Project Description

<mark>Edits on 11/01 9:00PM</mark> | <mark>Edits on 11/2 10:30AM</mark>

Why does Isabel's House need our help?

Isabel's House is a Crisis Nursery for children newborn to 12 years of age, with most children age 5 or under. They provide support for families who are in crisis, whether it be a single parent who does not have any family to watch their kid(s) while they are in the hospital to families in crisis due to domestic abuse or substance abuse and many other unexpected situations that come up in life.

Their project request is building out a web-based training portal that would streamline and automate the training process. This portal would help further their mission by saving their volunteers and staff lots of time, allowing for more time to be spent with their kiddos and families.

What is the problem?

The skills required to work with children in crisis are unique. Isabel's House's volunteers, interns, and staff spend a significant amount of time on training: about 80 hours in their first year, plus about 40 hours of training each year. Training resources are only available on certain computers at Isabel's House.

Volunteers, interns, and staff are spending time on training when they could be spending time with the children or when they need to be at their other job or school classes. The naming conventions and organization of the training content are inconsistent. This slows training progress and places an unnecessary burden on the team. If training resources were better organized and available online, the team could access materials and complete training on their own schedule. This would also help Isabel's House ease our licencing compliance.

How can Hack 4 Good help?

Isabel's House is asking us to help setup and configure the "Isabel's House Training Portal", a Learning Management System (LMS) that will help volunteers, interns, and employees easily complete, will allow supervisors to track progress of their required training, and will also make training materials easy to find when someone on the team needs to learn how to work with a special health or crisis situation.

Project Resources

Refer to our dedicated Project Resources page for Isabel's House. This page includes Project Details, Training Resources, Branding Resources, and more.
https://hack4goodsgf.com/projects/isabels-house/

Project Details

Summary
Develop an LMS (Learning Management System) web interface called "**Isabel's House Training Portal**" that will help employees and volunteers at Isabel's House easily find training content. If an employee/volunteer needs to find a specific document or video, they should be able to type it into a search to quickly find the information they need.

Logos, Graphics, a Brand Guide and Educational Content Sample Data Source

https://drive.google.com/drive/folders/1rilu-qVpTMbDVI_J4fSvj51INqKWeZRW

LMS Recommendations

Moodle
- https://moodle.org/ (https://www.capterra.com/p/80691/Moodle/)

  Moodle is free, open source, and installable in a lot of different ways. It's free if you host it on your own, but the pricing comes in if you want to pay the Moodle team to host it in the cloud for you (which we do not want). Simple AWS hosting would be a lot cheaper than their per-seat licensing fees with Moodle hosting.

  There is a plugin community as well, with many free add-ons and it has a strong community of users that you could utilize.

  Previous Experience with Moodle
  - The difficulties with attempting Moodle was lack of skill, manpower, and time. Isabel's House doesn't have anyone on staff who has the skills or time to get something like Moodle set up or to manage it.

The Top Free LMS Tools
- https://blog.capterra.com/top-8-freeopen-source-lmss/#0

LMS Required Features
- Platform Requirements:
  - Platform should be open source; if not open source, request approval from H4G
  - Platform should support content search by keyword
  - Users must login to access content; content should be accessible from anywhere
  - Build separate checklists or curriculum for different types of employees/volunteers
    - Ideally they could also tell when curriculum content has been changed and who has taken it since vs. before the updated content (optional, but desired)
  - Track progress by checklist/curriculum
  - Prompt staff for upcoming deadlines and updates to training materials (optional, but desired)
  - Volunteers are required to have a physical exam every 2 years and finger printing every 3 years, they would like notification reminders to prompt employees and the Community Engagement Coordinator (currently MadisonG) to complete the task and be able to mark it as upcoming/complete/delinquent (optional)
  - Ability to send a notification to complete the required training for Volunteers and remind them of their deadline / send a notification to a supervisor that they have failed to complete the training in the required time. (optional)
  - Make sure content isn't editable by those taking the training
  - Track user time spent viewing content (optional, but desired)
  - Send completion emails or results/certification reports to the person who completed the training and a supervisor
    - For testing purposes:
      - All Volunteer certifications: madisong@isabelshouse.org
      - All Staff certifications: kristinm@isabelshouse.org

- Types of Staff (Or Categories of Training Sets):

  (IH has between 30-50 employees and 200+ volunteers)

