

Family Program Program Manager Training Guide

This is an overview of the work required to conduct a Nurture Family Program. The Program Manager organizes the team of personnel who will accomplish this work. Follow the links for more specific information on how to complete these steps. Suggested timelines are shown.

1. **Use the [Is This Program Right for You?](#) document** to think through program logistics and determine if your organization has the capacity necessary to conduct a successful Family Program.
2. **Secure funding and manage budget.** *[3 – 6 months prior to start of classes.](#)*
 - [Develop a budget.](#)
 - Secure funds and/or in-kind donations. The [Introduction Letter](#) contains wording that may be helpful for grants.
 - Track expenses.
 - Report expenses and outcomes to funder(s).
3. **Determine dates, location, type of Family Program, and recipes.** Review [Is this Program Right for You?](#) and [Recipe Selection and Giveaways](#) for guidance. *[2 months prior to start of classes.](#)*
4. **Secure and manage the [personnel needed for programming.](#)**
 - Identify who will teach the Adults' classes, who will teach and assist with the Children's classes, who will [prepare the food](#), who will serve the food, and who will manage the participants. *[2 months prior to start of classes](#)*
 - Provide all personnel with a schedule of class dates and recipes to be prepared for each class. If possible, meet as a group before the first class to talk through [roles and logistics.](#) *[1 – 2 weeks prior to start of classes](#)*
5. **Compile the materials needed to conduct the program.** *[3 days to 2 weeks prior to start of classes.](#)*
 - Compile materials for the [Teaching and Program Administration Kit.](#)
 - Prepare [Participant Workbooks.](#)
 - Purchase giveaways for participants. See [Recipe Selection and Giveaways](#) for guidance.
6. **Manage participants.**
 - Define the target population. See [Is This Program Right for You?](#) for guidance. *[3 – 6 months prior to start of classes.](#)*
 - Develop a [recruiting strategy](#) and marketing materials. **See sample flyers.** *[2 – 3 months prior to start of classes.](#)*
 - Recruit participants and make reminder phone calls before each class. *[1 month to 6 weeks prior to start of classes.](#)*
 - Track attendance and make sure participants complete waivers using the [Participant Sign-in Sheets.](#) See [Teaching and Program Administration Kit](#) for sample forms.
7. **Conduct the classes.** See class specific timeline below.
 - Prepare the recipes the participants will sample.
 - Organize the giveaways and distribute to participants.
 - [Configure furniture.](#)
 - Clean the tables and set with water, napkins and utensils for participants.
 - Sign-in participants. Participants complete waivers if necessary.
 - Teach the lessons, distributing samples of recipes when indicated in lessons.
 - Take photos during lessons so they can be used when reporting program outcomes.
 - Participants complete evaluation forms.
 - Clean-up.

8. **Evaluate and report program outcomes.** *Within 4 weeks of last class*
 - Make sure that everyone in the photos has signed a Photo and Video Release waiver.
 - Enter and analyze data from Evaluation Forms. See [Template for Analyzing Evaluation Data](#).
 - Report program outcomes. See [Template for Reporting Program Impact](#) for guidance.

Timeline for each class:

1. Make sure all personnel arrive 30 minutes in advance to set up. Assign specific set-up duties.
2. Make sure everyone has the prepped food, cooking equipment, paperwork, teaching aids, and aprons he or she needs to conduct the class. Organize the recipe stations/activity areas to help the lesson flow easily.
3. Make sure all personnel understand what they are responsible for during the class. If you have enough help, you may want to assign one or two people to clean and thoroughly dry the cooking equipment while the class is engaged in other activities. This will make clean-up at the end class easier.
4. When participants start arriving, make sure the Facilitator
 - welcomes them
 - has each participant
 - sign the appropriate waivers
 - completely fill in his/her information on the sign-in sheet (phone, email address, children, etc).
5. Teach lesson, recipes, activities, etc. Have the Facilitator floating between the spaces taking photos when not busy serving food.
6. During the last 10 to 15 minutes have participants fill out evaluation forms.
7. Ensure that evaluations, waivers, and the sign-in sheet are collected and returned to Program Manager.
8. At the end of class make sure cooking equipment is thoroughly washed and very dry and everything is put into the appropriate storage box so it will be available for the next class.
9. Make a list of items that are needed for the next class. Put dirty aprons and dish towels in a bin or bag marked "To Be Cleaned" and assign someone to clean them prior to the next class.

