

The truth is not simply what happened, but how we felt about it when it was happening, and how we feel about it now.

The background of the slide is a photograph of a city at sunset. The sky is a mix of orange, yellow, and dark blue, with the sun low on the horizon. The city lights are visible in the distance. Three white speech bubbles with black outlines are overlaid on the image. The top-left bubble contains text about equity-focused professional development. The top-right bubble contains text about innovative, community-based approaches. The bottom-center bubble contains text about supporting the expansion of community-rooted activities.

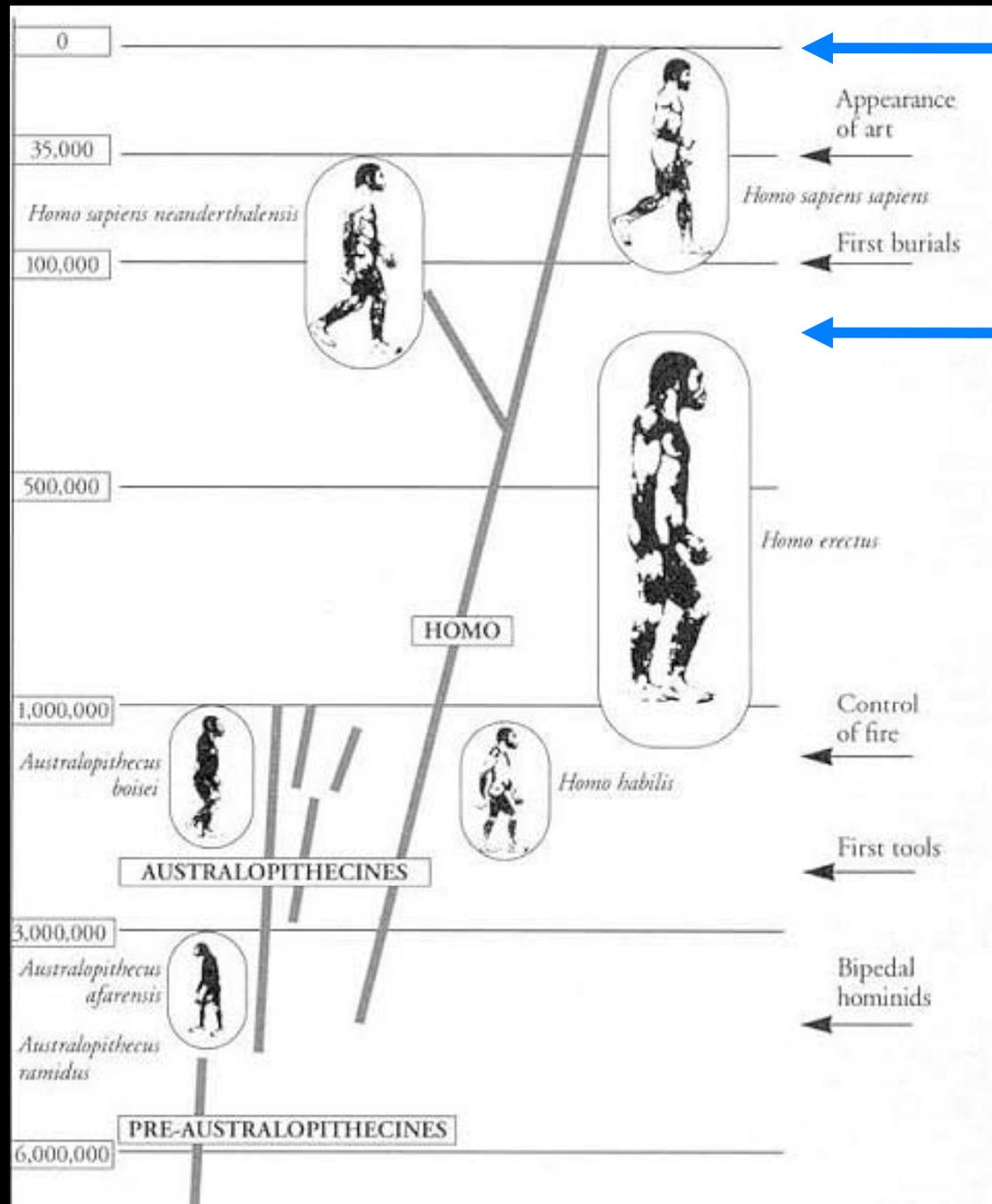
...we provide equity-focused professional development programs and resources that strengthen family-school-community partnerships...

...we use innovative, community-based approaches to support direct-service providers...

...we support the expansion of a wide range of activities and efforts that are rooted in the community and actively involve community residents in their design and implementation...

A large, bright fire burning in a dark setting, with the text "What happened to us?" overlaid. The fire is the central focus, with a tall, vertical column of yellow and orange flames rising from a base of dark, charred wood. The background is black, making the fire stand out. The text is in a bold, white, sans-serif font, centered horizontally and slightly above the middle vertically.

What happened to us?



Homo Ambien
("boring man")

Homo Sapiens
("knowing man")

flickrTM

digg

twitter



 delicious
social bookmarking

facebook.

A woman with dark hair, wearing a red turtleneck and a dark jacket, is speaking into a silver microphone. Her right hand is raised in a gesture. The background is a blurred blue-grey color.

storytelling

The First Big Thing



Why is narrative so powerful?

What makes a good story?

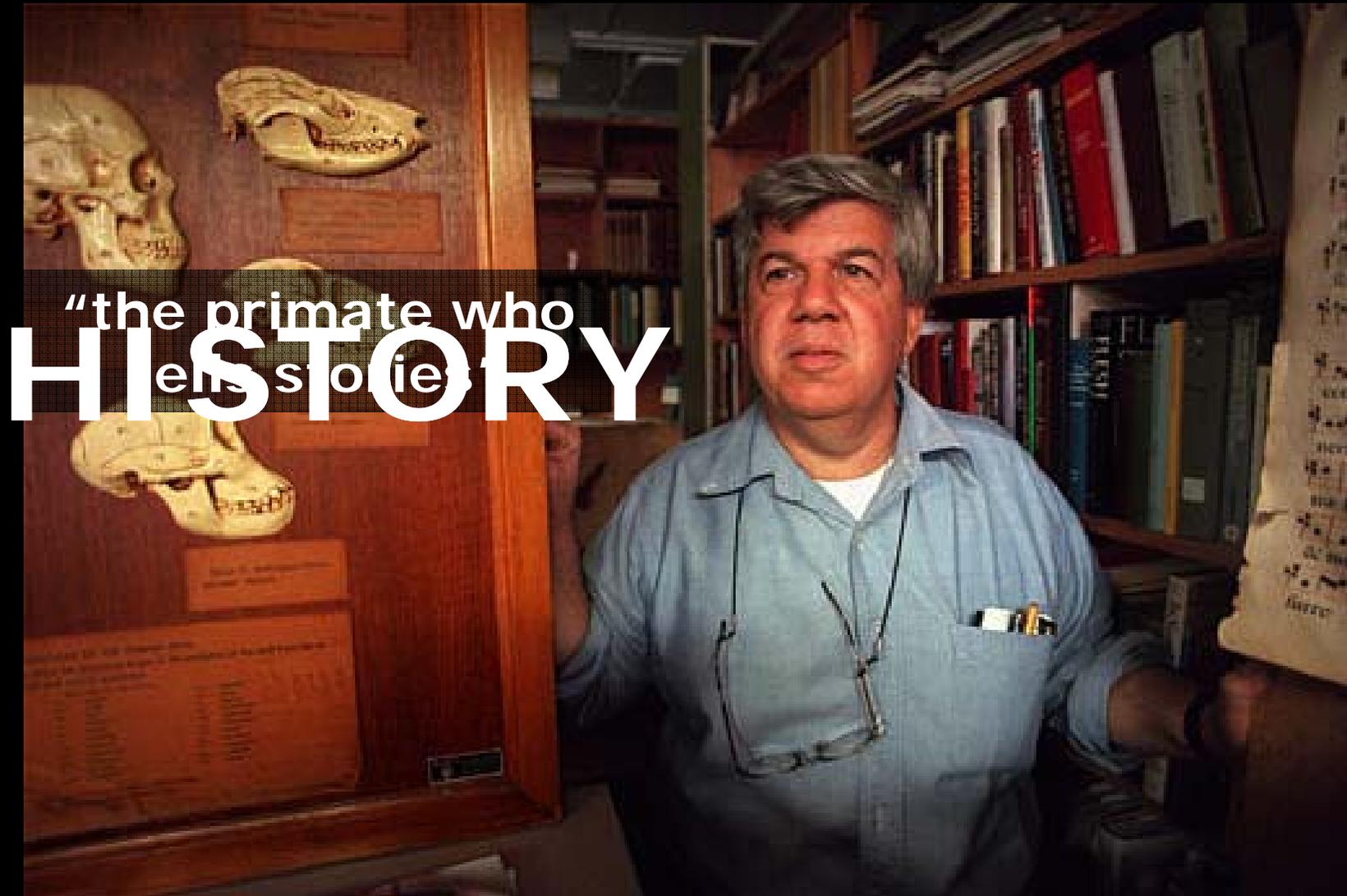
**How do you build a lasting
storytelling culture?**

Why is narrative so powerful?



