



## UCS Human Service Summit, June 8, 2010 Individual Exercise Summary

To learn how organizations are adapting to current conditions and preparing for the future, participants at the UCS Human Service Summit were invited to write brief responses on post-it notes to two questions. The wide range of responses demonstrates that every organization is unique with respect to the impact of current and future conditions. However, similar themes are evident that help inform our collective understanding of how the human service system in Johnson County is responding today and preparing for tomorrow.

### 1. *What is the most significant action your organization is taking now to respond to current conditions?*

Organizations are committed to taking actions to efficiently and effectively deliver human service programs. For many agencies that means addressing **organization-wide issues, such as capacity building, maximizing resources and assessing needs**. Capacity building includes sustainable funding, increasing use of volunteers, well-trained workforce and ability to respond to culturally diverse clients. For many organizations, maximizing resources means developing internal efficiencies. For others, building partnerships and participating in collaborations is a means to making the most of financial and human resources. Assessing community needs, monitoring service data and prioritizing services are ways that organizations are responding to current conditions.

**Organizations are working to not only sustain existing programs, but make improvements that yield better results.** Evidence-based practices are informing more program decisions. Organizations are identifying unserved and/or under-served populations and extending programming to meet their needs. In some cases, new programs are being implemented.

Some actions are intended to have a reach beyond a single organization or the population it serves. These **systemic responses are intended to achieve long-term improvement to the human service delivery system**. The action may be increased awareness of issues, coordination across multiple sectors or greater civic engagement.

### 2. *What is the most significant action your organization is taking now to prepare for the future?*

Organizations are proactively preparing for the future – the future of the organization and the future of county residents. Many organizations are taking **actions to sustain the organization into the future**, such as strategic planning, fundraising, staff development and improved efficiencies.

Organizations report **actions that will result in systemic change**. These actions include cross-system planning, raising awareness of issues and increased emphasis on prevention and early intervention.

**Improving programs for better results** is underway at a number of organizations. Organizations are moving to evidence-based programs and focusing on activities with longer-term benefits.

**A note about the data:** 149 responses were provided by 34 entities (22 responses did not include organization information). 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, however in some cases responses were edited for brevity or clarity. We apologize for any error or omissions and welcome corrections.

## CONTACT INFORMATION

**United Community Services of Johnson County**

July 2010

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**Individual Exercise**

**What is the most significant action your organization is taking now to respond to current conditions?**

*About the data: Responses are grouped in three categories and listed alphabetically by organization. In some cases, the respondent did not provide the name of the organization. Every attempt was made to accurately transcribe the information as written by participants, however in some cases response were edited for brevity or clarity.*

**Organization**

**Response**

<b>Organization-wide Actions</b>		
	Catholic Charities of NE KS	Seeking to broaden funder base beyond traditional sources
<b>Building Capacity</b>	Catholic Charities of NE KS	Working to make sure we have qualified staff and volunteers that can respond to culturally diverse clients
<b>Maximizing Resources</b>	Catholic Charities of NE KS	Engage persons to participate through volunteerism
<b>Assessing Needs</b>	Friends of Recovery Association	Exploring additional collaborations in the community to maximize resources
	Gillis/Intensive Family Counseling	By building on strengths of each partner agency, Cornerstones of Care is working to increase efficiencies, consolidate services
	Head Start of Shawnee Mission	Exploring ways to serve more children without increased federal funding
	Health Partnership Clinic	Building a bigger clinic for medial services in Olathe
	Health Partnership Clinic	Ongoing monitoring of clinic needs for the uninsured and under-insured
	Heartland RADAC	Connecting and collaborating with other community stakeholders to open more resource opportunities for clients
	Johnson County Corrections	Educating staff on increasing diversity and poverty
	Johnson County Corrections	More community outreach to develop partnerships
	Johnson County Corrections	Becoming more efficient with work processes and staffing
	Johnson County Corrections	Recruiting volunteers to assist in providing key services to clients
	Johnson County Court Services	Providing translation services for non-English speaking clients
	Johnson County Developmental Supports	Working with local decision-makers and authorities regarding ways to address local needs with local resources
	Johnson County Government	Cutting County Government budget - reducing services in time of increasing demand
	Johnson County Government	Development of Caseworker Resource Center database
	Johnson County Health Dept.	Building community partnerships and collaborations to reduce duplication and maximize resources
	Johnson County Health Dept.	Implemented staffing and scheduling plans to increase patient access without increasing staff
	Johnson County Human Services	Taking action to best use resources to respond to changing, complex client needs
	Johnson County Library	Restructuring and evaluating work processes in preparation to do more with less
	Johnson County Library	Working to reach populations not currently reaching - minorities (Hispanic/Latino in particular), seniors and early childhood literacy
	Johnson County Mental Health	Increasing productivity to meet increased service demand
	Johnson County Mental Health	Facilitate a process to prioritize services and populations to best meet community needs with limited resources
	Kansas Children's Service League	Diversifying funding streams
	Kansas Children's Service League	Responding quickly to changes in programmatic and financial conditions