Activities to complete after each class and / or program series

1. Make any corrections to the sign-in sheet; check to see if any participants failed to submit the appropriate paperwork. Make a plan to ensure the appropriate materials are completed during the subsequent class.
2. Enter the evaluation data into spreadsheet.
3. Save good pictures and quotes. Post to social media as your organization desires.
4. Check in with your personnel to see what they thought of the class and whether there is anything they'd like to do differently in the future. This is especially important after the first few classes. There is always room for improvement.
5. Make sure you are functioning within the budget.

Budget

Below is a breakdown of the estimated basic costs associated with a Family Program. The [Nurture Family Program Budget Template](#) can be used to develop a budget for your organization and to track actual expenses.

Costs for giveaways for one family

\$20	5-quart slow cooker
\$7	Meat thermometer
\$5	3-ring flexible binder and 3 tabs
\$8	Black and white copies of Participant Workbooks
\$40	Groceries for participants

\$80 per family

Costs for one lesson for up to 20 families

\$50	ingredients for Adults' recipes
\$30	ingredients for Children's recipes
\$15	<u>Paper goods (bowls, plates, food storage, napkins, sanitizing wipes, etc)</u>

\$95 per class including both Adults' and Children's classes

\$380 for all four program classes included in Adults' and Children's Program

\$65 per class including only the Adults' Program

\$260 for all four program classes including only the Adults' Program

Overall Program Costs, Not including Personnel

\$40	Photocopying of waivers, evaluation forms, white easel pads, sharpies, pens, etc.
\$15	Name tags for 20 families for 4 weeks
\$30	<u>Miscellaneous teaching props (See Teaching and Program Administration Kit)</u>

\$85 per program

Participant Recruiting Strategy

The behavior change is most likely to occur when participants have a desire to improve their or their family's health and energy. Thus, while mentioning giveaways during recruiting is ok, it should not be the main emphasis. The following steps have been used successfully to recruit families.

1. **Flyers** used in conjunction with other steps.
2. Health professionals recommend to specific individuals that they attend the program.
3. Recipe sampling events where potential participants can complete a registration application.
4. Go to events/classes frequented by potential participants and speak about the program.
5. Work with community organizations that will help recruit participants.

Space and Furniture Requirements

Nurture Family Programs are designed to be conducted in a variety of locations. Here are the minimum space and furniture requirements.

1. Access to a sink for washing cooking equipment. Ideally this is close to where the classes are conducted.
2. A room large enough to hold 15 to 20 adults seated at tables with clear sightlines to the Coach and a six foot table plus easel at the front of the class.
3. A staging area for food preparation which has access to power outlets. This can be in the same room as the adults or in an adjoining room. Two tables and counter space or three six-foot tables would be ideal.
4. Dollies or carts to transport the teaching supplies, giveaways, and food to the teaching space. Given the large amount of supplies used each week, first floor class space is ideal.
5. Storage for cooking and teaching supplies.
6. Programs including children require at minimum an additional room large enough to hold 10 to 15 children seated (not at tables) and three six-foot tables for preparing food. If the children need to be split into multiple groups, you'll need more rooms. You may need a separate space for babysitting children younger than seven.
7. Ideally all spaces will be in close proximity to each other.

Preparing Food

Whoever is preparing the food must follow food sanitation guidelines, ideally preparing the food in a commercial kitchen. These steps are important to prevent food-borne illnesses. If your personnel cannot prepare the recipes, try contacting a local restaurant, grocer or other food provider. Ask to purchase food that meets the criteria for the types of recipes you want to serve (i.e. whole foods, simple preparation, low-cost, healthy nutrition profile, etc.).

Participant Workbooks

Participant Workbooks are designed to provide information participants can refer to during and after the Nurture Family program. Each adult participant should receive one during the first class, bring them each week and refer to them throughout the program. Encourage participants to take notes which helps reinforce what they are learning. The workbooks are divided into 3 sections.

1. Cooking Tips
2. Recipes (Additional recipes can be added as desired.)
3. Fitness and Nutrition Tips

Put the materials into a one-inch 3-ring binder and separate the sections by dividers/tabs.