Storytelling is an integral part of our history, identities, how we decide, and how we remember.

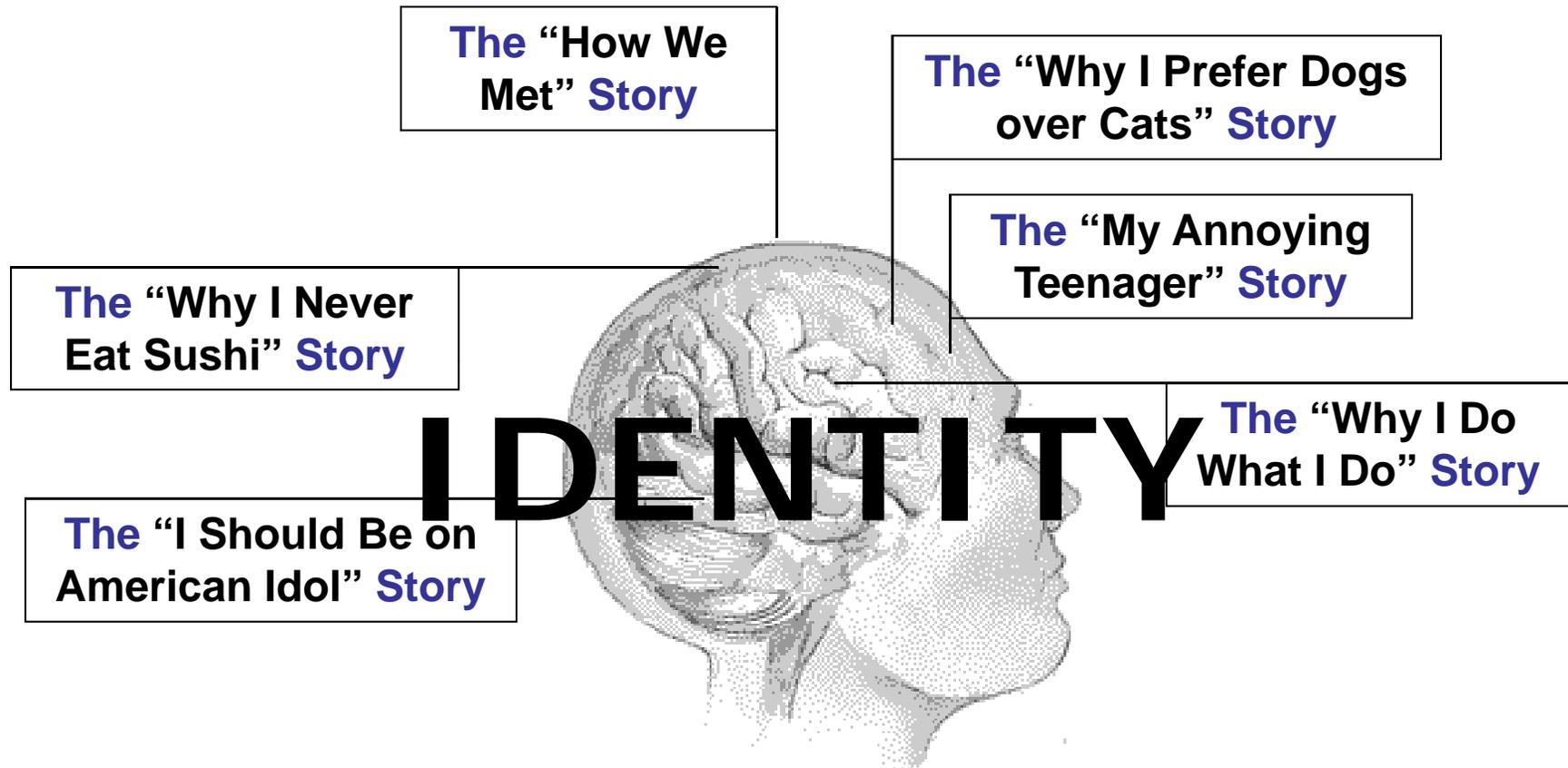
Why is narrative so powerful?



"the primate who
tells stories"
HISTORY

Dr. Stephen J. Gould

Why is narrative so powerful?



STORIES YOU WANT TO TELL

- **STORIES NOBODY WANTS TO HEAR**

STORIES YOU TELL (YOU)

Why is narrative so powerful?



Pennington & Hastie
Conducted study on how
juries make decisions.

"[Jurors] compare their stories to those presented by the two attorneys, and select the one that most closely matches their own story."

Why is narrative so powerful?

Memory Study (1976)
5 year olds



Why is narrative so powerful?



+



soap and shoe

1 out of 21

Why is narrative so powerful?



“ ”



soap and shoe in a sentence

8 out of 21

Why is narrative so powerful?



“ ? ”



soap and shoe in a question

16 out of 21

Why is narrative so powerful?



+



1 out of 21



“ ... ”



8 out of 21



“ ? ”



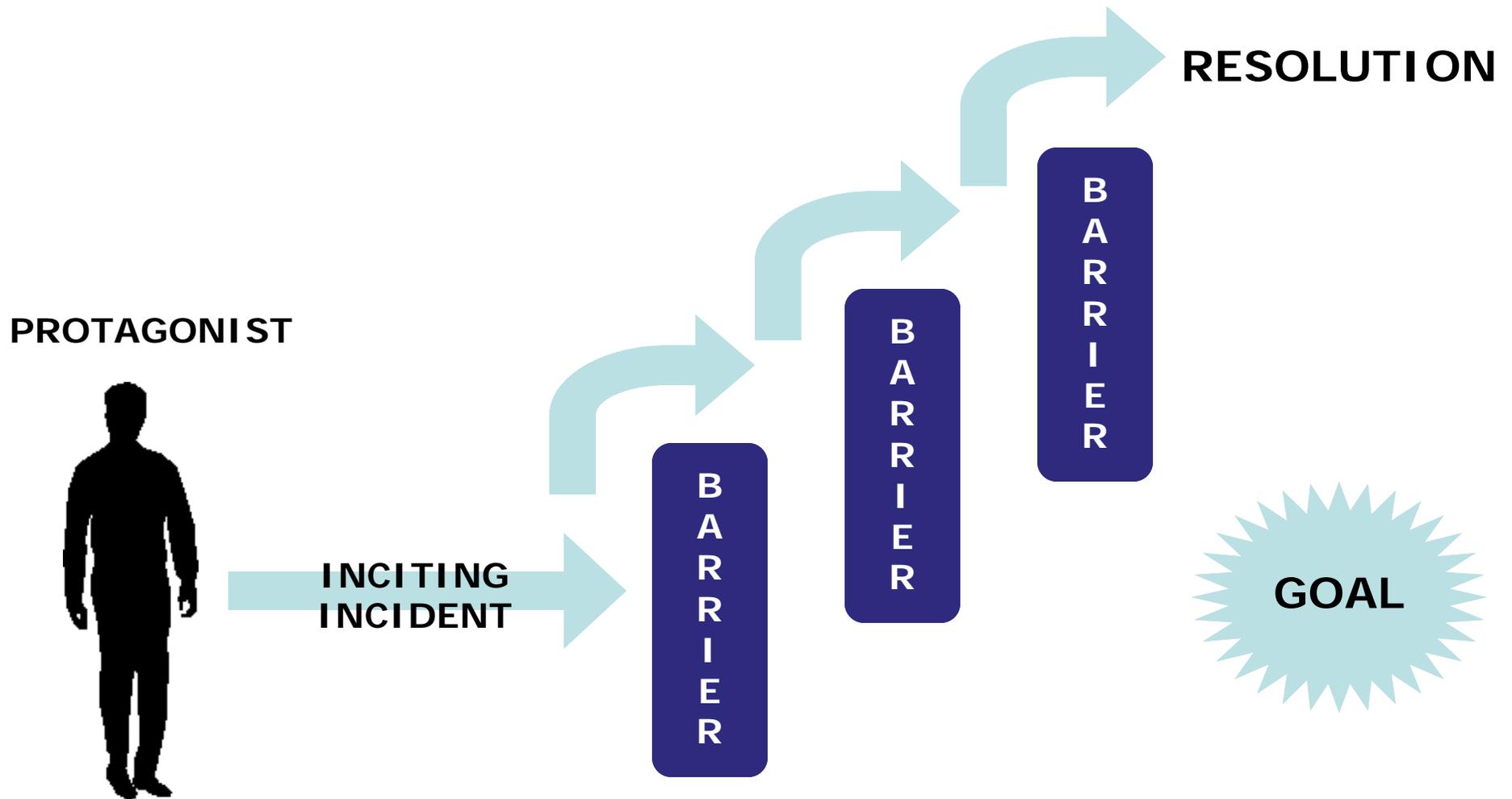
16 out of 21

What makes a good story?