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	<b>Organization</b>	<b>Response</b>
	Kansas Children's Service League	Partner with others to gain efficiencies in service delivery
	Social and Rehabilitation Services	Working collaboratively in the community to address needs holistically (integrated staffings,etc.)  Reviewing resources across the organization in order to reallocate to areas such as human services where demands are unusually high  Staff development and engaging all funders to understand implications of changes as we deliver services more effectively  Maintaining quality service provision with reduced resources  Strategic planning to meet future needs  Strategic planning and prioritization of services across our 40 lines of business  Always evaluating the needs of our community
<b>Program-specific Actions</b> <b>Sustain an existing program</b> <b>Modify/improve existing program</b> <b>Implement new program</b>	Catholic Charities of NE KS Catholic Charities of NE KS El Centro El Centro Friends of Recovery Association Harvesters Interfaith Hospitality Network Johnson County Corrections Johnson County Corrections Johnson County Corrections Johnson County Corrections Johnson County Corrections Johnson County Court Services Johnson County Government Johnson County Government	Working with clients toward longer term solutions; treating clients with dignity and respect  Addressing the immediate crisis need of families in need of housing and food  Holistic victim support and leadership development of immigrant survivors (financial literacy/ESL/GED)  Quality and accessible bilingual preschool; facilitating credentialing of preschools  Helping persons with unemployment challenges find resources  Expanding BackSnack program in Johnson County schools to help food insecure children over weekends  Working with churches to provide food and shelter for homeless families; plus jobs and schooling  Using evidence-based practices in decisions and working with offenders  Working with clients on developing job skills  Expanding the juvenile detention center to include a family resource center to provide preventive services to families with children in need  Focusing more on identifying needs of the offender population (risk reduction) and working with the clients to address these needs  Re-entry for offenders into the community  Fee reductions based on financial need  Mental Health Diversion Program  Work Force Investment Board - job training support

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	KS Center for Autism Research	Training for families and caregivers to address the support needs of children and adults with autism
	KS Center for Autism Research	Capacity building to address diagnosing children with developmental issues/autism
	Marillac	Working from a Trauma Informed System of care perspective with emotionally disturbed children
	Marillac	Providing an after school program and summer program for autistic children
	Mother & Child Health Coalition	Information and resource sharing on trends in health and health services for women, infants and children
	Shawnee Community Services	Adding more nutritious food in supplies for families
	Shepherd's Center Central	New and enhanced programs for the aging population
	Shepherd's Center Central	Engaging and recruitment of volunteers (of all ages) to enhance independence for older adults in the community
	St. Michael & All Angels Church	Creation of summer nutrition program to replace the school year BackSnack program from Harvesters which currently serves 60 children
	St. Michael & All Angels Church	Creation of a community garden to provide produce for low-income families
	St. Michael & All Angels Church	Participation in Interfaith Hospitality Network to provide meals and support for homeless families
	Sunflower House	New casemanager position to help support families after child has disclosed abuse
	Sunflower House	Exploring 24-hour triage phone line
	Sunflower House	Creation of middle school online safety program
		Creating opportunities in neighborhoods thru sponsorship of walk ability surveys to promote intergenerational efforts like walking school bus with kids and seniors
		Broker service referrals to clients for needs, such as food pantry, GED, treatment, housing, food stamps, etc.
		Providing assistance with medical, transportation, housing, etc.
		Actively seeking volunteers to keep things going
<b>Systemic Action Civic Engagement Planning Raising Awareness</b>	Atonement Lutheran Church	Teaching people to live a Christ-centered life which will/should translate into a community of servants
	Center for Practical Bioethics	"Silo Busting" among agencies, communities and civic groups around issues specific to the demographic imperative of the increase in older adults
	Johnson County Government	Coordinated responses to adult and juvenile criminal justice and safety planning
	Kansas Children's Service League	Focused on continued funding for prevention, education and early intervention services by educating funders of the benefits of this

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MARC	Promotion of MARC's Adaptive Model to develop collaboration among cities/counties in the region
Mr. Goodcents Foundation	Organize community-based groups to build sustainable senior mobility solutions
Shepherd's Center Central	Encouraging the 50+ population to volunteer in the community
St. Michael & All Angels Church	Educating congregation on Johnson County housing trends and racial segregation in Greater KC metro area
United Way of Wyandotte County	Convened a group of agency and community leaders who identified three conditions and strategies to address them
USARiseUp.com	Addressing the shift in population to a more diverse culture by educating people on business, health, political and cultural differences
	Appeal to young adults ages 21-35
	Support dialogue and cross-sectoral planning to catalyze integrated problem solutions