Evaluate and Report Program Outcomes

At the end of each class, have adult participants complete evaluation forms and Children's Coach complete the Children's Program Evaluation Survey. Enter the data into the [Template for Analyzing Evaluation Data](#), and you will be able to do the following analyses.

- **Recruiting efforts:** Compare the number of participants and their attendance rates to your goals.
- **Impact on participants, effectiveness of teaching and ease of implementation:** Analyze the Rating Questions and Open Ended Responses. The popularity of the recipes may impact these

results. Ask for feedback from personnel who helped with the classes: ideally you can meet as a group to discuss outcomes, logistics and suggestions. What changes would improve outcomes?

- **Popularity of the recipes:** For adults analyze the Adult Recipe Ratings worksheet. For children analyze questions two and four from the Children’s Survey. Is there a wide spread on the ratings? Why? What changes would you make for the next program?

Use the data entered into the Template for Analyzing Evaluation Data and the [Template for Reporting Program Impact](#) to report results.

- Adjust the **Program Description** to match the type of program you provided.
- Update the **Overall Results** by inserting percentages from the Rating Questions worksheet in the Template for Analyzing Evaluation Data.
- Update **Comments – Adults** and **Strategies I Learned – Adults** with participant comments from the Open Ended Questions worksheet. Update **Comments – Children** and **Changes Made to Physical Activity and Diet – Children** from the Children worksheet. Choose comments that show a breadth of experiences and that convey the spirit of the group.

Personnel Needed to Conduct a Family Program

Below are roles and responsibilities that are needed to provide a Family Program class. The roles can be divided as shown or combined depending on the personnel available to support the programming.

Role	Responsibilities
Cooks – Adults’ Program	<ul style="list-style-type: none"> ● Prepare the recipes that will be tasted during the program. ● Drop off food approximately 30 minutes prior to the start of class. ● Help set up the food sampling station with the supplies needed for serving the food.
Adults’ Coach	<p>Responsible for the overall flow of the Adults’ class.</p> <ul style="list-style-type: none"> ● If working with an Assistant Teachers, determine what portion of the lessons will be taught by whom, including the exercises. ● Set up Adults’ teaching space, getting the needed visual aids from the Teaching Box. ● Coordinate with Facilitator regarding the flow and timing of the food to support the lesson. ● Coordinate with the Children’s Coach about the exercise to decide whether to teach this as one group or separately. Combining whenever possible is ideal. ● Coordinate with Children’s Coach and Program Manager to see if possible for children to taste the adults’ recipes and for adults to taste the children’s recipes. Ideally the children will share with the adults what they have learned. ● At the end of class, clean the space, return items to the Teaching Box and put dirty items in a “To Be Cleaned” bin. ● Convey tips and needs (supplies need to be replenished, etc) to Program Manager so future classes flow smoothly.
Translator, if needed	<ul style="list-style-type: none"> ● Help participants understand the waivers and evaluation forms. ● Translate the Adults’ class and participant questions/comments. ● Translate the written comments on the evaluation forms (at the end of each class as clean up is happening).

Facilitator/ Adult Server	<p>Make sure all paper work is completed, photos are taken, food is served, giveaways are distributed and tables are set.</p> <ul style="list-style-type: none"> • Ensure program waivers and evaluation forms are completed by each adult participant. If forms are not completed fully, return to participant for them to complete them. • Compare the sign-in sheet to the participant waivers and indicate where corrections are needed. Fill in missing information. • Make sure each adult that signs in has completed a waiver. • Take pictures that capture the essence of the classes (adults and children). Capture participants interacting with the class materials, cooking, exercising, looking happy, parents and children interacting, action shots of the teacher explaining things using the visual aids or recipe framework. • Assembles groceries for families and helps with set-up as needed. • Coordinate with Adult Coach to determine when to serve the food so food is served at the right temperature. • Make sure all participants have water, napkin and utensils. • Clear away dirty dishes. • Wash and thoroughly dry cooking equipment that was used. • Determine who will wash the items in the “To Be Cleaned” bin and bring them for the next class.
Babysitter	<p>Makes sure children younger than seven are entertained and safe.</p>
Cook – Children’s Program	<p>Purchase the ingredients needed for the Children’s recipes. To give children as much hands on experience as possible, at home preparation should be limited to the following.</p> <ul style="list-style-type: none"> • Wash vegetables and fruits • Cut up vegetable and fruit that require a sharp knife to prep. • Cook any whole grains that are needed. • Food should be dropped off approximately 30 minutes prior to the start of class
Children’s Coach Several may be needed depending on the number of their age ranges and energy level.	<p>Responsible for the overall flow of the Children’s class.</p> <ul style="list-style-type: none"> • If working with Assistant Coaches, determine what portion of the lessons will be taught by whom, how food will be prepare and dishes cleaned. • Set up Children’s teaching space, getting the needed visual aids from the Teaching Box. • Coordinate with the Adult Coach about the exercise, food tasting, and if the children will present what they learned to the adults. • At the end of class, clean the space. • Conveys tips and needs (supplies need to be replenished, etc) to Program Manager so future classes flow smoothly.
Assistant Children’s Coach	<p>Helps Children’s Coach with overall flow of lesson and possibly helps teach a portion of the class.</p> <ul style="list-style-type: none"> • Help with set-up as needed. • Helps Coach answer questions, giving insight when applicable. • Helps with classroom management and keeping the lesson on track. • Is the go to person for the Children’s Coach when something needs to happen (food being served, teaching aids passed around, etc.). • Help serve food or administer session evaluations if needed. • Help with clean-up at the end of class.