“It’s going to be okay, Jennifer.”

What makes a good story?



ACT I

ACT II

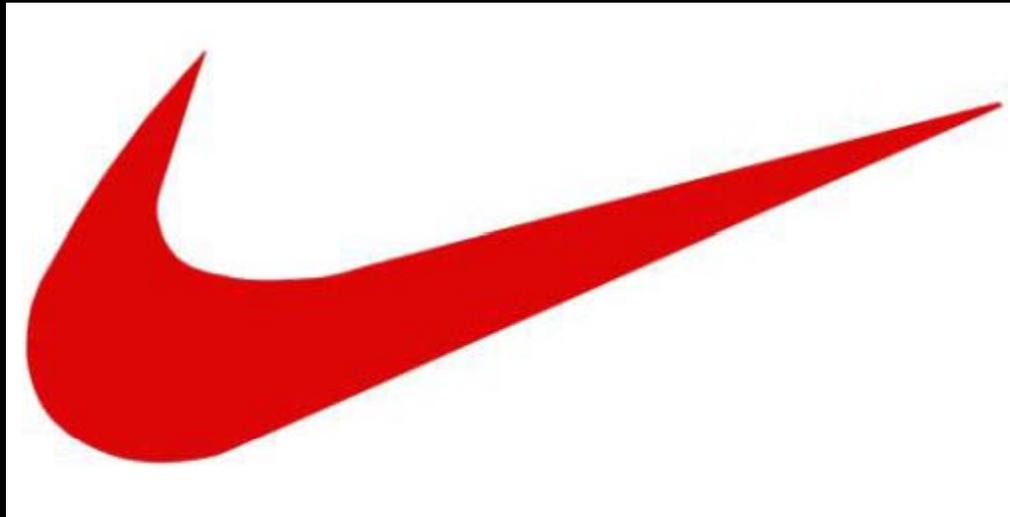
ACT III

GOODNIGHT MOON

by Margaret Wise Brown
Pictures by Clement Hurd



**What if a health care provider had
written Nike's slogan?**



**While an occasional disinclination to exercise is
exhibited by all age cohorts, the likelihood of
positive health outcomes makes even mildly
strenuous physical activity all the more
imperative.**





PROTAGONIST
Izzy Paskowitz

GOAL
Share the joy of
surfing

BARRIER
Kids don't want to go

OVERCOMES BARRIER
Takes them anyway

MEANING
More to sports than
who won or lost

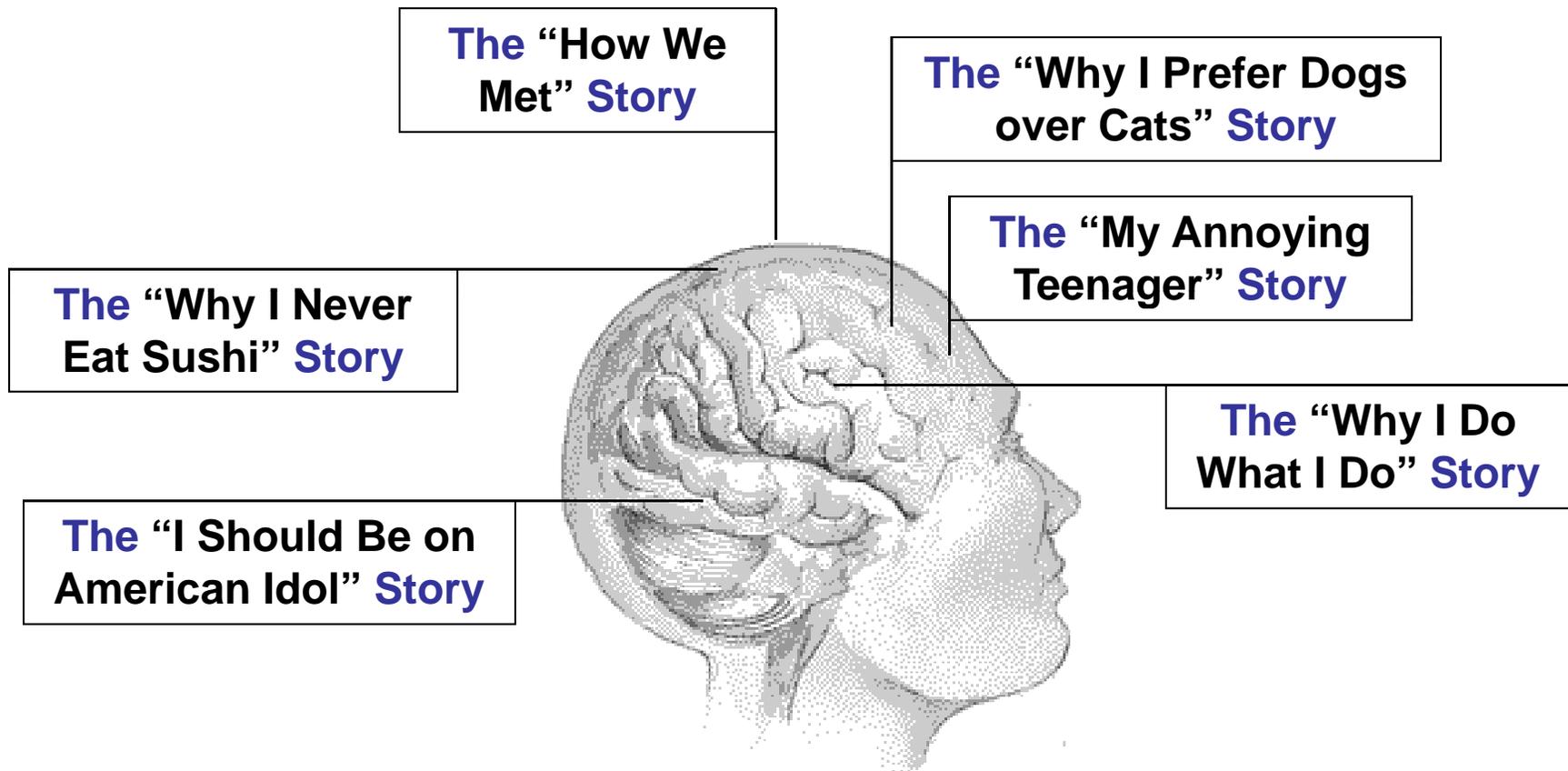
How do you build a lasting storytelling culture?



Identify your organization's "core stories" and make sure every staff and board member knows them by heart.



How do you build a lasting storytelling culture?



IDENTITY

How do you build a lasting storytelling culture?

The “Nature of our
Challenge” Story

ORG

**ORGANIZATIONAL IDENTITY
AND CULTURE**



- About
- Services
- Volunteers
- Students
- How You Can Help
- Special Events



Upcoming Events

Show Your Support!

23rd Annual Spelling Bee for Literacy
September 16, 2010

BookFair
September 24, 2010

Golf FORE Literacy
October 11, 2010

Current News & Upcoming Events

What if YOU couldn't read the following message?...



Caution – Do Not Enter

Or this one?...



Prescription Dosage: for children under twelve, take one pill every four to six hours.

Contact Information:
Cape Fear Literacy Council
1012 South 17th Street
Wilmington, NC 28401-8024
910-251-0911
910-251-9095 (fax)
info@cfliteracy.org



People seek our services for a variety of reasons:

Because they cannot take phone messages at work and they are afraid they will lose their job.

Because they are ashamed that they cannot help their elementary school children with their homework.

Because they want to get a better job and need a GED

Because they feel left out

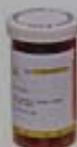
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How do you build a lasting storytelling culture?

