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powerlines
community network led by agape



YEAR IN REVIEW

FY 2017



Agape Child & Family Services (Agape) is a nationally-accredited (Council of Accreditation – COA), Christian-based agency, established in Memphis in 1970, serving through the following mission and vision:

MISSION

A Christ-centered ministry dedicated to providing children and families with healthy homes.

VISION

To serve children, families, and communities by sharing God’s love throughout the Mid-South. With excellence, we will connect people to God’s mission by uniting children with loving families, strengthening homes and communities with intentional relationships, and linking servants to service.



The poverty of children, parents and their communities is arguably one of the greatest individual and systemic realities in Memphis, Tennessee.

As a community transformation initiative,

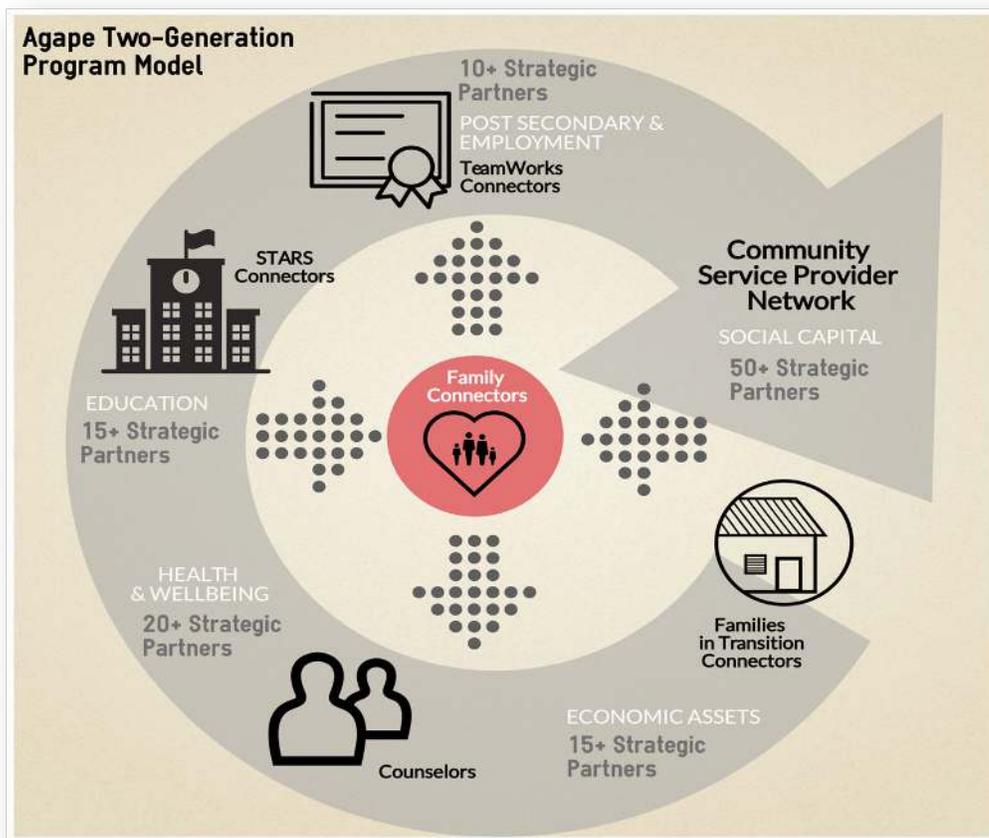
Agape’s 8-year, place-based strategy, Powerlines Community Network (PCN), fosters a two-generation (2Gen) paradigm, as strategically adopted by Agape in 2015. Modeled after the Aspen Institute Two-Generation Approach, Agape focuses on creating opportunities for and addressing the needs of both vulnerable children and their parents together. In March 2017, as part of a strategy for directly addressing the devastating effects of multi-generational poverty, the Tennessee Department of Human Services contracted with Agape to expand and enhance its 2Gen strategy.