Sample Instructions to Personnel

Organization Name Family Program – Date **Fruits & Vegetables and Portion Control – Adults** **MyPlate - Children**

Time:

Class: 6- 7:30

Coaches should arrive by 5:20. **All others should be there by 5:30.**

Due to rush hour traffic please allow plenty of travel time.

With clean-up, you will be done by 7:45.

Address:

Address, City, Location within building, any tips for finding class site

Personnel:

Program Manager: name, phone (cell) , email address

Adults' Coach: name

Adults' Translator: name

Children's Coach: name(s)

Children's Assistant Coaches: name(s)

Babysitters: names

Adult Cooks: names - food should be delivered by 5:30

Facilitator/Server: name(s)

Lesson and Recipes:

Adults' class: [insert link to lesson]

Children's class: [insert link to lesson]

Adult Recipes: [insert links to recipes or attach to email]

Adult Recipes: [insert links to recipes or attach to email]

Cooking:

[Insert name] will [insert specific instructions such as]

- How much of each recipe is needed (some may need 2 some may need ½)
- Whether the recipe should be prepared in advance or ingredients prepped for assembly during class
- Whether other food props should be purchased
- Whether food giveaways should be purchased and in what quantities]

Set-Up:

[Insert name(s)] will wipe down the tables, set up the adult class space, and organize the demonstration and food supplies. **[Insert name]** will get Children's area set up and check-in area organized.

[Insert name] will package the give-away food for participants from 5:30 – 5:50. Participants will each get [specific items and quantities i.e. 1 bag black beans, 1 bag lentils, etc). List is hanging on wall near the ingredients.

[Insert name] will ensure we have copies of all the paperwork needed and get it organized.

When Participants Arrive:

[Insert name] will ensure that families sign-in and check-in their children.

[Insert name] will teach exercise to the adults in the conference room when participants arrive.

[Insert name] will take the children outside for exercise once they all arrive. **[Insert name]** will determine if the young children should stay inside or out.

During the class:

Nametags will be available for all child participants to fill out. Quickly go around the room and say names.

Hair should be pulled back or in a hair net when working with food. **[Insert name]** will serve participants the food as needed and clean the cooking equipment.

[Insert name] will teach the adult lesson, with **[Insert name]** translating.

[Insert name] will teach the children's lesson, with **[Insert name]** helping with the MyPlate Tag game and with recipes and serving.

[Insert name] will help entertain the younger children with yoga, cooking, toys, games, coloring, etc.

It is important to keep a head count of all children! Do not let any of them go somewhere on their own, go into a room or through the reception door. Have buddies for outside games and lessons.

[Insert name] will take photos.

Important note for those cleaning the prep dishes and cooking equipment: We need to be out of the location by 7:45 so everyone has to help wash and clean. Try to wash things as recipes are made and served.

Equipment and plastic ware must be washed and **dried thoroughly.**

After class:

[Insert name] will translate the end of session and series evaluations and give to **[Insert name]**.

Please make sure to put the supplies back into the boxes that they came out of. All towels and aprons should go in large container marked "To be Cleaned" so they can be cleaned for the next class. **[Insert name]** will take them home for washing.