The “Nature of our
Challenge” Story

The “How We
Started” Story

ORG

**ORGANIZATIONAL IDENTITY
AND CULTURE**



Translate this page

Spanish [arrow] [play]
Microsoft® Translator [left] [right] [envelope]

This is a machine translation to provide a basic understanding of our web content. It is a literal translation and certain words may not translate accurately. BPHC is not responsible for the accuracy of any translation using this service. This translation should never be used to translate documents for distribution to residents or clients.

POPULAR LINKS

I need help with [arrow] [right]

BROWSE OUR SITE

Looking for something specific? Try browsing our site by using the following categories:

- By Health Topic [arrow] [right]
- By Service [arrow] [right]
- By Population Served [arrow] [right]
- By Program Name [arrow] [right]
- By Bureau [arrow] [right]

HEALTH RESOURCES

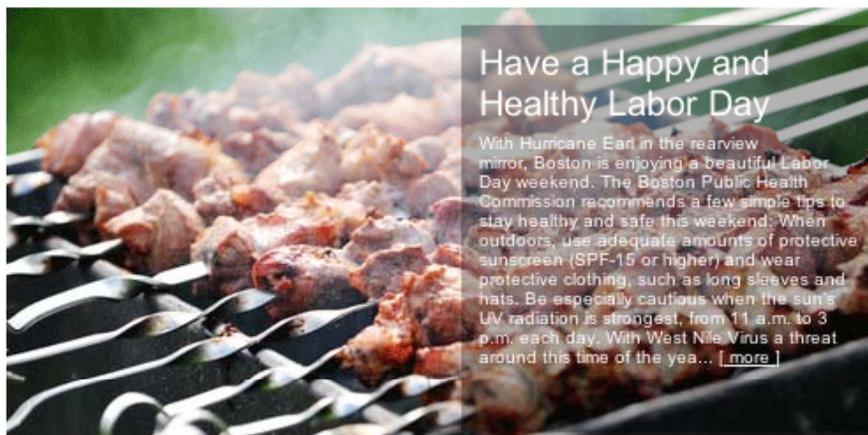
www.bostonhealthPASS.org



Click to find a health care provider in Boston

Home

WHAT'S NEW AT BPHC



Have a Happy and Healthy Labor Day

With Hurricane Earl in the rearview mirror, Boston is enjoying a beautiful Labor Day weekend. The Boston Public Health Commission recommends a few simple tips to stay healthy and safe this weekend: When outdoors, use adequate amounts of protective sunscreen (SPF-15 or higher) and wear protective clothing, such as long sleeves and hats. Be especially cautious when the sun's UV radiation is strongest, from 11 a.m. to 3 p.m. each day. With West Nile Virus a threat around this time of the year... [more]

OTHER TOP STORIES

NEW! B1Example Mobile Contest

Boston teens: Enter to win prizes such as movie tickets, gift cards, and t-shirts. There are six ways to enter:



- Text **CONFIDENT** to 89183 and tell us how you are a leader in your community.
- Text **SMART** to 89183 and tell us where you want to see yourself in 10 years.
- Text **CREATIVE** to 89183 and tell us how you are using your creativity to be one example.
- Text **REAL** to 89183 and tell us one time you kept it real and prevented violence in your neighborhood.
- Text **UNIQUE** to 89183 and tell us how you are redefining street cred.
- Text **YOU** to 89183 and tell us how you are a positive example.

Communicable Disease Reporting

2010 **Mayoral Prize**

for Innovations in Primary Care

Click here to apply!!!!

FLU UPDATES

Social Media



CONNECT WITH US!

Calendar

Hub On Wheels Citywide Bike Ride/2nd Annual Mayor's Cup Professional Criterion Bike Race 09/26/2010 12:00 AM



OUR HISTORY

Welcome to public health. We are the nation's first health department and trace our roots back to 1799, when Paul Revere was named Boston's first health officer.

Back then, the board of health was formed to fight a potential outbreak of cholera. Taking innovative strides to save lives, health officials posted signs on lampposts, held meetings and led an early-day public information campaign to reduce deaths due to cholera, a highly preventable disease.

Two hundred years later, that tradition of prevention continues through the Boston Public Health Commission. While we are the country's oldest health department, we pride ourselves on having some of the most innovative services for our residents. Described as "the most activist arm of city government," by the Boston Globe, the Commission has a vigorous commitment to the health of Boston.



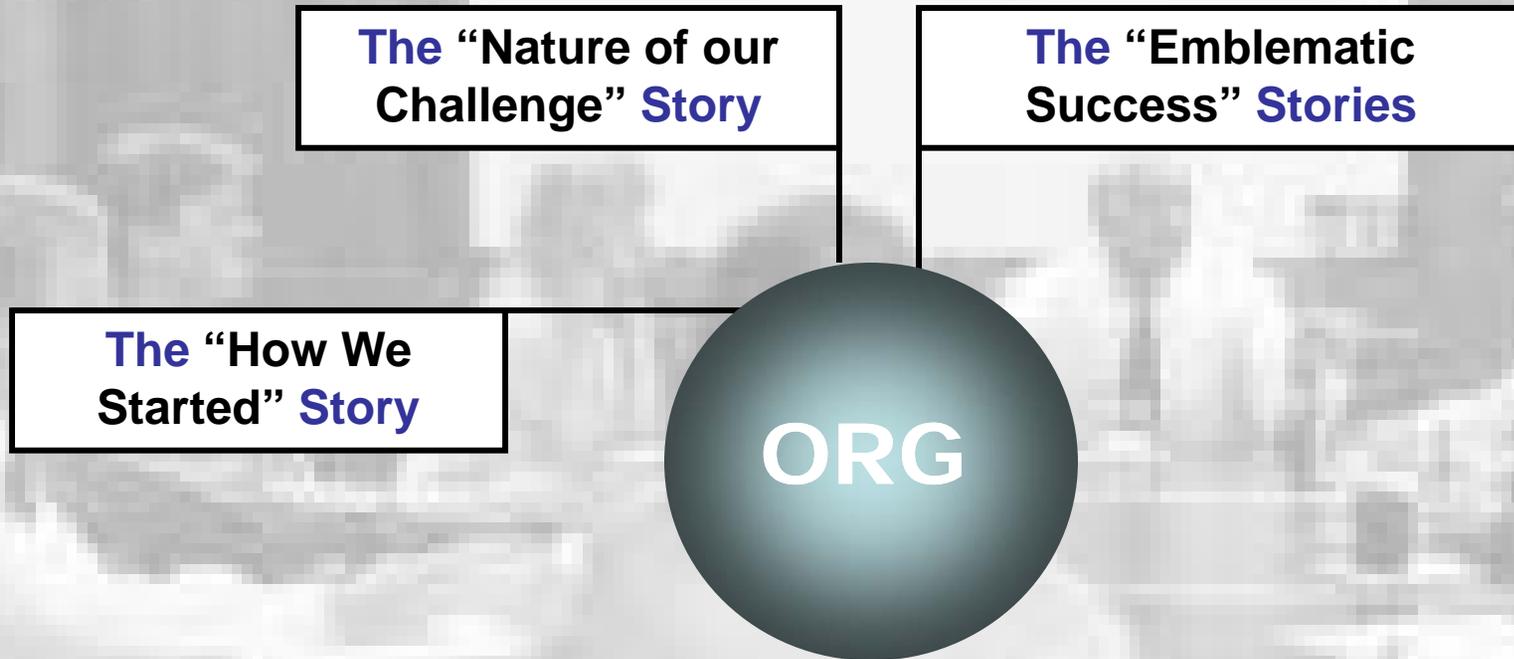
Click to find a health care provider in Boston



Text **YOU** to 89183 and tell us how you are a positive example.

Hub On Wheels Citywide Bike Ride/2nd Annual Mayor's Cup Professional Criterium Bike Race
09/26/2010 12:00 AM

How do you build a lasting storytelling culture?



**ORGANIZATIONAL IDENTITY
AND CULTURE**



100 Years. Our Vision Is Vision.®



[Press Room](#) • [About Us](#) • [Affillates](#) • [You Can Help](#)

Search:



vision screening



Vision Learning Center



research



advocacy



healthcare professional resources



workplace programs

Since 1908, Prevent Blindness America has been the nation's leading volunteer eye health and safety organization with the sole mission of preventing blindness and preserving sight.



[Eye Problems](#)



[Your Child's Sight](#)



[Test Your Eyes](#)



[Eye Safety](#)

Healthy Eyes for Healthy Futures

Help 5 million kids become **Star Pupils**.