As a place-based, collective impact initiative,

modeled, in part, after the nationally-acclaimed Harlem Children’s Zone, PCN is a 100-plus collaborative in 4 communities: Hickory Hill, Raleigh, Frayser, and Whitehaven. Youth and families in 9 schools, 10 apartment complexes, and the surrounding neighborhoods are afforded holistic wraparound services in the areas of early childhood education, post-secondary education and workforce pathways, economic supports, health and well-being, and social capital.

TWO GENERATION (2GEN) PARADIGM

By strategic direction, Agape adopted the 2Gen paradigm focusing on the next generation and poverty-reduction – an 18-year lens for the agency informing service delivery to children, parents, and their communities to decrease poverty. Agape’s 2Gen model, as shown below, encompasses a wide range of coordinated services. The continued growth of this model is based on voice and choice – hearing the voice of those living in the apartment complexes and surrounding communities to know the strengths and needs of the parents and children. Using evidence-informed assessments, post-tests, and systemic data ensures that we are always able to assess our progress toward goals and informs needed program modifications that will better meet the needs and goals of our clients, as well as push towards the desired poverty-reduction outcomes.



To achieve the two-generation paradigm, Agape has established the following *guiding principles*:

1. Children and families will be empowered by access to a full range of high quality resources located in their local communities that support their healthy development.
2. Service providers and volunteers throughout Shelby County will deliver effective, culturally-sensitive services to people in local communities and neighborhoods in response to their specific needs.
3. Churches, businesses and other stakeholders will partner with local communities and neighborhoods to effectively meet the needs of residents.
4. Child and family outcomes in communities and neighborhoods served by PCN will be measured, monitored and reported.

GROWTH

The Agape-led Powerlines Community Network (PCN), a 100-plus partner collaborative effort, is a strategic place-based, evidence-informed partnership model addressing the issues youth and families encounter within a finite geographic area faced with the challenges of low adult literacy rates, high under-employment and unemployment, inadequate housing, widespread substance abuse, failing schools, violent crime, and chronic health problems.



PCN has gained traction as a vested resource and now brings extensive educational, health, and human services for children and families in 4 high-risk/under-resourced Memphis communities. Beginning with just one community, PCN has been replicated and now impacts the lives of youth and families in 10 at-risk apartment complexes (3,500-plus households) and 9 areas schools, resulting in the following collective impact:

COMMUNITY IMPACT IN FY 2017
Agape directly served 3,131 youth and families.
Through the Agape-led Powerlines Community Network and collaborators, 7,109 youth and families were served!

SITE COORDINATION

Agape has 3 PCN Site Coordinators, focused on community engagement strategies and local partnerships (residents, churches, businesses, agency and organizations, and schools). They ensure a broad range of services are provided in the most accessible manner through partnership agreements or direct services.

HICKORY HILL

Agape's PCN began serving in the Hickory Hill community in January 2011 at the Autumn Ridge Apartments. By 2017, Agape had expanded to 3 additional apartment complexes to broaden our scope of services, and delivered summer camp to 52 youth onsite at Breath of Life Church. In the 2016-2017 school year, Agape expanded its school-based model (Stars) into 3 Hickory Hill elementary schools. Through Stars, 86 youth and their families in Hickory Hill were served. In 2017, 1,380 children and families were served in and around the following PCN apartment complexes:



FRAYSER & RALEIGH

In November 2011, and again in June 2012, Agape expanded and replicated our successful place-based model to serve in the Raleigh and Frayser communities. At that time, according to the Achievement School District (ASD), Tennessee ranked 46 in lowest-performing schools in the country, with 68 of the state's 85 lowest-performing schools in Memphis and 14 of those in Frayser. Thus, Frayser had the largest number of low-performing schools in Tennessee!