  - Staff
  - Volunteers/Interns

- Categories of Content:

  (See Full List Here:
  https://drive.google.com/drive/folders/1GCSiI1Ejw71XicyW2D8d8YTXqcLjjG1S)

  - Organization History
    - IH History, Model, & Philosophy
  - Mental Health/Trauma
    - Resilience: The Biology of Stress
    - Trauma Awareness
  - Child Behavior Management
    - Conscious Discipline: Becoming Brain Smart
    - Conscious Discipline: Composure
    - Conscious Discipline: Encouragement
    - Conscious Discipline: Assertiveness
    - Conscious Discipline: Choices
    - Conscious Discipline: Positive Intent
    - Conscious Discipline: Empathy
    - Conscious Discipline: Consequences
    - Conscious Discipline: The School Family
    - Child Behavior Management policies, procedures, and de-escalation techniques
  - Child Development
    - Child and Youth Management Development
    - Development Needs of Children
    - Recreation and Leisure Time, Water Safety
    - ASQ
    - Curriculum & Daily Schedule
    - Separation & Attachment Issues
    - Basic Group Dynamics
  - Personal Care
    - Ethnic Hair Care Training
  - Child Abuse & Neglect
    - Mandated Reporter Training
    - Sign & Symptoms of CAN
    - Physical & Behavioral Indicators
    - Risk Factors reporting Information
    - Secondary Traumatic Stress
    - Self-Care
  - Medical
    - Communicable Illnesses: Bacterial Infections
    - Communicable Illnesses Manual
    - Communicable Illnesses: Parasitic
    - Communicable Illnesses: Viral
    - Medical Program Training
    - HIPAA Training
    - CPR/First Aid/AED/BBP

- - ■ Medication Certification
    - ○ Child Safety & Security
      - ■ Car Seat Information
      - ■ Emergency Responses
      - ■ Confidentiality Training
      - ■ Suicide Prevention/Mental Health
    - ○ Human Resources
      - ■ Personnel Policies & Procedures
    - ○ Documentation
      - ■ Penelope Training
      - ■ Documentation Training
    - ○ Family
      - ■ Community Resources
      - ■ Crisis Prevention & Intervention
      - ■ Strengthening Families
      - ■ Signs of Safety
      - ■ Intake Assessment & Packet
      - ■ Treatment Planning
      - ■ Substance Abuse
      - ■ Families' Legal Rights & Missouri
      - ■ Motivational Interviewing
    - ○ House Operations
      - ■ Licensing: "Green Book"
      - ■ Detailed Tour of House
      - ■ Organization Overview
      - ■ IH Roles and Vision
      - ■ Supervision, Evaluation, Coaching, Modeling
      - ■ Strategic Plan, Action Plans, Purpose of Policies, Procedures & Forms
      - ■ Cultural & Linguistic Consciousness
      - ■ Interpersonal Communication
      - ■ Internal Communication Procedure
      - ■ New Hire Post Test

- ● Educational Content Types:
    - ○ Links to Videos
    - ○ PPT Slides
    - ○ Word Documents
    - ○ PDF Documents

Future Roadmap
- ● Continue to work with Isabel's House to expand content in the Learning Management System. Team and Isabel's House should give joint progress reports at Quarterly Hack Nights, identifying progress in past quarter and what needs to be done in the next quarter, providing IH and volunteers with clear direction and tasks to complete.

Project Branding

The Isabel's House Learning Management System should use the same logo, fonts, and colors as described below. Need additional stye guidance? Download their official style guide (PDF) from the Project Resources Page.
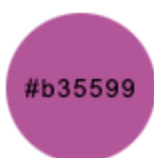
Logos

Core Colors (2019)

#31b1cb   #9dcb6d   #b35599   #fff0bc   #cbe9ef   #c8d5a6

Accent Colors (Style Guide)

CMYK	CMYK	CMYK	CMYK	CMYK
c70 m9 y17 k0	c30 m80 y5 k0	c42 m1 y75 k0	c0 m21 y56 k0	c0 m20 y36 k32
RGB	**RGB**	**RGB**	**RGB**	**RGB**
r89 g176 b200	r168 g98 b151	r166 g202 b121	r247 g206 b141	r179 g154 b127
HEX	**HEX**	**HEX**	**HEX**	**HEX**
59b0c8	a85c97	a6ca79	f7ce8d	b39a7f

Fonts (Style Guide)

Primary	Raleway
Accent	Duality
Footnotes	Open Sans

Website Colors

These color codes can be found on the Isabel's House website. Use the Core Colors and Accent Colors above. If you need additional color ideas, look at the color codes below.

