Harnessing the Power of Science and Practice to Cultivate Sustainable Poverty Exits and Human Development

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We’ve been at this work a long time
And what we do hasn’t changed that much....
The World and Knowledge

FUTURE OF WORK

GIG ECONOMY

AMBIGUOUS INDEPENDENT ALTERNATIVE

WORKFORCE DIRECTLY

WORKER JOBS PIECEWORK

REALITY DECREASE IDEALLY

DECREASED DIGITAL

COMMUNITY CONTRIBUTED

CONTRACT DECOPLED

SUPPORT INTUIT LEADING

EMPLOYMENT GENERATION

BEGIN FORCED

SHARING COMMON

GUIDE THROUGH

THING WHATSOEVER WORK-LIFE

CONTINGENT ENVIRONMENT

TEMPORARY

SO-CALLED

MILLENNIAL WORK

HEALTH MOBILE APP
We need to revolutionize human services - but how?

Carefully Translating Science
(Synthesizing new scientific discoveries)

=> Into Evolving Theories of Change and Promising Practices
(New applications, tools, and assessments, shared broadly and generatively)

Transforming Lives and Systems
Poverty and Scholarly Findings?

- Poverty, trauma, and oppression, are similar in that they all produce stress;
- High levels of stress produce predictable changes in human development, thinking, and behavior:
  - Challenges to memory, focus, organization, problem-solving, persistence, resilience, focus on the future;
  - Heightened reactions to both positive and negative environmental cues: fight, flight, or freeze.
Trauma-Informed Care (TIC)

“Trauma-Informed Care is a strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment.”

Elizabeth Hopper, Ellen Bassuk, and Jeffrey Oliver, The Open Health Services Policy Journal 2010, 3, 80-100
Early Developmental Trauma

Early Childhood Adversities
Repeated Traumas during Childhood and Intergenerational Trauma
Toward an Integrated Understanding of Experiential and Structural Trauma

**Structural Oppression**
- Racism
- State-Sponsored and Gendered Violence and Lawlessness
- Implicit Bias and Discrimination
- Stereotype Threat
- Chronic Wage Insecurity
- Statelessness
- Untreated PTSD (from war, disasters, accidents, racism and religious persecution)

**Adverse Childhood Experiences (ACEs)**
- Neglect
- Psychological, physical, sexual, and emotional abuse
- Repeated Community Violence and Domestic Violence
- Early Deaths of Parents
- Chronic Homelessness
- Chronic Poverty
The Human Services Revolution

Is creating radical change at three levels:

• How the work is done
• Where the work is done
• With whom the work is done and its duration, progress and impact
# Revolutionizing the front line: Shifting from Case Management to Economic Mobility Coaching

<table>
<thead>
<tr>
<th></th>
<th>Case Management</th>
<th>Coaching</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Expert/Decision Maker</strong></td>
<td>Staff</td>
<td>Participant</td>
</tr>
<tr>
<td><strong>Staff approach</strong></td>
<td>Teach, direct, support, stabilize</td>
<td>Actively listen, co-invest, nudge/encourage, catalyze</td>
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<tr>
<td><strong>Goal of process</strong></td>
<td>Help “client” complete the program</td>
<td>Participant set &amp; attain informed goals &amp; new decision-making skills</td>
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<tr>
<td><strong>Staff tools, training &amp; evidence base</strong></td>
<td>Program-based</td>
<td>Evidence based- MM, MI, TIC, CBT,</td>
</tr>
<tr>
<td><strong>Use of data</strong></td>
<td>External Proof</td>
<td>Intrinsic coaching tool</td>
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Revolutionizing Poverty Exits

• Design environments to maximize the following:
  • Professional trust, goal-setting, unconditional positive regard, and resourceful networks
  • Promote growth mindsets and high expectations
  • Saturate message of counter-narrative
  • Incorporate behavioral process design
  • Align use of data across process, outcomes, and structural measures and systems
Revolutionizing the system

- Shift from human services to human development
- Cross-pollinate: innovation happens at junctions
- Collaborate and bust through silos
- Shift impact measurement from evaluation to evolution
- Look for opportunities to scale in new places
What do participants think about the revolution?

2018 Survey of EMPath mentoring participants, “What does mentoring mean to you?”
**EMPath 3-5 yr. programs**

**Increase in employment rate**
- **from** 65%
- **to** 97%

**Increase in annual income**
- **from** $23k
- **to** $45k

**Increase in college degrees**
- **from** 38%
- **to** 74%

**Externally**: State of WA study found improvements in all 17 areas of parent functioning measured with over 5,000 families and improved readiness for school in their Early Headstart children.
Intergen
FY17 Success

83% of families saw an increase in family stability

81% of children completed at least one goal

100% of families completed at least one goal
Revolutionizing EMPaTH

The Economic Mobility Exchange™ is a global learning network that shares Mobility Mentoring® knowledge and tools to mobilize sustainable worldwide exits from poverty.

Current Exchange Membership includes:

100+
Member Organizations

28 / 5
States / Countries

8
Public
State-Wide Agencies
Additional Helpful Resources

• Helpful tool for creating an ACEs informed environment: https://www.acesconnection.com/blog/trauma-informed-physical-environments-assessment-tools

• Helpful video on trauma-informed coaching (done for the World Bank online campus) https://olc.worldbank.org/content/restoring-livelihoods-psychosocial-support-4 (Brain science video #4, Babcock)


• Center on the Developing Child at Harvard University- research brief #11, Building the Brain’s “Air Traffic Control” System and Building Adult Capabilities video at http://developingchild.harvard.edu/