In October 2013, Agape further expanded its PCN footprints in Westside 9th Grade Academy. With nationally-acclaimed success, we expanded this effort again in 2014 to include 4 ASD elementary schools (Corn-ing, Frayser, Georgian Hills, and Whitney) and MLK High School. Now in its 5th year (FY 2017), the school-based initiative (Stars) has continued an upward trajectory resulting in improved attendance, behavior, parental engagement, and academic gains. Summer camp programming was delivered to 97 youth onsite at Jamesbridge and Pershing Park apartments and at the Pursuit of God Transformation Center. In total, 728 children and families were served in and around the following PCN apartments:



WHITEHAVEN

In 2009, Agape began PCN in the neighborhood of Whitehaven, near the Memphis International Airport, in a pocket of the community with increased levels of poverty and homelessness. In August of 2016, Agape accepted the gift of a 20,000 square foot office building. This allowed Agape to deliberately relocate its headquarters to the Whitehaven community. Moving to Whitehaven allowed Agape to move deeper in communities it serves, mirroring the agency's commitment to be highly relational and present in the PCN communities. In 2017, 400 children and families were served in and around the PCN apartments listed below.



BUILDING ON STRENGTHS & ADDRESSING COMMUNITY CONCERNS

As a Christ-centered ministry dedicated to providing children and families with healthy homes, Agape aims to give our clients voice and choice in driving our programs, services, and partnerships. Voice and choice at Agape means inviting our Agape-led PCN Communities, stakeholders and residents into various parts of our strategic planning. Our Community Café initiative started in 2011, has allowed more than 5,000 residents to offer viewpoints, values, hopes and dreams for themselves, their families and community.

The Community Cafe parallels The World Cafe model where multiple participants in communities connect with each other to explore social ideas passionately and actively. Participants of Community Cafés are encouraged to draw from their own lives, values, and personal experiences so the group can learn from and connect with each other through lessons learned and available resources. An overall goal is for Community Café participants is to realize and/or create a shared purpose and common goal.

In FY 2017, Agape surveyed 424 residents in Raleigh, Frayser, Hickory Hill, and Whitehaven. This feedback helped us connect these communities with resources and services based on data and the expressed needs of our clients.

STRENGTH, WEAKNESSES, & NEEDS

The following are the top strengths and weaknesses identified in 2017 by 200 PCN adult residents and mirrors the previous 2 years of community cafés (nearly 600 residents), informing Agape of its focus areas to leverage partners addressing safety/ crime, education, employment and community engagement initiatives.

STRENGTHS	WEAKNESSES	BENEFICIAL SERVICES
<ol style="list-style-type: none"> 1. Activities for youth & children 2. Location to churches & schools 3. Non-profit & faith-based resources 	<ol style="list-style-type: none"> 1. Safety (lighting, crime, trespassing, MPD presence, fights, noise) 2. Youth loitering/curfew violations 3. Low wages 	<ol style="list-style-type: none"> 1. Crime prevention 2. Health services 3. Parenting support & youth programs (Stars)

CRIME AND SAFETY

In response to safety concerns voiced by residents, Agape facilitated safety related community collaborations in 2 PCN apartment communities. This strategic safety effort engaged key stakeholders such as apartment owners and management companies, residents, Shelby County District Attorney’s Office, Memphis Police Department (MPD), Safeways, and Family Safety Center of Memphis and Shelby County. To date,



this effort has resulted in a significant reduction in criminal offenses within PCN communities that supports Agape’s goal to reduce crime by 30% in these communities. Bella Vista, Pershing Park, and Summit Park had a combined 214 recorded criminal offenses in 2016. A safety plan was implemented in all three areas in partnership with Safeways, a local organization committed to crime prevention through environmental design (CPTED). The goal for 2017 is to see a 30% decrease in recorded crime from the previous year.

EDUCATION

In response to education concerns, Agape continues its strategic partnership with Shelby County Schools, Achievement School District, and Frayser Community Schools for the purpose of improving youth educational outcomes and family stability/engagement. With the success of the school-based initiative, Agape’s Stars program is slated to expand into 7 additional feeder-pattern schools by Spring 2018.