Body			**Page Accent Colors**		
Primary Text	Dark Grey	#3f3730	Main Color	Light Yellow BG	#fff0bc
Important Text	Dark Purple	#800080	Main Color	Light Blue	#cbe9ef
Links	Light Blue	#31b1cb	Main Color	Light Green	#c8d5a6
Background	White	#ffffff	Secondary Clr	Turquoise Blue	#59b0c8
Accent BG	Lighter Yellow	#fff9e5	Secondary Clr	Purple	#a85c97
			Secondary Clr	Green	#a6ca79
Navigation			Secondary Clr	Light Purple	#d37db3
Nav BG	Light Blue	#cbe9ef	Secondary Clr	Orange	#f7ce8d
Nav Active BG	Darker Blue	#59b0c8	Secondary Clr	Yellow	#efe142
Nav Text	Dark Grey	#3f3730	Secondary Clr	Brown	#b39a7f

Visit the Isabel's House website for example uses of their branding (isabelshouse.org).

Project Pitch

This project was presented at our annual Pitch Night on Thursday, July 18th, 2019.

Watch the original Pitch Presentation on our Pitch Night page
Presented by Holly Beadle, Executive Director of Isabel's House *(16 minutes, 48:20 to 1:04:20)*
http://hack4goodsgf.com/pitch-night/

Presentation Transcript

We have a lot of need in our community. Grateful we have all of these organizations here because there are so many families and individuals that need help.

Isabel's House is there 24/7. We are a Crisis Nursery located on the west side of town, where there is a tremendous amount of need. We've been there 12 years serving thousands of kids and families.

Being a crisis center and crisis nursery, we take care of kids (birth to 12 years old) when their families are in crisis. For parents, we provide case management and support. Whatever that crisis may be, we are meeting them where they are and keeping their kids safe. We're referring our families and connecting them to resources they may not know about such as Job Center, Food Pantry, etc. Making that phone call sounds very intimidating to families who are in crisis. We know when families are in crisis, their children are very vulnerable to abuse and neglect. Our goals are to prevent abuse and neglect, and strengthen the family.

We are 100% voluntary for our families to engage in our services. This is not foster care. More like a family friend you might call when you have an emergency or crisis. They would take care of your kiddos, make sure their tummies are full, their clothes are clean, they got to school, if they had a toothache they go to the dentist, they're just taken care of. Many families in our community don't have that. That's where Isabel's House comes in.

We stick with families and do case management follow-up for a year after the kids discharge and go home. That is voluntary as well. Families are still fragile after they had a crisis, we want to continue to strengthen them. Depending on type of crisis, we connect families with the right resources in the community and help them navigate those resources to grow stronger.

About 50% of our kids are age 5 and under, even though we serve up to age 12. If you think about risk factors for abuse and neglect, age alone (being little) is a major risk factor so we really work to reduce those risk factors and build (?? 51:06) for a strong family.

Some of the reasons and crisis include homelessness and domestic violence. We receive referral calls from the police department. We send taxis out to the community to bring in a

parent and kiddos so the kiddos can stay with us. Then we provide transportation for that parent to get to Harmony House or a shelter or a friend's house where they can be safe as well. Mental health crisis, physical health crisis, parents seeking substance abuse treatment, or just overwhelming parental stress with no one to turn town.

We've had father's call from the ER. Social workers gave them our phone number after they went in for chest pain and they are being admitted. They have to have surgery or procedures that require being kept overnight, and they have absolutely no one they can call to care for their kiddos. Rather than go into foster care or call someone they don't know, they are calling us. They are our trusted resource.

About the application we would like to have:

We are a licensed residential care facility. State requires minimum 40 hours per year of training for our staff, and a list of core training for our volunteers as well. What we end up doing since we really want to provide the very best care. When we deal with child trauma, it is much different than just providing childcare or kids coming over and living in your own home. We provide very specialized care that requires special skills. We build those with our team and volunteers. We've aligned a lot of our practices in recent years to "evidence based" and we have the training for that as well.