100 Years Our Vision Is Vision®



We screen. We check the eyes of millions of children and adults each year. Our vision screenings help preschoolers at risk of vision loss from lazy eye (amblyopia), school children who depend on good vision for learning, and adults threatened by glaucoma and other serious vision problems.

We educate. We get the word out on better eye health through brochures, fact sheets, public service announcements, newsletters, media campaigns, special events and the web. Every year more than 120 million people read, hear or see our messages about early detection of eye disease and prevention of accidents that can cause permanent loss of sight.

We advocate. We work with government officials at the state, local and national levels - building grassroots advocacy movements that will improve our nation's public health policies.

We support groundbreaking vision research. We support the work of scientists who will find tomorrow's cures for the eye diseases that threaten Americans with vision loss and blindness.

We train. We train and certify adult and children's vision screeners and screening instructors through the only national program of its kind, providing 20,000 vision screening personnel with the skills they need to help people in their communities.

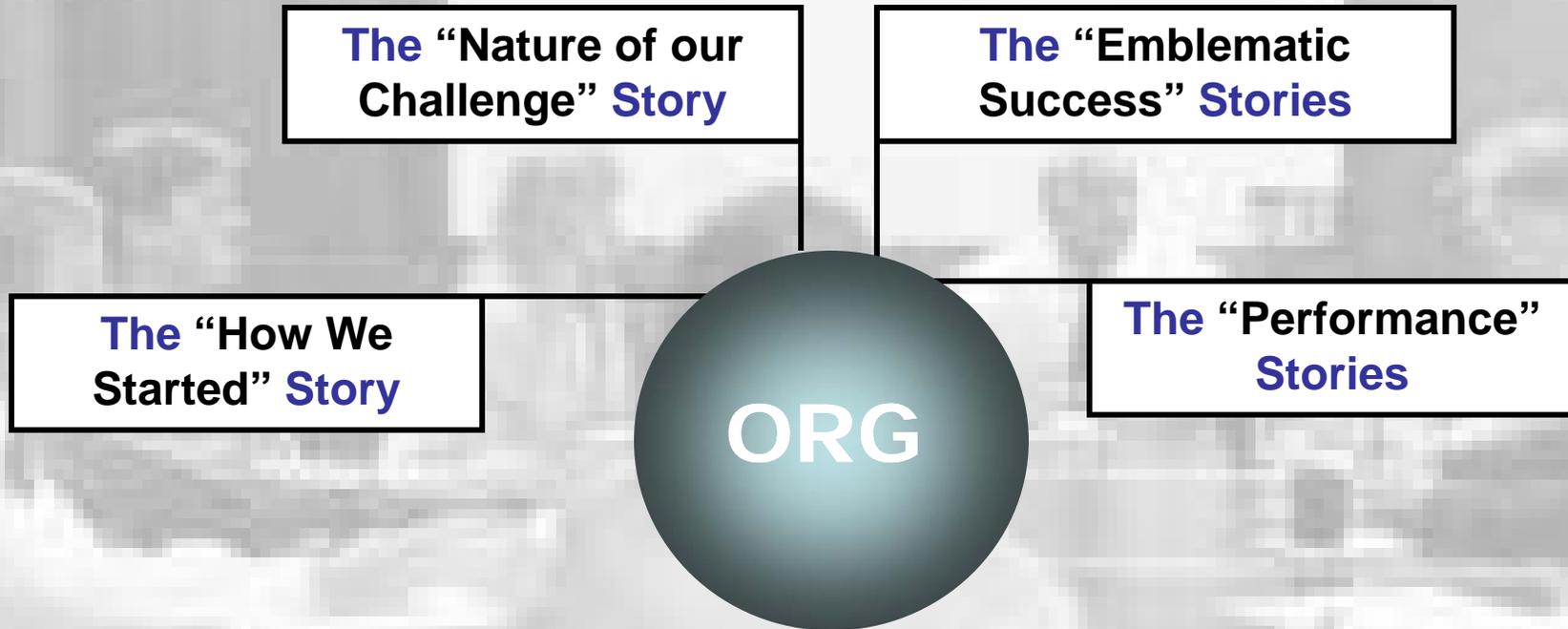
We are in your community today. We improve the quality of life for hundreds of thousands through our community programs. Our website, www.preventblindness.org and our PBA Vision Health resource Center (1-800-331-2020) put us within reach of anyone with Internet access or a telephone.

professional
resources

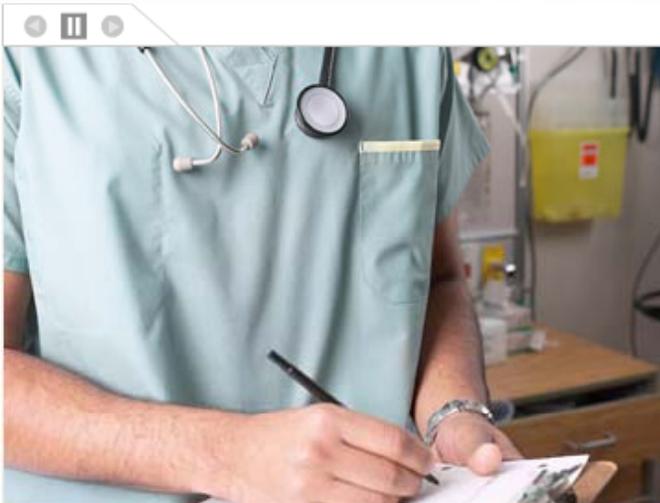
workplace
programs

starpupils™
healthy eyes for healthy futures

How do you build a lasting storytelling culture?



**ORGANIZATIONAL IDENTITY
AND CULTURE**



WHAT CAN ALTARUM DO FOR YOU?

Health Workforce Research and Analysis

Over the past 25 years, Altarum Institute has developed considerable knowledge and expertise in health workforce analysis and management. Our talented team of professionals is skilled in analyzing workforce trends, workforce management, and workforce scheduling to optimize resource and staff use. Altarum has conducted more than 40 health workforce studies for the federal government, the military health system, individual states, and professional societies.

[Learn More...](#)

Our Services

- ▶ Health Research & Analysis
- ▶ Health Program Development & Evaluation
- ▶ Health Care Operations & Finance
- ▶ Health Promotion, Conference & Web Services
- ▶ Clinical Research Support & Pharmacovigilance

Learn More

Our Areas of Expertise

- ▶ Behavioral Health
- ▶ Community Health
- ▶ Food Assistance & Nutrition
- ▶ Health Disparities & Intercultural Health
- ▶ Health Information Technology
- ▶ HIV/AIDS
- ▶ Lean Six Sigma
- ▶ Military & Veterans Health
- ▶ Obesity and Overweight
- ▶ Women, Children & Adolescents

Our Blog-The Health

Announcements

2/3/11

[Altarum Institute Acquires Silver Spring, Maryland-Based Communications Firm Palladian Partners, Inc.](#)

12/14/10

[Children in DC Child Care Centers Need More Opportunities for Physical Activity to Help Combat Obesity](#)

Resources Spotlight

New Webcast: The Promise of New Technologies in Providing Behavioral Health Treatment for Service Members

Can a technological revolution transform behavioral health care for veterans and service



Values

- We serve the public good and enable others to do the same.
- We behave with integrity in everything we do.
- We lead and, therefore, we continuously learn, innovate and solve problems in our fields.
- We promote the well-being of our employees and encourage a meaningful work-life balance.
- We are accountable for the quality of our work and the manner in which it is performed.