GOALS

The goals of the school-based initiative (called Stars), addressing “social and emotional” matters for youth and parents living within impoverished apartments and surrounding communities, are:

1. Attendance: 65% of participating students will have an attendance rate at or above 90% for the school year.
2. Behavior: less than 40% of participating students will receive office referrals, in-school and out-of-school suspensions or expulsions.
3. Parental Engagement: 65% of parents will demonstrate an increased investment in their children’s academic outcomes by participating in school meetings/functions.

Ultimately Leading to the collective impact goal of Academic Improvement: 10% proficiency gains in reading, math, and science on the standardized testing and 70% of participating students will hit their standardized scoring growth targets.

ATTENDANCE

The following highlights the progress made in the Stars program through Agape’s staff, called Connectors, in all 3 of the above noted goals, using the evidence-based practices of the National Wraparound Initiative and the “Check and Connect” models.

In the 2016-17 school year, Agape Connectors were successful in moving students, many with a history of truancy and excessive absenteeism, to acceptable levels of attendance (79%). As a note on school attendance throughout the year, data showed a 23% drop in acceptable attendance in May, which was an improvement from the previous year. This drop was primarily affected by students who did not attend on the last week of the school year. The following chart provides greater details on the outcomes as defined by levels of attendance.

CUMULATIVE ATTENDANCE SUMMARY: AUG 8, 2016 - MAY 26, 2017				
	Days Present	# of Students	% of Students	
Excessive absenteeism	Severe chronic absenteeism (<81%)	19	4%	21%
	Chronic absenteeism (81-90%)	78	17%	
Acceptable attendance	At-risk for chronic absenteeism (91-95%)	126	27%	79%
	Satisfactory attendance (96%)	239	52%	
Active and inactive caseload total		462	100%	

BEHAVIOR

The chart below reports SY 2016-17 results toward the goal of reducing negative behavioral issues/factors:

DISCIPLINARY ACTION	2015-16 SY		2016-17 SCHOOL YEAR			
	(380)		ASD (376)		HH (86)	
Referrals	159	42%	144	38%	----	----
ISS	64	17%	24	6%	3	3%
OSS	128	34%	104	28%	13	15%
Expulsions	----	----	7	2%	2	2%

KEY:

ISS - In School Suspensions
 OSS - Outside School Suspensions
 ASD - Achievement School District
 HH - Hickory Hill

PARENTAL ENGAGEMENT

During School Year (SY) 2016-17, 84% of the parents of caseload students were engaged exceeded at some level of school/Agape event participation.

School Year	Total Parental Engagements	# of Students with Parental Engagement	# of Students Served (active and inactive)	% of Students with Parental Engagement
2015-16	753	258	380	71%
2016-17	1,215	389	465	84%