Right now, the training materials are housed on our server. For security and confidentiality reasons, we do not allow our team members to access training offsite. We have a very diverse staff who work 3 shifts. We are staffed 24/7, but our team members also have to be with families or at classes. It would be great for our team and our volunteers to access resources offsite. We've had one workaround where volunteers have accessed training materials from OneDrive (cloud storage). That has been very cumbersome and hard for our volunteers to navigate and find the training requirements.

To satisfy state requirements, we have to show that staff and volunteers have completed that training. Certain pieces of our training are built out where you receive a test or certificate at the end to show you've completed the training. We would like to be able to see how individual staff and volunteers are progressing through training, that they actually have completed it, and even provide a certificate upon completion, if possible.

Some of the systems we looked at are geared towards very large employers and do not seem appropriate for the type of training we have. We have training in PDF format, PowerPoint format, and links to videos. An example of video training is "Ethnic Hair Care" because video training is much better for that than reading a document.

Over the course of their first year of employment, most of our staff members receive about 80 hours of training. We've adjusted and added to our topics and library of training. The list is quite lengthy. We provide training including medication administration certification, CPR and first aid,

and identifying communicable diseases. We want to be low to no barrier. We want to support our staff and provide the very best care for our kiddos. When we encounter unusual symptoms and situations, it is really great to be able to quickly access relevant training. We have nurse practitioners who come in 3 times a week they diagnose. To give our team and volunteers resources that tell them what to do and how to support would be very helpful. Right now we email large documents and slideshows that are cumbersome and not effective.

We have common spaces with our library where our kids are playing, our family visit room, and our staff room where we are doing training now. We would much rather be hanging out with the kids, and they'd much rather we be hanging out with them and paying attention to them. We would like for training to be more accessible, so training can happen at home. Interns would like to access the training before they start. For our staff, we have each training broken down by hours because we pay them for their training time. If we could track training time on the backend, they can still be compensated for that time while adjusting to their schedules.

We have about 30-35 team members, including PRN staff, who are working and filling in. They have to maintain all of the same training requirements. To come in for training with their class schedule or other job schedule can be a challenge.

Making training available online would really allow us to put more time toward our mission and toward the kiddos. In the end, the time spent with the individuals and that connection that is so important to them. We take the information that we learn with our kiddos and we connect with our parents and suggest strategies to help kids get to bed, take medication, etc because we know that is very important and our families don't get that elsewhere.

Questions

1. Would you consider an existing low/no cost Learning Management System (LMS) platform if we could assist with setup and configuration?
   Yes

2. What formats are most of your training content in?
   Primarily Videos, PDFs, PowerPoint. Some Word, but we try to avoid (and prefer PDF) because we do not want documents to be accidentally modified.

3. Is content developed inhouse or elsewhere?
   Primarily our Program Staff. Also Burrell, Health Department, Universities, Nursing Students. There is not a lot of crisis care in the nation, so some items are created or modified for our environment.

4. Training proprietary or can they be made available to other crisis centers?
   Could be made available. We try to provide resources to each other now. Sharing

training online could save us all a lot of time and money.

5. Is there a budget allocated to pay for this? If there is a setup cost or ongoing cost, would there be money to pay for that?
No. We usually look to grants first for these type of expenses, but can also go to donors and ask if someone might be willing to help cover these costs.

Project Application

Timestamp	6/27/2019 15:06:58
Organization Name	Isabel's House
Organization Website	https://www.isabelshouse.org
Organization Mission	To provide immediate refuge for children ages birth to 12 whose families are in crisis. By partnering with families and the community, we will strengthen families and prevent child abuse and neglect.
Contact Name	Kristin Mallett, Director of Development & Community Engagement
Contact Phone Number	417-865-2273
Contact Email Address	kristinm@isabelshouse.org
Project Description	At Isabel's House we have lots of required training that our volunteers, interns, and staff have to complete year-round for licensing purposes. Our project request is **building out a training portal on our website that would streamline and automate the training process**. This portal would help further our mission by saving our volunteers and staff lots of time, allowing for more time to be spent with our kiddos and families.
Project Assets [Project Logo]	We have this
Project Assets [Project Branding]	We have this
Project Assets [Project Scope]	**Needs improvement**
Project Assets [Project Research]	**Needs improvement**
Project Assets [Project Website]	We need this
Project Assets [Project Mobile App]	N/A
Describe geographic area	We don't have a strict geographical boundary, but it would mainly serve Greene County and the surrounding counties.
Describe potential impact	300-500+