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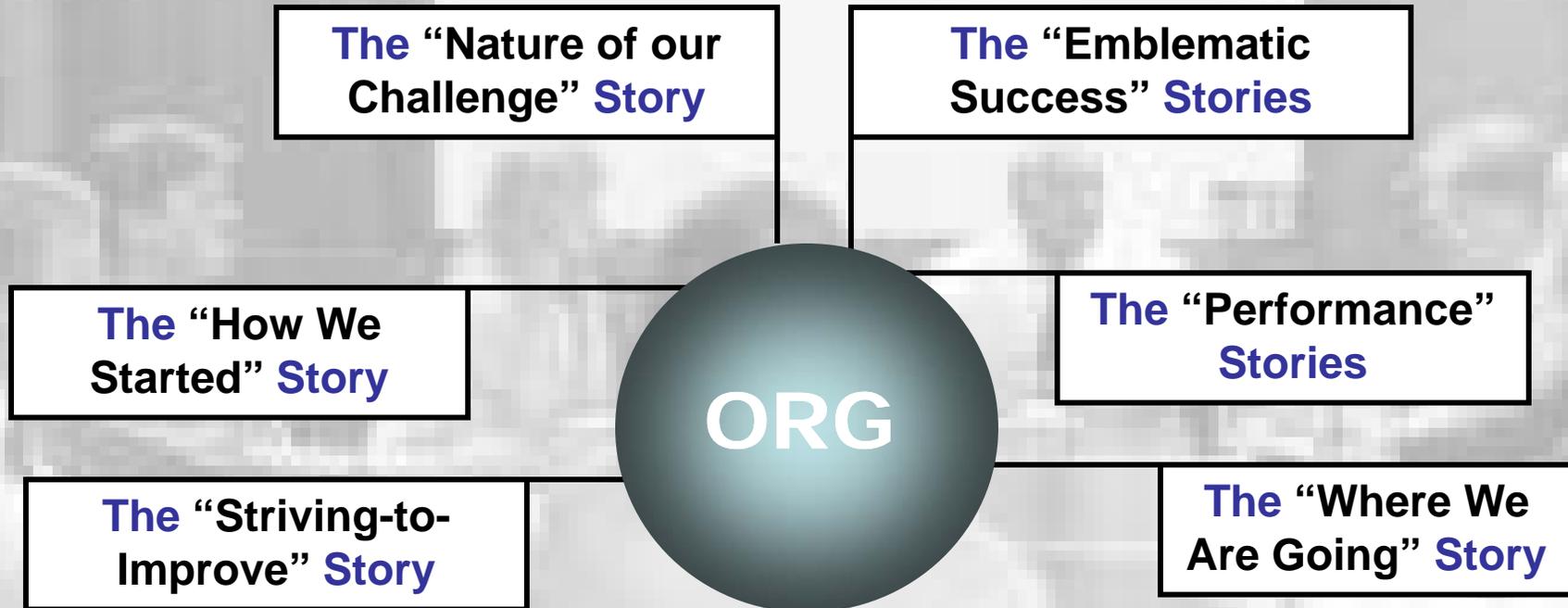
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- Health Disparities & Intercultural Health
- Health Information Technology
- HIV/AIDS
- Lean Six Sigma
- Military & Veterans Health
- Obesity and Overweight
- Women, Children & Adolescents

[Our Blog-The Health](#)

How do you build a lasting storytelling culture?



**ORGANIZATIONAL IDENTITY
AND CULTURE**



ASSOCIATION OF MATERNAL & CHILD HEALTH PROGRAMS

AMCHP supports state maternal and child health programs and provides national leadership on issues affecting women and children.



| About AMCHP | About Title V | Events | MCH Topics | Publications | Advocacy

MEMBER LOGIN

User Name

Password

Login

NEWS & EVENTS



The Surgeon General's Call to Action to Support Breastfeeding

On January 20, Surgeon General Dr. Regina Benjamin released a "Call-to-Action to Support Breastfeeding." At the release, Dr. Benjamin, alongside three local breastfeeding champions, shared words of encouragement and success stories to help mothers overcome the many obstacles associated with breastfeeding. [Click here](#) for the report, the webcast

and additional resources.

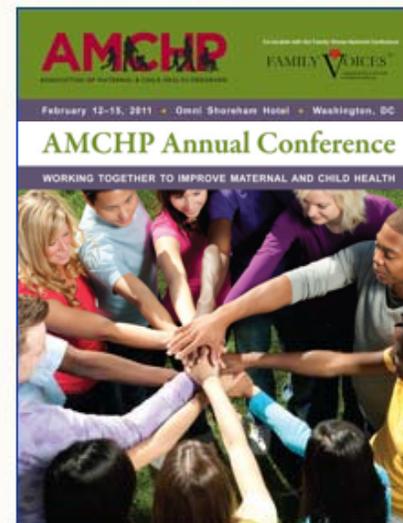


Healthy People 2020

Objectives Now Available for Review and Implementation

For more details about the initiative and how you can get involved, visit the newly redesigned Healthy People Web site at www.healthypeople.gov. The Web site allows users to tailor information to their needs and explore evidence-based resources for implementation.

Plan Your Time at AMCHP 2011



[Click here to download the program](#) and

Association of Maternal & Child Health Programs
2030 M Street, NW
Suite 350
Washington, DC 20036

AMCHP's Mission

The Association of Maternal & Child Health Programs is a national resource, partner and advocate for state public health leaders and others working to improve the health of women, children, youth and families, including those with special health care needs.

AMCHP's members come from the highest levels of state government and include directors of maternal and child health programs, directors of programs for children with special health care needs, and other public health leaders who work with and support state maternal and child health programs. Our members directly serve all women and children nationwide, and strive to improve the health of all women, infants, children and adolescents, including those with special health care needs, by administering critical public health education and screening services, and coordinating preventive, primary and specialty care. Our membership also includes academic, advocacy and community-based family health professionals, as well as families themselves.

AMCHP builds successful programs by disseminating best practices; advocating on their behalf in Washington; providing technical assistance; convening leaders to share experiences and ideas; and advising states about involving partners to reach our common goal of healthy children, healthy families, and healthy communities.

newly redesigned Healthy People web site at www.healthypeople.gov. The web site allows users to tailor information to their needs and explore evidence-based resources for implementation.

[Click here to download the program](#) and



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[Click here to download the program](#) and

STORY

STORY

STORY

STORY

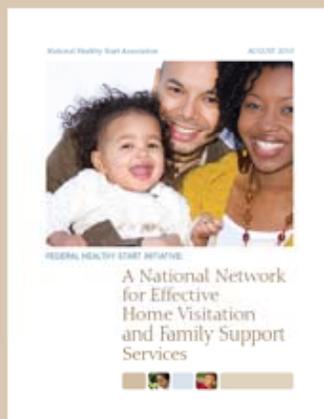
STORY

Welcome	Healthy Start Projects	Publications & Resources	Employment Opportunities	Member Secure Area
About NHSA	Programs	Media	Contact Us	Donations

National Healthy Start Association

NHSA White Paper

NHSA is pleased to release its white paper – [Federal Healthy Start Initiative: A National Network for Effective Home Visitation and Family Support Services](#)



[Healthy Start Leadership Training Institute](#)

November 17 – 18, 2010
Raleigh, NC



The National Healthy Start Association

INFANT MORTALITY AWARENESS CAMPAIGN

Celebrate Day 366...
every baby deserves a chance

[Click here for the 2010 NIMAM Toolkit](#)

[Click here to order NIMAM Resources](#)

NHSA has MOVED!

Our new location is:
1411 K Street, NW
Suite 1350
Washington, DC 20005

Check out the NHSA blog,
[Healthy from the Start](#)

[Become a Member of NHSA](#)

[More Information About Healthy Start Projects](#)

Resources

[text4baby.org](#)

[HRSA: Maternal and Child Health Bureau](#)

[The Maternal & Child Health Library](#)

[U.S. Map of HRSA Regions](#)

Welcome	Healthy Start Projects	Publications & Resources	Employment Opportunities	Member Secure Area
About NHSA	Programs	Media	Contact Us	Donations
National Healthy Start Association				

NHSA Program Information

The overall goals and objectives of the National Healthy Start Association are to:

- Educate its members, the public at large, federal, state and local policymakers and elected officials on the need for and effectiveness of community-based programs to reduce **infant mortality, low birthweight, and racial disparities** in perinatal outcomes.
- Provide a nationwide communications and technical assistance network for the exchange and dissemination of "models that work."
- Increase public awareness concerning the needs of pregnant women, infants, children and families.
- Identify common factors that impact maternal and child health status and develop strategies to sustain Healthy Start and other community-based maternal and child health programs.
- Collect and analyze data and publish reports on evaluation findings and lessons learned from Healthy Start programs.

[Click here for the 2010 NIMAM Toolkit](#)

[Click here to order NIMAM Resources](#)

text4baby.org

[HRSA: Maternal and Child Health Bureau](#)

[The Maternal & Child Health Library](#)

[U.S. Map of HRSA Regions](#)

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November 17 – 18, 2010
Raleigh, NC

[About Us](#)[Resources and Services](#)[Programs](#)[Public Policy](#)[Publications](#)[Events](#)[Resource Repository](#)[1](#) [2](#) [3](#) [4](#)[+](#) SHARE 

Genetic Alliance Funds Innovation in Newborn Screening Challenge Awards.

Request for Proposals Released

Find out more at

NBSClearinghouse.org

Follow @geneticalliance

- GeneticAlliance: The Shorty Awards have been extended to Feb 11—keep voting for us for #health and tell your friends by RTing this! <http://ow.ly/3PTUL>

Network

Meet Your Neighbors



Policy

[1](#) [2](#) [3](#)

112th Congress in the House

On Thursday, January 6, the Food and Drug Administration (FDA) released a Transparency Initiative Report detailing nineteen action items and five draft



Mission

We transform health through genetics. We promote an environment of openness centered on the health of individuals, families, and communities.