ACADEMIC IMPROVEMENT

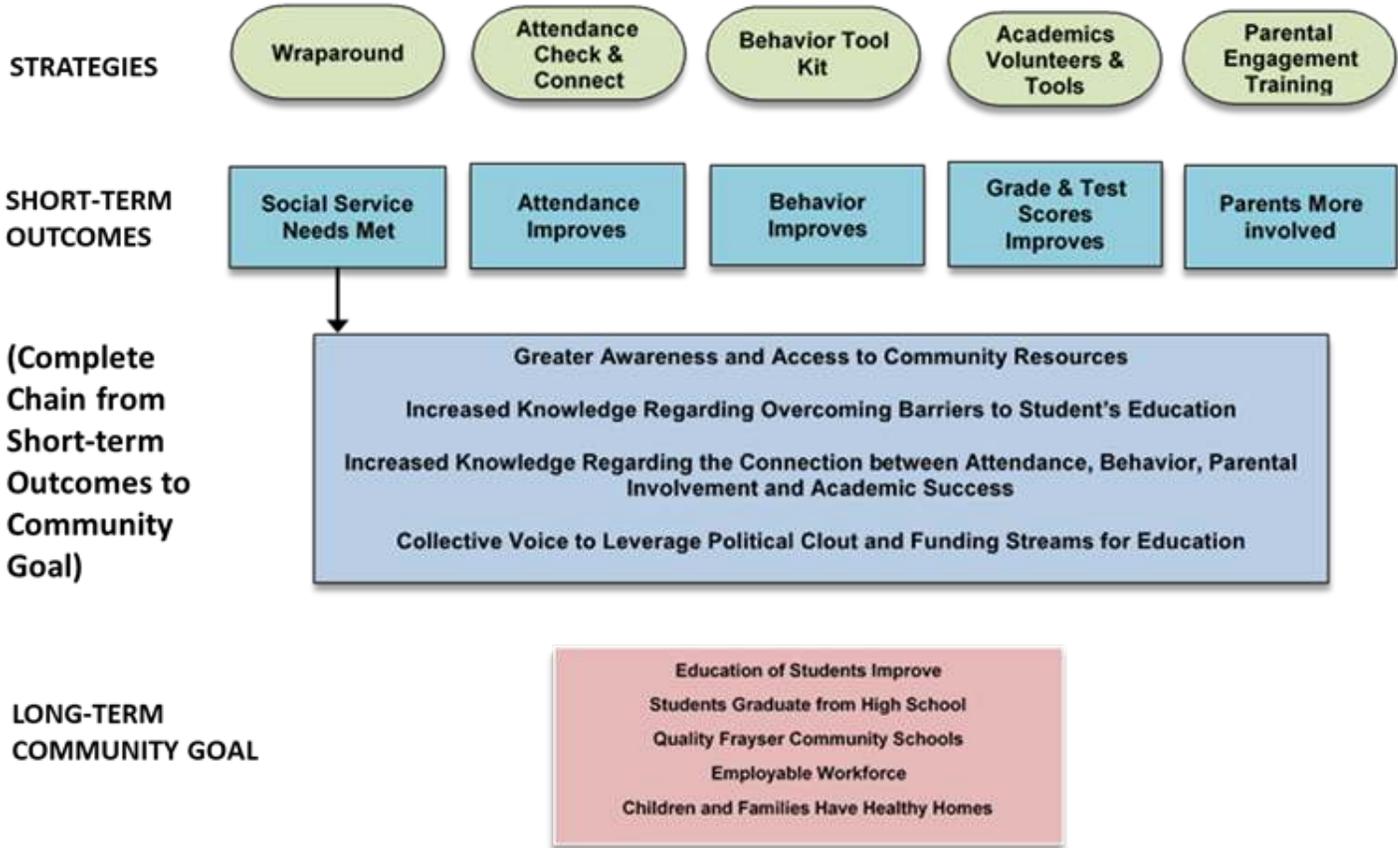
The following provides the available MAP Assessment scores for caseload students for SY 2016-17. These scores were available for only a percentage of the total students served. Many of the caseload students referred to Agape for intensive services struggled academically, and below provides available growth scores.

CASELOAD STUDENTS WHO COMPLETED MAP IN 2016-17 SY					
Improved Subject Area	# of students who met target	% of students who met target	# of students who improved	% of students who improved	% of improvement in MAP scores
Math	52 (out of 217)	24%	192 (out of 217)	88.5%	10.8%
Reading	60 (out of 217)	27.6%	194 (out of 217)	89.4%	10.3%

