entrance” and “the action or process of passing from one place, condition, or stage to another.” (Merriam-Webster.com)

The name Project Passage was chosen as it best describes how WestAid will move toward a more comprehensive connection to clients and to expanded service in the community. It also describes the desired outcome for clients who access WestAid’s services: they will discover a passage from where they are to an improved level of functioning for themselves and their families.

Approach/Desired Outcomes

Project Passage is a 2-pronged approach to better address/reduce food insecurity in WestAid’s service area and to address the related client-level issues and causes, thereby contributing to improved community health and well-being.

1. Agency (macro) level: Technological and process improvements to improve efficiency, with the goal of enhancing/expanding service delivery. Desired outcomes include:
 - More efficient client and service documentation and tracking (to include implementation of a barcode identification and service tracking system);
 - Improved and expanded data collection for planning and reporting purposes (including regular client surveys and “Tell Me Your Story” collection to increase understanding of the service population and food insecurity issues in the service area);
 - Increased options and competitiveness for expanded funding;
 - Addition of ancillary services, including intentional and systematic publicizing of educational offerings beneficial to clients and implementation of a short-term solution-focused case management program. (See more information in the “client level” section which follows.)

2. Client (micro) level: Implementation of ancillary services designed to enhance clients’ levels of functioning. Services will include:
 - Linkage to community educational offerings relevant to clients’ identified needs;
 - Short-term solution-focused case management program for selected client households. The case management approach will be a catalyst project type

offering designed to assist the client in identifying and pursuing a limited number of specific, well-defined short-term goals. The role of the catalyst is to promote and stimulate change. This particular case management model will also be based on one of the tenets of Appreciative Inquiry: change begins when the first question is asked. Short-term outcomes and objectives will include:

- The “seeds” for ongoing transformation will be planted;
- Participant will identify 2-3 individual/family goals;
- Participant will identify ways to increase his/her ability to meet basic household needs and to move toward self-sufficiency (based on the understanding that pursuing individual/family goals is difficult until basic needs are met);
- Participant will identify specific actions to be initiated within the 2 – 3 month service period to help them achieve defined family goals and to assist them in moving toward self-sufficiency, and will complete at least two during the service period.
- Participant will be able to identify at least one way his/her household benefited from participation in the case management process.

Roles for Students/Volunteers

1. Identification and/or development of Project Passage case management (PPCM) protocols and tools.
2. Development of training program for new PPCM case managers
3. Assistance with survey completion and analysis (including “Tell Me Your Story” forms). Assistance with survey revision as needed.
4. Identification of community educational/training opportunities relevant to client goals.
5. Assistance with maintaining updated educational resource packets.
6. Identification of available longer-term case management programs available to clients desiring ongoing support.
7. Serve as PPCM case manager for assigned clients.
8. Assist with PPCM program evaluation and make recommendations for service delivery improvement.