- We bring together diverse stakeholders that promote novel partnerships in advocacy.
- We integrate individual, family, and community perspectives to improve health systems.
- We revolutionize access to information to enable transformation of research into services and individualized decision-making.

Openness forms both the process and product for Genetic Alliance.

- GeneticAlliance: The Shorty Awards have been extended to Feb 11—keep voting for us for #health and tell your friends by RTing this!
<http://ow.ly/3PTUL>

Meet Your Neighbors



[1](#) [2](#) [3](#)

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Child Health and
Development Institute
of Connecticut, Inc.

[ABOUT CHDI](#)

[OUR WORK](#)

[CCEP](#)

[PUBLICATIONS](#)

[NEWS & EVENTS](#)

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SHARING KNOWLEDGE

CHDI publications and best practices are available for practitioners, public officials, researchers and the public. [Search and Download Publications](#) »



News & Events



Save the Dates! CHDI is co-sponsoring the Global Implementation Conference, August 15-17, ...

January Update Take a look at our news for January!

Children's Fund Presents Gift The Children's Fund presented a gift of \$3,500 to the Connecticut Family Support ...

CCEP News Congratulations to CCEP on receiving a SAMHSA award and publishing an article in ...

Recent Publications



Health & Safety Fact Sheet (Feb 2011) The Children's Fund of CT funded a study on the health and safety risks in Connecticut's child care centers. View this fact sheet on "Ensuring Health and Safety in Connecticut's Child Care Programs".



Hearing Loss (Jan 2011) This EPIC module provides an overview of hearing loss in young children and the importance of early detection and monitoring.

[NEW KIDS MENTAL HEALTH WEBSITE \(Jan 2011\)](#) Please check out our new website as a resource for parents and caregivers to help them better understand

Signature Programs



[EPIC](#)

[Pediatric Primary Care](#)

[CT Center for Effective Practice](#)

[Behavioral Health & Primary Care](#)

[Promoting Early Health & Learning](#)





SHARING KNOWLEDGE

Health

CHDI focuses on advancing and informing effective, sustainable improvements in primary and preventive pediatric health care. Our current strategic goals for health care are described...

Mental Health

CHDI works to improve practices and policies in children's mental health. Our current strategic goals for pediatric mental health care include:

Early Childhood

CHDI places great emphasis on achieving sustainable improvements in primary and preventive health.

Juvenile Justice

CHDI's juvenile justice activities are designed to focus on children who are at risk of becoming involved in the juvenile justice system, as well as those who are already involved in the system.

CCEP News Congratulations to CCEP on receiving a SAMHSA award and publishing an article in ...

[NEW KIDS MENTAL HEALTH WEBSITE](#)

(Jan 2011) Please check out our new website as a resource for parents and caregivers to help them better understand



SHARE YOUR STORY

UNITY IS STRENGTH

SHARE YOUR STORY
WITH THE WORLD



Shop LIVESTRONG

5390

STORIES SHARED

▶ [Login](#)

▶ [Share Your Story](#)
(registration required)

FIND A STORY



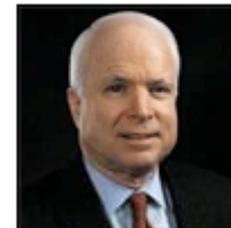
Lance's Story
Austin, TX

"I am a cancer survivor... When we share our stories, we learn that we are not alone in the fight. When we share our stories, our experiences take on a deeper meaning."



John's Story
Boston, MA

"My story is about Unity... I met real heroes. The people who say 'I'm a cancer survivor too.' Or they're still fighting it. You want to see courage? Talk to them."



John's Story
Phoenix, AZ

"My story is about Attitude... Live strong means to leave defeatism behind... I was lucky enough to learn at an early age that misfortune doesn't determine your fate."



Denise's Story, Stanford, CA

"My story is about Knowledge... The knowledge I possessed was instrumental to the process of healing, surviving, and thriving."

Need Help?

The following will help you with Share Your Story.

[How to Share Your Story](#)

[Share Your Story FAQs](#)

[Share Your Story Etiquette](#)



donate



people
we've helped



shop ywca
marketplace



help



act



learn



Learn more!

find your local YWCA

Where we've come from

YWCA Story
Interactive Timeline
Significant Firsts
Empowering Women
Eliminating Racism

What we do

Why we are needed
Services
Advocacy
Join Us

The Difference We Make

Success Stories
Tell us your Story

Where we're located

Find Local YWCAs
Interested in opening a YWCA?

Advertising

Advertising Campaign

Home > Learn > The Difference We Make > Tell Us Your Story



tell us your story

tell us your story. We'd love to hear it and share it with others.

Please try to keep your personal stories to no more than 500 words. We reserve the right to edit for length so that we can post as much of your feedback as possible. We won't be able to share all of your stories, but we will work to include as many as possible, and will rotate frequently so that we always have new postings.

Use this form to send us your story.



Share your story.

An online community for NICU families.
Participate in online discussions, start a blog, or just make friends.

[HOME](#)[COMMUNITY CENTER](#)[SHARE YOUR STORY](#)[PARENT TO PARENT](#)[GET INVOLVED](#)

FIND A DISCUSSION:

Extended Search

SHARE HOME SHARE YOUR STORY

Share Your Story

Share community members have the unique experience of parenting a child who has been in the NICU. Here you can read and reply to all the one-time "Short Stories." If you have questions on what is appropriate, be sure to review our [posting guidelines](#).

WELCOME, GUEST

MEMBER LOGIN:

(35434 Total Members)

USER I.D.

Filter by gestational age:

None Specified



♥ TAKE ACTION

PRINT EMAIL SHARE FONT: A A A

SHARE YOUR STORY

Stories are powerful. **Your story is powerful.** Your story can help other families; your story can help inform lawmakers and the public about the unique challenges (and successes!) of families with children and youth with special health care needs and disabilities. When you share your story, Family Voices will use it, in verbal and/or print form, to respond to media and lawmaker requests and to illustrate to partners, donors, and others the need to keep families at the center of children's health care. **Tell us your story here** - let us know your problems with getting coverage/services for your child, whether health care reform has helped you or not, or other information you think would be useful for decision-makers to know. **You can share as little or as much as you wish!**

Your Name*

Email Address*

City*

Zip*

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our kids

Share Your Story

Children, parents, and their stories are what Children's National Medical Center is all about. We want to give you an opportunity to share your firsthand experience with others. We invite you to tell your story as a way to inspire others, give them hope, reflect on your experience, or recognize a physician, nurse, or staff member who shaped your experience.

There are many ways to "donate" to Children's National Medical Center. Some people choose to give money, volunteer, attend fundraising events, or invite their friends to support the hospital. By sharing your story, you are contributing to the success of the hospital in telling the story of Children's National.

Click the **Share Your Story** button to submit your story online. You can also [view all our stories](#) and be inspired by these heartwarming and thoughtful tales from others.

SHARE YOUR STORY

Below are some frequently asked questions and answers. If you have any other questions about why we're doing this and how your story will be used, [contact us by email](#) or call 301-565-8500 and ask for Stacy Williams or Margaret Cohen.