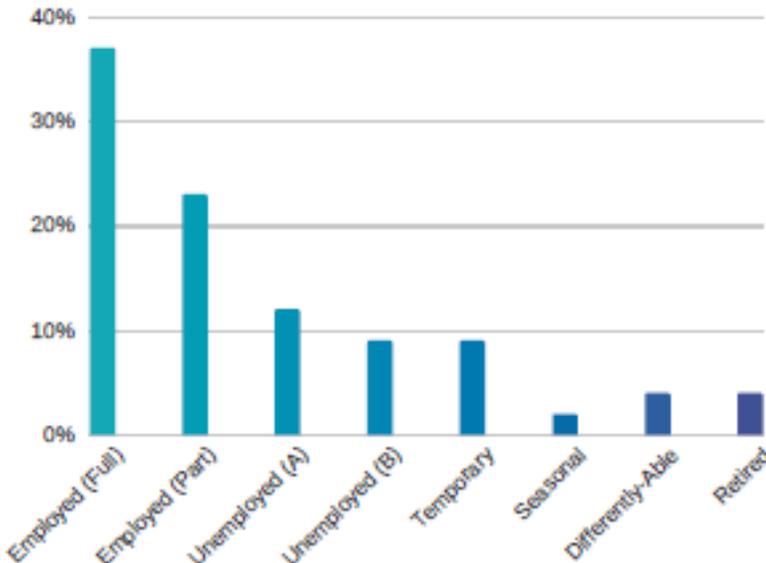
THEORY OF CHANGE

The map on the following page comprehensively describes the desired change for youth and families served in PCN communities, which includes the school-based initiative (Stars). Agape believes this framework will lead to better planning and evaluation, as the agency measures its progress towards the achievement of longer-term goals.

Agape Theory of Change Outcome Map



EMPLOYMENT



The graph to the left shows the employment status of our residents, which correlates to the expressed high need for employment-related support.

*Unemployed A = unemployed less than 6 months
 *Unemployed B = unemployed more than 6 months



In August 2017, Agape launched TeamWorks, a collaborative of more than two dozen high-powered community partners through which Agape connects adults with career development, post-secondary education, and business partners. Through these collaborative partnerships, training and education as well as employment-related strategies are leveraged.

The goal of TeamWorks is to promote parent/adult self-sufficiency by addressing barriers to education attainment, meaningful/gainful employment and career development, and financial empowerment.

ADDITIONAL PCN SERVICES

Other 2Gen paradigm services through PCN include:

YOUTH SERVICES

We served a total of 3,978 children and families through Agape’s direct services within the Powerlines Community Network apartment sites. Of those served, we engaged 12 “disconnected” community youth (i.e., dropped out of school, having gang involvement, etc.) through individual and small group activities to foster healthy personal and community behaviors. Our services to this demographic included:

- Summer enrichment through tutoring, mentoring, overnight camps, VBS, weekly and summer meal programs
- Weekly teen outreach ministry and Bible study classes through club and team activities (basketball, abstinence classes, college exposure, field trips, etc.)
- Teen pregnancy & parenting intervention and prevention efforts



HOUSING STABILITY

We served 266 homeless and imminently homeless individuals through the Agape PCN’s evidenced-based housing stability program, Families in Transition (FIT). FIT is intentionally housed in PCN apartment communities, providing direct services to children and families, including the following:

- Served 76 literally homeless mothers and 176 children
- 77% of homeless families served exited with housing stability
- No school-aged child adversely displaced from their schools (transience)

NURTURING PARENTING TRAINING

Agape's Nurturing Parenting Training effectively engaged 94 parents in child abuse prevention/awareness.

- Year One = 10-point* parenting knowledge gain
- Year Two = 12-point* parenting knowledge gain
- Year Three = 23-point* parenting knowledge gain
- Year Four = 20-point* parenting knowledge gain
*out of a possible 100 points

Of those parents who completed Nurturing Parenting Training, 100% expressed satisfaction with the training and all would recommend NPT to others.

VOLUNTEERISM

- Over 1,300 Agape volunteers served in our PCN communities with more than 50 initiatives and events.
- People from the community, interns, AmeriCorps VISTAs, and volunteers assisted in connecting and advocating for the services PCN residents desired/needed in their lives.
- MPLOY brought 19 college-aged volunteers who worked within the 4 PCN communities serving youth during summer camp.



ADDITIONALLY

- Agape was awarded funding from Literacy Mid-South Summer Reading Program to support PCN summer reading efforts.
- More than 1,330 children were blessed through Back to School Supply, winter tights, gloves and coats, as well as Thanksgiving and Christmas Drives. Hundreds of volunteers helped by donating items and monetary gifts to support 900 foster care youth.
- Provided Mental Health/Counseling services to 59 individuals through the Agape Counseling Center.
- Continued as the launching platform for the Memphis Family Connection Center, formerly the Adoption Support Center, which offers integrated, trauma-informed, holistic resources for families of foster and adopted children. Renovated space at Harding Academy (Cordova) now provides trauma-sensitive and therapeutically enhanced space for the pre- and post-adoptive.

