



## UCS Human Service Summit, June 9, 2009 Individual Exercise - Summary

To learn how organizations are responding to changing conditions, participants at the UCS Human Service Summit were invited to write brief responses on post-it notes to two questions. While we know that no two organizations have the exact same challenges or the same response to similar circumstances, the responses shared during the Summit can help inform our collective understanding. The responses demonstrate that organizations have a commitment to their target populations and that they are seeking ways to continue to meet the demand for service within the resources they have available.

### *1. If your organization is seeing a change in the demand for services, or a change in the type of client being serviced, how has your organization already responded?*

One-third of the organizations provided a description of how demand in service has changed, ranging from increasing demand for existing service to changing profile of people seeking help.

One-fourth of the organizations reported they are responding to change in demand for service through strategies specific to staff. These range from staff training, hiring staff with specific skills and adjusting workload.

One-half of the organizations identified a response related to program delivery. Some are seeking more partnerships; others are increasing use of volunteers or implementing new program activities to address changing needs. Others are considering how to streamline internal processes or adopt research-based programs.

Several organizations identified a response that is related to prioritizing the way the organization does business. And, some are seeking new funding partners.

### *2. What is your organization doing in response to changing availability of resources?*

One-half of the organizations responded that they are making changes in the way they deliver services. For some, a strategic examination of how they do business is underway. Others are increasing collaboration and/or partnerships. Several have already, or are considering, reducing services. Technology is being used by some as a tool to reduce costs.

One-third of the organizations listed they are pursuing new funding sources in order to maintain service delivery.

Nearly one-third of the organizations identified responses related to staff. In some cases, organizations are using contract labor rather than employees. Job responsibilities are being realigned (doing more with less). Some are cutting or freezing staff positions. Several organizations identified training as an important strategy.

**A note about the data:** 148 responses were provided by 43 entities. A listing of all the responses is available on the UCS website – [Individual Exercise Responses](#). Every attempt was made to accurately transcribe the information as written by participants. We apologize for any error or omissions and welcome corrections.

#### CONTACT INFORMATION

#### United Community Services of Johnson County

12351 West 96<sup>th</sup> Terrace, Suite 200 • Lenexa, KS 66215 • 913/438-4764 • [www.ucsjoco.org](http://www.ucsjoco.org)