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Making a Difference
**TELL US
YOUR STORY**

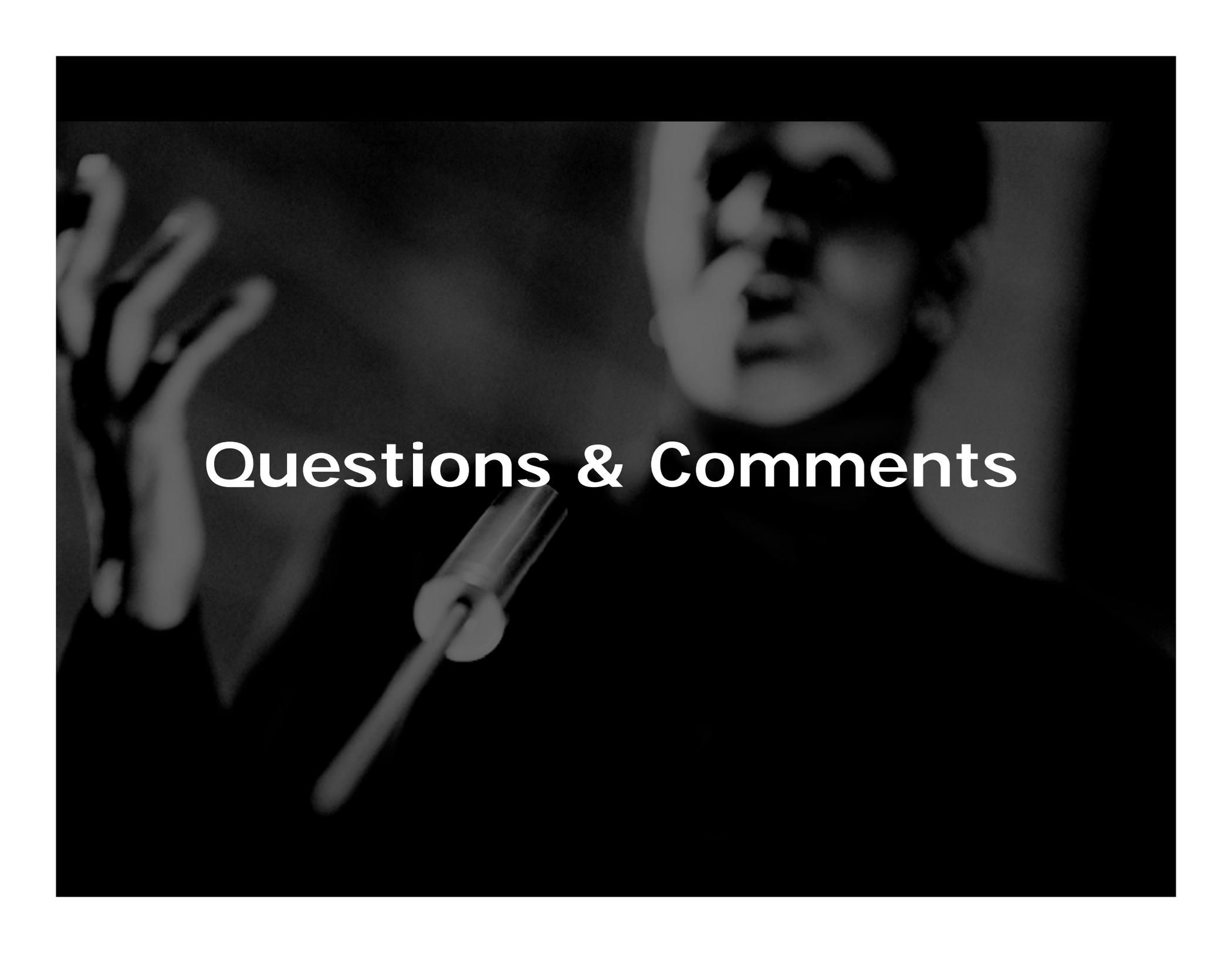
Making a Difference DMV Stories of Satisfaction

Every business day, Department of Motor Vehicles employees make a positive difference in someone's life. For instance, there were the Bridgeport branch workers who helped find someone who had no listed local address, yet she left her purse with credit cards and money in the office one afternoon. There also was the inspector who spotted a wheel starting to come off a large truck traveling along Interstate 95 and he guided the truck and driver to a safe stop.

It also could be helping someone through a maze of paperwork, making a complicated problem more simple to solve, searching for someone who left belongings at a DMV office, or just offering a sympathetic smile and few words about a personal trouble. These experiences happen at the counter, on the phone and through our inspectors roadside. Yes, DMV certainly gets its share of complaints, but there are also many shining moments of help.

We want to hear positive experiences that our agency has given you. Please share your stories on how our agency or a specific DMV employee helped you or made your experience at the DMV something memorable. We want to collect these stories and make them available for others to read on our website and in the variety of publications we produce.

Please e-mail your stories with your first name and hometown to DMV Making a Difference (link to dmv.webmaster@ct.gov)

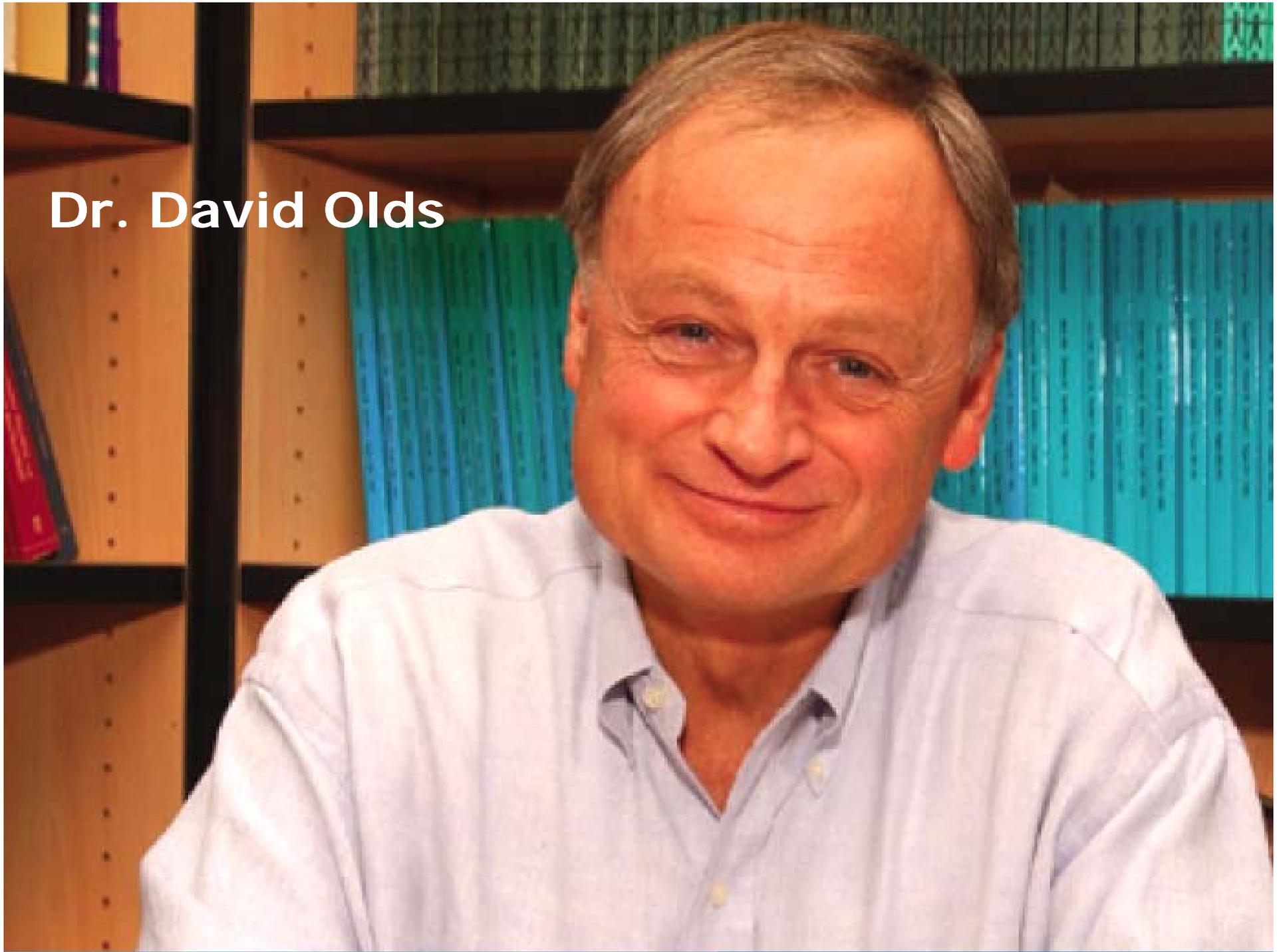


Questions & Comments



Michael Fraser & AMCHP

Dr. David Olds





It begins with trust

Dr. David Olds



Elmira Sustainable Results: Mothers (Low-Income, Unmarried - 15-Year Follow-up)

- 79% fewer verified reports of child abuse and neglect
- 33% fewer subsequent pregnancies
- 30 fewer months of welfare use
- 44% fewer behavioral problems due to alcohol and drug abuse
- 69% fewer arrests



Olds, D., Eckenrode, J., Henderson, Jr. C., et al. *JAMA*, 1997; 278: 637-643.





Baltimore (1970)



“Suddenly I was talking from my heart, and not just from the mind.”

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"I'm smart," says Crystal proudly, "and I want my son to be smart, too."

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Nurse-Family Partnership[®], a maternal and early childhood health program

Helping first-time moms



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Nicholas Kristof of *The New York Times* calls Nurse-Family Partnership a "stellar organization" in his Dec. 19 column, and recommends supporting it with a [donation](#)

Definitely Not

The End