EVALUATION

Agape tracks nearly 100 key indicators and goals each year and constantly gathers data and, reviews results ensuring that youth and families are moving towards goals in education, workforce development, health, housing and hope. We desire to strengthen the quality of existing programs, and believe that continual program evaluation can lead to improved outcomes for the populations served. Agape, through a collective impact partnership with Seeding Success, Shelby County Schools and Achievement School District is mission focused to ensure every child graduates high school prepared for college, career, and success in life. Together, partners pursue shared measurable goals and use a data driven continuous improvement process to inform organizational and collaborative actions. Through the shared client community database system, CoactionNet, Agape is better able to measure baseline data, community data, and project outcomes. Additionally, Seeding Success, in support of a broader cradle-to-career effort, continues to partner with Agape to cultivate a behavior change and a sustained culture of data analysis and evaluation.

SUSTAINABILITY

Agape has longstanding relationships with the philanthropic community and various community partners. We are also actively participating in collaborative action networks where partners are committed to implementing and maintaining effective practices. We intentionally seek funding opportunities that are aligned with our mission, vision and philosophy. These opportunities expand the breadth and depth of positive impacts to the community, and better positions Agape to gain more sustainable support.

COLLECTIVE IMPACT PARTNERS

Through collaborative partnerships, PCN served 7,975 youth and families. These collective impact efforts included: physical health; food and clothing drives; educational and workforce development; parenting and life-skill classes; bridging the digital divide; Pre-k readiness; counseling and mental health; hope and discipleship; baby showers; blight and crime reduction; housing and school stability; school proctoring; legal services; ESL classes; domestic violence and child abuse awareness and prevention services.

EARLY CHILDHOOD & EDUCATION

27 area community partners focused on successful educational outcomes.

HICKORY HILL

Shelby County Schools

Hickory Ridge Elementary
Sheffield Elementary
Winridge Elementary

RALEIGH & FRAYSER

Achievement School District

Corning Elementary
Frayser Elementary
Georgian Hills Elementary
Westside Middle
Whitney Elementary

Frayser Community Schools

MLK College Prep

WHITEHAVEN

Shelby County Schools

A. Maceo Walker Middle

Green Dot Schools

Hillcrest High

POWERLINES-WIDE

A Step Ahead Foundation
AmeriCorps VISTA
Arise2Read
Books from Birth
City Year
Communities in Schools
Early Success Coalition
Families in Transition (FIT)
Le Bonheur Community Health & Wellbeing
Literacy Mid-South
Porter Leath
Seeding Success
Shelby County Office of Early Childhood & Youth
Shelby County Schools
Stars (Agape)
The Urban Childhood Institute

POST-SECONDARY EDUCATION & EMPLOYMENT PATHWAYS

26 area community partners engaged to provide education and skills training to adults

Argosy University
Austin Peay State University
Bethel University
Brescia University
Capella University
Concorde Career College
Dress for Success
Eastern University
Freed Hardeman University
Graduate Memphis
Grand Canyon University
HopeWorks
LeTourneau University

Liberty University
Lipscomb University
Kelly Services
Rhodes College
Simmons College School of Social Work
Southwest TN Community College
Tennessee College of Applied Technology
Union Grove Baptist Church Career Fair
Union University
University of Memphis
University of Mississippi
Workforce Investment Network (WIN)
William R Moore College of Technology

HEALTH & WELLBEING

17 area community partners providing physical health and mental health services impacting the ability of the families we serve to thrive.