## Individual Exercise

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	<b>Organization</b>	<b>Response</b>
<b>Systemic Changes</b>		<p>Attempting to protect current financial resources and critically evaluate new ways to advocate for or find new avenues for funding</p> <p>Running projections of future client population in anticipation of staffing levels, resources, etc.</p> <p>Strategic analysis of agency to determine what services can be provided with the limited resources likely to be available in the future</p> <p>Streamlining for the long term - no short-term fixes</p> <p>Trying to find ways to improve services, using data to demonstrate effectiveness/needs and focus on priorities</p> <p>Utilizing Team Tech to talk with our agency about ways we can become more efficient and continue to provide beneficial services</p>
<b>Improving Program Results</b>	<p>Atonement Lutheran Church</p> <p>Center for Practical Bioethics</p> <p>Johnson County Government</p> <p>Johnson County Government</p> <p>Johnson County Government</p> <p>Mother &amp; Child Health Coalition</p> <p>Mr. Goodcents Foundation</p> <p>St. Michael &amp; All Angels Church</p> <p>Sunflower House</p> <p>Sunflower House</p> <p>United Way of Wyandotte County</p> <p>United Way of Wyandotte County</p> <p>United Way of Wyandotte County</p> <p>USARiseUp.com</p>	<p>Modeling the importance of a servant-based life for today and tomorrow</p> <p>Continuing KC4 Aging in Community Initiative to raise awareness, provide education and create advocacy around aging issues</p> <p>Redirecting criminal justice spending to more evidence-based strategies that will reduce recidivism (Criminal Justice Advisory Council)</p> <p>Better addressing the needs of the mentally ill to keep them out of the criminal justice system (Mental Health/Criminal Justice Intercept Project)</p> <p>Facilitating the "Citizen's Visioning Committee" in preparation for the future</p> <p>Promote prevention and healthy lifestyles through various community partners and increase public/private partnerships</p> <p>Creating a vision for interconnecting transportation, land use, urban design and mobility for seniors</p> <p>Educating on reconciliation process; engaging interfaith and inter-racial dialogue</p> <p>Drive to increase parent education and support around (child) abuse issues</p> <p>Increase community awareness for positive parenting strategies</p> <p>Developing a system that will allow agencies to work together more efficiently including knowledge of each others resources</p> <p>Develop a job training system</p> <p>Developing universal definition, understanding and approach to case management</p> <p>Addressing the need to inclusiveness across cultural lines</p> <p>Increasing focus on prevention - early childhood programs</p> <p>Working on raising awareness of the silver tsunami through the KC4 Aging in Community effort</p>
	<p>Friends of Recovery Association</p> <p>Gillis/Intensive Family Counseling</p> <p>Harvesters</p> <p>Interfaith Hospitality Network</p> <p>Johnson County Corrections</p> <p>Johnson County Corrections</p> <p>Johnson County Government</p> <p>Johnson County Library</p> <p>Kansas Children's Service League</p> <p>Kansas Children's Service League</p>	<p>Staying current on best practices</p> <p>Build community-based services and programs</p> <p>Increasingly looking to government/nonprofit partnerships to address the issue of hunger</p> <p>Find jobs and advance education to prepare families for future</p> <p>Using evidence-based practices to work with client population</p> <p>Pursuing the Juvenile Detention Alternatives Initiative concept to help reduce the detention center population and provide services to at-risk youth</p> <p>Planning to better address those re-entering the community from jail</p> <p>Develop services to reach Latino and senior populations and provide early learning education</p> <p>Provide home visitation program to first time parents with children birth to 3 to teach parenting skills and provide health care</p> <p>Be more inclusive of fathers in services; educate about importance of fatherhood</p>

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KS Center for Autism Research	Efforts to build capacity in KC metro area to address needs of increasing population of adults with autism
KS Center for Autism Research	Autism resource library at KU Edwards Campus
Marillac	Reducing length of stay in psychiatric care and collaborate with community and in-home services
Shepherd's Center Central	Developing programs to engage Baby Boomers to volunteer and contribute to the community
St. Michael & All Angels Church	Providing tutoring and mentoring for at-risk students through Youth Friends
St. Michael & All Angels Church	Plant garden to help feed low-income families
St. Michael & All Angels Church	Brainstorming with Outreach Commission at the church
	Finding what works (evidence-based practices) in programs for the future