

Operations & Procedures Manual



POWERED BY



UNITED WAY BAY AREA

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SPARKPOINT OPERATIONS & PROCEDURES MANUAL

The SparkPoint operations & procedures manual is an organized location for a centers policies and procedures. This plan builds on the Implementation plan from the planning section and adds the program resources topics as well as the Partner staff & Advisory/Steering

Committee list, Summary of Services, Financial Resources, Family Centered Coaching, Evaluation and Learning, and Peer Learning and SparkPoint Ambassadors. Developing and updating this manual assist with onboarding new staff and creating a client-centered experience of services.

ADVISORY/STEERING COMMITTEE

The below table outlines advisory/steering committee roles & responsibilities. Use this template to distinguish the roles and responsibilities of your center's advisory committee.

ROLE AND RESPONSIBILITY	SATELLITE	INSTITUTION/ DISTRICT
 VISIONING Assist in developing and refining the vision and priorities of the SparkPoint center.	<input type="checkbox"/>	<input type="checkbox"/>
 STRATEGY Assist in developing and refining the vision and priorities of the SparkPoint center.	<input type="checkbox"/>	<input type="checkbox"/>
 EVALUATION OVERSIGHT View and track progress and success on a regular basis through agreed-upon indicators identified by steering committee members.	<input type="checkbox"/>	<input type="checkbox"/>
 PARTNERSHIP DEVELOPMENT Identify and vet new partners that could support the center to achieve its goals.	<input type="checkbox"/>	<input type="checkbox"/>
 COMMUNITY OUTREACH AND COMMUNICATIONS Promote the success of the SparkPoint center and serve as public ambassadors for the SparkPoint to on campus departments and programs and external community partners.	<input type="checkbox"/>	<input type="checkbox"/>
 RESOURCE DEVELOPMENT Build capacity for fundraising and support fundraising efforts to ensure sustainability of the SparkPoint center.	<input type="checkbox"/>	<input type="checkbox"/>
 ACCOUNTABILITY Hold the center and each other accountable for achieving SparkPoint center goals.	<input type="checkbox"/>	<input type="checkbox"/>
 DECISION MAKING Participate in the decision-making process including budget management, partnership oversight and service delivery.	<input type="checkbox"/>	<input type="checkbox"/>

SPARKPOINT ADVISORY OR STEERING COMMITTEE LIST

Identify your current Advisory or Steering committee members.

Name	Agency	Title/Role	Advisory/Steering Committee	Email

FINANCIAL EDUCATION

Below is a list of external resources used by SparkPoint designed to meet the needs of clients and aligned with our outcome metrics. Many tools can be found through the Consumer Finance Protection Board’s Your Money, Your Goals toolkit. <https://www.consumerfinance.gov/>

[consumer-tools/educator-tools/your-money-your-goals/toolkit/](https://www.consumerfinance.gov/consumer-tools/educator-tools/your-money-your-goals/toolkit/)

Use the below table to link to tools used by your center.

Budgeting	
Financial services and institution	
Public Benefits	
Assets/ Savings Options	
Student Loans	
Credit/Debt	
Taxes	
Mortgages	
Insurance/Risk Management	

FAMILY CENTERED COACHING

Under Family Centered Coaching we operate under the assumptions that the families we serve are Creative, Resourceful and Whole. This model focuses on the whole family, and family is defined by participants. In addition to helping individuals define goals, develop action plans and implement them, FCC operates under the framework that there are institutional forces that prevent families

from moving forward: the long and persistent effects of systemic racism and poverty are at the root of many family challenges. Use this link to access the toolkit and resources: <https://theprosperityagenda.org/family-centered-coaching/>

EVALUATION & LEARNING

Use this table to outline your centers policies on when to collect data and from whom.

Data Collection Tool	Description	Who is data collected from?	When to collect data?

PEER LEARNING

Peer networking consists of relationship building and collaboration that creates communication channels to share activities, programs, and services that benefit the

community. In the table below, input the learning and networking opportunities that will be provided at your center.

Title	Target Audience	Summary