Agape Counseling Services
Baptist Memorial Health Care
CAAP – alcohol & drug intervention resources
Children’s Foundation
Church Health Center
Dept. of Children Services
Frayser Family Counseling
Le Bonheur Community Health & Wellbeing
Lifeline to Success

March of Dimes
Memphis Foodbank
Shelby County Breastfeeding Coalition
Shelby County Health Department
Shelby County Schools Nutrition Center
United Way of the Mid South
UT College of Dentistry
Youth Villages

ECONOMIC ASSETS

14 area community partners provide important scaffolding for parents as they pursue skill-building and education that lead to better jobs and longer-term financial stability, support, and transformation.

America’s Job Center Mobile Coach
Dress for Success
Greater Memphis Chamber
Greater Memphis Alliance for Competitive Workforce
HopeWorks
Job Linc (Memphis Public Library)
Labor Ready Maximus

Memphis BioWorks
ResCare Workforce Services
Simos
Southwest Tennessee Community College
TN College of Applied Technology
TN Dept. of Labor & Workforce Development
Workforce Investment Network

SOCIAL CAPITAL

85 area community partners engaged to provide support and transformation, as desired by residents.
This includes faith community, business, and volunteer engagement.

HICKORY HILL

Anointed Temple of Praise
Breath of Life
Faith Leaders Educational & Empowerment Team
Greystone
Las Americas
Latino Memphis
Mississippi Boulevard Christian Church
New Directions Christian Church
Park Avenue Church of Christ
Ross Road Church of Christ
Soul Winners Baptist Church
World Overcomers Church

RALEIGH & FRAYSER

Brown Baptist Church
Cordova Community Church
For The Kingdom
Highland Avenue Church of Christ
Pursuit of God Transformation Center
Raleigh Community Church

WHITEHAVEN

Abyssinian Missionary Baptist Church
Berean Missionary Baptist Church
Christ is Our Salvation (10+ Churches)
Medtronic

POWERLINES-WIDE

Agape's Adoption & Foster Care Services
Aspen Institute
Assisi Foundation
Bellevue Baptist
Boulevard Church of Christ
City of Collierville
City of Memphis
Community Alliance for the Homeless
Consilience Group
Copeland Security
District Attorney General
Early Success Coalition

Exchange Club Family Center
Families Matter
Family Safety Center
FedEx
Fellowship Memphis
Frayser Community Association
Frayser Exchange Club
Girls Scouts
Grace Crossing
Grace United Methodist
Grizzlies Foundation
Hickory Ridge Mall
Highland Church of Christ
Holmes Rd. Church of Christ
Hope Baptist Church/Hope Center
Hope Christian Community Foundation
Hope Fellowship
Impact Church
Journey Memphis Church
March of Dimes
Memphis Area Legal
Memphis Police Department
Memphis Family Connection Center
Metropolitan Inter-Faith Agency (MIFA)
Mid-South Baptist Association (25+ churches)
Mid-South Alliance (15 churches)
Midtown Church of Christ
Miracle Temple
Mount Vernon Baptist
One by One Ministries
PeopleFirst
Raleigh Community Council
Safeways
Salvation Army
Sending Out Urban Leaders
Shelby County Domestic & Sexual Violence Council
Shelby County Homeless Consortium (15+)
Shepherding the Next Generation
South Side Church of Christ, Dallas
Strategic Funding Group
Sycamore View Church of Christ

TN Department of Children's Services
TN Department of Human Services
TN Department of Education
TN Department of Justice
TN Office of Criminal Justice Programs

United Against Violence (10+ churches)
USDA Food & Nutrition Services
U.S. Dept. of Housing and Urban Development
Victims to Victory
White Station Church of Christ

PCN APARTMENT COMMUNITIES (Property Management)

HICKORY HILL

Autumn Ridge (LEDIC)
Bella Vista (MRG)
Camelot Manor (Triyar)
Wingood Manor (MRG)

RALEIGH & FRAYSER

Corning Village (ALCO)
Jamesbridge (Multi-South)
Pershing Park (ALCO)
Todd Creek (ALCO)

WHITEHAVEN

Bent Tree (GMF)
New Horizon (Capital Equities)
Summit Park (ALCO)

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