

# **STRONG Briefing Paper: The Neighborhood Place**

April 2004 Draft 2

## **Mission**

Neighborhood Place works with communities in the Louisville Metro area to provide blended and accessible health, education, employment, and human services that support children and families in their progress toward self-sufficiency.

## **Goals**

- To improve economic self-sufficiency
- To improve the health status of mothers and babies
- To reduce violence within families
- To improve the level of student participation in schools
- To provide timely access to an array of services
- To provide services that are coordinated
- To work in concert with communities

## **Unique Features**

- Single intake and assessment process
- Common release form for information
- Team approach
- Common focus
- A new way of delivering services

## **Governance Structure**

### **Primary Partner Agencies**

Provide staff and/or funding to all sites and include:

- Department for Community-Based Services, Kentucky Cabinet for Health and Family Services (Family Support and Protection & Permanency)
- Jefferson County Public Schools
- Louisville Metro Health Department
- Louisville Metro Human Services Department
- Seven Counties Services, Inc.

### **Other Partner Agencies**

- Community Coordinated Child Care (child care resource & referral center)
- Community Action Agency
- Family and Children's Agency

### **Community Councils**

- Every Neighborhood Place has a Community Council that gives general guidance about services that should be provided through its center and how these services should be offered
- Councils consist of 15-21 people; 2/3 reside in the service area and 1/3 work in the area (but do not live in the area)

- A goal of 1/3 of each Council's membership to have received or currently receive services

### **The Roles of Community Councils**

- Advocates of the community the Neighborhood Place serves
- Ambassadors to promote & encourage the use of the Neighborhood Place
- Planners
- Partners in Leadership

### **Managing Board**

- Adopts community-wide goals for the Neighborhood Place centers
- Establishes desired outcomes to evaluate effectiveness of the centers
- Assures consistent network of service delivery
- Identifies issues that present barriers to self-sufficiency
- Assures on-going collaboration among multiple agencies
- Establishes policies which produce a culturally sensitive, non-duplicative operation
- Coordinates and approves fund raising activities submitted by Community Councils
- Reviews and acts on recommended changes to Community Council by-laws
- Membership on the Managing Board includes:
  - Full partner agencies
  - Community Council representatives (one member is elected from each Council)

### **Committees of the Managing Board**

- ❖ Executive Committee – consists of the Chair, Vice-Chair, Secretary and one other member selected from among voting members of the Managing Board. At least one member is a Community Council representative. Exercises the powers and authority of the Managing Board between meetings as agreed upon by the majority of the Executive Committee.
- ❖ Nomination/Bylaws Committee
- ❖ Operations Committee
- ❖ Consists of Full Partners and Contributing Partners. Responsible for developing plans for implementation of service delivery, and allocating available resources to implement plans and reports to the Managing Board
- ❖ Program Committee
- ❖ A forum for agency representatives and Neighborhood Place Administrators to address day-to-day operational issues that cut across all Neighborhood Place centers
- ❖ Information Systems Committee
- ❖ Outcomes/Trends Committee
- ❖ Community Assessment and Planning Project (CAPP) Planning Group

- ❖ A joint initiative which provides each Neighborhood Place community a forum to identify its strengths, resources and potential as well as its needs, gaps, and barriers to service delivery
- ❖ Communication Committee
- ❖ FOCUS Committee
- ❖ The Neighborhood Place training committee—develops an interagency curriculum to meet long-term training needs of Neighborhood Place staff

### **Neighborhood Place Administrators**

Each Neighborhood Place has an administrator who is an employee of the Louisville Metro Human Services Department. The administrator is responsible for the overall operation of the Neighborhood Place and staff to the Managing Board and the Community Council. The responsibility for direct supervision of staff assigned to the Neighborhood Place rests with the home agency.

## **Blended Services Action Steps Team (BLAST)**

Six principles that guide each center in providing an effective, efficient, and high quality intake and assessment process:

- 1. Coordinate services**  
*Each center has a team that works to improve the blending of services. Teams meet at least monthly. Meetings are led by trained facilitators who have been trained/mentored by a Family Solutions faculty person.*
- 2. Respectfully welcome clients**  
*All families coming into the Neighborhood Place are greeted by staff*
- 3. Inform families**  
*All families, whether services are provided on site or off site, have an opportunity to learn the range of services available through Neighborhood Place*
- 4. Partner with families**  
*All families, regardless of whether services are provided on site or off site are asked what services are needed, and have the opportunity to sign a "Consent for Release of Information" form, may have a more thorough assessment done and are referred to the best possible resource*
- 5. Communicate**  
*Basic information for families receiving a service at Neighborhood Place or from staff assigned to a Neighborhood Place who have signed a consent form is collected. Core data elements include: Name (Head of Household); Number of people in household; Address; Social Security Number; Phone Number; Zip Code; Today's Date; Emergency Contact*
- 6. Train staff**  
*The skills, techniques and principles of practice that are inherent in the above are a priority for staff development*

## **Checklist for Determining a Change in Services at the Neighborhood Place**

*(Adapted from the Neighborhood Place Communication Checklist, Neighborhood Place Program Planning Checklist, and the Neighborhood Place Program Review Checklist)*

1. Who is the initiating agency?
2. Who is the lead contact person for the agency initiating the program?
3. What is the initiative trying to achieve? How will they know when they have achieved it?
4. Do the goals of the initiative fit within the mission of Neighborhood Place?
5. Does the initiative strengthen collaboration among Neighborhood Place staff? If yes, how?
6. What will be different for families and children?
7. Will families be served comprehensively?
8. Does the initiative foster staff becoming “full partners” with families?
9. Does the initiative involve Family Resource Youth Service Centers?
10. Will activity expectations require a change in operating functions?
11. What are the time commitments and duties of Neighborhood Place Administrators throughout the planning and implementation of the initiative?
12. Will activity expectations require a change in operating functions?
13. What are the time commitments and duties for the community council representatives?
14. What are the time commitments and duties for Neighborhood Place staff that are not part of their daily routine?
15. Does the initiative require a representative group of staff to volunteer to implement the initiative or any part of the initiative?
16. Is agency staff allowed the flexibility to accommodate the activities/responsibilities of the program?
17. Is the initiative flexible enough to allow Neighborhood Place to use its current terminology for like activities?
18. Does the initiative require new staff to be hired and space found at a Neighborhood Place? If yes, answer the following:
  - Does the service satisfy the mission of Neighborhood Place?
  - Is the Neighborhood Place the appropriate location to provide the service?
  - Does the service impact the internal operations of Neighborhood Place?
  - Does the service impact service to the community?
  - Are multiple sites impacted?
  - Does the adjustment add staff to the site?
  - Does the adjustment remove staff from the site?
  - Does the change eliminate a service that is currently provided?
  - If implemented will there be a change in clientele?
  - If implemented will there be a change in the client flow in and out of the center?
  - Does the change impact services of other agencies?
  - Does the change impact the assessment process?
19. What happens when the funding runs out? Are activities going to continue? If yes, how?
20. Does the program address the priority needs identified by the community?

21. If the program is successful, is there a plan to replicate it at other sites?
22. How often should a program review be held, and when should it start?